

PRIORITY SERVICES - ADDITIONAL/FINANCIAL SUPPORT RESEARCH TRACKING

Q1 2022/23

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PSR ADDITIONAL/FINANCIAL SUPPORT TRACKING – Q1 2022/23

INTRODUCTION

This research programme is a quarterly tracker among household customers registered on the PSR for additional support, or on the SupportPlus or WaterSure schemes for financial support

- Carried out by phone
- 500 interviews per quarter
- Data provided by NWG to Trinity McQueen and TPS screened before use
- Quotas set to achieve:
 - 50:50 Additional:Financial
 - Within each of those NW:ESW in proportion to the spread of the user base
- Q1 fieldwork dates: 31 May to 6 June
- Average interview length: 4.6 minutes
- Quarterly dates have been changed to reflect a regulatory year throughout this report

Schemes	Interviews
Total PSR	250
Total Financial	250
SupportPlus	162
WaterSure	88

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SUMMARY

There has been an increase in overall satisfaction this phase compared to the previous for both additional and financial support (8.5 to 8.6 and 9.1 to 9.3 respectively). The biggest increase being received for additional support in the NW area from 8.3 to 8.8.

Top three reasons for satisfaction is:

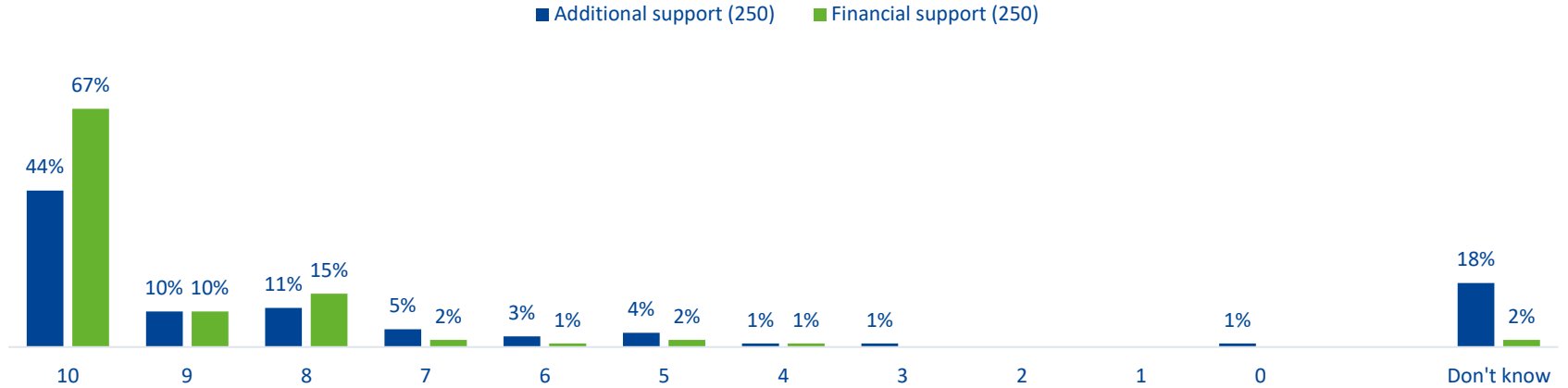
Additional support	SupportPlus	WaterSure
Don't know/no real dealings as yet/never had to use (40%)	Get a reduction/capped bills/save money (23%)	Get a reduction/capped bills/save money (37%)
No problems/never had a problem (18%)	No problems/never had a problem (19%)	Good/great scheme/idea – beneficial (20%)
Reassuring to have/offers what we need (10%)	Satisfied/happy with them/been good to me (17%)	No problems/never had a problem (20%)

Overall the financial support NPS improved from the previous phase by 8.6 to 79.5, with the biggest increase being seen in the NW area by 10.6 to 77.8. Although not as big an increase for ESW (8.0) this area still received the highest NPS score at 82.2.

Receiving all the information wanted to feel informed has seen a drop for additional support by 2% to 65% compared to the previous phase, where as financial support has remained static at 78%.

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OVERALL SATISFACTION



Mean scores:

Additional support	
Total (250)	8.6
NW (154)	8.8
ESW (96)	8.2

Financial support	
Total (250)	9.3
NW (154)	9.2
ESW (96)	9.4

SupportPlus	
Total (185)	9.2
NW (114)	9.1
ESW (71)	9.4

WaterSure	
Total (65)	9.5
NW (40)	9.6
ESW (25)	9.4

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REASONS FOR SATISFACTION SCORES

Additional support (250)

- Don't know/no real dealings as yet/never had to use (40%)
- No problems/never had a problem (18%)
- Reassuring to have/offers what we need (10%)
- Good/great scheme/idea – beneficial (9%)
- Satisfied/happy with them/been good to me (6%)
- Good service/customer service (6%)
- Quick to respond/resolve issues (6%)
- Good/proactive communication/ return calls/frequent etc (4%)
- No supply problems (4%)
- Alert customers re: issues/work/ supply problems/updates (4%)
- Fact they have/will supply bottled water so never without (4%)

SupportPlus (185)

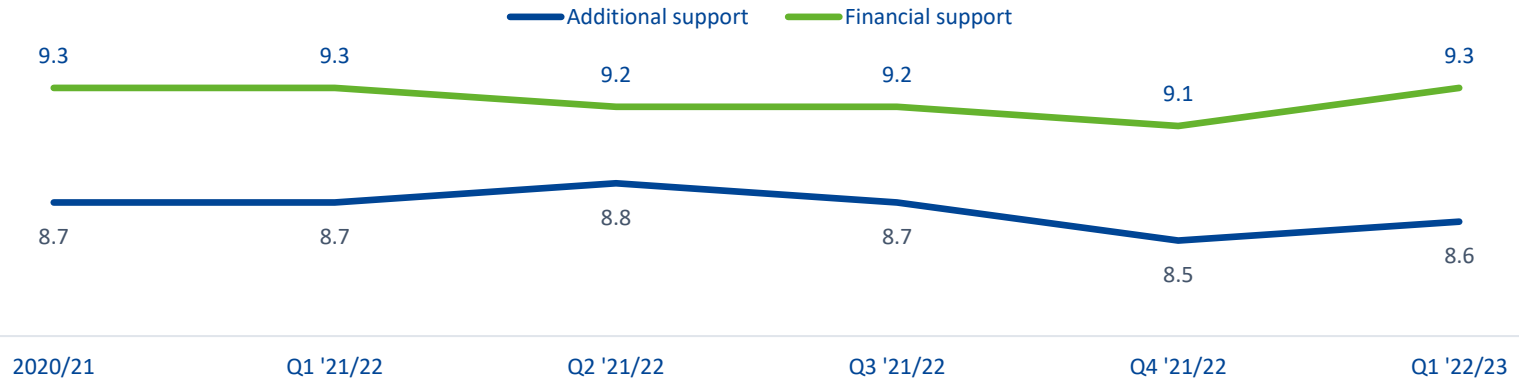
- Get a reduction/capped bills/save money (23%)
- No problems/never had a problem (19%)
- Satisfied/happy with them/been good to me (17%)
- Helpful/supportive (16%)
- Good/great scheme/idea – beneficial (12%)
- Good service/customer service (8%)
- Don't know/no real dealings as yet/never had to use (6%)
- Good/proactive communications/return calls/frequent etc (4%)
- Understanding/sympathetic/patient (4%)
- Friendly/polite/good staff (4%)
- Explain well/informative/offer advice etc (4%)
- Easy to apply/set up (4%)
- Easy/straightforward/simple (4%)
- Advertise this service/let customers know they are eligible – be proactive (4%)

WaterSure (65)

- Get a reduction/capped bills/save money (37%)
- Good/great scheme/idea – beneficial (20%)
- No problems/never had a problem (20%)
- Helpful/supportive (15%)
- Satisfied/happy with them/been good to me (12%)
- Easy to apply/set up (6%)
- Easy/straightforward/simple (6%)
- Good/affordable/fair price (6%)
- They are good/do a good job (5%)
- Expensive/keep putting the price up (5%)

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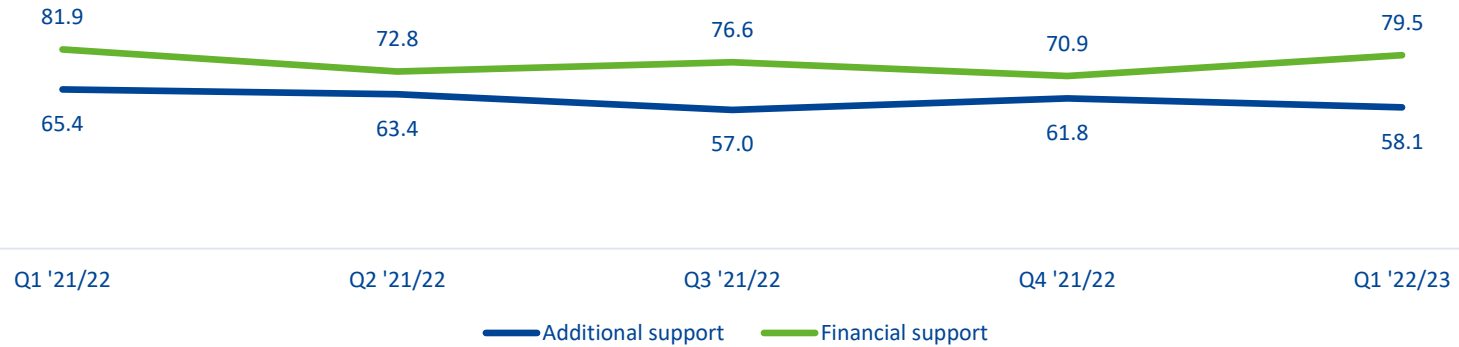
OVERALL SATISFACTION WITH THE SERVICES PROVIDED - TRACKING



		2020/21	Q1 '21/22	Q2 '21/22	Q3 '21/22	Q4 '21/22	Q1 '22/23
NW	Additional support	8.8	8.9	8.6	8.6	8.3	8.8
	Financial support	9.4	9.4	9.0	9.3	8.9	9.2
ESW	Additional support	8.5	8.6	8.9	8.7	8.5	8.2
	Financial support	9.1	9.2	9.3	9.2	9.2	9.4

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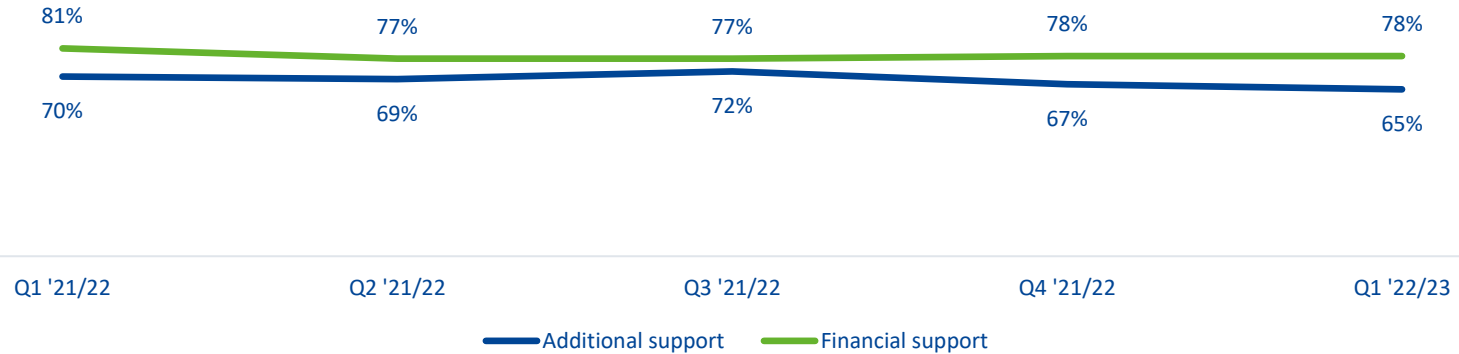
NPS



		Q1 '21/22	Q2 '21/22	Q3 '21/22	Q4 '21/22	Q1 '22/23
NW	Additional support	67.0	54.9	54.2	57.4	61.7
	Financial support	85.6	65.0	75.0	67.2	77.8
ESW	Additional support	64.2	69.1	59.0	64.9	51.9
	Financial support	78.5	79.8	78.1	74.2	82.2

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SUPPLIED ALL THE INFORMATION WANTED TO FEEL INFORMED



		Q1 '21/22	Q2 '21/22	Q3 '21/22	Q4 '21/22	Q1 '22/23
NW	Additional support	74%	65%	69%	67%	70%
	Financial support	83%	73%	82%	77%	79%
ESW	Additional support	68%	72%	75%	67%	57%
	Financial support	79%	81%	72%	79%	75%

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SUGGESTIONS FOR OTHER SUPPORT SERVICES

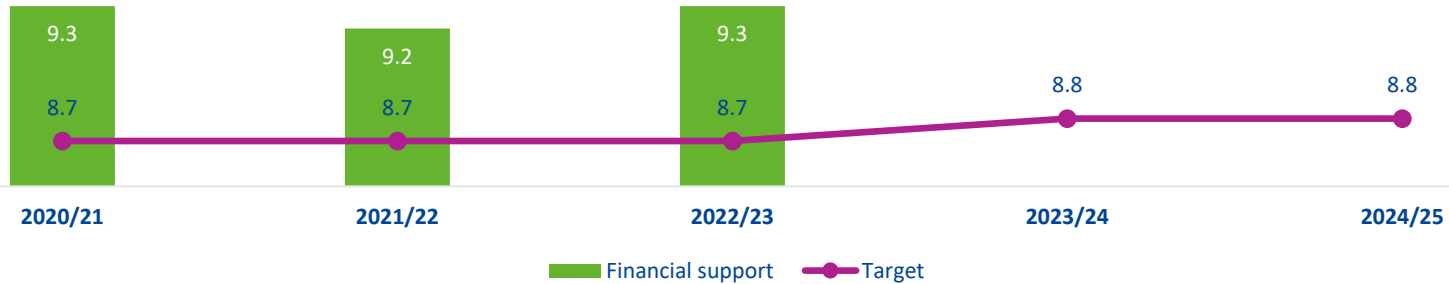
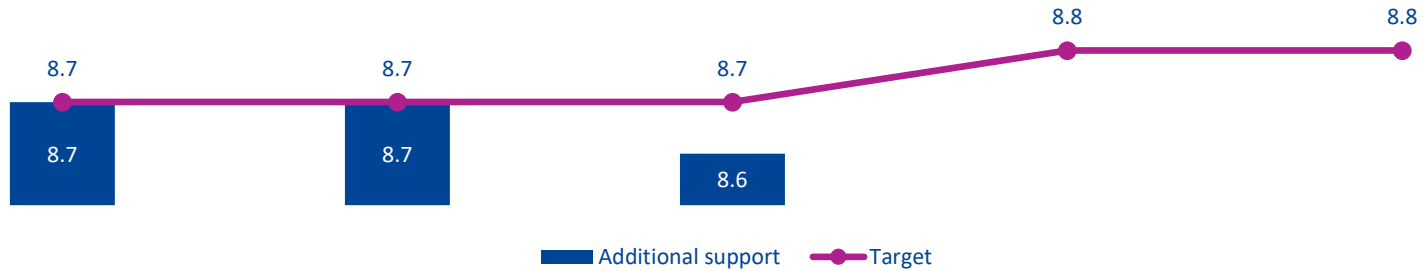
Any suggestions (97)

None/don't know (402)

- Cheaper/lower the price/more affordable (27)
- More information on what is offered/included (21)
- Improve communications/regular contact etc (12)
- Advertise more/make customers aware (10)
- Send yearly report showing usage/price/services used etc (6)
- Quicker response to issues (5)
- More financial support for those who don't qualify but are struggling (4)
- Provide clearer/more detailed information/answers/advice (4)
- Ability to choose meter location/relocate existing one (4)
- Ask customers their preferred method of communications (3)
- Read meters more often/notify customers of visit/install smart meters (3)
- Continue/give extra support to those in need of financial/advice etc (3)
- Improve billing service – accurate/timely etc (3)

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PROGRESS TOWARDS PERFORMANCE COMMITMENT TARGETS



JULY 2022

The background features a gradient from dark blue at the top to light green at the bottom. A white horizontal line is positioned near the top. A large, dark blue wave-like shape curves across the middle, overlapping with a lighter green wave-like shape below it. The overlapping area contains several thin, parallel, light green lines.