



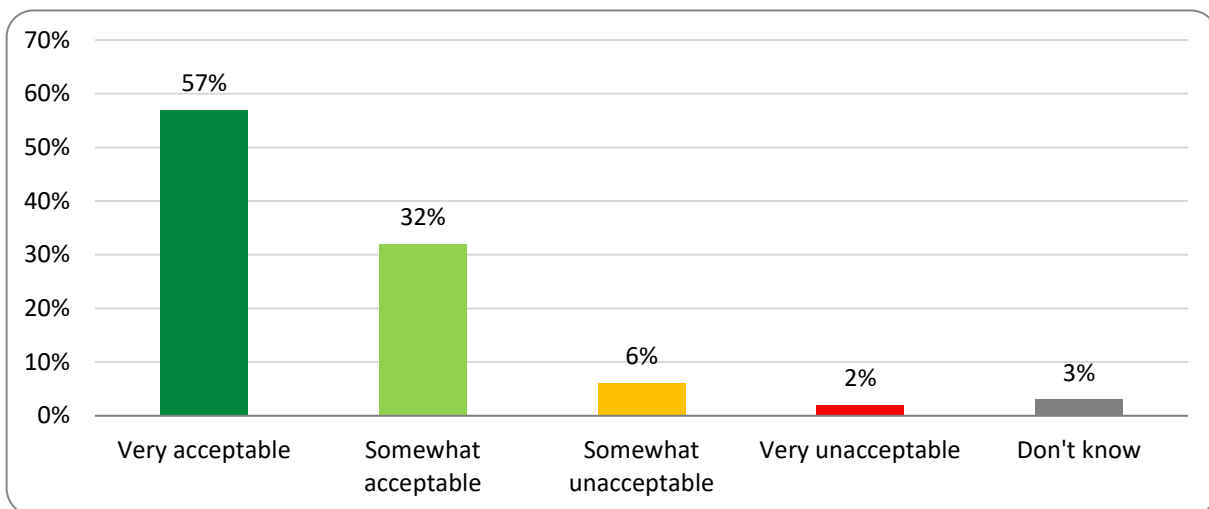
Results Newsletter

Thank you for taking part in our latest survey. We had a good response with 743 of you completing it. We wanted to understand your views on our proposal business plan for 2020 – 2025.

Here's how you answered.

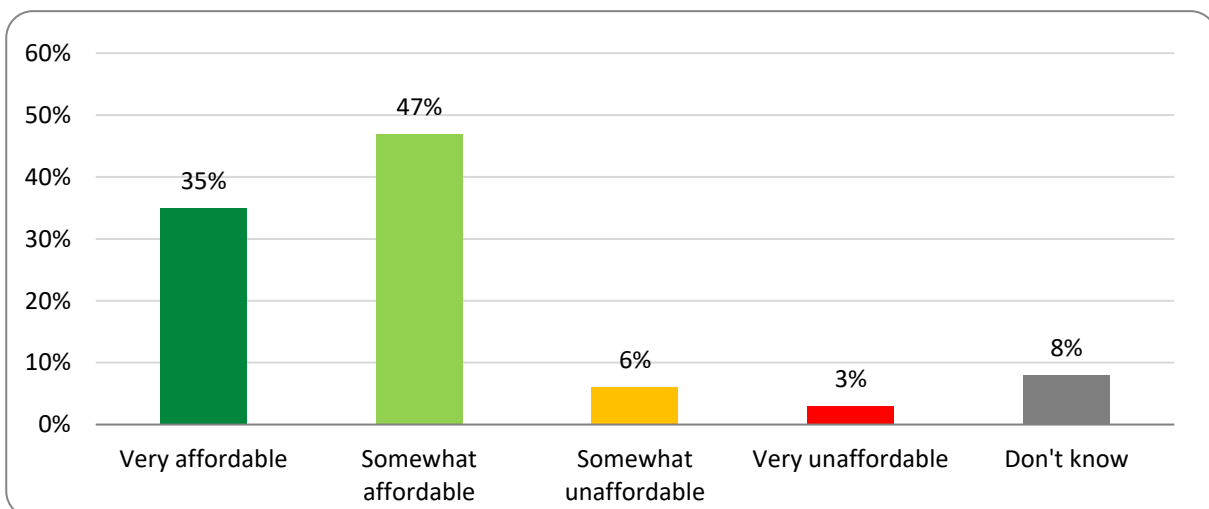
We asked you how acceptable or unacceptable you considered our proposed business plan to be.

- 89% of you thought that it was acceptable with 57% of you finding it very acceptable
- Just 8% of you felt that it was unacceptable (either somewhat or very)



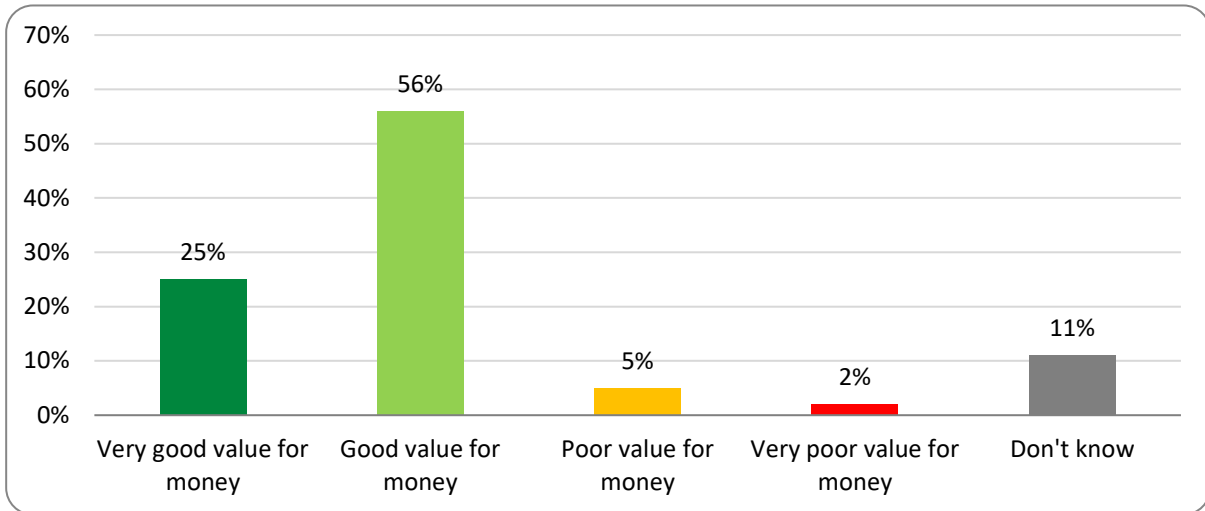
We then asked you how affordable or unaffordable you considered our proposed business plan to be.

- 82% of you thought that it was affordable with 35% feeling it was very affordable
- Just 9% of you felt that it was unaffordable (either somewhat or very)



Finally, we asked you how you would rate our proposed business plan in terms of value for money.

- 81% thought that it was good value for money with 25% of you feeling it was very good value for money
- Just 7% of you felt that it was poor value for money (very poor/poor), and 11% did not know



What next?

We're really pleased to see such a positive response to our proposed business plan.

This survey is part of a large consultation we are having on our future plans. We've been talking to household customers like yourselves as well as business customers and organisations through surveys, group discussions, going out into shopping centres and visiting customers who are in more vulnerable circumstances in their homes.

Once we know what everyone thinks we will finalise our plan and send it to the industry regulator, Ofwat, for their approval in September. We'll also publish it on our website.

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