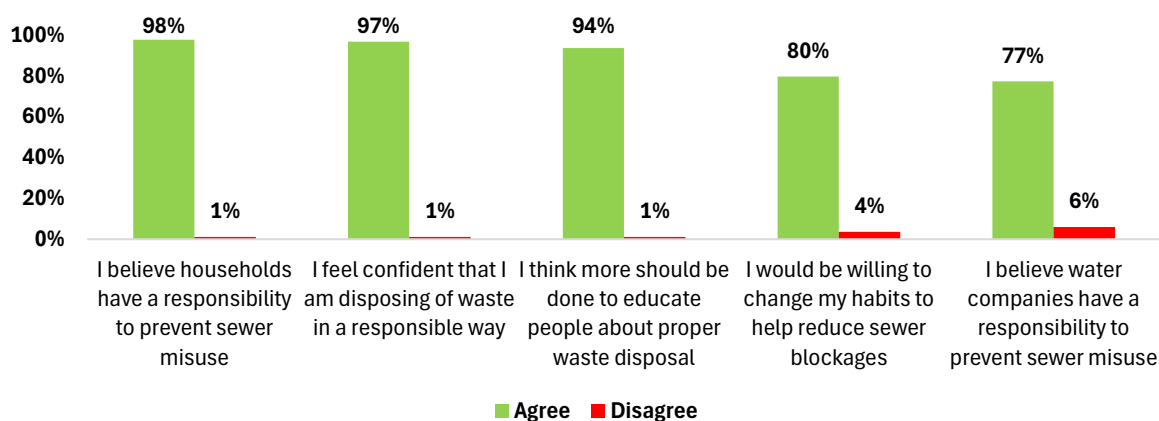


Thank you for taking part in our latest survey - we received 415 responses! Congratulations to Daniel, Matthew, Sarah, and Sophie who each won a £50 gift voucher in our prize draw.

Your views on sewer blockages

30% of respondents think that sewer blockages have minimal impact in their local area however around 25% were unsure about this. Almost all respondents agree that households have a responsibility to prevent sewer blockages (98%), with most correctly identifying that a range of commonly flushed items, particularly wet wipes, impact sewers. The vast majority of you feel confident that you are already disposing of waste in a responsible way, however 80% shared that you would also be willing to change habits to help reduce sewer blockages (see chart below).

Around three-quarters of you told us that you think water companies have a responsibility to prevent sewer blockages and 94% think that more should be done to educate people about proper waste disposal. Your views are really helpful as we are keen to continue to improve our sewer blockage prevention programme and our [education services](#).



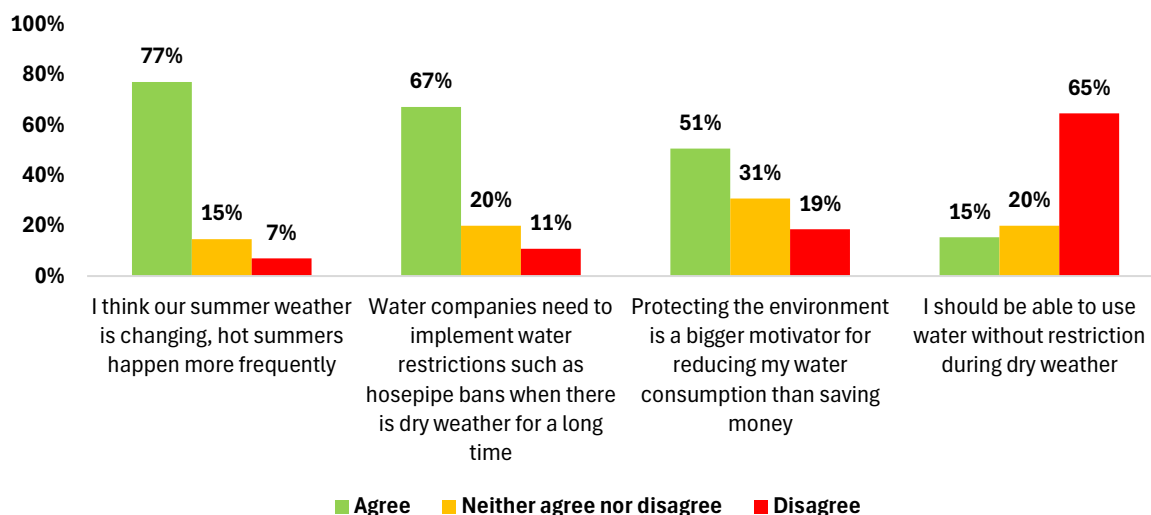
Finally, 75% of you told us that your preferred way to receive information and advice about how your household can help to prevent sewer blockages is via email, followed by letters /leaflets (47%), and information published on our website (34%). [You can find more information about how to avoid blockages here.](#)

Your views on saving water in dry weather

During the recent heatwaves you told us that you or others in your household were watering the garden as well as taking extra showers / baths more than usual, however you were engaging in activities such as watering the lawn and washing the car less than usual during the dry weather.

For those with a garden, you told us that watering plants pots / borders and vegetable patches were a priority, with between 20-40% using collected rainwater (e.g., from a water butt), compared to 10 – 20% using mains tap water to water these areas.

77% of respondents agreed that we are experiencing hot summers more frequently, with 67% in agreement that water companies need to implement water restrictions such as hose pipe bans when there is dry weather for a long time. However, around 20% were not sure about this, and 15% shared that households should be able to use water without restriction during dry weather (see chart below). Your feedback helps us to better understand a range of customer attitudes which we are using to inform our drought plans. [You can find more information about our drought plan here.](#)



Finally, around 40% of respondents recall receiving or seeing information from Wessex Water about saving water during dry weather, primarily by email or by post, and around 90% of you told us that you found this information helpful – which is great!

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