



# Results Newsletter

Thank you for taking part in our latest survey. We had a good response with 405 of you completing it. We apologise that on this one occasion the survey could not be completed on a smartphone or tablet. This was due to the specialist software used for this particular survey.

We wanted to understand your priorities for four investment areas and explore your willingness to pay for service improvements in each of them.

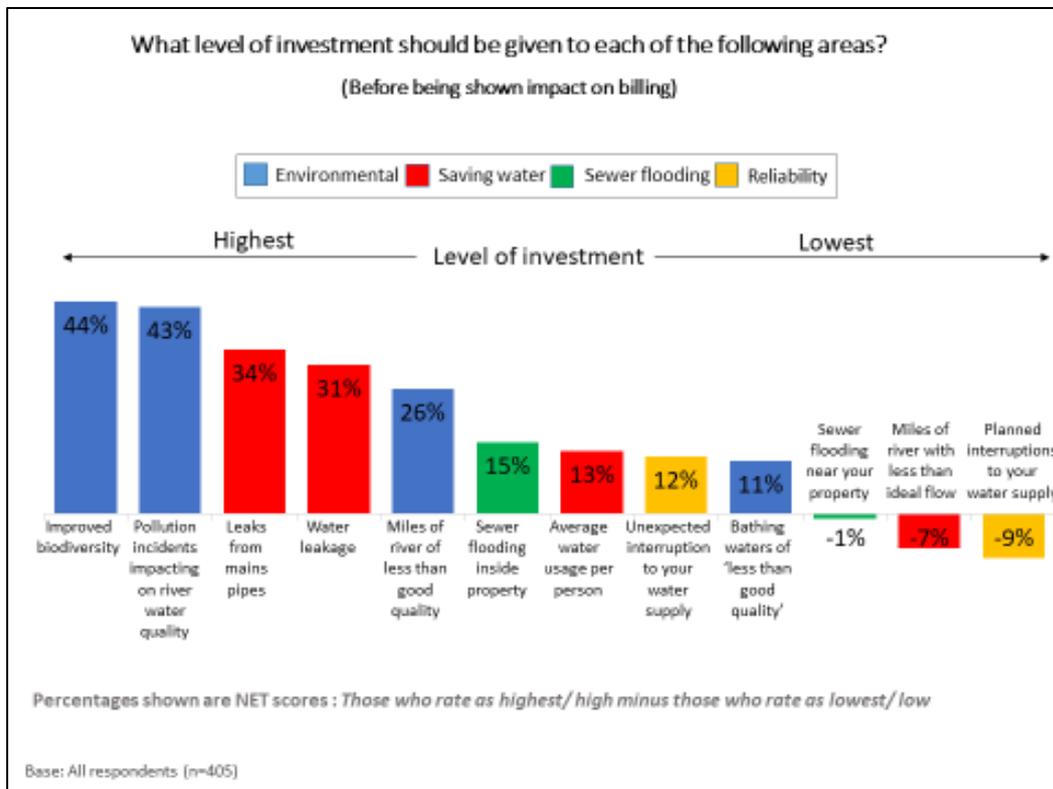
The investment areas were:

- Reliability of your water supply e.g. interruptions to your water supply
- Saving water e.g. leakage
- Environmental impact e.g. pollution of rivers
- Sewer flooding

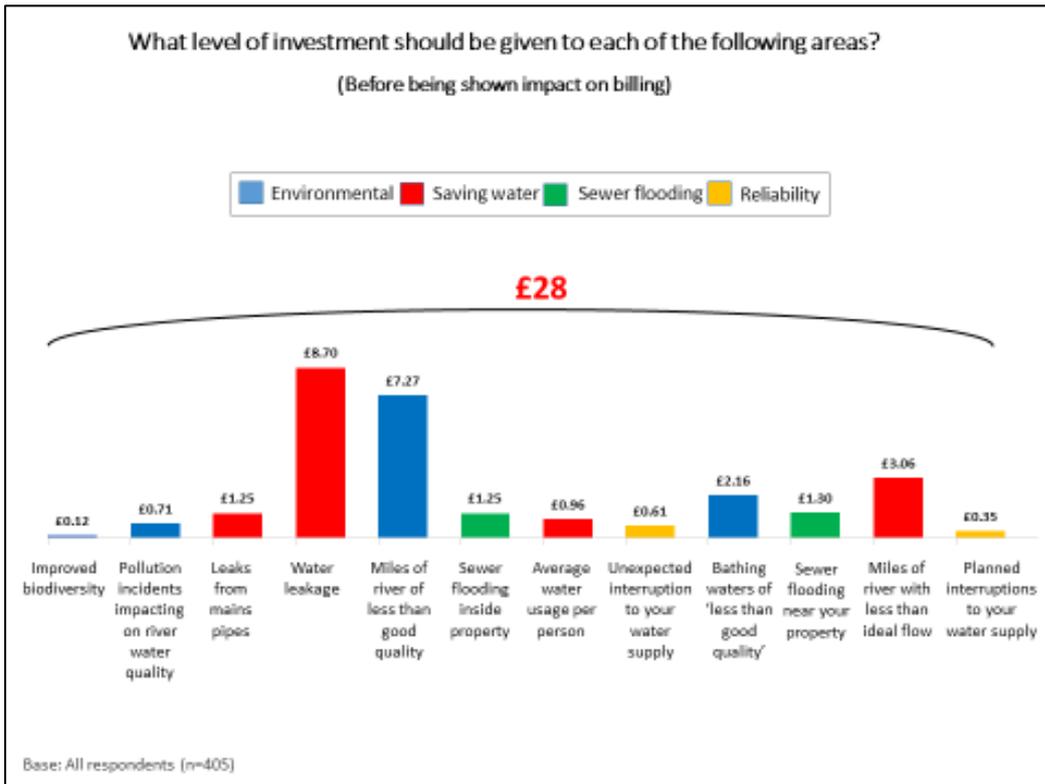
For each area we asked you to tell us what you thought our level of investment should be in the future. You had five choices for each ranging from lowest through to highest. We also showed you the impact your choices would make on your bill. You told us that your current average bill was £379.

Here's how you answered.

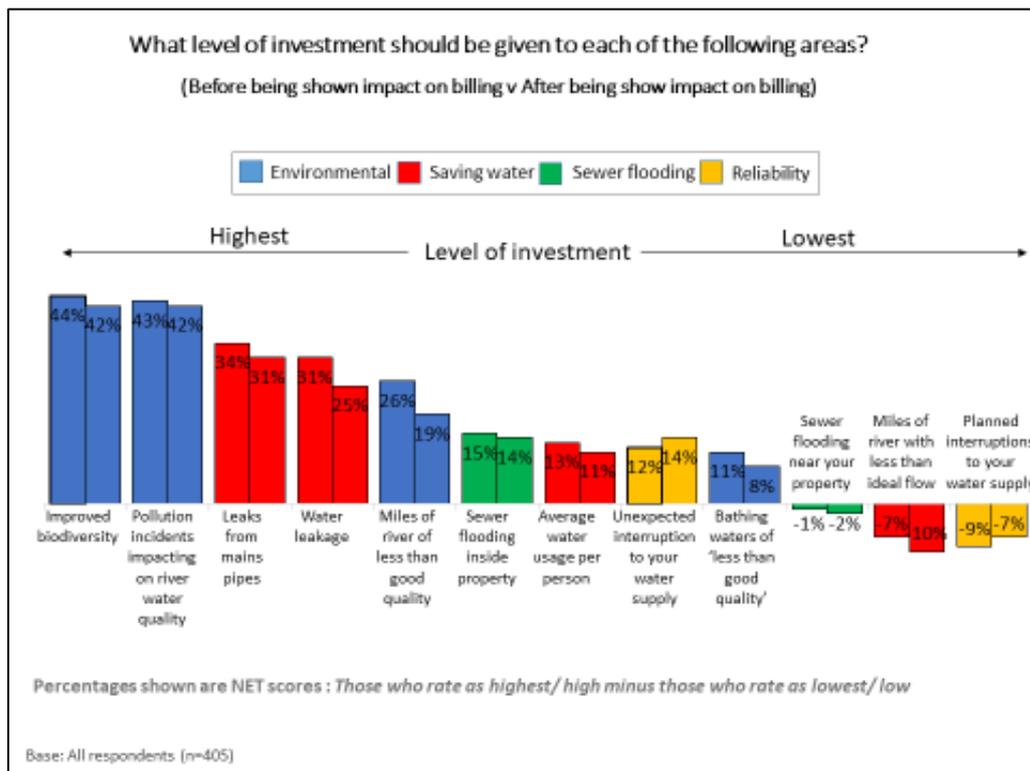
You told us that *improved biodiversity* and *pollution incidents impacting on river and water quality* should be given the highest level of investment. You also thought that *miles of river with less than ideal flow* and *planned interruptions to your water supply* should have the lowest levels of investment. The following chart shows the level of priority you gave to each area.



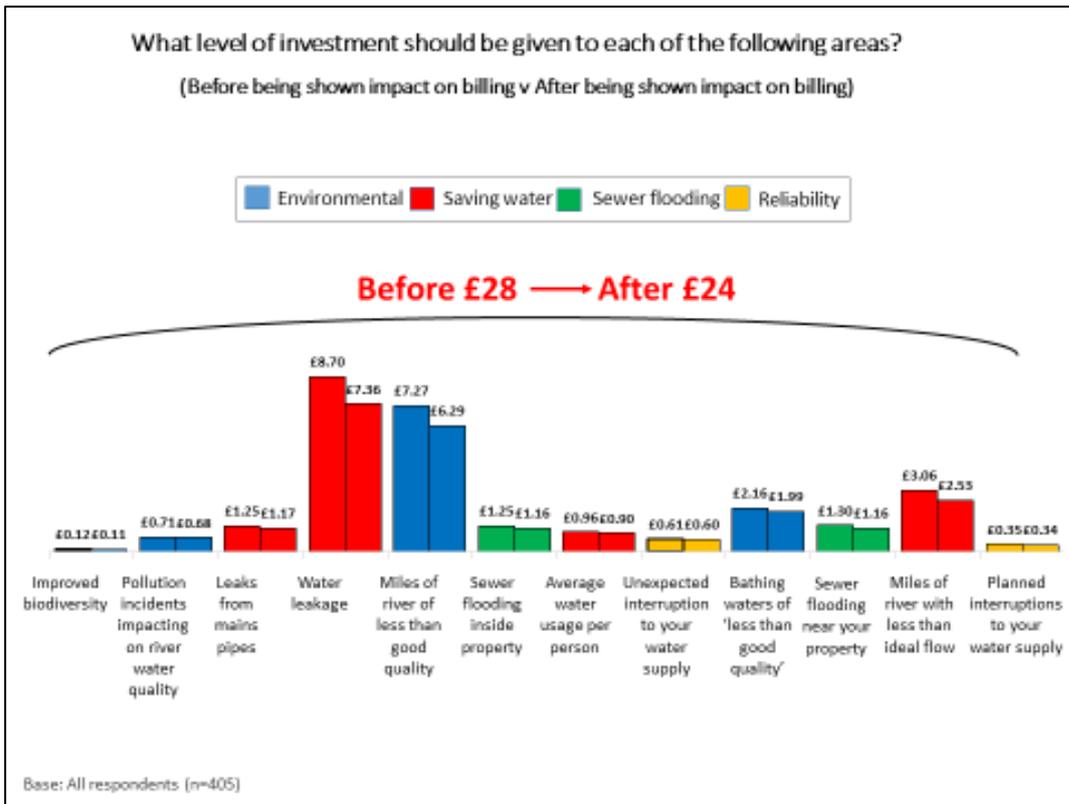
We then showed you how your chosen priority levels would impact on your bill and that this would mean an average increase of **£28**. Leakage and River Quality are the most expensive to implement and had the greatest impact on your bills, see below.



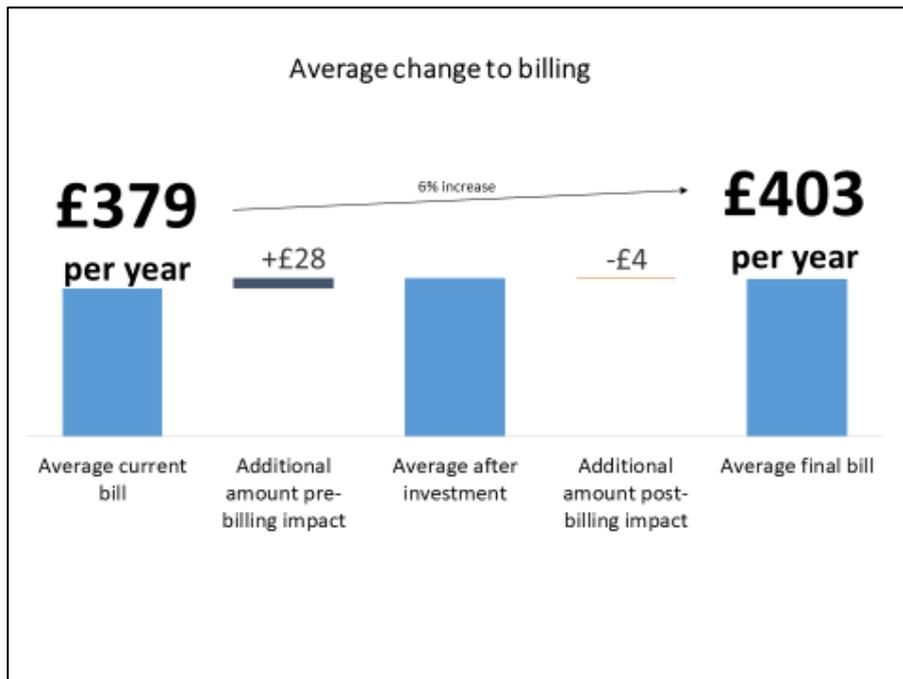
After showing you the impact your choices would have on your bill, we gave you the opportunity to change your mind. *Investment in leakage and river quality*, the most expensive to implement, reduced considerably once you knew the impact on your bill.



The changes you made reduced the increase in the average bill to £24.



In summary after seeing the impact of your chosen improvements on your bill, you are willing to pay an average of £24 per year to cover the cost. This would increase the average bill to £403 per year.



### What next?

Thank you so much for taking part. Your comments will be taken into consideration to help us make improvements to your services. Do let us know if you have any other comments or suggestions.

**Thank you once again for being a member of 'have your say'.**