

Objectives

To provide an overview of the first Your water, Your say meeting and the key customer insights and challenges that arose from it.

Format	Meeting
Households (number)	170
Non households (number)	
Vulnerable customers	
Future customers	
Retailers	
Stakeholders	
South West Water	✓
Bournemouth Water	✓
Bristol Water	✓

Impact on our plan and ways of working

This report is designed to be used by the PR24 team to create a clear plan for the 'You said, we did' section of the PR24 submission, allowing us to evidence what challenges have been raised and which are addressed in the business plan

Topics

Storm overflow	✓	Drinking water quality	✓
Water resources	✓	Net zero/ climate change	✓
Nature	✓	Affordability	✓

Key messages – what matters most

What we did

- We invited customers via a range of communication methods to a studio-style online meeting
- The session was independently chaired, both the Chair and SWW did a presentation, this followed with a question and answer session.
- Questions were structured around four key themes:
 - A clean and reliable supply of water (6.8%)
 - Protecting beaches and rivers (28.6%)
 - Adapting to climate and population challenges (25%)
 - Affordability and trusted customer service (39.6%)

What matters most

- There was general support for the business plan
- Key insights from customers relate to the following areas:
 - Trust - customers understand we pay dividends but are displeased with this whilst bills are increasing, and the cost-of-living is high and rising
 - Drought preparedness for future demand challenges
 - Securing future water supplies and resilience
 - The use of grey water, including partnerships with local councils to install water butts and other water saving devices in council homes
 - Eliminating the use of storm overflows
- The high quantity of questions received under 'Affordability and trusted customer service' illustrates that trust and transparency needs to improve across the company, particularly with regards to pay, bonuses, dividends, and bill increases

Are there differing views?

- Segmentation data was not available, we did have stakeholders and business customers register for the session. We had customers from all of our regions join the same session.

Next steps

The key themes from the questions were used to shape the business plan. All questions were answered, either directly or on our website, along with the transcript from the session.

The follow-up Your water, your say event will take place after the submission of the PR24 business plan on November 6th 2023.