

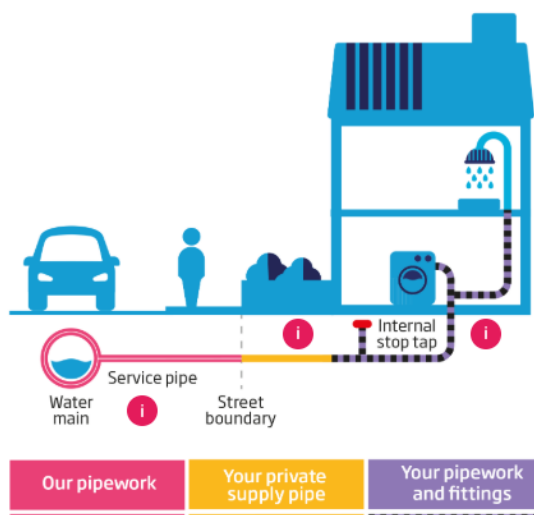
Thank you for taking part in our latest survey - we received 392 responses! Congratulations to Dennis, Hannah, Kevin, and Sarah who each won a £50 gift voucher in our prize draw.

Below is a summary of what you told us and what we are doing with your feedback:

Your views on water pipe responsibility

96% of customers correctly identified that Wessex Water are responsible for the service pipe beyond the property boundary (red), and that homeowners, landlords, or housing associations are responsible for all internal pipework and fittings (purple/black).

70% of customers knew that they were responsible for the private supply pipe (yellow) and around half of customers would contact Wessex Water if they discovered leaking pipework outside the home (e.g., garden or driveway). [You can find more information about water pipe responsibility here](#)



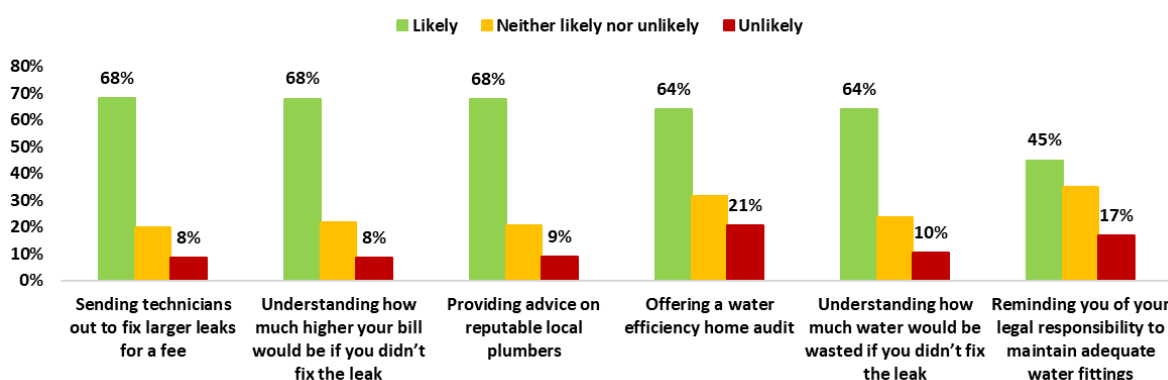
Your views on household leaks

You told us that leaking pipework within your home (e.g., in the loft or under the floorboards) would cause significant disruption to your daily life alongside issues such as a gas leak or a power cut. Depending on the severity of the leak most would contact a plumber or investigate the leak themselves.

We asked whether you have home insurance or another policy that would cover the cost of leak repairs. 50% of customers were not sure if their existing insurance policies would cover leaking pipework within the home, and 75% were not sure if their existing insurance policies would cover leaking pipework outside the home. It is important to be aware of who to contact and what your insurance will cover if you were to experience a water leak within or outside of your home. [You can find more information about what to do if you spot a leak and who to contact here](#).

You told us that if you discovered a leak at home, you would typically have it repaired within seven days. The severity of the damage caused by the water leak, the availability of an affordable plumber, and the cost of leaking water (if on a water meter) all influence how quickly you would get the leak repaired. 82% shared that you would be likely to have a water leak fixed if you knew that the escaped water was costing you at least £5 per month.

We shared a few ways that Wessex Water could help to prompt you to get a water leak repaired. Although most told us that you would not need encouragement, several options were likely to encourage you to fix a leak, as shown in the chart below:



In term of providing advice on reputable local plumbers, we asked if you were aware of WaterSafe which is a free online directory and national accreditation body for finding competent and qualified plumbers. Almost 90% have not heard of WaterSafe, however 60% would consider using this service to find a plumber in the future. Your feedback is helpful for us to know that it's important to promote this service. [You can find more information about WaterSafe here.](#)

Finally, we informed you that this year we're starting to upgrade our water meters to smart meters. Smart water meters collect hourly water use data every day, compared with our current meters which are only read every six months and would enable us to identify potential water leaks. Over 90% of respondents highlighted the importance of receiving alerts/notifications if a leak was detected at your property and that your preferred method for receiving alerts would be via email, text message, or online using a smart phone, computer, or tablet. [You can find more information about smart meters here.](#)

Thank you for being a member of online panel and for taking part!