



ccw

The voice for water consumers
Llais defnyddwyr dŵr

**Wessex Water
Accountability Session
transcript**

20TH APRIL 2026

Attendance list

Ruth Jefferson	Chief Executive of Wessex Water
Ruth Barden	Environmental Solutions Director of Wessex Water
Andy Pymer	Director of Finance of Wessex Water
Richard Hargrave	Compliance Director of Wessex Water
Nicky Taylor	Managing Director of Taylor McKenzie Research (TMcK) – Lead facilitator
Rachel Onikosi	Independent Board Member for Consumer Council for Water (CCW) – Chair
11 x Participants	Water Voice Community Members under Wessex Water

CCW Chair: Good evening, everybody. My name is Rachel Onikosi and I am the Chair for tonight. Can I just check that everybody can see and hear me clearly? I can see some nods. Fantastic. I am one of the Non-Executive Directors of CCWater. I've been with them since 2021. As you know, tonight's session is about Water Voice programme. The purpose of Water Voice is simple but important, to give customers a stronger, more direct voice in how their water company performs, communicates, and improves.

This session is about accountability. It's an opportunity for customers to question senior leaders from Wessex Water directly about the issues that matter most to you, customers, about where improvement is needed, and, very importantly, what will change as a result of this session tonight.

This is not a complaints hearing or a technical inquiry. It's a structured, customer-led conversation focused on accountability, learning, and agreeing clear, practical actions. The topics we cover tonight haven't been chosen by the company or by CCWater. They've been shaped by customers through ongoing surveys and discussions within the Water Voice panel. That's important. This is your agenda.

It's really important that I set a clear tone for tonight. We expect this to be respectable whilst a very challenging discussion. Customers should feel able to speak openly and honestly about their experiences and expectations. Equally, we expect clear and transparent responses from Wessex Water senior team.

This session is being fully transcribed and will be published. A summary report will follow, and the company will be expected to publish an action plan responding to the commitments made. That transparency is a key part of what makes this process meaningful.

In terms of ground rules, we'll take one person at a time. We'll keep contributions focused and we'll concentrate on forward-looking actions, what will change, by when and how customers will know.

I will now briefly introduce those joining us tonight. First, we have our independent lead facilitator from Taylor McKenzie, Nicky Taylor, who introduced me earlier, who'll guide the discussion and ensure all voices are heard. From Wessex Water we have Ruth Jefferson, Chief Executive. We have Ruth Barden, Director of Environmental Solutions¹. They're not on the screen yet, but later on we'll hear from Andy Pymer, Director of Finance, and Richard Hargrave, Compliance Director.

Now, if we can have some introductions from customers, starting with you please, Community Member 1?

Community Member 1: Hi, my name's Community Member 1 and I live just outside Bridgewater in Somerset.

Community Member 2: Hi, I'm Community Member 2 and I live in Chard in Somerset.

Community Member 3: Hi, I'm Community Member 3. I live in Canford Cliffs in Dorset.

Community Member 4: Hi, I'm Community Member 4 and I live in Taunton in Somerset.

Community Member 5: I'm Community Member 5 and I live in Wiltshire.

¹ Correction from Wessex Water: Ruth Barden's title is Environmental Solutions Director

Community Member 6: Hi, I'm Community Member 6, and I'm from Wellington, Somerset, but at the moment I'm in Dawlish Cofton Holiday Park.

Community Member 7: Hi, Community Member 7, I live just outside Devizes in Wiltshire.

Community Member 8: Hi, I'm Community Member 8 and I live in Poole in Dorset.

Community Member 9: Hi, I'm Community Member 9 and I live in Bath.

Community Member 10: Hi, I'm Community Member 10, I live by the Quantocks just outside of Taunton.

Community Member 11: Hi, I'm Community Member 11 and I live in Poole in Dorset.

CCW Chair: Thank you. You will also see Emma and Brad from Taylor McKenzie. They're doing things in the background. That's enough from me at the moment, if I hand over to Nicky to begin the discussion. Thank you.

TMcK Facilitator: Thank you very much, Rachel, and before we begin I just want to explain how the names and the transcript will be handled for this one. In the room this evening, obviously we're only using first names, and in the published transcript we'll ensure that all the names are in fact redacted from the transcript. After the session, all the customers will have an opportunity to review the transcript before it's going to be published, and that can be just for you to make sure that nothing private or confidential is going to be revealed inadvertently. If there is anything you've said you want to be removed, you can just let us know and we'll make sure that that is respected. The purpose of the transcript is to accurately reflect the discussion and the actions agreed. It's not to single out any individuals.

In terms of the structure of this evening, we're going to be asking three questions in total. For each question it will follow the same structure. We have our customer who's going to ask the question. I'll share that on the screen as well so we can all read it while we're listening to it, and Wessex Water representatives will then have five minutes or just over five minutes to respond to that, at which point community members will react to that response, and we're going to really work together to try and define some clear actions that would form part of the company's action plan that they can then go away and work on.

We will be creating a live document as we're going this evening, which I will share with you when it becomes populated, and it will allow us to capture actions both from community members but also from Wessex Water's responses, which we'll share on the screen. That will give Wessex Water some time to respond to any specific actions that they want to change slightly or to comment on, or in fact challenge if it's maybe outwith the scope of what they're actually able to do within their role.

This webinar itself has been made available for live viewing for members of the CCW team and can also be members of Defra, Ofwat, Wessex Water, and the Wessex Water Independent Challenge Group. Community members are also welcome to view this session as well as it happens.

So hopefully with that out the way, I should also say some housekeeping. If you could try and keep your microphone on mute, if possible, until you need to speak. If you've got anything you want to say, you can add it into the chat, that's absolutely fine, or if you just raise your hand, I'll make sure that I do get round to you in plenty of time as we continue this discussion.

That takes us nicely to our first question, so with that in mind I would like to now hand over to Community Member 3, who is going to be reading that out, and I'll share my screen as he does that.

Community Member 3: First of all I'd just like to commend Wessex Water for taking the time to spend with us tonight, because I know from my past experience of business, there's nothing more intimidating than leaving head office and talking to some real customers.

The question is this. Several of us either use local rivers, harbours and coastal waters for recreation, or live close enough to feel the impacts at home. People in our group talked about worrying whether the water is safe, and about sewage-related smells affecting daily life.

We'd like to know what specific actions will Wessex Water take, and by when, to reduce sewage outflows and pollution at named local sites, warn people clearly when there is a health risk and show customers that conditions are genuinely improving.

CCW Chair: Thank you for that, Community Member 3. Ruth and Ruth, just before you respond, firstly can you be as specific as possible when you're responding to the question, setting out what is already in place, what is planned, what will change as a result of this discussion, by when those changes will happen, and how customers will be able to see and measure progress. To community members, please listen attentively and make some notes. You have about five minutes. If you need more time, I will give you two more minutes, so seven minutes max. Over to you, Ruth.

Ruth Jefferson: Thank you ever so much and thank you all for joining this evening, because it's fantastic to hear from you and get your feedback as well. I think we're going to do a double act here. I'm Ruth J and Ruth B is on the screen as well.

Maybe if I start with the sort of high-level pollution performance and how we're doing, and I think the honest answer is there's always more to be done, right. There's lots that we need to be getting on with to reduce pollutions and to improve our performance, and that's not something we're shying away from.

I think where we struggle is we're not very good at translating that into language that customers understand. We've recently published a plan, a Performance Reduction Plan² is the formal name, but we need to translate that into things that you can connect with, understand where we're going and, as you said Rachel, by when. It's all very well me sitting here and saying, "Well we've reduced pollutions by 35% from last year," but actually what does that mean?

Well, it means we're putting in more monitoring. It means that we are using more technology to understand the network. We're catching pollutions before they happen. We're using dogs to make sure that we're identifying where we've got misconnections. We're really trying to make sure we're presenting this information in a way that's understandable, because we are terrible at using technical terms, terrible at using acronyms, terrible at using language which isn't relatable, and we need to be able to demonstrate that that performance is improving. So that's something that we're focusing on, and particularly with that plan that we've just published, how do we translate it.

The question specifically is talking about rivers and recreational use and coastal areas and overflows, and we have got an awful lot of activity in that space at the moment, which Ruth B might be able to give a bit of colour to. Ruth, do you want to just pick up on some of the

² Wessex Water Correction: this should be Pollution Reduction Plan

specific things we're doing and some of the dates by when we'll have those improvements in place?

Ruth Barden: Absolutely. Thank you very much. Overall, we're investing £8 million per month to tackle storm overflows to reduce the frequency with which they operate, and we're doing that through four key ways, so building bigger tanks to hold back storm water, building increased capacity at our treatment works so we can treat greater flows.

We're also looking at using nature to provide treatment to protect water courses and removing rainwater from the system as much as possible, because that obviously does contribute towards the frequency with which these overflows operate. And we're undertaking 392 investigations into storm overflows, so at 392 sites we're investigating these storm overflows. We'll complete those investigations by April 2027 and that will inform the improvement works which we need to do [to] those.

We've got plans, so the £8 million per month is basically translated into about 143 schemes where we'll be improving those storm overflows, using those four methods which I mentioned previously about bigger tanks, bigger capacity at our treatment works, using nature and removing rainwater as well.

Of those 140 or so improvements, 36 of those will be using nature, so using nature-based solutions to treat storm overflows where a lot of groundwater, so where the water table rises and gets into the sewerage system, we're using nature to treat those, and they tend to be our longest-spilling overflows. So we're looking at that. We're leading the industry in that. There are about 45 trials happening across the country, of which we're delivering 36 of those.

What have we done to date? In the last year, we've improved seven storm overflows, which we've still got quite a long way to go obviously, but it's the first year of this five-year investment period, and next year we're looking at improving another eight. One of our most recent schemes has been at Holdenhurst where we've installed really big tanks, the equivalent of four Olympic swimming pools, cost of about £30 million, and increasing the capacity through the treatment works as well, and that will reduce the storm overflows by about 30%. So that gives you a flavour of what we're doing.

In terms of your question around informing recreational users about health risks, we've got some water quality machines which provide data 24/7 around the quality of the water there, and we're making that information available to the public using web apps and we're trying to work with customers to understand: well actually where do you go to for your data, where's the best place to share this, and what is the type of information that you need to know?

We've got two of these machines at Bournemouth and Boscombe Pier, so providing data to people who are going swimming there. They're attached to buoys so they float out by the pier and provide that information, but they also provide information about wind speed, water temperature, things like that so people can understand the complete picture in terms of the safety before they get into the water, into the sea there.

And we're rolling that out at a number of river locations as well, which we know are really popular for local people. We've got a few near Bath at Warleigh Weir, we've got Bristol Floating Harbour as well, we've got a system there, and we're rolling that out, looking at about 20 other locations.

That's a lot of the information that we're doing to provide good data to people. We've also got our Coast and Rivers Watch Map which is on our website, and that provides real-time information about the storm overflows which are operating at any moment in time, and it

gives you information about actually the location where those are discharging to and also some previous information around when they last discharged and the number of times they've operated over the year. That's a facility which is available and that does feed into things like the Surfers Against Sewage Safer Seas & Rivers app, and also the National Storm Overflow Hub.

And then again, I know you mentioned about, sort of asked about when conditions are genuinely improving. A lot of this data which we're collecting through these water quality machines will show the improvements which are being made at those locations where they've been installed and we are installing many more of these. We've got 470 sites where we'll be installing more water quality monitors over this five-year period. And again, that will show where improvements are being made as a result of this investment.

CCW Chair: Thank you Ruth and Ruth. Two questions before I hand over to Nicky. Ruth J, you spoke about the plan, is it a plan that's publicly available at the moment?

Ruth Jefferson: It is. It's published on our website. I would caveat it with, it's a regulatory plan, we're required to produce it, so it's written in terms that are probably not that easy to interpret. It has to contain certain data. We've tried to give it more colour by using some of the case studies, talking about the river water quality monitoring apps that Ruth talked about, talking about where we're using- working in communities to prevent blockages, etc.

But it is publicly available. It is on our website, and it's going to be a live document, so we need to make sure we're updating it and showing where our investment is generating genuine improvements, or if it's not, where we've learnt to change our plan and do something differently. So it is available, but as I started with, I think it needs translating into something that's a little bit more easy to understand.

CCW Chair: Thank you, and Ruth B, you spoke about a few issues. Is there anything there that isn't currently communicated to customers?

Ruth Barden: I think probably the one thing which isn't communicated is around the locations where we're going to be installing these 470 water quality monitors over the next five years, partly because we're still working with landowners and people like that to understand where we're going to put them and actually make those arrangements.

And again, some of the 20 locations, rivers and coasts where we're going to be providing those 24/7 web apps, again we're still investigating the most appropriate locations for those, and working with local groups, so local swimming groups, local authorities to make sure that they are at the most appropriate locations, because we don't want to ... whilst people might use the river in that location, it might not be the safest place to be, so we want to make sure that we're installing these in the best locations, to provide people with a safe option and the relevant information to inform that.

CCW Chair: Thank you for your responses. We're going to turn back to customers. Nicky will guide this discussion and make sure we draw out any specific actions that should now form part of the company's accountability plan. Over to you, Nicky.

TMcK Facilitator: Thanks, Rachel. For this section, obviously we're focusing on your reaction to what you've just heard, so we don't want to create any new questions as such, but what we want to try and understand is what felt really clear and concrete? What felt a bit more vague, maybe uncertain? What, if anything, is maybe missing from the response? And what specific actions or commitments need to be put down on a bit of paper and taken note of?

If you do find yourself about to ask another question, try reframing it in your mind as, “Well, what I still need to see is,” or “The commitment I’d like to hear is,” and then we’ll talk about what that might be. So I guess, Community Member 3, you asked the question, what did you think of the response? Do you want to come in and tell us a little bit about your thoughts?

Community Member 3: I think first of all you have to start somewhere, so it’s good to see that the monitoring is the start of trying to confirm the nature of the ongoing problem and I think it’s really important to have the data to do that.

In terms of overall theme, I was a little bit worried that some of the language sounded a bit like, say, Angela Raynor promising 300,000 houses a year and of course it’s never happened and never will happen. So in that sense, when I hear that you’re going to put in 470 monitoring stations and so on and so forth, and the tangibles are things like Holdenhurst, and even creating those Olympic-size swimming pools of tanks to hold sewage, it’s still only reducing the problem by 30%. 30% is a start, but I suppose it’s very easy as a consumer to fall into the trap of, yeah that’s great but you’re still not working fast enough for us.

The other observation I’d have, in terms of the monitors, I was minded of HS2 and that sort of tick box exercise where, as part of their green credentials, in terms of all the forests that they’ve ripped up, they promised to plant 64,000 trees and then 60,000 of them died because they didn’t water them. Are the monitoring stations going to be maintained and not just put there, if you like?

And then in terms of an action, speaking locally, the one thought that struck me was that if you’ve got monitoring in Bournemouth and Boscombe Pier, then maybe in terms of a communication exercise to people that use that area of beach, Wessex Water should team up with the RNLI.

They’ve got safety stations along that entire beach, roughly about every 500 metres, and on those stations it tells you whether the water conditions are safe to swim in, not from a sewage perspective, but whether there’s a rip tide or whatever, but maybe that board needs to have a section sponsored by Wessex Water which actually says, “This is the result of the monitoring station today,” so that people who aren’t app-ed up, that are still living in an analogue age, can see exactly what the situation is.

TMcK Facilitator: Thank you very much, Community Member 3. Does anyone else want to jump in there and add to Community Member 3’s response or just add something new to what they’ve heard from the team at Wessex [Water]?

Community Member 7: One of the things that I had written down was, “Let’s get that communicated at a local level,” not only for people that aren’t tech savvy, but maybe those that are visiting the area and don’t have the relevant local app or whatever. I think that’s a really important, good idea, Community Member 3.

TMcK Facilitator: Anyone else want to jump in there? Community Member 1? Sorry, I’ll come to you in a second, Community Member 10. Community Member 1, if you want to go ahead?

Community Member 1: Firstly, I think it was good to acknowledge that more needs to be done. That’s good. And you said there’s a plan currently on your website which we as consumers probably wouldn’t understand, so you said there needs to be more communication in a customer-language format, but I don’t feel you said how that’s going to be done or via what method.

TMcK Facilitator: Well Community Member 1, and again we can open this to the room, what sort of methods would we like to see this communication in, because there's so many options now these days?

Community Member 1: Yeah and I know we discussed that last time. Probably via email, but all of these plans, all of these actions, I didn't know any of this was happening. Consumers need to be able to know that that's happening via some method.

TMcK Facilitator: I'm going to come to you in a second, Community Member 5, so Community Member 10, you were about to come in, if you want to just jump in quickly, I'll come back to you, Community Member 5. Oh no, Community Member 5, you go ahead.

Community Member 5: I would prefer to be contacted by email.

TMcK Facilitator: Community Member 10, do you want to jump in with your response?

Community Member 10: Yeah, one of the things I didn't hear them talk about was how they're going to repair damage to the rivers and ecology. It talked a lot about using nature-based solutions as controls to improve the storm drains, but where ecology's been depleted, what kind of plans or projects are going to happen after they've done that work to replenish some of the species and livestock that we've lost?

TMcK Facilitator: And what could that look like in terms of actions, Community Member 10?

Community Member 10: Gosh, I don't know. Possibly joint projects with the Environment Agency and local wildlife charities to survey what ecology we have in there and bringing in experts to boost populations where we've lost fish species, that kind of thing.

TMcK Facilitator: Any other thoughts from the room?

Community Member 7: I think also on that, some financial support for those charities as well, because they are run by volunteers, they are giving up their time, and if they're doing work that perhaps we as consumers consider the responsibility of the water companies, then just sort of supporting them financially is really important.

TMcK Facilitator: Community Member 3, you were going to jump in there, I think.

Community Member 3: Just on that topic of nature-based solutions, there's been a lot of work in, I think, Cornwall and in places like Ealing in West London, using beavers to do the job for you. They don't require dividend payments or remuneration, and the statistics are already showing they're making tremendous strides in bringing back nature to how it should be without any human intervention. And I wonder whether Wessex [Water] are partnered up with wildlife bodies in that respect.

TMcK Facilitator: So the action here, Community Member 3, really could be to explore what more could be done with proper partnerships in terms of preserving nature.

Community Member 3: With that specific animal, because it seems to be incredibly productive.

TMcK Facilitator: Any other thoughts on the response you've heard or on the question again? The question is in the chat if anyone wants to refresh their memory on that.

Community Member 9: Yeah, just the tanks, I mean this is a specific thing, but the tanks that were put in that led to a 30% reduction, that doesn't sound like a solution to me. That's kind of, yeah it's helping out but it's, you know, that particular station, if it's reducing those

flows by 30%, that's great, but what further work is going to be done to stop the releases? It's a big investment. Maybe it's not in the scheme of things, but it's obviously an investment they made to make a 30% reduction, but what, going forward, is going to be then made to that same spillage site to prevent the other spills from happening?

TMcK Facilitator: So a bit more information around the infrastructure planning then, how it relates to different areas.

Community Member 9: Yeah.

Community Member 8: I was interested to hear about the water quality at Bournemouth and Boscombe Pier, but I just wondered whether there would ever be exploration to doing it in more of the Poole-based areas like Sandbanks, as most of the local people I know tend to swim in the Poole-based beaches, and I just wondered if we were being missed a bit.

TMcK Facilitator: Any other thoughts on this particular question, folks, before we start looking at some of the actions?

Community Member 2: My thought was it's very good to have it all on the website, but what's the timescale for getting it in a customer-friendly way so the layman can understand what their plans are? Because I could look at the website tonight, but I probably wouldn't understand much of it.

TMcK Facilitator: What would be a good timeframe? We're coming up for May 2026 now, so when would you expect something like this to start to roll out and be a bit more accessible?

Community Member 2: Ideally it would be six months, but I think 12 months is a reasonable timescale. If the work's already done, it's just simplifying it, isn't it?

TMcK Facilitator: Community Member 3, did you have a thought on that timescale?

Community Member 3: Yeah, I mean this is probably a gross over-simplification, but I'm a chairman of a resident management committee, so I'm having to deal with all kinds of stuff, and the quickest way I can make that language accessible to the other residents is to run it via Gemini, ChatGPT or Copilot, and say, "Please convert this into something that is readable and easy to understand," and it does it immediately. So why can't Wessex Water just run all of that technical stuff for the regulator straight through a premium version of Gemini, and come up with the answer? But maybe that's too simplistic.

TMcK Facilitator: I think what you're saying there, Community Member 3, is six months is generous in terms of the timeframe.

Community Member 3: I would say so. In a world of AI, yes.

TMcK Facilitator: Any other thoughts just in terms of what we've heard this evening from Wessex [Water] in relation to this question, before I start prompting with some stuff that we've come up with in the briefing session?

Community Member 7: In one of the things they said that they were monitoring, working with local groups, but from my experience, certainly following Wessex Water on Facebook, there doesn't seem to be much communication with local groups on work that's carrying out and what have you, so I'd like to know how the local groups are ascertained and what's sort of asked of them. Are they being picked in areas for convenience or is it covering the whole of the geographical area that the company cover?

TMcK Facilitator: You mentioned a Facebook group there. Would you expect someone from Wessex Water to be able to answer a general question that's maybe posed? If it's a big enough group, they could have a representative on that group potentially?

Community Member 7: Well, it's the Wessex Water Facebook page which I have followed since we've been doing this, and there's some really useful information on it, but as I say, I don't see them communicating then with local groups. For example, the road at the end of our village was being dug up and it was only by people sharing that information within the village that we knew about it, or signs being up. There was nothing from Wessex Water communicating to us as a community. So I just wonder how they're then picking off local groups to be working with.

TMcK Facilitator: Okay, sort of as a way to push information out to the relevant place?

Community Member 7: Yeah, they said they're looking at working with local groups in order to work out where they should have monitors, so yeah, how do they select those groups?

TMcK Facilitator: And do you have any thoughts on how they could do that, Community Member 7, that we could put to the plan?

Community Member 7: Well probably email out to all customers asking if there are any wild swimming groups or activities, water activities, in their area and why they think their area should be monitored versus another area, and it be done at the customers' request as opposed to Wessex Water's convenience.

TMcK Facilitator: I'm going to share my screen soon, it's been populated quite nicely, but before I do, I just want to check, is there any other things that we want to cover before we move on to the next section here? A couple of things in the briefing session that were mentioned, just around odours, sewage-related odours, I don't know if anyone's got any thoughts on that that they want to bring forward based on the response there or we're quite happy? No? Okay that's fine.

Let me just share my screen then, and what we can see here are a couple of columns, so we've got the question on the left-hand side and then we've got the "We did", so obviously Wessex [Water] acknowledge that they struggle to translate action into language customers can understand. They have recently published performance production plans³.

They're looking for a 35% reduction in pollution. They've got more monitoring in place now. They're using tech, they're using dogs to identify misconnections. They're spending £8 million per month to tackle storm overflows, so roughly 142 different schemes with a five-year investment period. They're looking to build bigger tanks in areas to help reduce sewage output.

They're building increased capacity at treatment works. They use nature to protect watercourse and to help remove rainwater. They've got 392 investigations in storm overflows by April 2027. Twenty-six⁴ using nature-based solutions, leading the industry on that one, 36 out of 44 trials across the UK, and they've improved seven storm overflows recently. Water quality machines provide data 24/7 now, and the Coast and Rivers Watch Map on the website provides real-time information on storm overflows.

And obviously into the future they're looking to have another eight overflows improved in the next year, web apps to let the public know and find out best places to share them. They're going to work with customers to understand what they want to see and where they

³ Wessex Water Correction: this should be Pollution Reduction Plan.

⁴ Wessex Water Correction: this should be 36 using nature-based solutions.

want the data to be shared, and they're working with local swimming groups to make sure that they're installing info in the best locations with relevant information.

And obviously these are the things that were then commented on by the community, and there's a couple of things here that were brought out. We want to communicate the plans and actions via email to customers, so there's an interest there, and again please jump in here, folks, if there's anything else we want to add in here.

CCW Chair: Nicky, could I just say something? I'm finding it quite difficult to see what's on the screen. I wonder if others are experiencing the same.

Ruth Jefferson: Me too. I'm wishing I'd brought my glasses.

CCW Chair: Yes. It looks better. It looks like we might chop off the "You said" part, but I think what's really essential is the "We did", "What would an ideal," so if you could try again please, Brad.

[Text enlarged]

CCW Chair: I think that's better. Ruth is that better for you?

Ruth Jefferson: Yeah.

TMcK Facilitator: Okay, hopefully we can see that okay. Thanks for jumping in there, Rachel. I've got a massive screen in front of me so it's no issue at all. My end's fine. So, on to the section around what the customers have fed back based on the response.

Explore what more can be done in partnership with other organisations for nature reservations. The use of beavers was mentioned as working quite successfully to bring back nature to what it should be like.

You should team up with RNLi to communicate safe swimming conditions, alongside things like riptides and weather warnings, etc, on each of the busy beaches. Get this communicated at a local level so locals and tourists, those not on social media, etc, so those that are more analogue in how they approach things.

Lay out a plan for how to communicate with customers in plain language. Obviously, there is all this technical information available right now, but it's just not landing with customers, so we need to sort of accelerate what that could look like.

Talk about how to repair damage to the local ecology, joint projects with local wildlife projects, bringing in experts where we've lost species.

Provide information on what preventative measures can be put in place, and how to communicate infrastructure and planning for future, e.g. clarify what work is going to be done to stop spills in the future.

Provide clearer, more accessible communication to improve websites, etc, and obviously we mentioned here that we're expecting that to be done relatively quickly given the advancements in AI.

Utilise social media to communicate with customers through Facebook groups, and really be as proactive there as possible, and again use local groups to communicate with customers, again we've spoken, I think that was mentioned in the company response.

So again, just out to the customers, now that we've seen the draft action plan if you like, is there anything you want to tighten or anything else you want to add to it to make it as strong as possible?

Community Member 3: There's a lack of numbers, what by when, although I appreciate in a forum like this it's difficult to actually put numbers on things. But this narrative is great, but it just feels a little vague.

TMcK Facilitator: How can we sharpen that, Community Member 3? What's missing, in your opinion?

Community Member 3: Well like if you take "we should team up with the RNLI to improve communication," we're now entering the summer period, so wouldn't it be nice to actually have something done by 1st June? If the monitoring stations are already in place in Boscombe and Bournemouth, that should be relatively easy to have a short conversation with the RNLI to actually get that data on their boards on the beach. It would be incredibly helpful to the millions of people that visit the Bournemouth area in the summer. If it's left beyond June, then you're almost, in terms of the holiday season, then you've lost the year.

CCW Chair: We'll make a note of that. Yeah, it's good.

TMcK Facilitator: We can add that into the actions, for sure, and Wessex [Water] will have a chance to jump in, in a second, if they've got any thoughts on that. What about to the other customers in the call just now, any other thoughts in terms of the actions that we're seeing on the screen, anything that we can do to make them feel more tangible, or are we happy with the way they are?

CCW Chair: In terms of H⁵, accessibility, communication, I think it was also about for those that don't use digital means, if I captured the discussion earlier, so H, improve website, but also about ensuring that obviously those that don't use the internet etc could receive information. Thank you.

TMcK Facilitator: Okay, if we've got nothing further to add as customers then we could look potentially, Rachel, to get a response from Wessex [Water] just now.

CCW Chair: Thank you to customers. Thank you to the company for their responses. Before we finalise the actions, Ruth and Ruth, I'll give you an opportunity to highlight if there are commitments that you believe are not feasible. Looking at what would an ideal company response look like, and looking at the timescale, do you think that what you see there is something that could be done in the timescale indicated, including the comment Community Member 3 made regarding six months to team up with RNLI? If there are any constraints, whether regulatory, financial, operational or legal, please explain to us. Ruth, over to you, Ruth J.

Ruth Jefferson: Thank you. I think they're all fantastic ideas and my gut says there's nothing there that's not feasible. Everything there is something that we can take on board and certainly would improve our communications. I'll let Ruth B come in on some of the specifics, particularly around the RNLI and some of the partnership work we're already doing, because I think we are already in contact with the RNLI.

I think the communication point and the Facebook comment about, we have our own Facebook page but are we using it as much as we possibly could do, I think that's certainly one we can take away. The only challenge we have with some of the local groups is they're often closed to the local group and we aren't able to access it, but there's certainly more

⁵ Action Point H: Provide clearer, more accessible communication

we can be doing within the community to say, you know, if we're working in a particular village or street, is there a group, we can proactively ask the question and then see if we can join to provide updates. That works perfectly well for me.

Emails, well you might [not] believe it, we don't have email addresses for everybody. We put out a customer magazine twice a year, which lands on people's doorsteps, and we also do an e-newsletter to those who have opted in and provided their email addresses but perhaps there's more we could do in terms of a portal or somewhere where someone could sign up to the e-newsletter, because then we could use that to push out more messages. So I think that's something we need to look at, because email is a great form of communication for those who want to receive emails.

I also think there's more we can do translating the plan. Community Member 3, totally with you. AI is great at summarising and condensing and simplifying. I don't always 100% trust it, so I still also need to have the human look over it, but I think we can absolutely commit to summarising our Pollution Reduction Plan into something that's more digestible, and I think it needs to be beyond just written form. It needs to be videos, it needs to be social media posts, it needs to be updates, because we just know everybody takes in information in different ways. I mean my son believes he can learn to drive by watching TikTok. It's a very different generational thing. We need to make sure that we're utilising all the different channels, but we can definitely do it quicker than six months.

And I think the other ones are around the work we already have ongoing, so perhaps Ruth B, do you want to come back on the RNLI one because Community Member 3 is spot on about bathing season.

Ruth Barden: Thank you so much. Yes, so I mean there's really good news there. The bathing season starts on 15th May and actually we're working with Bournemouth, Christchurch and Poole Council to get these water quality buoys, the monitoring out there in the next week or so, and we work with Bournemouth, Christchurch and Poole Council with the beach managers there and the RNLI.

So the data which is coming back about water temperature, currents, all of those sorts of things, is relayed in real time to the RNLI, so they mark-up, they've got little blackboards on the beaches there, and that also influences whether they put up red flags or not. That's already happening, and also the good news is that those buoys are going to be out for the next 12 months, so over the winter as well, so people can access that information year-round, which will really increase people's knowledge and safety.

I think if I could just pick up on Point F⁶ around the river damage to local ecology and working with local wildlife projects, again there's some good news there. We are already doing quite a lot of that. We've got five catchment partnership projects which we're working on over this five-year period, and that's primarily with river trusts and wildlife trusts to do river restoration projects, and also there's a key element, there's a large part of citizens science there as well, so getting our communities to be the eyes and ears on the ground to tell us where there are problems so that we can better understand that and then help to mitigate those problems and repair any damage which has been caused.

So that is happening, and again, if there are local groups that we're not engaging with that you think we should, it would be really good to hear about that as well, because that's something we really want to do.

CCW Chair: Excellent, thank you. To customers, you've heard Ruth's and Ruth's response in relation to the actions. Is there anything that you think needs to change, based on the

⁶ Action Point F: Talk about how to repair damage to the local ecology (e.g. joint projects with local wildlife projects and bring in experts where we have lost species)

responses or are you happy that we agree these actions tonight for this particular question? And this is to all customers, any views? I can't see all of you but I'm moving through. Anything? No. Okay. If we are happy then, we've agreed a set of actions, for the record, for Question 1. Thank you so much to everybody.

Moving to Question 2, just to say we are on time, actually. That session starts at 18:47, so well done to everybody, including Nicky the facilitator. Let's kick off Question 2. Asking the question is Community Member 7, please.

Community Member 7: Hi, Ruth and co, thank you very much for your time, as Community Member 3 said. Customers are seeing bills rise even when their own use feels steady, and the information they receive still feels too generic. Before asking customers to pay more, what has Wessex Water done to control its own costs and how will you show customers in simple, household-level terms where our money is going, what it is funding, and what measurable improvements we will see in return?

CCW Chair: Thank you, Community Member 7. Ruth and Ruth again, in responding it will be very helpful if you could be as specific as possible, setting out what is already in place, what is planned, what will change as a result of this discussion, by when those changes will happen, and how customers will be able to see and measure progress. To community members, please take a note, and just to say also, Ruth and Ruth, this isn't a trick question at all. So over to you.

Ruth Jefferson: Understood but Ruth B would be very uncomfortable if she has to answer this question, so I think I'm meant to be joined by Andy Pymer.

CCW Chair: Absolutely yes, that's absolutely my fault.

TMcK Facilitator: Andy should be here.

Andy Pymer: Yes, I've been admitted as a panellist. I've missed some of the discussion, because I got turned off whilst being admitted, but I am here.

Ruth Jefferson: We haven't started, Andy. I was just explaining that Ruth B would not be happy answering this one. Are you happy to start?

Andy Pymer: Just let me see the question. It's about how we're controlling our own costs and then how we're explaining where our money is going and what it's funding, and what improvements will be seen.

CCW Chair: Andy, before you respond, just to put on the record, apologies, of course it wasn't Ruth asking Question 2, so that's my fault. In terms of responding, Andy, I just want to read out what I mentioned earlier; it's very important to be quite specific, setting out what's already in place, what is planned, what will change as a result of this discussion, by when those changes will happen, and how customers will be able to see and measure progress.

Andy Pymer: Okay, good, well yes, I was listening to the earlier discussion in the observation room. It's been a really interesting discussion on the previous topic and a really good action plan, so it'll be wonderful to have a similar action plan coming out of this discussion as well.

If we talk first of all about what's being done to limit the impacts in terms of bill increases, obviously we're aware that bills are rising and no increase is welcome, and there's a lot that we do to help customers that are struggling to pay, but overall for all customers we work very hard to keep bills down by planning the work that we do very carefully, and we spread the costs over time rather than asking customers to pay everything at once.

We also do a lot of work ourselves instead of going to external contractors, and that's been very successful and helps control costs quite significantly. You'll have heard from Ruth B previously as well actually that where we can we use better solutions, for example lower cost, natural solutions like the reed beds and wetlands rather than building expensive treatment plants.

And we also work with customers to save water, because saving water can also reduce bills, so we're helping customers to use water wisely. We provide free water efficiency gadgets and water-saving tips, and we're also providing free water meters, because a meter often means the customer can pay much less, and it also helps spot leaks in their own home plumbing. And, as I say, we've got extra financial support that's available for customers, and overall the aim is to deliver all of the essential improvements we need whilst keeping bills as affordable as possible.

I guess it's probably fair to say actually a lot of that work is perhaps behind the scenes, maybe we don't say as much about it as we could do, and that's an area where perhaps we could improve in terms of explaining how we're making savings and what impact that means for customers.

And then in terms of actually practically where the money goes and putting that in household terms, maybe if we actually look at a typical bill, for every £1 that we as customers spent last year, where did that money go?

Well about 50p went on day-to-day running costs like salaries, electricity bills and so on. About 30p went on maintaining all our thousands of treatment work and pumping stations, all the storage reservoirs and pipes. About 35p went on improving the environment and ensuring a reliable supply of water, so that was on improving things, and then there was about 15p that was on paying interest costs on the money that we've borrowed, which is just a bit like you or me paying the interest on our mortgage or rent to a landlord.

And in fact if you're totting those amounts up, it actually comes to more than £1, it comes to £1.30, and that actually means that every £1 that we receive from our customers, last year we actually spent £1.30, and the extra 30p comes from our investors, and they invest money into the business, again just like you or I might put the money into a savings account and earn interest.

And maybe just to complete the picture, just to confirm we didn't actually last year pay any or declare any dividends⁷, and we didn't pay any executive bonuses either, so none of customers' money is going on those things. So that's where the money goes.

And then I think the – I can't see the question in the chat actually, but I think the question was then going on to how customers can track progress and understand where we're spending the money. In part that's through our website. We also have communications in bills. We publish data on things like pollutions, bill rises, leakage, customer service, and the independent regulators, and these are organisations like Ofwat and the Environment Agency and the Drinking Water Inspectorate, they also publish performance comparisons and bill comparisons across the industry, and there's an online comparison website as well that you can go to, that customers can go to, that has every water company on it. That's called Discover Water and that's all online.

And the aim is to try and make it really easy to see how we're performing and where that money's spent, and what's being got from that money, but I think probably consistent with the previous question and the previous discussion, there's a lot of information out there,

⁷ Wessex Water Correction: we did make one dividend payment in the year, in April 2025, that was carried over from the previous financial year.

but we're not always as good as we could be about making that clear to customers and presenting it in an accessible way or in a way that customers would want to see it, and means that actually it comes across your email screen or across your phone or across your letterbox, whichever way that you like to receive information.

And I think also perhaps we talk in generalities, and it might be good to have some case studies and say, "Here's an actual investment programme that's happening in a particular area," and that would also bring things to life that much more.

CCW Chair: Thank you, Andy, for that response. Just in time, actually. Turning back to customers, handing over to Nicky who's now going to facilitate the next part of the session.

TMcK Facilitator: Thank you very much indeed, Rachel, and thank you, Andy, for that response. Obviously, we heard a lot of information from Andy there in relation to the question. Has anyone got any thoughts on what we heard? Are there any further actions or questions that you want to talk about within the group?

Community Member 6: Yeah. If he knows that we're not understanding the set-out of our bills because people ring and say, like me on a meter, "Where's it all going, why's it going up," if they're aware that it's hard, that they're putting it in graphics and we're not understanding, well then why isn't something being done about it if they know that we can't understand our bills? I don't understand. He knows that we don't, so why aren't they doing something about that for a start?

TMcK Facilitator: Well what sort of things would you like them to do, Community Member 6?

Community Member 6: Well, a breakdown of where he's just got it to £1.30, the breakdown of it all. When I phoned up and said, "How come it's gone up so much when I'm on a meter and I'm using even less than I was because I'm so spot on with what I'm using, turning the tap off all the time and doing everything," and they just said, "Oh, it's just inflation, just like your gas and your electricity." That's the comment I got when I did phone up. So I would have liked to have been able to see it written down somewhere, actually where it was and why it was dearer than last year, that I could compare then myself.

TMcK Facilitator: And what would you be comparing? Would it be this year versus last year and what's driving the difference? How detailed would you want that information to be?

Community Member 6: Well detailed so that I can see, because if I'm using less and I'm not understanding why I'm being charged more, so where the £1.30 went to, where he's just said, you know, that it added up to that amount. I could just compare.

TMcK Facilitator: What's the best way for the company to get that information to you, Community Member 6, so that you'd be able to access it easily?

Community Member 6: Email so that I know I'm now doing this, I'm aware of what's going on, so I can go and have a look and find these things, like Fred Bloggs can't because they don't know what's going on now, so I can actually email and actually see where it is, rather than me getting my knickers in a twist and phoning them up and asking them where it's gone. Does that make sense?

TMcK Facilitator: Yeah, yeah, it makes complete sense, Community Member 6. Has anyone else got any other thoughts on that, or on anything else they've heard?

Community Member 7: I've just brought my bill up again as I did on the original conversation that we had before this group. My bill is seven pages long and bar the amount

of water that I'm using, page three to seven is 100% generic, which feels like an awful lot of wasted information. There is a breakdown on where money is going, but what it doesn't do is break down where your contributions are, and I think I said in previous conversations, rather like with HMRC where it says, "You've contributed this amount and this is the breakdown of where that's going," I think that's quite important to us as consumers to see that information.

TMcK Facilitator: And why does that matter, Community Member 7? How does that make you feel when you see that information put in those terms?

Community Member: I think it just makes it very black and white that there's investment, and we're there thinking that we contribute huge amounts, but actually when it's costing this amount to treat your water, in actual fact you're only paying, let's say 5p in every £1, whatever the percentages were towards environmental projects, whatever, it just makes you understand the whole process a little bit more I guess.

And then my other thing on this is saving water. I don't think I've seen a single fresh idea on how to save water in quite some time. Now my water for a family of four is 220 whatever cubic metres for the billing period, which apparently is quite low for the size of our property. But I'm damned if I can get it any lower, because I've just got no other fresh ideas bar steaming all the vegetables and constantly using that water on the garden. I don't have any other ideas, but I don't see Wessex Water coming up with any ideas either and I think that would be really useful to help us help you.

TMcK Facilitator: Community Member 10, you've got your hand up. Do you want to jump in?

Community Member 10: Yeah, what I'm missing is information about how the burden of cost is shared across businesses and customers. We're hearing a lot about how the water companies are making savings by getting customers to responsibly use more water, but it would be really interesting in bills to see how they're working with businesses who use a lot more water than us, and how is the burden financially being shared by businesses and their responsible water use in terms of making billing fair and everything.

TMcK Facilitator: Brilliant, Community Member 10, thank you. Community Member 1?

Community Member 1: Yeah, there was a lot of information communicated about what Wessex [Water] are doing and things, and I think it all just needs to be simplified, really, really simplified. I felt it was five minutes of "We're doing this and this and this," and it just needs to be condensed right down. That's my first point.

And then secondly, I want to know a bit more about what improvements we will see in return like long-term. Not just in this year but in five years' time. Are our bills just going to keep going up and going up and going up? You said you're planning that, so we need to know as consumers.

TMcK Facilitator: Community Member 1, was it you that mentioned in the briefing session about maybe postcode-level projects so you can actually see locally what it is that's happening or was that someone else that mentioned-

Community Member 1: No, I don't think I mentioned that.

TMcK Facilitator: Community Member 7, have you got your hand up there? Do you want to jump in?

Community Member 7: Yeah. Another query, is there any opt-out of postal, because I have a feeling there isn't and I don't want a paper bill and I don't really want a paper magazine, and if there are several hundred thousand customers across the region that don't want that, that's quite a lot of money saved over the course of a year.

TMcK Facilitator: That's a good idea. Community Member 3, do you want to jump in there?

Community Member 3: Yes, so rather like Community Member 1, I'm a little bit nervous when we have a quote which says, "Well last year we didn't pay dividends, we didn't pay investors," but that was only last year and that was in the heat of a fairly hostile environment, and I don't think the hostility of the environment is going to change in the future. I've never had a finance director who could turn £1 into £1.30. I'd love to find one [laughs], so if Wessex Water, I commend you for that. It does seem like an alchemist's dream to be able to do it.

And I sort of feel that that's not sustainable. You're relying on a happy investor to continue to put in the 30 pence while you do all of these projects. It's a bit like, to me, when Wessex Water is saddled with nearly £4 billion of debt, is Wessex Water really a large debt with a water company attached to it, rather like the United Kingdom is a hospital with a country attached to it?

And I just worry about how long that enthusiasm from bondholders and investors, presumably YTL, is going to continue in the environment that we're in, because for them the good days are over, really. They've sucked out all the cash over the last 20 years. What's their payback for continuing to do that in the future when the regulatory environment and consumer nous is going to be so much more hostile and all pervasive in looking at what's going on? I worry about that.

TMcK Facilitator: Community Member 3, just with that in mind, and I think it's a good point in relation to value and in relation to investment; what sort of actions could Wessex [Water] take away here to create some kind of response to that issue you've raised?

Community Member 3: Well I guess, you know, sunlight is the best disinfectant and so actually showing this stuff in accessible form so that people, rather than just investors and bondholders, but actual customers can look at it and interrogate it, then I think creates a much better conversation and hopefully some discipline in how things go forward.

For example, Wessex [Water], as I understand it, is using a lot of inflation-linked debt, and I can't see that's healthy in an inflationary environment, and presumably it's doing that because of a lack of enthusiasm from bondholders for normal fixed-rate debt measures.

TMcK Facilitator: Okay. I'm sure there'll be an opportunity – we'll get that written down in the action plan in a second – there'll be an opportunity for Andy and Ruth to come in with that one.

Community Member 3: I mean the one other point I'd add, which kind of goes back to the previous thing, I think we're all agreed that controlling sewage is a really important issue, and £8 million a month sounds a lovely number, but it is only £96 million a year, which is roughly 60% of the debt servicing costs. So that tells you a lot about priorities really.

TMcK Facilitator: I guess to the point on this one, for this particular question, Community Member 3, we're looking at getting some kind of easy way to compare where investment is going and what that means therefore in terms of servicing things like debt, investing in-

Community Member 3: Exactly, and not just talking about one year, but saying, “This is where we were in the last three years,” or whatever, “and this is where we’re going to be in the next three, five, seven years.”

TMcK Facilitator: Any other thoughts, folks, in terms of the sort of actions that we’re looking, an ideal response would be for Wessex Water in this question before I share my screen again and summarise things?

CCW Chair: Nicky, if I could just come in on what Community Member 3 mentioned, you spoke about showing the information in accessible form. I’m not sure you were specific in terms of what that accessibility looks like. That’s to you, Community Member 3.

Community Member 3: Sorry, in what form it looks like? Well, I mean everyone’s going to be different on this, but for me the form is a dashboard that I can see on an app and I can interrogate that app in the way that I would interrogate a banking budgeting app. It’s just bigger.

CCW Chair: Thank you.

TMcK Facilitator: I think, Rachel, we spoke in the briefing session about a simple “Here’s what your £1 pays for” type visual that you can then click on and go into a little bit more detail if you want to, if it’s in a digital format, or just have something – I think it was Community Member 7 mentioned when you get your council tax bill in, it shows you what your £1 goes towards and what that money’s being spent on.

CCW Chair: Absolutely, but very different to what Community Member 3 has just mentioned, isn't it? That’s two different types of accessibility or information.

TMcK Facilitator: Absolutely. Let me just share my screen here, folks, and I'll quickly summarise the response, and we'll have an opportunity to add in things as well. Obviously Andy went into a great deal of detail really, in terms of how careful planning and spreading of costs over time help to prevent any sort of bill spikes. They use internal teams rather than contractors. They use lower cost natural solutions rather than building new plants. They work with customers to save water, so they've got free efficiency gadgets, saving water tips, water meters to help spot leaks and help people use less. Provide financial support for customers struggling to pay.

For every 50p in running costs, again we’re talking about this in terms of pounds and pence, 30p might go towards maintaining treatment works, pumping stations, etc. These are all obviously figures that we used to help explain how things are being used currently. And he also mentioned that for every £1 that’s invested by customers, an extra 30p comes from investment from the investment company. No dividends were declared last year and no bonuses were paid.

In terms of the future, they could use case studies to show customers what is being done more clearly. They could explain how they're making savings in the short and long term, and they could present info in a much more accessible way that would be in a customer’s chosen format. These are all things that have been mentioned and again reiterated once we went into a bit more detail, we can see here in terms of the list I have.

You’ve asked them to provide information on how the burden of costs is shared between businesses and private customers, so show this in bills. Obviously everyone’s trying to do their best to save water. What are businesses doing?

Can we simplify information for customers, again show in an accessible format? We went into a bit of detail with people like Community Member 3 wanting a digital format that he

can interrogate, that he can click on and find out more about. Others are perhaps looking for something in their bills that are easy to understand and very visual, and there was a mention that obviously some of the literature that's shared with bills feels very generic and can be tricky to understand.

We want to see what improvements customers will see in the long term as a result of higher bills.

Allow an option to opt out of postal communications and magazines to save money.

Use customer-facing language, rather than just simply being told it's due to inflation, so explain in greater detail what's causing the rise.

A detailed breakdown of why bills have increased on the bill or via email, instead of obviously one of the customers mentioned they had to phone up to ask about that. As mentioned, let's not get the generic information on bills. Show what customer contribution is when providing the breakdown.

Use less jargon, clear black and white info, and then are there any new, fresh ideas on how to save water to decrease usage?

And clarify how Wessex Water holds on to its investors and provide clear info on where investments are at the moment, and create a way of comparing past, present, and future investment, and provide this on a dashboard in an app, as mentioned. I think that was Community Member 3 that mentioned that one.

Just to the customers quickly, is there anything here that we've maybe missed, or anything that we can add to? I know it's quite a lot of info, but if there's just anything that springs to mind.

Community Member 3: I just think that £1.30 sounds like Gift Aid. It's a better version of Gift Aid really, except Wessex Water is not a charity.

TMcK Facilitator: I think we're querying that a little bit, aren't we, Community Member 3?

Community Member 3: Very much so. To me that- on behalf of Wessex Water, I'd say touting that number out in that way sounds like reputational risk and I'm sure you've got more important reputational risk to deal with.

TMcK Facilitator: We'll open the floor up for a response on that one in a second. Community Member 2, you've got your hand up. Would you like to add something?

Community Member 2: It basically follows on from what Community Member 3 is saying. I'd like information of how they're going to balance the books because you can't just keep on borrowing from your bondholders.

Community Member 3: No.

Community Member 2: You know - what the timescale is to be self-sufficient.

TMcK Facilitator: And why is that important, Community Member 2, to you as a customer?

Community Member 2: Because it's all going to implode at some point. The investment will be pulled and the services, all these wonderful plans just won't happen.

TMcK Facilitator: So it's about sustainability, financial sustainability.

Community Member 2: Basically, yeah. You can't keep spending 30p in the £1 more than you're getting, because your bondholder is going to want more and more interest and it's just going to spiral.

Community Member 3: It's not a gift. That's the thing.

Community Member 2: No. They want it back and they want the interest as well, and it's just going to mean there's going to be less for investment going forward because they'll be paying more servicing the debt and it just makes me feel uneasy.

TMcK Facilitator: In terms of timeframes, we've got nothing really there in terms of when we expect this to happen, so if we're going to be getting some communications around where every £1 goes, how long should that take for Wessex Water realistically to get something in place for you as a customer? Is that 24 months, 12 months, six months, tomorrow?

Community Member 7: It should be available almost instantaneously surely. It's just a breakdown of what we've been given this evening, pretty much. It's just got to be added onto the bill.

TMcK Facilitator: Okay, ASAP. Anything else in terms of the timings for this, folks, that you want to bring up or just as soon as they can?

Community Member 3: Yeah, it's something that ought to be achievable instantaneously, as has been said. It's not magic. It's basic finance director stuff.

CCW Chair: Are you saying all of the actions or just the specific action around every £1 spent?

Community Member 3: No I think all – yeah I think – I know that Wessex [Water] is a large company, but it's really bread and butter stuff to be able to convey financial information and let's face it, Wessex [Water] has been very good at financial engineering because it's managed to convince bondholders to lend it £4 billion. So it has the skills to be able to convince them, so it ought to be just as easy to convince consumers who don't have the same level of financial education.

CCW Chair: Okay, so with the 10 actions there, you're saying, you know, say they're agreed and we move forward, how long would you like to see those actions delivered?

Community Member 3: Well, the worse-case scenario would be within the financial year. The best-case scenario ought to be, really, within the quarter. But if it was my business, I would expect it next week.

CCW Chair: Okay, thank you, Community Member 3.

TMcK Facilitator: I think that's us. We've had as much as we can get from the customers on this one, Rachel, and we've got our notes on the screen, so it might be an idea to go on to the next stage.

CCW Chair: Thank you. To Ruth and Andy in particular, we can see 10 actions there. I think the first question is, are those actions feasible, and we've been asking about timescales. Perhaps if they are feasible actions, what sort of timescale would be reasonable and proportionate for you to deliver them in?

Andy Pymer: The actions are sort of feasible. I mean to Community Member 3's point very much, we have a lot of this information, but I think in terms of, for example, some of the specific actions about then putting that information onto bills, and as Community Member

7 was saying, making better use of pages three to seven, that isn't something we can do immediately.

As it happens, we are implementing a new billing system, a new billing platform, which will enable us to tailor bills better. The current platform that we've got is a legacy system and we wouldn't be able to adjust that, and that's on an 18-month plus sort of timescale, so although we have the information, that would be difficult to put it in that format onto bills. Meanwhile, some of the actions about putting this onto the website and also making it available via email, those would all be things that we could do much more quickly.

It's not a case of not having the information. It's then making that information available in these different formats, so there'd be a range of timescales, depending on exactly what medium we're presenting the information in.

CCW Chair: Okay that's helpful, Andy. I mean for the purpose of this exercise, it would be extremely helpful that we go away with some kind of timescale for each of the actions. Would it be fair to say then, for, say A⁸, could that be delivered within three months?

Andy Pymer: Yes, I would have the information. It's in terms of showing it in bills. I'm thinking. We're on the annual billing cycle, so customers receive bills every six months. That's something that will still take some time to flow through into when actually customers are seeing that on their bill because they may not be receiving a bill for some period of time and it's not something that we'd be able to immediately put on the bill. We have an annual billing round that runs in February, so the next time you could do that would be next February for the example, so it would take a little bit longer to do that one.

Ruth Jefferson: I think, Rachel, we could commit to – if we can't do it because of the annual billing cycle or the six month [inaudible], perhaps we could commit to advertising that or putting it on the website at least in the meantime, whilst we develop the longer-term solution. If you're an unmetered customer, you're only going to get a bill in April and you have to wait till next April till we send something through the post. Perhaps we could just say we will make sure it's available, and then we look at the delivery, the form of delivery depending on the individual customer.

CCW Chair: Okay and rather than go through each of the actions individually, looking at all of them, could we say timescales today, six to twelve months delivery?

Andy Pymer: On the majority – I would say there's certainly some would be reliant on the new billing system that's 18 months away, but the great majority could happen before that, but exactly as Ruth's saying, we can certainly commit to providing this information in really quite a short timescale, putting some of it onto bills, and then tailoring those bills to individual customers, that's something that's going to take much longer.

CCW Chair: Okay, and it would be really helpful, Andy – sorry to kind of focus on this issue, it's really important – in relation to the actions, what ones do you say will take up to 18 months say? Let's identify that against that particular action, so it's absolutely clear to customers.

Andy Pymer: If I'm being really honest, I think I would struggle to do that for things that would require changes to a billing system which is a significant change, and that's a programme that's ongoing, so we would want to take that away and talk with the team that are delivering that, to be able to give a definitive deadline for that.

⁸ Action Point A: Provide information on how the burden of costs is shared between businesses and household customers – show this in bills.

CCW Chair: Okay, that's helpful you being honest, so perhaps we, like we can see there, under final company response to actions, "Most can be delivered within 6-12 months, but some are reliable on the new billing system (18 months)." If we're happy with that, let me go back to the customers and ask them the question, based on the response of Andy and Ruth, are you happy with the actions that we see there and the indicative timescales? And this is open to all customers.

Community Member 3: My observation is: is Wessex Water utilising AI sufficiently in its business, particularly in terms of its billing cycle. When Anthropic says that within 18 months all admin jobs in corporations will be eliminated, against that backdrop, 18 months seems like [inaudible] years.

CCW Chair: Thanks Community Member 3 and I have heard you. I've also heard Andy's response, so I think it might be easier at this juncture to agree to the timescale, and of course the company has told us that they are utilising AI. Ruth's concern was that of course it needs human interaction to ensure that it's reliable and trustworthy. Unless there's any major objections to what we see at the moment, customers, can we agree the actions and the current timescales listed before we move on to Question 3? I'll take the silence as you are in agreement. Excellent, you're in agreement, fantastic, thank you.

Let's move on to Question 3 now. That question will be asked by Community Member 10, and we should shortly have Richard Hargrave, I think he's in the room already with us, the Compliance Director, for this question. So, over to you Community Member 10.

Community Member 10: In the group we've talked a lot about water quality and the last question that we have for you today is: customers want confidence that their tap water is not only safe, but that they can understand what they're drinking without having to hunt through loads of technical information. How will Wessex Water explain in plain English and at a local level how drinking water is treated, what's added or removed and what local quality tests show, so the customers get proactive reassurance rather than having to ask for it?

CCW Chair: Thank you, Community Member 10. Richard, I know you have been observing, but just for me to repeat what I've said previously, it would be very helpful to be as specific as possible, setting out what is already in place, what is planned, what will change as a result of this discussion and when those changes will happen and how customers will be able to see and measure progress. Community members, as you have been doing, please pay attention and take some notes. Richard, over to you.

Ruth Jefferson: Shall I start? I'll hand over to Richard, but I think we're back to my earlier comment about we talk in funny jargon with lots of acronyms and it's all very science heavy, and I think this is a clear example of where we could do a lot more and I think CCW did some research last week that said, "We've now got a disproportionate number of people who are only drinking bottled water," which is clearly not the right answer. We need to convey that you can drink the tap water. And so anything we can do to make sure that's in plain English has got to be a positive for everybody.

I think there's lots that we already do and I think Richard might be able to cover some of that, but I can certainly hear that this is again about how do we communicate that and make it accessible.

Richard Hargrave: Good. Thank you. Let me pick up from there then. I mean Ruth talked about trust. Trust is so important and I'd love all of you to go away today knowing that you can absolutely trust your drinking water. But you don't just want to take my word for it. How do we demonstrate that to you?

And we do that through monitoring. We monitor all our treatment works 24/7 using online monitoring. We also take samples. We have somebody that physically goes to a water treatment works, fills a bottle, they do the same at a reservoir, and we do customer tap samples as well. They go to our laboratory and we do analysis on those.

And last year we provided over one million test results from our laboratory. That's just on the drinking water side, and obviously waste is separate to that and in addition. And those results are key to us demonstrating to you that the water is safe. That's really important and I keep repeating that.

The next bit is how we communicate that to you. We have all sorts of people that want information from us. We have everybody from a four-year-old child who's working with their teacher, trying to understand about the water cycle, right the way through to academics who are working on a PhD and would like data for that.

One single measure of communication doesn't work for everybody. We need a whole basket of different measures. We're using Facebook, as we've already talked about, and last year over half a million people looked at what we did on Facebook. We're using Instagram. We're using TikTok and we had 48,000 views on TikTok just about how to install a water butt. We've got a magazine that we've talked about and we've got our website.

Now I think our website is too technical. Looking on it, there's a lot of technical information, and while some people like the technical information, I think there's room to simplify it as well, so I think we can do more to improve that, maybe add some videos, some diagrams, really try and bring it to life, make it so that everybody can understand, whether you want the complex information or you don't.

And I'd love people to use our website so that they could see how important water is for health more generally. And if people stopped buying bottled water and trusted their tap water, it's so much better for both them and the environment, so I'd love that.

And in terms of what's in the water and whether or not ... part of the question was about what's added and so on – we've got a postcode checker, so if you put your postcode in our website, it will tell you what is in the water in your area.

And we can do more. We can add to that. We can add some of the details about how we treat water and so on. We can tell you whether it's hard water, up through a borehole in the chalk, or whether it's surface water. We can give information on how you can deal with water in your home and some of the ways you use water. There's absolutely loads of information that we can do, and I'd love to work with any of you, all of you to try and improve that and make it accessible, because actually I really, really want you to be able to trust your water. I hope that answers your question. I don't know whether there's any other element that I haven't answered.

CCW Chair: I can see Community Member 10 is nodding. If you're finished, Richard, thank you for the response. We really appreciate it. Turning back to customers now, over to Nicky to facilitate the session to identify whether we can develop some actions in relation to this particular topic. Nicky, over to you.

TMcK Facilitator: Thanks very much, Rachel. Obviously, we've been able to hear the response from Wessex Water there and obviously we had a really good chat about this in the briefing session, so I think it'd be great to really hear, you know, what are our thoughts on what we've heard and what else is required here? Who wants to get us started?

Community Member 3: Well, jumping in, I loved Richard's enthusiasm and someone who's really proud of the water that's supplied, and I think probably Richard is speaking to a

strong point on this. I suppose I'd just add two observations, as whether the testing process should be democratised even further by perhaps creating a situation where Wessex Water's customers could actually test the water in their own homes and feed back results. I don't know how complicated the process is.

But also, and this is a harder test, we've seen how English sparkling wine vineyards wipe the floor with French vineyards in blind testing with sommeliers this year, and I wondered, if Wessex [Water] was really confident that it could actually have some kind of event where it blind tested its water against the Evians, Volvics, etc of this world that we all love to buy instead.

TMcK Facilitator: You could be our social media manager, Community Member 3, with these ideas. Fantastic. Has anyone got any thoughts? Community Member 10, you obviously asked the question, have you got any thoughts on a response?

Community Member 10: I'm really, really impressed with the response, and actually one of the things I'd come into this meeting wanting to ask is whether there was a kind of map or postcode checker where you could see what local domestic water samples have been like in your area, but that was answered because you have that postcode checker which I will surely look out. I didn't know about that, so again, like you say, it's probably just more information about, "this is available for you to see, go and have a look".

TMcK Facilitator: Community Member 10, before you look at that, what is it you're expecting to see when you go on that page? What's useful to you? What sort of information, because it could be very scientific. I think Richard mentioned that some of the stuff is really scientific, some of it's a bit more simplified, so for you, what does good feel like and look like when it comes to using that postcode checker for your water quality?

Community Member 10: Yeah, I wonder if there's some kind of colour rating or scale where you can sort of see where the least amount of additives are added to your water. I actually had a check a couple of months ago and I had to request the report from Wessex [Water]. They don't just give it to you automatically. It would be nice if they came and checked when they come and check your water supply, if you automatically got that report rather than having to email in.

But what I received was a lot of information about what is chlorine, why is it added to the water, and it was in just a big fat sheet, so it could be interesting to just have a little demographic breakdown of like, "Here's the rating, you've got a green rating for your water, very little is added, and this month we actually needed to put less chlorine in, or we reduced the amount of stuff that we needed to add to it," something like that. I don't have any clear ideas, but off the top of my head, that's what I'd like to see.

TMcK Facilitator: Has anyone got any other ideas of what- it's obviously, we're talking about water quality here, and presumably every tap is going to have a green for good, and that's a fact across all of England and Wales, so what is it we're looking for to say, "Well I can have that instead of bottled water"? Community Member 6, off you go.

Community Member 6: [Inaudible] what we're looking for, Richard in a bottle. He was so enthusiastic, he really was about the drinking, and please, don't buy it, drink it, and I think – I do drink my water, my tap water, and I do love it. When I come away in the motorhome, I'm scared to drink it anywhere else to be honest with you, and I do buy bottled water. But if we had him bottled, and everybody knew how enthusiastic he was, we would all be drinking water. So I [inaudible] really good.

TMcK Facilitator: So more communication, Community Member 6, and again we're looking to hear Wessex Water shout from the rooftops almost about the quality.

Community Member 6: Exactly, exactly, and then you people will be drinking the water with confidence, I believe.

TMcK Facilitator: Has anyone got another thought on that? I mean Community Member 6's saying, "Yeah, that would work for me." Is anyone thinking, "You know what, I still don't know if I trust it, I still prefer bottled water"? Is there anything else we need to consider here?

Community Member 7: I think when they're doing the measures so that you know what the minimum accepted standard is for safety and where your test is sitting within that would be useful. But I think, so Community Member 10 shared the card that I think had been put through her door or whatever, and I think it's really important to again be using local communities to be saying, "Do you know what? We've just tested in your area and this is the information," rather than making the customer go to the website and what have you, making it so that that information is available on community Facebook groups or even on the Wessex Water, "We were out here today and we've been testing and these are the levels," because like has just been said, if Richard could be out shouting from the rooftops, then I think an awful lot more people would be trusting what's there.

Community Member 6: Definitely.

Community Member 7: I also think possibly with the postcode checker, I wonder if that could be added to My Account on the app with that, so that it's there for – I know it sounds silly – but there for you personally without having to go to look at the website. It's just sitting there and accessible. You get your bill and you're like, "Oh, I'll just see what the quality's like where I am," and I think that would be really a positive thing.

TMcK Facilitator: Anyone else want to jump in there just in terms of any aspect of this question or the response that we've heard so far? Are there any other issues you might have with water quality that you want to talk about?

Community Member 8: I think it would be really interesting to use this sort of data on social media to make little videos, and I don't think they need to be polished or sleek – even things like a day in the life of a water tester or something, just showing what they're doing, like that would be really cool. I would really be interested in that. I think it would hit like the younger demographic as well, and obviously I don't know, you might already be doing this, but I think that would be quite an interesting way of getting the information out in a fun sort of short, 30-second video or whatever it is.

TMcK Facilitator: So have the confidence, Community Member 8, to talk about these things in a sort of proactive manner?

Community Member 8: Yeah, because I feel like sometimes people feel everything needs to be polished and sleek, but I think it can be off-the-cuff, just somebody with a microphone just chatting, like what I'm doing today, and that would be fine.

TMcK Facilitator: Community Member 11, I think you were going to jump in there before-

Community Member 11: I was, yeah. As much as I love drinking tap water, one of the things that concerns me is the limescale. I've recently, probably in the last six months changed my taps and they're full of limescale again, and this is now the third time in three years we've changed our taps.

So it would be interesting to see what kind of levels of limescale or hints that we can prevent, changing our taps, well I suppose fairly regularly in comparison to some people. I live on a third floor flat, so I don't know whether that's a weakness in relation to water being

pumped up to our taps. I don't know. But it would be interesting to get more information shared to the specific postcode check-up as well.

TMcK Facilitator: And this is hints and tips you're looking for, Community Member 11, just in terms of how to preserve your taps and potentially your ...

Community Member 11: Yeah, absolutely. As much as they're cleaned every day after use and everything else, I have noticed a deterioration in relation to limescale appearing a lot more than what it was five, six years ago.

TMcK Facilitator: Any other thoughts from the customers on the call just now, anything else to add? No? Okay. Just very quickly, there were a couple of things that we spoke about in the briefing session, and I just want to quickly check to make sure we've covered everything. We spoke about proactive reassurance. We've definitely covered that in terms of we want Wessex Water to shout about what they're doing and talk about what makes their water so good.

Clearly explain treatment and safety checks, so a sort of step-by-step guide in drinking water treatment, how they go about it, clarify who checks the water, how often, in everyday language, so just bring it to life a little bit. Share local test results, I think that was mentioned there. I think Community Member 10, was it yourself that got that set and you were talking about that a lot in the briefing session, how fantastic that was, and we've talked about the postcode level summary, so I think we have covered off the things in the briefing session quite nicely. Next up for me to do is just to share my screen with you.

Community Member 7: Could I just ask as well, could something be done within this to encourage children to be drinking more water? I don't know whether- obviously schools all have water fountains and what have you, but getting out and talking to children about the safety of tap water surely is where we've got to be starting. They're really good at convincing parents, but also that's where we want to be going for the future, is getting them away from the plastic, from the water bottle, non-recyclable stuff, constantly using plastic bottles, etc, but if we can have them drinking the tap water, that's a really good start too.

TMcK Facilitator: Thanks very much for that, Community Member 7. I'm just going to share my screen now. We got the response from Wessex Water. Obviously there's a great deal of monitoring at all of the treatment centres that goes on 24/7 that was mentioned, about physical samples being collected across both reservoirs, customer taps, and everywhere in between. One million test results from the laboratory last year was key at demonstrating that the water was absolutely safe.

They take a range of communication measures such as Facebook, Instagram, TikTok, a magazine, website. They acknowledge that the website is very technical, which it has to be for some people, but actually that's not suitable for all, and there was mention of the postcode checker there that will tell you what is in your water in your area.

They've mentioned that in the future they want to do more to convey the tap water is safe in plain English, make the website less technical, have more videos, have more diagrams. Educate on the health benefits of water, to convince customers they don't need to buy bottled. Work with customers to find out how best to communicate their ideas, what they're doing, how they're making water safe. And then obviously more can be done with the postcode checker, so add details about how water is treated, whether it's hard water etc.

And then as a customer group we said why not have a sort of blind-taste test against the bottled water varieties and show that Wessex Water stands up to the best of them, and it would be a great bit of content, of course, if positive.

When water is tested, provide the test report automatically rather than customers having to request it.

Make testing information available to local community groups and don't leave it to customers to ask for results, and again, make sure that those – I guess that we spoke at the briefing session, make sure that that information's available at an acceptable level so that it doesn't leave gaps in understanding and people start to guess what different chemicals means when it comes to reading the data.

Add postcode checker to the My Account section potentially.

Provide hints or tips on how to preserve taps when it comes to things like limescale.

Could the testing process be democratised, ie can customers test water themselves and feed back results to Wessex Water on their own home water testing?

A page on the website that shows a scale or colour rating that makes it easy to see test results, and understand what the additives are, why they're there.

More honest communication from Wessex Water on water safety and quality of water.

Again, localised test results on bills perhaps.

Much more videos on social media, bringing the process to life for customers, particularly for a younger demographic, make it engaging, and it sounds to me that it's a really good bit of content that's there, that's very tangible for people. It's something that they use every day, so bring it to life as much as possible.

And again, finally, encourage children to drink more water. Go out and speak to children about the safety of tap water and why it's important you use that instead of bottled water.

Just very quickly before we sort of – I'll hand back to Rachel in a second – I've been through everything there, is there anything missing? This is a question to the customers. Are we happy that this is covering what we need it to?

Community Member 3: Well I do think that that postcode checker is a real strength for Wessex Water, and I'm sure you could build a marketing campaign around that and saying that, "Our water isn't a postcode lottery, everyone wins." But it's not for me to do your marketing.

TMcK Facilitator: Okay, thanks, Community Member 3. Anything else, folks? Are we happy with what we've got here? Are there any timescales we want to talk about? Obviously, there's a lot of communication to be done here, really. I mean is this something you should be doing tomorrow or is it something you need to plan for a long time? Should it take six months, 12 months? What are our thoughts? When do we want to see this actioned?

Community Member 3: Well, it's a good-news story, isn't it, so I think really it's in Wessex Water's interest to action it as soon as convenient. But we're not harmed by it not actioned. Unlike the more negative things we had to deal with earlier, this one is – we're satisfied on it, so it's really more in Wessex [Water]'s interest than ours to blow the trumpet on it.

TMcK Facilitator: I'll hand over to you now, Rachel.

CCW Chair: Thank you, Nicky. To Richard and Ruth, we can see the actions on the screen. We have a little bit more time than we had for the previous question, so could I firstly start off with the actions and the practicality of them, looking at firstly A⁹, F¹⁰, and I¹¹, which I think might be the more challenging ones? Richard, can you speak to those ones and whether you think they're reasonable or feasible actions and, if they are, timescales please?

Ruth Jefferson: Richard, we might have to sort of jump in across each other here, but I think A actually isn't difficult, because it's actually something we do with our educational advisors when they go out to schools to reach the young people about drinking water quality, so we already do it at that sort of small scale so we can definitely build on that and do more with our education advisors as well.

I think you're right, Rachel, it's these ones about individual results on bills will be more problematic for us, as we talked about earlier, with the new billing system. As you were talking, and you were talking about local groups and community results and could we share sample results, we do community drop-ins, so town halls, libraries, etc, and we're there where we're going to talk about affordability or support and what help- maybe we could go with some water quality information, maybe we could go with some local sample results that would actually help. When we've got advisors in a local place, whether it's a village hall, whatever it might be, they could share some sampling information to try and get that messaging out, and you know, advertise the postcode checker. So I think that might be the one around, is that C¹², local community groups, maybe we could look at using some of those existing forums to do that.

The rest of it, I'm fairly comfortable with because as you summarised, it is a good-news story. We've got the best drinking water there possibly could be and we've just got to shout about it a bit more, and three million Richards for each of our customers would be great, but I think some of the videos you talked about, a day in the life of a sampler, we've done it but we probably need to do it again and we need to keep pushing it out to different audiences. So we can take that away and maybe they just need to be snappier, a little bit, you know, not lengthy videos, just short bursts.

There isn't anything there other than perhaps I, which is the localised test results on bills, which I think we might struggle to do promptly. The rest I think, you know, as soon as convenient, it can be done certainly within the next six months. I'm just – Richard, do you disagree with me?

Richard Hargrave: There's only one other one on there that I do have a concern about, and that's F. I think it's brilliant and I'd love to make it happen, but the problem with the samples we test is often we have to add chemicals and reagents at the time of testing. When we fill that bottle, we add a chemical at that point and it has to be immediately refrigerated and then it goes to the laboratory as quick as possible. It's couriered to a laboratory. So practically speaking, although I think it's a fantastic idea, I'm not sure that customers testing their own water is going to necessarily work, at least for lots of the parameters we test for.

CCW Chair: Thank you. That's really helpful, Richard. Based on what Ruth is saying, I think everything except F are good, feasible actions, and I think we're agreeing at this time, six months delivery time is that, Ruth?

⁹ Action Point A: Carry out an event where Wessex Water is blind tested against well-known bottled water

¹⁰ Action Point F: Could the testing process be democratised (i.e. customers to test water themselves at home)

¹¹ Action Point I: Localised test results on bills

¹² Action Point C: Make testing information available to local community groups. Don't leave it to customers to ask for results.

Ruth Jefferson: Yeah I think so. Richard, I'm committing us to six months, but he's not shaking his head so that's fine.

CCW Chair: Okay. That's good. I want to make a comment on H¹³. It says, "More honest communication." Perhaps that should be "More transparent communication"-

[Overtalking]

CCW Chair: -suggest that you were not being honest previously, I think perhaps we just change that, so H to read, "More transparent communication." That's fantastic. Thank you. I can see we've made some notes in relation to your responses. Turning back to customers now, we've made a few amendments to the actions. We've removed what was H – or F, we've removed F now, haven't we? Richard's saying it's not practical due to chemicals having to be added to the water, so if we remove H, or F, sorry, are customers happy with the actions and the timescales set out?

TMcK Facilitator: Community Member 7, do you want to jump in there?

Community Member 7: Yeah, Ruth, you said about when advisors go out into local places and what have you. One of the things that I have noticed with that happening is they seem to be on the same days, in the same times, in the same locations, so rather than going, for example, in my local area, from Devizes to Trowbridge to Bradford-on-Avon, and doing them on different days at different times, it seems to always be Tuesday in Bradford-on-Avon, on Wednesday in wherever else, and I just think that needs mixing up in order to give as many people the opportunity to go to that sort of event, as opposed to, yeah, it just being fixed and the same day. We tend to suffer with the same days off and the same times of availability on a week-on-week basis, so I think that-

Ruth Jefferson: We will look at making that more flexible, more randomised, you know, don't stick to the same day and time. We'll take that away.

Community Member 7: Thank you.

CCW Chair: Fantastic. I can't see everybody on the screen unless I scroll through the video, so anybody else have any comments to make on the actions? Are we happy? Excellent. We've agreed the actions in relation to Question 3, and that'll be on the record. We have come to the end of the session, so if I just say thank you first and foremost. We've covered a number of important themes and we've agreed a clear set of actions in response to the issues raised by customers this evening. Those actions have been captured, as you've seen, and will form the basis of the company's formal response.

In terms of the next steps, a full transcript will be published on the CCW website within five working days. Before publication, an early draft will be shared with participants so that you can review it and raise any concerns relating to personal comments. A plain English summary will be published within 10 working days. Wessex Water is required to publish its own action plan within 28 [working] days, setting out how it will deliver the commitments agreed tonight. Customers will then be asked whether that action plan accurately reflects what was agreed this evening. We will monitor or CCWater will monitor and report publicly on delivery. The process is designed to ensure transparency and follow-through, not just discussion.

Finally, I want to thank everybody for your time tonight, your thoughts, your honesty, and it was a really, really good discussion, and I hope that you can agree with that. And just to say thank you again for your engagement. Enjoy the rest of your evening. Thank you.

¹³ Action Point H: More honest communication from Wessex Water on water safety and quality of water

[CLOSE]

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