

Objectives

To gather customers' feedback about various aspects of BRL services, as well as to recruit the panel for the future research.

Format	Survey
Households (number)	1 (n219)
Non households (number)	
Vulnerable customers	
Future customers	
Retailers	
Stakeholders	
South West Water	
Bournemouth Water	
Bristol Water	

Impact on our plan and ways of working

Through this research we were able to get in-depth insight on our PSR services and Social Tariff schemes and confirmed the importance of these schemes for our customers. We also received valuable feedback from vulnerable customers on the functioning of these schemes so we can improve our services.

We were also able to recruit the panel for future research.

Date	May 2022
Supplier	In-house

Key messages – what matters most

What we did

- The survey was conducted with customers registered on both Priority Services Register (PSR) and Social Tariff schemes
- Questions were asked on topics including satisfaction with PSR services, affordability, accessibility, and vulnerable customer communication
- Of the 219 responses received, 68 customers expressed their willingness to participate on the future online panels and/or customer forums.

What matters most

- Overall customers' satisfaction with services they receive through PSR is 88%
- 50% of 219 respondents said they worried about being able to afford the bill during last year, while during the annual customer survey, 15% (out of 1,000) responded that they've had these worries
- 65% of the respondents noticed their bills became more affordable after signing up to affordability scheme
- 5% (12 customers) have had a complaint with Bristol Water during the last year
- Customers rated ease of sign up to PSR services as 8.2 out of 10 while the ease of sign up for Affordability scheme was rated as 7.9 out of 10
- Most popular method to sign up for PSR services was via telephone
- Majority of customers first heard about both PSR services (33%) and affordability schemes (26%) through BRL staff
- 83% of the 58 customers who had contact with BRL after registering for PSR services said their needs were met after the contact / visit from Bristol Water
- 94 customers said they have previously visited BRL website and the vast majority of those who visited (91%) confirmed that they found what they were looking for on the website.

Are there differing views?

N/A.

Next steps

- For those customers who cited their bills were still unaffordable despite being on a scheme we made contact and supported them further where possible
- It is important that we check in periodically with these customers as well as refreshing the panel biannually, so we engage with customers who may be new to our schemes or PSR and give them opportunity for feedback.