

Incident Management
Communications Dispatch
Computershare
& Wessex Water



 Computershare

1. Problem

Wessex Water supplies water and sewerage services to 1.3 million customers across the South-West of England.

Due to the breadth of their coverage, they needed a solution to immediately send communications to their customers if they encountered an incident with the water supply.

Currently, a worst-case scenario meant they would need to hand-deliver 40,000 communications which would not be possible within a reasonable time frame.

Whilst they already had a provision to use social media and digital communications, they need a provider who can dispatch physical communications next-day to their customer base.

2. Solution

Computershare already provide incident management services to other water companies within the UK and were able to create a flexible service which Wessex Water can call on in the event of an incident to deliver next-day communications to their customers.

Computershare's services are regularly stress tested to ensure seamless delivery, giving Wessex Water peace of mind.

3. Results

Computershare's commitment to deliver supports our client in achieving their regulatory and social obligations to their customers.

Having a trusted partner with robust processes like Computershare allows our client to focus on resolving a situation should one occur, assured customer communications are being managed efficiently by Computershare.

"We are committed to keeping customers informed in the event of an incident affecting their water supply or when we are working in the area."

Tony Eavis
Scheduling & Support Services Manager
Wessex Water

Customer communications problem to solve?
Speak to Computershare Communication Services
ccsbusdev@computershare.co.uk