



## 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 delivering 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.

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 two.

### 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 have maintained our accreditation from the British Standards Institution (BSI) following their assessment of the quality of this service. The number of customers registered for our Priority Services scheme has gone up from 128,000 to over 186,000. We continue to work with other utilities in order to provide the best level of service.

C-MeX is the measure used across the water industry to assess customer service and experience. We expect to achieve seventh place out of 17 companies. This year we received our lowest ever number of written complaints, with a 14% reduction on last year. 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 sixth place out of 17 companies.

Improving streetworks 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 12.67% of completed work failing to achieve the required standard. This was against a target of no more than 10.5%. We are working with our partners to improve our performance and have introduced a new app to help with the construction process.

**4/5**  
measures  
achieved

