



5. We will improve the way we work to keep bills down and improve services

What do customers want?

Customers want bills that are fair and affordable, with support available for those who are struggling to pay, and for money to be spent on programmes of work that will bring real improvements to services and the region as a whole. We also aim to make sure that we are sending bills to all customers who are receiving our services.

We have made eight performance commitments about the way we work to keep bills down and improve our services. We have achieved our target, or are on track with delivery, for all eight of these in year three.

What have we done?

We continue to involve customers in many different aspects of the services we offer, including 'stop the block' messages, water-efficiency measures, the winterwise scheme, our leaks service and promoting our app and My Account services. We are very pleased that 75% of customers who took part in a survey say we offer value for money. This is better than our target of 73% of customers.

Water poverty remains a key area of focus for us. A customer is considered to be in water poverty if they spend more than 3% of their household income on their water bill. This year we have improved on last year's performance and helped over 84,000 customers out of water poverty. This was better than our target of 62,100. We have continued to promote all of our customer support schemes and have helped over 245,000 household customers with our range of affordability schemes. This AMP we expect to deliver £280 million of help. We are working with money advice agencies, such as Turn2Us and Stepchange, to promote the support they can provide. We support the Consumer Council for Water's proposal for a national social tariff to help customers right across the country.

So that all bills are fair and customers are charged the correct amount, we must make sure that the information we hold about customers is correct. Properties which are occupied but not billed are called voids. In year three, our voids percentage is 4.45%. This is better than our year-three target of no more than 5.92%.

8/8

measures achieved

