

## Acceptability of our business plan

Thank you to everyone who took part in our second survey. So far more than 2,500 people have joined the Wessex Water 'have your say' online panel and nearly 1,300 of you responded to this survey. Your views have been extremely helpful as we developed our business plan.

We hope that you will continue to take part in future surveys.

Our business plan has now been published and has taken account of the views of more than 21,000 customers and 90 stakeholders in total. If you'd like to read more about it see

[www.wessexwater.co.uk/businessplan](http://www.wessexwater.co.uk/businessplan)

Here are the results of the second survey.

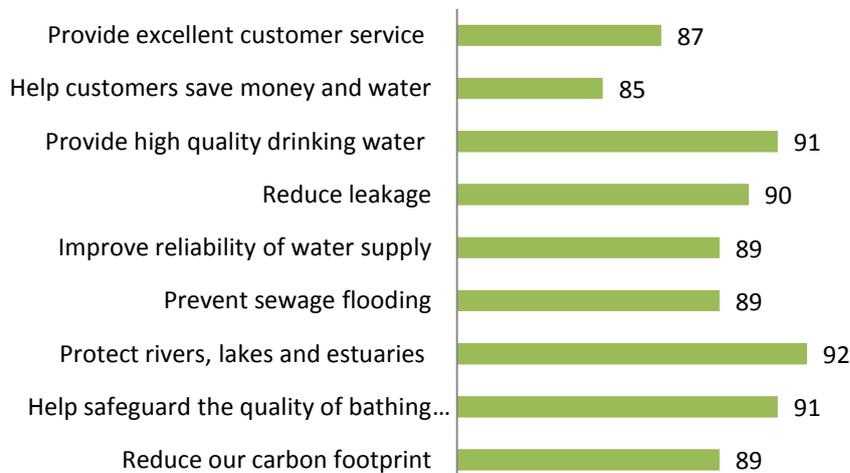
### We asked you what you thought of our proposal to keep bills affordable whilst improving services and the environment.

- The majority of respondents accepted our proposal and only 26% found it unacceptable.
- Many of those who said the proposal was unacceptable are struggling to pay their bills. We offer support to customers in financial difficulty through 'tap', our assistance programme which includes low rate tariffs, easy debt repayment schemes and practical help to save water and energy.

### We also asked you to consider the different areas of our plan and to rate your acceptability of these.

- There was widespread acceptance of our proposals.
- When asked about the nine plan areas as a whole, 87% found them acceptable.

#### Acceptability of our proposals %



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**We then asked you to consider the overall acceptability of our business plan having considered the work we are planning to do and the price proposals.**

- Having considered this, 72% of panel respondents accepted our business plan.



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**When asked about your thoughts on the approach the plan takes:-**

- 55% thought that the plan struck the right balance between keeping bills affordable and improving services and the environment and only 12% did not agree with this
- 28% would have preferred a different plan with lower bills and lower levels of investment.

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**What next?**

Ofwat will be scrutinising our business plan over the next 12 months and final decisions about bills and investment are expected by January 2015.

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**Thank you once again for your help.**

We have received more than 1,000 responses to the third survey and will send you the results of this shortly.

**Sue Lindsay,  
Head of Customer Relations Wessex Water**