

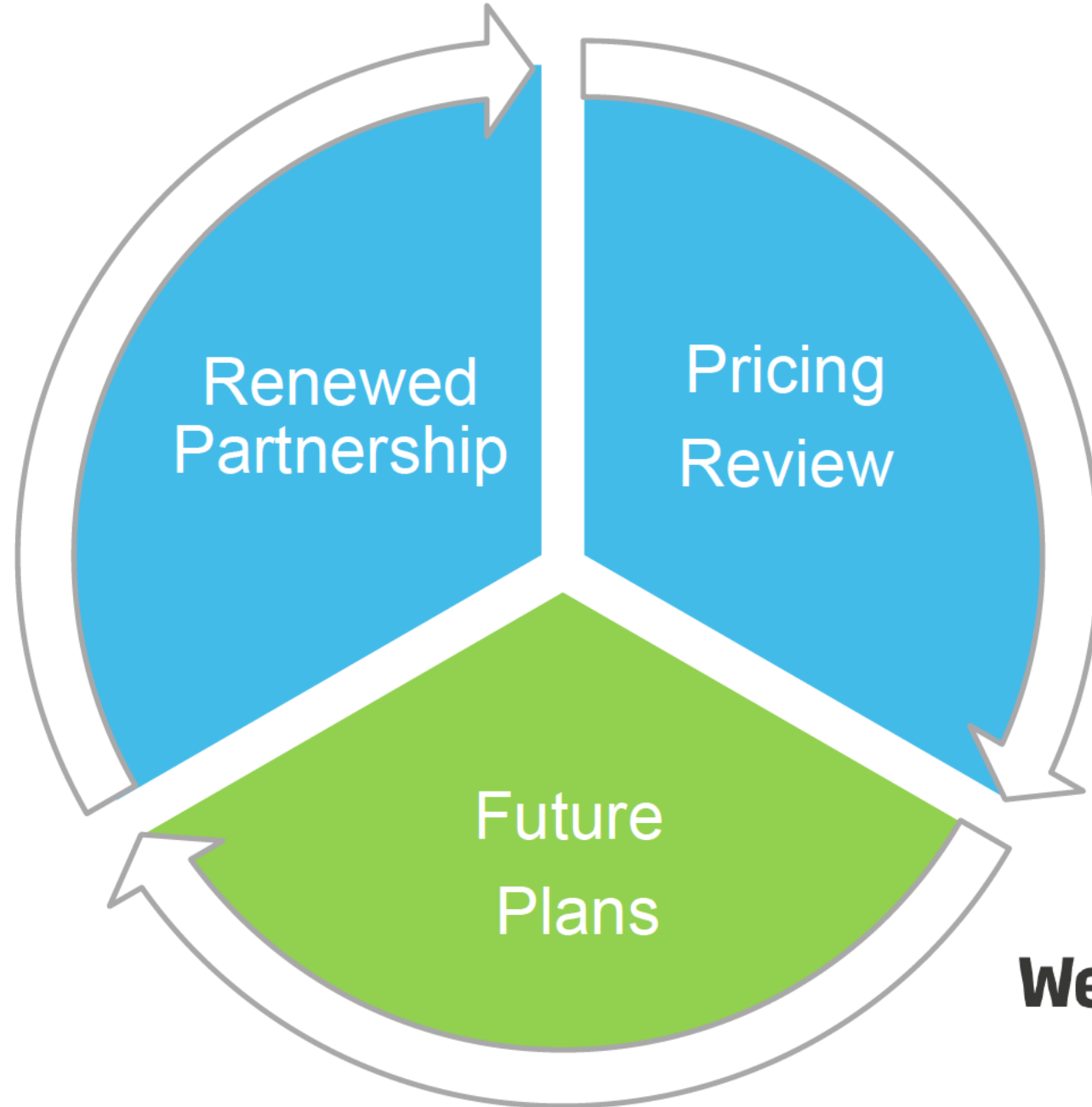


Thank-you.

Changes to our Charges - The Impact on You

Wessex Water
YTL GROUP





Future Plans



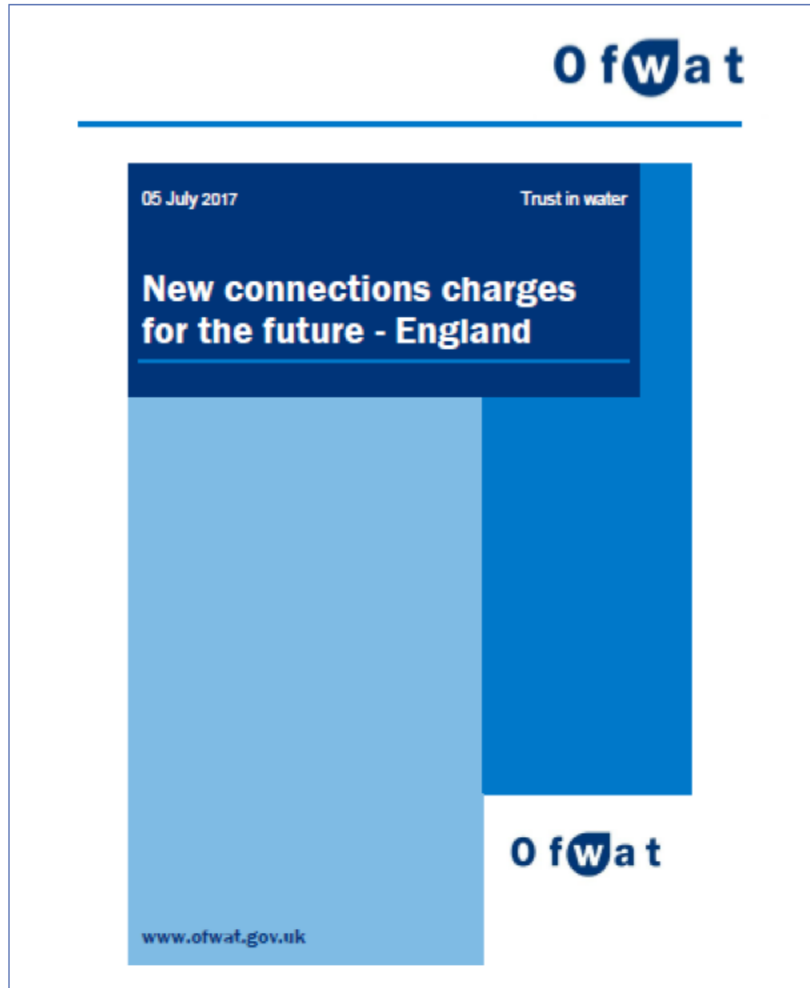
- Drivers for Change
- Our Challenge
- Our Plan
- Your Thoughts

Drivers For Change



Short Term:

- Increased Transparency
- Maintain balance of charges
- Improved clarity



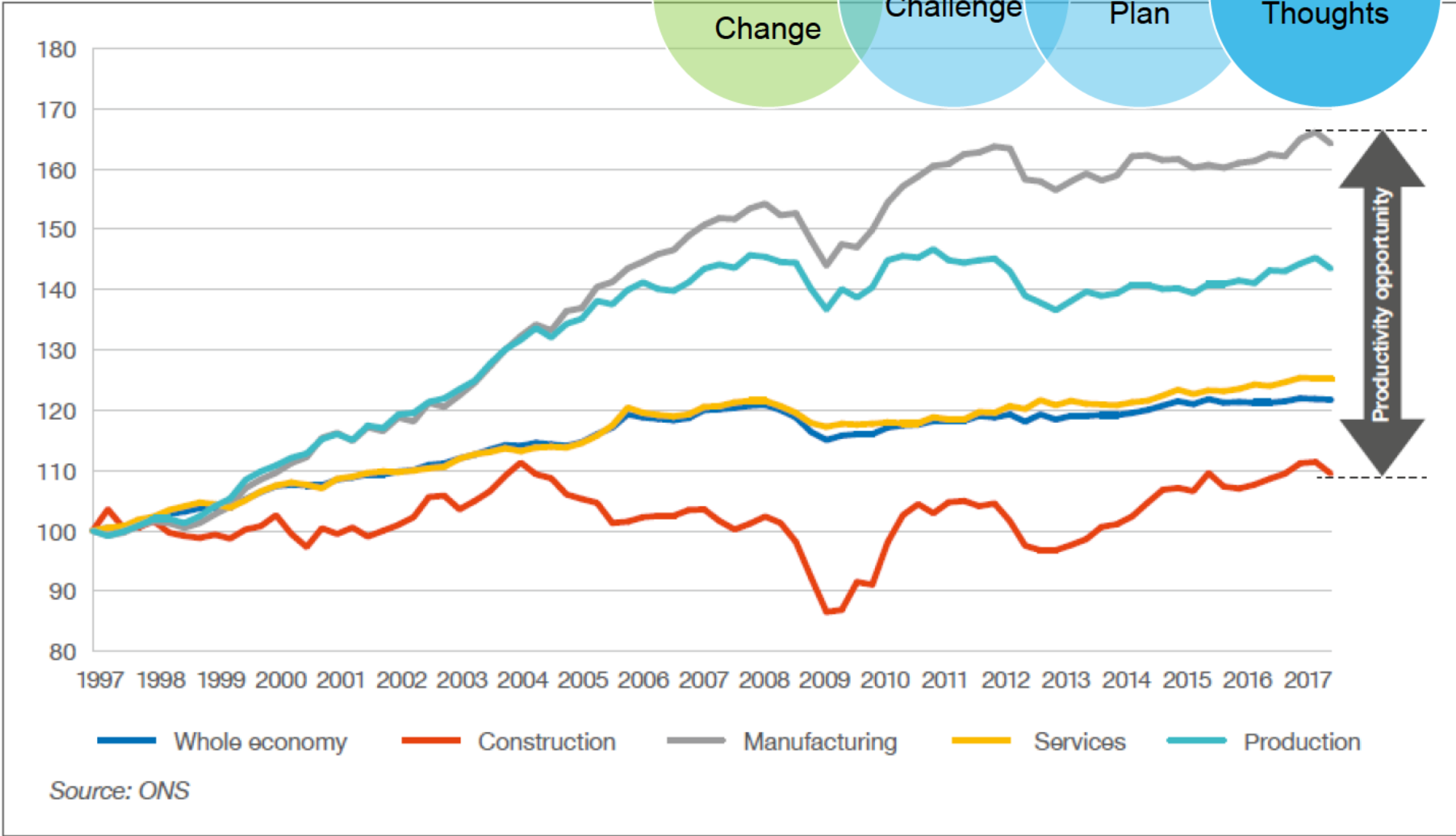
Drivers For Change



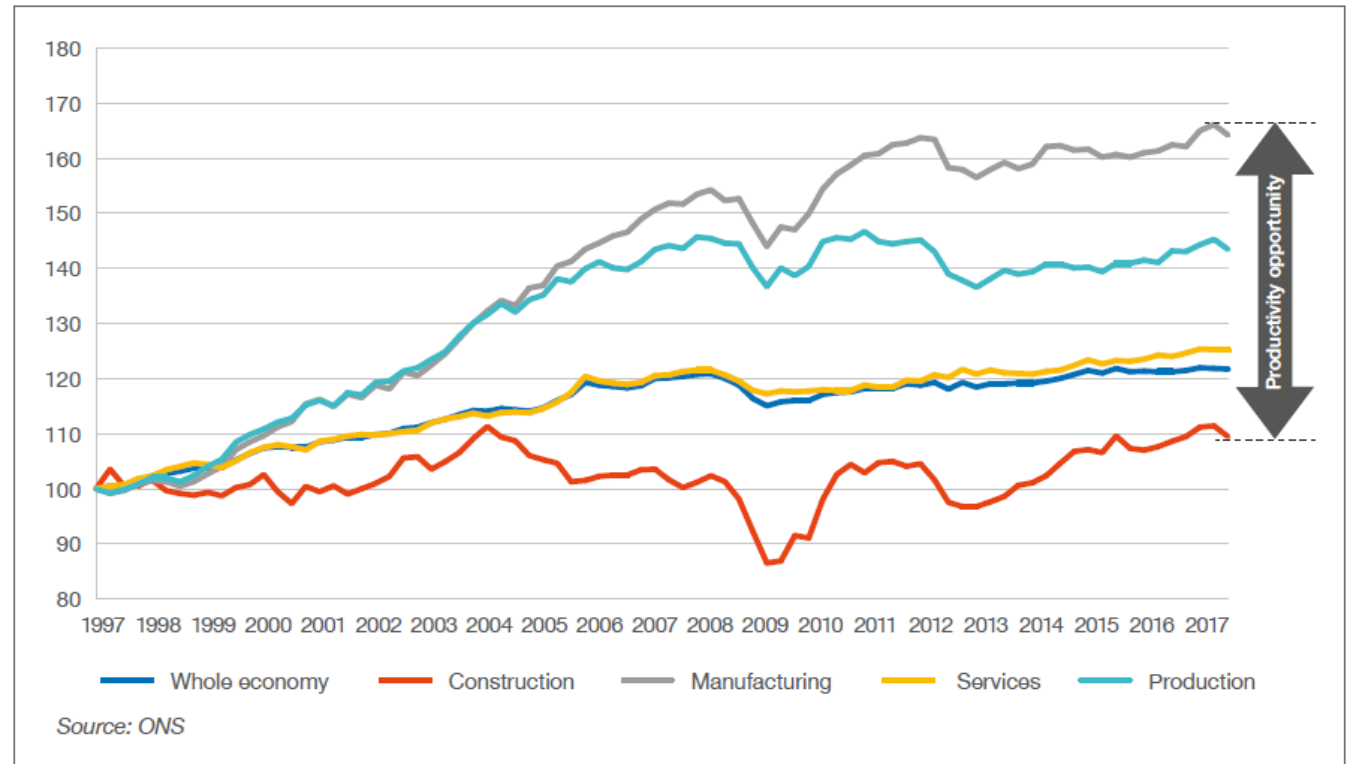
- More & Better Competition
- Political Challenge
- Digital Revolution



Drivers for Change



Our Challenge



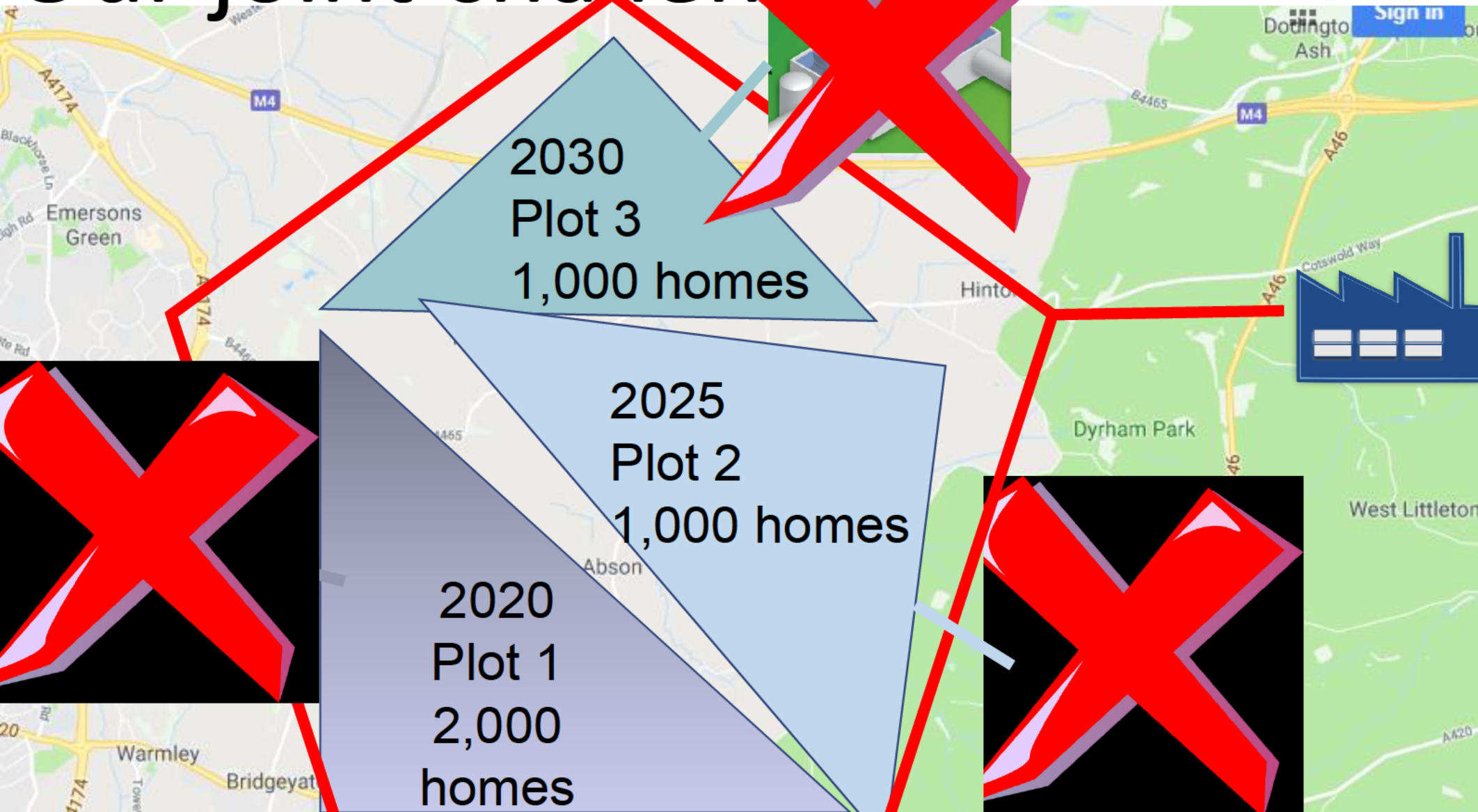
Our joint challenge

Drivers for Change

Our Challenge

Our Plan

Your Thoughts



Our Plan

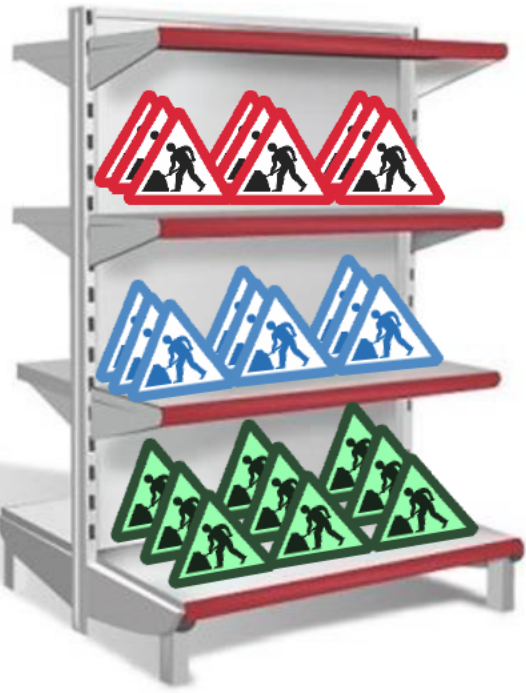


- **2 Year Transformation Project**
- **Improved engagement**
- **Drive Standardisation**
- **More Digital**



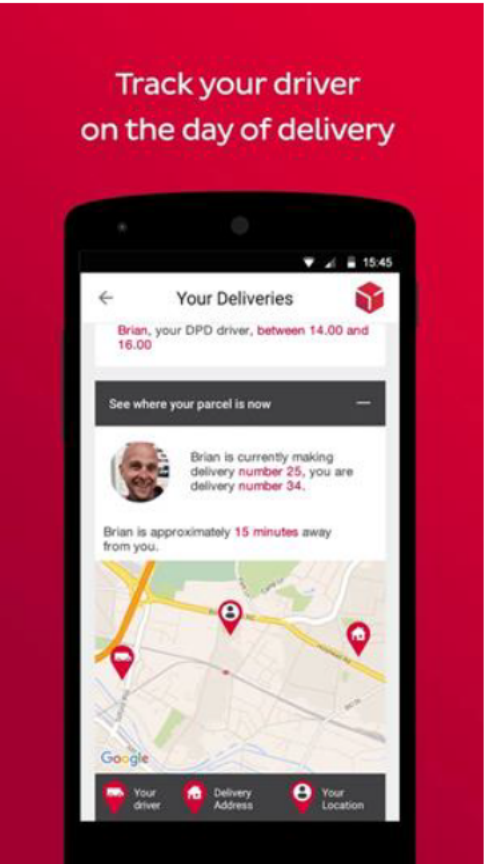
Our Plan: Digital Transformation

Supply



Waste

Diversions



Future Plans



- **DMeX – Increased customer focus**
- **Regular Engagement**
- **Improved Service**

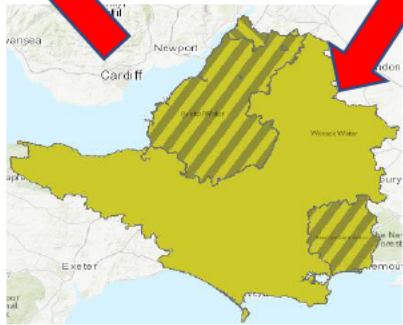
Outcome



Improved costs certainty.
Less Risk



More efficient
construction



More efficient design.
Better pricing



Improved environment,
Better customer service
for ALL

Drivers

Our
Challenge

Our
Plan

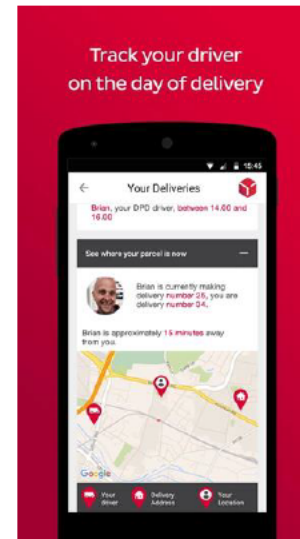
Your
Thoughts



Wessex Water
YTL GROUP



Digital Transformation



amazon.co.uk

Wessex Water
YTL GROUP



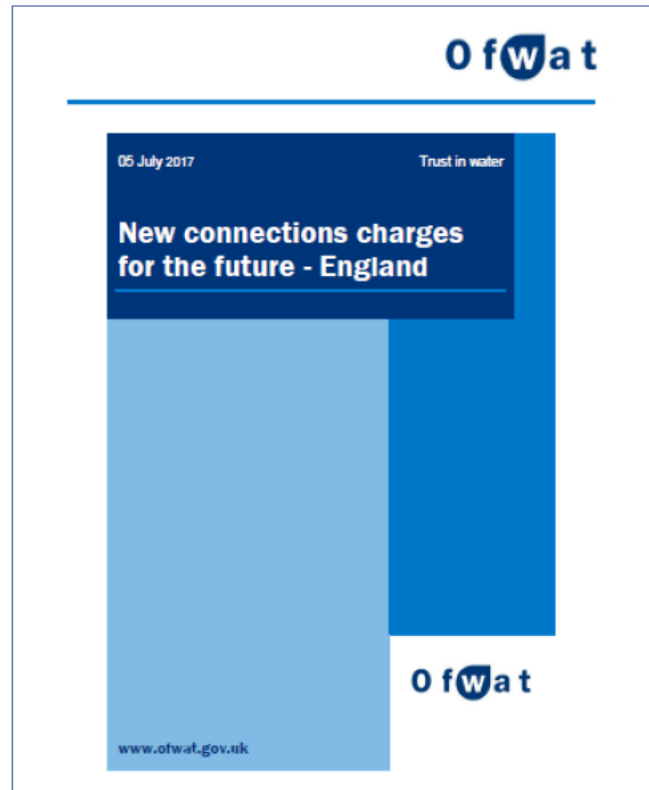
Improved Customer Engagement



- Establish expectations
- Interpret Ofwat rulings
- Gather Feedback

Establishing Developer Preference

- How should we interpret Ofwat's guidance?



- 4 Seater Car
- Cost £10,000



What is transparency?



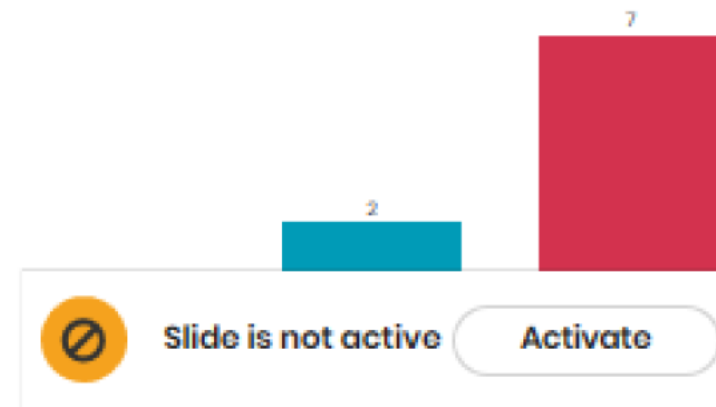
Part	Quantity	Cost / Unit	Total (£)
Seats	4	500	2,000
Wheels	4	500	2,000
Engine	1	2,000	2,000
Chassis	1	2,000	2,000
Windows	6	167	1,000
Gear Stick	1	150	150
Bolts	235	0.35	82
Admin Fee	1	18	18
Total	N/A	N/A	£10,000



Standardised: Every car is £10,000

Go to www.menti.com and use the code 35 85 47

What is transparency?



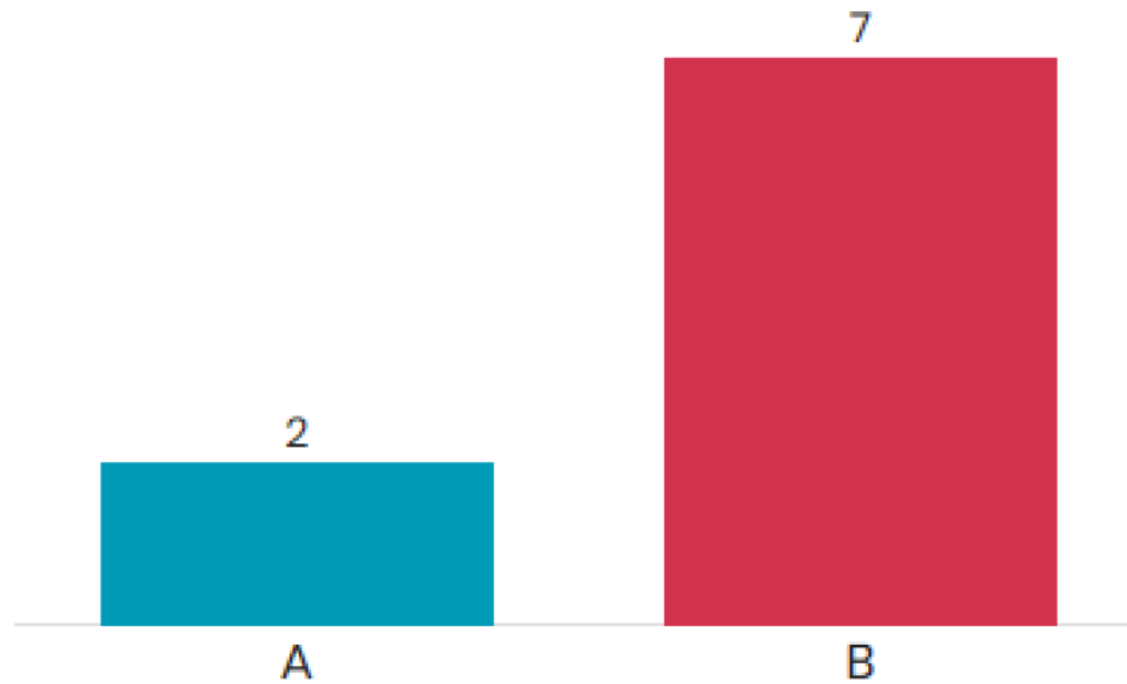
Mentimeter

Go to www.menti.com and use the code 35 85 47



Mentimeter

What is transparency?

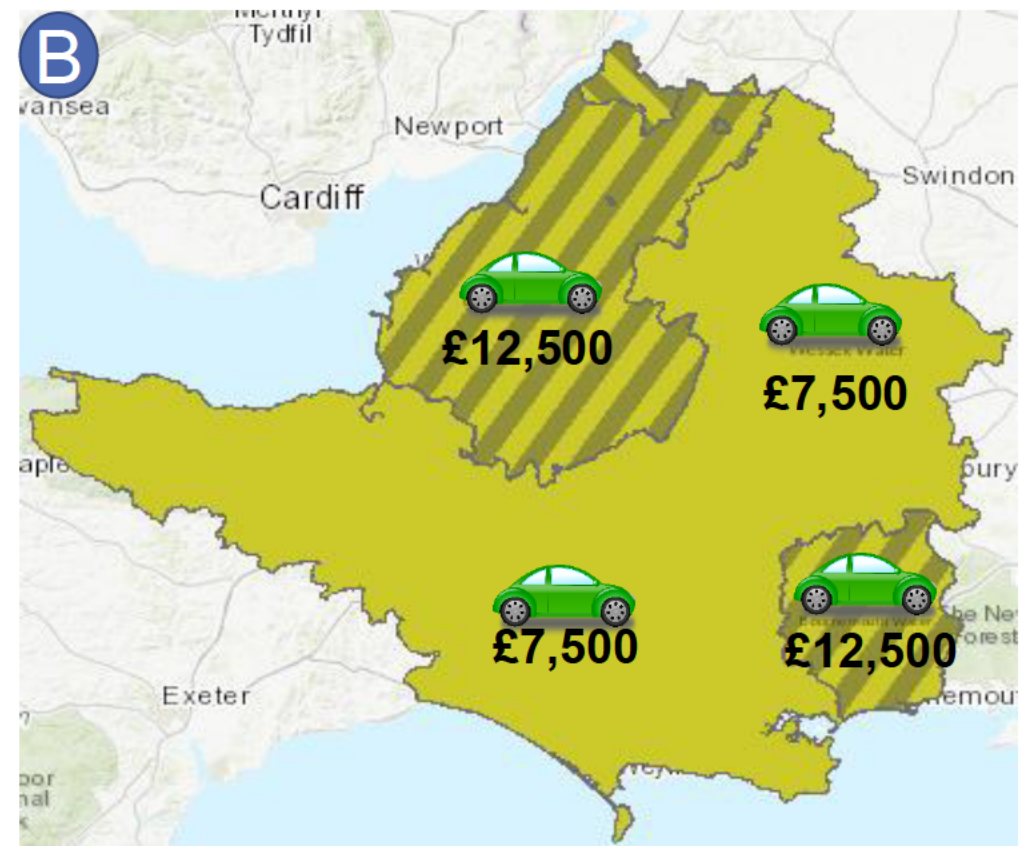
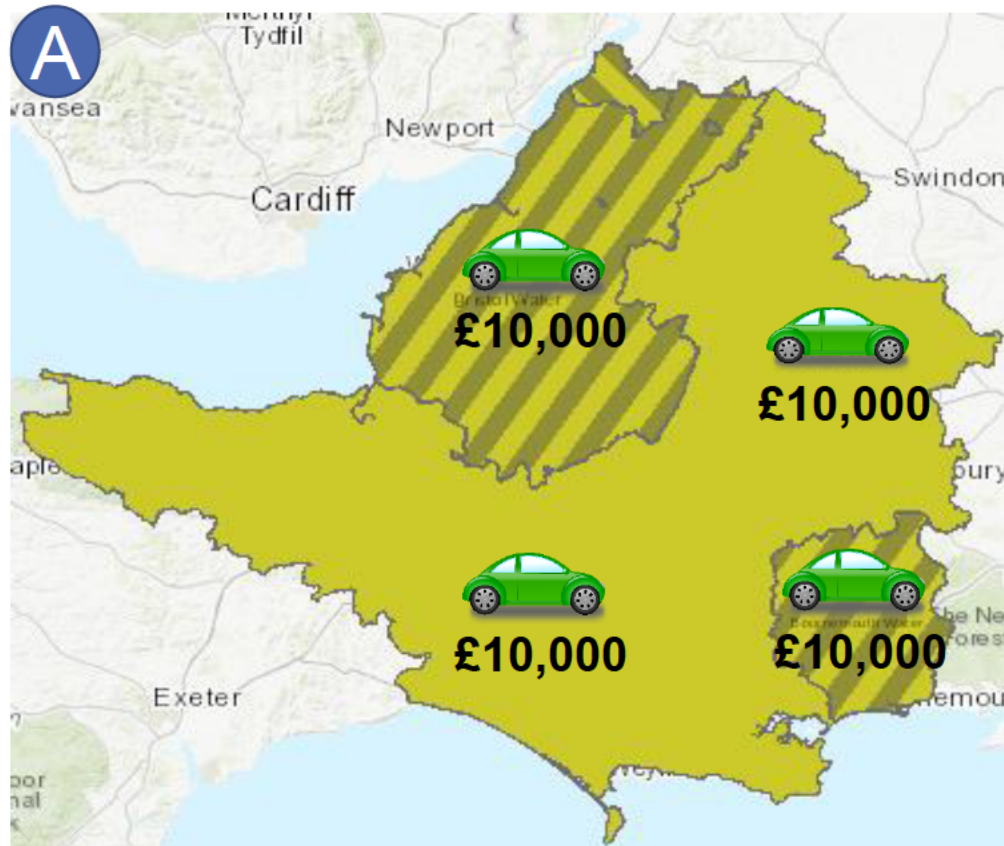


Slide is not active

Activate


9 ? 1

What is simplicity?



GO TO www.menti.com and use the code 35 85 47

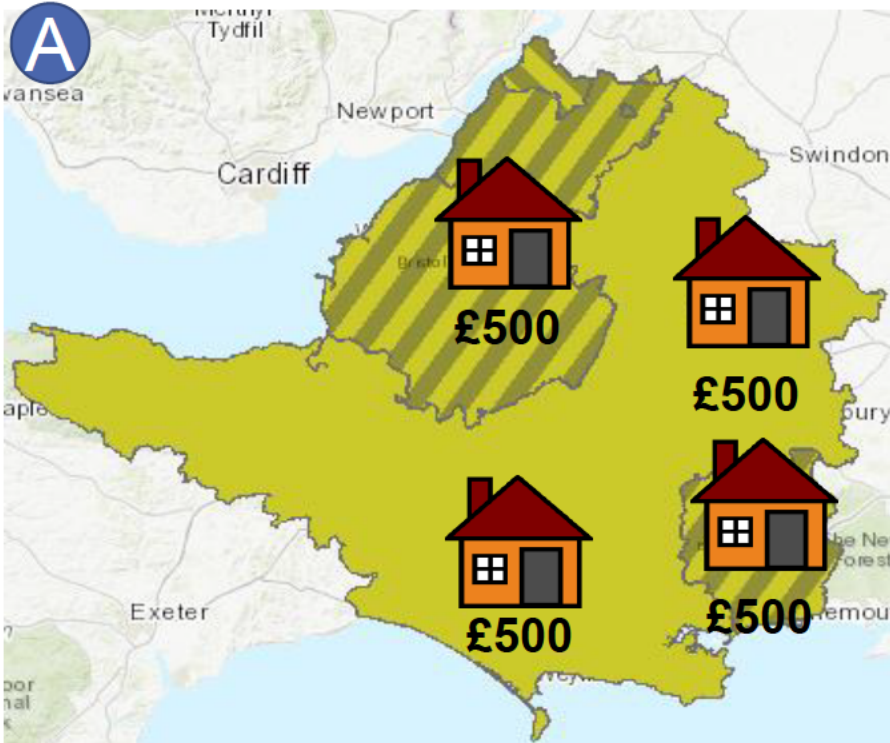
What is simplicity?

 Slide is not active

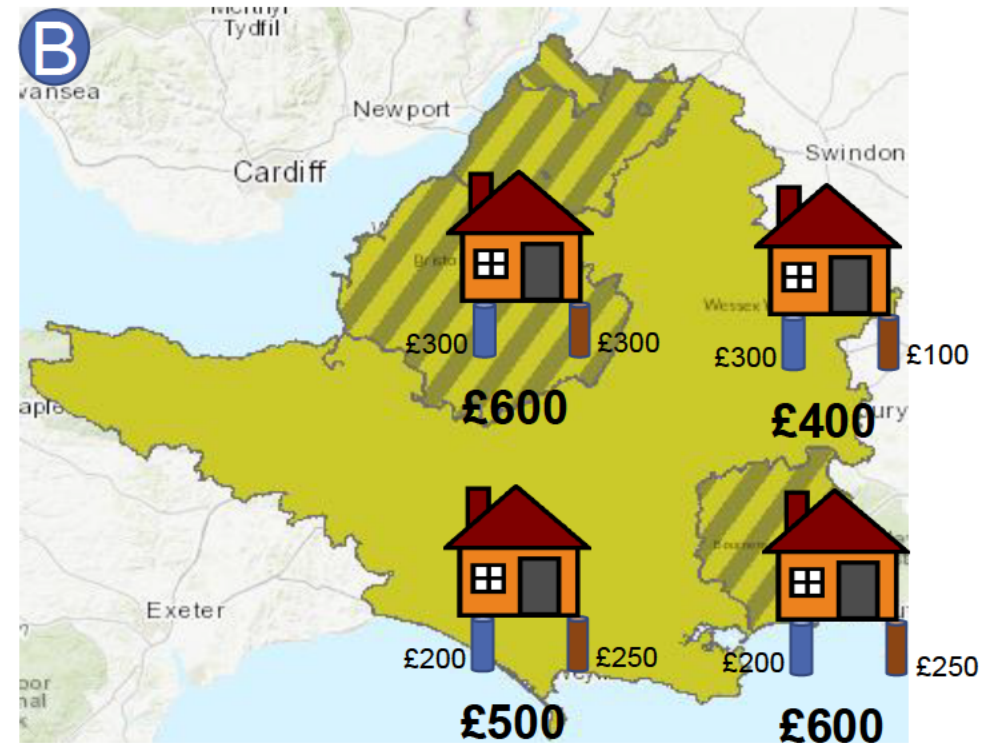
Mentimeter is loading



What is consistency?



Standardised



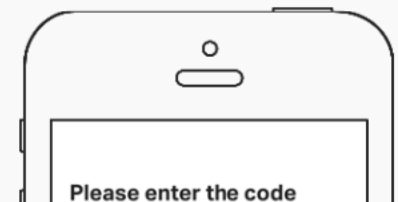
Bespoke

Go to www.menti.com and use the code 35 85 4/

i

Mentimeter

What is consistency?



Go to www.menti.com and use the code 35 85 47



Mentimeter

What is consistency?



Slide is not active

Activate

8 ? 1

Speed Dating

Drivers for
Change

Our
Challenge

Our
Plan

Your
Thoughts



- Customers rotate round table
- Leave feedback
- 2 mins per table

Wessex Water
YTL GROUP

