

Objectives

To take feedback from the Lived Experiences Panel about their experience with BRL over the last 12 months and identify any areas for improvement to the service we provide for the customers they represent.

Format	Survey
Households (number)	1 (n24)
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 research provides an insight about the experience of vulnerable customers with Bristol Water bill affordability, water supply interruptions, website accessibility among others.

We were also able to identify areas for improvement to the service we provide for the customers who are on our Priority Services Register and affordability support schemes.

Date	February 2023
Supplier	In-house

Key messages – what matters most

What we did

- Conducted an online ‘check-in’ survey with the Lived Experiences Panel who had signed up to participate in online research
- The consists of customers who are on our Priority Services Register and an affordability support scheme
- The participants were part of three affordability support schemes: Assist (7 customers), Pension Credit (6), and WaterSure (11)
- The survey asked seven key questions around their experience, with supplementary questions depending on the answers given.

What matters most

- Customers with lived experience of our support schemes are generally very happy with the service they have received
- Most customers found their water bill more manageable since signing up to an affordability support scheme
- Experience of unplanned interruptions was low
- The website was found to be mostly accessible, with some minor improvements that could be made
- Many couldn’t think of any additional services that we could provide to Priority Services Customers and were happy with the service they receive
- When asked about their experience with other organisations, 6 customers stated they’d found their experience with other organisations worse than their experience with BRL while no customers stated they had a better experience elsewhere.

Are there differing views?

While most customers (88%) found their water bill more manageable since signing up to an affordability support scheme, 13% did not. Our billing team contacted these customers directly to discuss any further support we may be able to offer.

Next steps

We used the feedback to improve our customer journey online and improvements to the bill.