

# Engagement summary

## Performance Commitments & Outcome Delivery Incentives



### Objectives

To gather customer views on identified options for bespoke PCs and their preferences on allocation of financial incentives across both common and potential bespoke PCs.

Format	Focus groups
Households (number)	6 (49)
Non households (number)	
Vulnerable customers	
Future customers	
Retailers	
Stakeholders	
South West Water	✓
Bournemouth Water	✓
Bristol Water	✓

### Impact on our plan and ways of working

This study provided valuable customer insight on bespoke Performance Commitments (PCs) and Outcome Delivery Incentives (ODIs).

Date	April 2023
Supplier	ICS

### Key messages – what matters most

#### What we did

- This qualitative research was undertaken in March and April 2023, and participants were provided with pre-reading materials
- There were 6 focus groups where groups 1 and 2 focussed on comparison of common (national) and bespoke (regional) PCs, and the other 4 groups focussed on individual bespoke PCs and views on ODIs in more detail
- Interactive online focus groups gathered a range of participants across the region. On-screen exercises were used to increase engagement.

#### What matters most

- Customers want to see a focus on delivery of regional priorities in a balanced package of performance commitments and incentives
- Customers feel it is essential to have both common and bespoke PCs
- They see value in standardised measures to compare companies (for core/basic services), but also want bespoke measures to reflect local priorities and needs
- Customers think targets should reflect regional differences and should not necessarily be the same across companies
- Top customer priorities for additional bespoke PCs are options that support resilient infrastructure, tap water quality, and protect the environment
- Customers want company activities to focus on prevention of problems and to be open to new, non-traditional infrastructure ways of doing this
- Majority of customers consider the £50 government contribution as vital.

#### Are there differing views?

- Majority prefer an even split of ODIs across common and bespoke commitments while some prefer higher financial weighting for bespoke compared to common PCs
- Customers are more supportive of penalties than payments for outperformance. Some prefer to see money reinvested to ensure future target is met rather than receive bill reductions for underperformance.

#### Next steps

This research will feed into the development of the bespoke PCs.