

Your water supply

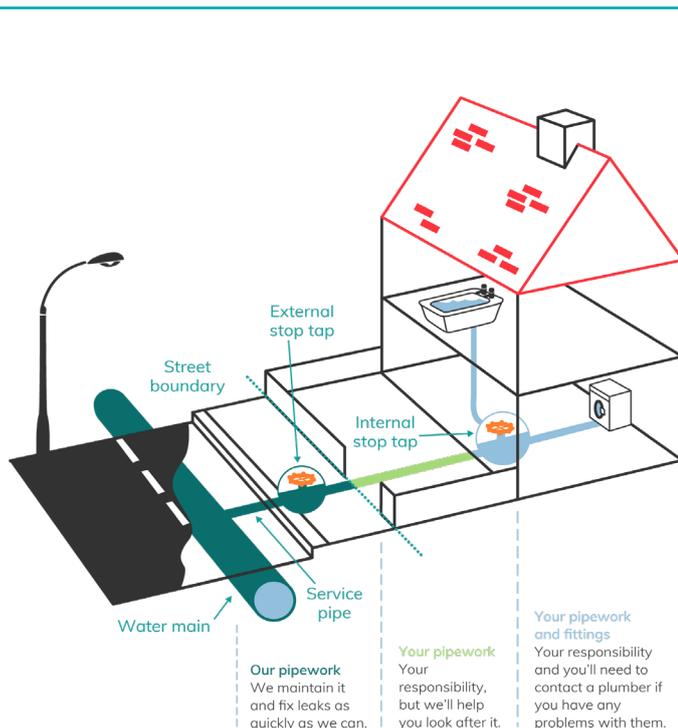
Your water is supplied by Bristol Water.



Did you know Bristol Water has the lowest leakage rate in the country?

We know, not bad for a little, old water company. Leakage is one of your top priorities and so that makes it one of ours. And just because we're currently the best doesn't mean we are going to stop there... we've committed to reducing our leakage by a further 15% by 2025. What can you do to help? Get a water meter fitted. By having a meter you can help us detect leaks on your water supply, which take longer to find without a meter.

As well as having a meter fitted you can also help reduce leakage by fixing any leaking toilets or taps in your home.



What to do if you have a leak

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

Spotted a leak?

If you spot a leak please report it on our leak line 0800 801011. 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.

Need a plumber?

For a local plumber visit the WaterSafe website at 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 your drinking water. For advice about this visit bristolwater.co.uk/water-quality

Save water and energy

Applying some simple water-saving measures around your 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 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.

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 and representatives of our billing company carry photographic identification and rarely need to enter homes, and we operate a password system where requested. If in doubt, keep them out!

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

Our promise

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'll pay if we don't meet these targets. For more information visit bristolwater.co.uk/promise or call 0345 702 3797 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm) to request a copy.

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're unhappy with the response you receive, you can then contact CCW - the voice for water consumers or, in some cases, the Water Services Regulation Authority (Ofwat). For more information visit bristolwater.co.uk/cop

YOUR SEWERAGE SERVICE

Wessex Water

YTL GROUP



Wessex Water provides your sewerage service.

Every day we safely take away your sewage and wastewater and treat it so it can be returned to the environment. We work 24/7 to deliver this essential service and we're also investing to make things even better.

For customers

- Investing in the reliability of sewerage services to cope with severe weather.
- Ensuring bills remain affordable for all, and providing help for those struggling.
- Increasing our support for people in vulnerable circumstances.
- Expanding our online services to make life easier for you.

For the environment

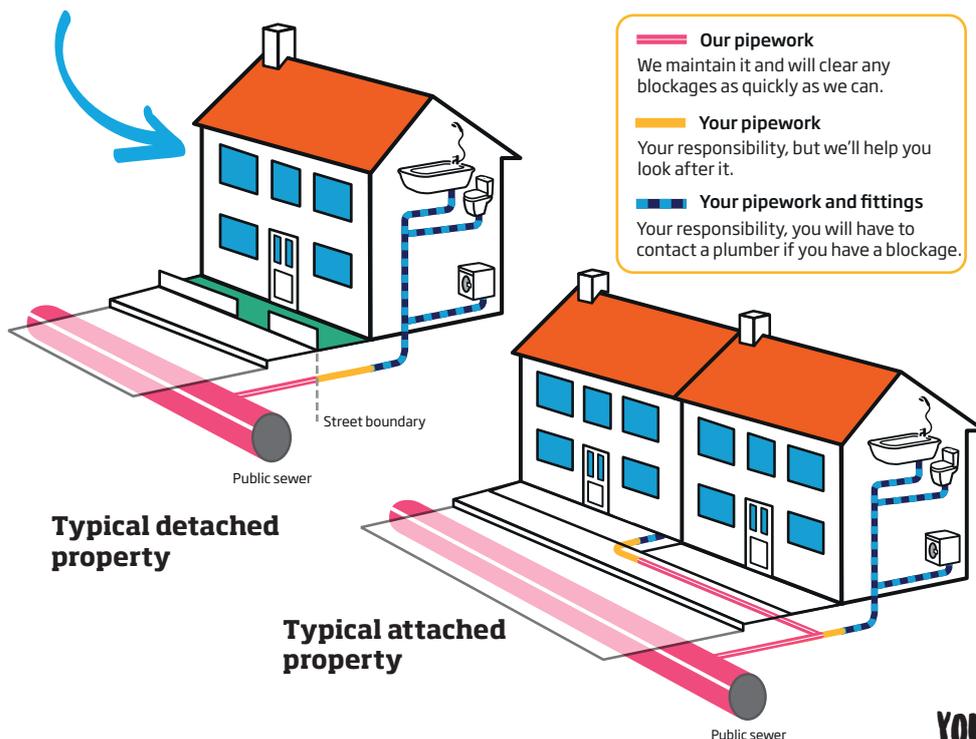
- Improving water quality in 480 miles of local rivers.
- Reducing our carbon footprint.
- Working with customers and partners to encourage people not to flush the wrong things down the loo, which leads to sewer blockages and pollution incidents.

FOR YOU. FOR LIFE.



KNOW YOUR DRAINS

While we're responsible for maintaining public sewers, you are responsible for maintaining your private drain - that's the section of pipe which serves only your property and is inside your property boundary. Where your private drain joins other pipework from neighbouring properties it becomes our responsibility. To find out more about sewer ownership visit: wessexwater.co.uk/pipework



Typical detached property

Typical attached property



HELP US STOP THE BLOCK

To protect your home from sewer blockages, make sure you only flush the three Ps - paper, poo and pee - and bin other items, such as:



- ✗ Wet wipes, even if they are branded "flushable"
- ✗ Nappies
- ✗ Sanitary and incontinence pads
- ✗ Cotton buds
- ✗ Plasters and bandages
- ✗ Tampons and applicators
- ✗ Razor blades, and anything else

And in the kitchen, dispose of the following in your bin or food waste recycling:

- ✗ Cooking fat, oil and grease, wipe it away with kitchen roll once cooled
- ✗ Leftover food scraps
- ✗ Coffee grounds

wessexwater.co.uk/stoptheblock

OUR PROMISES

Wessex Water offers customers one of 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 or call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm).

YOUR VIEW MATTERS

We value your opinion so please join our online customer research panel. You can tell us what you think of our services, how we can improve and help us plan for the future. Visit: wessexwater.co.uk/haveyoursay

YOUR COMMENTS

If you have any comments or complaints about the services we provide, our core customer information for enquiries and complaints shows how you can get in touch.

If you are unhappy with the response you receive, you can then contact CCW - the voice for water consumers or, in some cases, the Water Services Regulation Authority (Ofwat).

For more information visit: wessexwater.co.uk/policy

www.ccwater.org.uk

www.ofwat.gov.uk

or call 0345 600 3 600 (Monday to Friday, 8am to 8pm; Saturday, 8am to 2pm) for a leaflet.

For more information about our services visit: wessexwater.co.uk