



have your say...
Results newsletter

Thank you for taking part in our latest survey. We had a great response with 1,402 of you completing the survey. The winner of the prize draw for £200 was Mr Beasley from the Cotswolds.

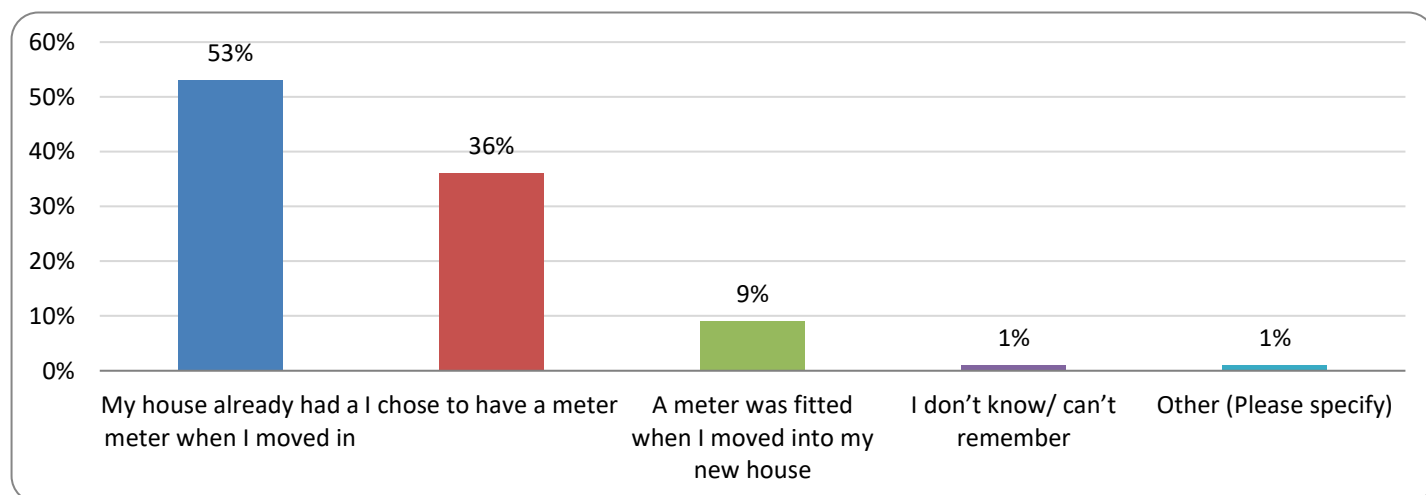
The aim of this survey was to gather your views on water meters.

Here's how you answered.

First we wanted to find out whether you have a water meter and therefore pay for what you use. 81% of you told us that you have a water meter. 17% of you don't have a meter and 2% are unsure.

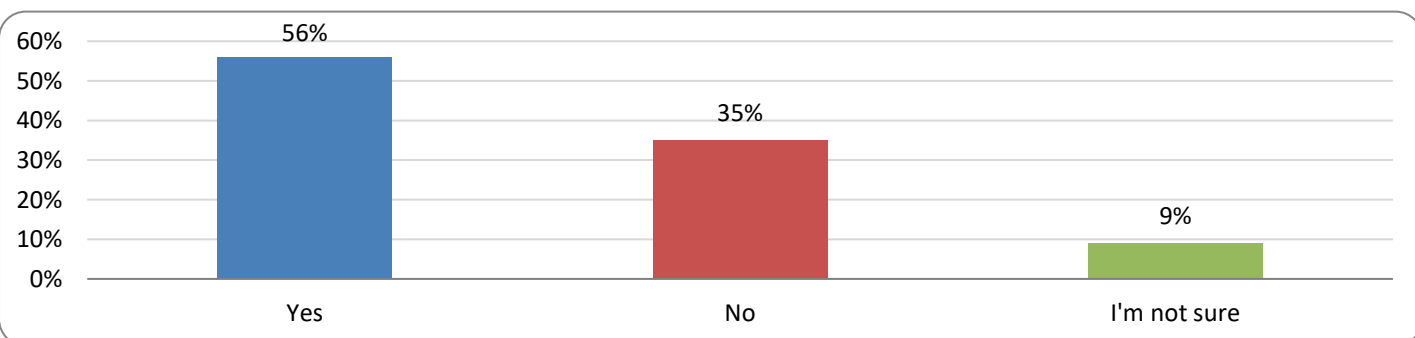
THOSE OF YOU WITH A METER

When asked why you have a water meter, the most popular responses were *my house already had a meter when you moved in* (53%) and that *I chose to have a meter fitted* (36%).

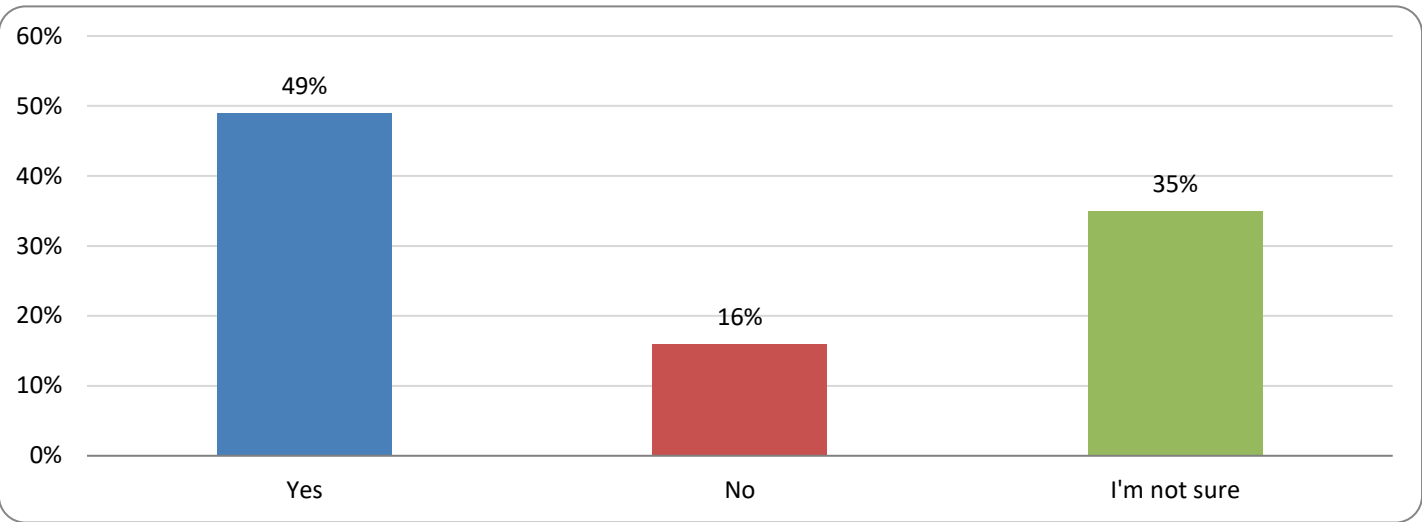


Those of you who said that you chose to have a meter fitted were asked the reasons why. The main reason given was *I thought I would save money* (80%).

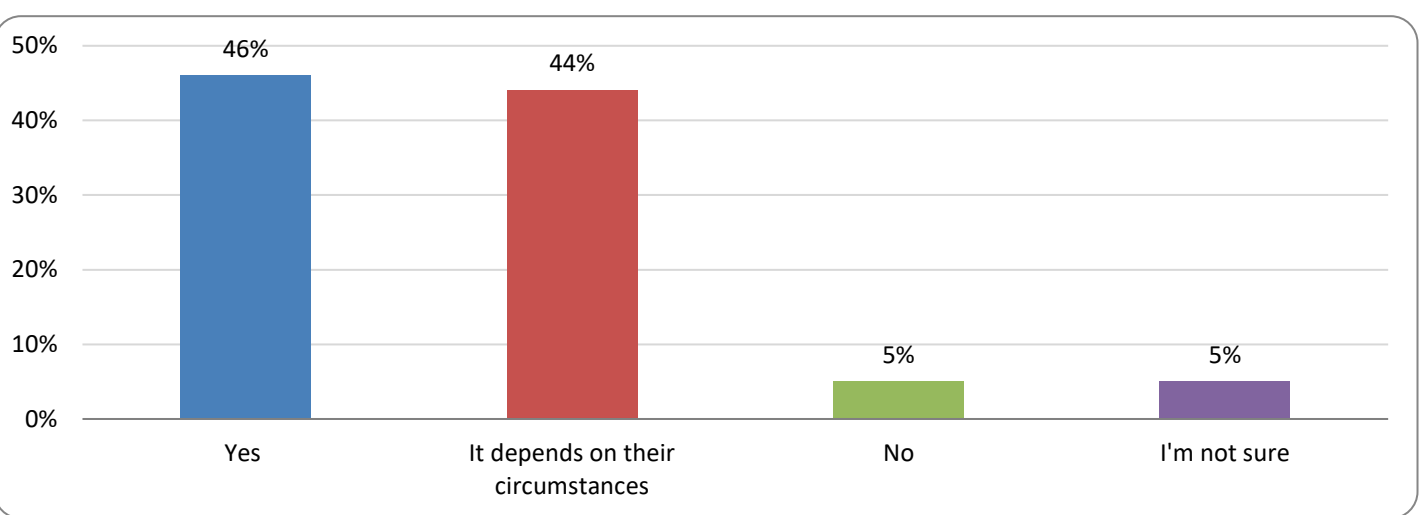
When asked, over a half of you (56%) said that being on a water meter has made you change how you use water.



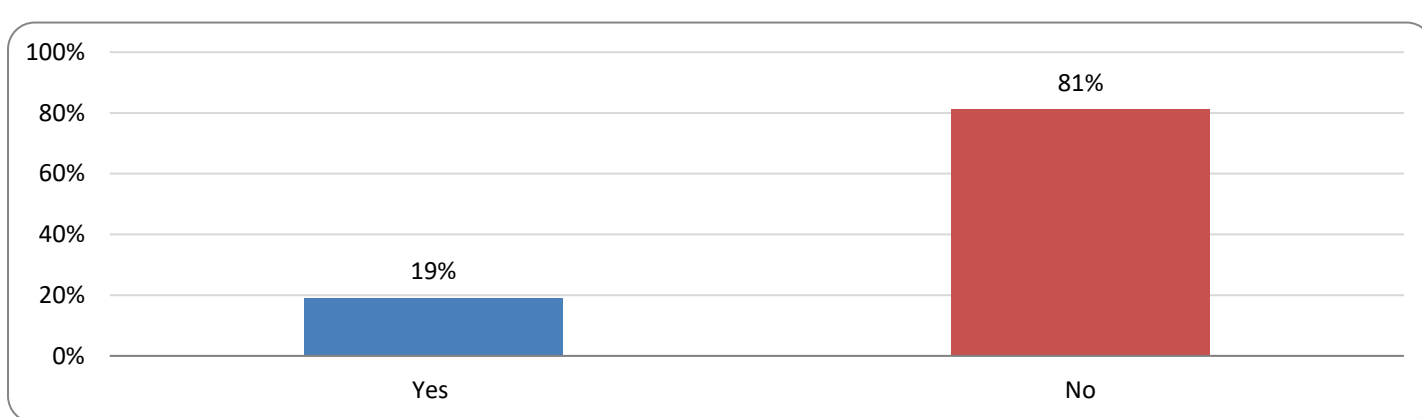
Almost half of you (49%) said that you have saved money as a result of being on a meter which is great to hear.



We asked if you would recommend a water meter to a friend or family member. Just under half of you (46%) said that you would and a further 44% said that it would depend on their circumstances.



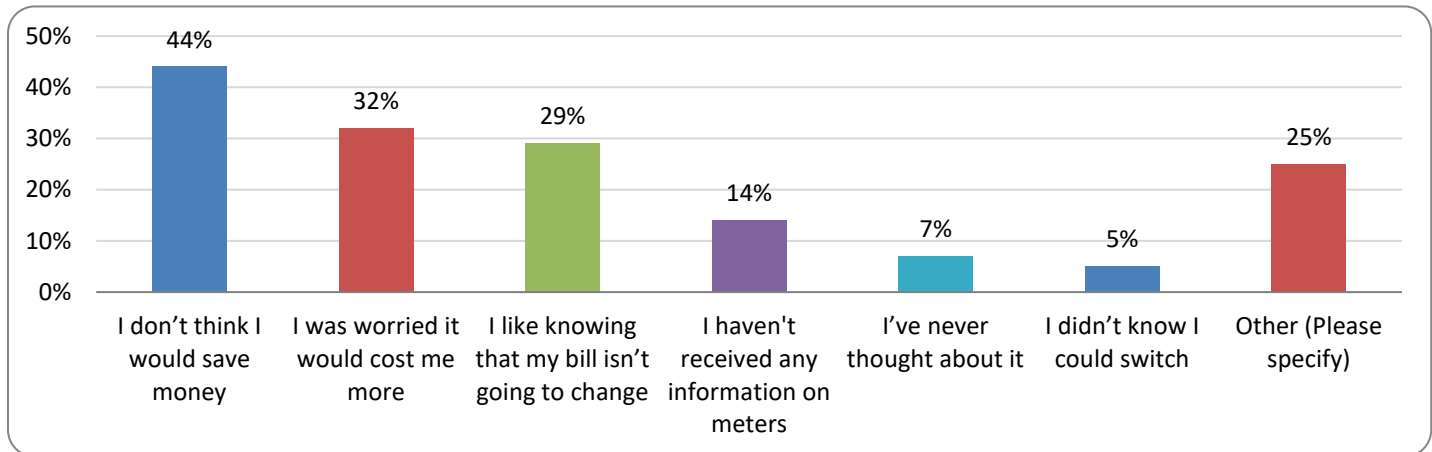
Just 19% of you think that your meter should be read more frequently than twice a year.



The most popular alternative to twice yearly was once every three months (4 times a year).

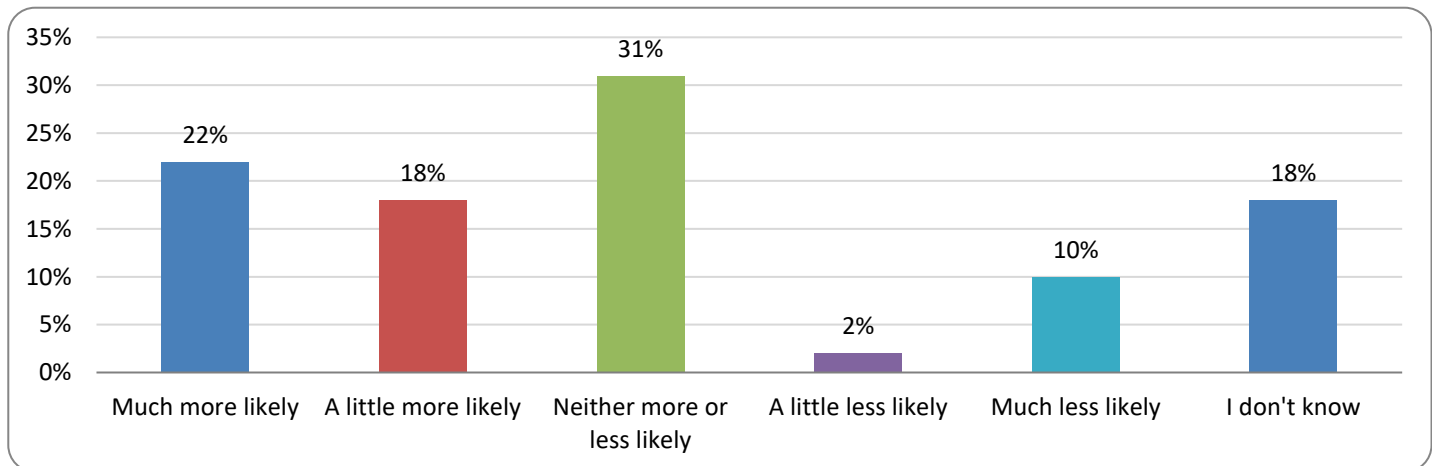
THOSE OF YOU WITHOUT A METER

The main reason those of you without a meter haven't considered one is *I don't think I would save money* (44%), followed by *I was worried it would cost me more* (32%), and *I like knowing that my bill will not change* (29%). We appreciate that it is important for many to have stable bills.

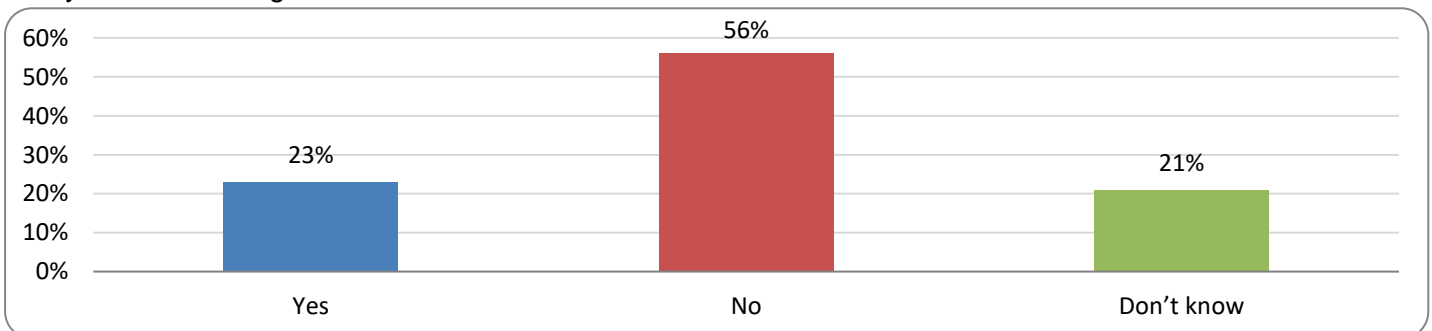


We then asked if you would be consider switching over if we fitted a meter at your property and then sent you a comparison of your current unmetered bill and what you would pay if you were paying on a meter.

40% of you said that you would be likely (either much more or a little more) to consider switching if you could see a bill comparison.

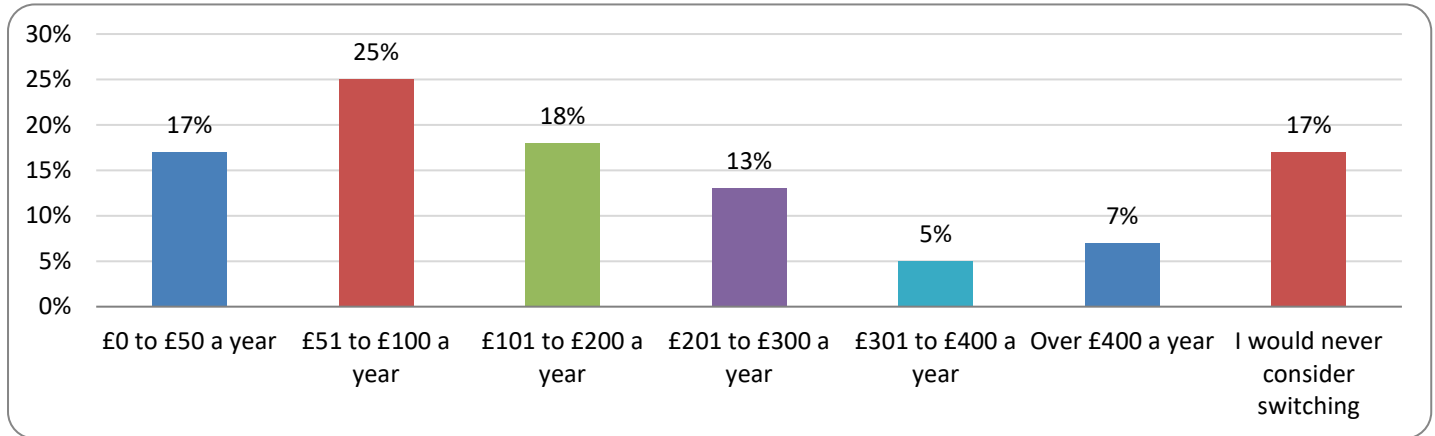


We asked if you thought you would change your water use habits if you went on to a meter. Just 23% said that you would change.



We told you that many customers who choose to go on a meter save money on their water bill. We then asked what level of saving each year would encourage you to switch.

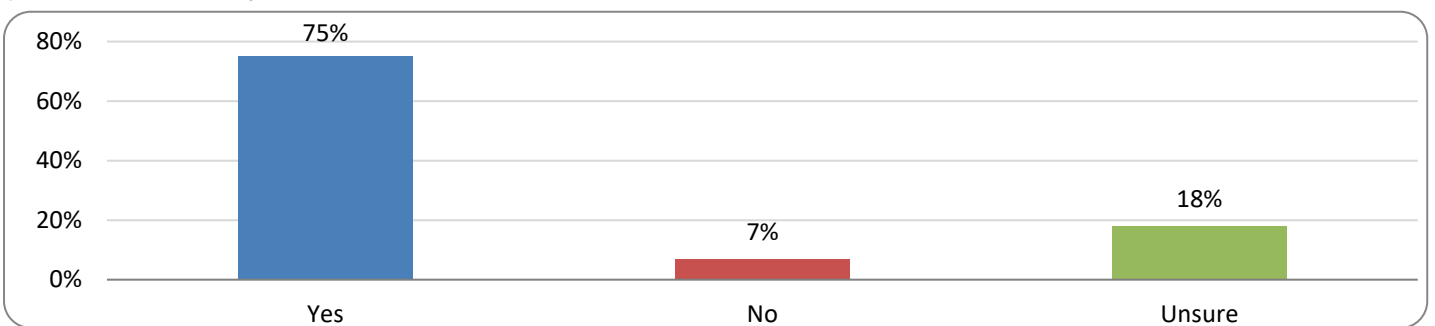
60% of you would consider having a meter for an annual saving of £200 or less but 17% of you would not consider switching regardless of the amount of money you could save.



ALL RESPONDENTS

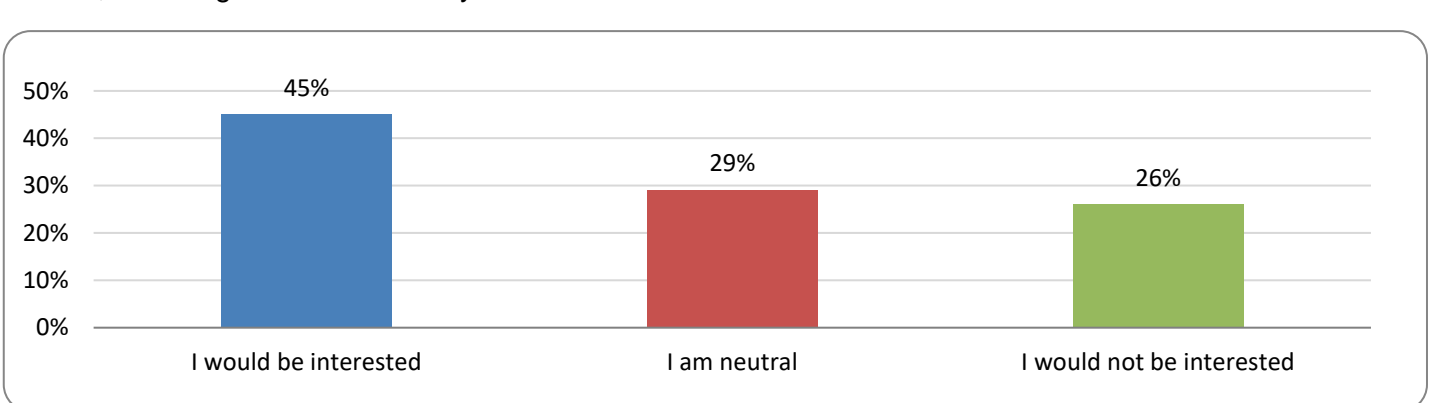
We explained that we now offer a Money Back Guarantee when customers choose to have a meter. If you choose to have a meter and then find that after two years you haven't saved any money, you can switch back to how you paid before, and we will refund any overpayment. We asked if you thought that this was a good way to encourage customers to try a meter.

75% of you agreed that it was. It's great that so many of you support this approach – we will do more to promote our Money Back Guarantee to our customers



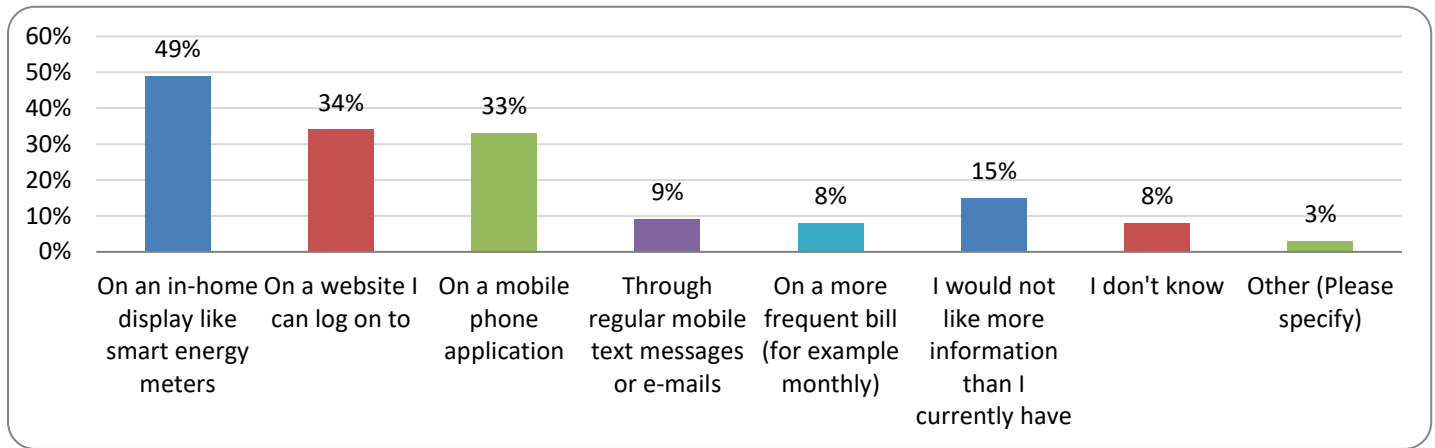
We mentioned smart water meters, which are similar to those used by energy companies. We asked if you would you be interested in having a smart water meter.

45% of you said that you would be interested, and 26% of you would not. We don't currently fit smart water meters, but it is good to know how you feel about them.



We asked you how you would like to view your water use information if you had a smart meter.

Just under a half of you (49%) would like the information on an in-home display like smart energy meters, 34% of you would like it on a website you can log on to and 33% would like a mobile phone application.



What next?

We are delighted that so many of you completed this survey. Your responses have given us some valuable insight into how customers feel about metering.

We are pleased to see that so many of you would recommend a meter to family and friends. We will look into how we can do more to encourage customers to recommend metering to people they know.

We understand that there is some uncertainty about how having a meter could affect your bill, and that this is a barrier to some customers. It is great to hear you like our Money Back Guarantee scheme so we'll do more to promote this. You also showed interest seeing comparison metered and unmetered bills, so we will look into this too.

If, having heard more about metering, you would like to try one out, you can fill in a simple form on our [website](#).

Thank you once again for being a member of 'have your say' and for taking part!

Sue Lindsay
Director of Customer Policy and Engagement
Wessex Water