

# Annual Satisfaction Surveys (BRL)

## Local Community Satisfaction 2023

### Objectives

This is an annual survey to track the views of stakeholders who have projects listed in Bristol Water’s Social Contract. The survey asks how satisfied they are with the impact Bristol water has had in their community.

Format	Quantitative online survey
Households (number)	
Non households (number)	
Vulnerable customers	
Future customers	
Retailers	
Stakeholders	28
South West Water	
Bournemouth Water	
Bristol Water	✓

### Impact on our plan and ways of working

As previous years, we continue to work to increase the engagement on this survey to get a bigger sample size

#### Topics

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

### Key messages – what matters most

#### What we did

- An online survey was sent to stakeholders who the initiatives in the social contract are supporting their community.

#### What matters most

- 92% agreed that Bristol Water makes a positive contribution to the communities it serves, through the projects undertaken in the social contract.
- When asked regarding additional social contract projects Bristol Water could work with, many were individually tailored to the individual respondents

#### Are there differing views?

Segmentation data not captured for stakeholders.

#### Next steps

The individual feedback was provided to the social contract project leads to make any relevant improvements for the year ahead.

Date March 2023

Supplier Future Focus