



4. You're highly satisfied with our service and find it easy to do business with us

What do customers want?

We are committed to providing the best possible service for customers.

We work to offer customers the services that they want and value. We promote support for customers in vulnerable circumstances and make sure that the support we provide is of an excellent standard by achieving and maintaining a British Standards Institution accreditation for inclusive service. During the year, the British Standard became the ISO Kitemark international accreditation – ISO22458.

We have made five performance commitments about customer satisfaction and being easy to do business with. We have achieved four out of the five commitments in year three.

What have we done?

Our Priority Services scheme is for customers who need extra support or who are in vulnerable circumstances. It offers services such as providing bills in Braille or large print, our staff using passwords when visiting customers' homes, and extra support during supply interruptions. We continue to increase the number of customers on our priority register through a combination of training to raise employee awareness of the scheme and working in partnership with trusted organisations, charities, emergency services and the energy sector. The number of customers registered for our Priority Services scheme has gone up from 186,000 to over 294,000. We continue to work with other utility companies to provide the best level of service. This year, we achieved our performance commitment and successfully achieved the new ISO standard.

C-MeX is the measure used across the water industry to assess customer service and experience. We expect to achieve fifth place out of 17 companies. We have seen an increase in the number of written complaints this year. This is due to a number of operational incidents leading to supply interruptions. This year's surveys suggest that customers are more satisfied with the way we handle calls. We want to make it as easy as possible for customers to be able to get in touch with us, and offer ten ways for customers to contact us, including traditional contact methods, such as by phone or post, as well as email, social media and live chat.

D-MeX is the measure of service and experience provided to developers such as housebuilders. It measures the speed of the service we provide to developers for things such as providing quotations for connections, responding to enquiries before development work starts, and site inspections. It also measures customer satisfaction with those services. We expect to achieve eighth place out of 17 companies.

Improving street works is a measure of our performance in delivering high standards in the quality of roadwork sites and reinstatements (filling in excavations). We failed our target in this area with 15.4% of completed work failing to achieve the required standard. This was against a target of no more than 10.0%. We continue to work with our partners to improve our performance.

4/5

measures
achieved

