



Results Newsletter

Dear Customer

Thank you for taking part in our survey, which has seen responses from more than 2,000 people.

We wanted to share the results of the first survey with you, which are shown below.

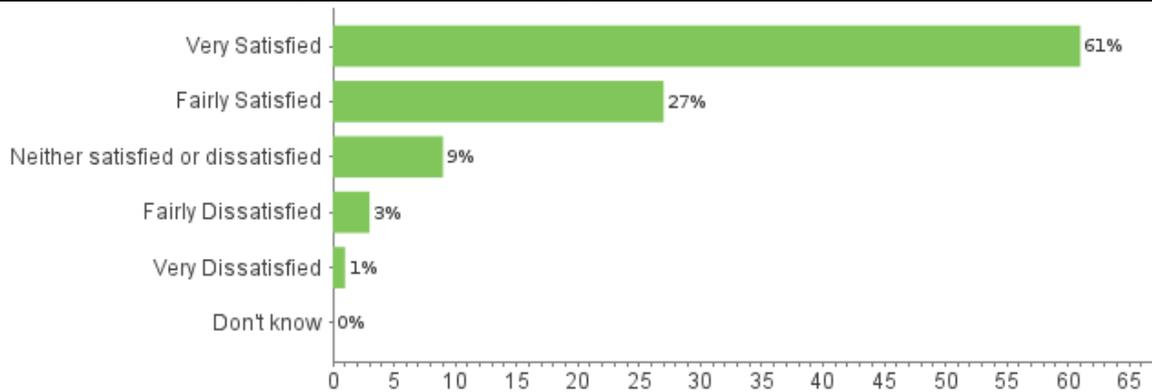
While it was encouraging to see that many customers are “very satisfied” with their water supply and sewerage service, we realise that we need to continue to work harder in this area and also improve “value for money”.

Your thoughts on priorities for the future has been extremely useful in helping us prepare our business plan which sets out how we will invest to maintain and improve services between 2015 and 2020.

We would value further feedback for our next survey which is due in August 2013. And don't forget by taking part in the survey you will be entered into a free prize draw.

Many thanks for your continued support.

Satisfaction with your water supply

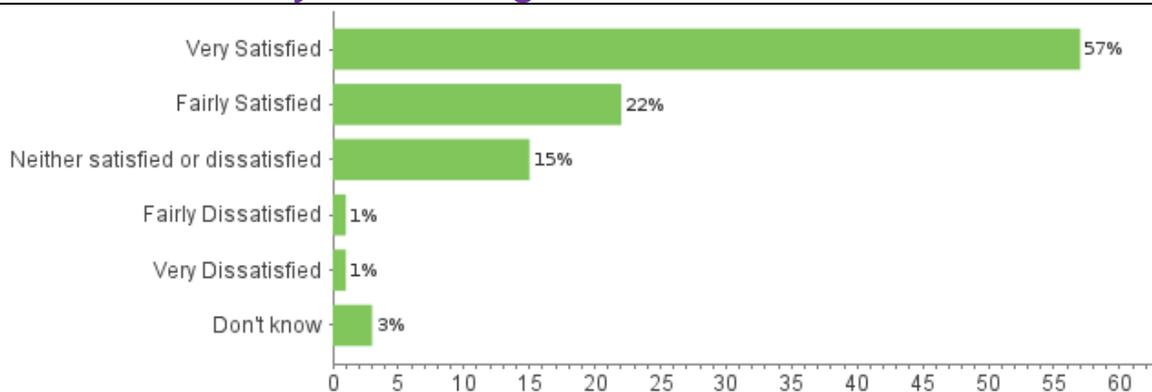


- 61% indicated they were very satisfied'
- 28% stated they were fairly satisfied
- 4% of the respondents indicated that they were 'dissatisfied' with their water supply service.

Reasons for dissatisfaction –

- Bills too high/expensive' (56%).
- Poor quality water (39%)
- Low/not enough pressure (21%)
- Poor response times (14%); and
- Not enough information provided (13%).

Satisfaction with your sewerage services



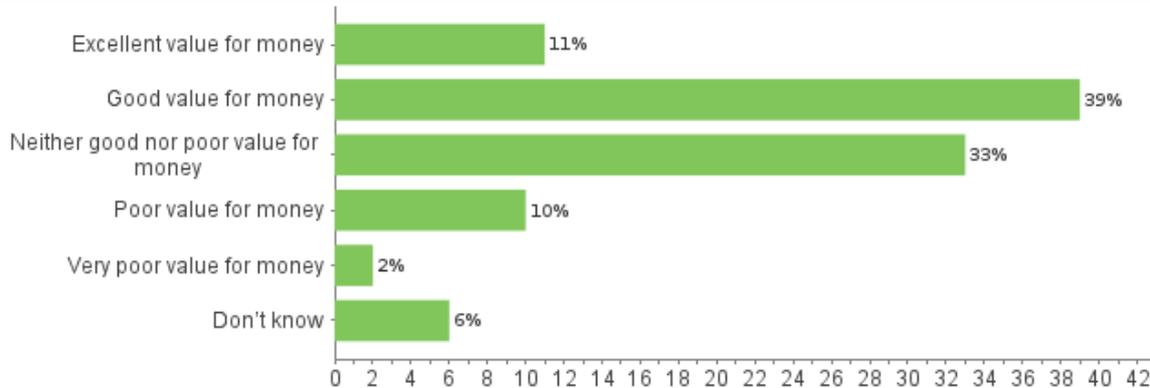
- 57%) indicated they were 'very

Reasons for dissatisfaction was

- satisfied
- 22% stated they were fairly satisfied
 - 2% of the respondents indicated that they were 'dissatisfied' with their sewerage service.

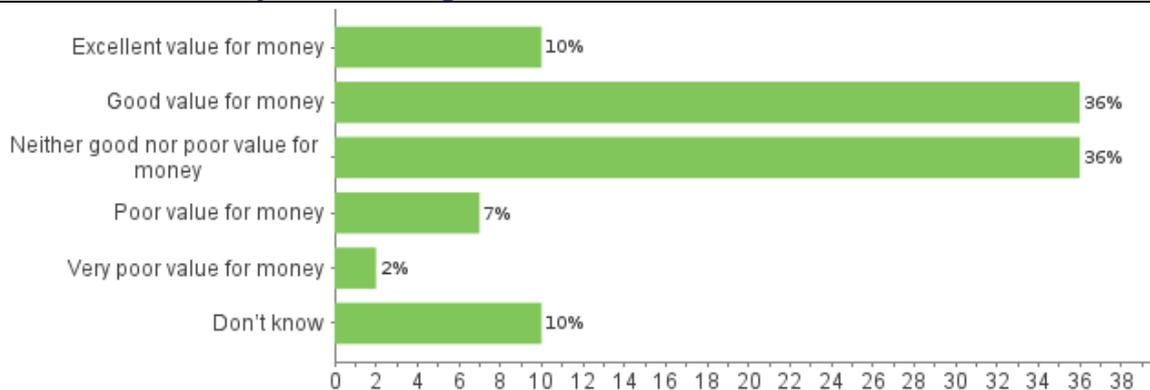
- Bills too high/expensive' (37%)
- Poor ground work repair after work completed (17%)
- Not enough information provided (9%);
- Poor handling of telephone calls and letters

Value for Money of drinking water supplies



Net 'value for money' was 49%, whilst 12% felt that overall it was poor value for money.

Value for money - sewerage service



Net 'value for money' was 45%, whilst 9% felt that overall it was poor value for money.

Customer priorities

Top priorities were:

- Keep bills affordable and help customers to use less water (38%)
- Provide safe and pleasant drinking water (32%)
- Keep the risk of sewage flooding to a minimum (13%)

Other priorities:

- Continue to reduce leaks
- Ensure water supply remains reliable even during droughts

Contact with Wessex Water

Forty-two per cent of respondents had contacted Wessex Water in the last 12 months, representing 747 respondents.

88% agreed that they felt Wessex Water were able to deal with their enquiry, whilst 82% indicated that they were satisfied with the outcome of their enquiry.

Overall view of Wessex Water

- 65% agreed that they trusted Wessex Water; and
- 80% agreed that they were satisfied with the overall service received from Wessex Water.