

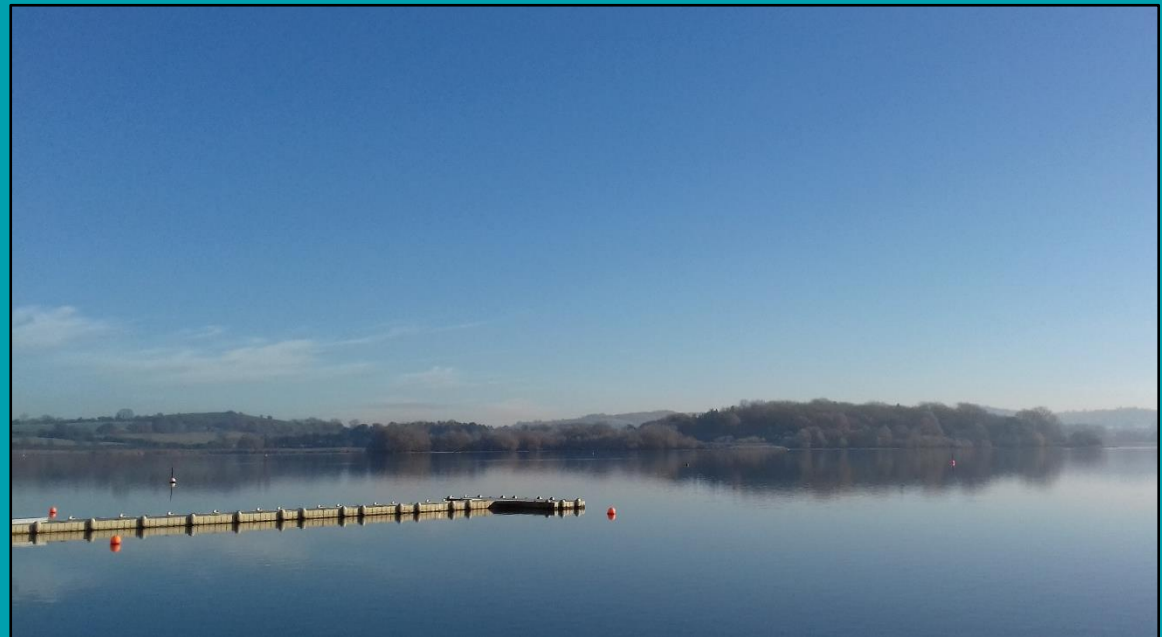


BRISTOL
WATER

Social Contract 2024/25

Benefit & Transparency Report

April 2025



bristolwater.co.uk



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Overview of our social contract approach



Delivering public value

Our programmes of initiatives deliver a range of benefits to our communities and the environment.



Reporting transparently on impact

We report on progress, learnings and impact in our annual benefit and transparency report.



Working in partnership

Working with others enables us to amplify our positive impact on communities. The learning we get from working together helps us to plan better for the future.



Being held to account

Our social contract framework and voluntary sharing mechanism provide governance and accountability for the delivery of wider benefits to society.



A local approach

Our social contract approach builds on the close connection we have with our local communities. It is an approach which is unique to the water industry.





Our Social contract in action

Our social purpose is to have a positive impact on our customers, our communities, our colleagues and the environment

1 Conservation & Community Engagement
Working collaboratively with community groups to address issues that impact wellbeing.

Highlight: A number of employee volunteer led projects to improve the environment and enhance biodiversity around our lakes.

2 Community Engagement
Supporting and engaging with our communities with initiatives such as our water fountains and water bar.

Highlight: The reappearance of the water bar at several festivals and other events plus the restoration of the water fountains.

3 Resource West
Working with local partners to deliver a joined up approach to resource efficiency across different sectors.

Highlight: Our pilot project to demonstrate the economic environmental benefits of helping participants reduce energy and water consumption.

4 Health & Wellbeing
Facilitating the enjoyment of recreational activities such as fishing, sailing, walking, cycling and birdwatching.

Highlight: The opening of the Chew Valley Trail.

7 Education – citizens for the future
Building a shared connection between our people, the organisations we work with and young people. Bringing mindfulness to water consumption.

Highlight: Continuing to build 'Bristol Water the Foundation' including our 'decorate your butt' competition.

5 Vulnerability
Using technology and data to respond to the specific needs of individuals – building a shared connection with the communities we serve together.

Highlight: Finding new ways to reach our vulnerable customers in response to the pandemic.

6 Education – employees for the future
Inspiring the next generation to work in the water sector, building skills, improving social mobility and becoming a diverse organisation.

Highlight: Getting our expanding programmes restarted once it was safe to return to schools.

8 Local and regional strategies
Supporting local and regional plans to progress towards an equitable, biodiverse and carbon-neutral region.

Highlight: Publishing our carbon net zero strategy in response to the One City Climate Strategy.

9 Academic Partnerships
Working with our academic partners to find innovative ways to respond to social challenges, tackling key issues such as resource efficiency.

Highlight: Working with eight students from UWE on a range of different projects.





Introduction

In 2019, Bristol Water was the first water company to develop a **social contract**. This is a **framework** which helps us to assess what the **key community wellbeing challenges** are and then set up specific projects in response.

The priority of our social contract is to **build trust**. We do this by improving the wellbeing of the communities we serve by bringing together a range of organisations to deliver high-impact projects and services. Local water companies are well placed to contribute to these challenges because of their unique and often overlooked role in people's lives.

To maintain the trust of our customers and stakeholders, **our actions must match our words**. **Our voluntary sharing mechanism** means that we face financial consequences if we fail to meet the expectations of our customers and stakeholders. This creates a direct link between delivering our social purpose in our communities and any profit we make as a water company.

Bristol Water's social purpose

Bristol Water is one of the regions that is part of the Pennon group, which contains South West Water, Bournemouth Water, Isles of Scilly Water and most recently, Sutton and East Surrey Water. Our merger offers the opportunity to combine our ideas and approach with the best from across the regions, so that we can all benefit and strengthen our social purpose commitments.

Pennon places a great deal of emphasis on its environmental and social responsibilities and backs this up financially. A feature of its commitment to this and serving its customers is its WaterShare+ scheme which was launched in 2020. It is an innovative scheme to share the business's success with its customers in an

open and timely way. Customers have the option to take shares in the company and therefore become shareholders, with an additional stake and a say.

Our social purpose is to have a positive impact on the lives of our customers, our communities, our colleagues, and on the environment beyond the delivery of pure and reliable water.

It was designed in response to customer feedback. Customers said they want more of a say and that investors should not be the only ones to be rewarded from our success. Shareholders can attend Annual General Meetings (AGM) to get updates and discuss business performance.

If we outperform our business plan, there are financial benefits which we can then share with customers and give them a bigger say in how we run our business. If, on the other hand, we underperform customers are still protected.

Bristol Water customers are now eligible to participate in the scheme subject to some eligibility criteria and receive the WaterShare+ rebate.

An independent WaterShare+ panel reviews Bristol Water's performance against our business plan, as well as reviewing our progress against our social purpose and social contract, via the Bristol Water Challenge Panel.



The seven aims of our social contract

- 1 Delivery of wider societal benefits in a way which contributes to resolving the key issues that society faces
- 2 A framework for engaging with our local communities to understand their evolving needs beyond water, to assess how and where we can add social and economic value
- 3 A transparent mechanism by which our customers, stakeholders, and employees, influence the decisions we make which affect our local communities
- 4 A process which ensures that Board level decisions focus on wider and societal impacts, and benefits of our activities
- 5 Fair and transparent policies, communications, and ways of working which help develop customer trust
- 6 An approach which promotes innovation in response to societal challenges, and complements both markets, and regulation.
- 7 A means of holding us to account to deliver the benefits of a local company, with financial consequences related to the cost to customers if we fail to perform on our social contract.



Voluntary sharing mechanism

Our voluntary sharing mechanism will be triggered if we are not fulfilling the role in our communities which our customers and stakeholders expect of us.

The first of the two triggers for this mechanism is **customer satisfaction**. This is measured by whether we are one of the top three water companies (that Ofwat regulates) in the national UK Customer Satisfaction Index, either through the national UKCSI survey if there are enough Bristol Water customer surveyed to be included, or through a separate business benchmarking survey. If we fail to meet this level of performance, half of the available sharing pot will be re-invested in activities which contribute to our social purpose.

There were two qualifying national UKCSI surveys during 2024/25. In the July 2024 survey, Bristol Water were the second water company. Based on the most recent UKCSI survey we in January 2025, Bristol Water were the third water company. Notwithstanding this success, our satisfaction rating had actually declined slightly from 77.6 to 72.7. This aligns with the industry position as the public opinion of the sector is in decline. The scores and placement of other water companies has varied over the past five years in the individual surveys, but Bristol Water has consistently remained in the top three.

The January 2025 survey identified that we compared well with other utility companies in many areas, achieving above average in customer satisfaction, intention to recommend, and customer trust. We scored in the top 5 for satisfaction with handling of complaints. However, we fell below average for percentage of customers experiencing a problem with the organisation in the previous three months.

This shows that there is never room for complacency, especially with customer perception of the water sector at an all-time low. It is important we sustain strong

performance as a local community water company and continue to invest in the community.

The second trigger for further social contract investment is **stakeholder satisfaction**. If stakeholder satisfaction in our performance against the initiatives we have agreed to deliver falls below 75%, then half of the available sharing pot will be re-invested in activities which contribute to our social purpose.

We have consistently achieved very high stakeholder satisfaction levels which is a measure of our broader impact on the local community.

The 2023/24 **local community stakeholder satisfaction survey** found that 88.9% agreed that Bristol Water makes a positive contribution to the communities it serves. This was a very slight decline from 2022/23 where 92% were satisfied. The 2023/24 survey also found that 91% agreed that there was a benefit to community and wellbeing through their partnerships with Bristol water, this was a small increase on last year (88%). A large majority (86%) also agreed that Bristol water had prioritised the right balance of activities within its programme.



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Community wellbeing challenge

The 10% most deprived areas, Black / Black British groups and the Disabled have statistically worse quality of life metrics. 17.9% of Bristol children are in low-income families.

86% of citizens are worried about climate change, but only 66% have reduced their household waste and 51% energy usage. 46% of Bristol residents volunteer at least 3 times per year, but only 36% in the most deprived areas.

11% of the region's population are income deprived. In the region's most deprived neighbourhood, 44% of people are income deprived. Within local authorities, Bristol has a particularly high disparity between high and low income neighbourhoods

In the Bath & North East Somerset area, nearly a third of people prioritised more wild and natural spaces. 60% of Bristol residents visit a park or open space each week (up 7% on 2019).

The Youth Board perceptions of Bristol Water are broadly positive, but there is less understanding of the importance to us of technology and our link to the environment and sustainability.

It was important to the Youth Board that trusted companies seized the equality, inclusivity and diversity agenda and took action on the environment that went wider than their sector or product.

Our social contract response



Our mentoring and education initiatives, our vulnerability aim to support teenagers into education or training and promoting diversity wherever possible



Our Conservation, Citizens of the Future and Regional Strategies all aim to address various issues that contribute to climate change.



We have promoted our vulnerability support services through community living rooms as part of getting the message across about the support we provide when people need us most.



Our Lakeside Leisure and Conservation improve green spaces and provide volunteering opportunities. The updated Chew Valley Play area and Lakeside Cycle route are examples.



Our Citizens of the future work experience, regional strategies and academic partnerships programmes combine to help address these topics.



Our Citizens of the future and education programmes look to build both awareness of the importance of these topics to the water sector and provides opportunities to build these skills. The water butt schools design competition is one example of an idea taken forward from the Youth Board.



The Role of the Bristol Water Challenge Panel

The independent Bristol Water Challenge Panel (the Challenge Panel) acts on behalf of Bristol Water's customers to independently review and challenge Bristol Water's customer-related policies, activities, and performance. This includes the development and delivery of the company's Social Contract programme to ensure customers' views are sought, considered, and fairly represented.

The Challenge Panel is chaired by Peaches Golding OBE CStJ, the Lord-Lieutenant of the County and City of Bristol. Its members include the Deputy Chair (Tony Denham), an independent Report Writer (Jeremy Hawkins), and representatives from the Consumer Council for Water (CCW), the Environment Agency, Natural England, local councillors, and individuals drawn from several backgrounds in social issues including health, debt, and other vulnerabilities.



Peaches Golding OBE CStJ,
Chair of the BWCP

Bristol Water continues to implement its Social Contract programme and keeps the Challenge Panel informed on this to enable appropriate challenge to be made. Quarterly meetings are held to discuss the progress and results of the Social Contract and a detailed log is kept of the challenges which the Challenge Panel considers Bristol Water needs to respond to. Bristol Water is not obliged to act on the findings or recommendations from the Challenge Panel concerning its Social Contract activities. However, the Challenge Panel expects Bristol Water to consider its findings seriously and provide adequate justification for its responses to them.

The Challenge Panel is particularly interested in the clarity and transparency of Bristol Water's reporting and the evidence to support the activities undertaken and the customer benefits accruing from them. The Challenge Panel considered the information reporting by Bristol Water to be sufficient for it to improve the clarity of Bristol Water's Social Contract Benefits and understand the relative size of each programme and the benefits that should accrue from each.

The Challenge Panel has adopted a process with Bristol Water to enable it to assure itself that there is appropriate evidence to support Bristol Water's Social Contract activities and benefits. The Challenge Panel has discussed and agreed a methodology to review in more detail the programmes and initiatives on a sample basis, known as 'deep dives'.

The 'deep dives' covered and reported on to date have included the Social Contract Biodiversity initiative, the company's involvement with Resource West (a partnership of local utility companies, including Bristol Water, whose aims are to encourage the public through simple messaging to save money and protect the environment by reducing the consumption of energy and water while maintaining a healthy home environment) and its Social Contract-related work on customer vulnerability. This year the panel were privy to deep dives on Conservation, Lakeside Leisure and the companies ESG programme. The reviews



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by the Challenge Panel, its findings and opinions are detailed in its Annual Reports.

In its latest Annual Report (for 2024) the Challenge Panel **was pleased to report that the Social Contract work continues broadly along the lines set out at its inception.** It welcomed that much of the Social Contract work was on track and that progress had improved over the previous year. **It was appreciative of the fine tuning that has happened and the many opportunities that have been addressed.**



Our 2024-25 Social Contract Programme

To deliver wider benefits to societal and environmental wellbeing in a structured and transparent way, we have developed a range of initiatives. Each initiative delivers a benefit to communities in partnership with stakeholders. As in previous years, these initiatives have been grouped into eight programmes, reflecting the key partnerships involved.



Academic Partnerships

Sharing our history and heritage through public access to our resources plus joint research programmes.



Community Engagement Programme

Providing free public access to drinking water and provides grants to local charities



Conservation Programme

Conserving and enhancing our natural environment with a focus on enhancing biodiversity.



Education Programme

Educating future generations about the efficient use of resources to minimise environmental harm and to meet the needs of future generations. Providing mentoring and skills to the workforce of the future. Supporting social mobility and diversity in the workplace.



Lakeside Leisure Programme

Providing recreation facilities to share enjoyment of our lakes to support physical and mental health and wellbeing.



Regional Strategies Programme

Contributing to local and regional strategies for long term environmental and social wellbeing with a focus on a net zero future.



Vulnerability Programme

Addressing water poverty and vulnerability, reaching those customers who are not aware of the help we offer.



2024-25 Programme Update

An overview

To deliver wider benefits to societal and environmental wellbeing in a structured and transparent way, we have developed a range of initiatives. Each initiative delivers a benefit to communities in partnership with stakeholders. These initiatives have been grouped into eight programmes, reflecting the key partnerships involved.

We have split our education and skills programme into two parts – ‘employees for the future’ and ‘citizens for the future’. These parts reflect the two distinct objectives of the education programme – supporting social mobility and diversity in the workplace and contributing to cultural change for future citizens to help achieve local sustainability goals.

Our purpose continues to be to have a positive impact on the lives of our customers, our communities, our colleagues, and on the environment beyond the delivery of pure and reliable water.

Where necessary we have also adapted our approach to some projects and as we integrate further with Pennon we are taking a group wide approach with the aim of delivering increased benefits to communities across the group. A good example of this is our education programmes which have continued to expand and diversify, accelerated in no small measure by integration with South West’s programmes to achieve the goals set by Pennon for 2030.

A main priority for us has been our vulnerability programme, which has been especially important with assisting with cost of living pressures. There has been a huge increase in customers registered for our priority services and the social

contract programme has been hugely important in advocating for and supporting these customers.

This addresses some of the challenges presented in the customer forum feedback described elsewhere and is an example of the social contract programme and Bristol Water’s approach evolving to address societal concerns.

Communities continue to benefit greatly from our Together for Good monthly lottery which has supported a wide variety of both social and environmental causes.

We continue to support community events with the Water Bar has appearing at 7 events including Glastonbury and Valley fest, keeping those in attendance safe over the festival period.

The lakeside leisure programme continues to thrive, building on the success of the Chew Valley Lake recreational trail, much work over the year has gone into improving facilities through upgrading of public conveniences.

The Conservation programme continues to strengthen our communities by contributing to the biodiversity action plan, supporting employee volunteering days and supporting a regional planning approach to climate and ecological resilience.

This is just a snapshot of our programmes. Read on for an in-depth overview of the programme and highlights from the last year!



Academic Partnerships Programme

Linking academic research to help us with social challenges, tackling the key issues such as resource efficiency. Innovating through learning and providing opportunities for student projects.

The aim of this programme is to link academic research to business challenges and experience to tackle key issues such as resource efficiency and raw water quality. It also provides opportunities for learning through PhD and MSc projects and other partnerships. By doing so, we will be providing learning opportunities and workplace experience for students, as well as contribute to ongoing research and innovation related to water use and societal wellbeing.

UWE Bristol highly values BRL's support for its students through the provision of projects, guest lectures and placements through which a new generation of young professionals is learning about opportunities and challenges in the water sector. BRL staff have generously delivered informative lectures about different aspects of a modern water company's operations and supervised undergraduate and postgraduate student projects and internships on subjects such as water quality engineering, pH control in water treatment and domestic water demand management.

Initiated and led by BRL the Resource West consortium, which includes UWE staff, MSc and PhD students, is conducting ground-breaking research on combined water, electricity and gas conservation in the worst cost of living crisis in living memory.

As part of our academic partnerships, our Director of Strategy wrote the "Finance, Regulation and Risk in project appraisal" chapter in the updated ICE "Water Supply and Distribution Systems" textbook - a comprehensive introduction to the

topic of how water is delivered to homes and businesses throughout the world. It covers fundamental concepts and exploring the latest ideas of good practice. This recognises that water supply and distribution systems are a key element of essential urban infrastructure. Social contract themes on value feature throughout this guide for water engineers.

Case study - The experience of one student

"As a PhD student at UWE Bristol, I am grateful for the opportunity presented by the Resource West initiative's pilot project, which focused on understanding household water and energy usage during the current cost of living crisis.

This collaboration allowed me to directly witness the practical application of both academic and industry knowledge, reinforcing my belief in the potency of academia-industry partnerships. It also highlighted the immense value such collaborations bring to both sides with interesting discussions to help consumers conserve resources more efficiently.

Perhaps the most significant contribution they have made to my journey has been to connect me with potential participants in my ongoing "Homelabs" project, given me access to a diverse group of participants willing to share their experiences on domestic water and energy use behaviour.

I am excited to continue my research journey, confident that the knowledge gained will contribute to significant advances in our field".

Fiorella La Matta Romero
PG Researcher (PhD Student)
Department of Geography and Environmental Management
University of the West of England, Bristol.



Case study – a further update on the Didcot Project

Bristol Water, in partnership with Castle Water, Binnies, RWE and The University West of England were awarded innovation funding through Ofwat’s Water Breakthrough Challenge.

The pilot is testing the commercial viability of using multi-use abstraction licences and package water treatment plans to supply business customers and solve water resource needs in a low carbon way. The pilot will unlock several commercial, technical and regulatory blockers associated with market access for small, local water supplies by exploring the potential to take water under abstraction licence from RWE’s Didcot site, treat to Drinking Water Standard, and distribute to customers via the local treated water distribution network.

At a time when the water supply system is already strained, and that pressure will only rise over the coming decades, the project seeks to demonstrate how better use can be made of existing licenced abstractions during times of drought, including switching from non-essential use to use for potable water supply.

There are several workstreams:

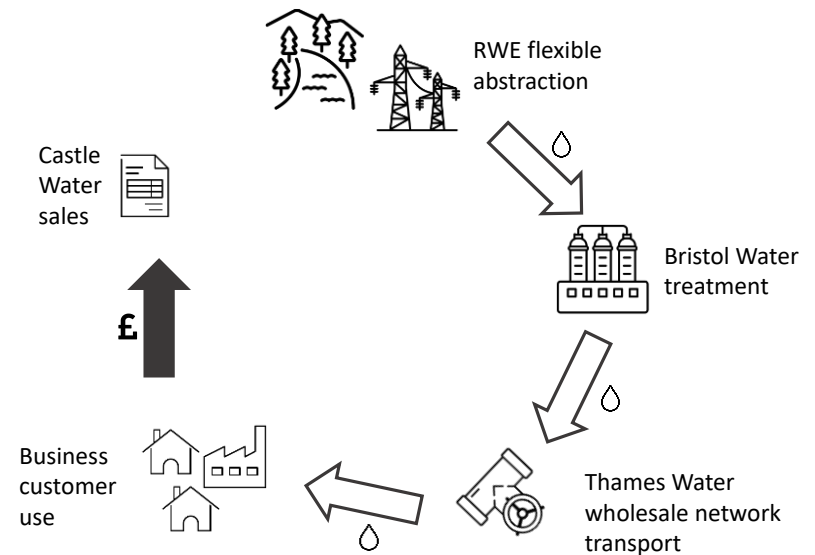
The team at Binnies initially focussed on developing the technical aspects including process, civil, mechanical, electrical and instrumentation design. The process selected was a modular design of prefabricated process units to maximise off-site manufacture and allow flexibility to scale up or down for other similar applications. This design work is complete.

In parallel, an access pricing review investigated a number of case studies from cross sector, regulated markets worldwide. This is also complete.

Dissemination is being achieved by the use of industry workshops to communicate the pilot’s initial findings and approach to industry peers and regulators. Engagement with regulators and stakeholders is ongoing, as the pilot team progress wholesale supply licence and network access requests, to inform the final commercial model.

A visualisation tool will be developed to highlight potential market opportunities for similar projects elsewhere in the country. MSc students’ part of this project is identifying similar sites for scale-up.

The project is now exploring the application and pricing approach to bulk supplies from the position of a new entrant, engaging with Thames Water and Ofwat. The project is likely to completed December 2025.





SOCIAL CONTRACT BENEFIT & TRANSPARENCY REPORT

Initiative	RAG	Stakeholders	Objective	Highlights to look out for	Features of progress	Benefits
Student Research	Providing research and learning opportunities for university students	Stakeholders: UWE and University of Bristol	Providing research and learning opportunities for university students.	Students will be engaged in a number of different areas of the business	Placements provided for three students – one with Resource West and three in relation to in other departments Range of potential future placement options shared and we are in discussion with UWE on these	2 post-graduate students have worked on Resource West one from a both water efficiency viewpoint and the other from a marketing perspective. 2 others have started extended work experience projects across various departments.
Didcot competitive water supply innovation	Delivery of successful Ofwat innovation fund 'Flexible local supply schemes' project with UWE as our strategic academic partner.	UWE, RWE, Binnies, Castle Water	The first project of its kind which could be a game changer for the water industry by opening the water resource market to third party supplies which are flexible and lower carbon than regional alternatives.	Didcot competitive water supply innovation	Delivery of successful Ofwat innovation fund 'Flexible local supply schemes' project with UWE as our strategic academic partner.	UWE, RWE, Binnies, Castle Water



Education & Skills Programme – Citizens for the future

Building a shared connection between our people, the organisations we work with and our future citizens. Harnessing the concerns of the next generation to change the culture of the current.

There are three main areas of this programme – the Bristol Water Foundation, education with local groups and the support for the Bristol Beacon redevelopment.

The aim of this programme is to inspire a sense of collective responsibility through education on the value of water (and other resources) to develop citizens for the future. By doing so, we will inspire the next generation on the value of water to foster a sense of responsibility and a willingness to act.

This will also contribute to harnessing ‘pester power’ to influence current customers to be resource efficient. Inspiring the next generation to raise their aspirations to want to work in the water sector, improving social mobility by providing opportunities that build the skills we need as a diverse employer to deliver our social purpose.

The foundation offers 50 free learning resources, together with information on mentoring opportunities and community learning partnerships. On our website we say “The Foundation taps into key environmental issues and water related education.

Above all, we stand for developing our future folk right here in the West Country – whether that be offering a role with us, or even just a bit more understanding on STEM careers or putting together a CV.”

Here’s [a link](#) to all this great stuff...go on take a look!

This year, a new Education for Schools programme has been developed linking closely with objectives from the Primary National Curriculum. The lessons focus on the journey of water from lake to tap, how to save water and how plastic pollution can affect our water and the wildlife surrounding our lakes. The first education visits are taking place in early February, with more booked in for March.

A key part of the social contract over the last 5 years has been Bristol Water’s support of the redevelopment of the Bristol Beacon. This is now an up and running music space for young people. A huge success of the social contract.

“Thanks to tremendous support from our corporate partners like Bristol Water, we have transformed Bristol Beacon into one of the best and most accessible performance and music education venues in Europe. With their help, our brand-new spaces will inspire music lovers and artists to come together and share the joy of live music”

Rosa Corbishley, Development Director at Bristol Beacon



SOCIAL CONTRACT BENEFIT & TRANSPARENCY REPORT

Initiative	RAG	Stakeholders	Objective	Highlights to look out for	Features of progress	Benefits
Resources for schools, clubs and other community groups		Stakeholders: Schools	To provide schools and colleges with basic online recourses to educate and support the citizens for the future in water knowledge, hydration and usage. We also have engaged with schools through digital campaigns and are now able to restart hosted visits to our facilities. We also provide water butts to local schools to help them save water and promote the value of water to children.	The Bristol Water Foundation provides educational resources about water compatible with the National Curriculum to primary school children on-line. Education Visits content being made to be used in Primary Schools from February 2025	A number of new resources added to our website Engagement with schools	Education and learning
Hosting school visits		Lakeside visits for schools have restarted	Hosting visits at our lakes, inspired by our local's love of the lakes and how we want to get more people interested.	Pilot Scheme for Education Visits ready to be rolled out from February 2025.	Hosted visit to our facilities for schools	Education and appreciation of the natural world
Bristol Music Trust events at Bristol Beacon		Stakeholders: Bristol Music Trust	To inspire children on the value of water and the environment at the Bristol Beacon Education Centre.	The Bristol Beacon reopened at the end of November 2023	Discussions with Bristol Beacon to shape our involvement and how the education space will be used.	Education and learning



Education & Skills Programme – Employees for the future

Inspiring the next generation to raise their aspirations to want to work in the water sector and improving social mobility by providing opportunities that build the skills we need as a diverse employer to deliver our social purpose are the motivations for this programme.



The aim of the various projects within this programme is to help both younger and older people, particularly those facing social disadvantage, to reach their potential by developing the knowledge and skills they need to make the transition into the jobs and society of the future. The feedback from the students indicates the major benefits they perceive from spending time at our head office and at some of our other sites.

Most projects are being expanded this year and include a range of activities from mentoring programmes for smaller groups of children to providing school career days for much larger groups.

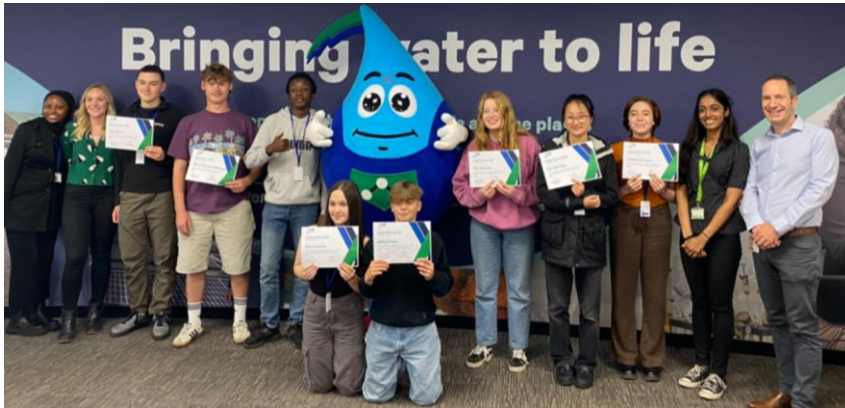
For example, our Youth Board aims to bring the views of young adults (sixth formers) into our decision making as well as providing development opportunities and business experience for those involved.

Future customers from schools and colleges in our area are invited into the business for a day, to provide insight into future customers priorities and expectations. This year the focus was on communication, particularly when things go wrong. The Youth Board were talked through real events that had happened in their region during the past year and tasked with creating incident response and communication plans for how they would have tackled it. It was great to see how considered they were with their approaches, particularly when it came to ensuring all customers, including those who need extra support, would be looked after and kept informed throughout the events.

We have also started work on providing career routes through work experience, apprenticeships and graduate programme. Integration with South West Water is allowing us to accelerate the development of all these programmes to help reach Pennon's targets by 2030. Pennon's five-year plan aims to recruit 100 graduates, 2000 apprentices as well as offering 5000 work experience placements to school children from as early as year 10. This is on top of the internship positions that we currently offer.



Case Study: Pennon Group Work Experience Programme



In 2023 and 2024 we invited students from all Pennon regions to join us for work experience and immerse themselves in multiple areas of our business.

As a part of their placements, they gained valuable insights into the relevant functions performed by our Operations, Sustainability, Engineering, Customer Service, and IT teams.

A variety of virtual and in person, one days, two days and one weeks' experience were offered and gave students the chance to visit various sites including the control room, Pynes Water Treatment, Barrow Treatment Works, Chew Valley Lakes, Works and Training Centre, Countess Wear Labs, Roadford, Alderney Treatment Works and Peatland partnerships.



Work experience plays a crucial role in future-proofing industries by equipping individuals with practical skills and insights that align with evolving job market demands. By engaging in structured work placements, participants develop critical thinking, problem-solving, and adaptability skills that are essential for long-term career success.

Programmes such as ours also fosters confidence and professional acumen from a young age, enabling individuals to transition seamlessly into full-time roles. These opportunities not only enhance employability but also contribute to a resilient and future-ready workforce.

Our commitment to developing a strong and sustainable talent pipeline is reflected in these programmes. By offering structured career development, meaningful work experience, and ongoing support, we aim to ensure our young people and future employees are fully prepared to contribute to our organisation and the broader industry.



SOCIAL CONTRACT BENEFIT & TRANSPARENCY REPORT

Moving forward, we continue refining our offerings to align with business objectives and workforce trends, ensuring sustained success for the future.

Initiative	RAG	Stakeholder update	Objective	Highlights to look out for	Features of progress	Benefits
Group mentoring projects		Stakeholders: Ablaze, South, Bristol Youth	Focus on existing relationship with Ablaze Bristol to deliver mentoring over a six-week period with 15 students from one school as well as working with South West Skills with nine schools within Bristol (10-12 students from each school) who will each attend a day session with Bristol Water. Build relationships with Empire Fighting Chance on two-way mentoring with employees which would then lead to apprentice opportunities within the organisation.	Feedback from students on how they benefited from the programme.	Temporarily on hold while we focus on other programmes.	Skills and increased confidence for participants
Internships focussed on improving diversity		Stakeholders: Schools in our supply area	Providing summer internship opportunities, with a specific focus on improving workforce diversity.	More opportunities for student participation	We now have 12 active interns across the business, in various roles and departments. We also have 2 previous interns still working with us, with 1 securing a role on our Graduate programme and another securing a permanent role with Pennon. The group are doing exceptionally well and are getting great feedback on their involvement in projects.	Contributes towards a more diverse and inclusive workforce



SOCIAL CONTRACT BENEFIT & TRANSPARENCY REPORT

Work experience		Stakeholders: Inner city Schools	Invite applications from inner city schools. Offer five places on a week or two weeks work experience. The students will work a day in the life in each department to give them a good overview of all areas. To also include one day session on the 'working world' and to provide CV advice.	The Bristol Water Foundation, The Foundation , provides a summary of all the opportunities at Bristol Water and shares some great ways to get ahead in your career, write a CV and much more. This content is aimed at those in year 10 up to university age.	After a successful run of our work experience programme through 2024, both in person and virtual, we have learned enough for each business area to take the reins on facilitating their own local work experience programmes. Early Careers are continuing to support with documentation and onboarding.	Opportunities for school children to experience the world of work. Increase in skills and confidence.
Youth Board		Stakeholders: Schools in our supply area	To bring the views of young adults into our decision making as well as providing development opportunities and business experience for those involved.	More opportunities for student participation	Planning well underway for our next youth board in Q3/early Q4	Opportunities for school children to experience the world of work. Increase in skills and confidence.
Visits to schools		Stakeholders: Schools in our supply area	Working with schools across the Bristol Water area to offer career days within the schools. These will focus on what Bristol water does, its environmental impacts, and the world of work. This could be offered to both Junior and senior schools with each programme being pitched at the right level	Bristol Water staff at your local school	Temporarily on hold while we focus on other programmes	Children inspired to follow STEM career
Apprentice scheme		Stakeholders: Colleges in our supply area	Aim to offer three levels of schemes (intermediate, advanced and higher). Opportunities would be offered to experience all areas of the business to develop a 'talent pipeline'. First year plans will be linked to establishing the scheme and creating access via the Foundation website	Graduate and Apprenticeship success as they move into full time roles!	We have 351 live apprenticeships at present, with over 50% being existing Pennon employees on their upskill journey. We have a great level of support from local colleges and training providers.	Job opportunities for school and university leavers
Women's Work lab		Charities and stakeholder in our supply area	Aim is to provide work experience opportunities for people interested in returning to work following a period away of the workplace	Pilot phase completed. With one women working in the reception team at Bristol Water HQ.	Whilst there has been success with this programme we have struggled to get uptake and follow through. We are currently reviewing the programme to address these concerns.	Job opportunities for people benefitting from the work experience



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Key for Life		Charities and stakeholder in our supply area	Aim is to provide work experience opportunities for people trying to get requalified via work experience interested in returning to work following a period away of the workplace	Pilot phase completed	Whilst there has been success with this programme we have struggled to get uptake and follow through. We are currently reviewing the programme to address these concerns.	Permanent job opportunities
Graduate placements		Stakeholders: Bristol University, UWE	Aim to create partnerships with local universities to offer a graduate programme for two areas of the business initially. Long-term plan is to create a company-wide graduate placement.	Graduates moving into full time roles across the business.	present, with the first 26 due to complete their programme in September 2025. Some have already secured permanent roles within Pennon, while others continue to impress us every day with their passion and involvement.	Job opportunities for graduates



Community Engagement Programme

The aim of this wide-ranging programme is to address issues that impact the wellbeing of the community via collaboration with local groups. We provide access to free drinking water and encourage reduction in the consumption of single use plastic while educating people on the value of water and the importance of water efficiency.

There are various sponsorship schemes in operation. Together for Good is a monthly lottery which provides grants for local good causes. We work with Quartet Community Foundation, a grant giving body, to select worthwhile groups' projects which would benefit from our financial support. The GLOW light festival, SPARKs sustainability department, Bristol Young Heroes, Valley Arts and various environmental initiatives have all benefitted.



Images from the Valley Arts Performance of Rising Waters

The Water Bar visited many shows and events in 2024, including festivals like Glastonbury and Valley Fest as well as smaller local events like the Clifton Rugby Festival. The Water Bar and refill stations have kept children, their friends and families refreshed. These initiatives are only possible thanks to the effort of many staff who have helped in 2024.





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Images from Keynsham Music Festival, Glastonbury and Bristol Pride Day

Other activities supported by Bristol Water included the SPARKs project in Bristol city centre. Among the many stands and displays is our water saving and conservation messages which proved interesting and popular with the public.



Image of our water saving and conservation display in SPARKs

Along with several other corporate sponsors, Bristol Water provided a grant to the Weston-Super-Mare GLOW Festival. This was aimed at promoting Weston as a destination and supporting local creative talent. The light show had a QR link to Bristol Water's Every Drip Every Drop campaign and was well attended.



Images from Weston-Super-Mare's GLOW Festival

Case Study – The Golden Hill Community Garden

Feedback on the grant from Bristol Water

What did the grant fund?

The grant funded five family adventure days for families with a child with SEND (Special Educational Needs and Disabilities) and their siblings. The days focused on freedom, creating a safe place to take risks and make friends, on eating good food cooked from scratch with the children,



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making sure there's something for everyone and making space for parents to chat and relax.

How many people benefitted?

132

What difference did the grant make to the lives of the project's beneficiaries?

- Parents are able to talk to other parents with no judgment
- Children are able to make friends
- Families are able to relax

Golden Hill Community Garden participants' comments:

"Best day of the summer"

"We can really relax, actually all relax, as a family here and that's very rare"

"We love this special place - I cannot tell you how much it means to us"

"Total acceptance"

"The food is amazing and the kids get to have a real sense of freedom"

"It's great to have space to talk to other parents knowing there's no judgement"

"None of my kids complain about coming here - that's not normal!"

"My son actually made a friend. This is huge"

Parent A brought along her son and daughter to one of our adventure days last summer and told us it was the only day that they'd been out as a family all summer. Her son is autistic and can become very very distressed when out with other people. She told us this means that her daughter also never gets a chance to go out and do things. Her daughter loved "the pizza. I did all crafts and used a hammer", and her son met our friendly visiting cat who calmed him down and played with him for over an hour. The parent reported that the fact she was out and about and able to sit back and listen to the birds and chat with other parents knowing both her children were happy and engaged meant "the world to her".



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Initiative	RAG	Stakeholder update	Objective	Highlights to look out for	Progress so far	Benefits
Water bar		Local festival and event organisers, eg Glastonbury	To provide free drinking water refills at community events to keep local residents hydrated and to reduce plastic bottle use.	Festival and events attendance	Festival of Nature, Glastonbury, Keynsham Music Festival, Bristol Pride, Valley Fest and Clifton Rugby Festival successfully organised and supported by Comms Team.	Planning underway for 2025 Water Bar events, have met with Festival of Nature, Glastonbury and Keynsham Music Festival.
Community volunteering		Local schools and corporate partners	Establish key community partners to deliver community benefit via our employees' two paid days volunteering days per year.	Joint volunteering projects ongoing with Lewis Engineering; Cooperation to help exercise dogs for people requiring assistance; Various Lakeside community events.	Wide range of projects with regular volunteer days for some projects	Our employees supporting community wellbeing through key stakeholder partnerships
Water fountains		Local authorities depending on location of new installations	To fill our supply area with water points for everyone to use for free. We will continue to provide maintenance for them.	Operation of installations following repairs and installations of new design of fountains where necessary	Local authorities depending on location of new installations	Completing the repair and replacement of fountains damaged during the pandemic and planning the Installation of new fountains to add to those within Bristol city centre and elsewhere.
Together for Good		Local charities and schools	To continue funding a monthly competition – a different charity or community scheme wins £500 towards a project that will benefit the community that links to our social purpose.	Regular monthly awards	Local charities and schools	Ongoing; £1,000 awarded since October 2024



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Employee vegetable patch and partnerships		BGCP and others as partnerships develop	Establish employee vegetable patch and cooperate with other businesses	New projects being developed	BGCP and other companies as partnerships develop	Vegetable patch developed and well utilised by Bristol based employee
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Conservation Programme

As a water company, we rely heavily on the environment to provide us with plentiful and good quality tap water. We also own and manage some unique habitats at our operational sites. We recognise that we face an ecological emergency at a global scale. In response, we are developing an ambitious environment programme with our regulators which will protect and improve our local environment.

Our social contract initiatives build on these plans by sharing our approach with others so that it can be amplified beyond our sites. It also includes the work of our employee conservation volunteer group.

Protecting natural resources by improving biodiversity

As part of this programme, we have committed to developing a company-wide biodiversity action plan. This underpins the delivery of habitat improvements to conservation value of our land and plan projects to restore and enhance the natural environment such as:

- Improving hedge management
- Woodland replanting partly to address ash die back tree loss
- Installing bird boxes targeting rarer species
- Management of reeds
- Improving grassland management
- Tree maintenance and scrub removal to create clearings
- Improving ponds

Kirsty Dunford coordinates many of these activities with community groups, lake user groups, charities and leads regular volunteer sessions tackle these projects.

Bristol Water staff are encouraged to use their designated volunteer days to visit the lakes and get stuck into some conservation delivery.



Bristol Water founders had a strong social purpose and recognised that the long-term quality of the environment required a focus on the pressures that society and public health were placing on it. Today, we recognise that we face an ecological and climate emergency at a global scale. The 2022 drought reinforced the importance of a resilient supply. We take a regional planning approach in partnership with South West Water and Wessex Water, which enables us to look in detail into other sectors in the West Country such as agriculture and mining. In developing our plans and learning about the needs of the environment and other sectors, we will deliver increasing benefits through enhancement of our own natural assets and the wider environment.



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Initiative	RAG	Stakeholder update	Objective	Highlights to look out for	Features of progress	Benefits
Biodiversity Index		Bristol Green Capital Partnership Mendip Area of Outstanding Natural Beauty	Sharing our innovative biodiversity index approach with businesses to expand its impact. It is a Natural Capital tool that has provided stakeholders with a practical method for assessing the value of their land.	Others adopting our approach and improving biodiversity at other sites in the Greater Bristol area	Our Biodiversity Index approach has been shared further on regional partnership forums (WCWR) and is made available to any interested neighbours	Other users able to measure improvements to biodiversity; An updated version of this natural capital tool will be used by all water companies in future planning
Wild Ones		Chew Valley Lake Angling Community	A group of Bristol Water staff who volunteer their knowledge and time to help local environmental projects.	Maintaining species, rich grassland, planting hedgerows and coppice in woodlands	Litter picks and providing care and coppicing to woodlands and reedbed habitat	Maintain the biological and recreational value of Bristol Water sites
Cheddar 'Bioblitz'		Rescheduled and enhanced	Supporting local community groups to come and explore the niche habitats and species around Cheddar Reservoir.	Transferring our knowledge and skills to others	Conversations and positive engagement with stakeholders.	Planning and positive stakeholder engagement setting up the opportunity to deliver this in AMP8
Ecological Emergency Action Plan		Bristol Green Capital Partnership	To support Bristol Green Capital Partnership develop an Ecological Emergency Action Plan.	A joint action plan to be published for a route map for the 2020 strategy	Action Plan published and promoted; Bristol Water are engaged in the delivery of this plan	Working with multiple stakeholders to deliver action which addresses the Ecological Emergency
Tree planting		Forest of Avon Trust	Local community engagement where trees are planted with local groups. Health and wellbeing benefit of all who engage.	Lots of lovely new trees at our sites.	Suitable sites are being scoped out for further tree planting this winter (2024/25)	Improving the biological and recreational value of a site plus improving carbon sequestration of BW estate.
Conservation partnership		Avon Wildlife Trust	Delivering conservation and nature recovery on our sites with education and school's engagement on water wildlife and water efficiency.	Getting local school children and communities engaged in conservation.	Meetings held with AWT to discuss opportunities of how we can work together	Utilising technical expertise of the Trust to improve local knowledge and the condition of local nature reserves.



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Lakeside Leisure Programme

Facilitating the enjoyment of recreational activities such as fishing, sailing, walking, cycling and birdwatching.

The aim of this programme is to promote and facilitate the enjoyment of our sites through recreational activities such as fishing, sailing, walking, cycling and birdwatching. This supports healthier and happier communities through the use of our sites' recreation facilities.



Sailing at Chew Valley Lake

The Chew Valley Lake Recreational Trail was opened on May 18th 2022 by the West of England Metro Mayor Dan Norris. The trail has been a great success, and is well used, with visitor counters showing over 100 000 people using the trail annually. Bristol Water is currently in discussion with B&NES about extending the trail to complete a circular route around the entire lake.

Building on the success of the Chew Valley Lake recreational trail, much work has gone into improving facilities, through the upgrading of the public conveniences and better signage at locations to spot and identify wildlife or improved access. This work continues with activities such as scrub clearance and tree planting being undertaken in the autumn or winter as appropriate.



New playground at picnic area one, Chew Valley Lake. Installed in 2022.

As described in the Conservation section, a lot of effort including that of employee volunteers goes into environmental improvement work particularly at



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the Sites of Special Scientific Interest. This year we have focused on improving access for permit holders such as anglers and bird watchers. Overgrown paths have been re-instated and more bank space has been made available for anglers by removing reeds and small willow trees.



Re-instatement of angler access footpaths at Chew Valley Lake

This also improves the habitat by creating a mosaic pattern in the reed bed and helps prevent bank spaces returning to a woodland habitat.



Reed bed cutting at Chew Valley Lake

We are always keen to welcome new visitors to our sites, and in 2025 we plan to get an accessibility audit commissioned for our busiest sites. The outcome of this audit will be recommendations of enhancements that we deliver to improve access to our sites to those that have accessibility issues that can currently be a barrier to accessing our sites.



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Initiative	RAG	Stakeholder update	Objective	Highlights to look out for	Features of progress	Benefits
Improving lakeside community facilities	Green	Stakeholders: Salt n Malt, The Woodford, BRFFA (angling), Cheddar Watersports, Chew Valley Lake Sailing Club, Chew bird ringing station, bird wardens	To continuously improve our lakeside facilities for the public to enjoy, supporting health and wellbeing	Increase in biodiversity at the sites and improved access.	Green Mantle carried out a lot of habitat management work over the Autumn. They carried out block cutting of the reed beds at Chew Valley Lake and moved all cut reeds to above the high-water line. They improved access for anglers to Walley and Woodford banks at CVL. They created two refuge areas for birds by removing willow trees from Rugmoor and Wookey Point at Blagdon Lake. There are plans to plant some new hedgerow at Chew and Blagdon lakes over the next couple of months, as well as planting 300 tree whips.	Recreation facilities for families at Chew Valley Lake
Chew Valley Lake recreational trail	Green	Stakeholders: Local Authority (B&NES), Parish Councils, Salt n Malt, The Woodford, Chew Valley Lake Sailing Club	Extend existing walking & cycle trail from Woodford to Hollow Brook	Improved walking and cycling routes around Chew Valley Lake	Bristol Water has taken on the maintenance of the Chew Valley Lake Recreational Trail, as the Community Interest Group was never formed. There is discussion with B&NES about an extension to the trail around the south side of the lake. Trail counts for 2024 = 103 941.	Enhanced recreation and education opportunities for walkers, cyclists and bird spotters
Blagdon Engine House Museum regeneration project	Red	Stakeholders: Parish councils, Heritage Open Days, Local Schools	Improve site and building facilities at Blagdon engine house and museum and improve safety	Number of species of bats and wildlife sheltering within the	Currently on hold whilst we explore alternative operating arrangements	On hold



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Initiative	RAG	Stakeholder update	Objective	Highlights to look out for	Features of progress	Benefits
Equality and access		Stakeholders: Chew Valley Lake Sailing Club, Salt n Malt, The Woodford	Evaluate and prioritise potential improvements to allow access for all	Accessibility audit at our busiest sites.	Plans for an accessibility audit will recommend enhancements that we deliver to improve access to our sites to those that have accessibility issues that can currently be a barrier to accessing our sites.	Will provide enhanced access to sailing at Chew Valley Lake



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Regional Strategies Programme

Supporting local and regional plans to address the challenges of society and progress towards a sustainability and carbon neutrality.

The aim of this programme is to support the development of regional strategies through working with local government – for example, the West of England Combined Authority, or the Bristol One City Plan. Bristol Water staff are participating in and contributing to project teams working on Net Zero and other projects.

Earlier in 2023, Bristol City Council became the only city in the UK to be a full member of the Horizon funded EU net Zero Cities group of 100+ locations across the EU and its neighbours.

This programme augments and facilitates the Bristol One City initiative and its *One City Plan* to become carbon neutral and climate resilient by 2030. Bristol Water's Social Contract programme and the Resource West project in particular provide helpful points to how to mobilise cooperative business resources across the city to achieve change which it is otherwise difficult to tackle with cross organisational cooperation.

Bristol Water is supporting this initiative through participation in the transition team aimed at working out ways to harness cooperation in the quest for Net Zero by 2030.

This experience is also being taken up by the West of England Combined Authority's programme for Regional Agreement for the Environment where, again, Bristol Water staff are playing a very active role in designing and developing

cooperative programmes. This is part of the West of England Climate and Ecological Strategy and Action Plan.

These initiatives will have a long term impact and our involvement flexes as local priorities change. Our main area of support includes our contribution as a supporting member to the Bristol Climate and Nature Partnership



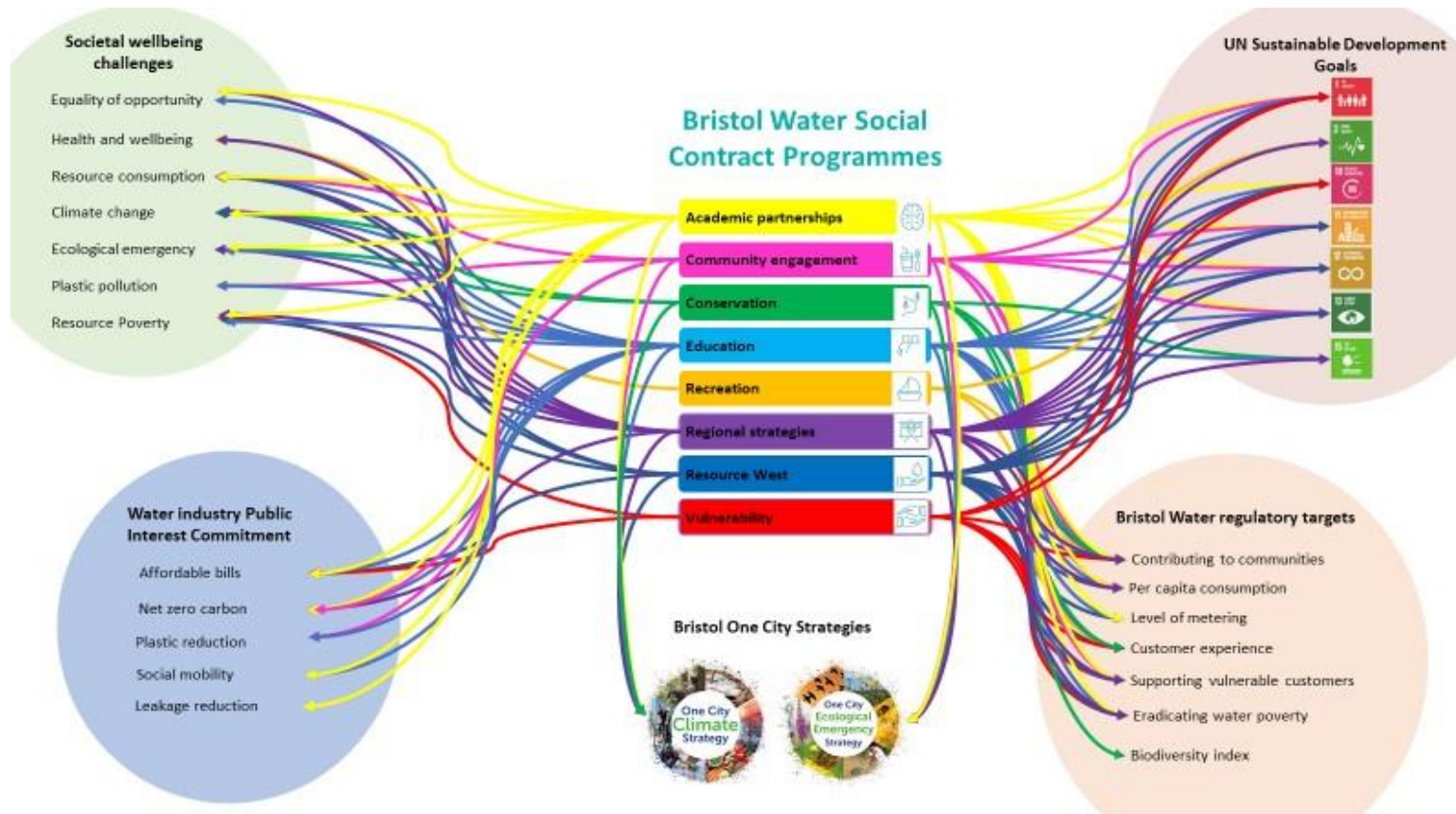


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The diagram below illustrates the multiple links between our social contract programmes and societal challenges, Public Interest Commitments and UN Sustainable Development Goals.

It also illustrates the link between our social contract and the delivery of business regulatory targets.

Our regional strategies approach is built around the Bristol One City Plan. This includes a series of targets to help achieve a fair and sustainable Bristol by 2030.





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In July 2021 we published our route map to net zero carbon by 2030.¹ Our emissions to the atmosphere are our “gross” emissions. Once we take account of any GHGs we have helped remove from the atmosphere these are “net” emissions. This is our target area for net zero.



Almost half of our carbon footprint comes from the electricity used to treat water and pump it around our network. As part of the Pennon Group, our power generation arm Pennon Power looks at renewable energy opportunities.

Bristol Water is supporting Bristol’s One City ambition and plan. Our Director of Strategy & Regulation, is a member of the Bristol One City Plan Environment Board, linking climate change, ecological and green growth and economic recovery plans together for businesses, communities and organisations across Bristol. We are also supporting the wider West of England Combined Authority programme, which was launched in 2023.

We worked with Resilience Brokers to help develop next steps to ensure that Infrastructure Interdependencies are understood for future city planning.

The report makes a number of recommendations which we will progressing further as part of our future resilience and investment plans, alongside local authorities and other partners. We hope these steps will help develop a new standard for cross-utility and public authority resilience planning at scale for climate and ecological emergencies. This work fed into the regional strategies. As an example we are exploring with Bristol City Council how to link water efficiency to social housing refurbishment.

¹ [Our route map to Net Zero Carbon by 2030](#)



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Initiative	RAG	Stakeholder update	Objective	Highlights to look out for	Progress so far	Benefits
Contributing to local strategies and plans		<p>Stakeholders:</p> <p>Bristol City Council, Bristol Green Capital Partnership Other local Councils</p>	<p>To support the delivery of Bristol City Council’s One City Plan, through our partnership with local stakeholders, our support for Bristol Green Capital Partnership and our role in the Bristol City Environmental Sustainability Board.</p> <p>Linking specifically to the development of our carbon and ecological strategies BGCP, plus other city stakeholders. We will explore plans to broaden out these strategies to other areas</p> <p>Active participation in the transition team for the EU Horizon supported Net Zero Cities initiative</p>	<p>Continuing to establish and strengthen links on our plans to respond to the climate and ecological emergencies by working with local cross-sectoral stakeholders to design implementation plans.</p> <p>We will be focusing on future plans with councils throughout our area</p>	<p>Work continues to support the One City Plan, including attendance at the Environmental Sustainability Board and associated working groups following the publishing of our net zero strategy in July 2021.</p>	<p>Supporting wellbeing and environmental improvements – including carbon reduction.</p>
Our WECA strategy		<p>Stakeholders:</p> <p>WECA plus Regional Engagement programme participants</p>	<p>To actively contribute to the West of England Combined Authority’s regional strategy and the delivery of regional plans, ensuring water sustainability is embedded into the region's future.</p>	<p>Working to ensure regional plans reflect our objectives.</p>	<p>Ongoing engagement with WECA and support for the Regional Engagement Plan</p>	<p>Supporting regional strategies – will ultimately support our work in the region</p>



Vulnerability Programme

Technology and data will help us to work with local stakeholders to deliver the specific needs of individuals – building a shared connection with the communities we serve together.

The aim of this programme is to work with local stakeholders to help provide extra support to those customers who need it, building on our existing programme of extra care services, social tariffs and debt advice. Our social contract helps our work with stakeholders in ensuring our services are accessible to those most in need.

Many customers find themselves in vulnerable circumstances at some point in their life. Previous estimates suggest that one in nine customers struggle to pay their bill. At any point in time over 20% of people have some form of vulnerability, however transient. The energy and inflation cost increases will have made these problems much worse. We are currently working with stakeholders to understand what changes are needed to our processes to provide appropriate financial help to customers.

A message from Sue Clarke, Head of Customer Strategy & Research

“We have continued to see more customers register for our Priority Services; we have seen a further increase of 37% in 2024 from 2023. This is valuable to us, as it enables us to efficiently understand which of our customers need extra support and how we need to tailor the service to meet their needs.

Since April 2023, we have had a two-way data share in place with National Grid. This means our customers only need to inform either us or their energy supplier that they need to be on the priority services register, reducing customer effort.

We have targeted our promotions of the help we offer to ensure we connect with the right customers and formed partnerships with organisations that those most in need.

We have continued to fund the debt advice sector to support customers with their finances and we have data shares up and running with two local authorities which help us identify those who most need our help. Our aim is to expand these data shares to include all local authorities in our supply area. This is in addition to making the customer journey easier for those who need additional support. We have already made headway with this by introducing an online income and expenditure service to our Website with IE Hub. We are trialing this service to allow customers to complete their income and expenditure journey online if they want to.”



Case study 1

Community Living Rooms – North Somerset Council

Bristol Water has supported ‘Community Living Rooms’ across North Somerset for the last two years. We recognise that rising energy costs have impacted many households, and these ‘warm spaces’ have enabled communities to come together and provide spaces that are safe, warm and engaging during the winter months. We have attended and supported at some of the spaces providing advice on getting help with water bills and also our Priority Services Register

Stephanie Martin from Bristol Water said: *“Bristol Water is proud to support the community living room initiative. It is a great way for people to come together, keep warm and hopefully find out more about what support is available in their local area.”*



Case study 2

Kidney Care UK

Bristol Water and Wessex Water joined up to form a partnership with Kidney Care UK in 2023. There are 4,604 people in our combined supply areas who have had a kidney transplant or are on dialysis either in a hospital or at home. Bristol Water is pleased to be in partnership with Kidney Care UK. We are always looking for new ways to reach people who could benefit from knowing more about what we do and how we can offer support with paying water bills and also being on our priority services register.

We have continued our valuable relationship with Kidney Care and visited several Hospitals and Dialysis Satellite Centres over the last 12 months. We have met and helped many of our customers and supported them with joining the Priority Services Register and/or supporting them with their bills. On one visit we met with Susan, you can hear her story here: [Kidney Care UK, Bristol Water and Wessex Water | Working together to support to kidney patients](#)





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Initiative	RAG	Stakeholder update	Objective	Highlights to look out for	Features of progress	Benefits
'Hard to reach' projects		Stakeholders: debt advice partners	Working with funded partners and new charities to promote PSR and lower tariffs to customers whom it is reach with messages.	Increasing the number of customers on our social tariffs	Funded North Somerset Council community living room. We also attended and supported at some of the spaces providing advice on getting help with water bills and also our Priority Services Register	Supporting vulnerable customers – we will work to quantify the benefits
Partnership work with debt charities		Stakeholders: debt advice partners	To ensure that customers receive full debt advice before receiving Assist, rather than just help on their water bill.	Increasing the number of customers on our social tariffs	We continue our partnership with debt advice and are working on increasing our data sharing with local authorities and establish new funding partners.	Supporting vulnerable customers – we will work to quantify the benefits
PSR 'outreach' community events		Stakeholders: local charities	Registering vulnerable customers on PSR and awareness of lower tariffs for those not asking for help	Increasing the number of customers on our Priority Services Register	We continue to work with local charities such as kidney care with the aim of reaching those in our most hard to reach cohorts.	Increased awareness of support offered to vulnerable customers leading to more customers benefitting
Local data share		Stakeholders: National Grid, Wessex Water	To make it easier for vulnerable customers to be registered for help with energy and water companies by one contact.	Increasing the number of customers on our Priority Services Register	The local data share with National Grid is now two ways. We continue to work to widen data sharing where possible	More customers benefitting from vulnerable customer support
Partnership with Crimestoppers to drive awareness of our PSR		Stakeholders: Avon and Somerset Police, Crimestoppers	Raising awareness of PSR, specially preventing fraud to vulnerable customers	Increasing the number of customers on our Priority Services Register	Supporting initiatives with Crimestoppers and in collaboration with Unique Voice	Social benefits – prevention of crime and increased awareness of PSR register so that more customers benefit



Next steps

The Bristol Water Social Contract has now completed its fifth year and we are proud of the benefit that it has provided to the communities within the Bristol Water region.

As we transition from one five-year regulatory delivery programme to the next (AMP7 to AMP8), we are readying ourselves to deliver our largest investment programme ever. We remain committed to delivering Bristol Water's social purpose and the principles we established through the social contract.

As part of the ongoing programme of integration and learning across the Pennon group, we propose to centralise the governance over our community activities, bringing this into Pennon's well established Environmental and Social Governance Framework. This framework will continue to act and report at a regional level so that we can ensure that we build on the success of the social contract within Bristol, whilst also benefiting from group expertise and resources.

