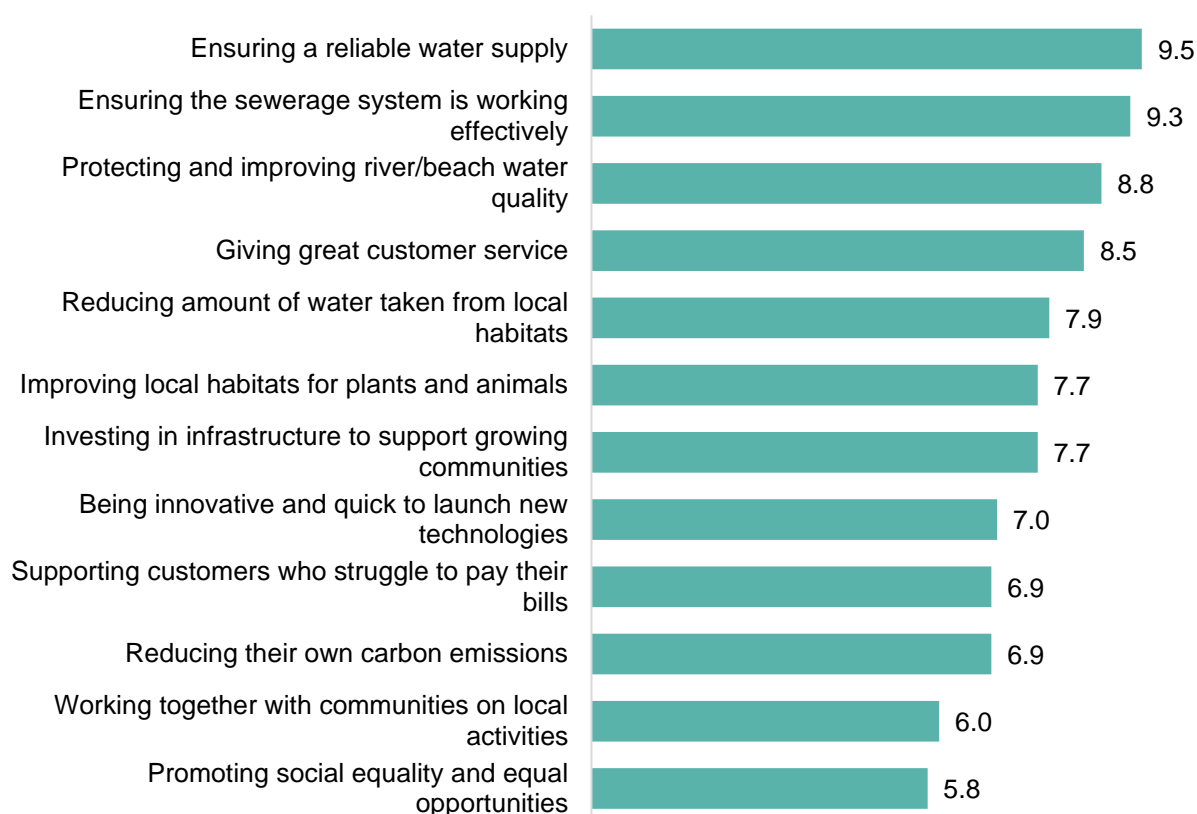


Thank you for taking part in our latest survey - we received 285 responses! Congratulations to Hannah, Lisa, Sarah and Simon who each won a £50 gift voucher in our prize draw.

Your views on our priorities

We asked you to rank how important it is for Wessex Water to focus on different work areas. The chart below shows your priority ranking order (scale of 0 – 10).



These findings align with what customer tell us in our customer research tracker where we regularly invite customers across the region to share feedback on a range of topics, such as customer satisfaction, overall service, value for money, bill affordability and attitudes to water saving ([here you can find our latest reports](#)).

On average, around half of respondents would like to be kept informed about our progress in these different work areas. We keep customers informed about our work through different communication channels including our website, on social media, and our customer magazine - [here you can find our latest magazine publication](#).

On average, 21% indicated that you would like to be actively involved or consulted depending on the topic. We want to provide customers with the opportunity to have a say in what we do. These online surveys are one way that we provide customers with an opportunity to share feedback to inform our work. 79% of you said that the topics covered in these surveys are important to you, however only 36% feel that the views shared in these surveys are being listened (60% are not sure or don't know).

More broadly, over half of you told us that you think Wessex Water clearly communicates its services and plans with customers however around 20% are unsure about Wessex Water how takes customer views in to account when making decisions.

Thank you for your honest feedback. We will use this to reflect on how we can better demonstrate how we use customer feedback gathered through these surveys and other channels. We will also explore further opportunities for customers to share feedback and input on our work. [Here you can find more information about how we listen to and involve customers.](#)

Your views on our Water Resources webpage

In the final section of this survey, we shared that we are reviewing our Water Resources webpage where customers can find out about the current status of our water resources, including groundwater, reservoir and rainfall levels.

31% of you told us that the term '*water resources*' does generally convey the purpose of this information, however 56% of you told us that '*available water in our region*' would be a better and more understandable label for this webpage.

Thank you for sharing your thoughts, we will use this feedback as we review our [Water resources webpage](#).

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