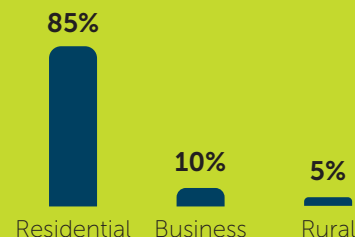
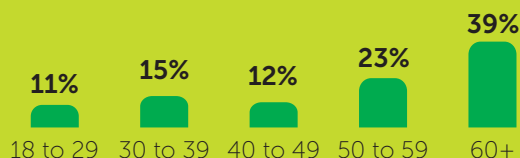


Summary: Overall satisfaction

Who we spoke to



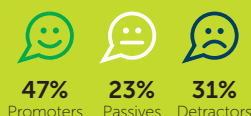
REASONS WHY CUSTOMERS DID NOT RATE US 10/10

9 in 10 (85%) customers were satisfied overall



1 in 2

would favourably speak about us



NET PROMOTER SCORE +16
(Up from +11 in 2024)

7 in 10

(70%) customers trust Wannon Water



Trust significantly increased among younger residents aged 18 to 34, following a decline in trust levels in 2024



WHAT DRIVES OVERALL SATISFACTION?

	Those who had contact with Wannon Water in P12M	Those who did not have contact with Wannon Water in P12M
 Value for money	20%	20%
 Water supply reliability	13%	8%
 Water quality	9%	16%
 Information provided by Wannon Water	9%	17%
 Customer service	8%	—
 Sewerage reliability	5%	7%
 Other factors	36%	32%

[R² = 0.64 (64% of overall confidence explained by the model)]

[R² = 0.68 (68% of overall confidence explained by the model)]

% strongly (9-10) agree with the statement:
"I trust Wannon Water"

	18 to 34 years	35 to 59 years	60+ years
2020	60%	41%	50%
2021	58%	36%	47%
2022	55%	30%	45%
2023	47%	39%	41%
2024	43%	35%	46%
2025	60%	39%	48%