



Wessex Water
YTL GROUP

have your say...

Results newsletter

Thank you for taking part in our latest survey. We had a good response with 544 of you completing the survey. The winner of the prize draw for £200 was Pam Biss – congratulations Pam!

The purpose of this research was to understand customers' awareness of the support we offer and their willingness to contribute to a social tariff to support customers who are struggling to pay for or afford their water bill.

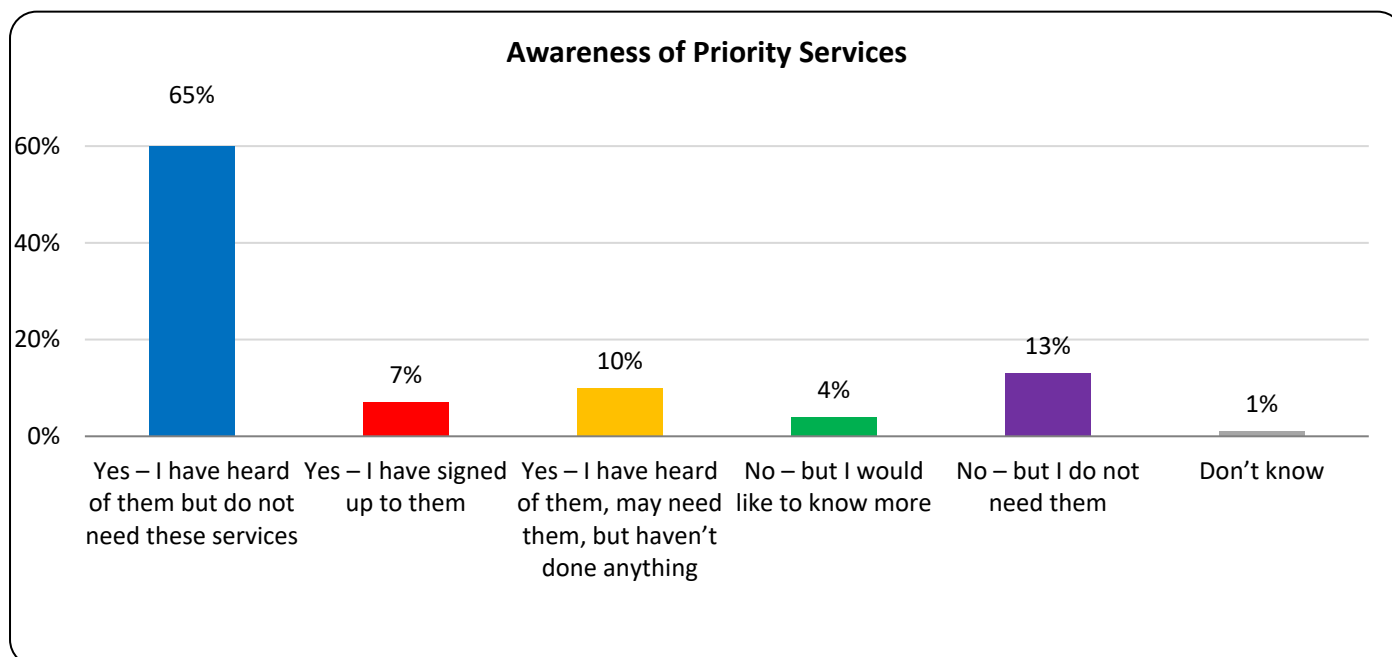
This survey formed part of a larger piece of work on the topic.

Here's how you answered:

Awareness of Priority Services

We asked whether you were aware of any services offered by Wessex Water to assist customers who need a little extra help. These are known as 'Priority Services'.

82% of you are aware of these additional services and 7% of you are signed up to them.



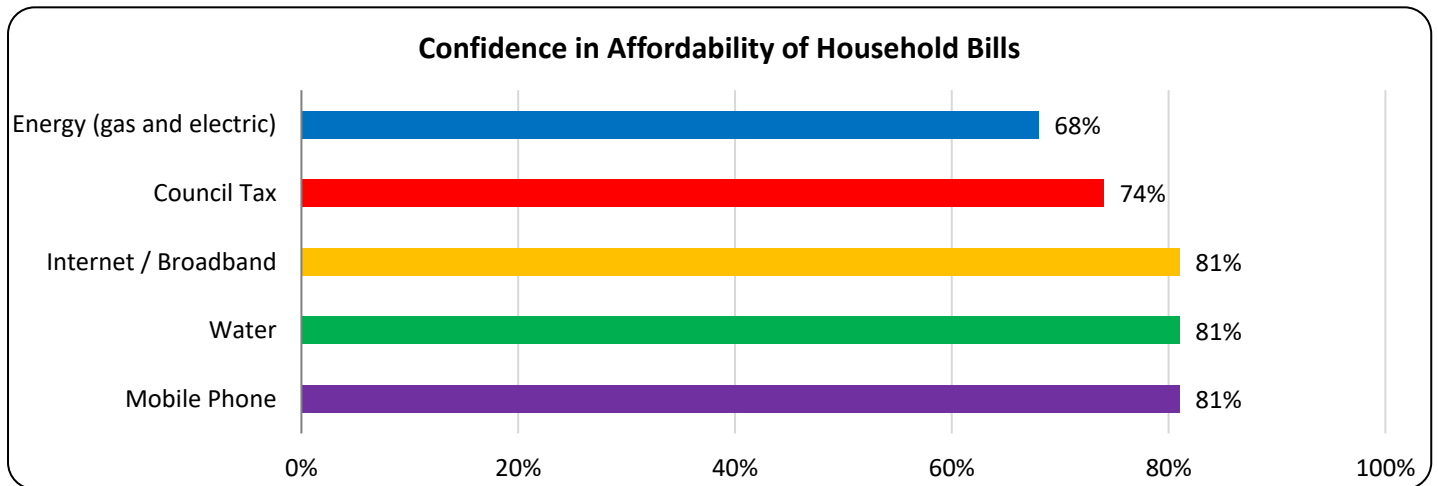
It is good to know that so many of you are aware of these services we offer. If you would like to find out more about how we can assist customers who need a little extra help, you can find out more here [Priority Services | Wessex Water](#)

Confidence in affordability of household bills

You were asked how confident you are in being able to afford household bills over the next 12 months.

81% of you are confident that you will be able to afford your water bill over the next 12 months.

Considering all household bills, you are least confident about being able to pay your energy bill (only 68% very or quite confident).

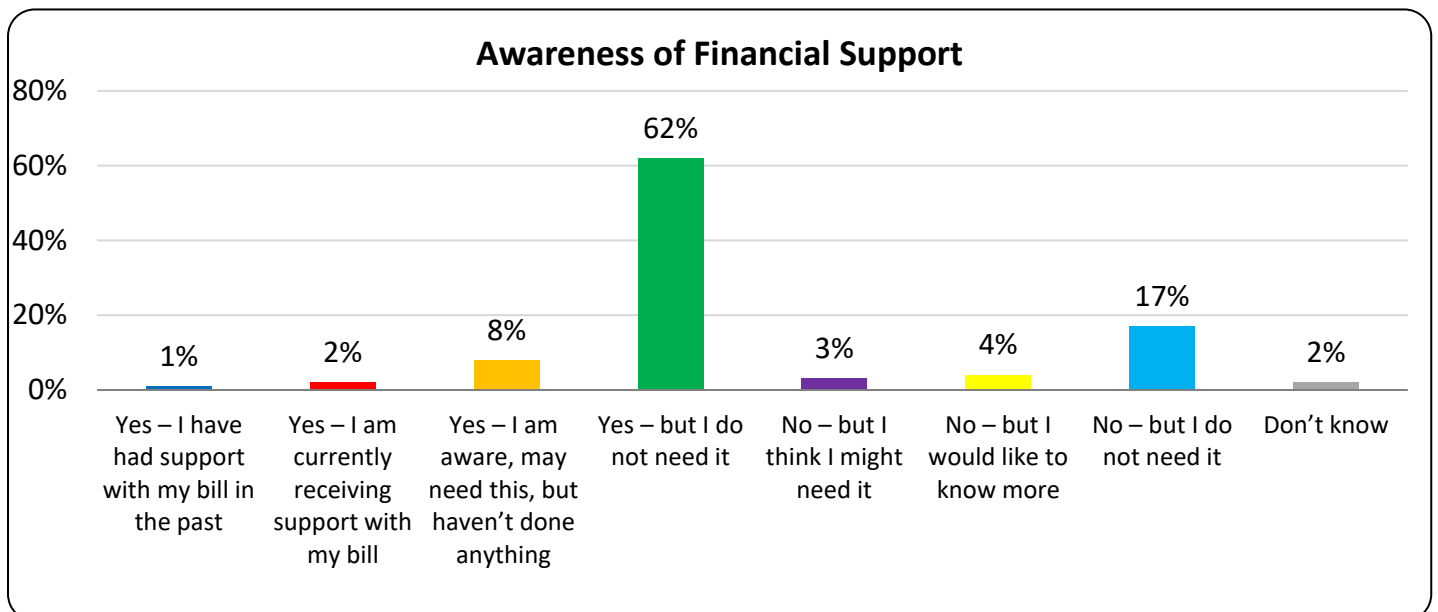


Understandably, the general increase in the cost of living is the key factor for lack of confidence in being able to afford water bills over the next 12 months.

Awareness and usage of financial support

We then asked whether you are aware that Wessex Water offers support for customers who are struggling to pay their water bill.

73% of you are aware of support for customers who are struggling to pay, and 2% of you are currently receiving support.

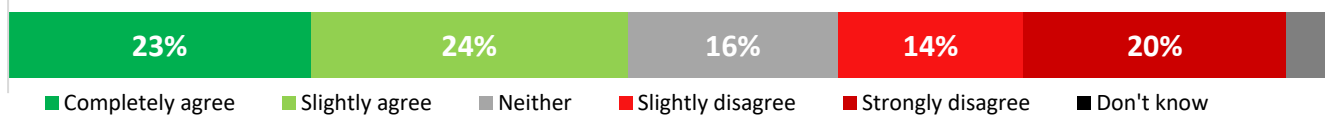


If you would like to find out more about what support we offer with paying bills, you can find out more on our website [Help to pay your bill | Wessex Water](#)

Supporting customers who are struggling to pay

We asked to what extent you agree or disagree with the general principle of paying a contribution towards supporting customers who are struggling to pay their bill.

- 47% of you agree with the principle
- 34% of you disagree

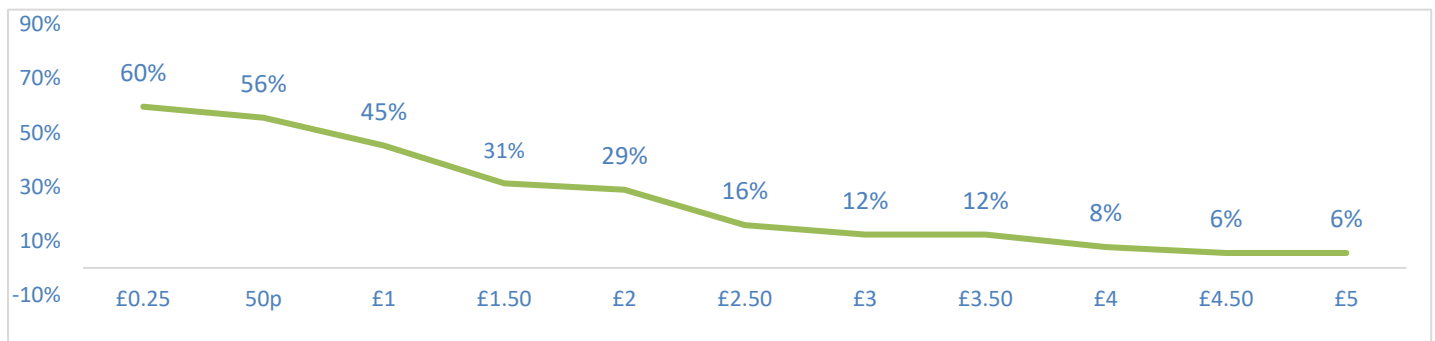


We asked you what additional amount you would be willing to contribute per month, in order to increase the number of customers we can support on social tariff schemes. This is what you told us:

- 64% of you are willing to contribute something (£0.01 or more)
- 60% of you are willing to contribute at least £0.25 per month
- 45% of you are willing to contribute at least £1 per month
- 29% of you are willing to contribute at least £2 per month

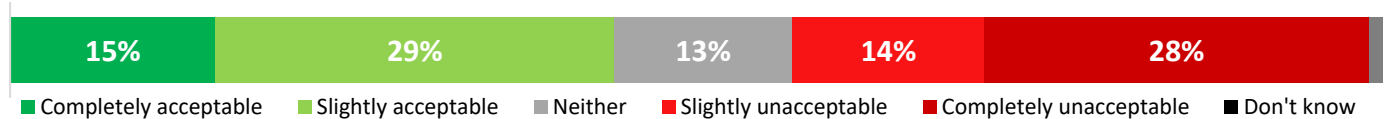
- On average, you would be willing to contribute an additional £1.19 per month

The graph shows us what percentage of you are willing to contribute each amount per month.



You were then asked how acceptable you think it is for Wessex Water to use customer funding to increase the support to customers.

- 44% of you think that this proposal is acceptable
- 42% of you think that this proposal is unacceptable



What next?

The views you expressed in this survey are being used to help shape our future services in relation to the support we offer to customers that struggle to pay their water bill. This survey complements other customer research as part of the development of our next investment plan to be launched in 2025.

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



have your say... Results newsletter

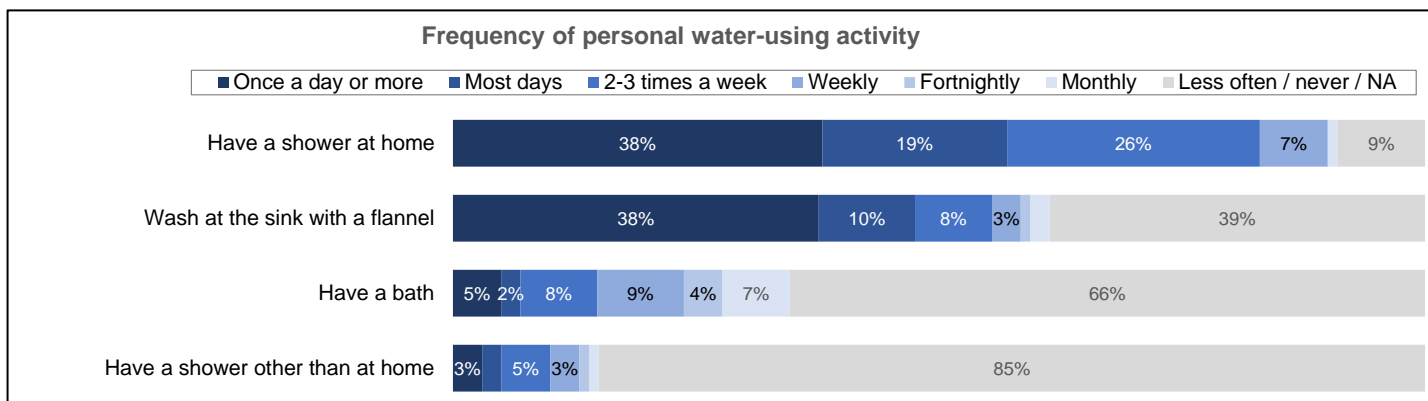
Thank you for taking part in our latest survey. We had a great response with 824 of you completing the survey. The winner of the prize draw for £200 was Kristia Wheatstone of North Somerset – congratulations Kristia!

The purpose of this survey was to gather your views on water efficiency and smart water metering.

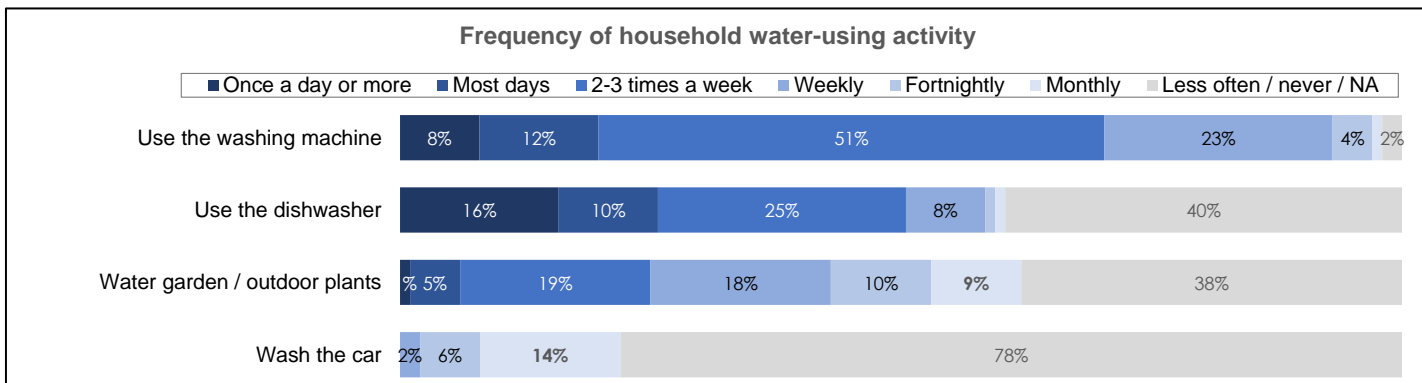
Here's how you answered.

Current Water Use and Attitudes

The first part of the survey was to understand how you use water in your home. We started by asking you about personal washing activities. The most common washing method is showering, with nearly all of you (90%) showering at home weekly or more, and around 4 in 10 showering daily. Many of you have regular flannel washes, however taking daily baths isn't so common.

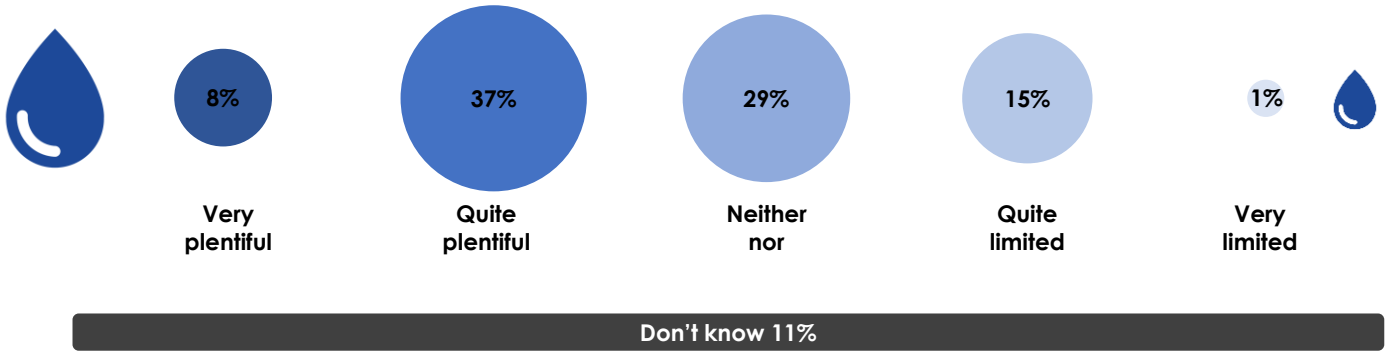


We then asked you about other use of water in your home. Washing machines are used by almost everyone, with over 7 in 10 of you (71%) doing at least 2-3 loads a week. Not so many of you use a dishwasher, but those who do use them frequently. Newer washing machine and dishwasher models can be very water efficient, but its best you check the user manual to make sure you're using them on the best setting.



We then wanted to understand your views on water availability. We asked you how plentiful or limited you think water supplies are in the Wessex region. A large proportion of you (4 in 10) weren't sure (neither/nor). Of those who gave a view, more of you think there is a plentiful supply of water (45% very or quite plentiful) and only around 1 in 6 of you think water supplies are limited (16% very or quite limited). This mixture of views is fairly typical of opinions from across the UK. The situation in the Wessex Water region is that there is enough water to meet everyone's needs today, but that resources are likely to be more stretched in the future with population growth and climate change. We're likely therefore to need to find new ways to help customers be more efficient in their use of water alongside schemes to increase supplies to make sure there's enough for everyone when we need it.

Impression of water resource in the region

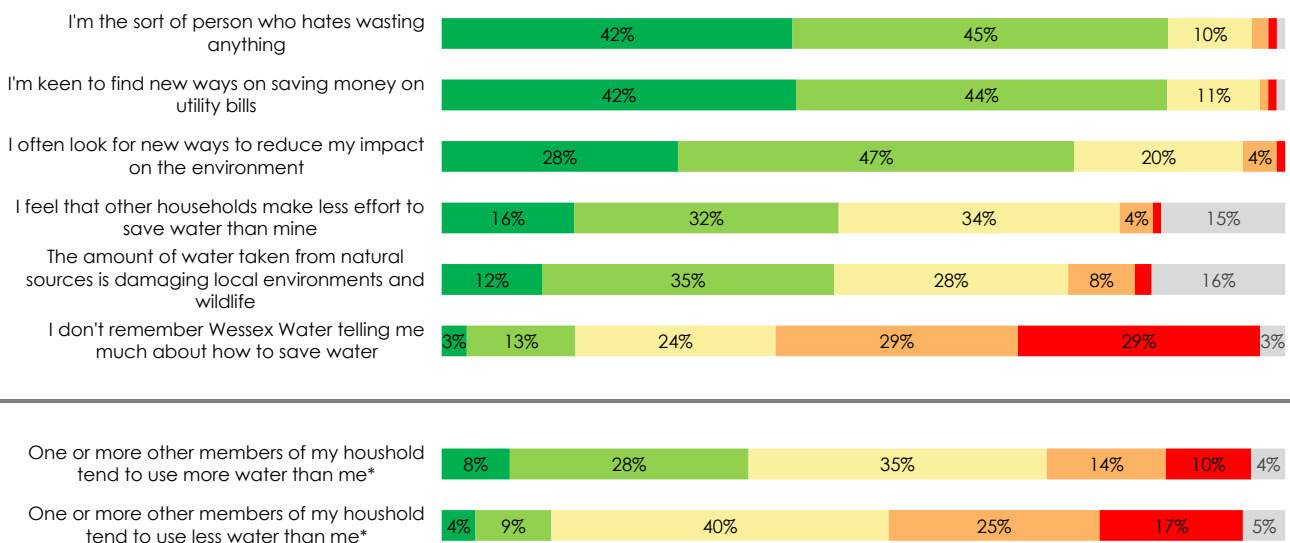


Next we gave you a list of statements and asked how much you agreed with each one. It is good to hear that you dislike wastage and are looking for ways to reduce your bills and your impact on the environment. It is also good to hear that the majority of you have seen our advice on how to save water. For those of you who haven't seen our advice, you can find some water saving tips [here](#)

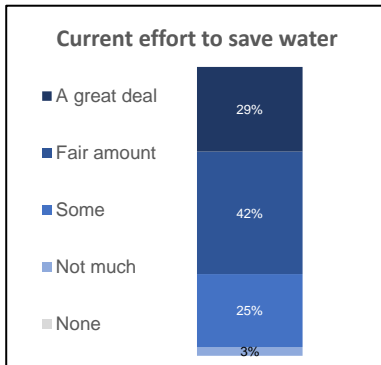
- 87% of you agree that *you are the sort of person who hates wasting anything*
- 86% of you agree that *you are keen to find new ways of saving money on utility bills*
- 75% of you agree that *you often look for new ways to reduce your impact on the environment*
- 48% of you think that *other households make less effort to save water than yours*
- 47% of you believe that *the amount of water taken from natural sources is damaging local environments and wildlife*
- Just 16% agree that *you don't remember Wessex Water telling you much about how to save water*

Underlying motives

■ Strongly agree
 ■ Tend to agree
 ■ Neither agree nor disagree
 ■ Tend to disagree
 ■ Strongly disagree
 ■ Don't know



Current Effort to Save Water



We asked you how much effort you make to save water, and encouragingly, almost all of you (96%), said that you make at least some effort. Almost 3 in 10 of you (29%) said that you make a great deal of effort.

Your main reasons for making an effort to save water were:

- *to save money*
- *water is a limited/scarce resource*
- *concerns for the environment*

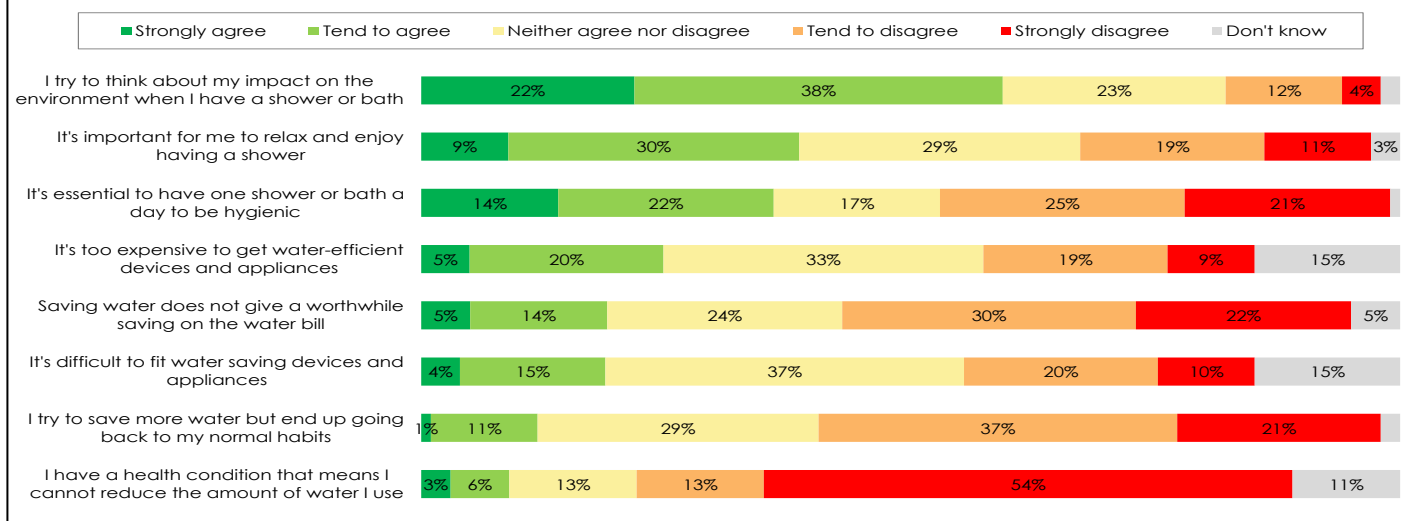
Water Saving Attitudes and Behaviours

We wanted to understand a bit about your attitudes to water saving so we gave you list of statements and asked how much you agreed with each one. We were pleased to hear that the majority of you try to think about the environment when washing. We know that showering is an important activity to many – daily showers are considered essential for personal hygiene by over a third of you and nearly 4 in 10 value showering as a wellbeing activity. Heating water for activities like showering and bathing is likely to account for a significant proportion of your household energy bill so if you're looking for ways to save, reducing time in the shower or turning down the flow rate or temperature if you can might be something you want to consider.

Encouragingly, the majority of you (81%) believe that saving water gives a worthwhile saving on your water bill. With rising energy costs, any hot water savings you're able to make will also reduce your energy bill.

- 60% of you agree that *you try to think about your impact on the environment when you have a shower or bath*
- 39% of you think it's *important for you to relax and enjoy having a shower*
- 36% of you think it's *essential to have one shower or bath a day to be hygienic*
- 25% of you believe that *it's too expensive to get water-efficient devices and appliances*
- Just 19% of you agree that *saving water does not give you a worthwhile saving on your water bill*
- 19% of you agree that it's *difficult to fit water saving devices and appliances*
- 12% of you agree that you *try to save more water but end up going back to your normal habit*
- 9% of you said that *due to a health condition you cannot reduce the amount of water that you use*

Attitudes to Water Use and Water Saving



We asked you what you are already doing to reduce your water use, what you would be prepared to do and what you wouldn't be prepared to do.

It's great to hear that many of you already have some good water use habits, including:

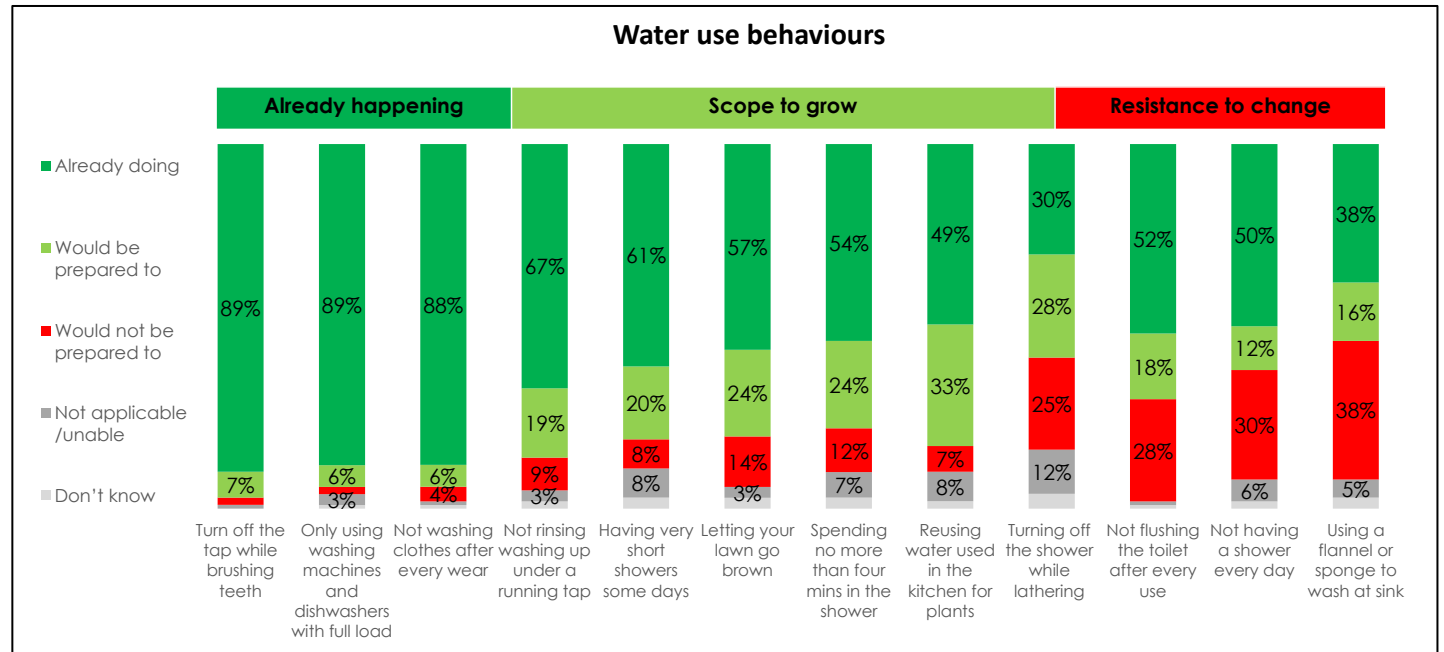
- *turning off the tap while brushing teeth* (89% of you)
- *only using washing machine and dishwashers with full load* (89%)
- *not washing clothes after every wear* (88%)

The behaviours you are most prepared to change in the future are:

- *reusing water used in the kitchen for plants* (49% already doing and a further 33% would be prepared to)
- *spending no more than 4 minutes in the shower* (54% already doing and a further 24% would be prepared to)
- *letting your lawn go brown* (57% already doing and a further 24% would be prepared to)
- *having very short showers some days* (61% already doing and a further 20% would be prepared to)
- *not rinsing washing up under a running tap* (67% already doing and a further 19% would be prepared to)

The behaviours you are more reluctant to adopt are:

- *using a flannel or sponge to wash at the sink* (38% would not be prepared to)
- *not having a shower every day* (30% would not be prepared to)
- *not flushing the toilet after every use* (28% would not be prepared to)
- *turning the shower off while lathering* (25% would not be prepared to, although 28% were prepared to give it a try)



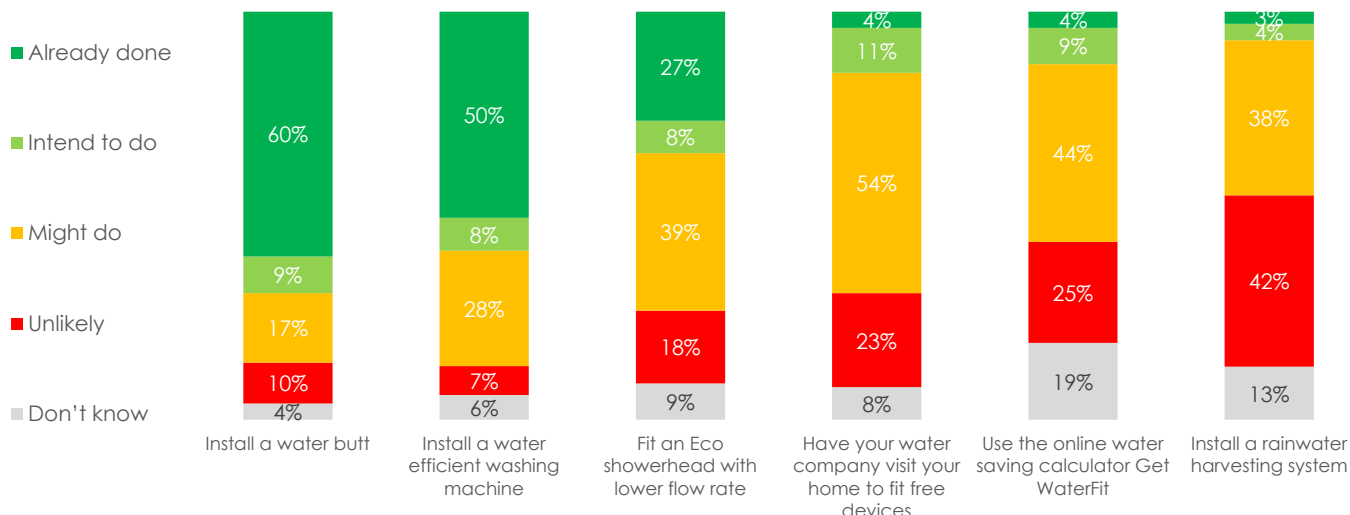
We know some behaviour changes aren't possible for everyone to do. This information is very useful to us as it helps us to focus our messages around actions that people aren't already doing, or would be prepared to do rather than those our customers are already doing.

We then asked you what water saving actions you had already done to save water, what you intended to do, might do or are unlikely to do.

While many of you had already taken some actions, particularly *install a water butt* (60%) and *install a water efficient washing machine* (50%), lots of you were also open to the idea of many of the other suggested actions, which is great to hear:

- *have your water company visit your home to fit free devices* (11% intend to and 54% might do)
- *use the online water saving calculator Get WaterFit* (9% intend to and 44% might do)
- *fit an Eco showerhead with lower flow rate* (8% intend to and 39% might do).

Water saving actions



Smart Water Meters

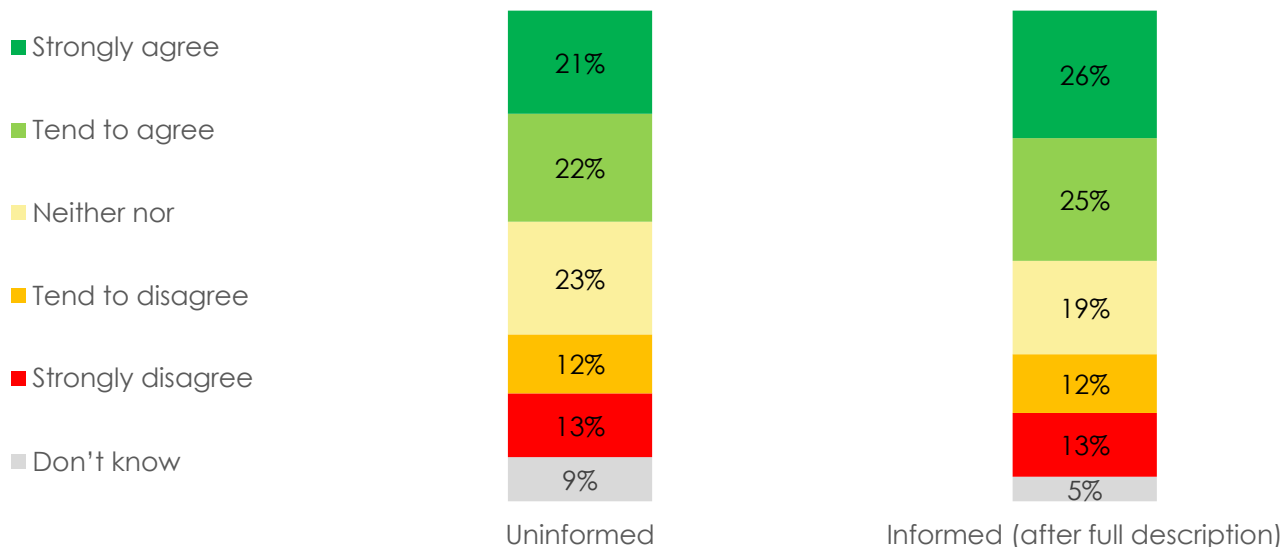
We then wanted to hear your views on smart water meters. We asked whether you would be interested in having a smart meter, and 43% of you agreed to some extent that you would be interested.

The main reasons for an interest in a water meter were *to monitor usage* and *to reduce usage/waste*.

The main reasons for lack of interest were *it will bring no benefit/it will not reduce water usage* and *can manage consumption without it*.

Later on in the survey, we gave you more information about what having a smart meter would mean, and then asked the same question. At this time, with more information, 51% agreed that you would be interested.

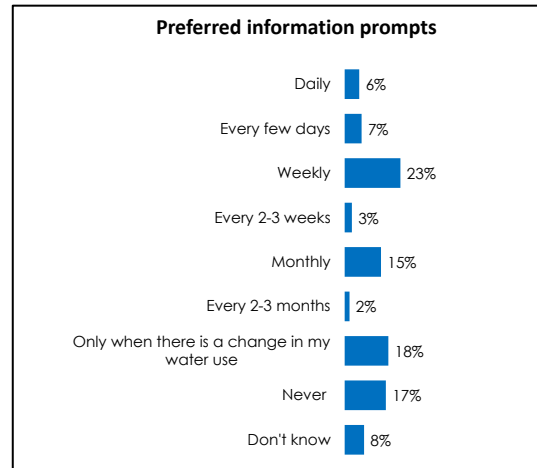
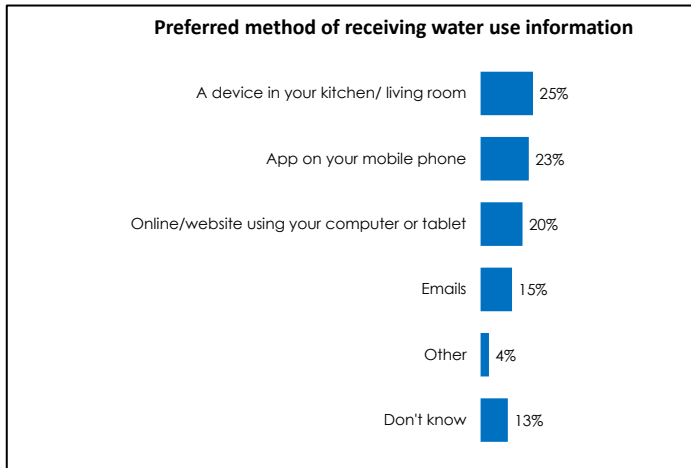
How much do you agree or disagree? – I would be interested in having a smart meter



When we asked about your preferred method for receiving water use information, you gave mixed views:

- on a device in your kitchen/living room (25%)
- through an app on your mobile phone (23%)
- online/website using your computer or tablet (20%)
- by email (15%)

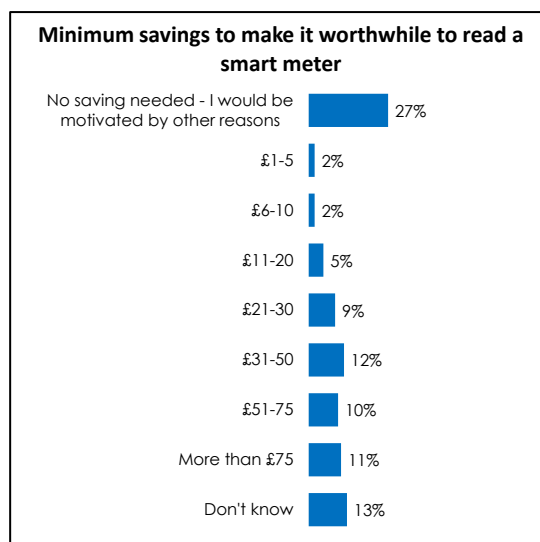
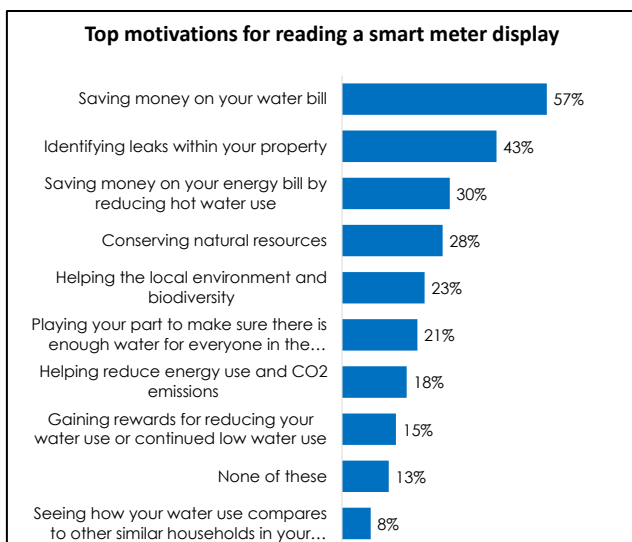
We told you that with a smart water meter, you could have texts or notifications on your mobile phone to prompt you to have a look at your water use information and then asked you how often you would want to be prompted. Over 1 in 3 of you (36%) would want to be prompted weekly or more often.



We asked you what would motivate you to read a smart water meter to help manage your water use. The main motivations were:

- saving money on your water bill (57%)
- identifying leaks within your property (43%)

Finally, we asked you what annual financial saving would make it worthwhile to regularly read a smart water meter display. Over 1 in 4 of you (27%), said that *no saving would be needed as you would be motivated by other reasons*. 1 in 3 of you (33%) would be looking for a saving of £30 or more, and 1 in 10 would want over £75.



What next?

The views you expressed in this survey are being used to help shape our future services in relation to supporting customers to become more water efficient at home and a potential roll out of smart metering. Other customer research is underway on these topics and on the wider development of our next investment plan to be launched in 2025.

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



Wessex Water
YTL GROUP

have your say...

Results newsletter

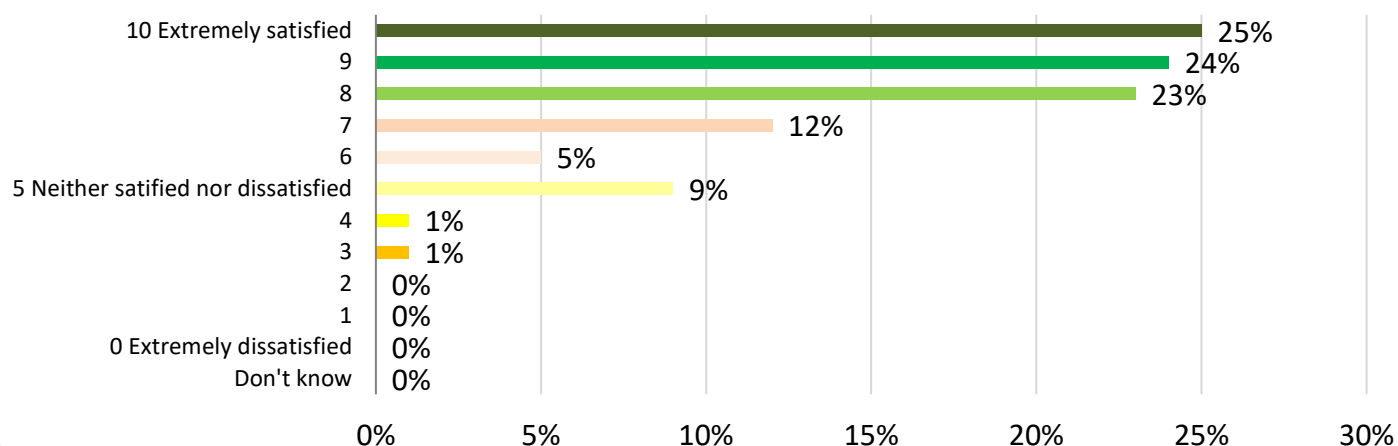
Thank you for taking part in our latest survey. We had a great response with 700 of you completing the survey. The winner of the prize draw for £200 was Paul Fowler of Sedgemoor – congratulations Paul!

The purpose of this survey was to gather your views on our longer term plans.

Here's how you answered.

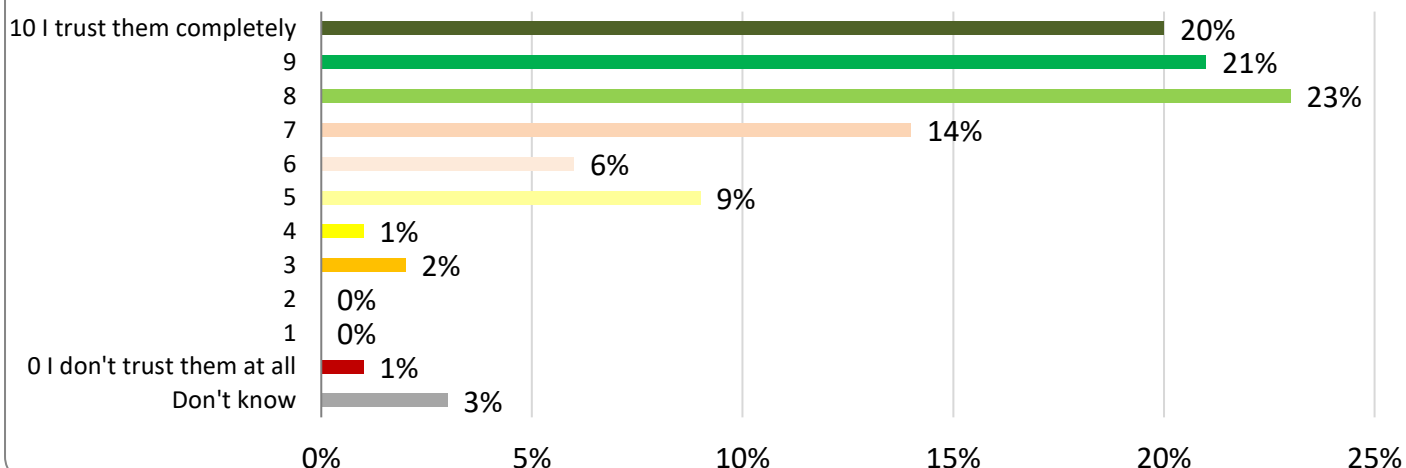
To start with we asked you how satisfied you are with the overall service provided by Wessex Water. The majority of you rated the overall service received by us at least an 8 out of 10 (72%), which is great to hear. 89% were satisfied to some extent (6 or higher), and 2% of you were dissatisfied (4 or lower).

How satisfied would you say you are with the **overall service** provided by Wessex Water?

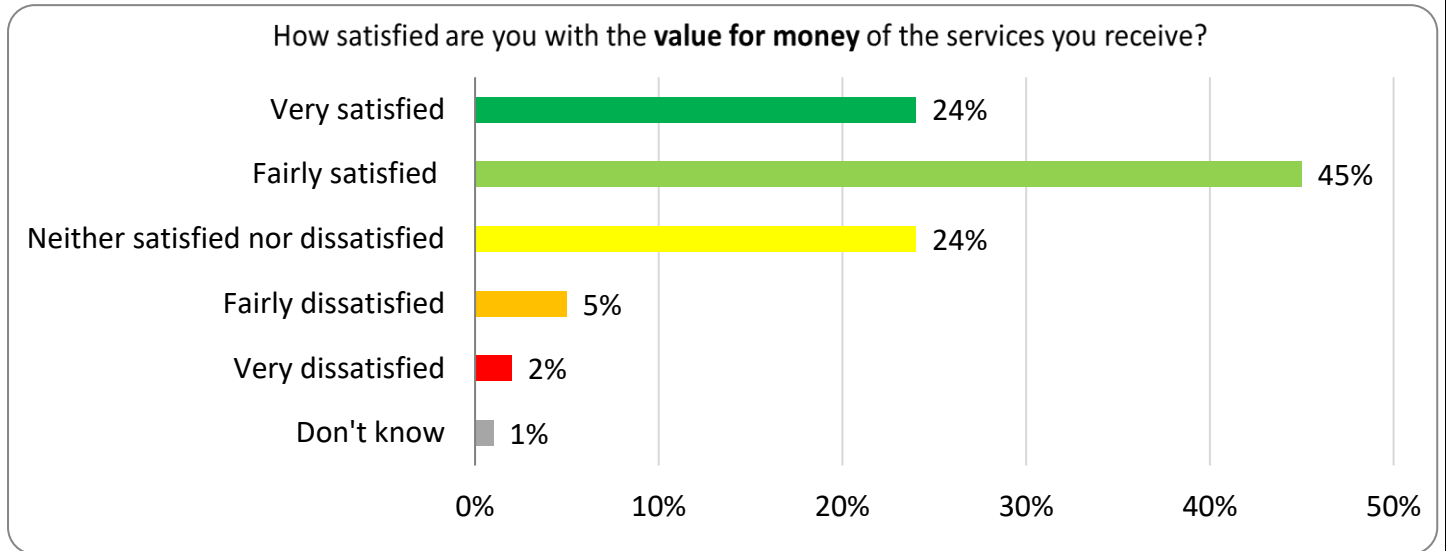


We then asked you how much you trust us. The majority of you gave us a trust rating of at least 8 out of 10 (64%). 19% of you gave us a trust rating of 6 or below though, so it suggests there's more we need to do in this area for you.

How much do you **trust** Wessex Water?

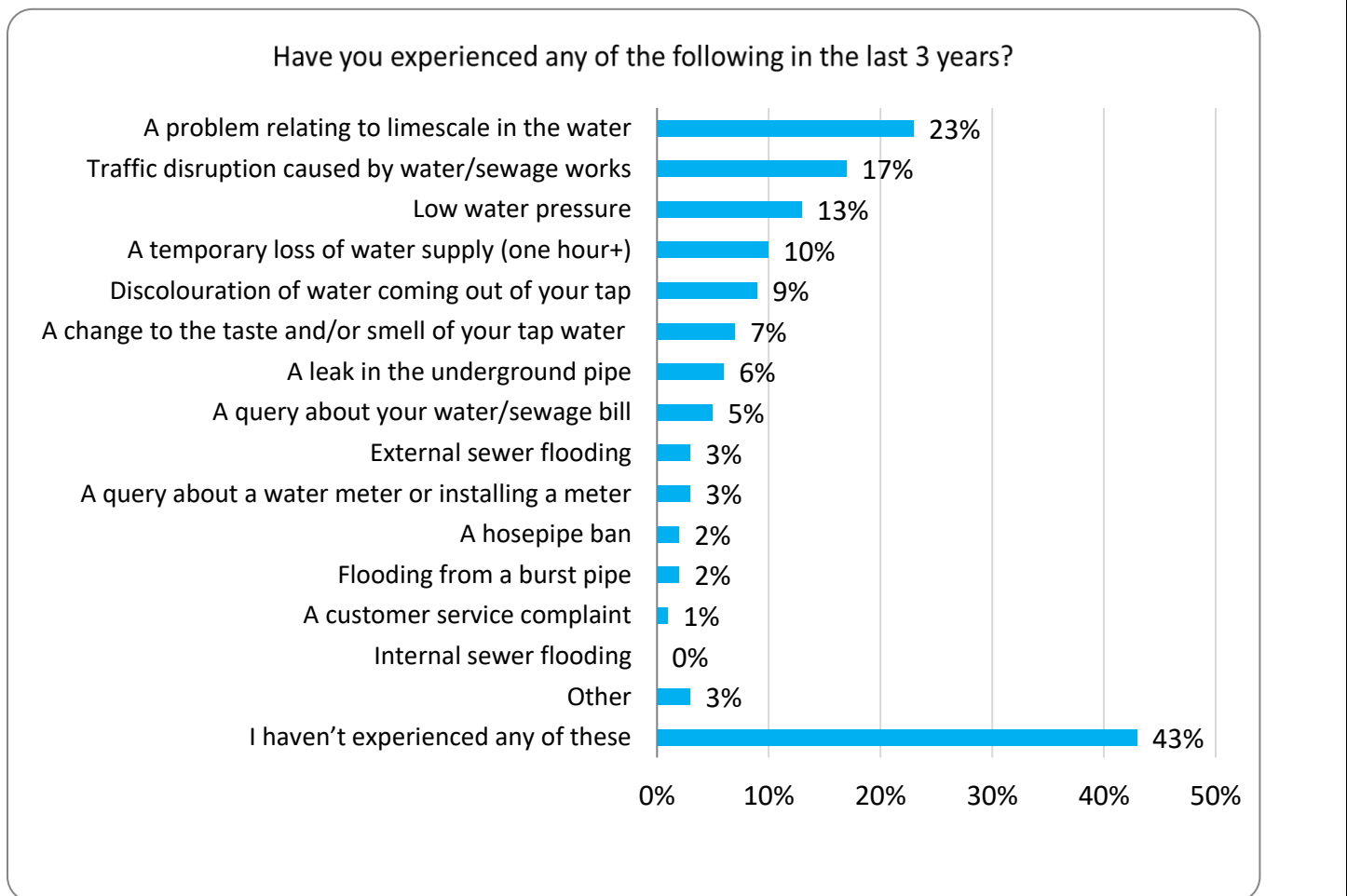


We also asked whether you are satisfied that the services you receive are value for money. The majority of you said you are satisfied (69% very or fairly satisfied). Just 7% of you are either very or fairly dissatisfied.



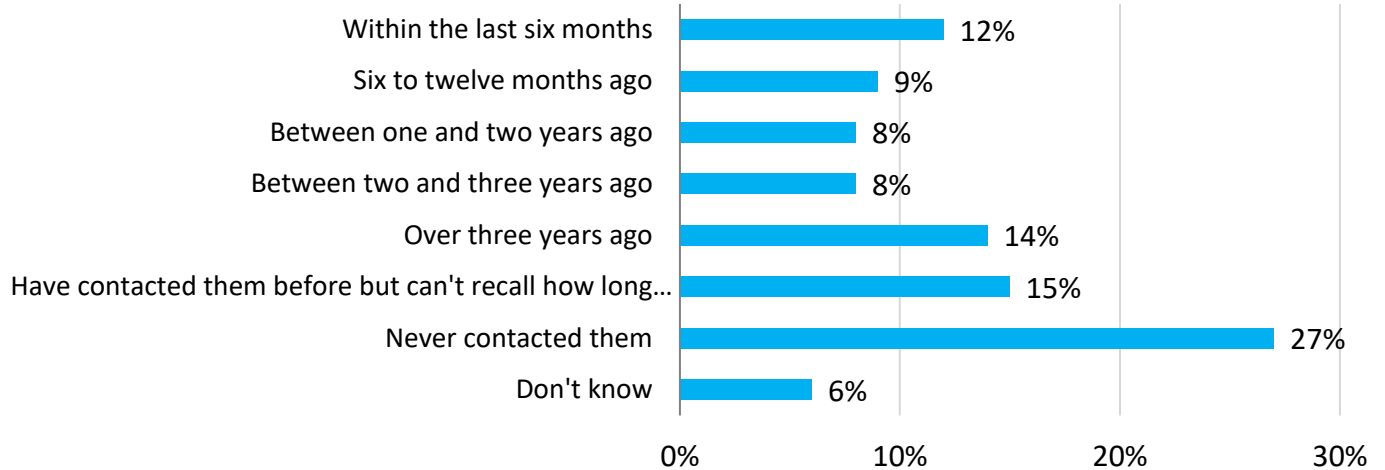
We were keen to hear whether you had experienced any service issues in the last three years. Over a half of you (57%) had experienced one of the issues listed in the last three years. The most common issues were a *problem relating to limescale in the water* (23%) and *traffic disruption caused by water/sewage works* (17%). More than 4 in 10 respondents hadn't experienced any of the issues.

Much of the water in the Wessex Water region is naturally hard because of the chalk landscape and geology – if you'd like to know more about this including some tips on how to deal with limescale at home please visit: <https://www.wessexwater.co.uk/help-and-advice/your-water/water-quality/hardness-and-limescale>



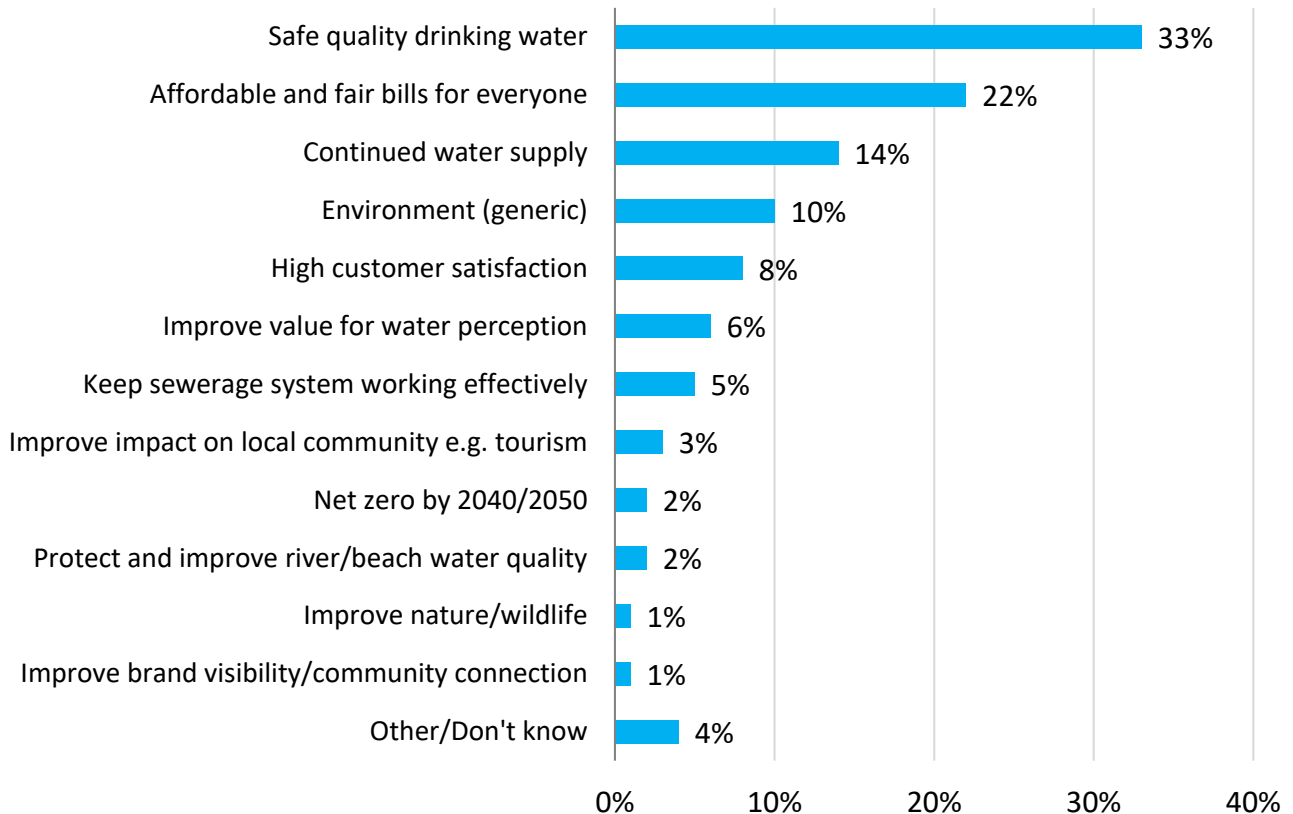
Most of you have had contact with us at some point since being a customer (73%), with over 1 in 5 (21%) having made contact in the last year.

When was the last time you contacted Wessex Water either via telephone or any other method of contact?



We wanted to understand your priorities for the future and asked you to tell us one thing you want us to focus on over the next 25 years. The top priority for a third of you (33%) was *safe quality drinking water*. This was followed by *affordable and fair bills for everyone* (22%).

Tell us one thing you want Wessex Water to focus on over the next 25 years and what would be the benefit to you?



We then showed you lists of priorities that we intend to focus on over the next 25 years relating to three themes; 'Serving every customer', 'protecting and enhancing the environment', and 'serving Wessex Water's communities'. These are listed below.

We were keen to know whether you thought anything was missing, or if any of the priorities should be excluded. It was good to hear that for all three themes, over 85% of you didn't feel that any priorities were missing.

PRIORITIES for "Serving every customer"

- Delivering safe, quality drinking water
- Providing a continued, reliable water supply
- Ensuring bills are fair and affordable for all
- Keeping the sewage service working
- Providing high quality customer service so that any customer can easily access their services and support

For the 'Serving every customer theme'

- 85% did not believe anything to be missing
- 95% of did not think anything should be excluded.

PRIORITIES for "Protecting and enhancing the environment"

- Reducing the amount of water taken from local habitats
- Improving ecosystems and increasing biodiversity
- Reaching net zero by 2040
- Protect and improve river and beach water quality

For the 'Protecting and enhancing the environment' theme:

- 86% did not believe anything to be missing
- 88% of you did not think anything should be excluded.
- 9% of you felt that *reaching net zero by 2040* should be excluded.

PRIORITIES for "Serving Wessex Water's communities"

- Improving the impact on local communities for example volunteering to support community schemes
- Improving customers' perceptions of the value of water

For the 'Serving Wessex Water's communities' theme

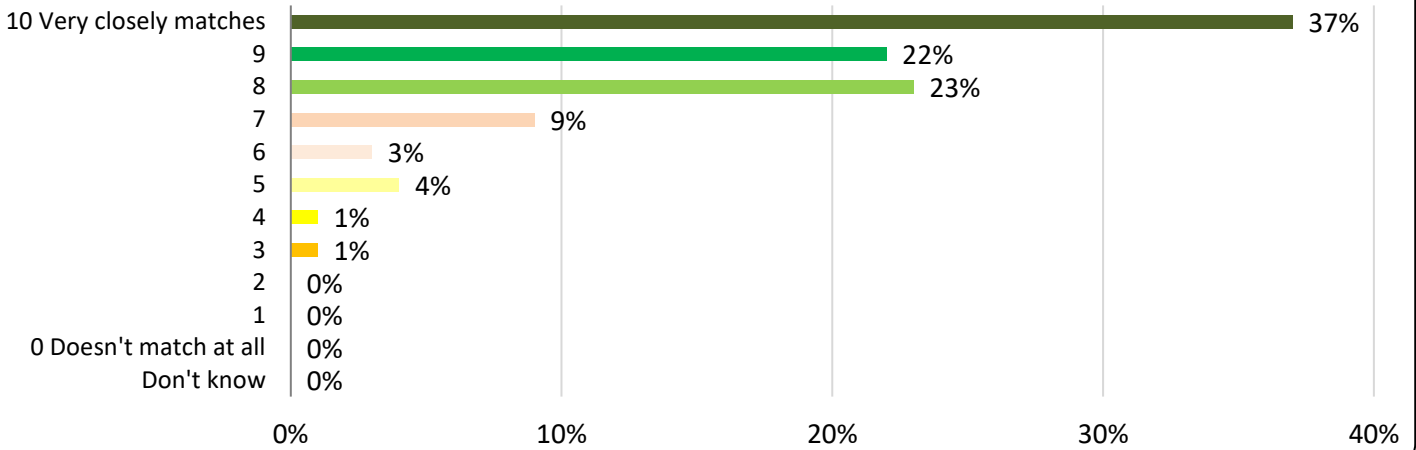
- 86% did not believe anything to be missing
- 89% of did not think anything should be excluded.
- *Improving the impact on local communities for example volunteering to support community schemes* and *improving customer's perception of the value for water* were both suggested as priorities to be excluded by 7% of you.

We asked you to read our core purpose statement and tell us how strongly it reflects what you would expect us to stand for.

Our purpose is to improve public health, and enhance the environment, creating value for the people we serve

The majority of you supported the core purpose statement, rating it at least an 8 out of 10 (82%).

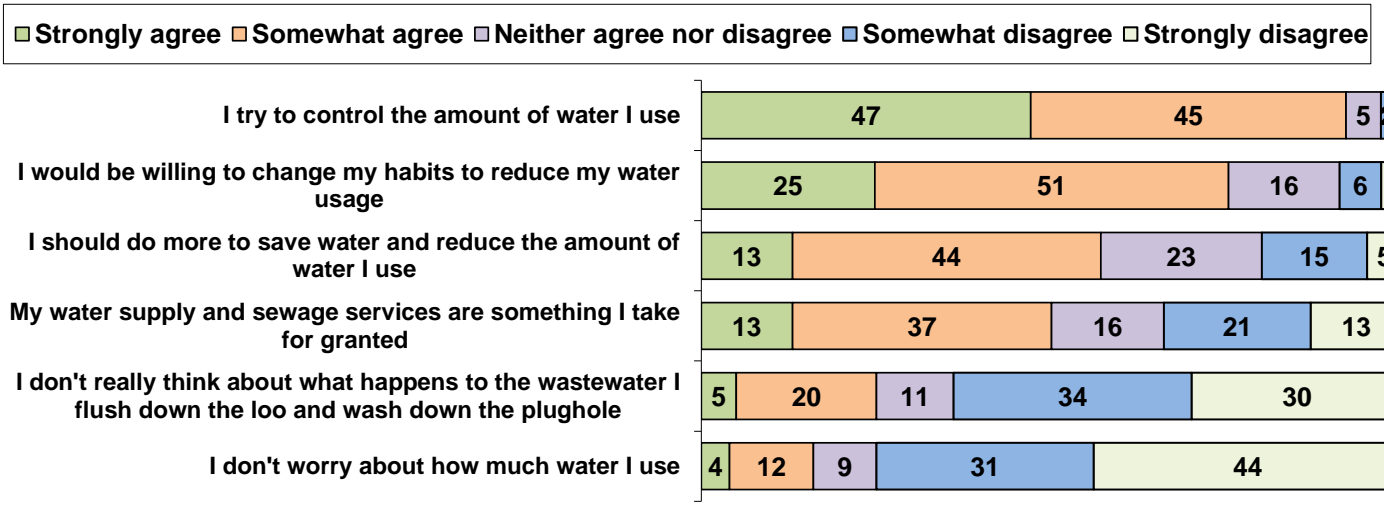
How strongly does this core purpose reflect what you would expect a company like Wessex Water to stand for?



We then showed you a list of attitudes in relation to the way you use water and sewerage services at home and asked how strongly you agree or disagree with them.

- Encouragingly, 92% of you agreed (either strongly or somewhat) that *you try and control the amount of water you use*.
- Just over three quarters (76%) agreed that *you would be willing to change your habits to reduce your water usage and 57% think that you should do more to save water*. This is really positive – if you'd like to find out more about the current services we offer to help you reduce your water use, energy use and your bills please visit: wessexwater.co.uk/saving-water where you can find out about our online tool – *GetWaterFit*. By answering a few simple questions about water use in your home you can then order free devices appropriate for your household.
- A half of you (50%) said that *your water and sewerage services are something that you take for granted*.
- Just a quarter of you (25%) *don't think about what happens to water that you flush away* and just 16% said that *you don't worry about how much water you use*.

How strongly do you agree or disagree with the following:

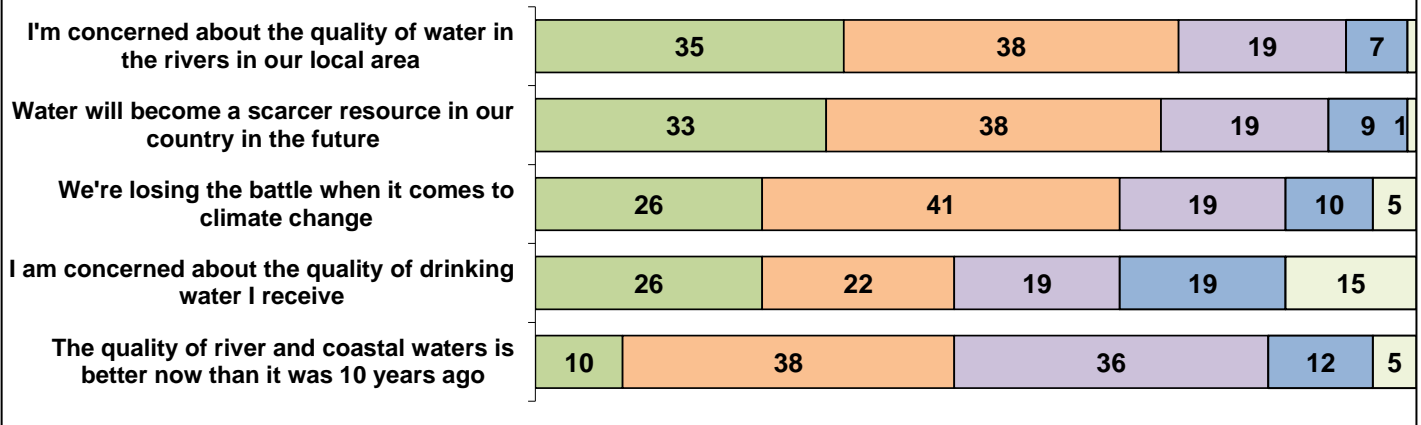


Continuing with the statements:

- 73% of you are *concerned about the quality of water in the rivers*
- However, 48% of you agree that *the quality of river and coastal water is better than it was 10 years ago*.
- 71% of you agree that *water will become a scarcer resource*
- Just under a half of you (48%) are concerned with *the quality of the drinking water that you receive*
- Unfortunately, (67%), agree that *we are losing the battle when it comes to climate change*

How strongly do you agree or disagree with the following:

Strongly agree
 Somewhat agree
 Neither agree nor disagree
 Somewhat disagree
 Strongly disagree



What next?

The views you expressed in this survey are being used to help shape our future ambition and activities with our environmental and community initiatives. We'll be listening to the views of other customers, our colleagues, and stakeholders over the coming months as we develop our next investment plan to be launched in 2025.

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



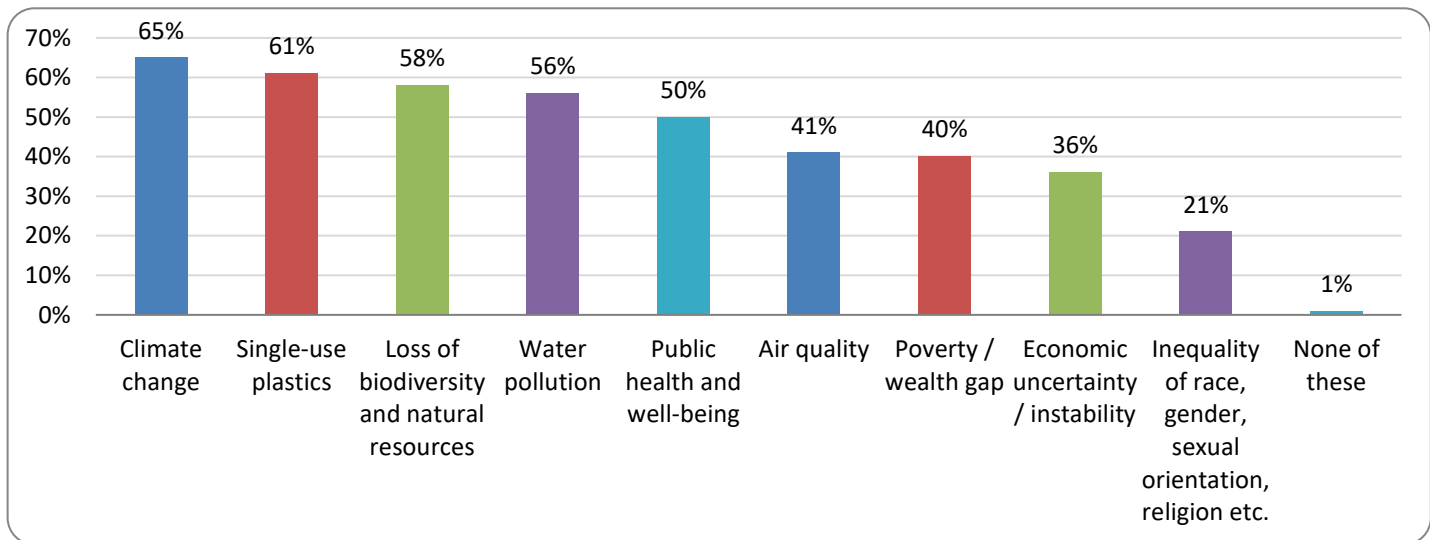
have your say... Results newsletter

Thank you for taking part in our latest survey. We had a great response with 1,050 of you completing the survey. The winner of the prize draw for £200 was Diane Dare of Bath.

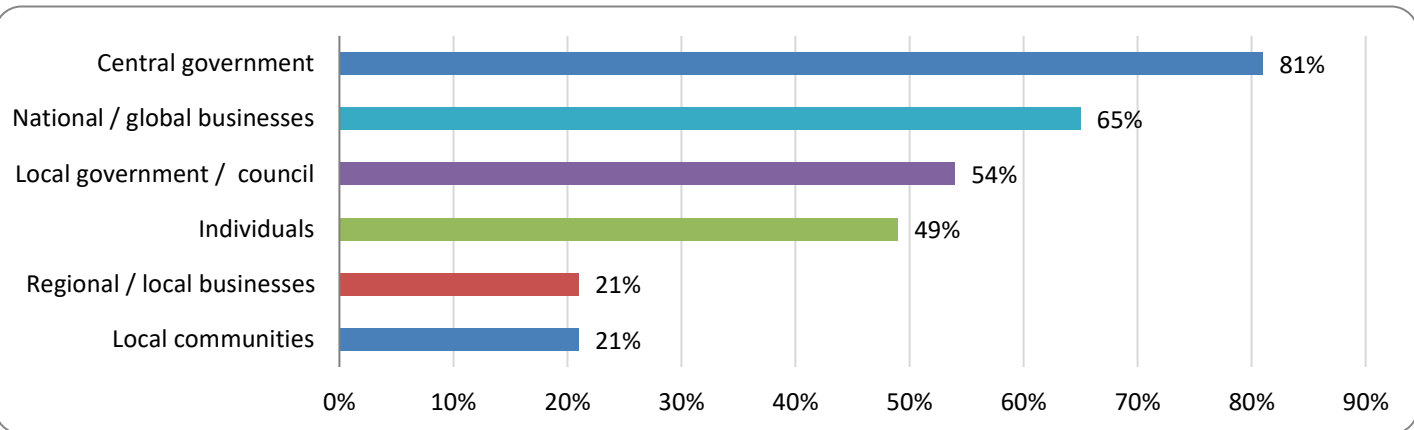
This survey was about what companies do to help society and the environment. We wanted to understand the issues that are important to you to help us shape our priorities in these areas.

Here's how you answered.

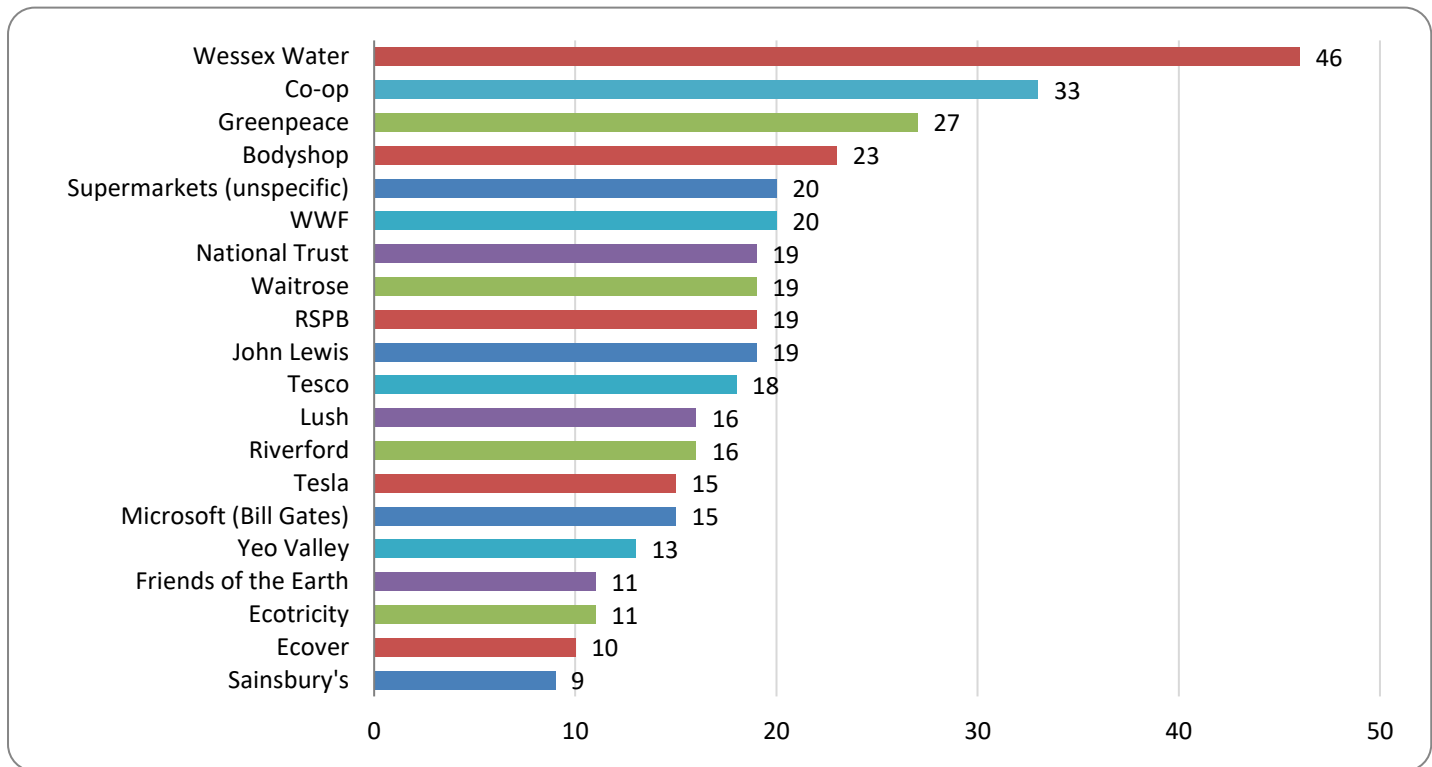
We showed you a list of issues and asked you to choose a maximum of five that you were most concerned about. *Climate change* (65%), *single-use plastics* (61%) and *loss of biodiversity and natural resources* (58%) are your top three concerns – followed by *water pollution* (56%).



You were asked who you thought was responsible for tackling issues facing society and the environment. The majority of you think Central Government is responsible, with 81% of you ranking it in either 1st, 2nd or 3rd position.

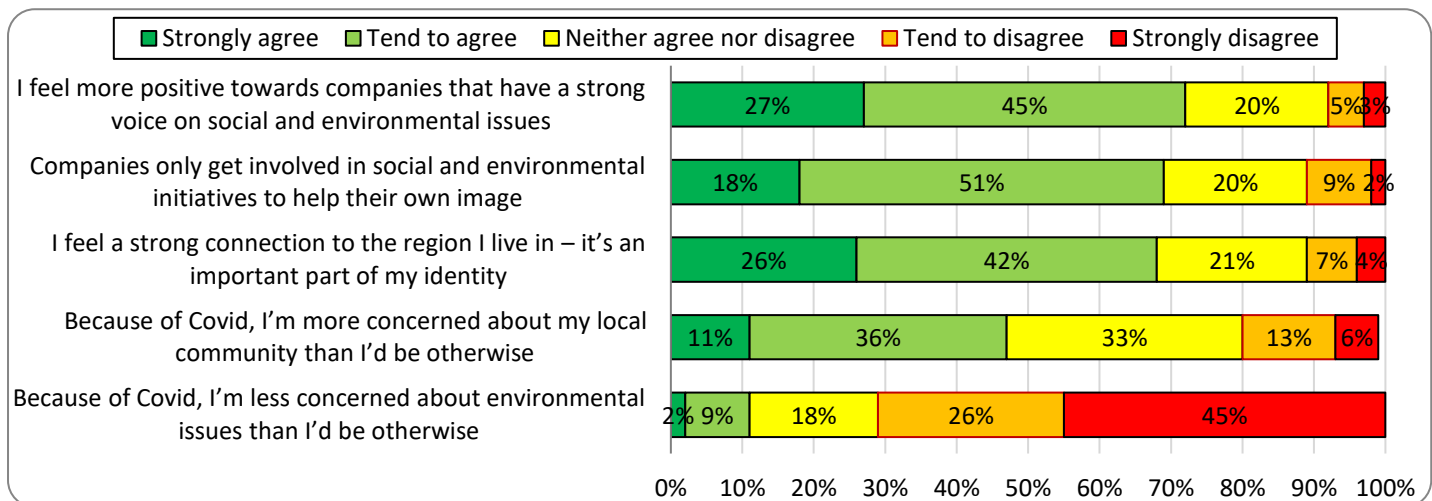


We asked you which companies, brands or organisations you admire for making a positive contribution to society and / or the environment. One third of you provided names of organisations you admired for their positive contribution to society / environment. Here are the top 20 companies mentioned by number of mentions.



We then asked how much you agreed or disagreed with a list of views about social and environmental issues

- 72% of you agree that you feel more positive towards companies that have a strong voice on social and environmental issues, however, many of you (69%) felt that companies only get involved in social and environmental initiatives to help their own image.
- 68% of you agree that you feel a strong connection to the region you live in – it's an important part of your identity.
- Covid-19 would appear to be increasing your concern about your community, with 47% of you agreeing, compared to only 19% disagreeing, that you are more concerned about your community because of Covid than you would be otherwise.
- Covid-19 has not affected your concern about the environment, with 71% of you disagreeing that you are less concerned about the environment because of Covid that you would be otherwise.

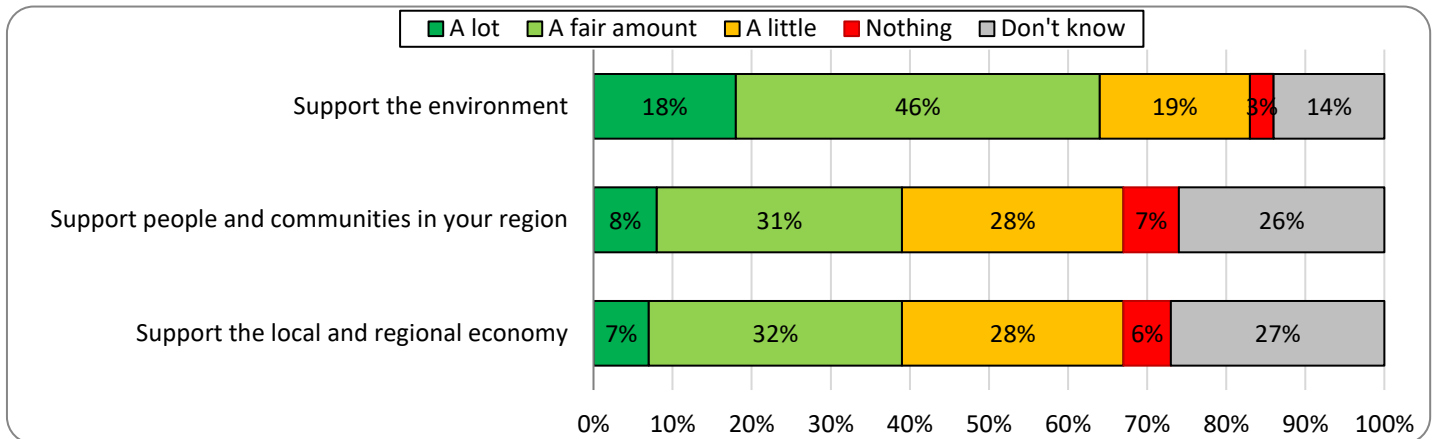


Over a third of you (35%) could think of something that Wessex Water are doing to make a positive contribution to society and / or the environment.

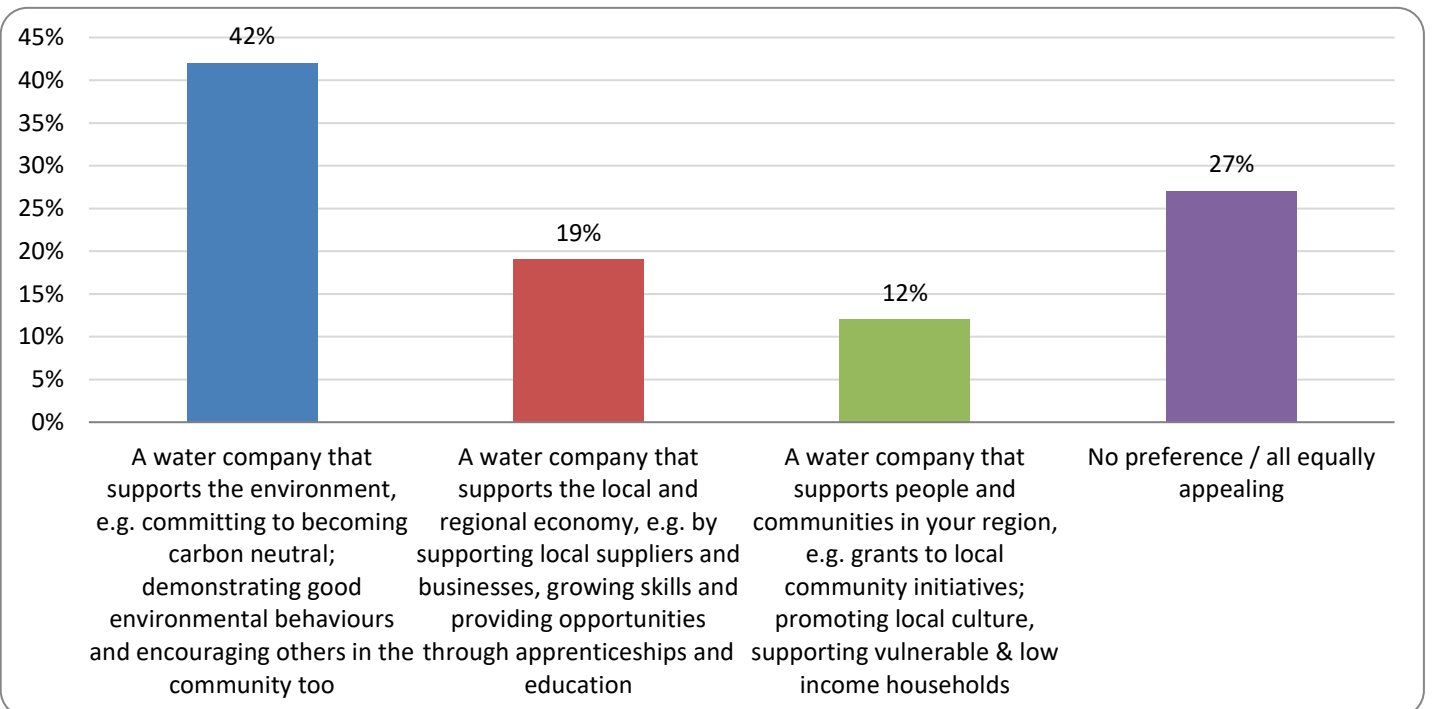
We asked you what your impression is of how much Wessex Water do in the following areas.

Your impressions are that we do more to support the environment than we do to support people and communities in your region and the local and regional economy.

- 64% of you think that we do a lot or a fair amount to support the environment and a further 19% think that we do a little.
- 39% of you think that we do a lot or a fair amount to support people and communities in your region and a further 28% think that we do a little.
- 39% of you think that we do a lot or a fair amount to support the local and regional economy, and 28% think that we do a little.

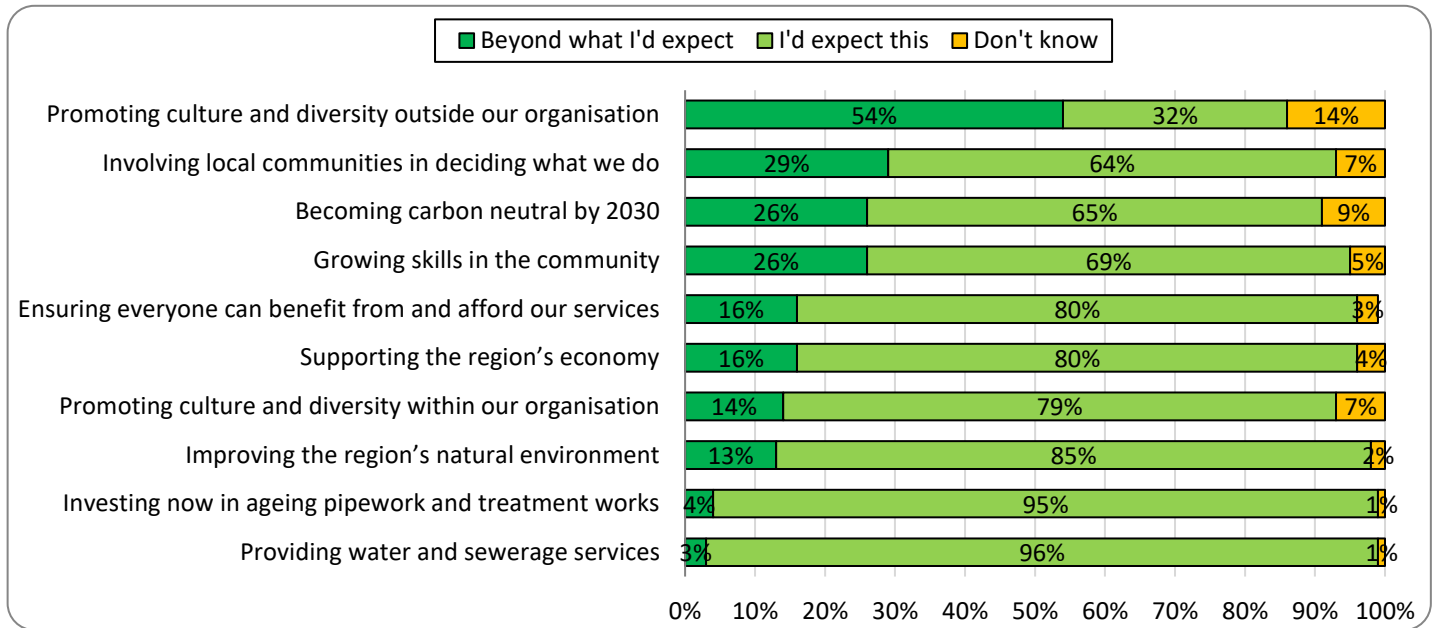


We asked you to imagine that you could choose from three different water companies, all exactly the same other than the way they seek to benefit society. The biggest proportion of you (42%) would choose a water company that supports the environment, e.g. committing to becoming carbon neutral; demonstrating good environmental behaviours and encouraging others in the community too, however, 27% of you had no preference and found all three equally appealing.

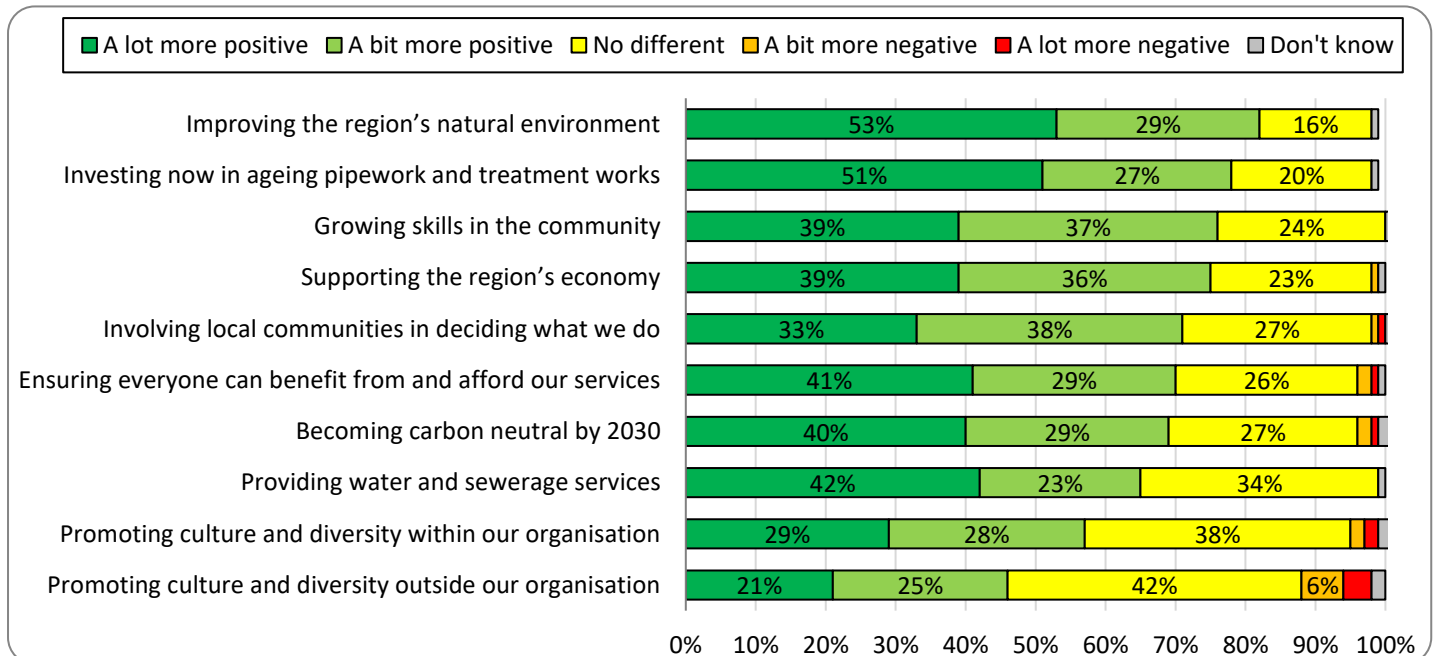


We showed you a list of principles and we asked if you thought there was something missing from the list. The vast majority of you (76%) felt that there was nothing missing and that the list looked comprehensive.

We then showed you the same list and asked you to say if you'd expect this as something Wessex Water would do (or has to do), or if it goes beyond what you'd expect. It would seem that most of our principles are what the majority of you would expect us to do. However, over half of you (54%) felt that *promoting culture and diversity outside our organisation* was beyond what you would expect.



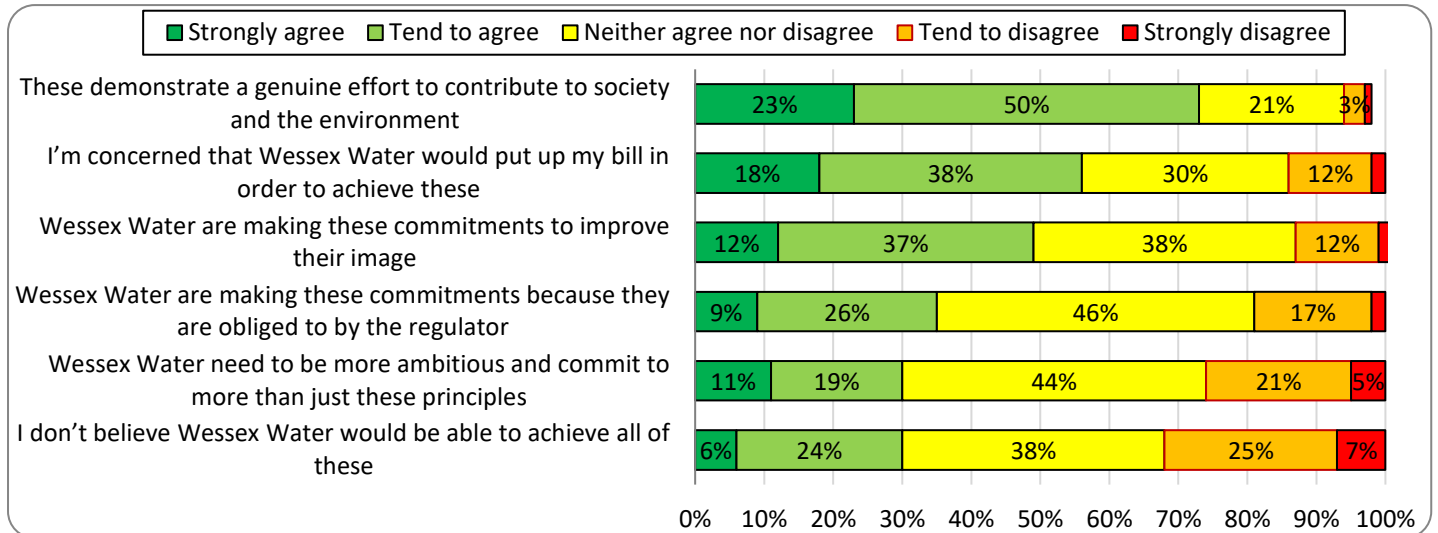
We asked you how hearing that Wessex Water is committing to each of these principles affects how you feel about them as a company. Encouragingly, hearing about our principles makes many of you think more positively about us. This was particularly true of *improving the region's natural environment* (82% a lot or a little more positive), *investing now in ageing pipework and treatment works* (78%), *growing skills in the community* (76%), *supporting the region's economy* (75%).



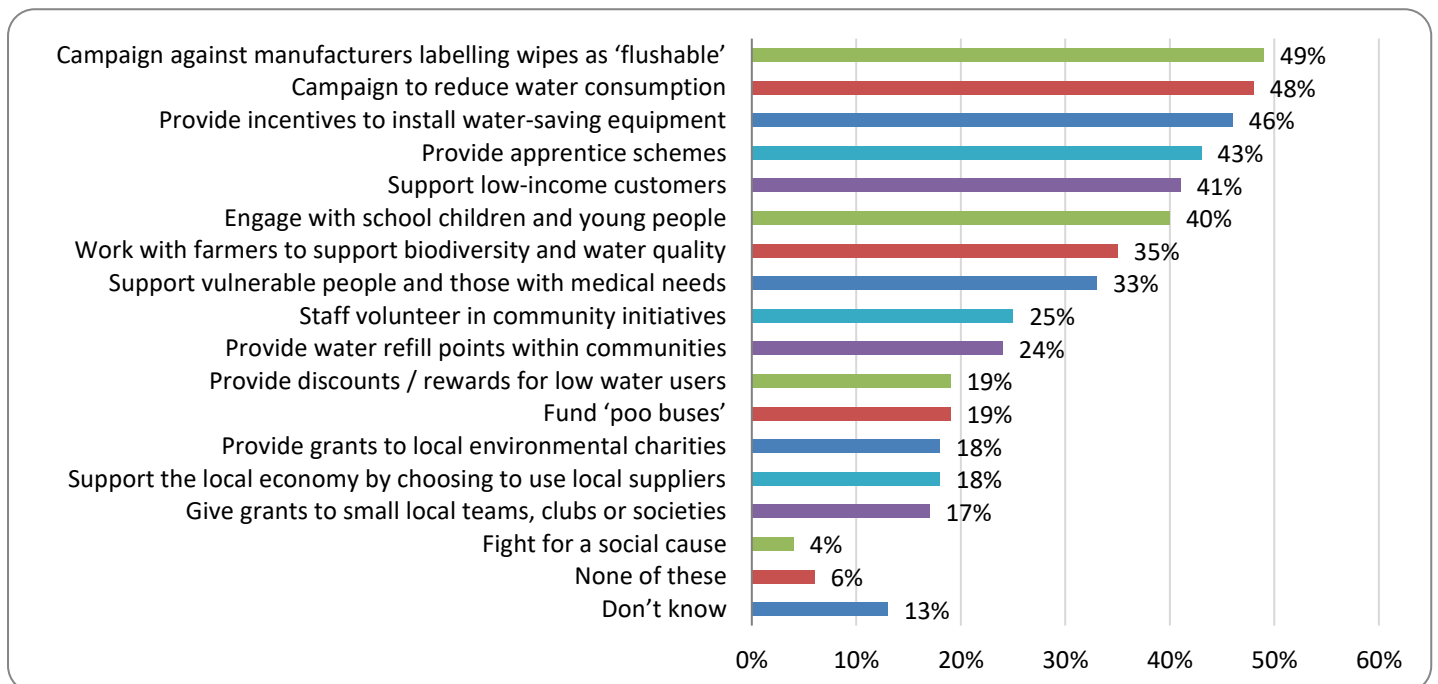
You were asked to think about the full list of principles that you were shown and how much you agree or disagree with each one.

You were very positive about the principles, with almost three quarters of you (75%) agreeing (either strongly agree or tend to agree) that *the principles demonstrate a genuine effort to contribute to society and the environment*.

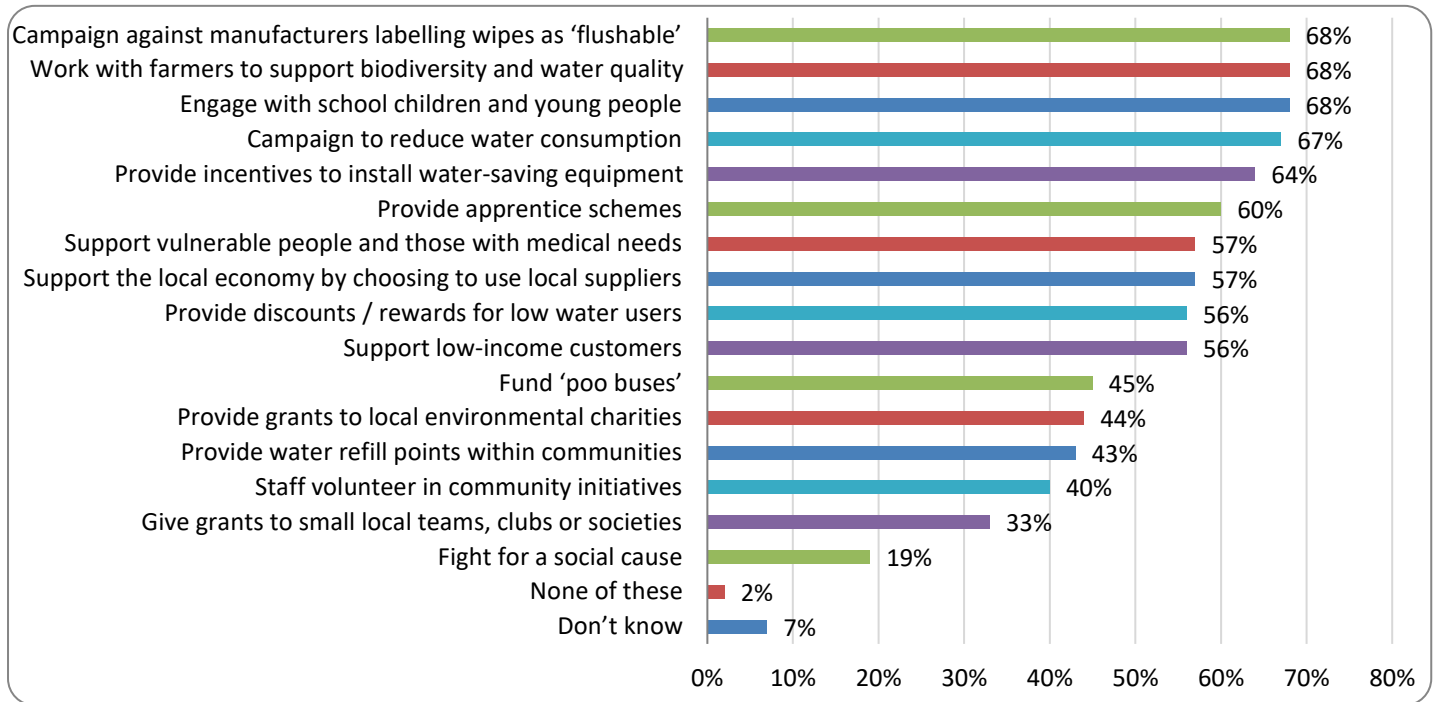
However, there were also reservations, with over a half of you (56%) concerned that your bill would increase in order to achieve this, just under a half of you (49%) of the opinion that we are making these commitments to improve our image, and 3 in 10 of you (30%) are doubtful that we will be able to fulfil them.



You were shown a list of activities and asked which ones you were aware that we already do. Many of you were aware of our activities in particular *campaign against manufacturers labelling wipes as 'flushable'* (49%), *campaign to reduce water consumption* (48%), *provide incentives to install water-saving equipment* (46%), *provide apprentice schemes* (43%), *support low-income customers* (41%) and *engage with school children and young people* (40%).



You were then shown the same list and asked which ones you were felt demonstrated that we were making a genuine effort to contribute to society and / or the environment. Many of you felt that most of our activities demonstrates this, in particular, *campaign against manufacturers labelling wipes as 'flushable'* (68%), *work with farmers to support biodiversity and water quality* (68%), *engage with school children and young people* (68%), *campaign to reduce water consumption* (67%), *provide incentives to install water-saving equipment* (64%) and *provide apprentice schemes* (60%).



What next?

The views you expressed in this survey are being used to help shape our future ambition and activities with our environmental and community initiatives. We'll be listening to the views of other customers, our colleagues, and stakeholders over the coming months as we refine our approach. This is an important first step towards the development of our next business plan.

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



Wessex Water
YTL GROUP

have your say...

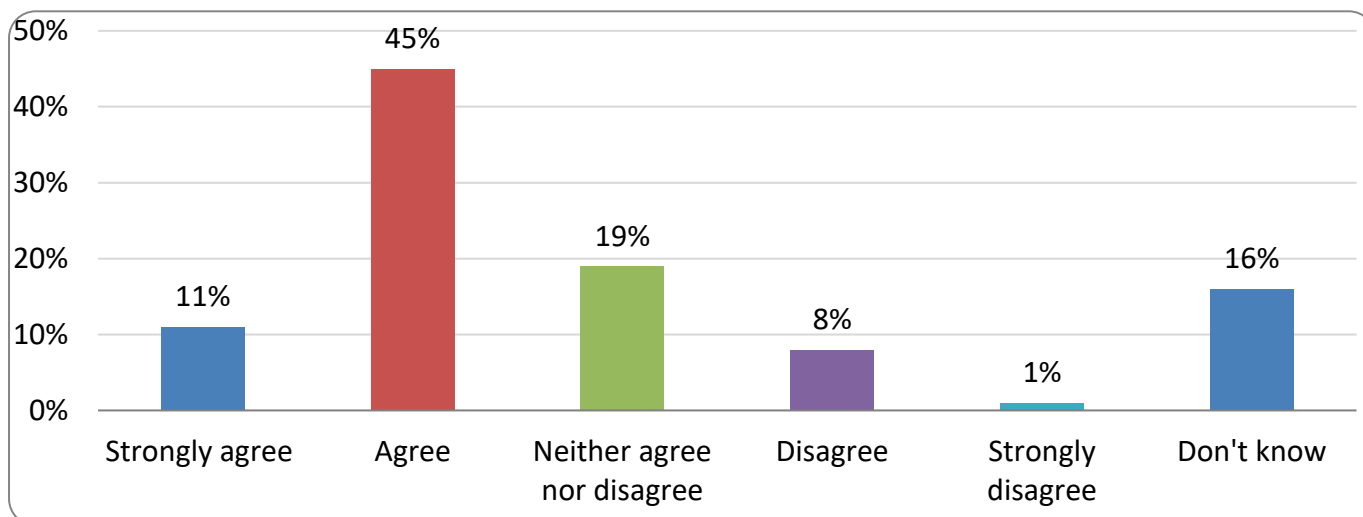
Results newsletter

Thank you for taking part in our latest survey. We had a great response with 841 of you completing the survey. The winner of the prize draw for £200 was Mr Gipson.

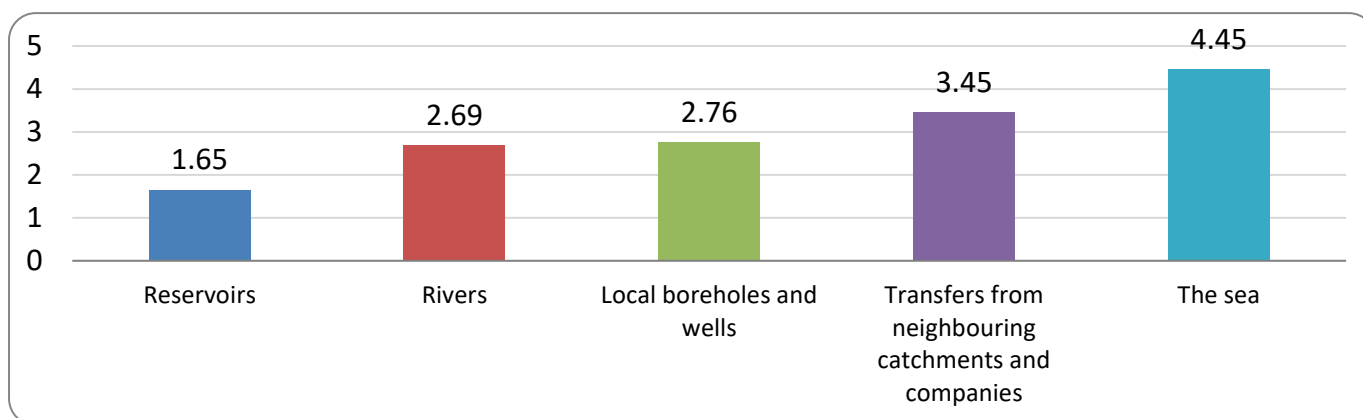
The objective of this survey was to gather views on how we manage our water supplies and how we can meet customer needs in the future.

Here's how you answered.

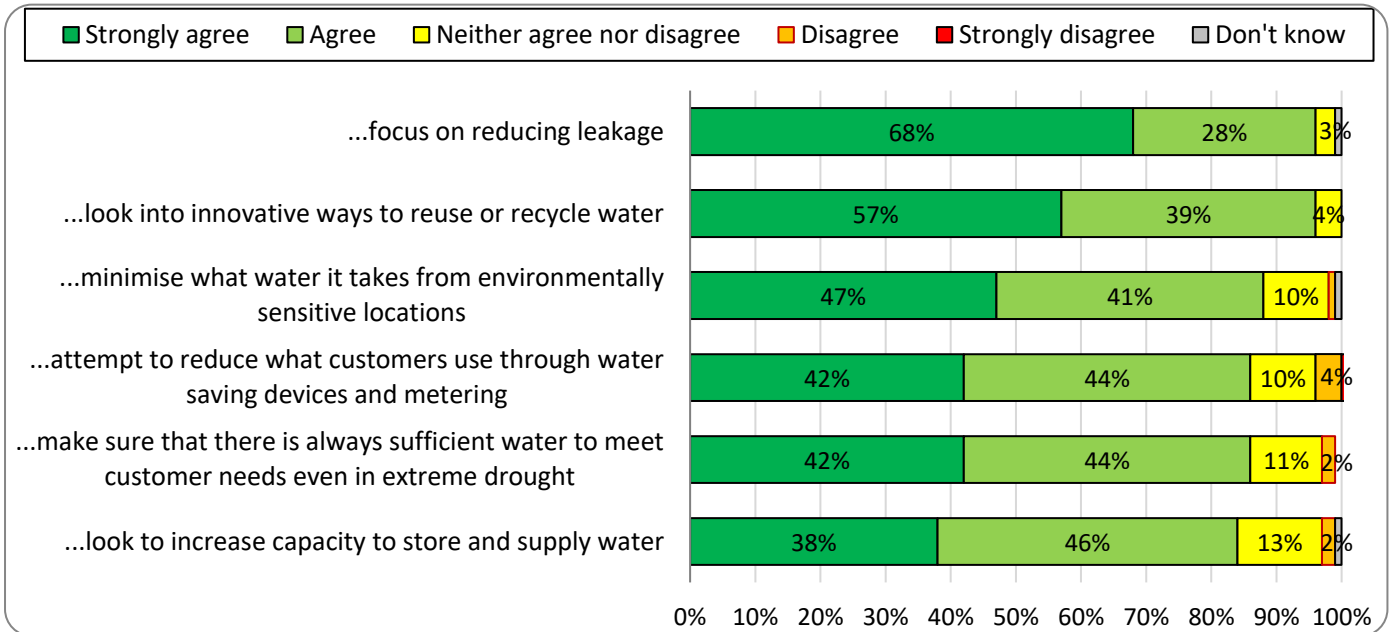
We asked you to what extent you agree that we have enough natural water to meet customer needs in the Wessex Water region. 56% of you agree that we have enough natural water (either strongly agree or agree). Just 9% of you disagree.



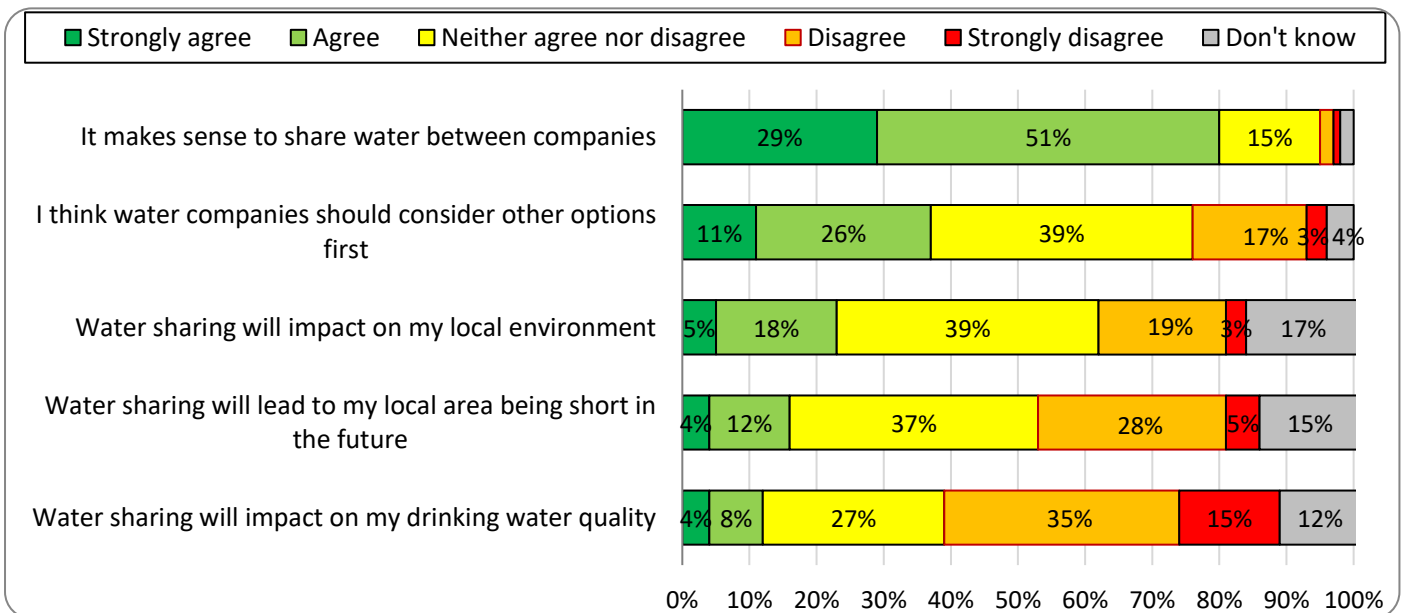
We asked you where you think most of this water comes from and to rank 5 different sources from 1 to 5, 1 being the greater proportion and 5 being the smaller. *Reservoirs* was the most common response with an average ranking of 1.65, followed by *rivers* (2.69) and *local boreholes and wells* (2.76).



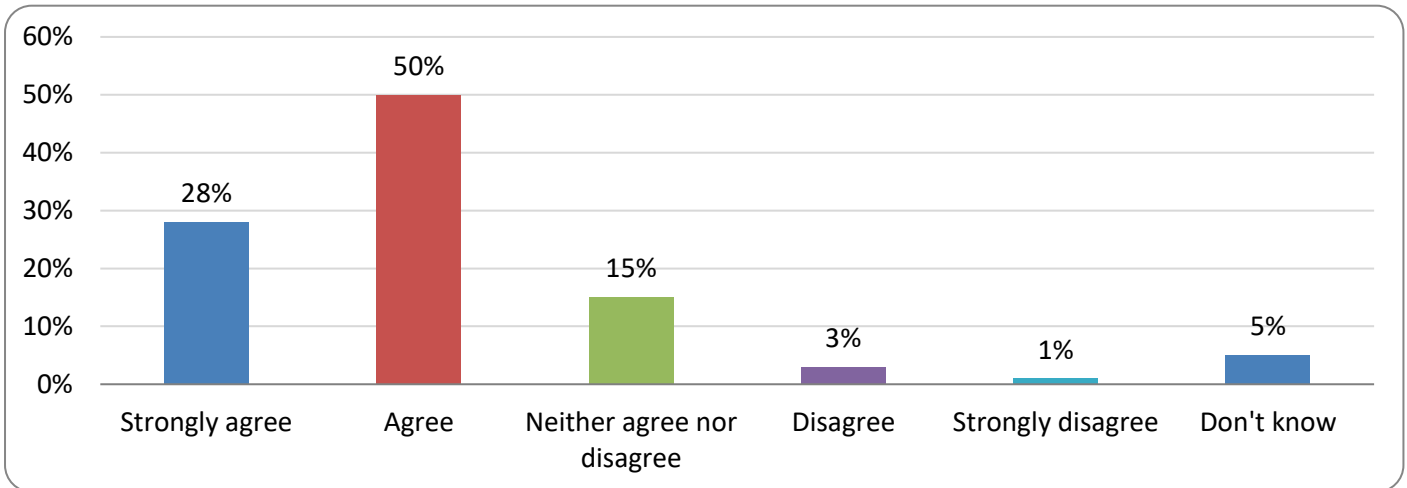
We gave you a list of different things that we need to consider when planning how we meet customer demand for water and asked you to what extent you agree with each of them. Lots of you agree that we should do all of the things listed, with the highest agreement being with *focus on reducing leakage* and *look into innovative ways to reuse or recycle water* (both 96% agree).



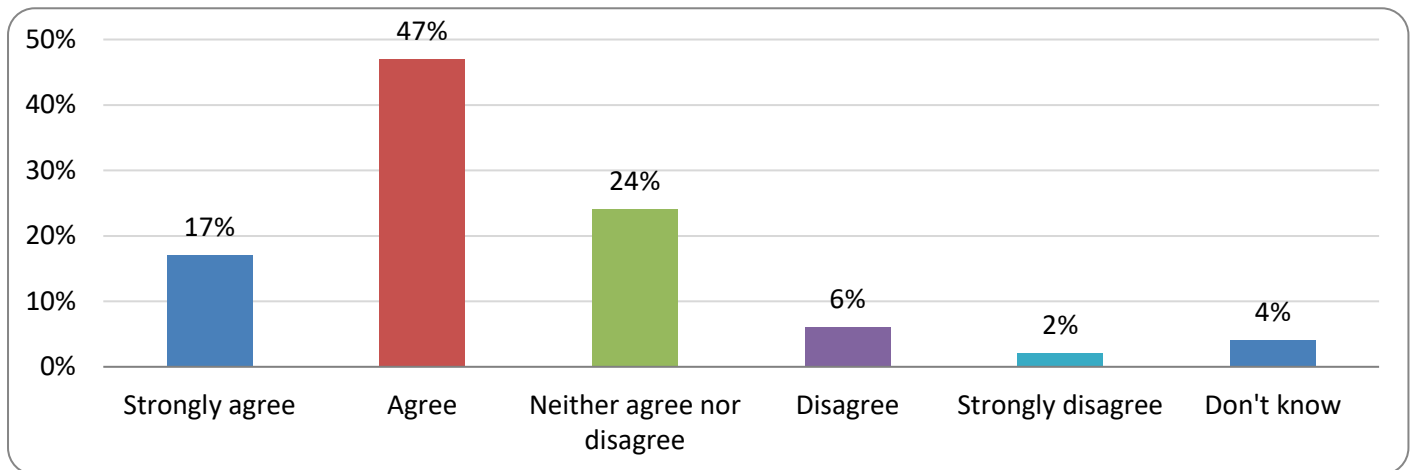
We then asked you to what extent you agree with a list of statements about water sharing. 80% of you agree (either strongly agree or agree) that it *makes sense to share water between companies*. Just 23% of you feel that *water sharing will impact on your local environment*, 16% of you feel that *water sharing will lead to a water shortage in your local area* and just 12% of you feel that *it would impact on the quality of your drinking water*.



We asked you to what extent you agree with transferring surplus water within the Wessex Water region. 78% of you agree (either strongly agree or agree) and only 4% disagree. Some of you are undecided.



Finally, we asked you to what extent you agree with transferring surplus water to neighbouring water companies. 64% agree (either strongly agreed or agreed) and only 8% disagree. Around a quarter of you are undecided.



What next?

We're really pleased so many of you have shared your thoughts on this topic. We'll use this information to inform our plans for the development of our water resources, transfers within the region and transfers to neighbouring water companies. It will also help us to design some further consultations with our customers on our future plans as we develop them further.

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



Wessex Water
YTL GROUP

have your say...

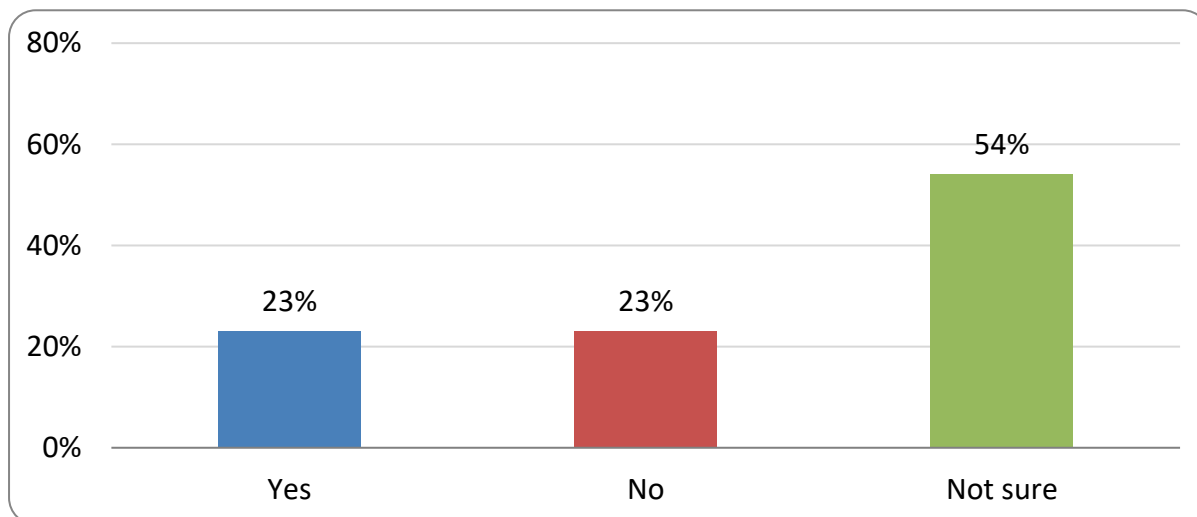
Results newsletter

Thank you for taking part in our latest survey. We had a great response with 1,225 of you completing the survey. The winner of the prize draw for £200 was Mrs Tomblin of Langport.

The objective of this survey was to understand what information customers would like from Wessex Water when they move home, and how this should be provided.

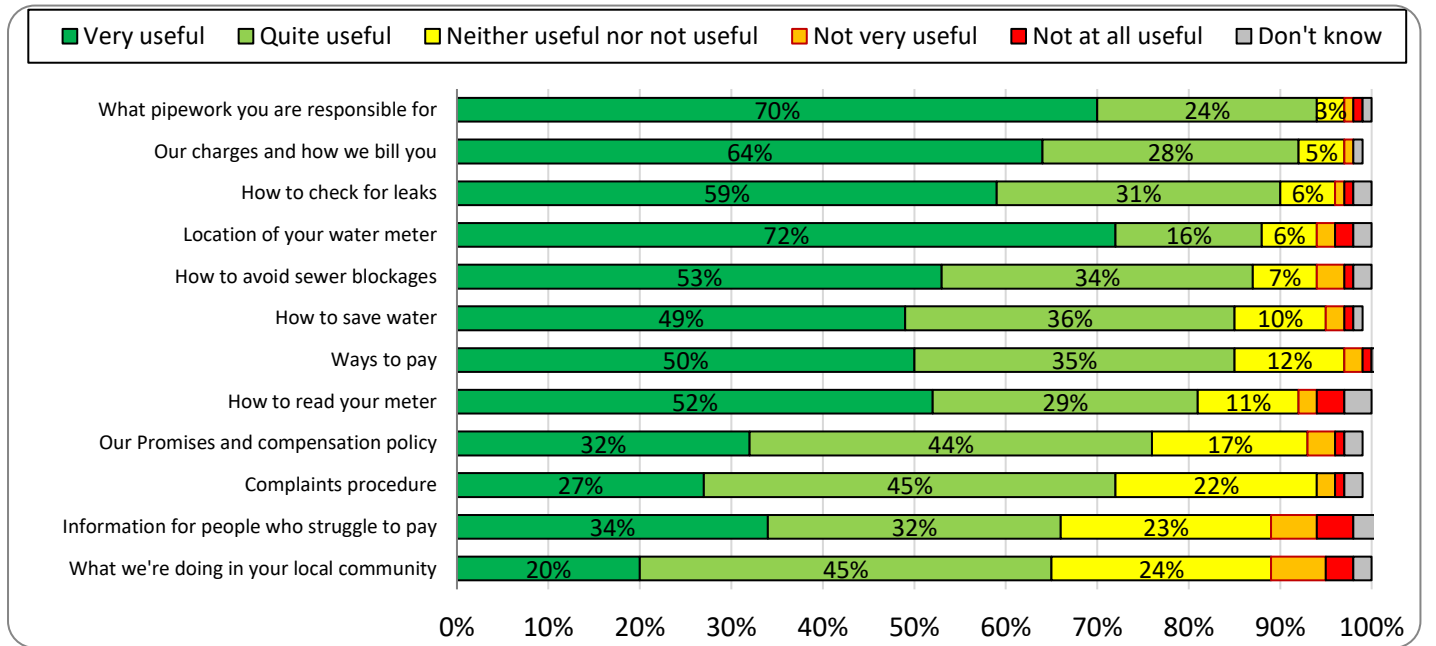
Here's how you answered.

We asked you whether we sent you information when you moved into your home. Just 23% of you recall receiving any information from Wessex Water when you moved into your home. 54% of you were unsure but this is likely to be because two thirds of you have lived in your current home for more than 6 years.

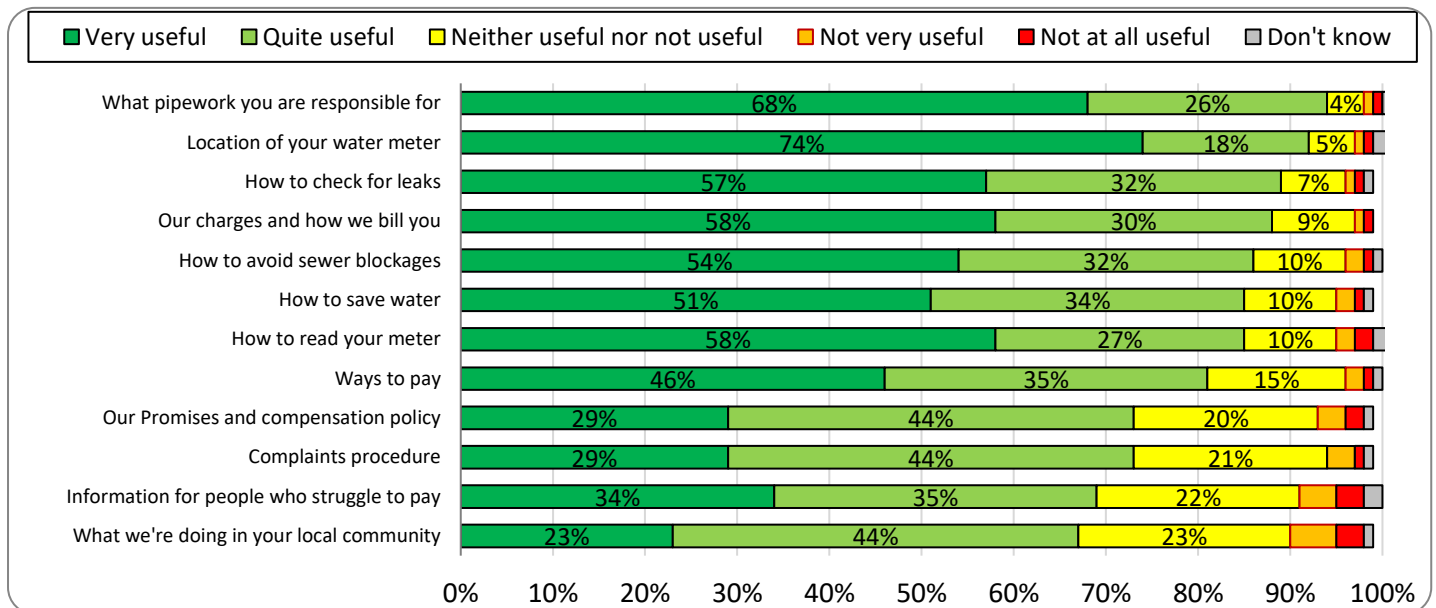


Of those of you who received information, 37% of you said that you had kept it. Just 16% of you said that you had to contact Wessex Water for further information.

We gave you a list of different types of information that might be useful when moving **into** the Wessex Water area. The majority of you thought that most of the information listed would be useful. The most popular answers were *what pipework you are responsible for* (94% very or quite useful), *our charges and how we bill you* (92%) and *how to check for leaks* (90%).

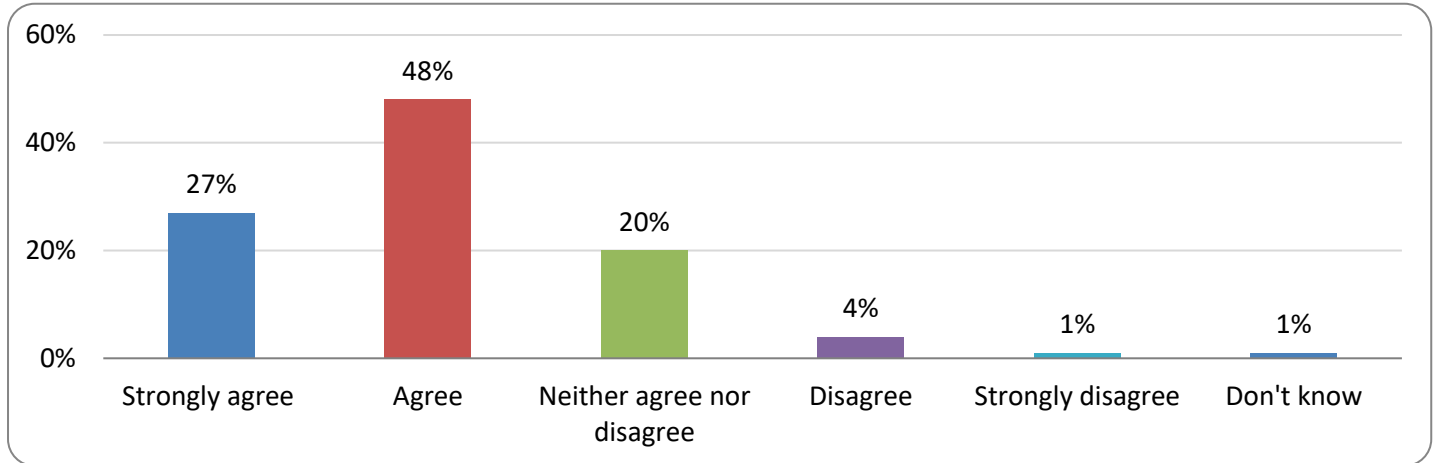


We then asked you to consider information that might be useful when moving home **within** the Wessex Water area itself. Again, the majority of you thought that most of the information listed would be useful with the most popular answers being *what pipework you are responsible for* (94% very or quite useful), *location of your water meter* (92%) and *how to check for leaks* (89%).

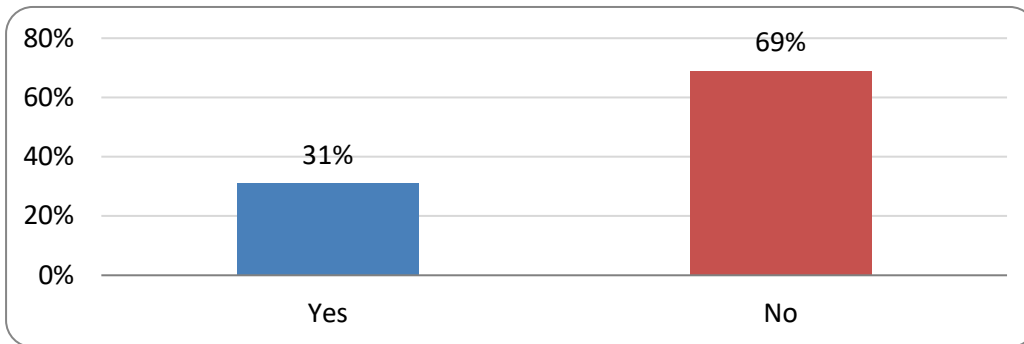


These responses really help us understand what information we need to include in our customer welcome packs.

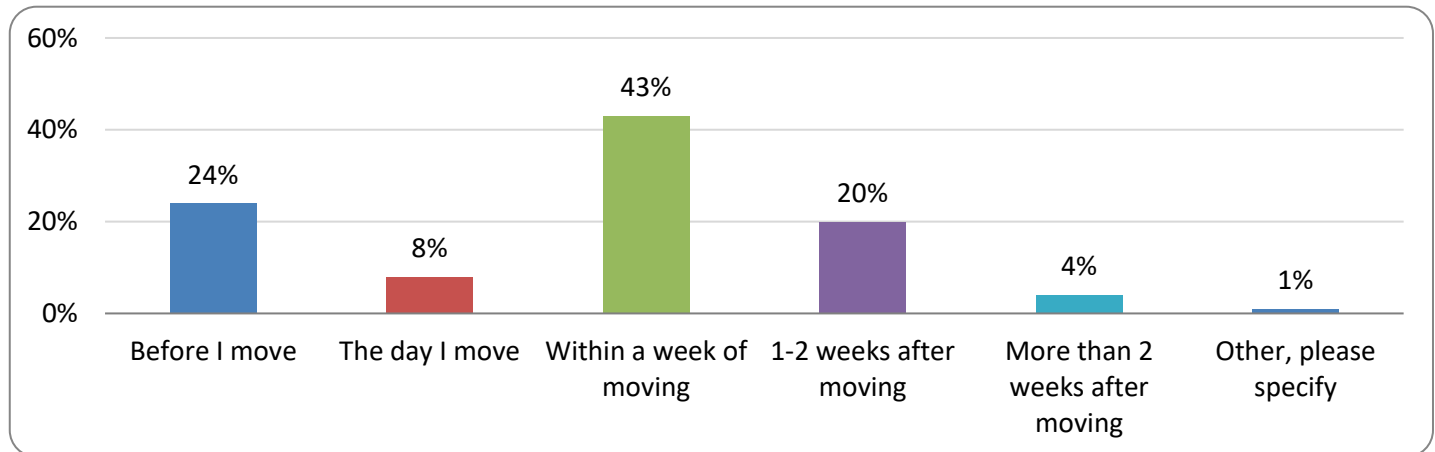
You were asked if you would prefer to only receive information that is personalised, and relevant to your circumstances and three quarters of you (75%) agreed.



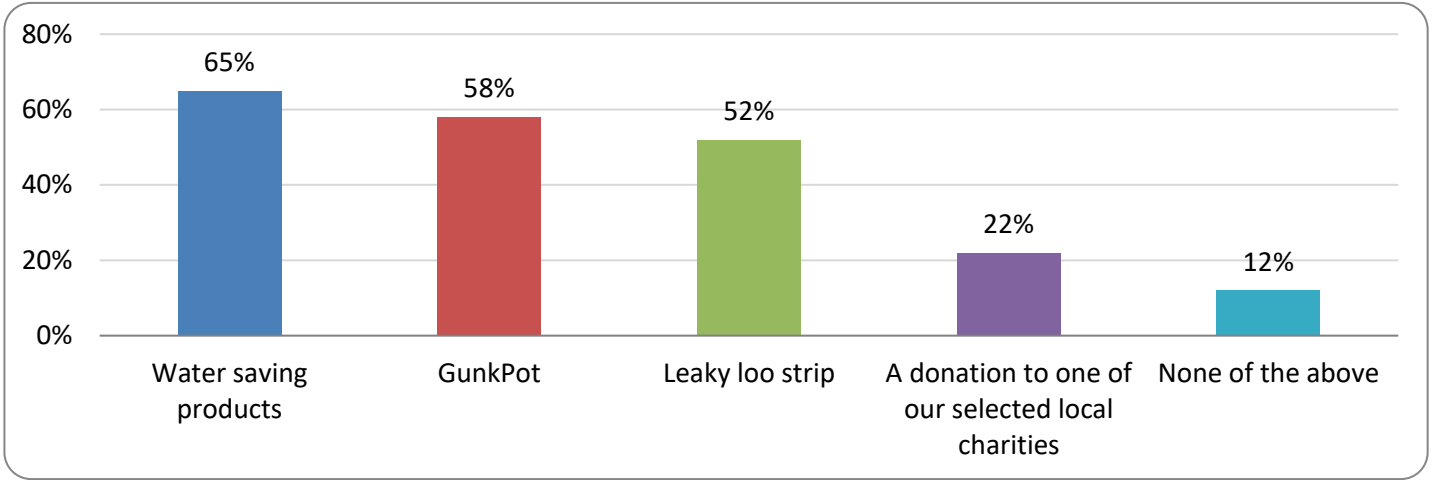
You were also asked whether you would be interested in receiving information about the local community, in addition to water services information. Just 31% of you said that you would be.



We then asked when you would prefer to receive information about your water services. The most popular time was within a week of moving (43%) and a further 20% said 1-2 weeks after moving. Just under a quarter (24%) would prefer to receive information before they move. This is really helpful for us as we consider the best time to send out our customer welcome packs.

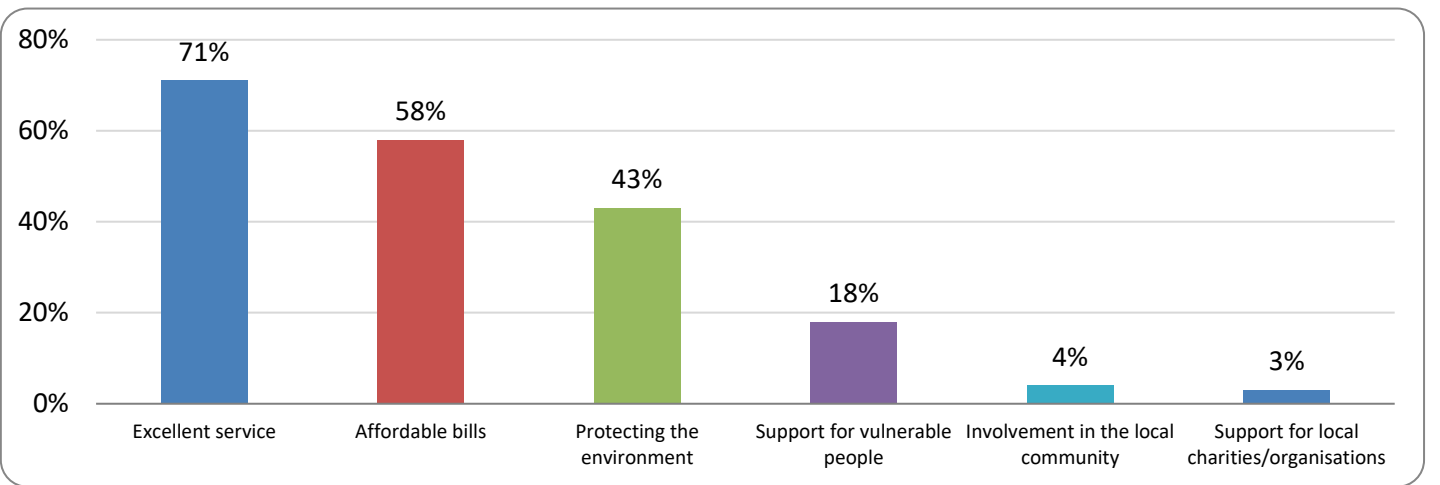


We listed some water-related items we could send to customers when they move home and we asked you what you would like to receive if you moved. The most popular was *water saving products* (65%), followed by *GunkPot* (58%) and a *Leaky Loo Strip* (52%). Just 12% of you were not interested in receiving any of the items mentioned.



When asked if there was anything else you would like to say about your experience with companies when moving home, *efficient processes important/needs improving* (27%) and *negative experiences/companies unhelpful* (20%) were the most popular answers.

We asked you what makes you think highly of a company or organisation. You were asked to pick your top two. Excellent service was the most popular answer (71%), followed by affordable bills (58%).



What next?

We are delighted that so many of you completed this survey. We are currently looking at the content and timing of our customer welcome pack that we send out to customers when they move home. We want to get both right so this information will be invaluable to us.

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



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.

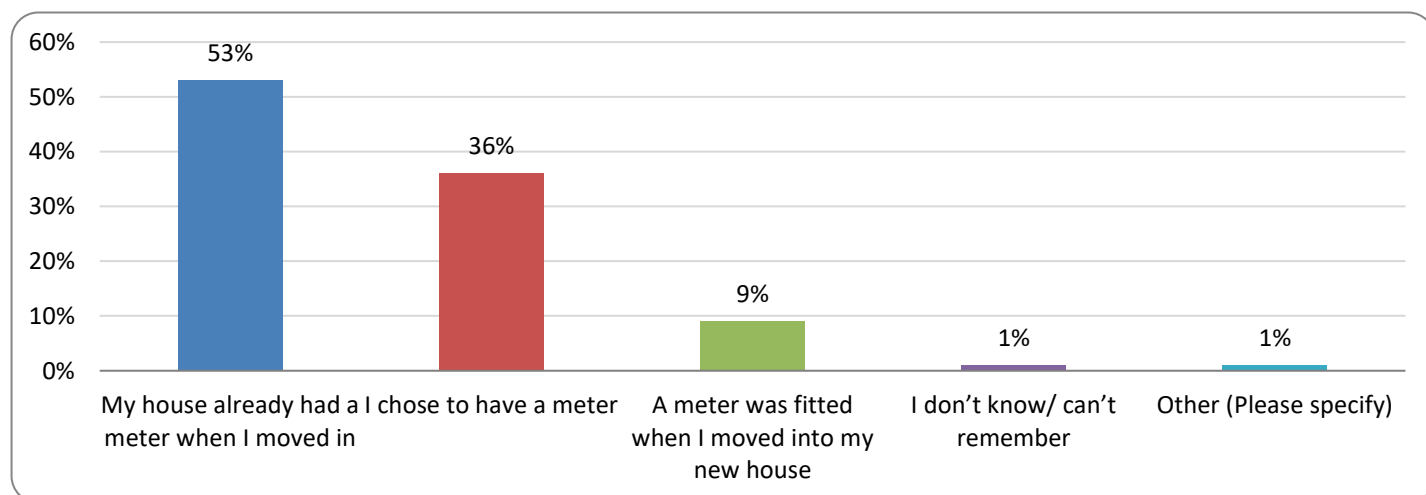
The aim of this survey was to gather your views on water meters.

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.

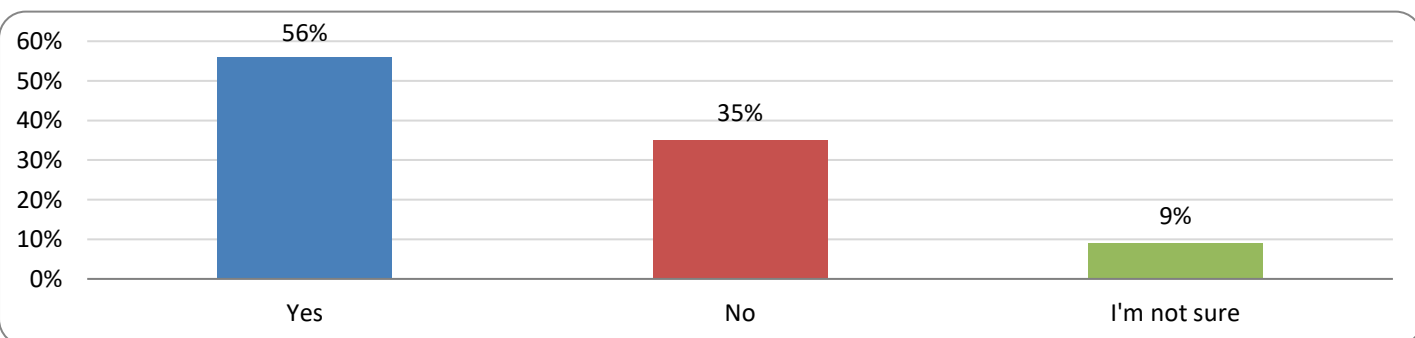
THOSE OF YOU WITH A METER

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%).

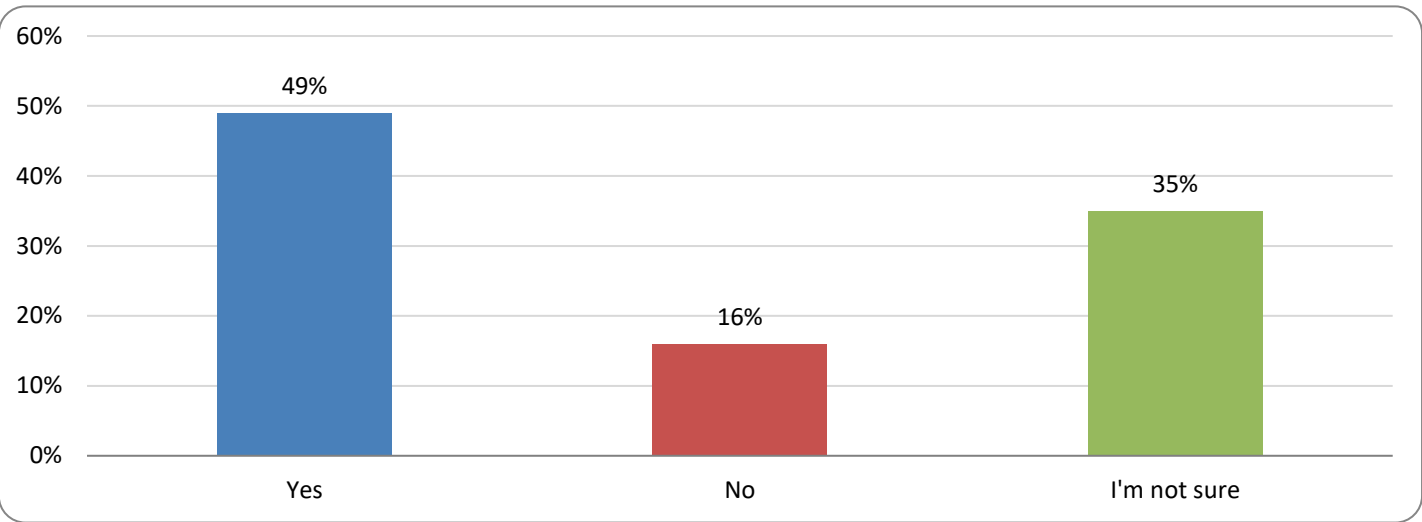


Those of you who said that you chose to have a meter fitted were asked the reasons why. The main reason given was *I thought I would save money* (80%).

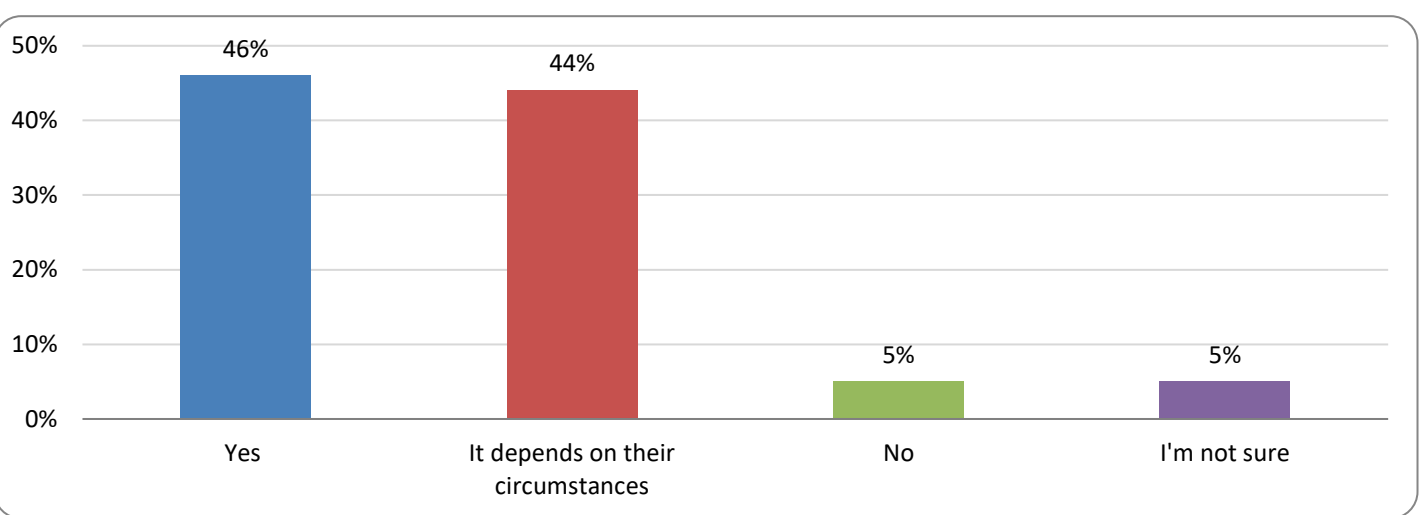
When asked, over a half of you (56%) said that being on a water meter has made you change how you use water.



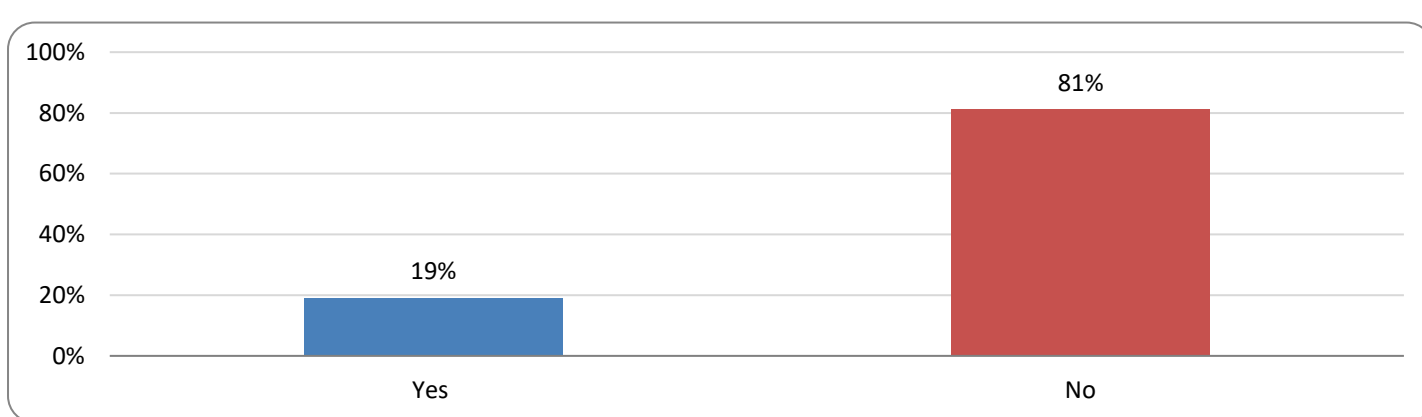
Almost half of you (49%) said that you have saved money as a result of being on a meter which is great to hear.



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.



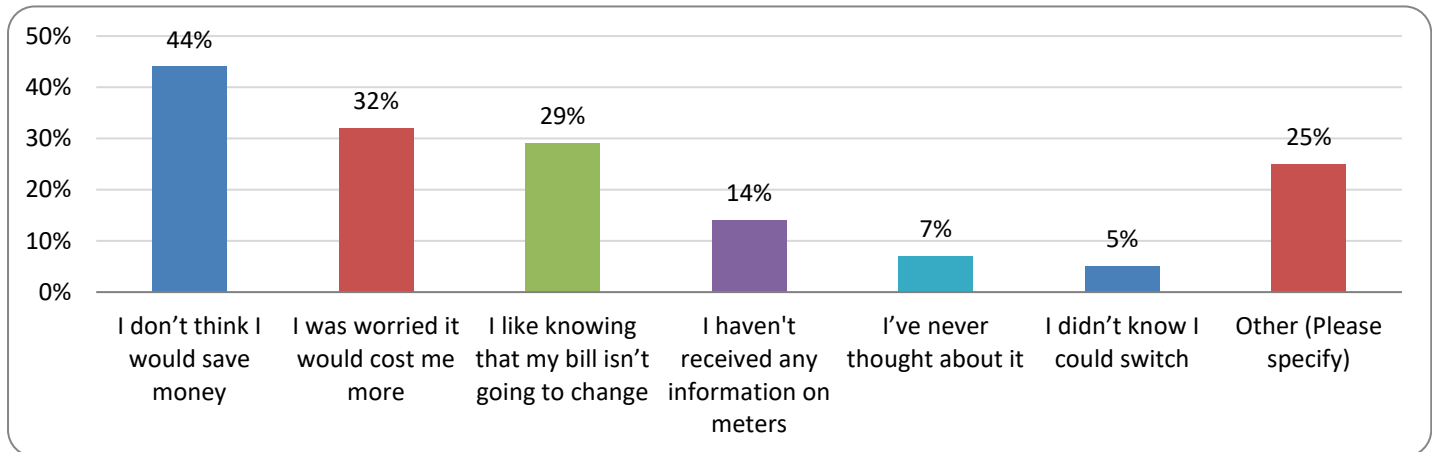
Just 19% of you think that your meter should be read more frequently than twice a year.



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

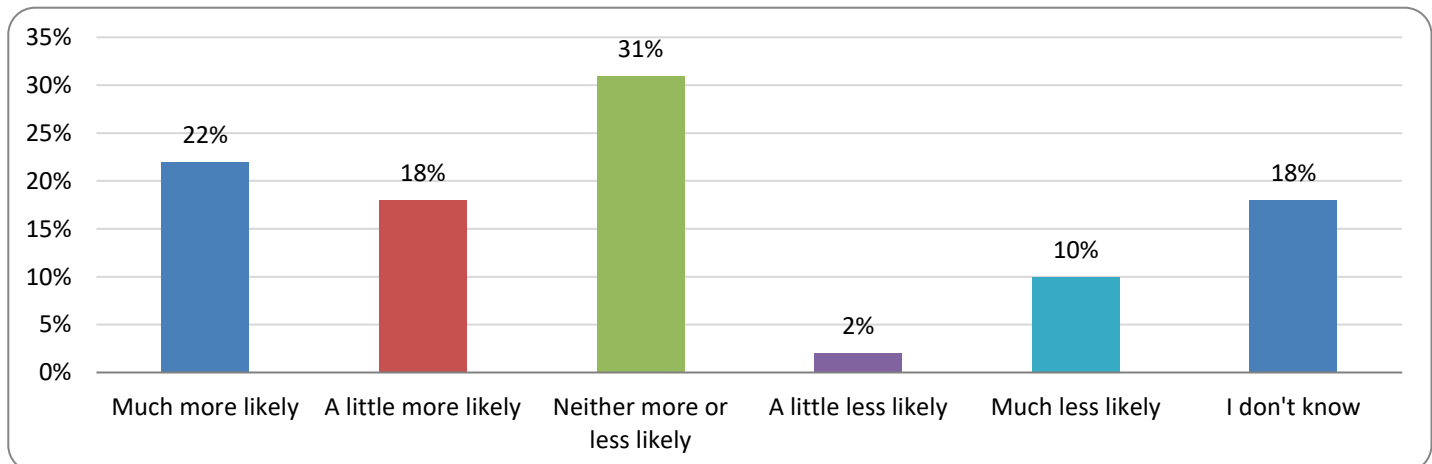
THOSE OF YOU WITHOUT A METER

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.

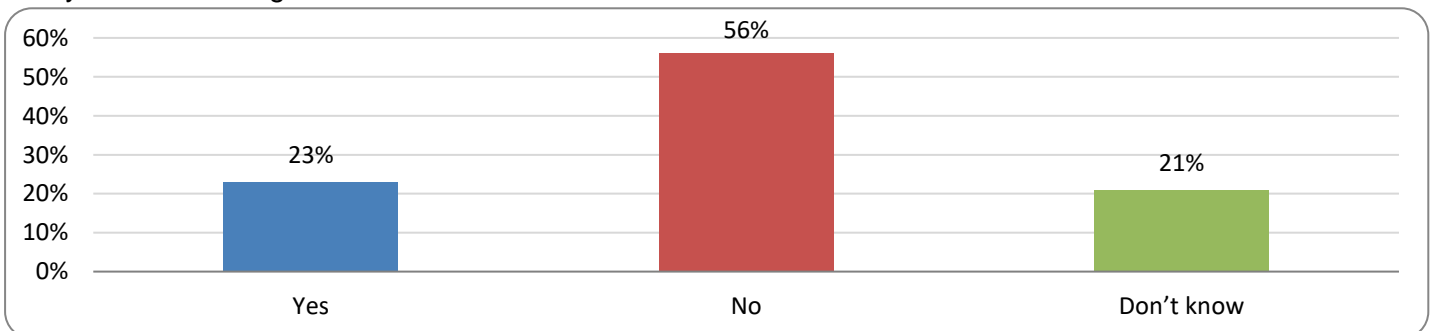


We then asked if you would be consider switching over if we fitted a meter at your property and then sent you a comparison of your current unmetered bill and what you would pay if you were paying on a meter.

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.

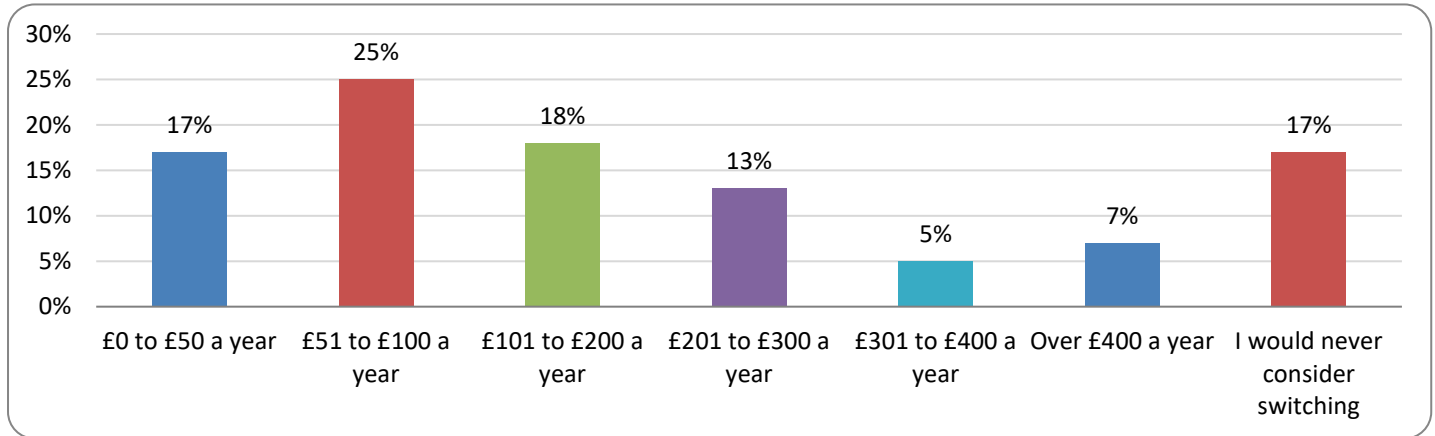


We asked if you thought you would change your water use habits if you went on to a meter. Just 23% said that you would change.



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.

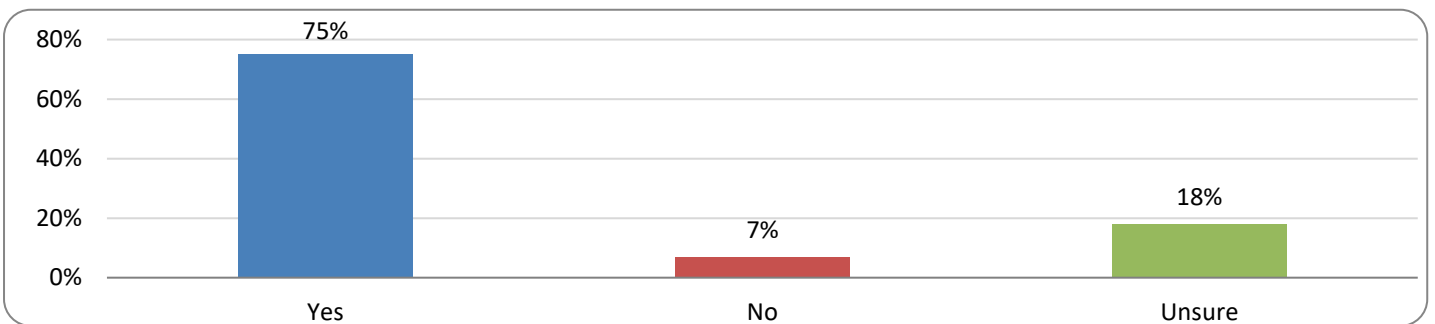
60% of you would consider having a meter for an annual saving of £200 or less but 17% of you would not consider switching regardless of the amount of money you could save.



ALL RESPONDENTS

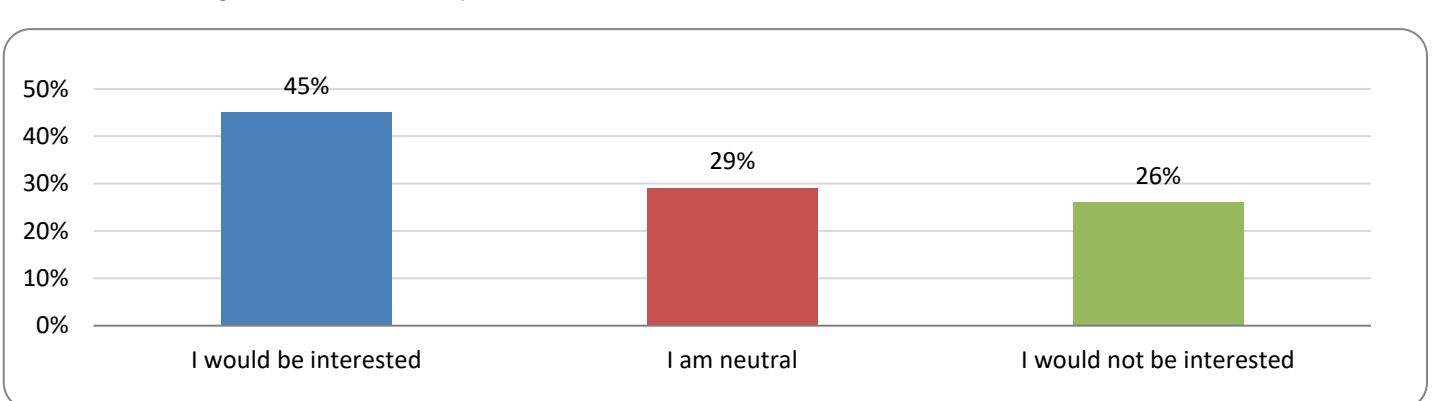
We explained that we now offer a Money Back Guarantee when customers choose to have a meter. If you choose to have a meter and then find that after two years you haven't saved any money, you can switch back to how you paid before, and we will refund any overpayment. We asked if you thought that this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



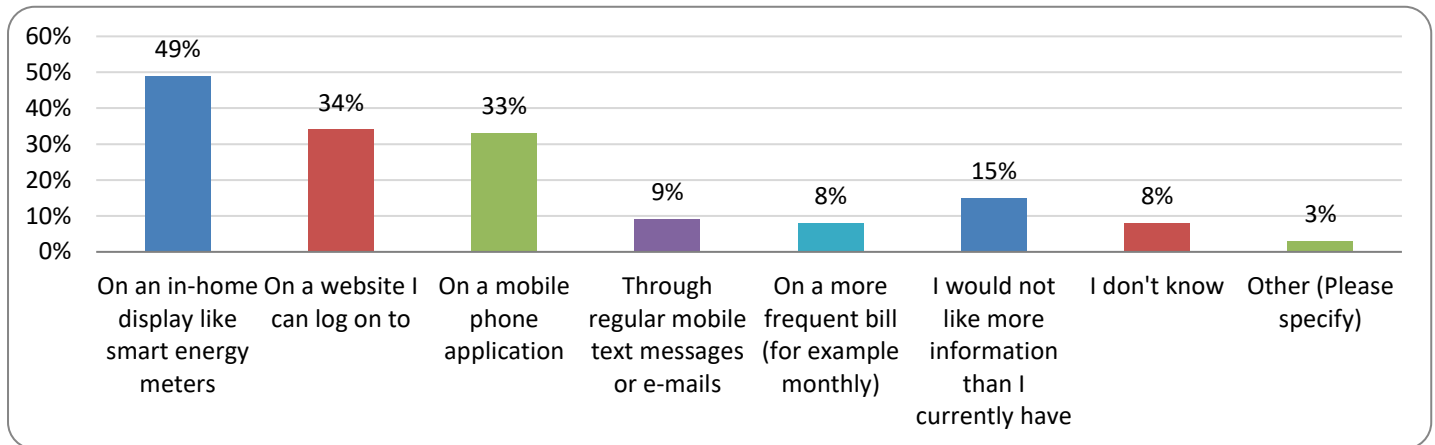
We mentioned smart water meters, which are similar to those used by energy companies. We asked if you would you be interested in having a smart water meter.

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

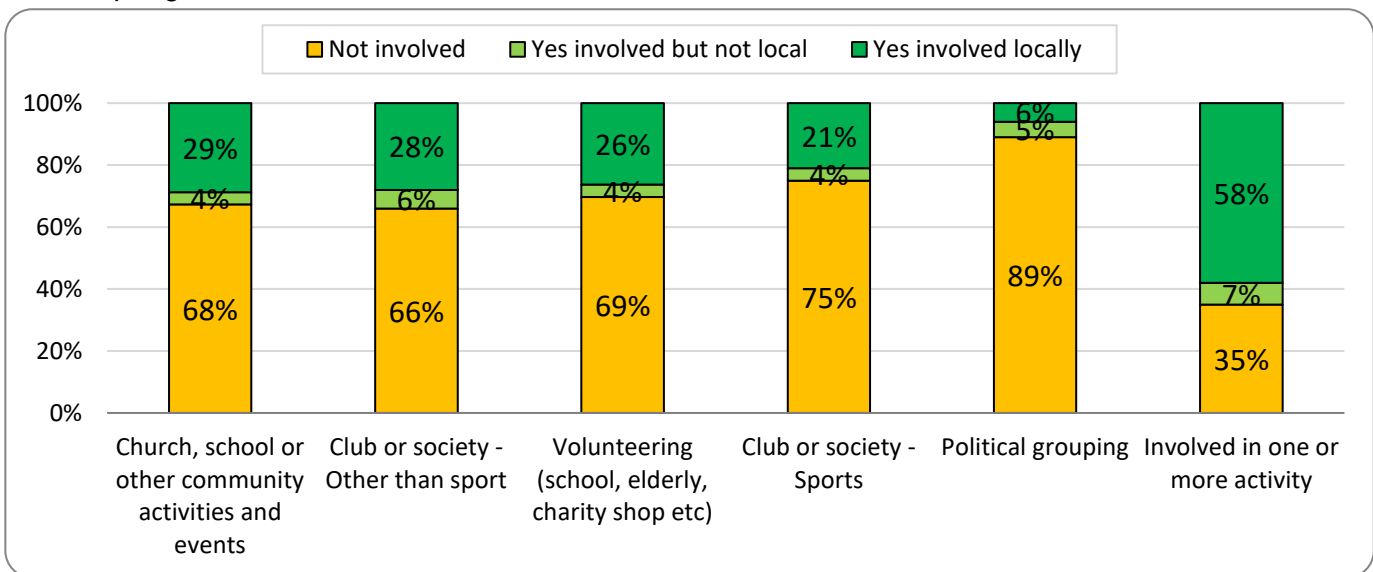
Thank you for taking part in our latest survey. We had a great response with 1,291 of you completing the survey. The winner of the prize draw for £200 was Mr Colebrook from Weymouth.

The aim of the survey was to gather your views on Wessex Water becoming more involved in the community.

Here's how you answered.

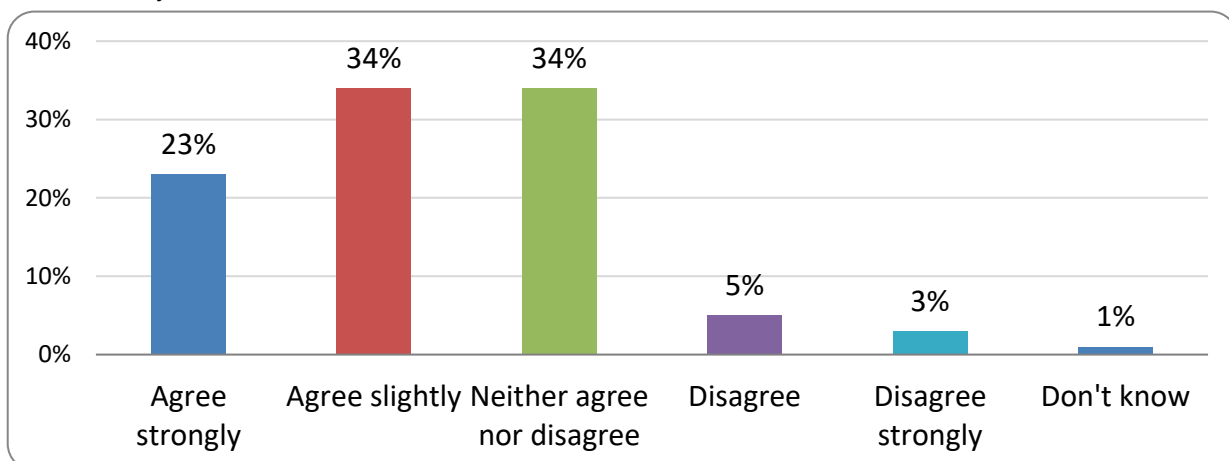
Involvement in the local community

We wanted to know how involved you are in your local community. We asked whether you are a member of a club or help organise events.



- 58% of you get involved in the local community (taking part in one of more of the listed activities). The most popular was involvement in church, school or other community activities and events (29%), clubs or societies (other than sport) (28%), and volunteering (26%).

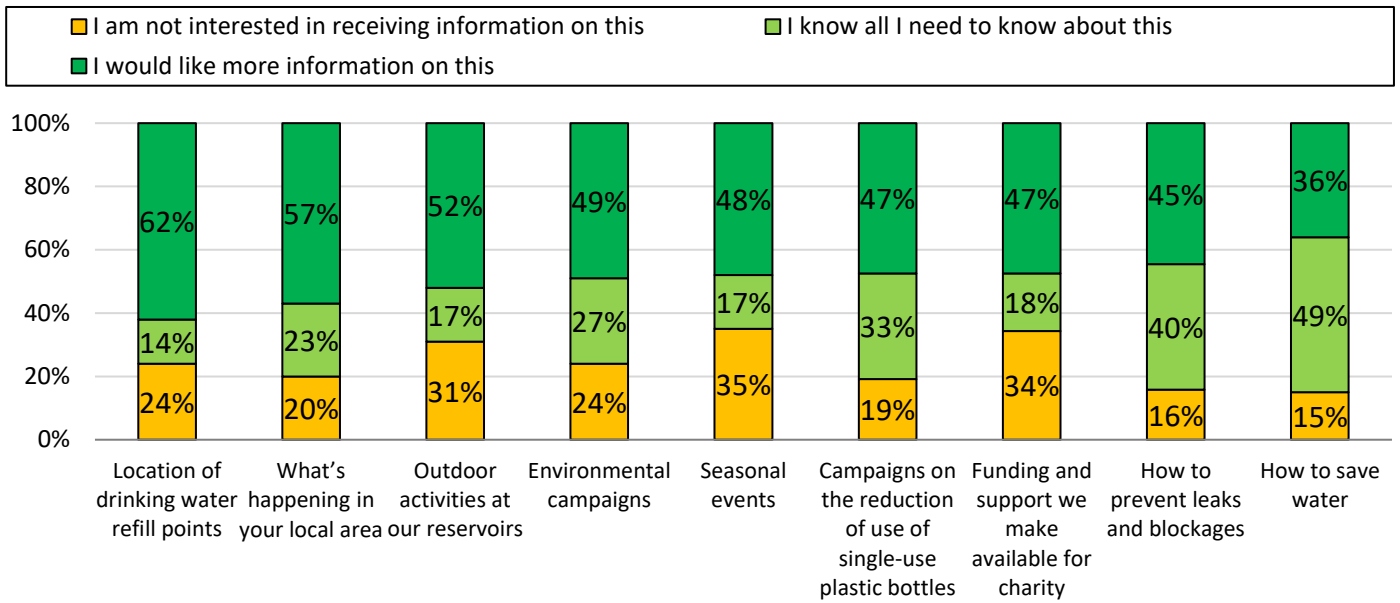
We then asked you to what extent you agree or disagree that Wessex Water should become more involved in the local community.



- 57% of you agreed (strongly or slightly) that Wessex Water should become more involved and just 8% disagreed.

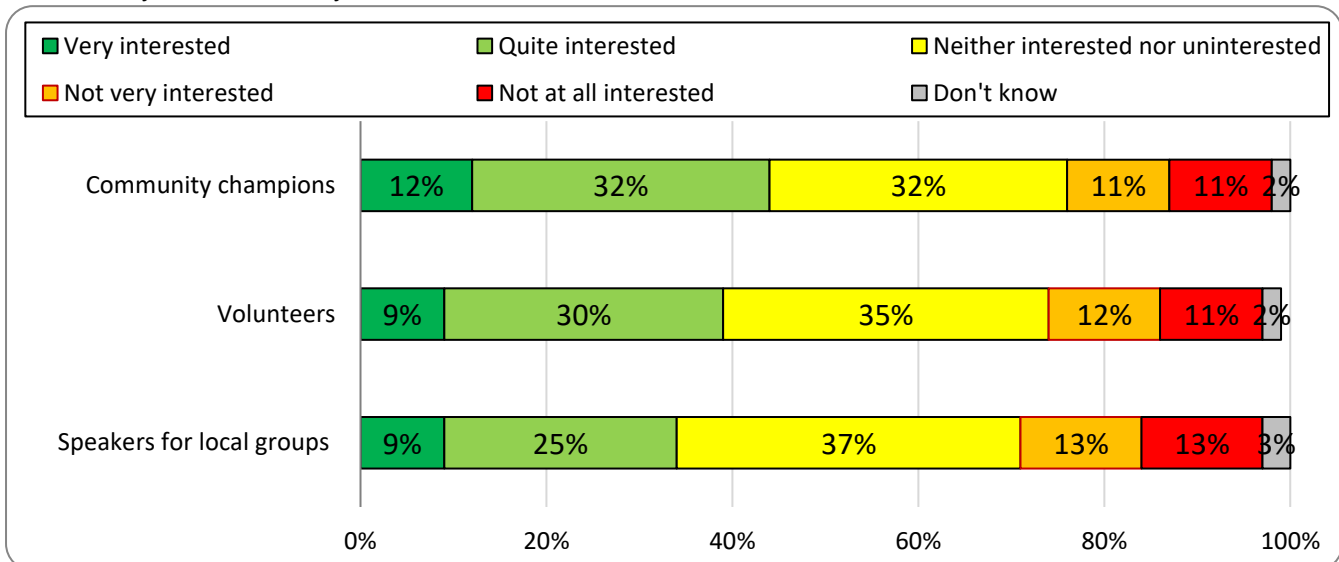
Demand for information

We wanted to understand whether you feel you already have all the information you need on some specific topics, or whether you would like to know more.



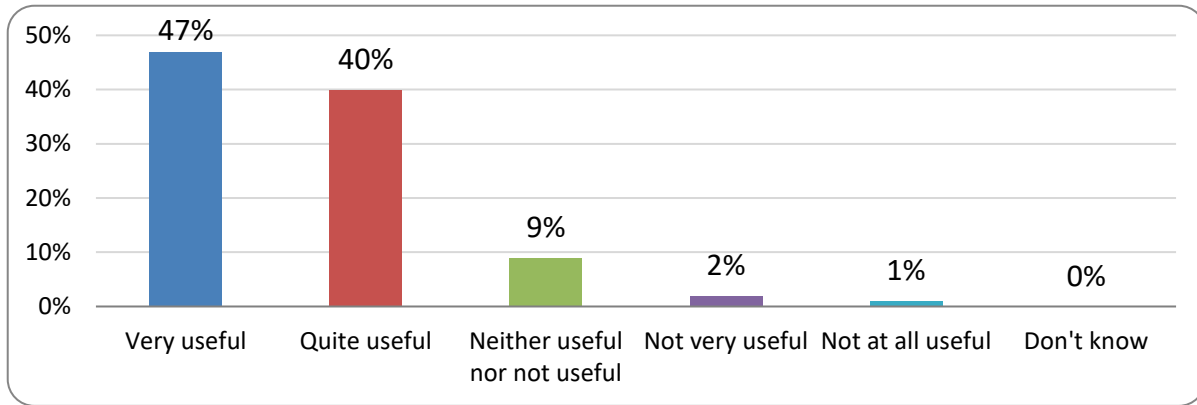
- The top three topics you said that you would like further information on are the location of drinking water refill points (62%), what's happening in your local area (57%), and outdoor activities at reservoirs (52%). We'll use this information to make decisions about the sort of information we send out to customers in the future.
- For those who would like to receive this information, the most popular way was by email (70%) followed by our magazine (38%).

We then asked how interested you would be to hear more about your local Wessex Water staff and people who work in your community.



- 44% of you were interested (very or quite) to hear more about our community champions, 39% about volunteers and 34% about speakers for local groups.

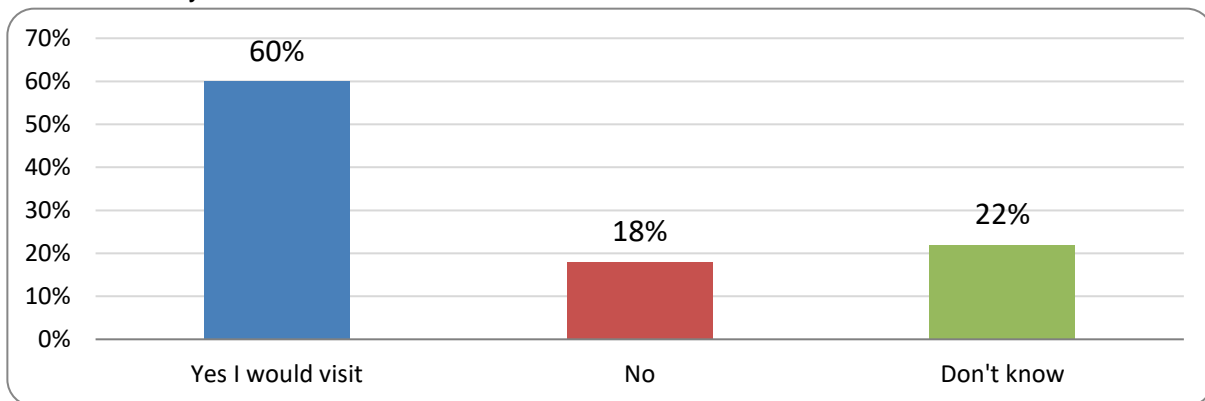
We also asked you how useful you would find it to see more information at the location of works about why we are digging up the road.



- 87% of you said that you would find it useful (very or quite) to see more information. We are reviewing our road signs and will look to improve the wording we use on them in the future.

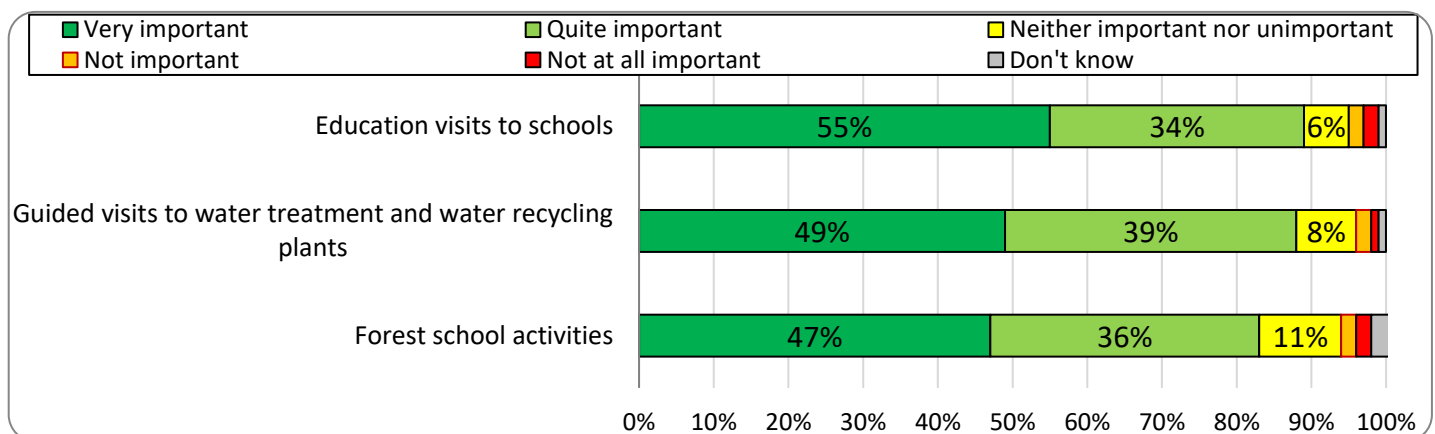
Further learning opportunities for all

We wanted to understand what your views are on us providing further learning opportunities for all. First, we asked whether you would visit our water treatment and water recycling centres if we opened them at certain times of the year to find out what we do.



- 60% of you would like to visit our water treatment and water recycling centres. As there is interest in finding out more about what we do, we're looking forward to opening more of our treatment and recycling centres to the public through 2020. We hope many of you will visit.

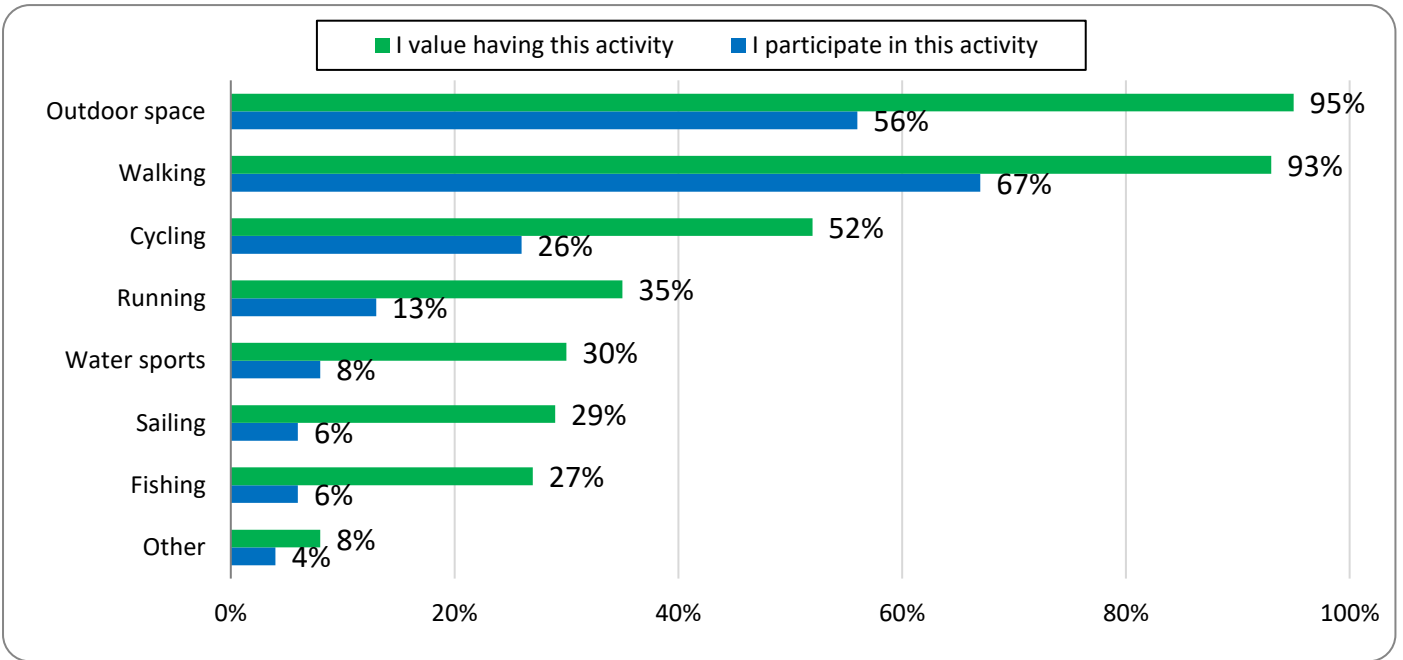
We then asked you how important it is that we should provide learning opportunities for young people.



- 89% of you considered it important (either very or fairly) for us to provide education visits to schools.
- 88% of you said it was important to provide guided visits to water treatment and water recycling centres.
- 83% of you said it was important to provide forest school activities.
- We're excited to be developing some of our key visitor sites and we are working on how we can get young people more engaged in our natural environment.

Valuing access to our natural environment

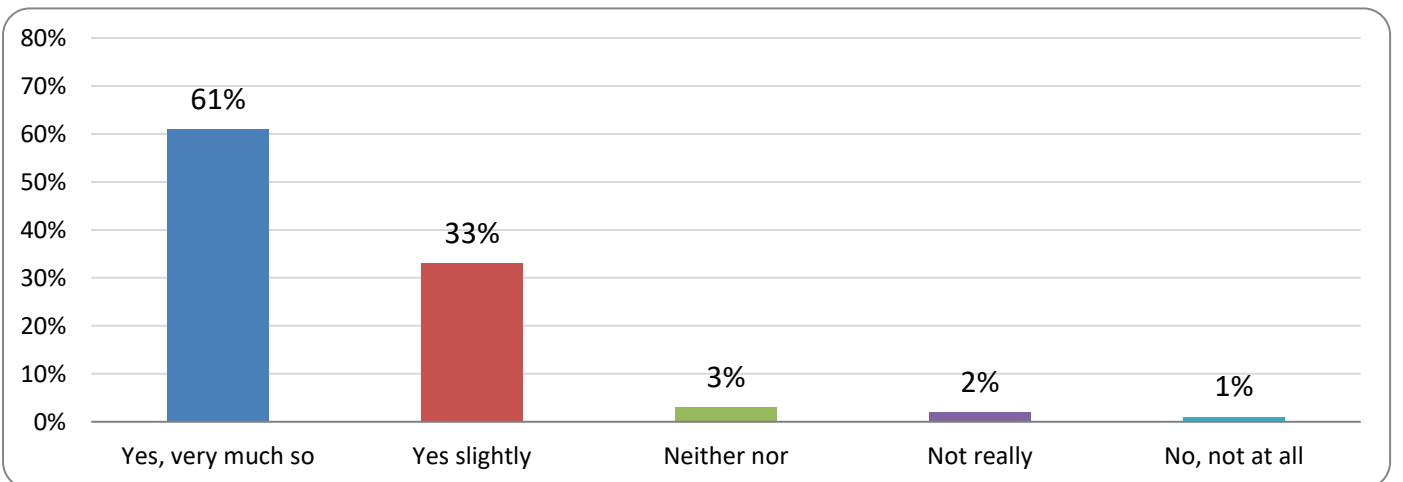
We wanted to understand how much you value access to our natural environment. We asked you which of the following you value and which you participate in.



- The most valued elements of our natural environment were outdoor space (95%) and walking (93%), and the most participated in were walking (67%) and outdoor space (56%).

Importance of water saving

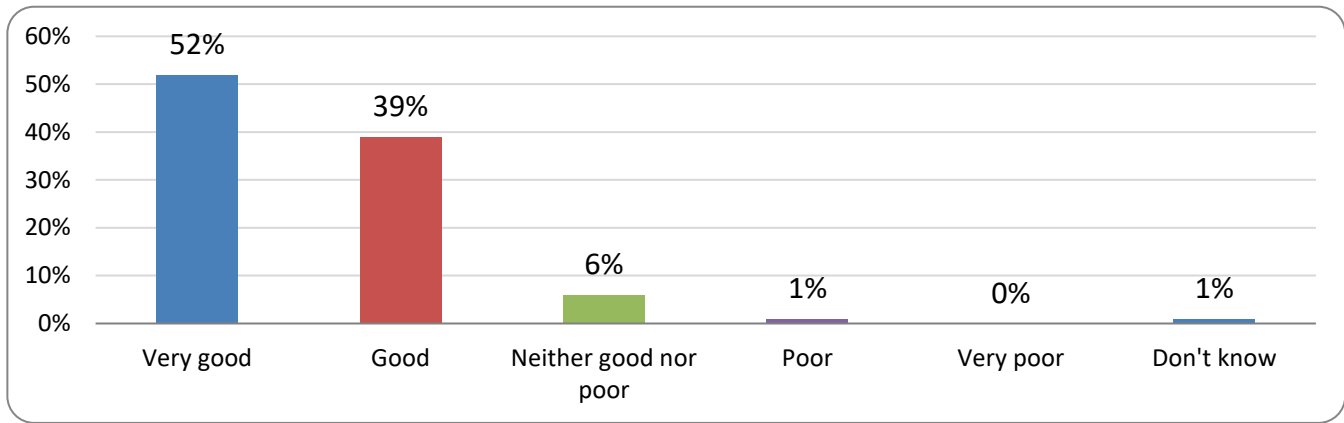
You were asked whether saving water was a priority in your household.



- 61% of you said that saving water was very much a priority in your household, and a further 33% of you said it was a slight priority. Just 3% of you said that it was not a priority.
- We want to help customers save water in their homes and so we provide free water saving advice and devices. These devices include save-a-flush bags (to reduce the amount of water you use per flush), shower timers, leaky loo strips (an easy way to check if your cistern is leaking) and tap aerators. You can order devices and see our top tips on our website www.wessexwater.co.uk/savingwater

Quality of water service

Finally, we asked how you would rate the quality of your water service.



- 91% of you said that the quality of your water service was very good or good. Just 1% of you said that it was poor. We're pleased so many of you are happy with the service we provide.

What next?

We are delighted that so many of you responded to let us know how you feel about Wessex Water being more involved in your community. We are looking forward to letting you know more about what we do and how we can work with local communities to increase access to public drinking water and provide opportunities to get out and about in our natural environment. We'd like to give you more information about the essential works we need to do in your local area to maintain your network of water and sewerage and keep local communities healthy. And we're working on how to make sure you keep updated with the information you need, for your area, in the way you'd like to see it.

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