



### Information Provision

Thank you to everyone who took part in our 9th online survey. We received over 1,100 responses which is great. The survey was about the information we provide you on your bill, in our billing leaflet and in our customer magazine.

Here's how you answered.

#### First we asked you some questions about your bill

- 75% of you said that you looked at your bill in detail.
- 91% said you keep it for future reference.

We asked what information other than the current balance you look for.

- 46% of you said you only look at the current balance.
- Of those who look at other things 56% of you said you check the volume of water used.

#### We asked you what you thought of your bill

- At this stage we showed you a copy of what your bill looks like and asked if you agreed or disagreed with a range of statements. This is how you answered.

Question 5. To what extent do you agree with the following?	
	Strongly agree and agree
It is clear what I owe	95%
Contact details were clear	91%
Options were clear on 'ways to pay' my bill	87%
It is clear how you have calculated my bill	82%
The layout is clear	80%
The bill is easy to read	79%
The e-billing advert caught my attention	26%
There is too much information on the bill.	22%

It is great that you're generally happy with the amount of information we provide on the bill and that the key items of information such as total amount owed, contact details, ways to pay and how the bill has been calculated are all clear.

e-billing is a service which provides our customers with the opportunity to view their current and historic bills online, with email alerts to advise when their bill is ready. It's clear that the e-billing advert didn't catch your attention so we're going to make this more prominent.

## We then asked how useful each item on the bill was to you

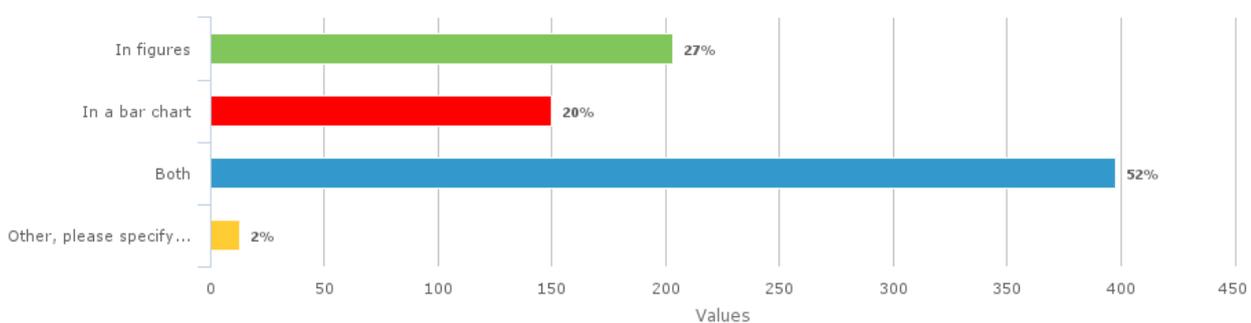
- Here's how you answered

Question 6. Your water bill currently includes the following information. Are these useful to you?	
	Very useful and quite useful
Total bill	99%
Your current balance	98%
Time period covered	97%
What you currently owe if you have anything outstanding from a previous bill	93%
How to contact us if you have a query or problem	92%
How your bill is calculated	90%
Ways to pay your bill	75%
How we can help if you have problems paying	65%
The role of CCW and Ofwat and how to contact them	61%
How to claim a rebate if your property is not connected for surface water drainage	65%

We now know what information is most useful to you so we'll make sure we continue to include it on our bills.

## We then looked in more detail at the information on the bill

- 91% of you who have a water meter said you'd like to see a comparison of your water use to see how it has changed over time or how it compares with other similar sized properties.
- Ideally you'd like us to provide this information as figures and a bar chart.



Although we are unable to provide water use information in this way right now, we will make it a priority for the future.

## We then showed you a copy of our billing leaflet

- 35% of you said you read it all and a further 44% read it sometimes.
- 24% of you said that you always kept the leaflet and a further 21% s sometimes kept it.

**We then gave you a list of the information that we provide in the leaflet and asked if you found it of interest. The results are in the table below.**

<b>Question 10c. The different types of information we provide customers in this leaflet are listed below. Is this information of interest to you?</b>			
	<b>Yes</b>	<b>No</b>	<b>Unsure</b>
Explanation of your bill	79%	16%	5%
Pipework responsibility - water	77%	14%	9%
Pipework responsibility - waste	76%	15%	9%
Water quality information	75%	16%	9%
Our guarantees to customers	74%	16%	10%
Water saving information	74%	19%	8%
How to find out about our charges	74%	18%	8%
Advice for avoiding blockages	72%	19%	9%
How we spend your bill money	66%	23%	11%
Our sewerage allowance	64%	24%	12%
Switching to a meter (unmetered customers only)	34%	49%	17%

We are reviewing our billing leaflet this year to try and remove any duplication between it and the bill. This should make it much more interesting and simple to read and save paper! We'll make sure we keep all of the information you find interesting and useful.

The majority of you would still prefer to receive a leaflet in with your bill but a number of you did say you'd like to use our website. We'll make sure the information is easy for you to find.

**We then showed you an image of the front cover of the spring/summer customer magazine.**

- 66% of you remembered receiving the magazine and 39% said you read all or most of it while a further 26% of you just flicked through it.
- 76% found it useful.
- When asked, 56% said that they would prefer to receive an email copy of the magazine, particularly if it could include information relevant to their local area, compared to 44% who are happy to receive the magazine as it is. We will look at emailing it out in the future.

**Look out for our Autumn edition of our magazine! It is already on its way, so if you haven't received it you should do so any day now.**

## Finally we asked if you thought that there was any other information that we don't currently provide that you would like to receive

- We received 215 different suggestions and we're working through these. The most common themes are shown below.

<b>Question 14. When thinking about our bill, leaflets, magazine, etc, is there any information that we currently don't provide you with that would be useful to you?</b>	
<b>Theme</b>	<b>Number of responses</b>
Usage information/water used	31
Benefits of and other meter issues	15
Prefer electronic versions as cheaper	9
Interested in more/specific information	9
Information on proposed works in their area	9
Yearly comparisons	8
Water quality	8
Ways to reduce usage and be more efficient	7

### What next?

This survey and the previous one about how we communicate with you about your account have given us some great ideas about how we can improve our bill and billing leaflet but without losing the information you value. You should see a difference when the new bills go live in the first few months of next year.

Just a couple of things to make you aware of that we will be making more prominent.

- Many of you contact us in working hours to make payments but you may not know that we have an automated payment line which is available 24hours a day which you might prefer.
- Live Chat is a great new service that we offer that we don't currently advertise on your bill. You might like to try it out if you need to contact us in the future.

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

Sue Lindsay  
Head of Customer Relations Wessex Water