

Customers continue to receive excellent services during Covid-19 crisis

Wessex Water continued to provide excellent standards of services for customers throughout the Covid-19 crisis, while also supporting local communities including:

- An NHS discount to cover the costs of extra uniform washing for thousands of front-line NHS workers.
- The Wessex Water Foundation, providing more than £500,000 of funding, turned its focus to provide immediate support to local community groups impacted by Covid-19, alongside a recovery fund to support groups rebuilding our communities in the months and years to come.
- And for customers who are facing financial difficulty as a result of the pandemic, making it easier to get help with their bill so that nobody had to worry about paying for this essential service.

We did not furlough any employees and changed the way we worked to protect customers and our workforce during the pandemic. Customers could continue to speak to someone straight away when they got in touch, whether that was on the phone or online, and essential services, such as leak repairs, were maintained and the environment protected.

Wessex Water was awarded the highest ranking by the Environment Agency for our environmental performance over the last year and was just one of two companies in the country which achieved 'leading' status.

And we committed to do even more to tackle climate change and help the economic recovery from the pandemic, by working with government and regulators to support a green economic recovery using nature-based solutions.

Chief Executive Colin Skellett said: "In the first six months of the year we are on track to meet the great majority of our regulatory targets and performance, despite the challenges of Covid-19.

"This is testament to our dedicated staff who have once again gone above and beyond to help customers and local communities, with many also taking on volunteering roles in their own time to help others.

"I am confident we will continue to deliver excellent services, our community support and the environmental improvements."

Financial results for the six months to September 2020 showed turnover reduced by £28.4m from £282.7m to £254.3m, while profit after taxation fell from £54.9m to £33.0m as a result of average bills reducing by 12% from 1 April and the impact of higher costs as a result of Covid-19.

Our education programme in schools became unachievable with schools closing. But education advisers have worked harder than ever to make their materials work online and by holding virtual sessions they continued to provide a valuable service to children around the region.

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