

Results Newsletter

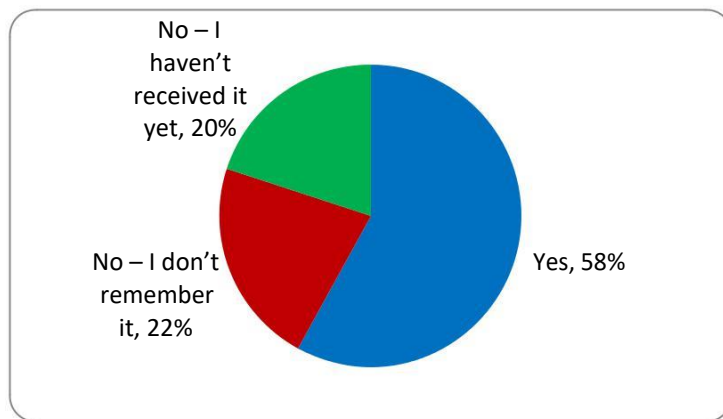
Thank you for taking part in our latest survey. We had a great response with 1,282 of our Panel members taking part. Thank you. The winner of our prize draw for completing our 19th survey was S Capocci, who received £200.

This survey was to gather your views on our new bill design and whether any further improvements were needed.

Here's how you answered.

Recall of new bill

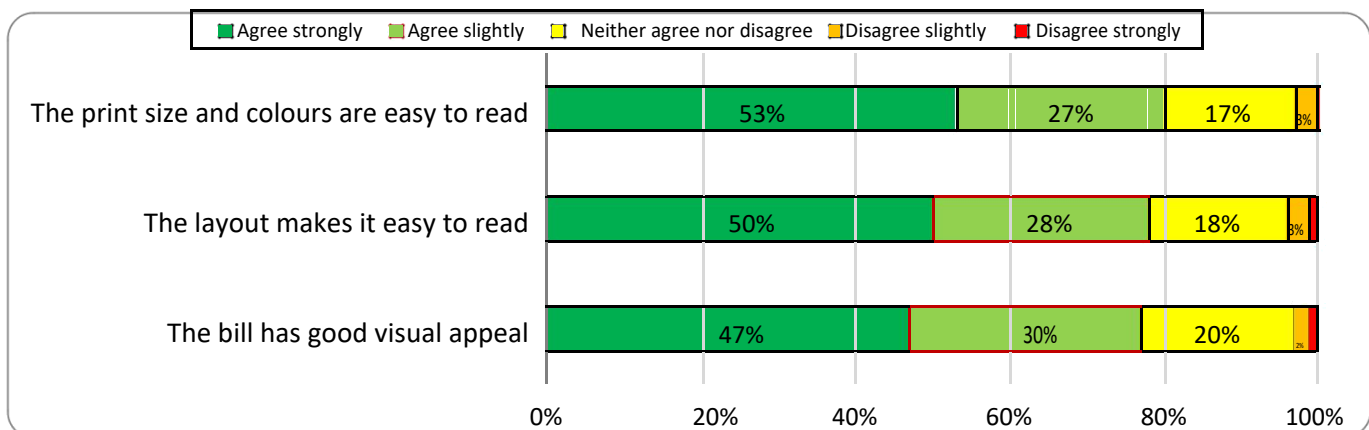
We asked if you remembered receiving your new bill and showed you an image of what it looked like.



- 58% of you remembered receiving the new bill

Overall look of the bill

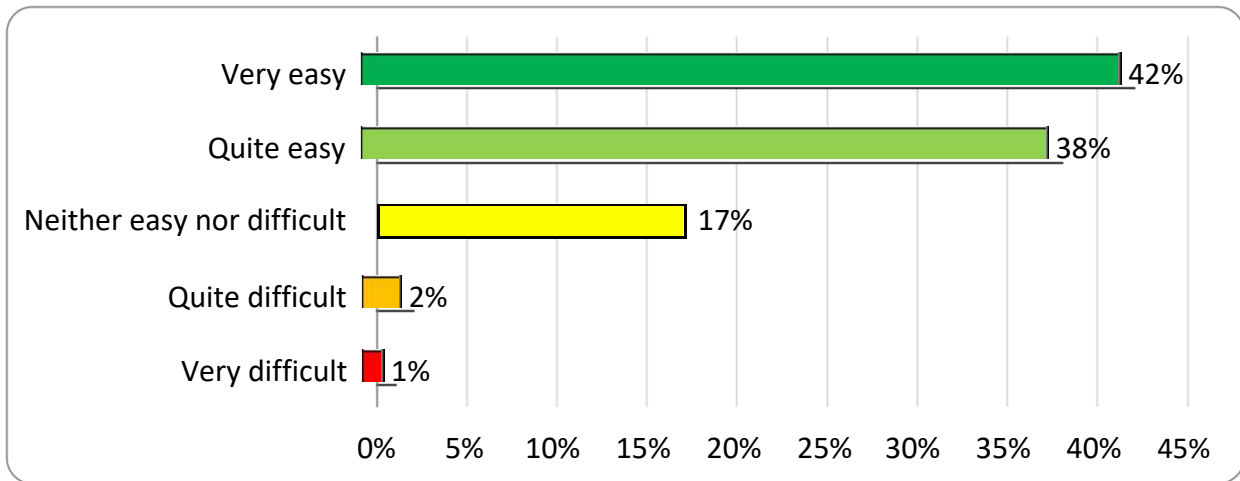
We asked you about your initial impression when you saw the new bill.



- 80% of you agreed (strongly or slightly) that the print size and colours are easy to read, just 3% disagreed.
- 78% of you agreed that the layout makes it easy to read, just 4% disagreed.
- 77% of you agreed that the bill has a good visual appeal, just 3% disagreed.

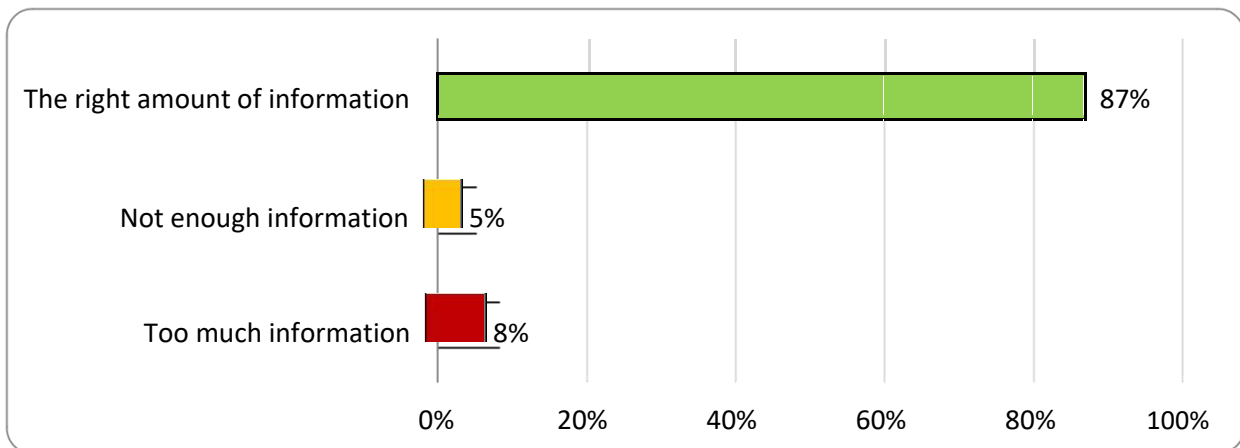
Information on the bill

We asked you how easy or difficult you found the new bill to understand.



- 80% of you found the bill either very or quite easy to understand, just 3% found it difficult.

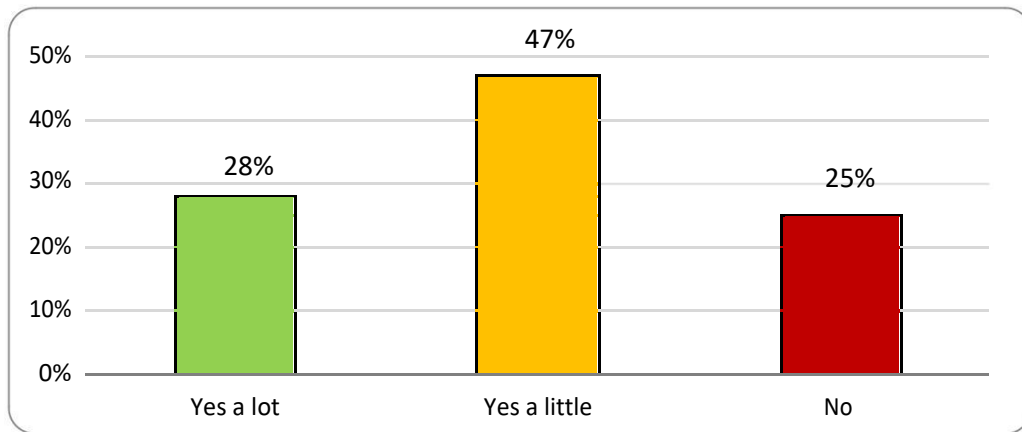
We then asked you whether you thought the new bill contained the right amount of information, too much or not enough.



- 87% of you said that it contained the right amount of information whilst 8% of you said too much and 5% said not enough.

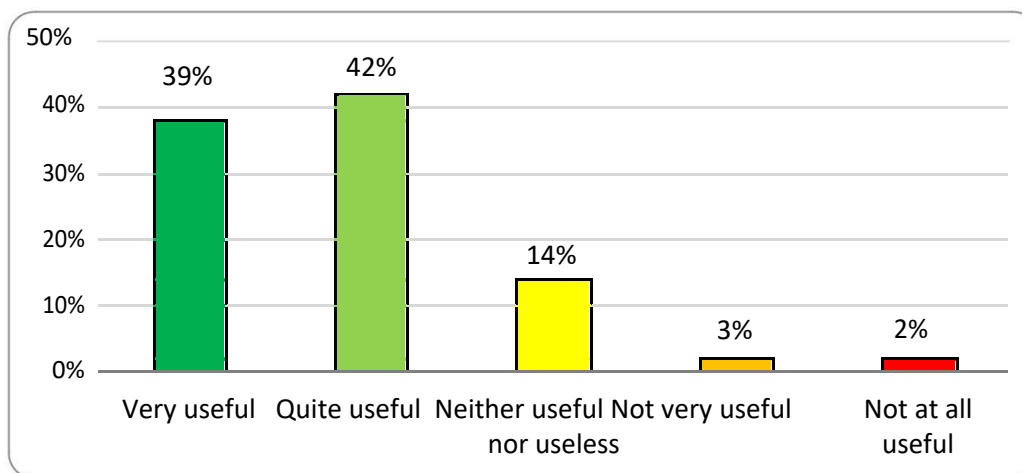
You were asked about different parts of the new bill, such as the payment plan section, ways to pay, how charges are calculated and how to contact, and whether they were fine as they are or if they needed to be made easier to understand. A very high percentage of you (generally over 90%) thought that the sections were fine as they are.

We asked those of you who have a water meter if the new water bill has helped you to better understand your water use.



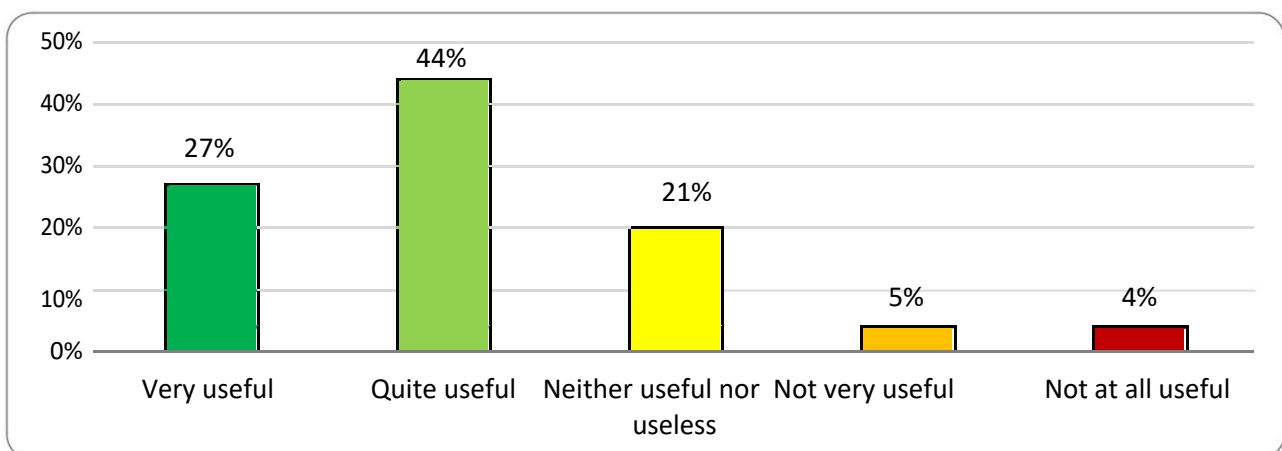
- 75% said that it had (either a lot or a little)

You were asked how useful you found the graphs showing your average daily use in Section 3.



- 81% of you said that you found them either very or quite useful

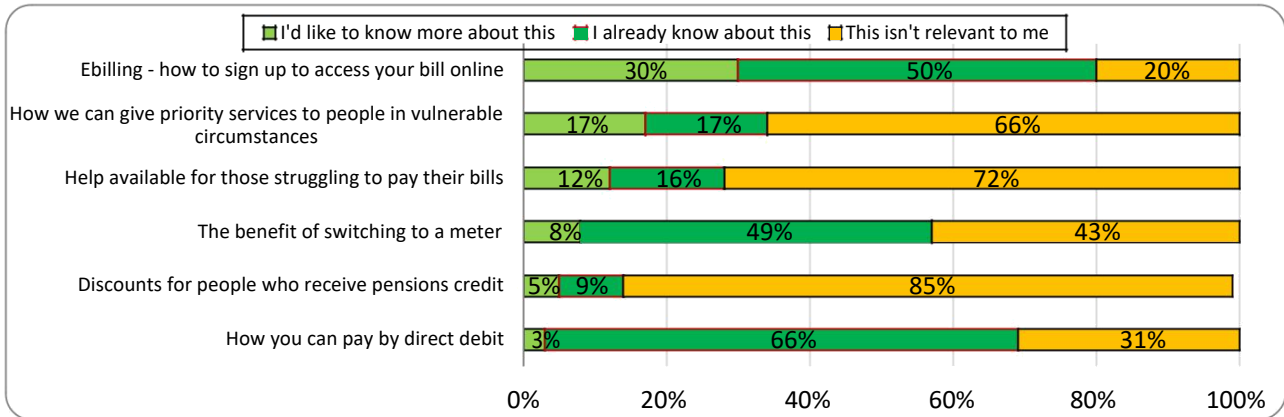
You were asked how useful you found the information about water use in Section 6 of the metered bill.



- 71% of you said that it was either very or fairly useful

You were asked whether you would like more information about anything on your bill.

- The most popular answer was e-billing with 30% of you asking for more information.



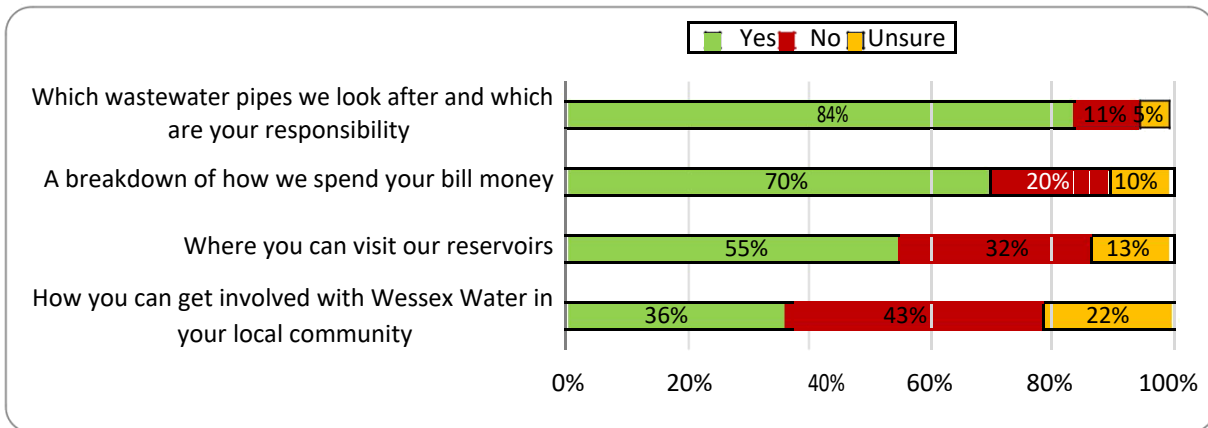
Information sent with your bill

We also asked you about the leaflet that comes with your bill.

- 39% of you remember receiving it
- Of those of you who remember receiving the leaflet, 91% of you always or sometimes read it, and 51% of you always or sometimes keep it for reference
- All of the information provided in the leaflet is useful to most of you

Addition information to be included with your bill

You were given a list of additional information and asked if you would find it useful if it was included with the bill.



- Information about wastewater pipe responsibility and how Wessex Water spend your bill money were the most popular answers.

What next?

It's great to see that you are all very positive about the new bill and you find the information we provide on and with bills is useful to you. A number of you did suggest some improvements to how information is presented and what other information you would like to see.

We review our bills each year and we're currently working through all of these suggestions. Customers who don't have a water meter receive an annual bill in February/March each year so you're one of our unmetered customers you will see some of these improvements when you receive your annual bill in the next month or so. Metered bills are sent out throughout the year so any changes will appear from 1st April 2019.

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