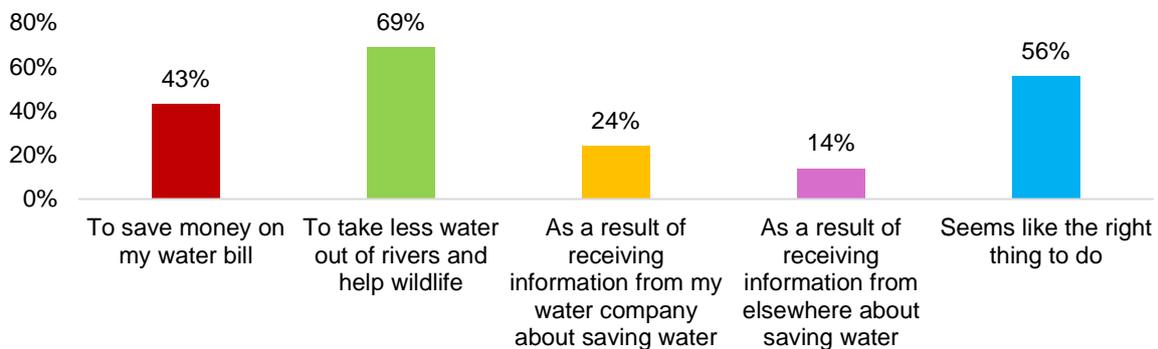


Thank you for taking part in our latest survey - we received 305 responses! Congratulations to Keith, Jane, Mary, and Robert who each won a £50 gift voucher in our prize draw.

Below is a summary of what you told us and what we are doing with your feedback:

Your views on drought plans

Over half of respondents shared that they are likely to use more water than usual during periods of hot and dry weather compared to when the weather is warm and sunny but with occasional periods of rain. However, almost all said they are open to try and save water - the chart below highlights key reasons why:



1 - Response total = 305

During periods of hot and dry weather, most customers told us that they already reduce the frequency of some activities to save water such as how often they use the washing machine, water the lawn or wash the car. Almost half of respondents would also be prepared to reuse water for activities such as outdoor cleaning or watering the garden, and over a third of respondents would consider installing a water butt to collect and use rainwater (54% already do this).

When we asked for views on hosepipe bans, 75% of respondents said that you are in favour of hosepipe bans for conserving water during prolonged periods of dry weather. Importantly, however about 20% of customers shared that a ban would have a significant impact on them. Although a hosepipe ban is considered to be effective at reducing water use to ensure that there is enough water for all, bans need to be carefully considered. The last time Wessex Water implemented a hosepipe ban was in 1976.

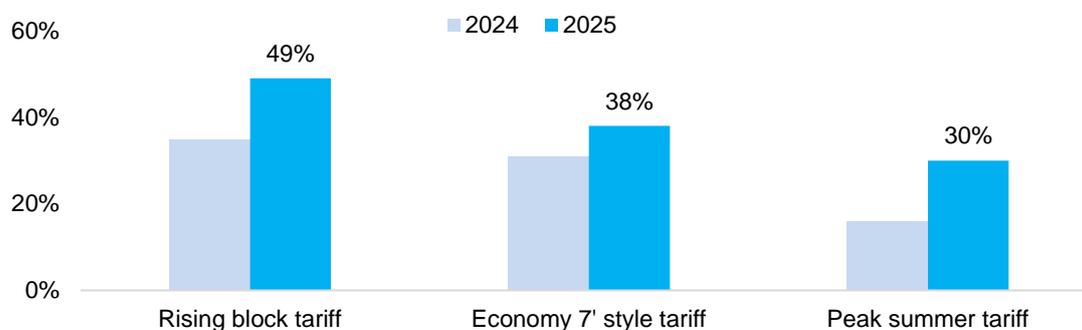
This year we have already experienced periods of hot and dry weather across the country. Your feedback is helping us review our existing drought plans that sets out how we intend to manage water resources during extended periods of dry weather. [Click here for more information about our drought plans](#)

Your views on alternative tariff charges

In the survey we explained that our existing bills are made up of: (1) a fixed standing charge and (2) volumetric charges.

We asked about your interest in alternative bill tariff charges and 60% of customers highlighted interested in having a lower standing charge and higher volumetric charge, rather than fixed rates. In this scenario, although the overall bill for a typical user would be the same, the bill for a customer who uses less water than the typical household would be slightly lower.

We then asked for your views on alternative ways of calculating volumetric charges - the chart below shows your interest for three alternative tariffs. We asked our customer panel the same question this time last year and overall, we can see that interest in alternative bill tariffs is growing.



1 – 2025 response total = 305; 2024 response total = 647

2 – rising block tariff is where a certain allocation of free water, then above this threshold the price of water increases the more that is used.

'Economy 7' style tariff is where the price per unit of water would be lower at times of the day when demand is lower and higher at times when usage is typically increased, compared to a flat charge. A peak summer tariff is where the price per unit of water would be cheaper in the winter months and higher during the peak summer months, compared to a flat charge.

Overall, you told us that it is important for water and sewerage charges to be fair and affordable for everyone. We plan to trial new charging structures by 2030 as set out in our business plans. Your views will help to inform upcoming trials. [Click here for more information about our charges](#)

Finally, we asked if you were aware of our rainwater drainage allowance, where the standing charge can be reduced by £27 per year if customers can demonstrate that the rainwater that lands on their property does not return to our sewer. Half of respondents already knew about this, and over a third told us that they are likely to apply for the allowance in the future. [Click here for more information about our rainwater drainage allowance](#)

Thank you for being a member of online panel and for taking part!