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Mr R Rogers
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September 2020

Dear Mr Rogers

WaterShare+ – helping customers to share in our success and have more of a say

I am pleased to announce that Bournemouth Water will be soon be sharing approximately £20 million with our customers, as well as giving you the option to have a greater say in our business.

This is all part of our new WaterShare+ scheme, unique to Bournemouth Water, developed in direct response to your feedback. We've been listening.

What does this mean for you?

This means that every customer will soon be able to benefit to the value of £20. You can choose to receive your £20 as either

- a credit on your water bill¹ – sharing in our success
- or applying to take shares in our parent company, Pennon Group Plc, the UK based company that owns Bournemouth Water – making you a shareholder

What do you need to do?

If you'd like to receive your £20 as a credit on your water bill, then you don't need to do anything. We'll automatically credit your account in October, and you will see it detailed on the first bill you receive from us after this.

¹ If you pay by Direct Debit you could opt to have a refund direct to your bank account.