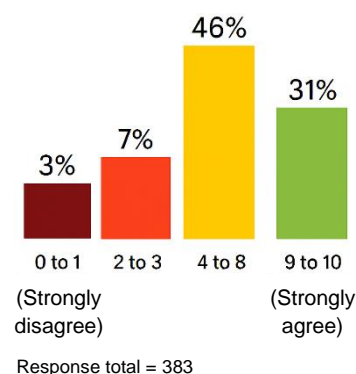


Thank you for taking part in our latest survey - we received 383 responses! Congratulations to Helen, Nicholas, Mary, and Sheila who each won a £50 gift voucher in our prize draw.

Below is a summary of what you told us and what we are doing with your feedback.

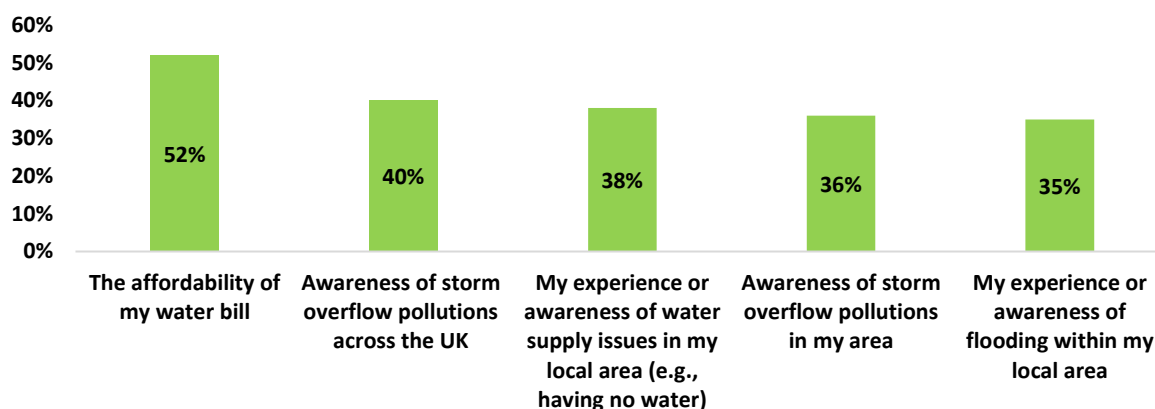
Your views on Wessex Water in the community

We asked if you think Wessex Water is well regarded in your community and you gave us an average score of 6 out of 10 (see chart to right). Most feedback highlighted positive experiences of our services and customer support, whereas other feedback focussed on pollution incidents and national media coverage of the wider water industry.



You told us that your experience of water and/or wastewater services, the Wessex Water magazine, and national media channels are key sources of information that inform your opinion our reputation in your community.

The chart below highlights key areas that also informs your opinion of Wessex Water, with bill affordability, awareness of storm overflow pollutions across the UK, and service experience in your local area being most influential.



Around a quarter of customers were aware of different ways Wessex Water are involved within local communities, including tours of the Wessex Water recycling centres, providing water at races, shows, and festivals to help attendees stay hydrated, and funding for local community projects through the Wessex Water Foundation. Over two-thirds would be interested to hear more about this. [You can find more information about Wessex Water in your community here](#)

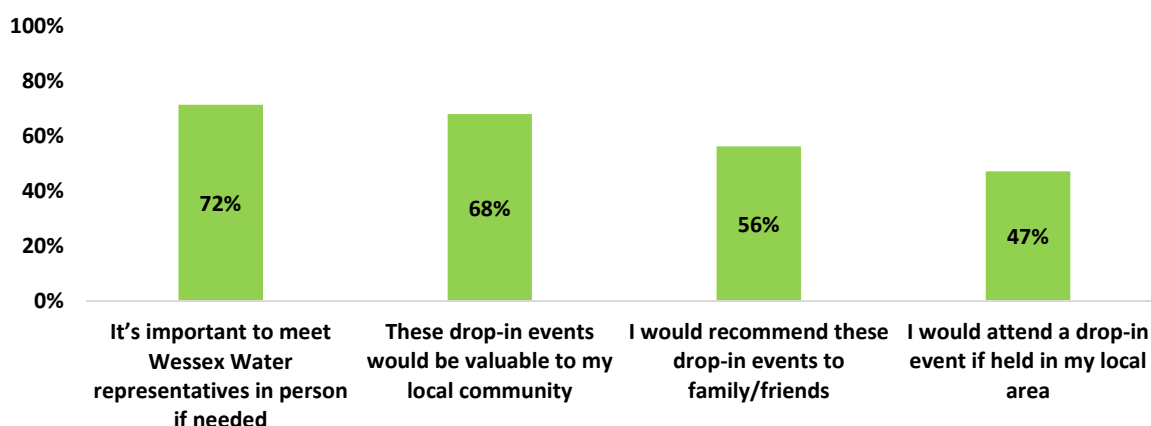
Your views on Wessex Water community drop-in events

We asked if you were aware of our community drop-in sessions that are regularly held in community spaces such as local libraries across the region.

Most customers (75%) were not aware of these events, but of those who were, most had heard of these through our Wessex Water magazine and website, as well as through local community adverts and social media channels.

Of those who had attended a local community drop-in event, you told us that staff were helpful and friendly, the information provided was useful, and that you would like to see more community drop-in events in the future and would recommend these to friends and family.

Overall, although the drop-in events may not be relevant to all customers, in general respondents viewed these community drop-in events as a positive contribution to local communities, see chart below.



Response total = 383

Finally, we asked what topics you be interested to know more about if you were to attend an event. Below are the top five topics with weblinks to more information on our website.

- [Drinking water quality in your area](#)
- [Information about work taking place near you](#)
- [What to do if you experience a leak at home](#)
- [Advice on saving water](#)
- [Rainwater management](#)

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