

Objectives

To understand customer views on our handling of an unplanned event, including whether we supported their needs as a PSR customer.

Format	Online survey
Households (number)	22
Non households (number)	
Vulnerable customers	1
Future customers	
Retailers	
Stakeholders	
South West Water	✓
Bournemouth Water	✓
Bristol Water	✓

Impact on our plan and ways of working

The research feeds into the vulnerability strategy and our continuous improvement around events and escalations. It also supports Ofwat's new customer licence condition whereby each company must ensure customers are well informed at all stages of the journey and that customers' needs are identified and met with the services and extra help they provide.

Date	Quarter 1 2023
Supplier	In-house

Key messages – what matters most

What we did

- When certain triggers were met around number of affected households and duration, we called or sent an SMS to affected customers inviting their feedback using an online form
- We contacted 22 customers about one event and had 9 responses.

What matters most

- We asked for customers overall satisfaction about the event. Overall CSAT was 7.8, with the lowest score from only one customer rating at fairly dissatisfied
- The customers surveyed are those who were impacted by the unplanned event, so are customers in a geographical location, rather than a representative segmentation of our customer base, and could be split across household and non household.

Next steps

This research feeds into our vulnerability strategy, and communications strategy for unplanned events.