

 **have your say...**
Results newsletter

Thank you for taking part in our latest survey. We had a good response with 544 of you completing the survey. The winner of the prize draw for £200 was Pam Biss – congratulations Pam!

The purpose of this research was to understand customers' awareness of the support we offer and their willingness to contribute to a social tariff to support customers who are struggling to pay for or afford their water bill.

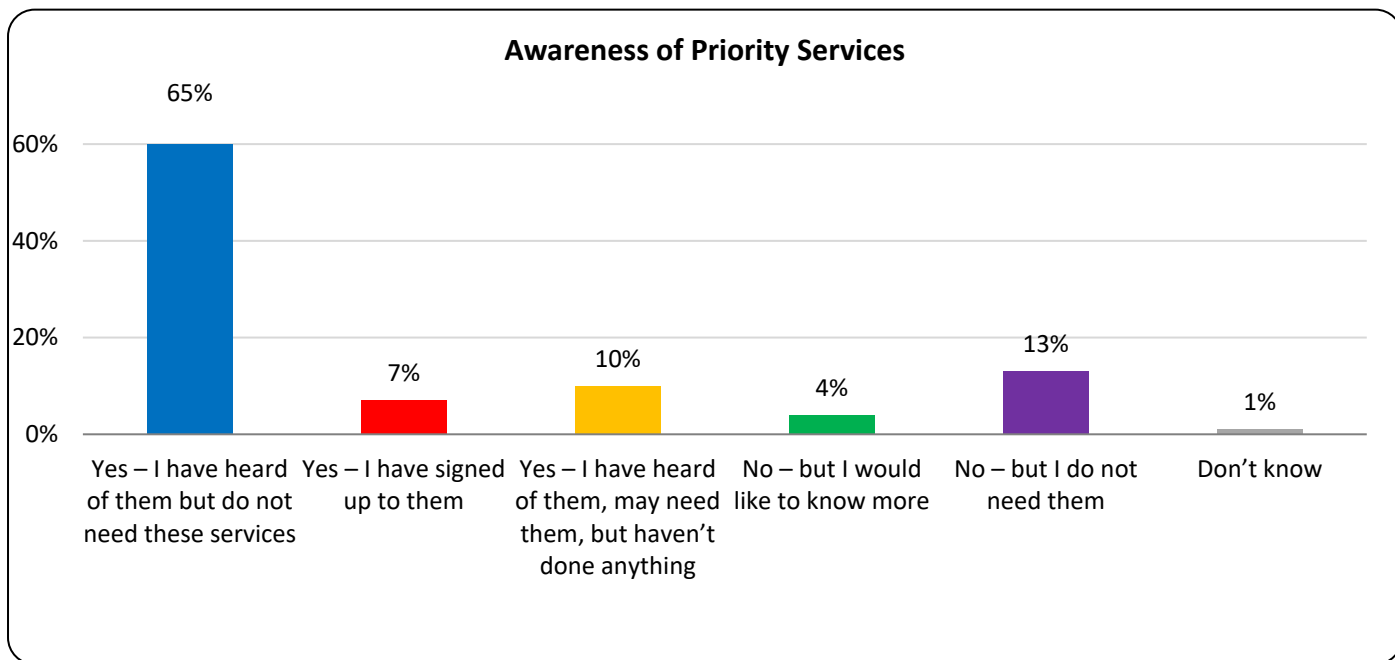
This survey formed part of a larger piece of work on the topic.

Here's how you answered:

Awareness of Priority Services

We asked whether you were aware of any services offered by Wessex Water to assist customers who need a little extra help. These are known as 'Priority Services'.

82% of you are aware of these additional services and 7% of you are signed up to them.



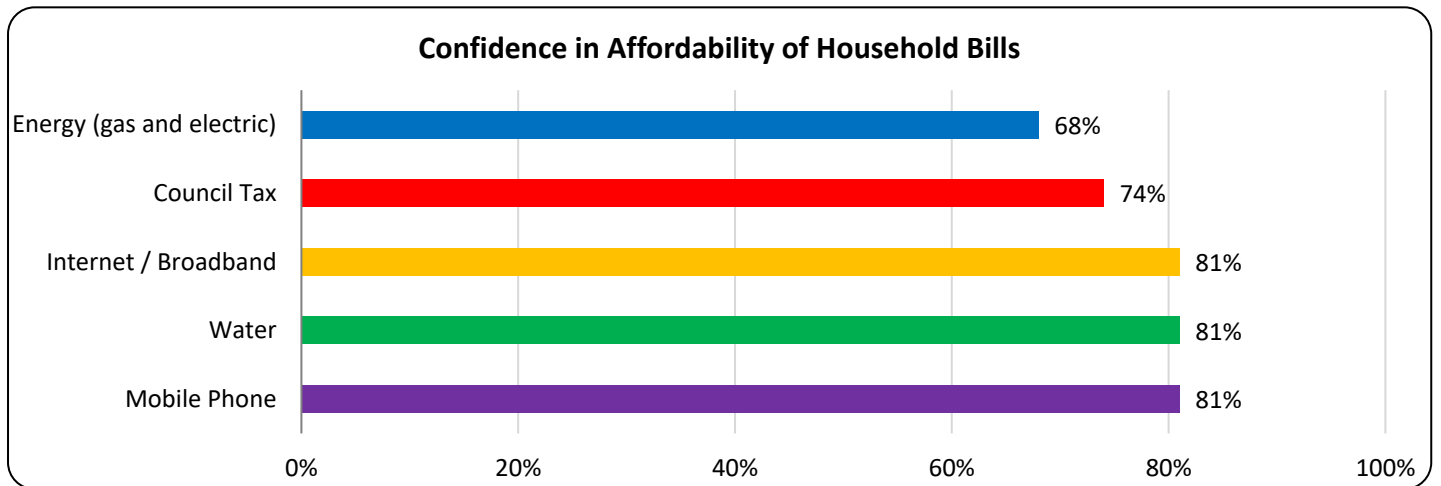
It is good to know that so many of you are aware of these services we offer. If you would like to find out more about how we can assist customers who need a little extra help, you can find out more here [Priority Services | Wessex Water](#)

Confidence in affordability of household bills

You were asked how confident you are in being able to afford household bills over the next 12 months.

81% of you are confident that you will be able to afford your water bill over the next 12 months.

Considering all household bills, you are least confident about being able to pay your energy bill (only 68% very or quite confident).

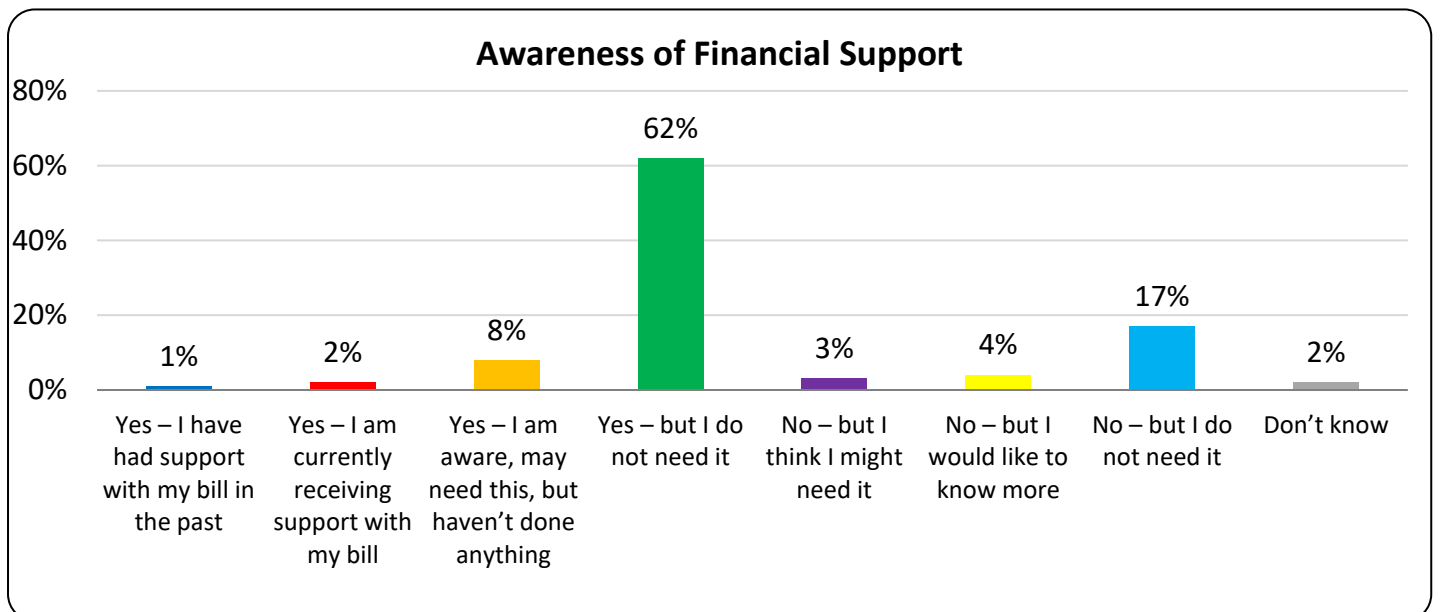


Understandably, the general increase in the cost of living is the key factor for lack of confidence in being able to afford water bills over the next 12 months.

Awareness and usage of financial support

We then asked whether you are aware that Wessex Water offers support for customers who are struggling to pay their water bill.

73% of you are aware of support for customers who are struggling to pay, and 2% of you are currently receiving support.

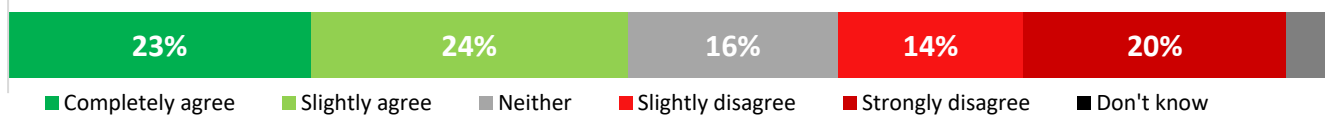


If you would like to find out more about what support we offer with paying bills, you can find out more on our website [Help to pay your bill | Wessex Water](#)

Supporting customers who are struggling to pay

We asked to what extent you agree or disagree with the general principle of paying a contribution towards supporting customers who are struggling to pay their bill.

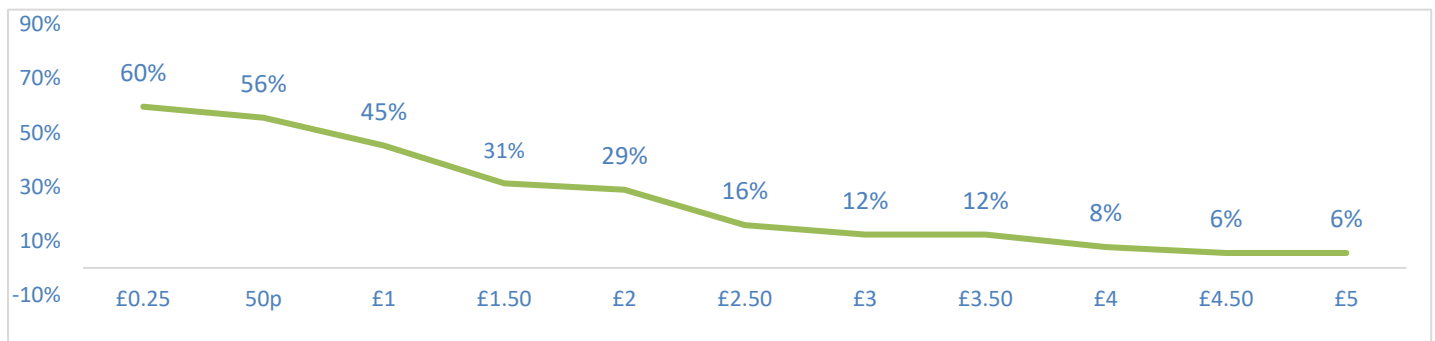
- 47% of you agree with the principle
- 34% of you disagree



We asked you what additional amount you would be willing to contribute per month, in order to increase the number of customers we can support on social tariff schemes. This is what you told us:

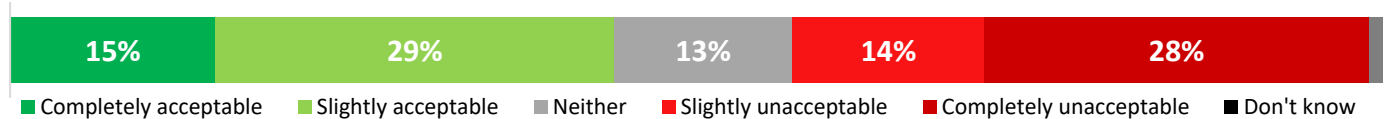
- 64% of you are willing to contribute something (£0.01 or more)
- 60% of you are willing to contribute at least £0.25 per month
- 45% of you are willing to contribute at least £1 per month
- 29% of you are willing to contribute at least £2 per month
- On average, you would be willing to contribute an additional £1.19 per month

The graph shows us what percentage of you are willing to contribute each amount per month.



You were then asked how acceptable you think it is for Wessex Water to use customer funding to increase the support to customers.

- 44% of you think that this proposal is acceptable
- 42% of you think that this proposal is unacceptable



What next?

The views you expressed in this survey are being used to help shape our future services in relation to the support we offer to customers that struggle to pay their water bill. This survey complements other customer research as part of the development of 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