

Engagement summary

Annual Satisfaction Surveys (BRL)

Local Community Satisfaction 2023



Objectives

The main objective of the survey was to understand the views of Bristol Water's Social Contract Stakeholders on how they service local communities.

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

Impact on our plan and ways of working

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

Key messages – what matters most

What we did

- An online survey was sent to 65 stakeholders, of which 25 respondents completed the survey
- Further telephone contacts were made which resulted in a further 3 respondents.

What matters most

- The majority agreed that Bristol Water makes a positive contribution to the communities it serves
- When asked regarding additional social contract projects Bristol Water could work with, many were individually tailored to the individual respondents
- Respondents had muted thoughts on the Pennon Group acquisition however wanted to see a focus on environmental impact.

Are there differing views?

Segmentation data not captured for stakeholders.

Next steps

This survey reflects the satisfaction with stakeholders that the Social Contract Initiatives support. The results are shared with in the governance of this.

Date	March 2023
Supplier	Future Focus