

# What we do for you...

Your water is supplied by Bristol Water and your sewerage services are provided by Wessex Water. Here's what we do for you every day to ensure you receive the very best standards of service.

## Your water supply



### Your tap water is clean, safe and ready to drink

Every day your water gets treated to the highest standard before being pumped to your home. We take daily water samples and test it to make sure it is safe for everyone to use.



### Saving water helps the environment

We carefully manage our water sources so you have enough water when you need it, but at the same time we ensure we don't take any more than we need to from the environment. Saving water in your home helps protect the environment.



### You have a reliable supply of water

We're renewing pipes and fixing leaks to save water. In your area we take care of 4,300 miles of water mains and use modern techniques to identify and fix leaks.



### Always here to help

Sometimes you need to get in touch. But don't worry, if there's a problem we're on hand 24 hours a day to deal with emergencies and help.



## Your sewerage services

Wessex Water  
YTL GROUP



### We safely take away your sewage and wastewater

When you flush the toilet or pull the plug, your waste travels through a network of sewers to our sewage works where it's treated.



### Out of sight out of mind

Below ground we look after sewers and manage waste water to minimise risk of flooding. We're investing in upsizing sewers or building large underground tanks to cope with our growing population.



### Protecting rivers, lakes and the sea

Maintaining our underground network of pipes and treating sewage to a high standard keeps local watercourses healthy and free from pollution.



### Recycling your wastewater

At our sewage works your waste is treated to a standard so it can be safely returned to the environment. During the process we generate renewable energy, which is used to power homes and businesses.

### In your community

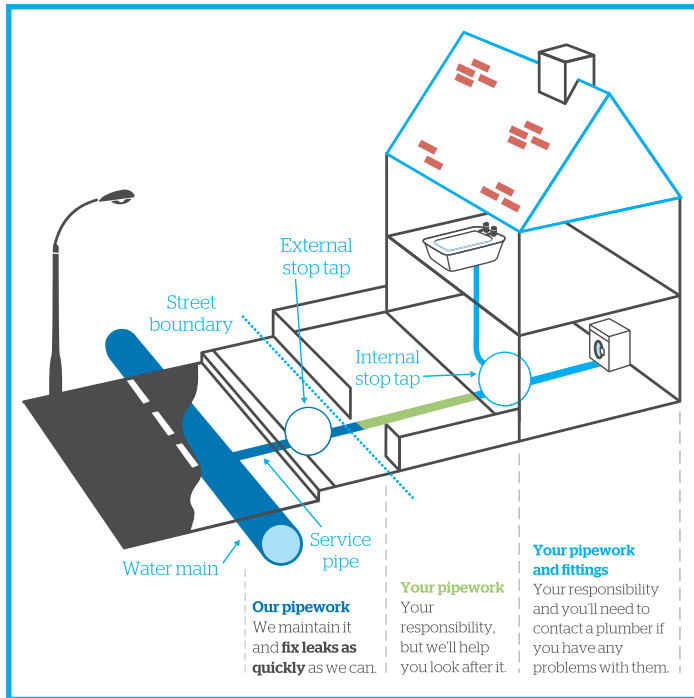
Every day we're working in your local community visiting schools to help educate children about the importance of the water cycle, supporting environmental projects and working with partners, such as debt advice agencies, to help those customers who need that extra care. Find out more at [wessexwater.co.uk](http://wessexwater.co.uk)

# What you can do...

## Your view matters

We value your opinion so please join our online customer research panels. You can tell us what you think of our services, how we can improve and help us plan for the future.

Visit: [bristolwater.co.uk/letusknow](http://bristolwater.co.uk/letusknow) [wessexwater.co.uk/haveyoursay](http://wessexwater.co.uk/haveyoursay)



## What to do if you have a leak

We share responsibility of water pipes you use.

You are responsible for the maintenance of the plumbing inside your home. For example, all pipework, water tanks, taps and overflows. You are also responsible for the service pipe from your house to the outside boundary of your property. Where your service pipe crosses third party land, you are responsible for the pipe from the point where it leaves our water main in the highway.

### Spot a leak?

If you see a leak on our external service pipe we will repair it under our leak repair service. Our leakage code of practice explains how we help customers with leakage on their supply pipes. If you spot a leak please report it on our leak line 0800 801011.

### Need a plumber?

For a local plumber visit the WaterSafe website at [watersafe.org.uk](http://watersafe.org.uk) or call 0333 207 9030.

### Water quality, strange taste or colour

Changes within your home can affect the taste and colour of drinking water. For advice about this visit [bristolwater.co.uk/your-home/water-quality](http://bristolwater.co.uk/your-home/water-quality)



## Save water and energy

Applying some simple water saving measures around the home may help you save money, energy and water - to find out more and to order a FREE water saving pack go to our website: [bristolwater.co.uk/savewater](http://bristolwater.co.uk/savewater)

Apply a few of these tips to save water and the environment:

- repair dripping taps or leaks
- turn the tap off when cleaning your teeth
- take a short shower instead of a bath
- always fully load your washing machine or dishwasher
- collect rainwater in a water butt.



## Prevent blockages

Baby wipes, facial wipes, hygiene wipes and surface wipes don't break down in the same way as toilet paper. These products, as well as sanitary products and nappies, should be put in the bin. Simply follow our advice and only flush the three Ps - paper, poo and pee - to keep your pipes blockage free. In the kitchen, pouring fat, oil and grease down the sink can also cause blockages. Let these cool and pour into a non-recyclable container, which can be placed with your household waste. Or, if you have a food waste bin, scrape cooled food scraps and fat into it. [wessexwater.co.uk/binit](http://wessexwater.co.uk/binit)



## Be stranger aware

Bogus callers often prey on elderly or vulnerable people by pretending they work for a water company to con their way into homes. All of our staff or representatives of our billing company Bristol Wessex Billing Services Limited carry photographic identification and rarely need to enter homes, and we operate a password system where requested. If in doubt, keep them out!

## Your comments

If you have any comments or complaints about the services we provide, our code of practice for enquiries and complaints shows how you can get in touch. If you are unhappy with the response you receive, you can then contact the Consumer Council for Water, the independent customer watchdog or, in some cases, the Water Services Regulation Authority (Ofwat). For more information visit [bristolwater.co.uk/cop](http://bristolwater.co.uk/cop) or [wessexwater.co.uk/cop](http://wessexwater.co.uk/cop) ([www.ccwater.org.uk](http://www.ccwater.org.uk) and [www.ofwat.gov.uk](http://www.ofwat.gov.uk)) or call 0345 600 3 600 (Monday to Friday, 8am to 6pm) for a leaflet.

## Our promises

The Bristol Water customer promise details the levels of service around water quality and supply, customer service and billing that you can expect from us, and what compensation we will pay if we don't meet these targets. For more information visit [bristolwater.co.uk/promise](http://bristolwater.co.uk/promise) or call 0345 702 3797 (Monday to Friday, 8am to 6pm) to request a copy.

Wessex Water offers customers the best overall guarantees in the industry which apply to our sewerage services, such as sewer flooding, and to customer services. For a full list of our promises visit [wessexwater.co.uk/promises](http://wessexwater.co.uk/promises) or call 0345 600 3 600 (Monday to Friday, 8am to 6pm).