



Wessex Water
YTL GROUP

have your say...

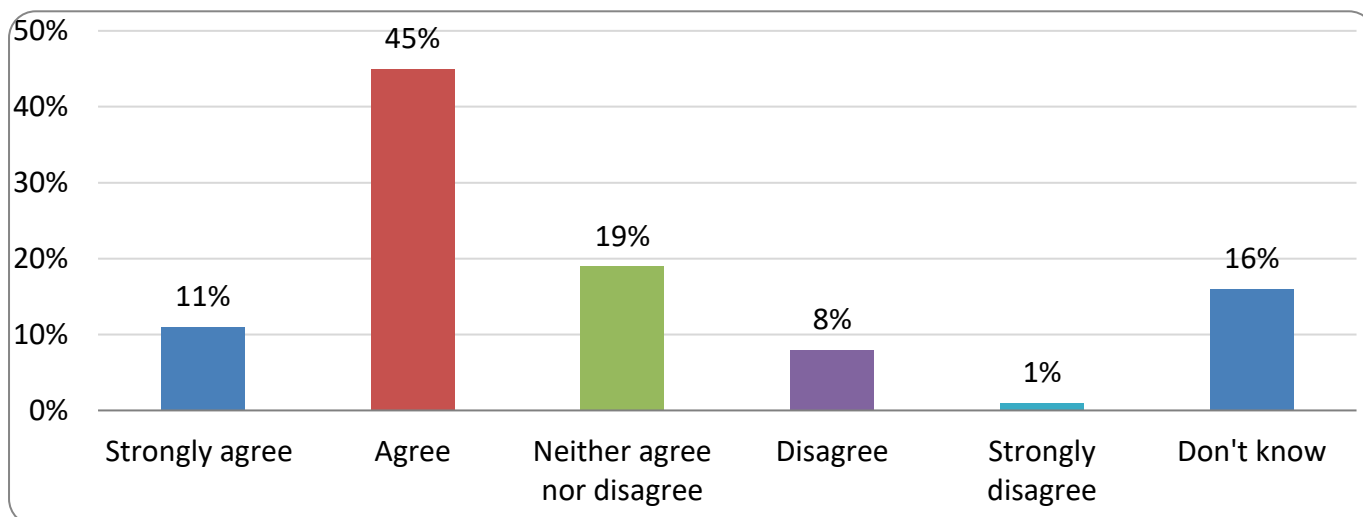
Results newsletter

Thank you for taking part in our latest survey. We had a great response with 841 of you completing the survey. The winner of the prize draw for £200 was Mr Gipson.

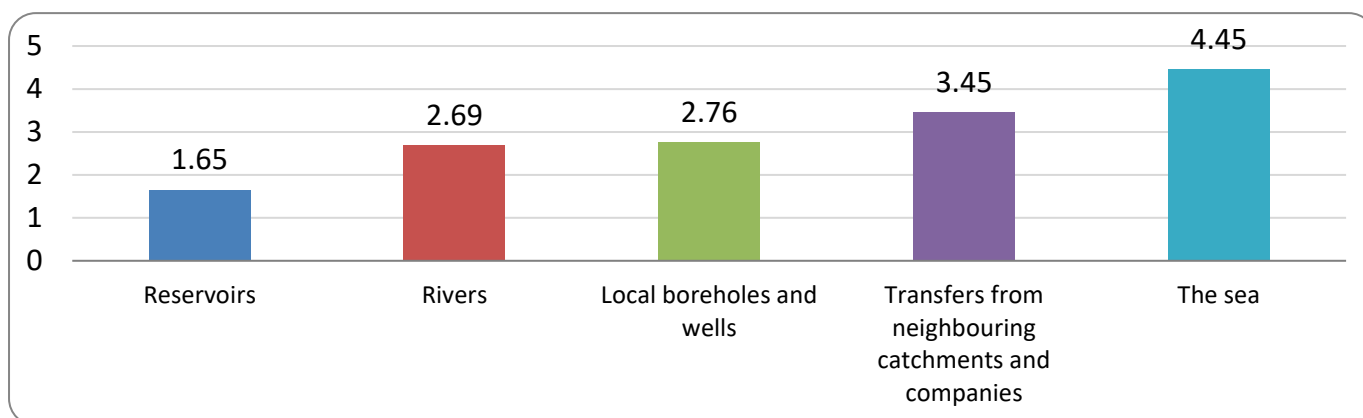
The objective of this survey was to gather views on how we manage our water supplies and how we can meet customer needs in the future.

Here's how you answered.

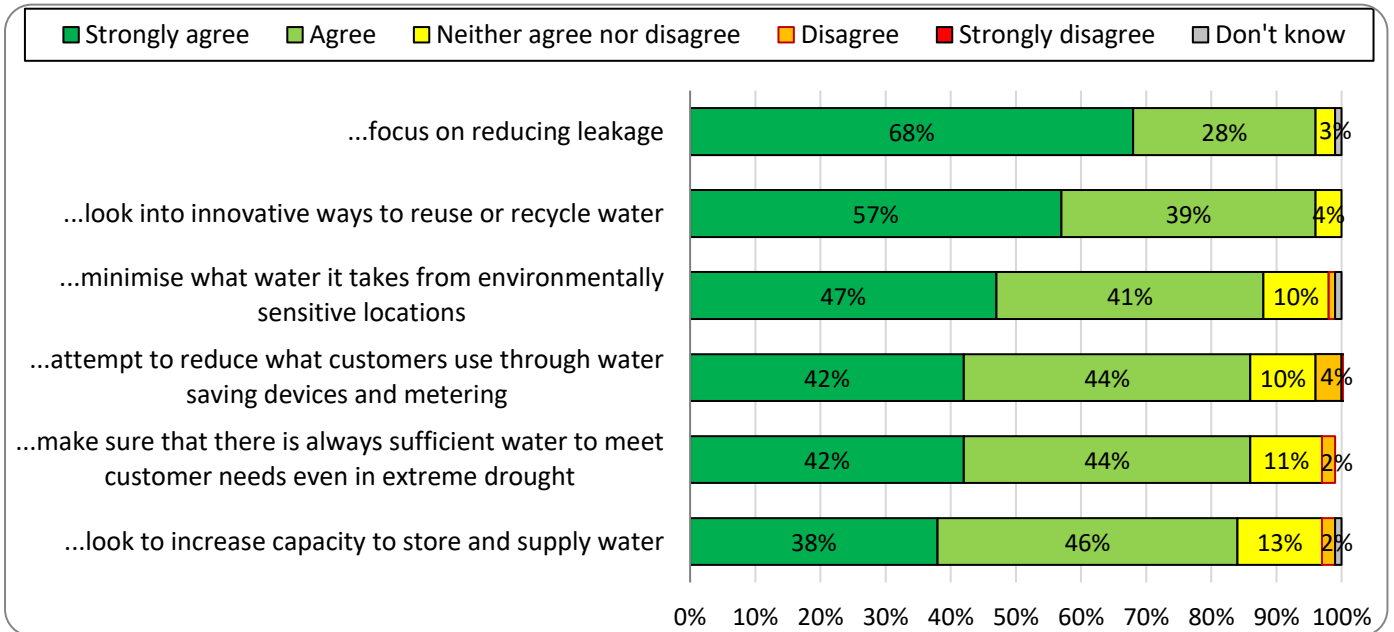
We asked you to what extent you agree that we have enough natural water to meet customer needs in the Wessex Water region. 56% of you agree that we have enough natural water (either strongly agree or agree). Just 9% of you disagree.



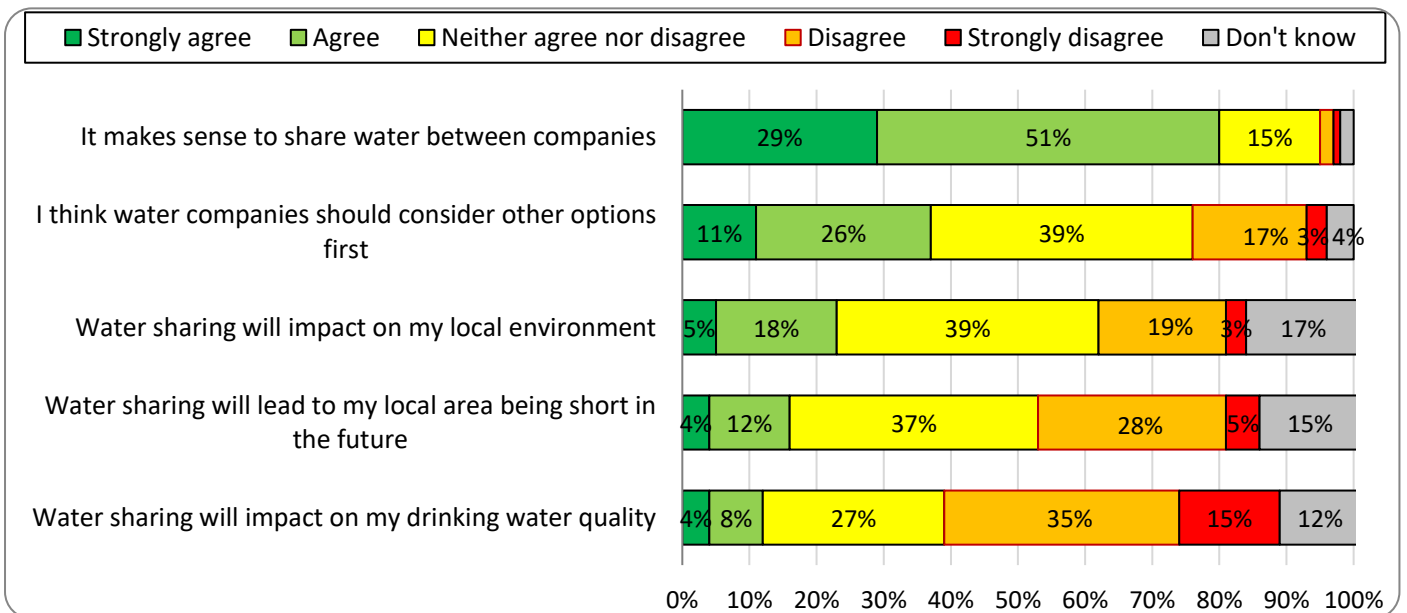
We asked you where you think most of this water comes from and to rank 5 different sources from 1 to 5, 1 being the greater proportion and 5 being the smaller. *Reservoirs* was the most common response with an average ranking of 1.65, followed by *rivers* (2.69) and *local boreholes and wells* (2.76).



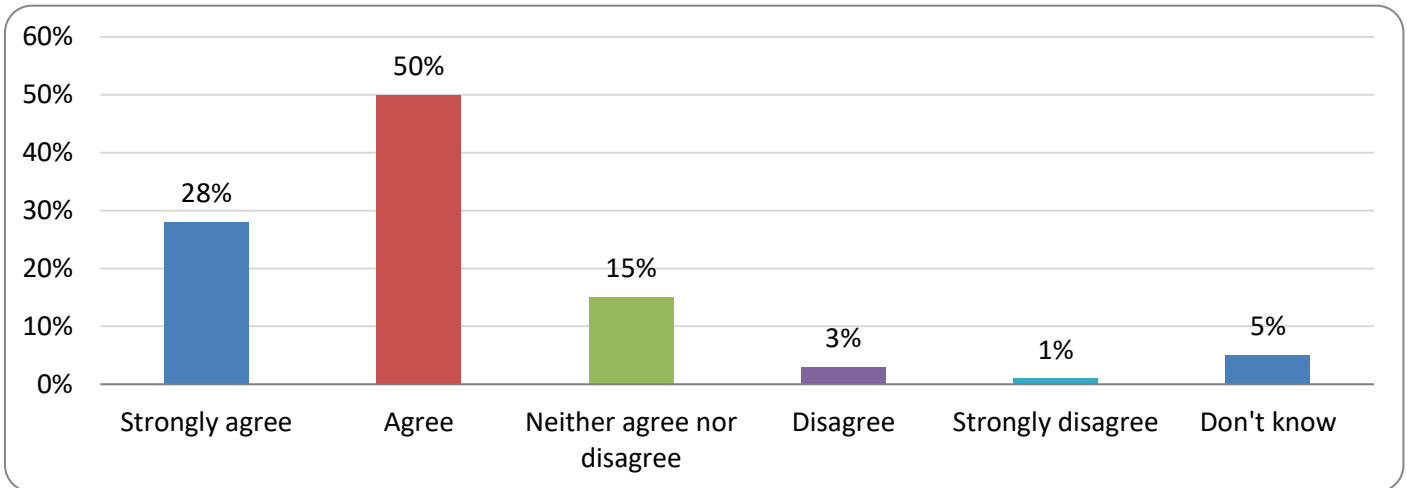
We gave you a list of different things that we need to consider when planning how we meet customer demand for water and asked you to what extent you agree with each of them. Lots of you agree that we should do all of the things listed, with the highest agreement being with *focus on reducing leakage* and *look into innovative ways to reuse or recycle water* (both 96% agree).



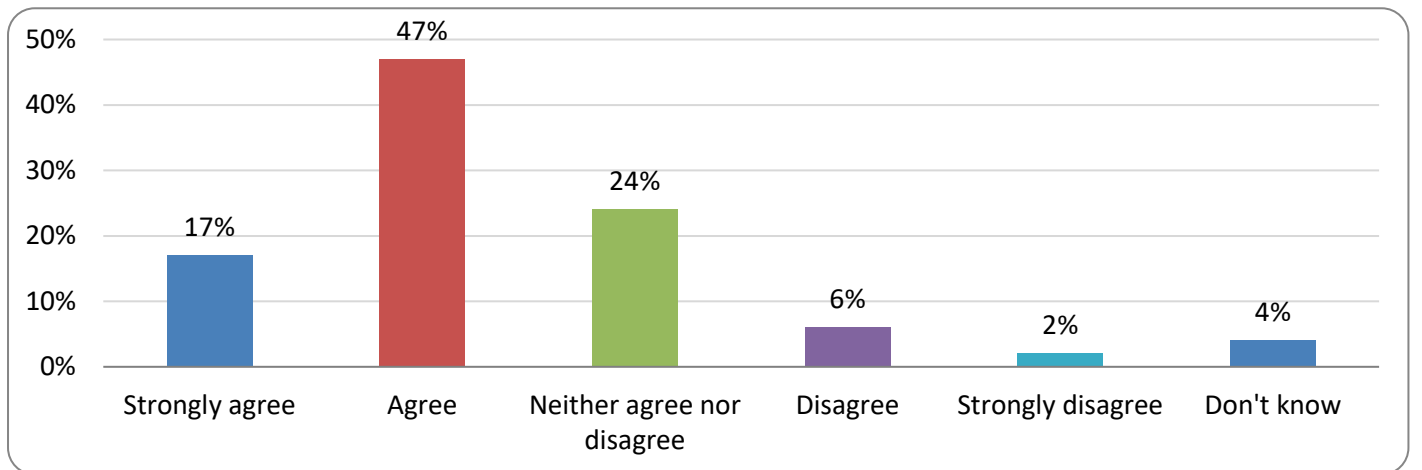
We then asked you to what extent you agree with a list of statements about water sharing. 80% of you agree (either strongly agree or agree) that it *makes sense to share water between companies*. Just 23% of you feel that *water sharing will impact on your local environment*, 16% of you feel that *water sharing will lead to a water shortage in your local area* and just 12% of you feel that *it would impact on the quality of your drinking water*.



We asked you to what extent you agree with transferring surplus water within the Wessex Water region. 78% of you agree (either strongly agree or agree) and only 4% disagree. Some of you are undecided.



Finally, we asked you to what extent you agree with transferring surplus water to neighbouring water companies. 64% agree (either strongly agreed or agreed) and only 8% disagree. Around a quarter of you are undecided.



What next?

We're really pleased so many of you have shared your thoughts on this topic. We'll use this information to inform our plans for the development of our water resources, transfers within the region and transfers to neighbouring water companies. It will also help us to design some further consultations with our customers on our future plans as we develop them further.

Thank you once again for being a member of 'have your say' and for taking part!

Sue Lindsay
Director of Customer Policy and Engagement
Wessex Water