



The Source  
...of water for over 1,000,000 people.



WATER TALK



# BUSINESS AS USUAL

**BRISTOL WATER is now owned by the Spanish water company Agbar (Aguas de Barcelona).**

However, as managing director Alan Parsons (above right) stresses: "This has made absolutely no difference to the high standards of water quality and service we provide. Throughout and since the takeover, it's been 'business as usual' as far as customers are concerned".

Our new Spanish chief executive, Manuel Navarro (above left), says he is proud to be part of what he sees as the Bristol Water 'family'.

Since the agreed takeover some months ago, Manuel and his small team of colleagues have become familiar faces at the Company.

"My main impression of the Bristol

Water staff is that they are highly focussed on caring for customers, working hard to give them the best service possible," says Manuel. "The staff seem to be a big family and I am very comfortable with this. I am proud to be part of this family."

"English customers are really no different from Spanish customers - they both want good service and high quality water 24 hours a day. They have the right to complain if we do not deliver. After all, we are the most important utility service; they cannot live without us."

Already, a number of exchange visits of staff have taken place and it is clear that the companies can learn from each other to the benefit of staff and customers.

● Agbar Water serves more than 19 million customers in almost 1,000 Spanish cities and villages, ranging from 1,000 to more than three million residents.

Its parent, the AGBAR GROUP, works around the globe. It has subsidiaries in 19 countries; and, with a workforce of nearly 33,000 employees, provides services to more than 37 million people around the world.

● Manuel, who has an engineering background, is certainly no stranger to travelling or working abroad - he joined the Agbar Group in 1983 and has managed water companies in Spain and much of Latin America.

For more information about Agbar, visit their website [www.agbar.es](http://www.agbar.es)



## MASSIVE PROJECTS TAKE SHAPE - OVER £17m INVESTED

Two major projects demonstrate where the money goes - and just how much Bristol Water is investing in ensuring the quality and reliability of your water supplies

● A new 13.5 kilometre long water main will improve the security of supply to North Bristol.

The huge new 600mm diameter water main runs between Barrow and Hicks Gate near Keynsham.

The £8 million project, known as the Northern Strategic Support Scheme, will provide increased operational flexibility and allow water to be pumped from Barrow Water Treatment Works to the north of Bristol in times of emergency.

This is the second phase of a series of projects that make up the whole support scheme. Other projects include the construction of a pumping station and service reservoir.

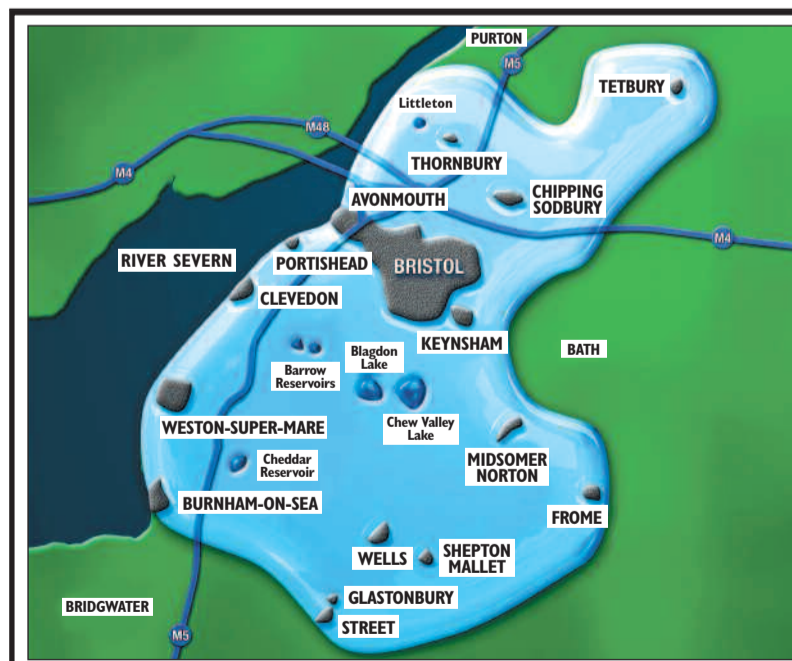
● Meanwhile, work has begun on a £9.2million scheme at Banwell Treatment Works which supplies water to Weston-super-Mare and the surrounding area.

In the summer, there are throughput problems at the Banwell and Rowberrow water treatment plants at a time when demand is at its highest.

To solve this and to meet ever-rising water quality standards, a new membrane treatment process system is being installed at the Banwell works.

The output at Banwell will also be increased to 30 million litres a day to meet rising demand for water.

Now work is also in progress on laying two new 3.5 kilometre long pipelines between the existing plants at Banwell and Rowberrow.



## Purely water supply

IF YOU LIVE within the area shown, then you are supplied by Bristol Water. We are purely concerned with water supply.

An entirely separate company, Wessex Water, is responsible for the sewerage in the area. They do not supply water here.

Bristol Water was launched in 1846 and now supplies an average of 300 million litres of water a day to over one million people and businesses in an area of almost 2,400 square kilometres.

For full information about who we are and what we do, visit our website on [www.bristolwater.co.uk](http://www.bristolwater.co.uk)



The Quality

Water quality is our top priority.



# The Source

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BRISTOL  
WATER

## Fully committed to tackling leaks

**WATER LOST through a leak in our pipes, or yours, is wasted water. The leaking water will eventually return to the natural environment, but it has already cost money to collect, treat and pump. Unnecessary waste of water harms our environment and adds to the climate change problem.**

But leakage on water systems simply cannot be reduced to zero. Water mains are buried in the ground – sometimes where the soil progressively eats away at the pipe material, usually for well over 50 years. Our systems have literally millions of joints and connections, each one of which is under stress from the pressure of water in the mains.

We have a very active leakage control programme and sophisticated continuous monitoring systems but even these cannot detect the background leakage from the “seeps and weeps”. This sort of leakage makes up half the reported leakage. Even if we could replace the mains and connections more frequently the full problem would not be

resolved and the cost and disruption to customers would not be acceptable.

The high profile leaks when a main bursts and sends up a fountain of water into the street often cause damage to road surfaces and may even flood properties. These spectacular bursts show the pressure within the mains that is seeking out every weak spot on the system. These sorts of bursts, and the many we find by our careful monitoring of our system, are dealt with as quickly as possible.

They have to be prioritised to deal with the most important bursts first. In the majority of cases we have repaired a leak even before it is noticed by the public.

About one fifth of leakage is from customers' pipes. These are not our responsibility although they are included in published leakage figures. If we detect such a leak we will ask the customer to get it fixed and in many cases will contribute to the repair or replacement cost.

We could reduce the level of leakage still further – but it would be very expensive and so customer bills would go up significantly.

We meet the leakage target set by our regulator and have done so year after year. We invest heavily in leakage detection work and are constantly working to improve detection rates and response times. We have programmes of replacing or refurbishing mains where we see the highest burst rates. We would like to do more of this work but our regulator has kept tight control on the level of money we can spend. We believe in the future more money will be required in this area.

We are controlling leakage to below what is called the economic level. The easiest way of describing this is to say we spend more on leakage control than the full cost of the water saved. We do this because we appreciate that it is unacceptable to allow the level of reported leakage to increase. The calculations used in this assessment include allowances for environmental and social costs.

We care passionately on your behalf about controlling leakage - minimising inconvenience to customers, minimising costs to customers and minimising damage to the environment.



## High standards maintained

● The latest annual water quality report for Bristol Water showed that the Company has continued to meet the highest standards.

This demonstrates our continuing commitment to and substantial investment in water quality.

A staggering figure of more than 99.9% of all compliance analyses continued to meet the required standards.

● Bristol Water beat its leakage target yet again this year -- it has the 6th lowest leakage figure out of the nearly two dozen water companies in England and Wales.

● Only weeks ago, the regulator Ofwat published its latest report on the water companies' levels of service to customers. Bristol Water, aided by its partner Bristol Wessex Billing Services, achieved the highest possible assessment for all five applicable measures, including response to billing contacts.

## Flushing out the water mains

AS PART of our programme of essential investment over the next five years, we are undertaking a major programme to flush our whole mains network.

When water leaves the treatment works it is delivered through a network of distribution pipes made of cast iron, plastic or cement. The Bristol Water supply area covers nearly 2,400 square kilometres serving over one million people and businesses through a network of 6,500 kilometres.

Water quality is strictly regulated by the Drinking Water Inspectorate (DWI) and it is our responsibility to deliver high quality water that meets DWI standards. We currently carry out more than 700,000 water quality tests annually.

Flushing is carried out to clean the water mains by removing sediment that may be present in the pipe and which could reach customers' taps. Rust deposits, mostly iron and manganese, build up on the inside of the water mains and flushing the water through at high pressure can remove these deposits and ultimately improve the quality of the water supplied to our customers. The opportunity is also taken to check on the condition of fixtures like hydrants and valves and repairs are made where necessary.

As water mains are flushed, customers may notice a temporary reduction in water pressure and possible water discolouration. You may also notice the flushed water flowing into the drains. This does

not mean we are wasting water, though, as carefully controlled volumes are used in the process.

Preparatory work will be carried out prior to the flushing minimising disruption to customers. Samples of water will be taken before, during and after the work has been completed to monitor the water quality. Signs are put out two weeks before we begin flushing in an area to advise customers of the work.

We would like to apologise for any inconvenience this project may cause but can assure you that this work is being carried out to prevent future problems and ensure you have the highest quality drinking water at all times.

## High ratings

OUR CUSTOMERS say we are providing high levels of service.

We have received excellent results from a number of customer satisfaction surveys this year.

In fact, one of them, a survey on phone call handling for water regulator Ofwat, confirmed Bristol Water's position as 2nd in the whole water industry for 2005/06.

Bristol Water customers are surveyed through three main routes:

● Each month 150 customers are surveyed who have recently been in contact with the company, for an operational or billing matter. Over the year 2005/06, 93% of respondents to this survey rated the service they received as good or very good.

● Each year, 300 customers are contacted for a detailed survey of what their expectations of Bristol Water are, and how they feel the company is performing. The 2005/06 result shows 87% of customers to be satisfied with the company's performance, a higher rating than the same customers gave to their other utility suppliers.

● As part of the official assessment of water companies' telephone call-handling performance, Ofwat have introduced a customer satisfaction element. This involves four surveys of 100 customers who contacted the company in the previous week. 2005/06 is the first year that this survey has been carried out, and Bristol Water's customers gave it a 94% satisfaction rating.

"These are excellent results and we thank both our staff, and those of our partner Bristol Wessex Billing Services, for their hard work to achieve them," said managing director Alan Parsons. "However, we are certainly not going to rest on our laurels and will continue to do all we can to maintain such high levels of service."

## Beware conmen

BRISTOL WATER is urging customers to beware of bogus callers following a series of incidents when elderly customers were robbed by men claiming to be from Bristol Water.

Householders should always check a caller's identity card – all Bristol Water employees carry identity cards, which include a name and photograph of the cardholder. They are required to show this card whenever they visit customers' homes and will always wait patiently outside whilst their identification is verified using the freephone number on the identity card.

Help us fight back... We want to help you fight back against the bogus callers.

To start with we offer a £2,000 reward to trap at least one of these

cruel conmen. The reward will go to the first person who provides police with information leading to the arrest and conviction of anybody committing a criminal act while posing as a Bristol Water representative.

These heartless criminals prey on the elderly in particular and we want to do all we can to try to stop them. Of course, not all visitors claiming to be water officials are conmen. But when a real one visits a customer, he/she will show a proper identity card.

Bristol Water also offers a password service. This enables customers to choose their own special password and register it with the company. Then, if a Bristol Water official needs to call at the customer's home, he/she must give the correct password before being admitted.



**SEEN A LEAK?  
PLEASE CALL OUR  
FREE LEAKLINE ON  
0800 801011  
AT ANY TIME**

FOR FURTHER INFORMATION ABOUT ANY ASPECT OF THIS NEWSLETTER, PLEASE CONTACT JEREMY WILLIAMS OR PAUL KELSON AT CORPORATE AFFAIRS, BRISTOL WATER, 0117 953 6470 (OFFICE HOURS) OR WRITE TO CORPORATE AFFAIRS, BRISTOL WATER, PO BOX 218, BRIDGWATER ROAD, BRISTOL, BS99 7AU OR E-MAIL VIA [corporate.affairs@bristolwater.co.uk](mailto:corporate.affairs@bristolwater.co.uk)

# The Source

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**BRISTOL WATER**

## IMPORTANT NEWS

Bristol Water no longer work with Homeserve plc to offer Home Emergency Insurance products

We are pleased to announce that we have a new preferred supplier for Home Emergency Insurance products - **London General Insurance Company Limited (LGI)**. We pride ourselves on sourcing products for our customers and believe that **LGI** not only offer **value for money** but provide the **best service** available in the market.

LGI have a range of products available to protect you and your home:

- **Plumbing and Drainage Emergency Insurance**
- **Electrical Emergency Insurance**
- **Boiler Breakdown Insurance**

All products come with generous and comprehensive cover limits.

The 24 hour, 365 days a year Helpline means that in an emergency, help is only ever a phone call away.

Plus, cover starts from only £3.75 a month!

**To check if you have the recommended Bristol Water products call now 0800 294 7300**

## PEACE OF MIND & GOODWILL AT CHRISTMAS WITH LGI - PROTECT YOUR HOME THIS WINTER

### NEW Boiler and Heating System Breakdown Insurance

#### SPECIAL LIMITED OFFER:

**2 months FREE\* on Boiler & System Breakdown Insurance worth up to £31.00**

As part of our new relationship with London General Insurance Company Limited (LGI), not only can you protect your Plumbing and Drainage against emergencies (call for details), you can now purchase valuable cover for your Boiler and Central Heating System.

LGI's Boiler & System Breakdown insurance will protect you and your home from the inconvenience of loss of hot water and heating, which is particularly unwelcome during the cold winter months.

Plus, the policy includes all these benefits:

- 24hr, 365 days a year Helpline
- Rapid response times – in an emergency an authorised repairer will aim to attend within 2 hours<sup>^</sup> and in the event of a total loss of heating within 24 hours<sup>\*\*</sup>

• Qualified, vetted & reliable repairers. Claim up to £1,500 per policy term

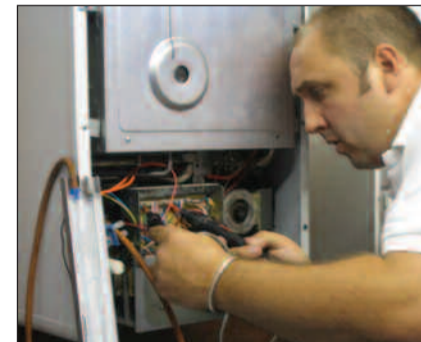
• Cash settlement if your boiler is not repairable or uneconomical to repair

• No bills to pay – LGI will settle them directly

• Optional annual inspection available

**ALL this from only £9.50 a month!**

**OFFER ENDS 31st Dec 2006**



#### DON'T MISS OUT!

**If you have Plumbing & Drainage Emergency Insurance or Boiler & System Breakdown Insurance elsewhere, you can still benefit from this offer. LGI can set up your policy to start when your existing cover expires!**

**Call LGI now on 0800 294 7300  
Get 2 months cover – FREE!**

Monday – Friday, 9am – 5pm, quoting WTLK02, or visit:  
[www.bristolwater.co.uk/home-emergencies](http://www.bristolwater.co.uk/home-emergencies)

**LGI**  
LONDON GENERAL INSURANCE

\*2 Months Free cover – 14 months cover for the price of 12 months. The two months free will run on at the end of the first 12 paid for months.<sup>^</sup> In the event of an uncontrollable water leak<sup>\*\*</sup> Terms and conditions apply. Boiler & System Breakdown Insurance is only available to homeowners whose property is not used for any commercial purpose. Calls may be monitored and recorded for staff training and improvement purposes. Boiler Breakdown Insurance is administered by London General Holdings Limited, Combined House, 15 Wheatfield Way, Kingston Upon Thames, Surrey, KT1 2PA.

The insurance is underwritten by London General Insurance Company Limited (LGI), Combined House, 15 Wheatfield Way, Kingston upon Thames, Surrey, KT1 2PQ, registered number 1865673. All rights reserved.

Bristol Water plc is an appointed representative of LGI for insurance mediation activity. LGI is authorised and regulated by the Financial Services Authority. This insurance is a commercial offer for Bristol Water plc customers from LGI.

  
**CORDON SANITAIRE™**



Finding a good plumber can be quite a headache. How can you be sure they have the necessary skills? Will they be reliable and are their costs competitive. Cordon Sanitaire offers a full range of Plumbing and Heating Engineer services and being CORGI registered it can also carry out any gas installation work as well.

No matter how big or small the job is we can help:

- From replacement ball-valves to new central heating systems we are able to offer a first class installation and repair service.
- Thinking of replacing that bathroom or en-suite?
- Does your boiler need a service?

Whenever we do the service we will also carry out a full boiler inspection to ensure it complies with the latest recommendations from CORGI regarding the New Energy Saving and Part L Building Regulations.

Whatever your plumbing needs, call us on 0117 923 1343 (weekday, office hours) and we will arrange for one of our qualified Engineers to provide a free survey and fixed priced quotation.



A trading division of  
**BRISTOL WATER**

# The Source

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**BRISTOL WATER**

# NO HOSE BAN HERE FOR YET ANOTHER YEAR

**THIS WAS the year that hose bans returned with a vengeance to the South of England – but NOT in the Bristol Water area, thanks to our forward planning and your help.**

Over last Winter and Spring, the company operated its highly flexible and integrated sources and supply system in order to maximise the volume of water in storage. Meanwhile, customers responded well to our advice on

how to avoid wasting water.

The result was that there have been no water use restrictions in our supply area this year, unlike those imposed in so many other areas of the country, even as close as parts of Gloucestershire and Wiltshire.

In fact, there have been no hose bans in our area since way back in 1990.

As WaterTalk went to press, there was still more water in store in the Bristol Water reservoirs

than at the same time last year, with the vast Chew Lake over 70% full.

● Despite the lack of any water shortage here, we are far from complacent. Bristol Water still continues to urge customers to help it by being careful and considerate in their use of water. Doing so now could help avoid the need for any restrictions in the future. See our website for lots of helpful information on how to save water.



## Consumer Council for Water says:

The Consumer Council for Water (CCWater) represents the interests of all water customers in England and Wales. We are independent from both the water companies and the regulator Ofwat and because of this independence we are able to provide a strong voice for consumers.

CCWater investigates consumers' complaints against the water and sewerage companies, and campaigns for service improvements and value for money.

### CCWater in the Western region

CCWater has a regional structure designed to ensure that each office can keep in close contact with consumers as well as the water and sewerage companies themselves.

In this region, CCWater Western is composed of a Committee of members drawn from a wide variety of backgrounds and is able to cover all technical, financial and regulatory aspects of the water industry across the Southwest.

The Committee meets regularly to discuss issues that affect all water consumers in the region. Whilst maintaining its independent stance the Committee works closely with the water companies to encourage and help them in continually improving services for their customers.

As an organisation, we promote consumers' interests in all areas of the industry. We encourage water conservation by both customers and providers. We ensure any price rises give customers extra value, and we

continually monitor the standard of services given by the water companies.

Additionally we investigate complaints about your water company. If you have a complaint, you should first speak or write to the water company and in most cases they will be able to address the problem and rectify your complaint.

If you are not satisfied with the response after going through the company's complaints procedure, you can ask us to investigate. Our services are free of charge. At any stage of your complaint or enquiry, you can contact our office for free independent advice.

**CONSUMER COUNCIL FOR**



If you have any queries or require further information, you are welcome to contact us –

The Consumer Council for Water – Western Region  
2 The Hide Market  
West Street  
St. Philips  
Bristol BS2 0BH

Tel: 0117 955 7001  
Local rate: 0845 707 8268  
Email: wessex@ccwater.org.uk  
Visit our website:  
www.ccwater.org.uk

# how to avoid leaks and bursts

“

Hello, I'm Anne Spiteri, a water service administrator at Bristol Water. I've worked here for 25 years now – and my family, as a whole, has notched up well over 130 years of service for the company!

I've always been involved in dealing with customers and I enjoy trying to help them. At this time of the year, if it's icy, we get a lot of calls about leaks and burst pipes. Many people still don't realise that they are responsible for the pipes in their houses.

**Did you know?**

- Our main switchboard receives around 800 calls a day, with 250 of those for the customer helpline.
- On average calls are answered in just 8 seconds.
- Bristol Water supplies over one million people and businesses.
- We are responsible for over 6,500 kilometres of mains – that's 15 times bigger than the London Underground!

A lot of problems could be avoided if people followed our common-sense advice: Before the big freeze, check the lagging and improve it where possible. Repair dripping taps and faulty ball valves; stop draughts and keep the house warm. Find your stop-tap and make sure it works –

you'd be amazed how many people ring in and say they don't know how to shut off the water in their own house! Oh, and keep the name and number of a plumber handy.

If your pipes do freeze, turn off the stop tap; examine pipes for splits or forced joints and, if there are none, apply gentle heat to the pipe, starting from an open tap. Use a hot water bottle or cloth soaked in hot water. Put a portable heater in the room (but not in the roof space or where there might be a fire risk). Don't use any electrical appliance where it might get wet.

If a pipe does burst, turn off the stop tap, block the escaping water with, say, towels; open all taps to reduce flooding; and call the plumber. Finally, don't forget to turn off the taps once the problem is fixed, otherwise there'll be another flood later!

You can also help us – if you spot a leak in the road or pavement when you're out and about, call the Leakline on 0800 801011 free at any time. Thanks. ”

MAKING IT CLEAR



**BRISTOL WATER**

For more information contact Corporate Affairs, Bristol Water plc, PO Box 218, Bridgwater Road, Bristol BS99 7AU. Or visit [www.bristolwater.co.uk](http://www.bristolwater.co.uk)

## USEFUL CONTACT DETAILS

(Cut out and keep)

- If you have a water supply query, call 0845 702 3797 (Emergency service only between 6pm and 8am). Minicom 0800 9170737.
- If you have a billing query call 0845 600 3600 Lines open Mon - Fri 8am - 6pm.
- Meter option leaflet...call 0845 601 5983 (24 hours).
- Reporting leaks...call 0800 801011 free at any time.
- Beware bogus callers: Genuine Bristol Water staff carry proper identity cards. If you have any doubts, call freephone 0800 373501 to check the identity of anybody claiming to be from us.
- If you would like to know more about how we can help customers with special needs, such as the elderly or disabled call Customer Care Plus on 0845 600 3600 or Minicom 0845 605 6585.

**BRISTOL WATER**