



A HELPING HAND



Get help paying your water bill

If you're struggling to pay your water bills, we have a range of plans to reduce your bills or help manage your payments.

Get a little extra help whatever your needs

If you have additional physical or mental health needs, we can help with meter reading, different bill formats, priority repairs, emergency bottled water and more.



Talk to us for help and advice

Call: 0345 600 3600

bristolwater.co.uk/help-to-pay



Find out how we can help you

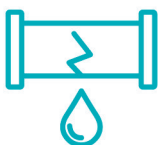
Call: 0345 600 3600

bristolwater.co.uk/priority-services



Be stranger aware – if in doubt, keep them out

Unwanted callers may target elderly or vulnerable people by pretending they work for Bristol Water. All of our staff carry photographic identification and operate a password system where requested.



What to do if you have a leak

If you think you may have a leak on your pipework, please visit our website for further help bristolwater.co.uk/help-with-leaks



Bristol Water Customer 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.

Visit: bristolwater.co.uk/promise or call 0345 702 3797



Where we're investing

Every day we take away sewage and wastewater and treat it so it can be returned to the environment safely. We work 24/7 to deliver this essential service. Between 2020 and 2025 we are investing £1.4 billion to make things even better for both you and the environment.

Tackling storm overflows

Storm overflows automatically operate during heavy rainfall to release diluted wastewater, mainly rainwater, to prevent homes and highways from flooding. We believe overflows have no place in the 21st century, but they are a legacy from the past so it will take time and significant investment to resolve them.

We're investing £3 million a month to tackle overflows and reduce how often they operate, with work already underway.

How you could help

You pay a charge for rainwater draining from your roof to the sewer. However, you could save around £26 off your bill by disconnecting downpipes and distributing any surplus rainwater across your garden or into a soakaway.

That will help ensure rainwater doesn't overwhelm some sewers during intense rainfall and result in storm overflows operating.

Find out more at wessexwater.co.uk/overflows

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

Our pipework

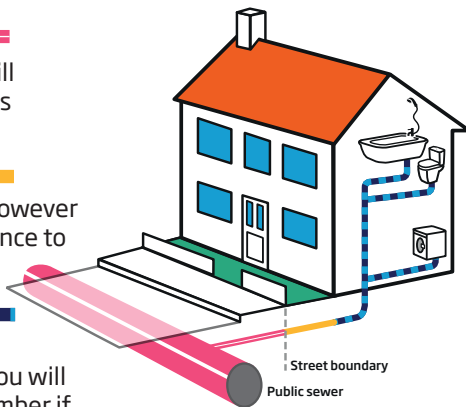
We maintain it and will clear any blockages as quickly as we can.

Your pipework

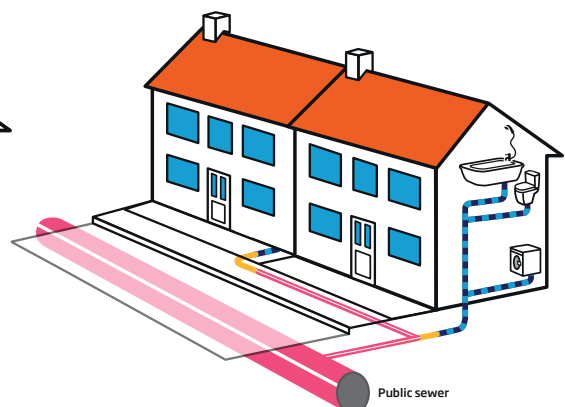
Your responsibility, however we can provide guidance to help you look after it.

Your pipework and fittings

Your responsibility, you will have to contact a plumber if you have a blockage.



Typical detached property



Typical attached property

Important information

Your comments

If you have any comments or complaints about the services we provide please visit: wessexwater.co.uk/policy or call 0345 600 3 600 for a copy of our core customer information for complaints.

Our promises

Wessex Water offers customers one of the best overall guarantees in the industry which applies to our water and sewerage services, such as supply interruptions, sewer flooding, and customer services.

For a full list of our promises visit wessexwater.co.uk/promises or call 0345 600 3 600.

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/have-your-say

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