



## 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 eight of these in year two.

### 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 79% of customers who took part in a survey say we offer value for money. This is better than our target of 72% of customers. We look forward to restarting our face-to-face activities to involve our customers when it is safe to do so.

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 77,312 customers out of water poverty. This was better than our target of 59,800. We have continued to promote all of our customer support schemes and have helped 200,000 household customers with our range of affordability schemes. This AMP we expect to deliver £280 million of help. We are also working with money advice agencies, such as Turn2Us and Stepchange, to promote the support they can provide.

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. As well as the app we developed last year to identify properties where the occupants may not yet be registered with us, this year we have introduced a new change-of-tenancy portal using industry-leading technology and data sources.

**8/8**  
measures  
achieved

