

How did we do?

Whitwell WMR – PRN 620007

We're always looking to improve the way we communicate and carry out essential improvement work and would like to hear your thoughts on how we did on this occasion.

How satisfied were you with the information in the letter sent at the start of the scheme?

- Not at all satisfied
- Quite satisfied
- Satisfied
- Very satisfied
- Didn't see the letter

How satisfied were you with the updates provided as the work progressed?

- Not at all satisfied
- Quite satisfied
- Satisfied
- Very satisfied
- Didn't see the updates

Do you know why we're doing this work?

- Yes
- No

Did you visit the project webpage?

- Yes
- No

Following this work, how has your perception of Southern Water changed?

- Much worse
- Slightly worse
- Stayed the same
- Slightly improved
- Much improved

Please provide us with any further comments to expand on the points above:

Thinking about the work we carried out, how satisfied were you with the following areas:

	Not at all satisfied	Quite satisfied	Satisfied	Very satisfied	N/A
Helpfulness of site staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Day to day site activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety measures in place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken to do the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reinstatement of the road	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

To help us to co-ordinate responses, please provide your details below (optional)

Name / business:

Address:

Thanks for your feedback. You can submit it in a number of ways:

Email: capitalcomms@southernwater.co.uk

Post: Please return the form to: Southern Water, CPR, Southern House, Lewes Road, Falmer, Brighton BN1 9PY

Online: [Survey Monkey link](#)

A Southern Water Partnership



For more information, visit
southernwater.co.uk



Our Ref: PRN: 620007
Date: dd Month yyyy

Tel: 0330 3030368
24-hr customer support line

Dear customer

Whitwell High Street Water Mains Replacement

We've now completed our essential work at Whitwell and would like to thank you for your support and patience.

How can we improve the way we work?

We're always looking to improve the way we communicate with our customers and carry out essential improvement work. We therefore invite you to complete the enclosed survey to help plan future schemes. For each survey returned we will donate a minimum of £1.00 to our chosen charity for this year, the Kent, Sussex and Surrey Air Ambulance Trust.

How can I find out more?

Should you have any further queries about this project, please call Southern Water Customer Services on 0330 303 0368, quoting PRN number 620007 or alternatively e-mail us at capitalcomms@southernwater.co.uk.

Yours faithfully

A handwritten signature in blue ink that reads "Peter Simmons".

Peter Simmons
Project Manager
Southern Water