

Thank you for taking part in our latest survey - we received 650 responses! Congratulations Rachel Hammond, the winner of the £200 prize draw.

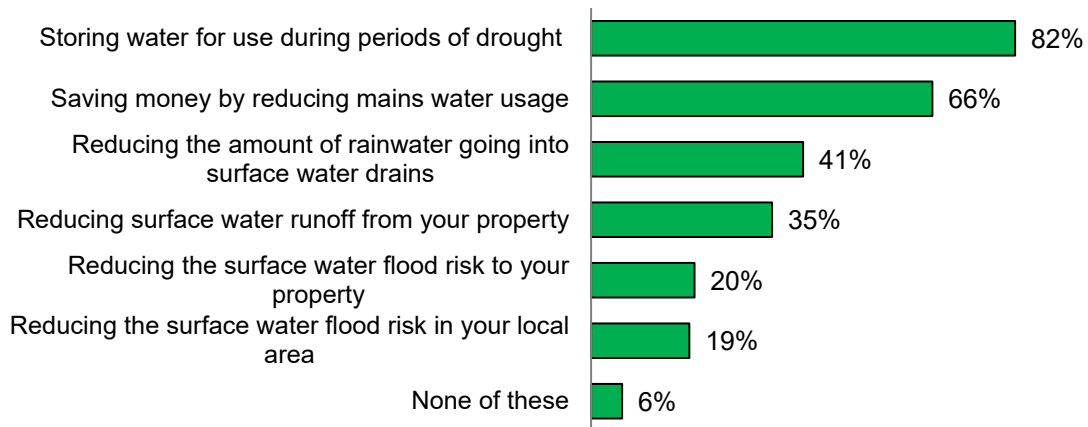
The objective of this survey was to gather views on the use of water butts for rainwater management and contact preferences when we may experience water supply issues.

Your views on water butts

63% of you said that you have at least one water butt at your property. Encouragingly, of those of you who do not currently have a water butt, 74% said that you would consider having one in the future.

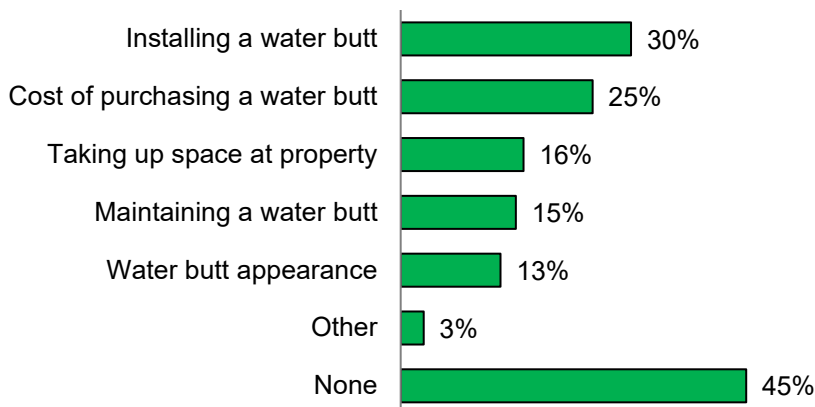
You recognise the range of benefits for using water butts to manage rainwater including the important role that water butts can have to relieve pressure on drainage systems and to reduce risk of flooding in local areas.

Benefits for having a water butt



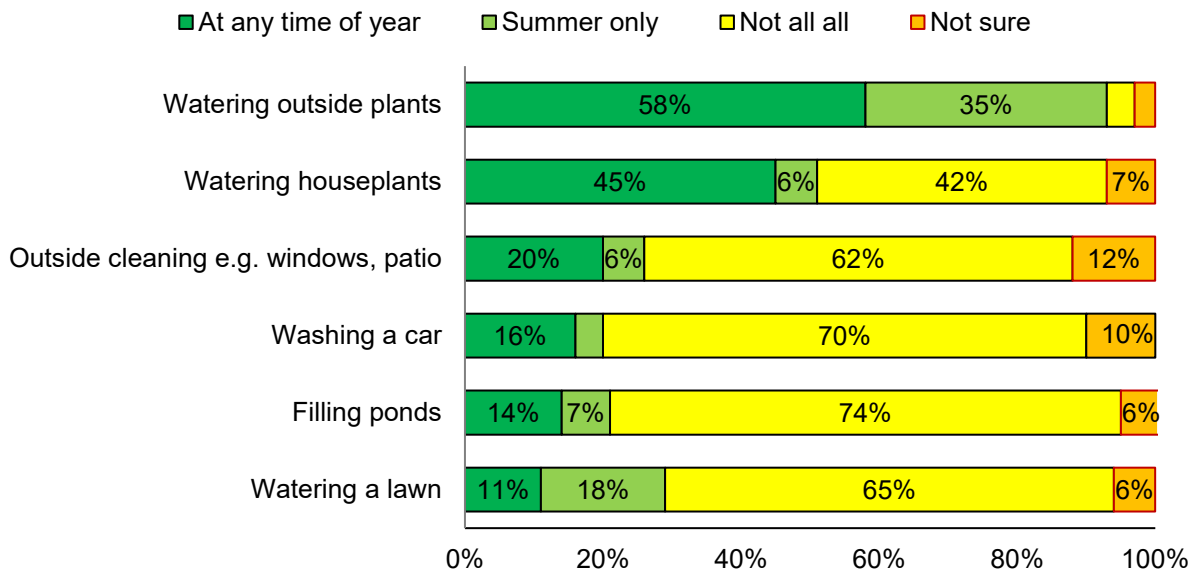
The initial cost and installation of water butts are highlighted as the main challenges with having one, however most shared that you do not have any concerns.

Perceived Issues with having a water butts



The most popular uses for water butts are primarily for outdoor activities such as water plants and cleaning. In addition, you told us that collected rainwater is also being used for indoor activities such as watering house plants and flushing the toilet.

Collected rainwater uses

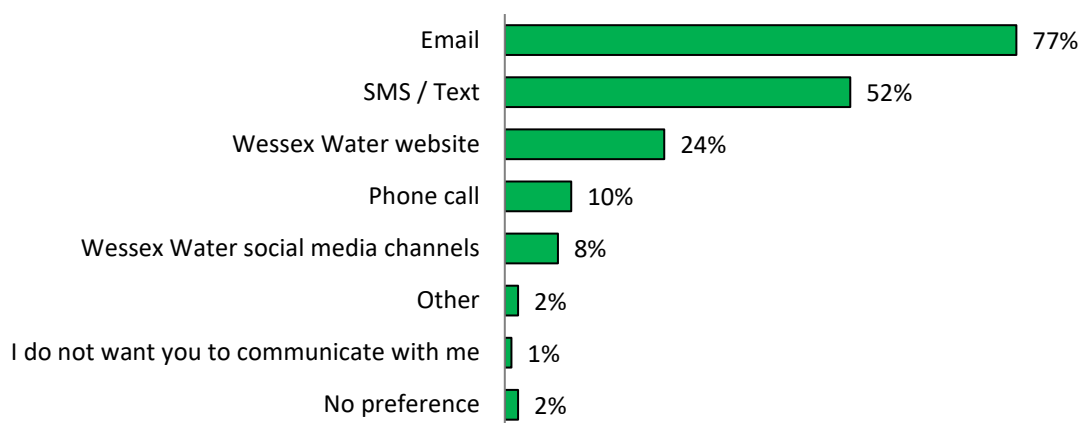


[Click here for more information about how to manage rainwater runoff.](#)

Contact for Water Supply Issues

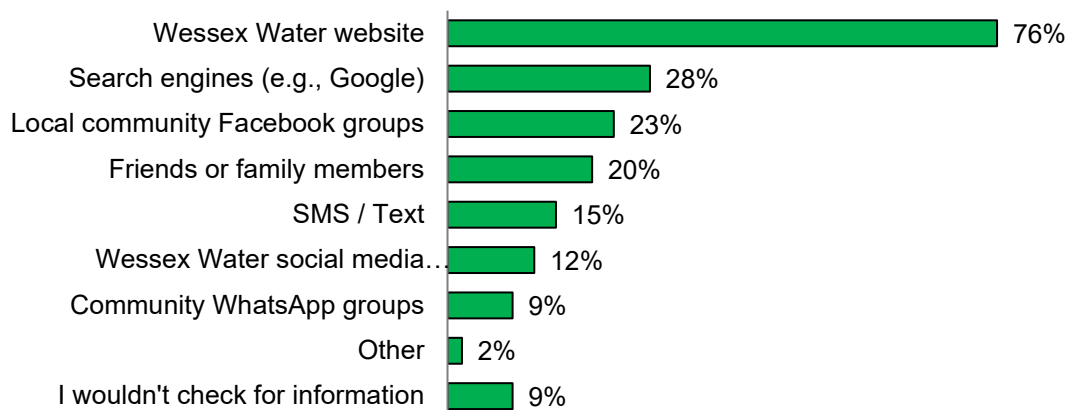
The majority expect us to contact you when we are experiencing water issues in your area. You highlighted a range of communication channel preferences with email and SMS/text messages being the most preferred options.

Preferred method of communication

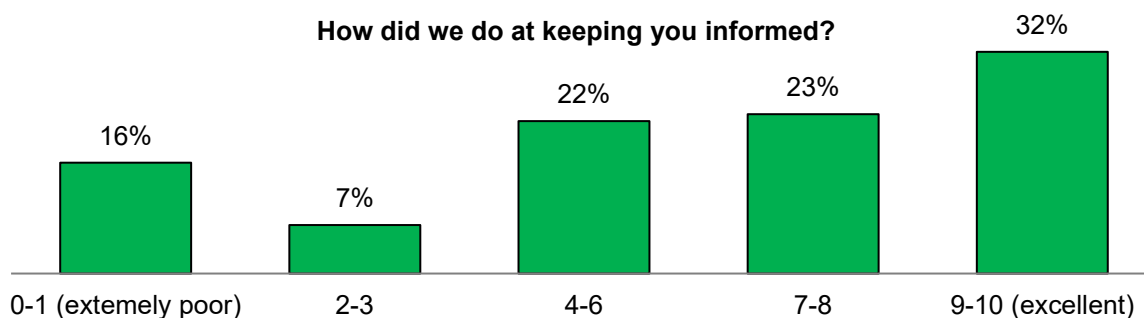


In addition to this, most of you said that you would check our website before contacting us about an issues as well as other trusted sources including local community Facebook groups and friends and family.

Sources you would check before making contact



Over the past twelve months, the majority of you have not experienced any issues with your water supply. Of those who did (108 customers), you told us that we did quite well at keeping you informed but highlighted that there is room for improvement by giving us an average rating of 6.2/10. We are continually reviewing how we manage incidents to meet customer expectations. You can find more information about this [here](#).



What next?

The views you expressed in this survey will feed into our plans for both rainwater and incident management.

In addition to this survey, we conduct a range of other customer research activities to inform our future plans for our activities and the services we provide. You can find more information about our customer research here: [Customer Research documents | Wessex Water](#)

If you know anyone who would like to receive these surveys to share their views, then please share this link to register: [Customer panel | Wessex Water](#)

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

Sue Lindsay
Customer Director
Wessex Water