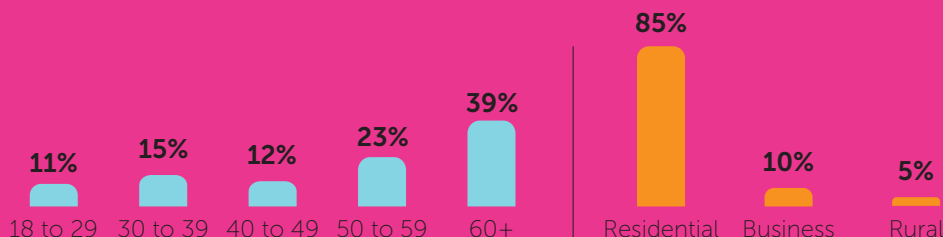


## Summary: Information Provided

### Who we spoke to



## 8 in 10

(81%) customers satisfied with the information provided by Wannon Water over the last 12 months

### REASONS CUSTOMERS WERE DISSATISFIED



**52%**

Taste is inconsistent with information provided



**41%**

Lack of information on quality of the water



**39%**

Not enough information provided



**38%**

Lack of information on new projects / works



**34%**

Lack of honesty

### SATISFACTION WITH ASPECTS OF INFORMATION

## 8 in 10

(81%) customers satisfied that the information provided was easy to understand

## 3 in 4

(76%) customers satisfied with getting the information when they needed it

## 8 in 10

(79%) customers satisfied that the information provided was relevant



## 71%

customers agree that Wannon Water has a good reputation in the community

## 55%

customers agree that Wannon Water is an organisation people would like to work for

### SATISFACTION WITH WANNON WATER'S ACTIVITIES IN THE COMMUNITY

|                                                                              | % of customers satisfied |
|------------------------------------------------------------------------------|--------------------------|
| Providing public access to drinking water                                    | 64%                      |
| Ensuring the long term resilience of water and sewerage services             | 58%                      |
| Being responsive and willing to adapt as customer needs change               | 51%                      |
| Partnering with their communities and helping our region flourish            | 53%                      |
| Protecting and enhancing the environment in line with community expectations | 50%                      |
| Subsidising water for greening public spaces and sports grounds              | 48%                      |
| Reducing carbon emissions                                                    | 38%                      |