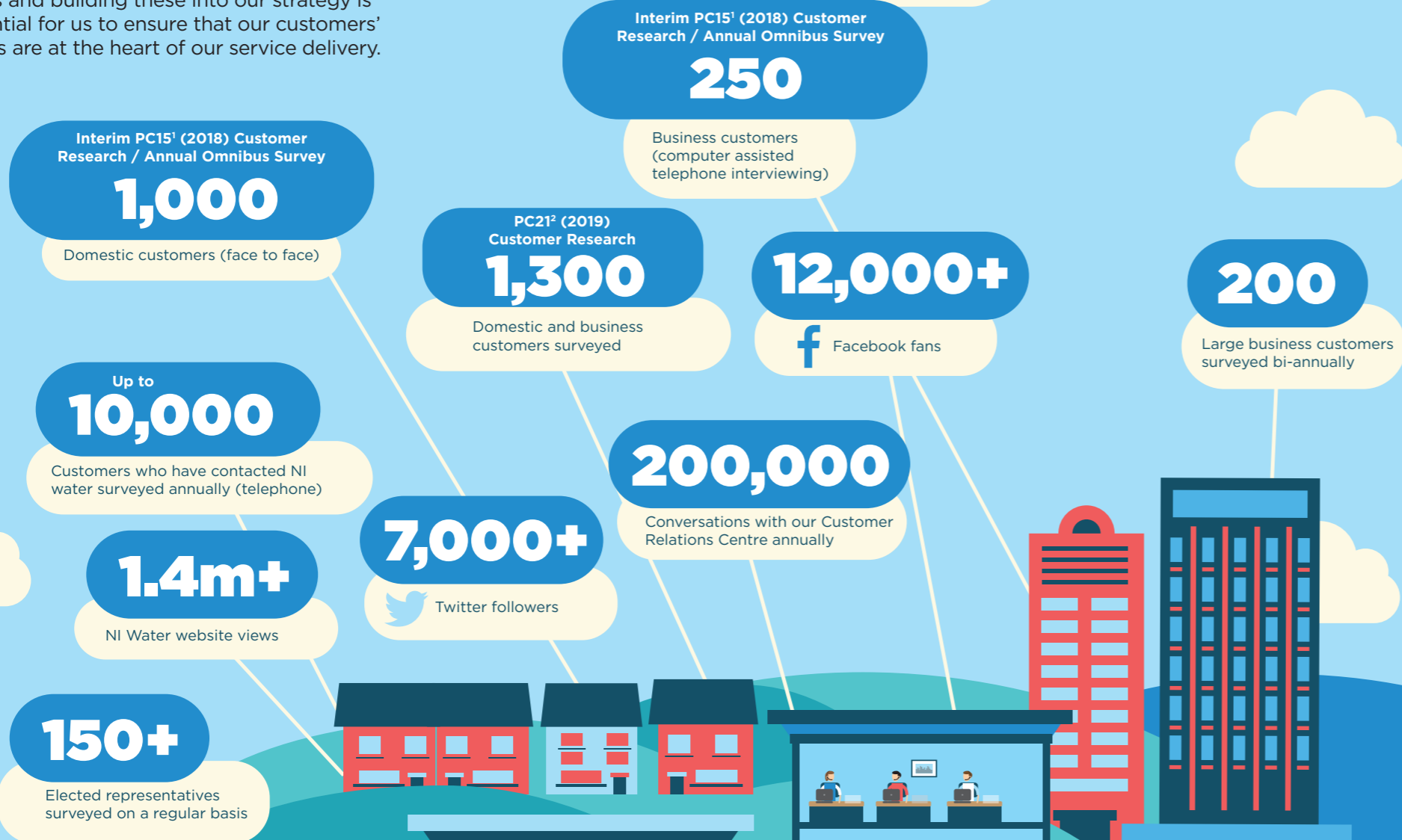


Listening to you

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.

We are all ears



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.



Customer priorities³

High	Medium	Low
Internal sewer flooding	Odour and noise	Water abstraction
Supply interruptions	Sewer blockages	Quality of river waters
External sewer flooding	Taste, smell and appearance	Quality of coastal waters
Low water pressure	Pollution incidents	

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.

¹Price Control 2015 (PC15) is the six year business plan period (2015 – 2021)
²Price Control 2021 (PC21) is the six year business plan period (2021 – 2027)

³https://www.consumercouncil.org.uk/sites/default/files/original/Connecting_with_Consumers_Report.pdf