



Wessex Water  
YTL GROUP

have your say...

# Results newsletter

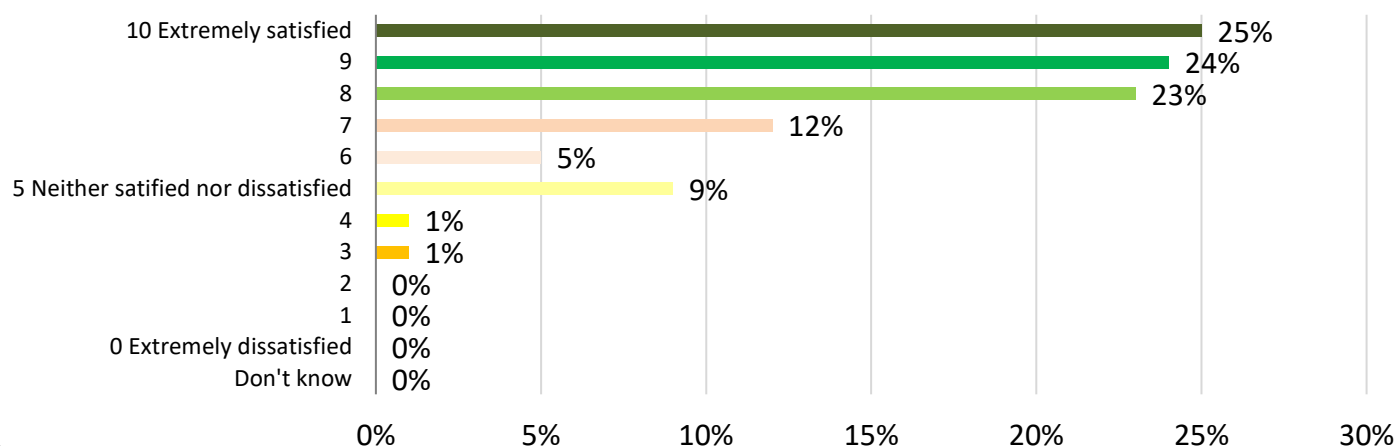
Thank you for taking part in our latest survey. We had a great response with 700 of you completing the survey. The winner of the prize draw for £200 was Paul Fowler of Sedgemoor – congratulations Paul!

The purpose of this survey was to gather your views on our longer term plans.

Here's how you answered.

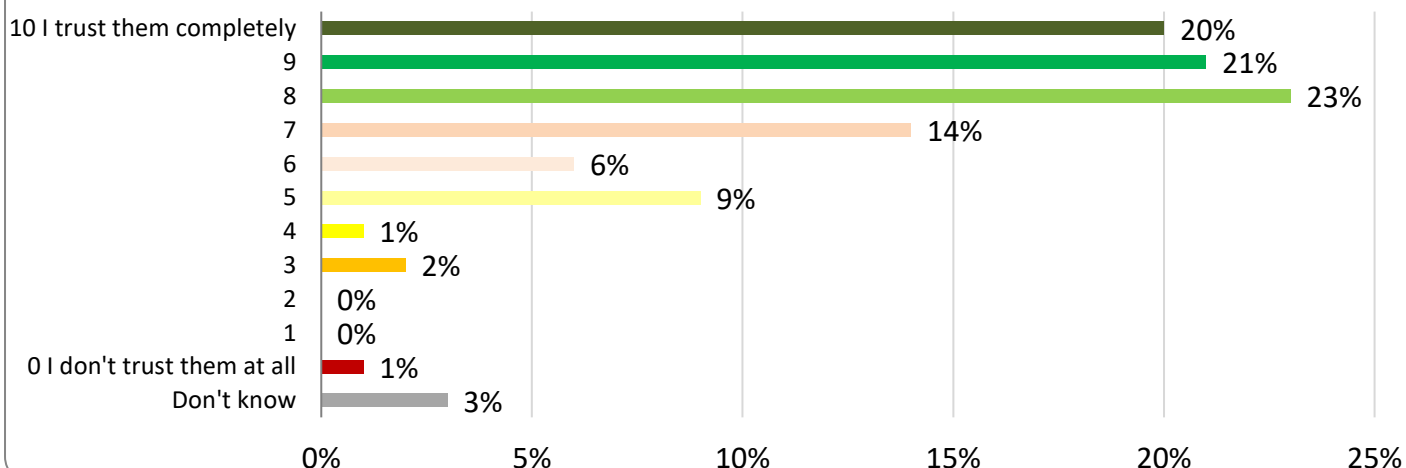
To start with we asked you how satisfied you are with the overall service provided by Wessex Water. The majority of you rated the overall service received by us at least an 8 out of 10 (72%), which is great to hear. 89% were satisfied to some extent (6 or higher), and 2% of you were dissatisfied (4 or lower).

## How satisfied would you say you are with the **overall service** provided by Wessex Water?

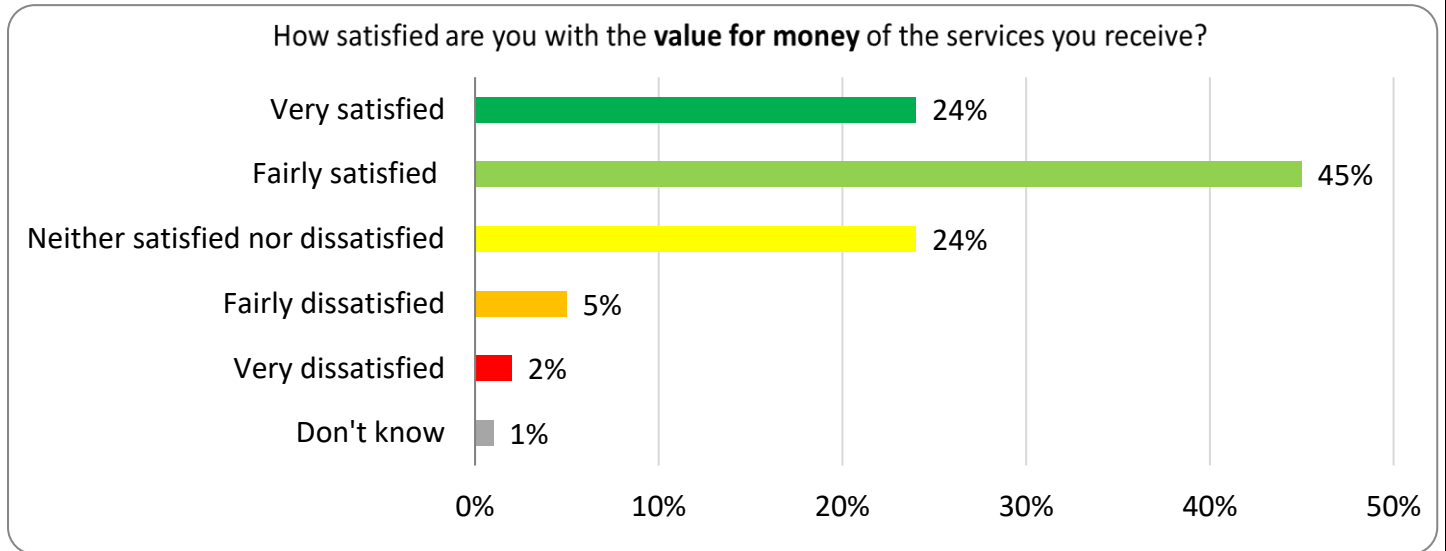


We then asked you how much you trust us. The majority of you gave us a trust rating of at least 8 out of 10 (64%). 19% of you gave us a trust rating of 6 or below though, so it suggests there's more we need to do in this area for you.

## How much do you **trust** Wessex Water?

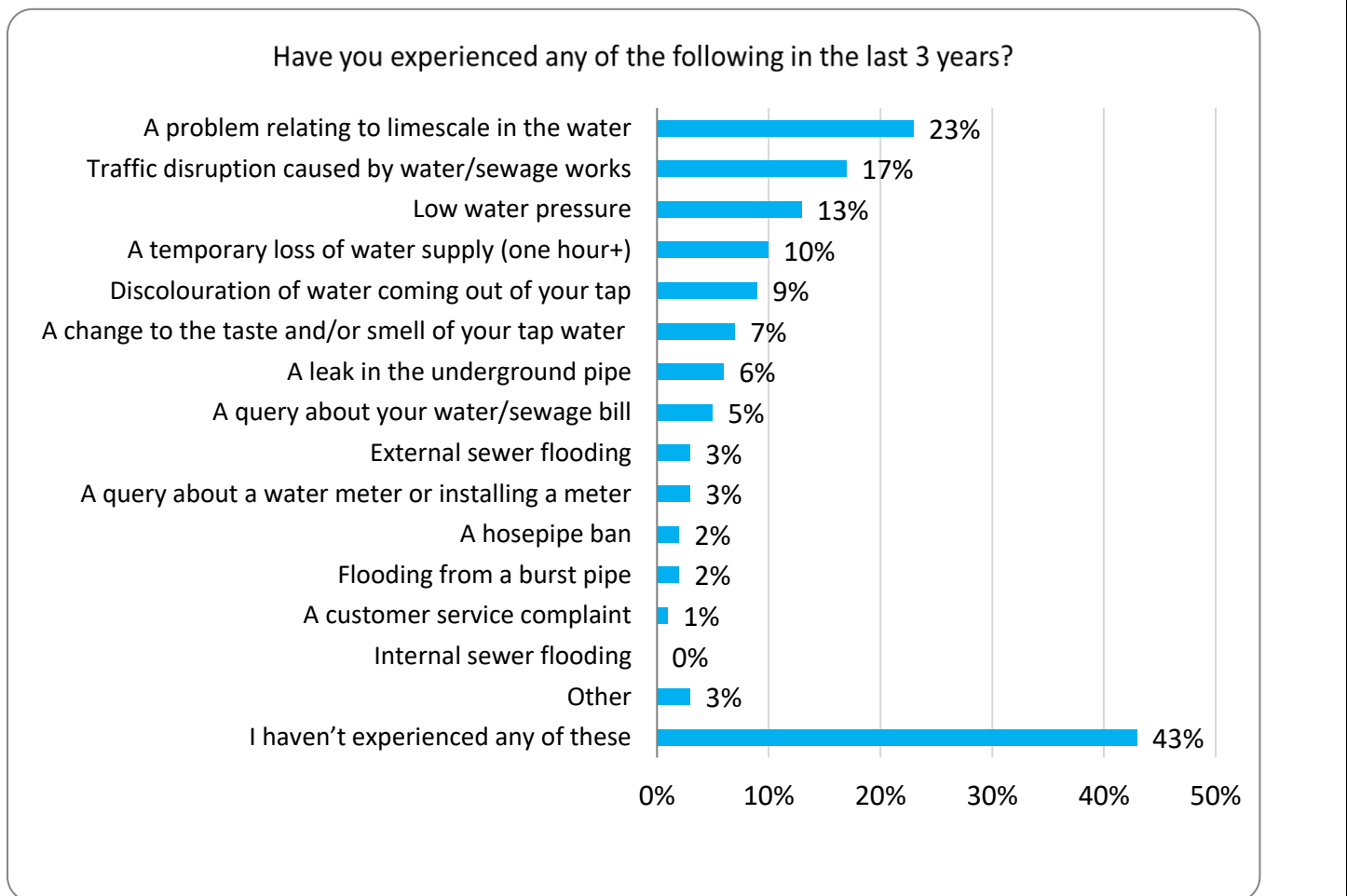


We also asked whether you are satisfied that the services you receive are value for money. The majority of you said you are satisfied (69% very or fairly satisfied). Just 7% of you are either very or fairly dissatisfied.



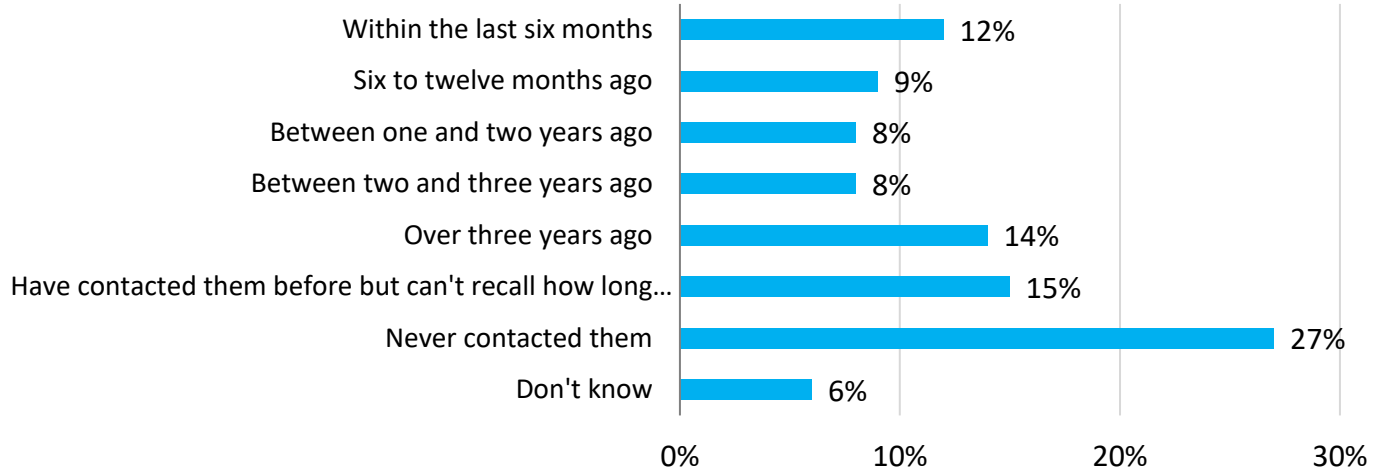
We were keen to hear whether you had experienced any service issues in the last three years. Over a half of you (57%) had experienced one of the issues listed in the last three years. The most common issues were a *problem relating to limescale in the water* (23%) and *traffic disruption caused by water/sewage works* (17%). More than 4 in 10 respondents hadn't experienced any of the issues.

Much of the water in the Wessex Water region is naturally hard because of the chalk landscape and geology – if you'd like to know more about this including some tips on how to deal with limescale at home please visit: <https://www.wessexwater.co.uk/help-and-advice/your-water/water-quality/hardness-and-limescale>



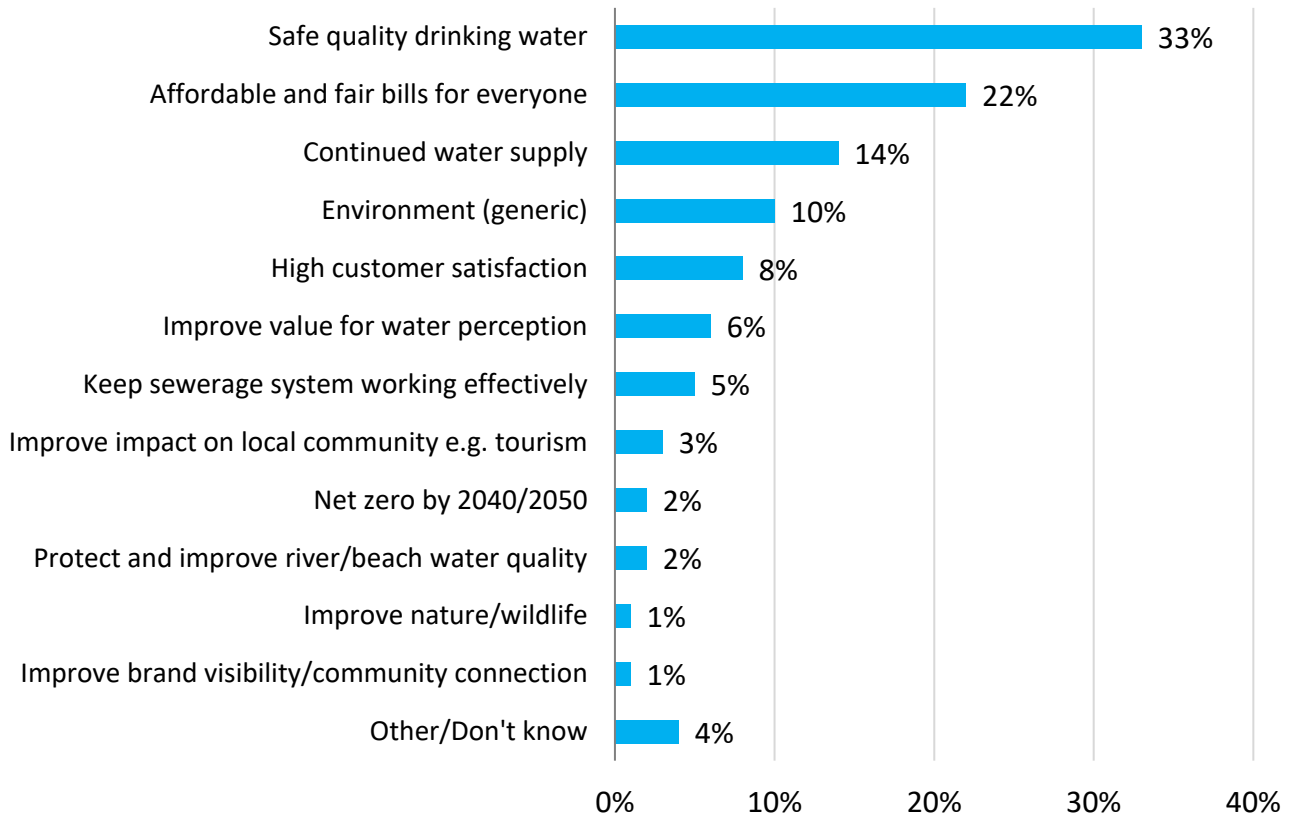
Most of you have had contact with us at some point since being a customer (73%), with over 1 in 5 (21%) having made contact in the last year.

When was the last time you contacted Wessex Water either via telephone or any other method of contact?



We wanted to understand your priorities for the future and asked you to tell us one thing you want us to focus on over the next 25 years. The top priority for a third of you (33%) was *safe quality drinking water*. This was followed by *affordable and fair bills for everyone* (22%).

Tell us one thing you want Wessex Water to focus on over the next 25 years and what would be the benefit to you?



We then showed you lists of priorities that we intend to focus on over the next 25 years relating to three themes; 'Serving every customer', 'protecting and enhancing the environment', and 'serving Wessex Water's communities'. These are listed below.

We were keen to know whether you thought anything was missing, or if any of the priorities should be excluded. It was good to hear that for all three themes, over 85% of you didn't feel that any priorities were missing.

**PRIORITIES for "Serving every customer"**

- Delivering safe, quality drinking water
- Providing a continued, reliable water supply
- Ensuring bills are fair and affordable for all
- Keeping the sewage service working
- Providing high quality customer service so that any customer can easily access their services and support

For the 'Serving every customer theme'

- 85% did not believe anything to be missing
- 95% of did not think anything should be excluded.

**PRIORITIES for "Protecting and enhancing the environment"**

- Reducing the amount of water taken from local habitats
- Improving ecosystems and increasing biodiversity
- Reaching net zero by 2040
- Protect and improve river and beach water quality

For the 'Protecting and enhancing the environment' theme:

- 86% did not believe anything to be missing
- 88% of you did not think anything should be excluded.
- 9% of you felt that *reaching net zero by 2040* should be excluded.

**PRIORITIES for "Serving Wessex Water's communities"**

- Improving the impact on local communities for example volunteering to support community schemes
- Improving customers' perceptions of the value of water

For the 'Serving Wessex Water's communities' theme

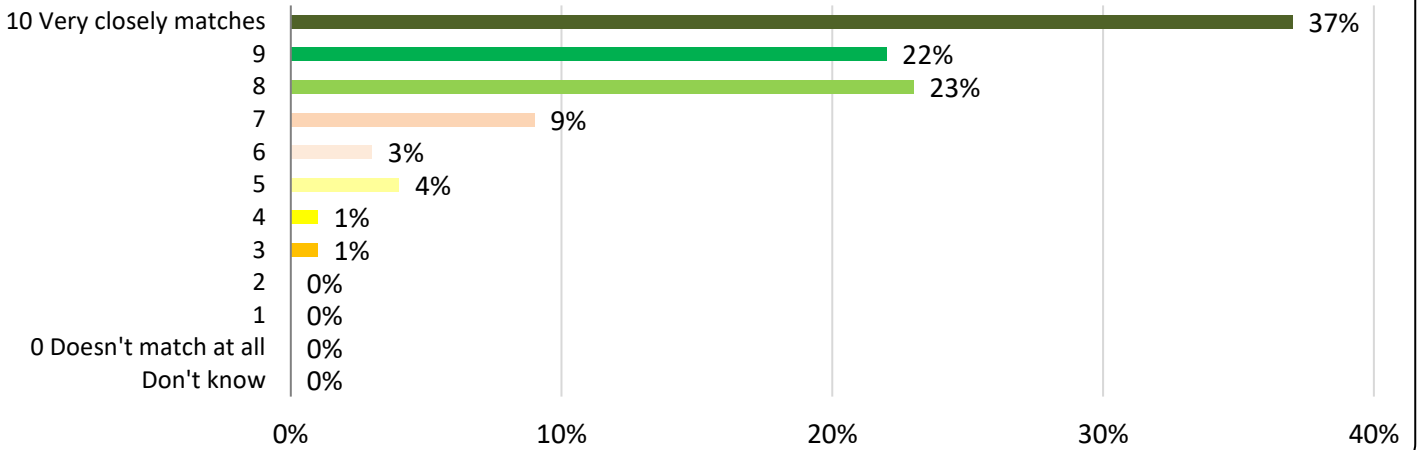
- 86% did not believe anything to be missing
- 89% of did not think anything should be excluded.
- *Improving the impact on local communities for example volunteering to support community schemes and improving customer's perception of the value for water* were both suggested as priorities to be excluded by 7% of you.

We asked you to read our core purpose statement and tell us how strongly it reflects what you would expect us to stand for.

***Our purpose is to improve public health, and enhance the environment, creating value for the people we serve***

The majority of you supported the core purpose statement, rating it at least an 8 out of 10 (82%).

How strongly does this core purpose reflect what you would expect a company like Wessex Water to stand for?

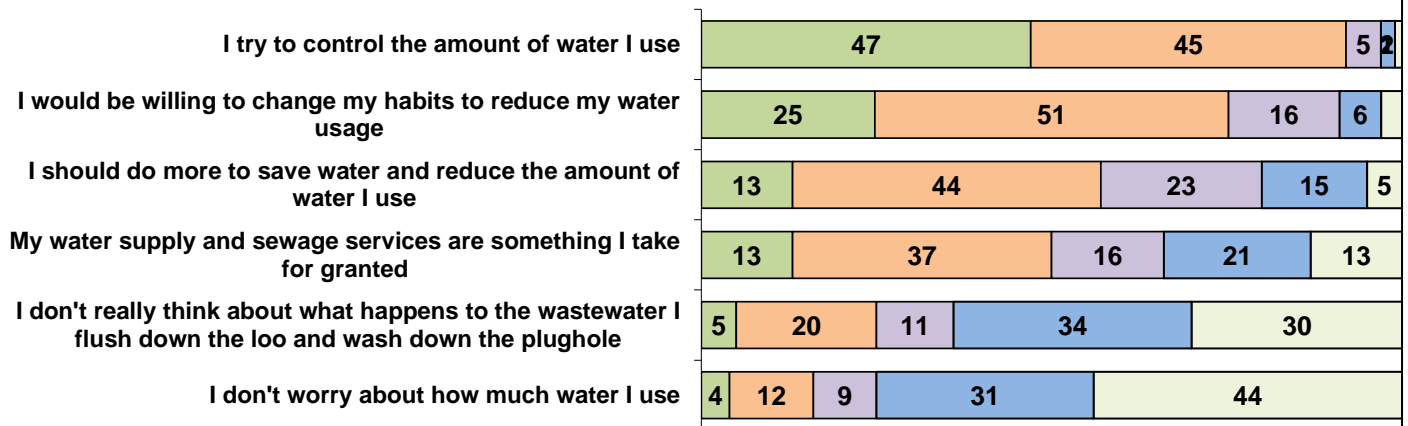


We then showed you a list of attitudes in relation to the way you use water and sewerage services at home and asked how strongly you agree or disagree with them.

- Encouragingly, 92% of you agreed (either strongly or somewhat) that *you try and control the amount of water you use*.
- Just over three quarters (76%) agreed that *you would be willing to change your habits to reduce your water usage and 57% think that you should do more to save water*. This is really positive – if you'd like to find out more about the current services we offer to help you reduce your water use, energy use and your bills please visit: [wessexwater.co.uk/saving-water](http://wessexwater.co.uk/saving-water) where you can find out about our online tool – *GetWaterFit*. By answering a few simple questions about water use in your home you can then order free devices appropriate for your household.
- A half of you (50%) said that *your water and sewerage services are something that you take for granted*.
- Just a quarter of you (25%) *don't think about what happens to water that you flush away* and just 16% said that *you don't worry about how much water you use*.

How strongly do you agree or disagree with the following:

Strongly agree 
  Somewhat agree 
  Neither agree nor disagree 
  Somewhat disagree 
  Strongly disagree

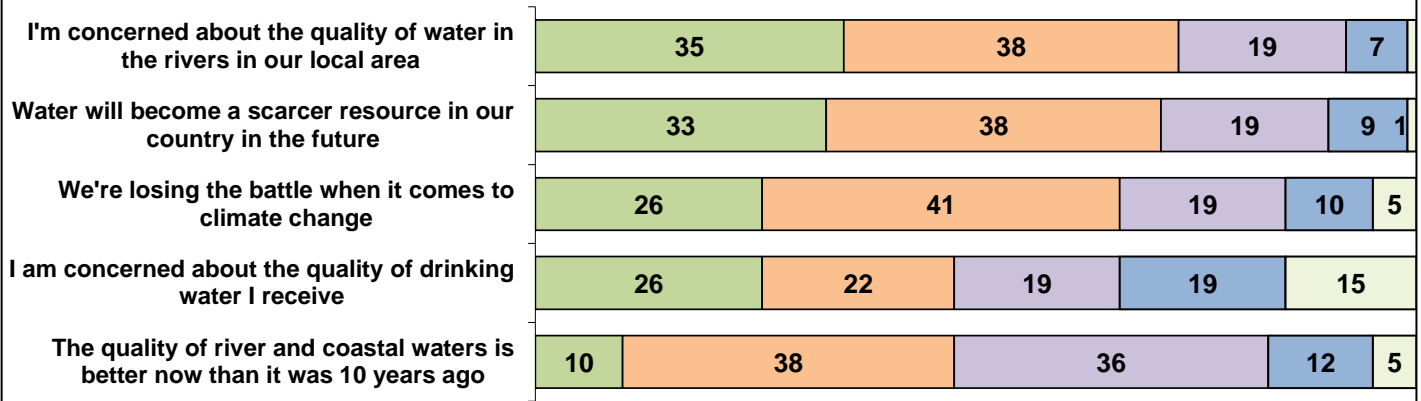


Continuing with the statements:

- 73% of you are *concerned about the quality of water in the rivers*
- However, 48% of you agree that *the quality of river and coastal water is better than it was 10 years ago*.
- 71% of you agree that *water will become a scarcer resource*
- Just under a half of you (48%) are concerned with *the quality of the drinking water that you receive*
- Unfortunately, (67%), agree that *we are losing the battle when it comes to climate change*

How strongly do you agree or disagree with the following:

Strongly agree 
  Somewhat agree 
  Neither agree nor disagree 
  Somewhat disagree 
  Strongly disagree



**What next?**

The views you expressed in this survey are being used to help shape our future ambition and activities with our environmental and community initiatives. We'll be listening to the views of other customers, our colleagues, and stakeholders over the coming months as we develop our next investment plan to be launched in 2025.

**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