

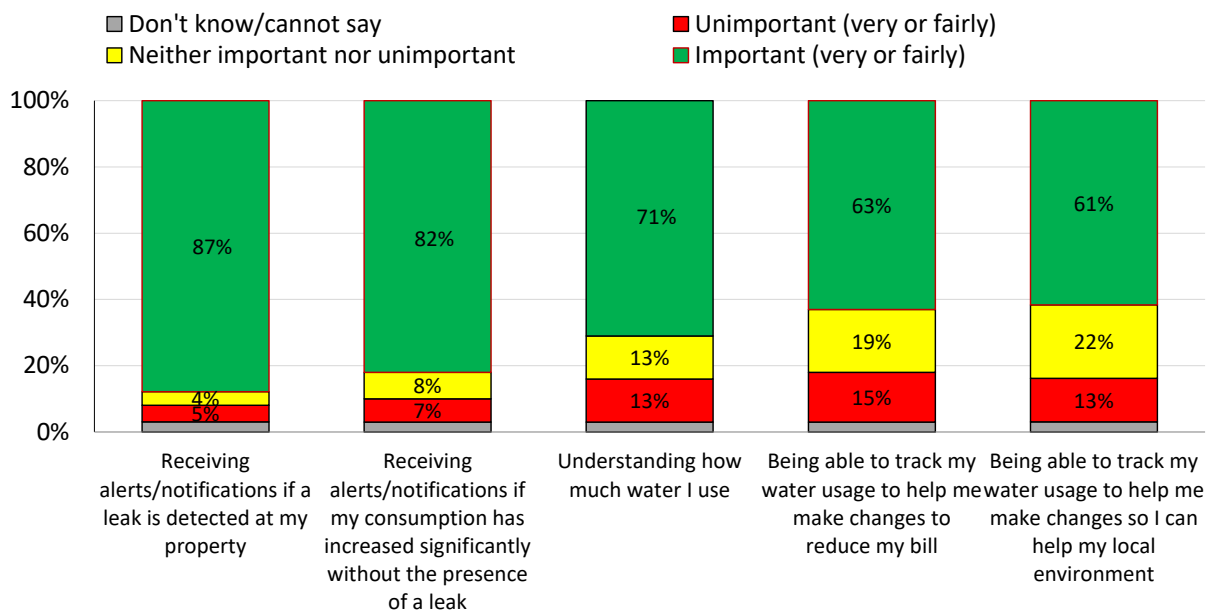
Thank you for taking part in our latest survey - we received 647 responses! Congratulations Neil Smart, the winner of the £200 prize draw.

The purpose of this survey was to gather your views to inform our plans for smart meters, as well as your thoughts on preferred communication methods, and feedback on this survey and newsletter.

**Your views on smart meters**

You told us that positive words such as ‘helpful’, ‘bill management’, and ‘efficient’ come to mind when you think about the term ‘smart meters’. Other words such as ‘unreliable’ and ‘intrusive’ also come to mind, highlighting the various experiences and impact that smart meters have in our lives.

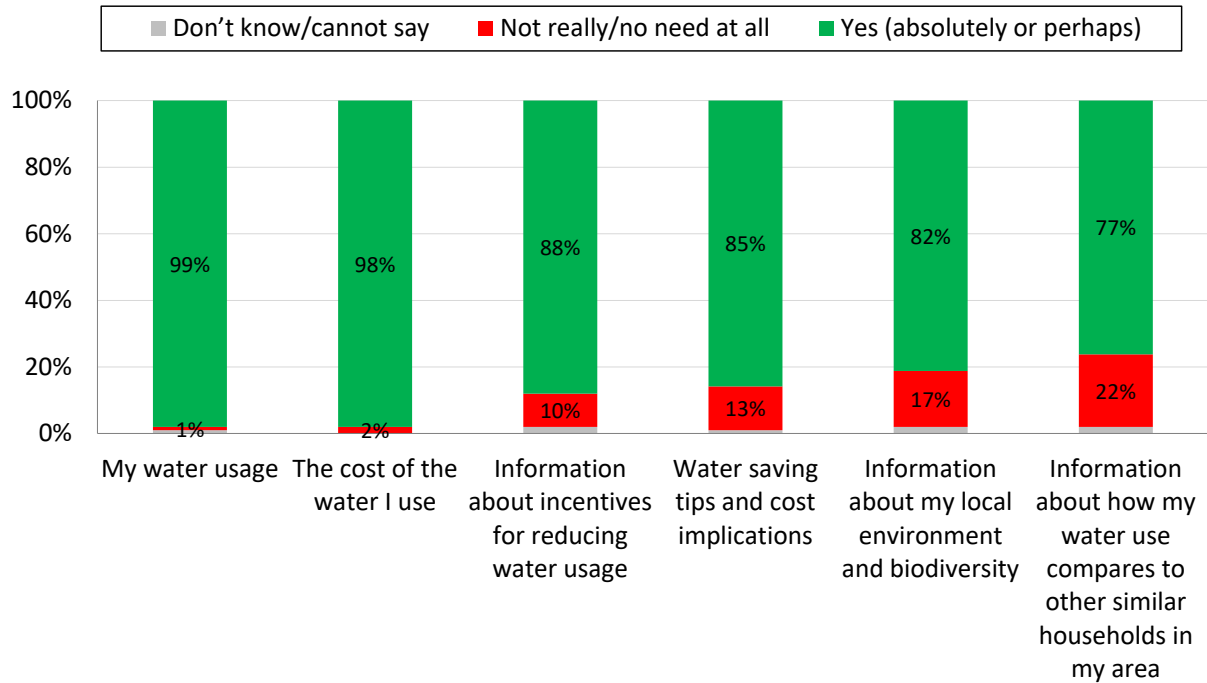
We asked you to rate the list of benefits for having a smart meter shown in the chart below. You told us that receiving alerts/notifications regarding leak detection and increases in water consumption are very important, being able to understand and track your water consumption for financial and/or environmental reasons is also important but not a top priority.



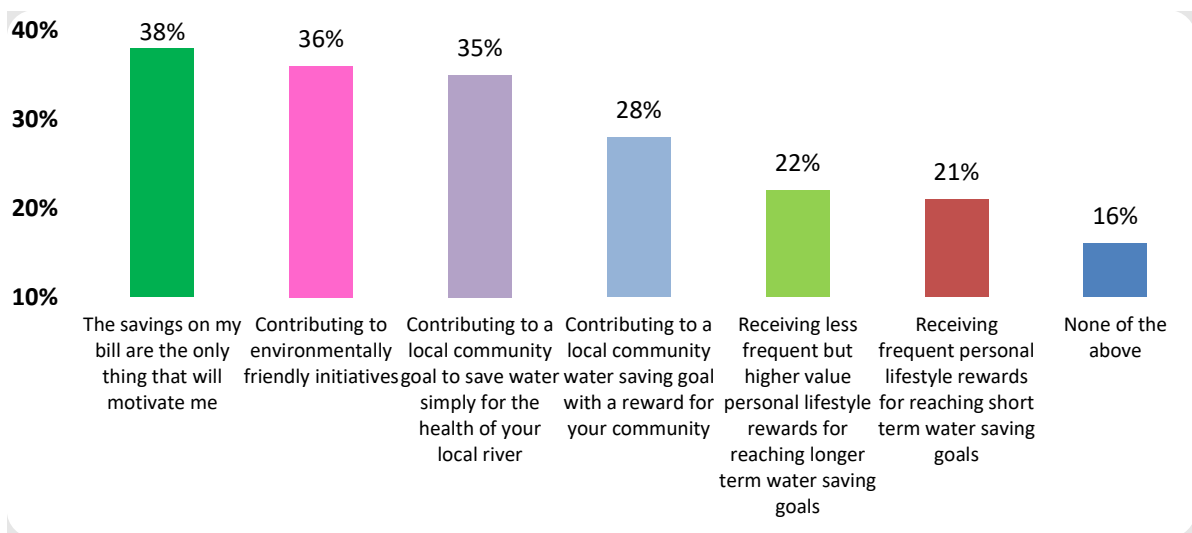
When asked to rate a list of known potential issues that customers have about smart meters, almost a quarter of you told us that you think a smart meter will not help you save water as you can manage your water consumption without it. Some of you were also concerned that having a smart meter will increase your water bill (14%). On this point, households with a smart meter will not be charged a different amount per unit of water they use than households with a non-smart (manually read) meter, so having one won't lead to an increased bill unless you use more water.

Alongside smart water meter installation, we plan to provide customers with access to a digital platform to view a range of information about personal water usage and other services.

61% of you told us that you would be interested in having access to a digital platform for your water use, which is in line those who told us that you use digital platforms for energy utilities (57%). You also told us about the information that you would like to see on a digital platform. As expected, almost everyone would like to see household water consumption and its relative cost (98%+), closely followed by information about incentives and tips for reducing water usage and cost (88% & 85%, respectively). Information about your local environment and how your water use compares to other similar households in your area is also of interest to most, but not as important for some.



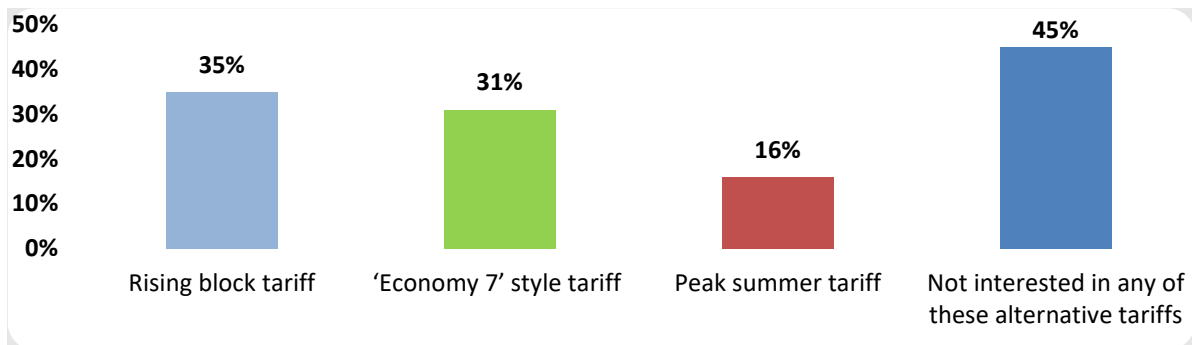
Expanding on your interest for receiving information about incentives to reduce water usage, you told us that contributing to environmentally friendly initiatives and local community goals are strong motivators for reducing water consumption, more so than receiving personal non-financial lifestyle rewards. Saving money on bills remains a key motivator for many.



*\*Respondents could select multiple options*

With the rollout of smart meters and having better access to water consumption information, there is potential to provide alternative tariffs. At present every litre of water we supply to customers is charged at the same rate regardless of how much has been used, the time of day or the time of year. We asked for your views on alternative tariffs and over a third showed positive interest in a 'rising block tariff' where a certain allocation of free water, then

above this threshold the price of water increases the more that is used. A similar level of interest was also expressed for an 'Economy 7' style tariff where the price per unit of water would be lower at times of the day when demand is lower and higher at times when usage is typically increased, compared to a flat charge. Overall, however, almost half of you say that you are not interested in any of the alternative tariffs presented.



*\*Respondents could select multiple options*

### **Your preferred contact methods**

We asked you about your preferred method for contacting Wessex Water in various situations. Contacting us by telephone is the preferred choice for emergency issues (75%) and querying a bill (46%). Contacting us by email or an online form is also important, particularly for administrative queries such as paying a bill and changing personal details. Overall, 79% also said that you would use our website if you wanted to find out more information about water services. We are continually reviewing our website to ensure the content is relevant and accessible to all customers.

### **What next?**

In the final section of this survey, we asked for your feedback on our surveys and newsletters. 96% said that you complete our survey and 78% read this newsletter at least some of the time – which is fantastic!

You also shared a range of feedback about this survey. Overall, most are happy with the frequency, format and topics covered and would like to continue to share their views through this survey. There are mixed findings though as to whether you think the views you share are being listened too – so that's something we need to improve on.

The views you expressed in this survey are being fed into our plans for smart metering and how we'll provide information to customers and other associated services and communications.

In addition to this survey, we conduct a range of other customer research activities to inform our future plans for our activities and the services we provide. You can find more information about our customer research here: [Customer Research documents | Wessex Water](#)

Our next survey will take place in the autumn and the topics that you have suggested in this survey will be considered. If you know anyone who would like to receive these surveys to share their views, then please share this link to register: [Customer panel | Wessex Water](#)

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

Sue Lindsay  
Customer Director  
Wessex Water