



Wessex Water
YTL GROUP

have your say...

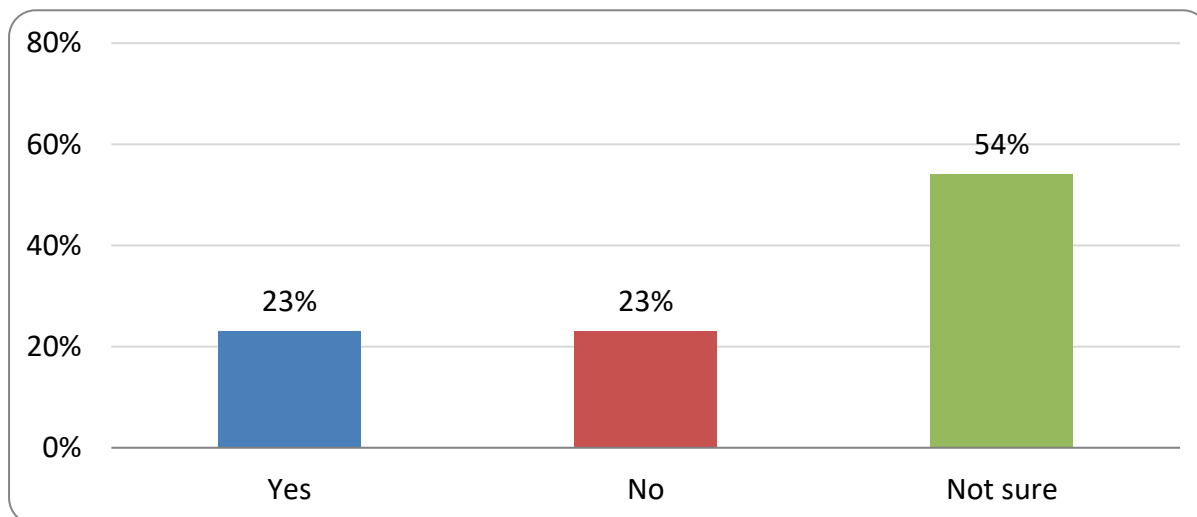
Results newsletter

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.

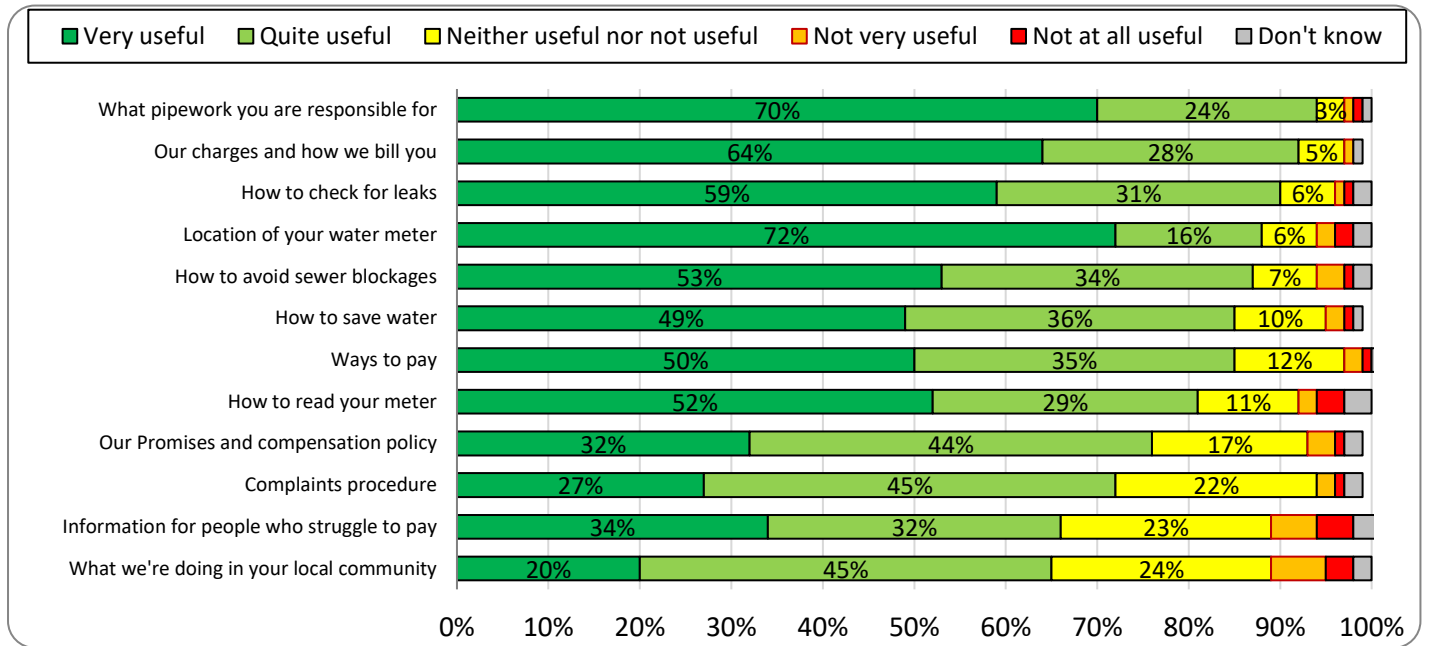
Here's how you answered.

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.

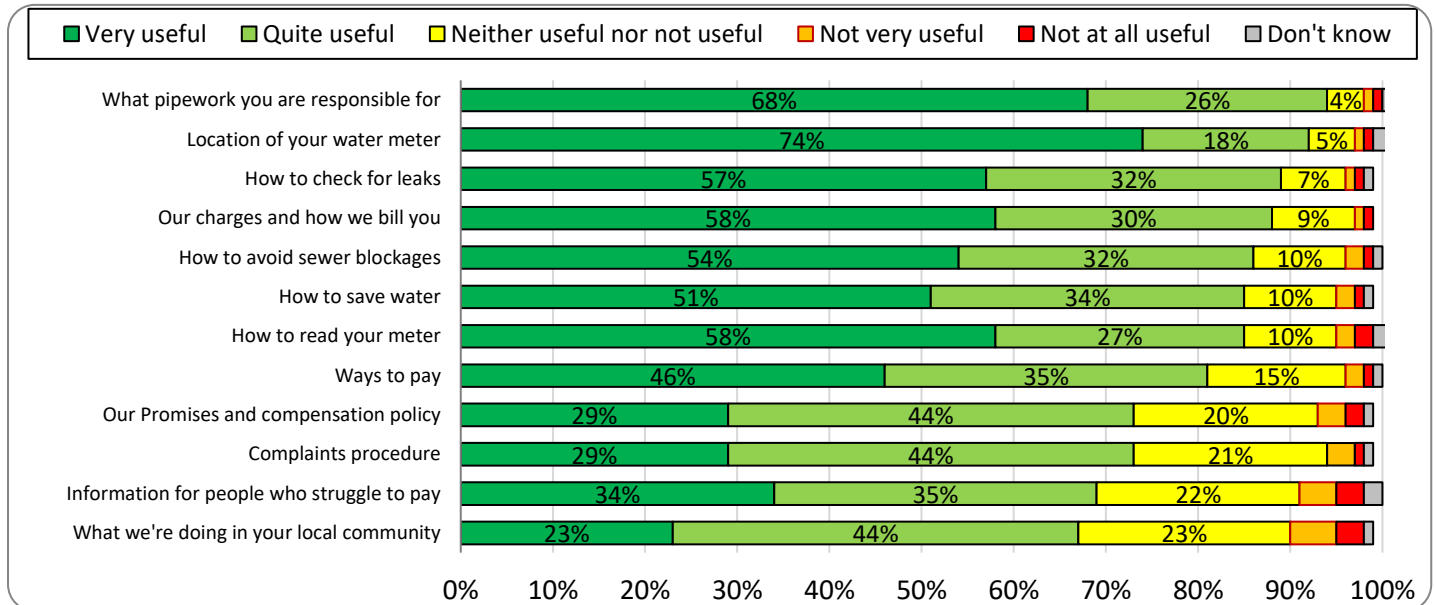


Of those of you who received information, 37% of you said that you had kept it. Just 16% of you said that you had to contact Wessex Water for further information.

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%).

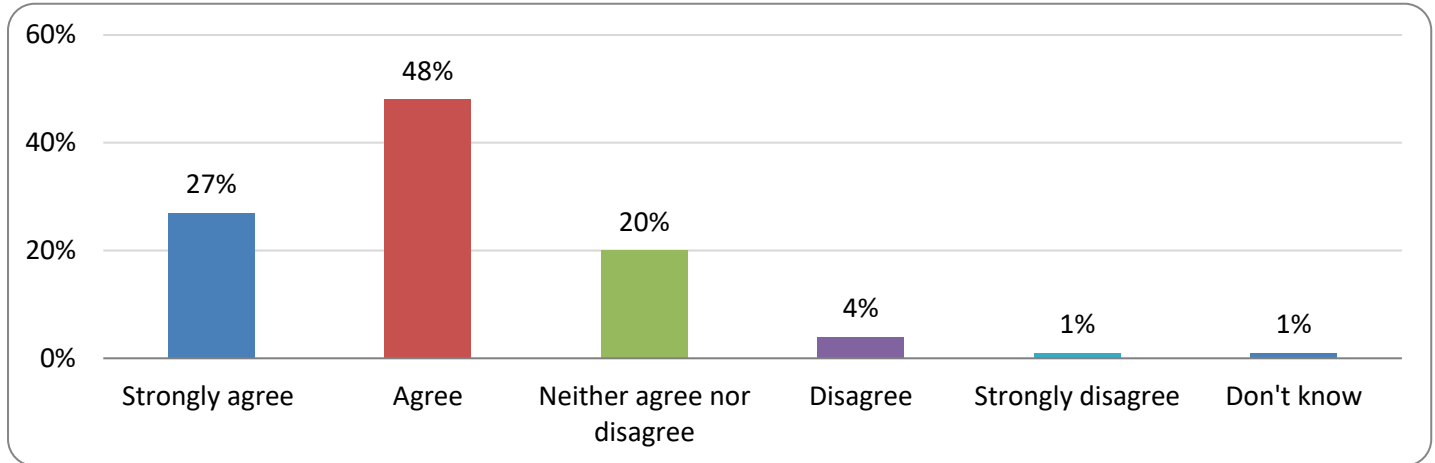


We then asked you to consider information that might be useful when moving home **within** the Wessex Water area itself. Again, the majority of you thought that most of the information listed would be useful with the most popular answers being *what pipework you are responsible for* (94% very or quite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

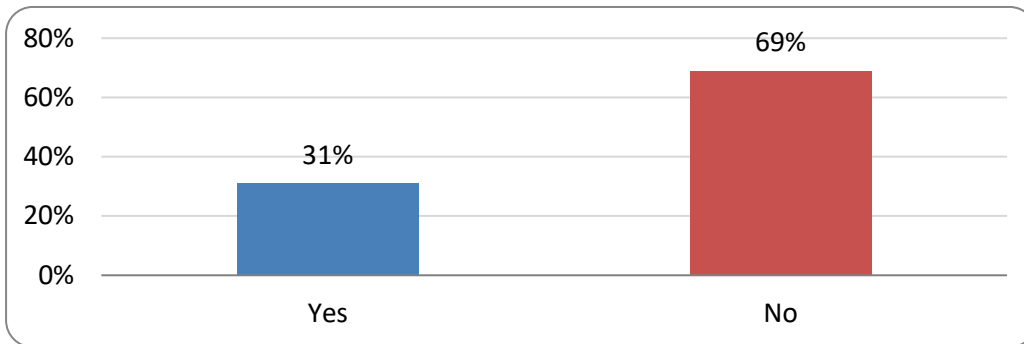


These responses really help us understand what information we need to include in our customer welcome packs.

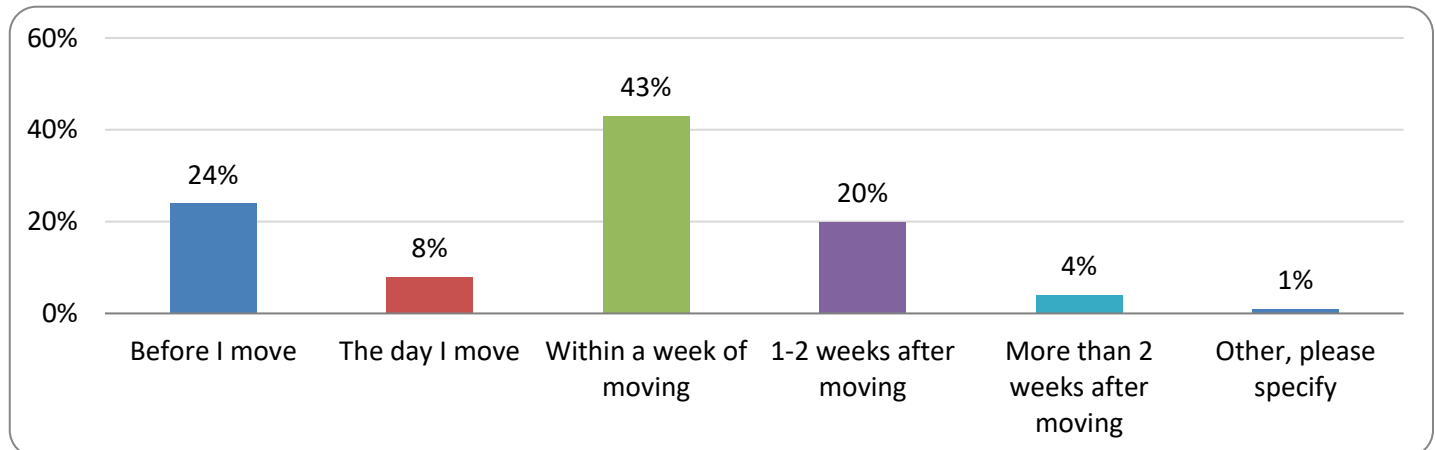
You were asked if you would prefer to only receive information that is personalised, and relevant to your circumstances and three quarters of you (75%) agreed.



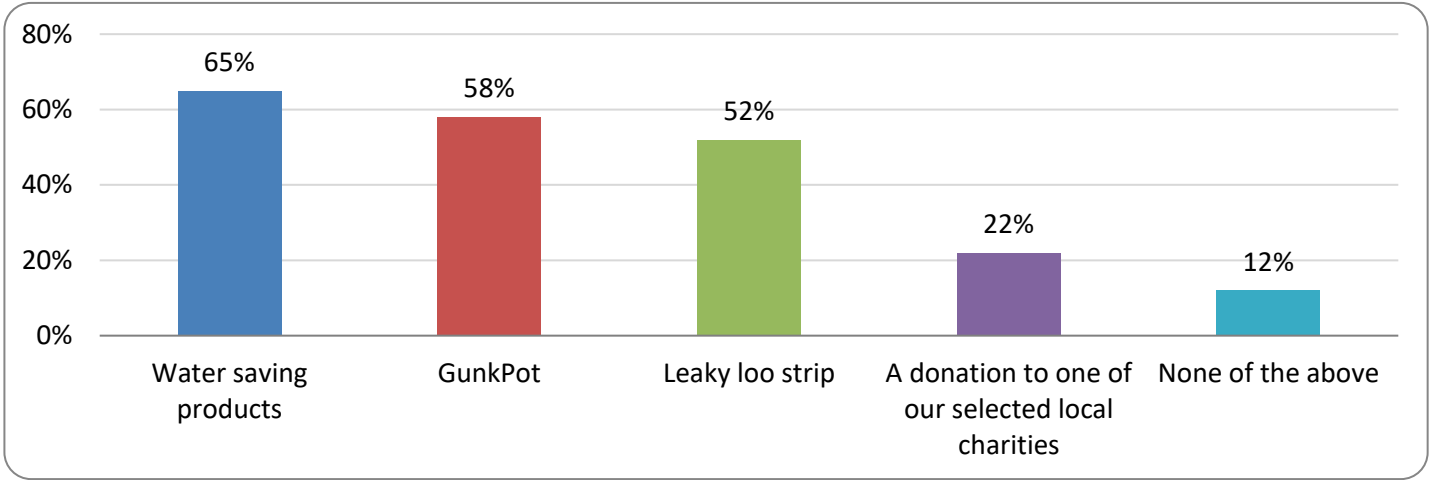
You were also asked whether you would be interested in receiving information about the local community, in addition to water services information. Just 31% of you said that you would be.



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.

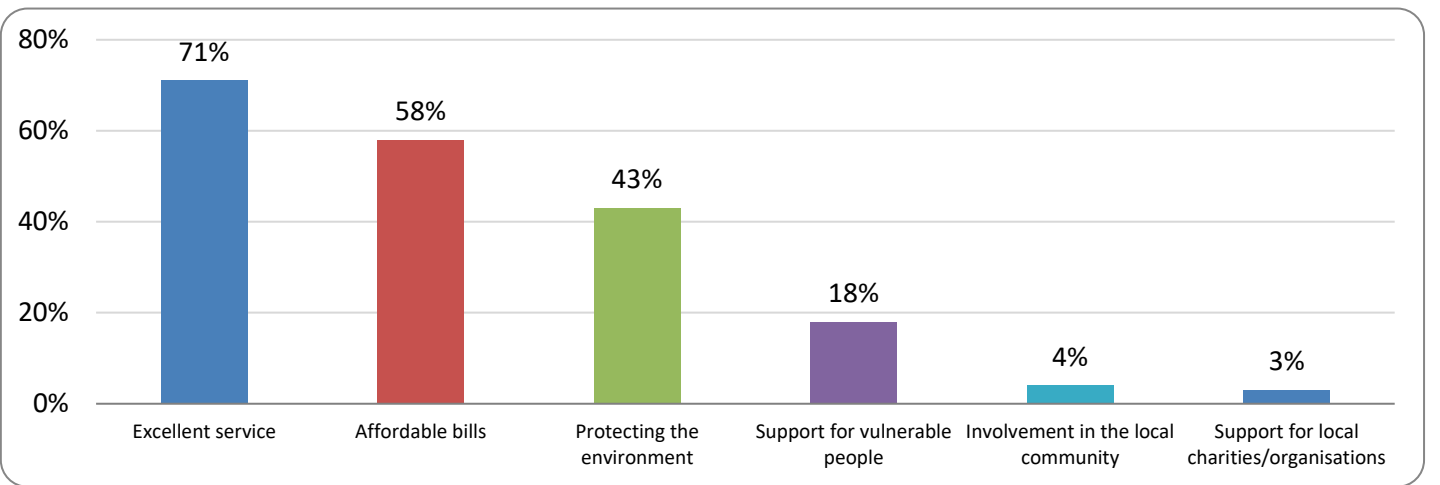


We listed some water-related items we could send to customers when they move home and we asked you what you would like to receive if you moved. The most popular was *water saving products* (65%), followed by *GunkPot* (58%) and a *Leaky Loo Strip* (52%). Just 12% of you were not interested in receiving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