



### Communicating with you about your bill and your account

Thank you to everyone who took part in our 8th online survey. We received over 1,100 responses which is great. This survey was about the communication channels we use now and could use in the future to discuss your water bill or account with you.

As well as answering the specific questions, many of you took the trouble to provide your general views on how we manage your account and handle contacts. We are working our way through these to pick up on any areas needing improvement. Here's how you answered.

#### First we asked if you had ever been in touch with us about your bill or your account.

- 30% of you had made contact with us.
- Of these, most customers had used more than one way to get in touch. Telephone was the most popular with 78% using it. Email was the second choice.

#### We then asked you how easy you'd found it to get in touch.

- 89% found it very or quite easy which is great to hear. Only 1% found it quite difficult.

Question 2b. How easy did you find it to contact us?	
Response	Percentage
Very easy	58%
Quite easy	31%
Neither easy nor difficult	8%
Quite difficult	1%
Very difficult	0%
Don't know	1%

#### We asked you how satisfied you were with this contact.

- 85% were very or fairly satisfied and 6% were very or fairly dissatisfied.

Question 3a. Taking everything into account how satisfied are you with the way we handled your contact(s)?	
Response	Percentage
Very satisfied	56%
Fairly satisfied	29%
Neither satisfied nor dissatisfied	9%
Fairly dissatisfied	3%
Very dissatisfied	3%
Don't know/ Not applicable	1%

If you were dissatisfied you had the opportunity to leave your comments. We're working our way through these so that we can learn from them and make any changes that are needed.

Ideally we'd like all of our customers to be very satisfied.

**We then explained that we're looking at how we communicate with you in the future and asked what your preferred methods of communication would be.**

- Email came out on top with 43% saying that was your 1<sup>st</sup> choice in terms of communication method.
- This was followed by telephone at 28% and live chat at 10%.

**Following this we then asked how quickly we should respond to an enquiry or complaint if you had sent an email.**

- We respond to emails as quickly as we can, generally the same day or next day. 65% of you are happy if we respond within 24 hours but some of you would like us to shorten this to 4 hours.

**We then presented you with a number of scenarios where we might use SMS/text messaging. The results are below.**

Question 7. If we sent you a SMS/text message for the following reasons, how would you rate our customer service?							
Reason	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know/Not applicable	Very good plus good
As an acknowledgement to confirm we have received your billing enquiry	30%	36%	10%	2%	3%	19%	66%
If your meter reading was higher than expected	32%	27%	10%	4%	4%	23%	59%
If we were waiting for you to provide information	20%	37%	15%	4%	4%	20%	57%
If your bill payment was late	17%	29%	18%	5%	5%	27%	46%
With a link to information on the Wessex Water website following contact from you	15%	30%	23%	7%	5%	20%	45%

**We then asked you a similar question for emails and the results are below.**

<b>Question 8. If we sent you an email for the following reasons, how would you rate our customer service?</b>							
<b>Reason</b>	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know/Not applicable</b>	<b>Very good plus good</b>
As an acknowledgement to confirm we have received your billing enquiry	42%	41%	7%	1%	0%	9%	83%
If we were waiting for you to provide information	35%	44%	11%	1%	0%	10%	79%
If your meter reading was higher than expected	46%	32%	7%	1%	1%	14%	78%
If a bill payment was late	31%	39%	12%	1%	1%	16%	70%
With a link to information on the Wessex Water website following contact from you	30%	36%	18%	4%	2%	10%	66%

**We then asked you what you knew about Live chat.**

We explained that Live chat is available on many websites including Wessex Water's website.

*'It allows you to talk to a member of the customer services team by typing in your query and they answer you straight away. You can have a conversation without picking up the phone.'*

- 87% of you had heard of Live chat.
- 61% of you had used Live chat on Wessex Water or another company's website.
- Of the 607 of you who have used Live chat, 42% like using it and a further 47% sometimes like using it.
- 54% of those who like using Live chat would prefer to choose to contact us via Live chat themselves rather than be asked.

## What next?

We have always offered customers a fast, warm voice telephone service. By that we mean a real person answers the phone quickly if you call. You don't have to press buttons or choose options.

**We can see from the results of this survey that you would like us to offer a wide range of communication channels to cater for your individual needs and preferences.** The new communication channels that we've talked about **will give you more choice.**

**They won't replace anything we already have.** We'd like to get to the point where the diagram below represents the wide variety of channels we offer you to get in touch and you can choose which works best for you.



We will also look at our response times and see if we can shorten those further.

**For those of you who like to go online, don't forget you can sign up to online billing. It's the easy way to manage your water services bills. See [www.wessexwater.co.uk/do-it-online](http://www.wessexwater.co.uk/do-it-online)**

## And finally

Many of you asked about the cost of calling us. Did you know that we have changed all our main contact numbers from 0845 to 0345 numbers? Calls to 0345 numbers usually cost the same as standard UK landline numbers. Although 0345 numbers are not freephone numbers, they can often be called for no extra charge. If your tariff or call package offers inclusive calls to landlines, numbers starting with 03 will be included in exactly the same way.

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

Sue Lindsay  
Head of Customer Relations Wessex Water