

Objectives

To establish satisfaction with the service provided by Bristol Water amongst customers receiving vulnerability assistance, and understand their needs, and factors affecting satisfaction.

Format	Quantitative
Households (number)	500
Non households (number)	
Vulnerable customers	500
Future customers	
Retailers	
Stakeholders	
South West Water	
Bournemouth Water	
Bristol Water	✓

Impact on our plan and ways of working

The satisfaction was positive, we take this into our forward plans that customers registered with us on priority services, highly rate the service they receive.

Date	February 2023
Supplier	Future Focus

Key messages – what matters most

What we did

- Conducted a survey of 500 Bristol Water customers identified as vulnerable and on the Priority Services Register (PSR).

What matters most

- 88% were satisfied with the service they received through the PSR (88% in 2022)
- PSR customers first heard of the PSR through friends/family (39%), followed by letter/post (25%), information on bill (13%)
- Support worker/group (12%) and Bristol Water staff member (12%)
- Just 16% had contacted Bristol Water and 99% agreed that their needs were met when contacting Bristol Water (82% in 2022)
- Just 5% had had a complaint with Bristol Water in the last 12 months. 83% rated the service received from Bristol Water as very good or good (89% in 2022)
- 18% had been concerned about paying their bill in the last year and 40% of respondents said they were aware of low-rate tariffs.

Are there differing views?

These surveys are targeted at vulnerable customers. No quotas were set on age or gender and were left to fall out naturally within the sample.

Next steps

Our annual satisfaction surveys feed into plans across the business, with the PSR Satisfaction Surveys feeding into our vulnerability strategy.