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.


- Domestic customers (face to face) 1,000
- Domestic and business customers surveyed 1,300

PC21 (2019) Customer Research

- Business customers (computer assisted telephone interviewing) 250

Domestic and business customers surveyed 1,300

Facebook fans 12,000+

Twitter followers 7,000+

Elected representatives surveyed on a regular basis 150+

Customers who have contacted NI water surveyed annually (telephone) Up to 10,000

NI Water website views 1.4m+


- Large business customers surveyed bi-annually 200

Conversations with our Customer Service Centre annually 200,000

Twitter followers 7,000+


- Twitter followers 7,000+

Facebook fans 12,000+

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.

Customer priorities

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

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.

Price Control 2015 (PC15) is the six year business plan period (2015 – 2021)

Price Control 2021 (PC21) is the six year business plan period (2021 – 2027)

Connecting with Consumers Report.pdf

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