

## Objectives

To gain customer views on water supply & demand, water transfers, and internal leaks to provide effective communications on home maintenance and water efficiency.

Format	Survey
Households (number)	1 (n908)
Non households (number)	
Vulnerable customers	
Future customers	
Retailers	
Stakeholders	
South West Water	
Bournemouth Water	
Bristol Water	✓

## Impact on our plan and ways of working

This research was fed into the Home Maintenance Sub-Group research which aimed to provide a national picture for communications on home maintenance and water efficiency.

It also helped us to understand customers views on BRL's water supply & demand, water sharing and internal leaks and how we can improve to meet customer expectations.

Date	August 2020
Supplier	In-house

## Key messages – what matters most

### What we did

- The survey was issued to 1,922 Online Panel members
- The respondents were a mix of BRL's customer segments
- The survey questions were based around water supply & demand, water transfers, and internal leaks.

### What matters most

- 2/3rd customers agreed we have enough natural water to meet demand
- Almost 70% respondents said they were confident to identify internal leak and a vast majority (90%) was aware where the stop tap is in their home
- 40% participants found a leak at their property and most of them were in toilet, indoor tap, shower, hot water system, and internal supply pipe
- In case of a leak, customers preferred to report it to a plumber, fix it themselves, and/or report it to their landlord
- To help identify and fix future leaks, most customers voted for their water company to provide online tips/advice/guidance and short tutorial videos
- Over half of the respondents agreed with transferring water from BRL area to other regions, as most believed in a reciprocal national water system and felt it is ethical and logical. However, 19% disagreed majorly because it may have an impact on their supply & water quality and due to problems with current infrastructure
- Customers felt water companies should prioritise reducing carbon & environmental impacts when planning to meet demand for water.

### Are there differing views?

- Almost half of the customers felt confident about fixing a minor leak at their home while others did not
- There were mixed responses to where the water is supplied from among reservoirs, rivers, local boreholes, and transfers.

### Next steps

This research was conducted as part of the Home Maintenance Sub-Group and will be combined with surveys from rest of the group to provide a national picture for communications on home maintenance and water efficiency.