

## **Wessex Water recognised as top performer**

Wessex Water has been recognised as a top performing water company by regulator Ofwat as it continues to provide outstanding service for customers.

During the first six months of this year, the company continued to perform well and showed improvements in a number of areas. In Ofwat's Service Delivery Report Wessex Water had more top quartile performance measures than any other company.

And it was praised by the Consumer Council for Water's annual complaints report for having the lowest number of written complaints per 10,000 connected properties in 2018/19.

This year marks the final year of a £1 billion improvement programme that has seen investment in upgrading treatment plants, renewing ageing pipes and a variety of measures to safeguard and improve the environment.

Managing director Andy Pymer said: "Our aim is to give all customers excellent standards of service by providing high quality water and environmental services that protect health, improve the environment and give customers good value for money.

"We work hard to deliver the best levels of service and continually challenge ourselves to find better, cheaper ways of achieving this.

"It is through the continued dedication of our great team of people that we've been able to continue to be recognised as a top performer in both the efficiency and effectiveness of our service delivery."

Earlier this year Wessex Water published its plans for the future, based on what customers said are their priorities. It includes record levels of investment between 2020 and 2025, while cutting customer bills. Ofwat is due to publish its final determination of Wessex Water's five-year business plan on 16 December 2019.

Wessex Water's water resource position is currently strong with both groundwater and surface water source levels now above average for the time of year. It is 43 years since the company last imposed a hosepipe ban.

To encourage more efficient use of water, Wessex Water actively helped people to use less water, through its Homecheck service, where we install water saving devices in people's homes. It's also working alongside regulators, government and NGOs to promote wider action to help people use less water in their homes to deliver greater long-term resilience in supplies.

In June, Ofwat published the findings from its investigation into Southern Water which identified serious problems of deliberate misreporting of waste water compliance data. Wessex Water subsequently reviewed its own processes and systems in this area and the review found no evidence whatsoever of any similar problems.

Financial results for the six months to September 2019 showed turnover increased by £4.6m from £278.1m to £282.7m, while profit after tax remained constant at £55m.