



BRISTOL
WATER

Wessex Water

YTL GROUP



We want to help

Our billing and account complaint process

We want to help

We're sorry you feel you need to complain to us.

We want to provide you with the best possible experience.

If you think our service has fallen below its usual standards we want to hear from you.

Your views will help us to put things right and make future improvements.

If you need to contact us

About your bill or account:

Call: 0345 600 3 600
(Monday to Friday, 8am to 6pm; Saturday, 9am to 1pm)

Email: bristolwater.co.uk/contact-us or wessexwater.co.uk/contact-us

Live chat: through our websites bristolwater.co.uk **wessexwater.co.uk**

Write to: Customer Services, BWBSL, 1 Clevedon Walk, Nailsea, BS48 1WA

1 What to do if you have a complaint

The quickest way for us to put things right is to call us and speak to one of our friendly team and let them know what has happened.

We will listen to your issue, if we have done something wrong we'll apologise and try and resolve your issue immediately. However if we can't we'll aim to respond to you within five working days.

If we fail to respond within 10 working days, you may be entitled to compensation under our customer promise. A full list of these can be found at bristolwater.co.uk/promise, wessexwater.co.uk/promises or you can contact us.

2 If you'd like us to review our response to your complaint

If you are not happy with our resolution, then get back in touch. We will escalate your complaint to a Senior Manager for review.

3 CCW -The voice for water consumers

If you are not happy with the final resolution, your issue is over eight weeks old, or you just want some free, trusted, independent advice, you can contact the Consumer Council for Water (CCW) the independent voice for water consumers in England and Wales.

Call: 0300 034 2222

Website: www.ccwater.org.uk/contact-us

Write: CCW, 23 Stephenson Street, Birmingham, B2 4BH

If CCW thinks your complaint is justified, we will be asked to take the appropriate action to put things right.

4 WATRS, the Water Redress Scheme

If your complaint remains unresolved after it has gone through all the stages of our complaints procedure and has been reviewed by CCW, you might want to consider asking WATRS for their help. They will provide an independent binding decision.

Call: 0207 520 3801

Email: info@watrs.org

Website: www.watrs.org

Write: WATRS, International Dispute Resolution Centre, 70 Fleet Street London, EC4Y 1EU

Disputes handled by the Water Services Regulation Authority (Ofwat)

Some types of complaint need to be dealt with by Ofwat, rather than CCW. These include: water/sewerage companies' powers to lay pipes on private land and concerns water companies are breaking their licence conditions.

Arbitration

In some cases you will have the legal right to refer your dispute to arbitration, which means bringing in someone else to settle this.

Matters that may be suitable are:

- positioning of our water meters
- compensation for street works
- disputes about the installation of water fittings (prevention of contamination).

For more details about arbitration, contact your local office of the Chartered Institute of Arbitrators.

Extra support when you need it

If you or anyone you know needs extra support, we can help through Priority Services:

- Help if your water supply gets interrupted.
- Bills and leaflets in Braille, large print or other languages.
- A password to protect against scam house calls.

It's free and easy to register.

Apply online at bristolwater.co.uk/priority-services
wessexwater.co.uk/priority-services

or call 0345 600 3 600 (Monday to Friday, 8am to 6pm; Saturday 9am to 1pm)

Energy providers offer a similar service – don't forget to register with them too.



This leaflet is available in Braille, large print and other languages.

We welcome calls via the Relay UK Service.

Calls to 0345 numbers from UK landlines cost no more than calls to standard UK landline numbers. If you're calling from a mobile please check with your service provider as sometimes calls can cost more.

We may record telephone calls into our contact centres for quality, security and training purposes.

Bristol Water and Wessex Water are not responsible for the content of external websites.

This leaflet forms part of our core customer information.



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