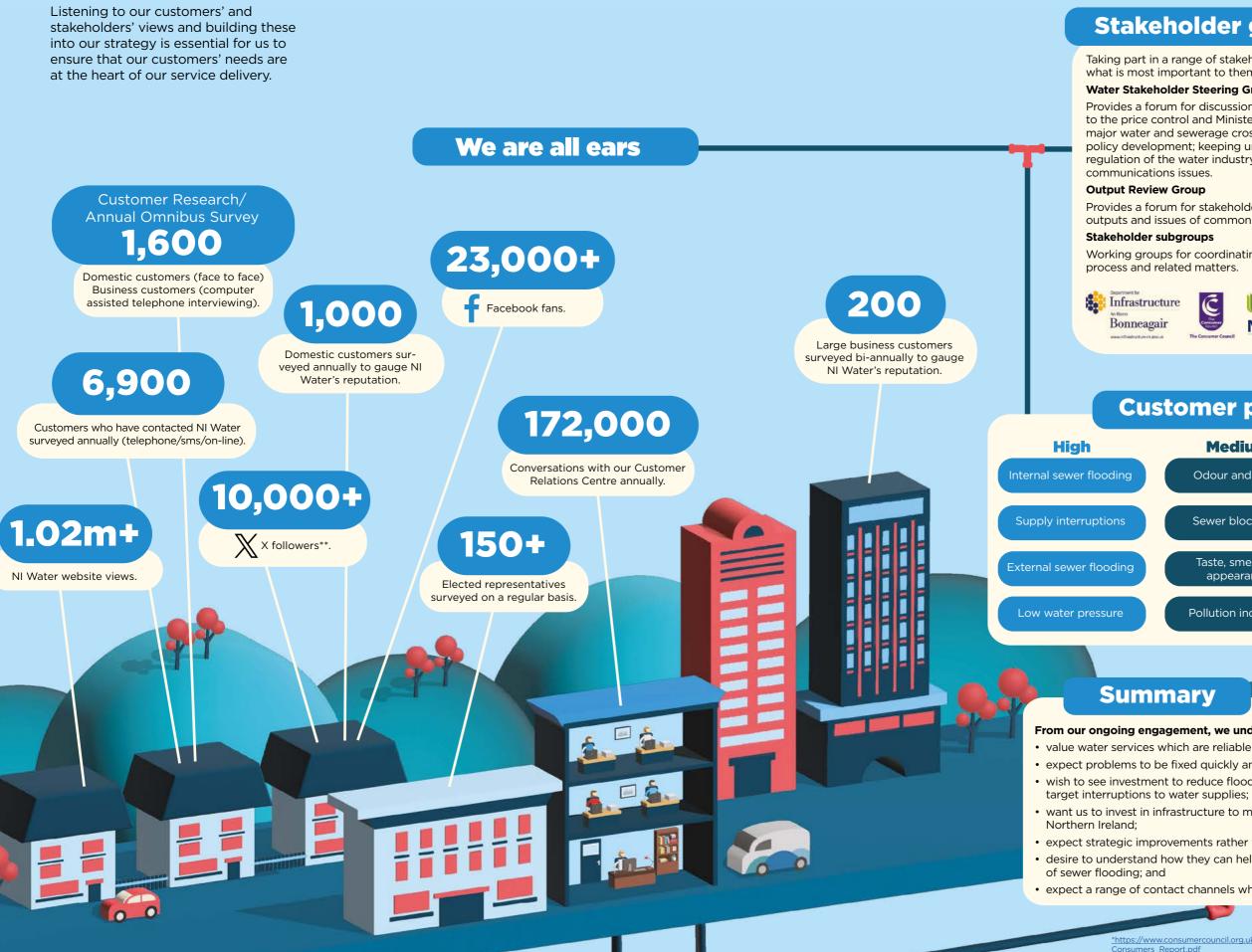
Listening to you



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 Provides a forum for stakeholders to discuss progress on key outputs and issues of common concern in the water industry. Working groups for coordinating the delivery of the price control process and related matters. Utility Regulator DRINKING WATER INSPECTORATE NEA **Customer priorities*** Medium Low Odour and noise Sewer blockages Taste, smell and appearance

From our ongoing engagement, we understand that our customers:

value water services which are reliable and resilient:

Pollution incidents

- expect problems to be fixed quickly and to be kept informed of progress;
- wish to see investment to reduce flooding from sewer 'hot-spots' and
- · want us to invest in infrastructure to meet the economic demands of
- expect strategic improvements rather than short term fixes;
- desire to understand how they can help with water conservation and out
- expect a range of contact channels when they need to get in touch.

sumercouncil.org.uk/sites/default/files/original/Connecting_with_ Consumers_Report.pdf **X, formerly known as Twitter