

# THE ECONOMICS OF WATER



Why do we have to pay for water when it falls from the sky? And who decides how much we have to pay?

I've just paid my water bill... but what does Bristol Water do for my money?



1

So first of all, we need to collect water in huge reservoirs and clean it to industry leading standards so it is safe to drink and enjoy in your home.

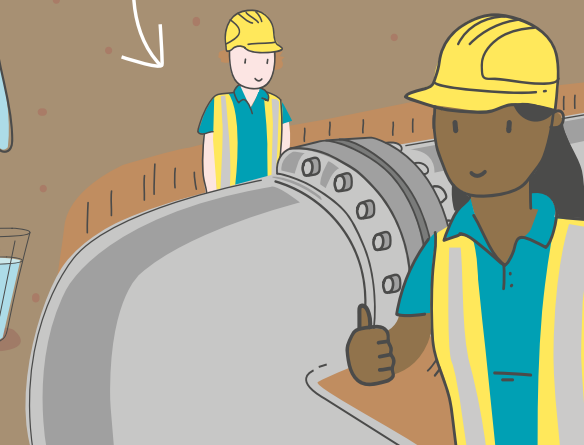


2

After that, we need to maintain and build our water mains network to pump water from our treatment works straight into your home.



So you're also paying for our fantastic lakeside facilities, and all these wonderful individuals to do their vital work.



4

And we also need to invest for the future, to make sure that your water will always be there when you need it and to keep looking after our local environment.

3

We need to do this for 24 hours a day, seven days a week.



Does everyone have to pay for their water?



Yes, everyone in our supply area pays Bristol Water for their water supply and pay Wessex Water for wastewater. We do lots of things to help customers who struggle to pay for their water – including reducing our charges for people on low incomes and for those who need to use more water for medical reasons.

Who makes sure our prices are fair?

That's the job of the clever folks at Ofwat! Ofwat is the economic regulator of the water sector. This means they work with water companies like us to make sure you receive a great water supply, at a fair price, and that we work hard to meet your water and service needs today and in the future.



Are Ofwat your bosses?

No, the customers are. But as you can't choose your water company, Ofwat work for you. They set us some very challenging customer and supply targets and, if we don't meet them, they can tell us to lower the price of water at the expense of our shareholders. If we get anything wrong, Ofwat can tell us off and fine us a lot of money. We work closely with Ofwat and our customers to ensure we meet our targets.

