



### Guaranteed standards of service and the Wessex Promise

Thank you to everyone who took part in our 6th online survey. We received nearly 1,400 responses, our highest response rate so far.

We wanted to understand if our customer service guarantees meet your expectations and if they don't what we need to do to improve them. Here's how you answered.

### Firstly we asked you about the guaranteed minimum standards that you're entitled to receive from your water company.

- 49% of you were aware of these.

### We then asked you how important each of these minimum standards were.

- Each of these standards is important to you as a customer as outlined in the table below.

Standard	Very Important	Quite important	Neither important or unimportant	Not or not at all important
Keeping appointments e.g. turning up on time or giving you notice if we have to change your appointment	86%	13%	1%	0%
Restoring your water supply within 12 hours after a burst or emergency.	73%	23%	2%	1%
Refunding your annual sewerage charges if the inside of your property is flooded with sewage	73%	17%	5%	1%
Restoring your water supply at the time promised	72%	26%	2%	0%
Giving you at least 48 hours written notice if we know your water supply is going to be interrupted for over four hours	70%	26%	2%	1%
Refunding 50% of your annual sewerage charges if the outside of your property e.g. garden/drive is flooded with sewage	66%	24%	6%	1%
Making appointments e.g. agreeing a day and time with you	63%	32%	3%	0%
Maintaining your water pressure (excludes your internal plumbing)	58%	39%	3%	0%
Answering your written complaint in 10 working days	45%	46%	8%	1%
Answering your written account query in 10 working days	39%	50%	9%	1%

## We then asked you how much compensation water companies should pay if they don't meet these legal guarantees.

The results are summarised in the table below. A third of you would be satisfied with a payment of £10 (31%) on average whereas 62% would be happy with a payment of £20.

40% of you felt that a loss of your water supply should lead to higher levels of compensation of £30.

Guarantee	£30	£25	£20	£15	£10
Restoring your water supply within 12 hours after a burst or emergency	40%	14%	22%	8%	16%
Restoring your water supply at the time promised	33%	17%	23%	10%	17%
Keeping appointments e.g. turning up on time or giving you notice if we have to change your appointment	29%	12%	20%	11%	27%
Giving you at least 48 hours written notice if we know your water supply is going to be interrupted for over four hours	26%	13%	23%	11%	26%
Maintaining your water pressure (excludes your internal plumbing)	24%	11%	23%	14%	28%
Answering your written complaint in 10 working days	17%	8%	17%	13%	45%
Making appointments e.g. agreeing a day and time with you	19%	9%	19%	10%	43%
Answering your written account query in 10 working days	13%	6%	17%	13%	50%
<b>Average</b>	<b>25%</b>	<b>11%</b>	<b>20%</b>	<b>11%</b>	<b>31%</b>
<b>Cumulative</b>	<b>100%</b>	<b>73%</b>	<b>62%</b>	<b>42%</b>	<b>31%</b>

The compensation water companies are required to pay by Government is in fact £20 for each of these guarantees. Remember compensation for sewage flooding is different and is set at either a full or 50% refund of your sewerage charges.

## We then explained the Wessex Promise and asked if you had heard of it.

- Only 7% of you had hear of the Wessex Promise.

This means that we need to work much harder to tell you about the Promise and the standards of service you can expect from us.

**We then asked you how important each element of the Wessex Promise was and how important it is that we pay compensation if we fail to deliver.**

The results are in the table below with the Promises ranked in order of their importance to you.

Promise	Question 6 - 16a. How important is it that ....?			Question 6 – 16b. How important is it that we give a compensation payment if we fail to do this?		
	Total Very important and quite important	Very important	Quite important	Total Very important and quite important	Very important	Quite important
We reply within 2 hours if you report sewage flooding inside your home or within 4 hours if your garden/drive is flooded?	98%	94%	4%	89%	69%	20%
We give you notice if we plan to work in the street and it might affect access to your property?	98%	82%	16%	78%	46%	32%
We clean up the inside or outside of your home if you're affected by sewage flooding?	97%	92%	5%	94%	79%	15%
We contact you within a day if you complain about the quality of your water?	94%	62%	32%	71%	33%	38%
We take a sample of your water within 2 working days if you ask us to?	91%	49%	42%	66%	29%	37%
We provide bottled water if your supply is interrupted for over 5 hours due to a burst or emergency?	86%	52%	34%	71%	35%	36%

	Question 6 - 16a. How important is it that .....			Question 6 – 16b. How important is it that we give a compensation payment if we fail to do this?		
Promise	Total Very important and quite important	Very important	Quite important	Total Very important and quite important	Very important	Quite important
We read your water meter on the day you move house?	83%	64%	19%	68%	35%	33%
If you decide to replace your own supply pipe because it is made of lead, how important is it that we replace our section at the same time?	81%	58%	23%	66%	35%	31%
We read your water meter at least once a year or more often if you are elderly or disabled	77%	51%	26%	53%	24%	29%
We send you a receipt within 5 working days if you ask for one?	70%	18%	52%	32%	11%	21%
We send you a leaflet within 10 working days if you ask for one?	63%	15%	48%	25%	10%	15%

Although the majority of our Promises score very highly, the ones that relate directly to your water supply or sewerage service are the most important to you. This isn't surprising because they relate to loss of your supply, delays in restoring your supply, quality of your water or sewage flooding to your home or garden.

You also generally agree that these are the Promises that deserve compensation if we fail.

Paying compensation seems to be less important to you if we fail on Promises that relate to simpler billing or administrative tasks such as sending receipts for payment or providing information leaflets.

## Finally we asked how you would like to receive any compensation payments.

- By far the most popular was payment directly to your Bank account, mentioned by 47% of you.

Response	Percentage
Payment directly into your bank account (BACS)	47%
Credit to your billing account	35%
Cheque	17%
Simple Payment card which you take to a PayPoint outlet to collect your payment	1%
Text or email notification which you take to a PayPoint outlet to collect your payment	0%
Gift voucher/card	0%
Gift of an equivalent value	0%

We currently pay compensation by cheque or credit to your billing account. Now we understand your preference, we will see if we can introduce payment directly into your bank account.

### What next?

We keep our Wessex Promise under constant review so this survey has been very helpful. We'll consider what you've told us and see where and how the Promise needs to change.

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

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