# Listening to you

Listening to our customers' and stakeholders' views and building these into our strategy is essential for us to ensure that our customers' needs are at the heart of our service delivery.

> Interim PC151 (2018) Customer Research / Annual Omnibus Survey

> > 1,000

Domestic customers (face to face)

10,000

Customers who have contacted NI water surveyed annually (telephone)

NI Water website views

We are all ears

Interim PC151 (2018) Customer Research / Annual Omnibus Survey

250

**Business customers** (computer assisted telephone interviewing)

Domestic and business customers surveyed

12,000+

Facebook fans

200,000

Conversations with our Customer Service Centre annually

Twitter followers

7,000+

150+

Elected representatives surveyed on a regular basis

**Stakeholder groups** 

Taking part in a range of stakeholder groups helps us to report what is most important to them.

## **Water Stakeholder Steering Group**

Provides a forum for discussion on strategic issues relating to the price control and Ministerial guidance; discussion of major water and sewerage cross-cutting issues; discussion of policy development; keeping under review the governance and regulation of the water industry; and discussion of strategic communications issues.

### **Output Review Group**

Provides a forum for stakeholders to discuss progress on key outputs and issues of common concern in the water industry.

### **Stakeholder subgroups**

Working groups for coordinating the delivery of the price control process and related matters.





DRINKING WATER INSPECTORATE

# **Customer priorities**3

# High

Internal sewer flooding

Large business customers

surveyed bi-annually

**Odour and noise** 

**External sewer flooding** 

Supply interruptions

Low water pressure

# **Medium**

Sewer blockages

Taste, smell and

**Pollution incidents** 

appearance

# Low

Water abstraction

Quality of coastal waters

# **Summary**

### From our ongoing engagement, we understand that our customers:

- value water services which are reliable and resilient:
- expect problems to be fixed quickly and to be kept informed of progress;
- wish to see investment to reduce flooding from sewer 'hot-spots';
- wish to see investment to target interruptions to water supplies;
- expect strategic improvements rather than short term fixes; and
- · wish to see improvement of the customer service experience including accuracy of billing and invoicing processes.

<sup>1</sup>Price Control 2015 (PC15) is the six year business plan period (2015 - 2021) <sup>2</sup>Price Control 2021 (PC21) is the six year business plan period (2021 - 2027)

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