

Q1 2022 Additional / Financial support

NWG
03/03/22

Introduction

Additional / Financial support survey

Quarterly tracker among household customers registered on the Priority Services Register for additional support, or on the SupportPlus or WaterSure schemes for financial support

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

Carried out by phone

500 interviews per quarter

Sample provided by NWG and TPS-screened before use

Quotas set to achieve

- 50:50 Additional:Financial
- And within each of those, NW:ESW in proportion to the spread of the user base

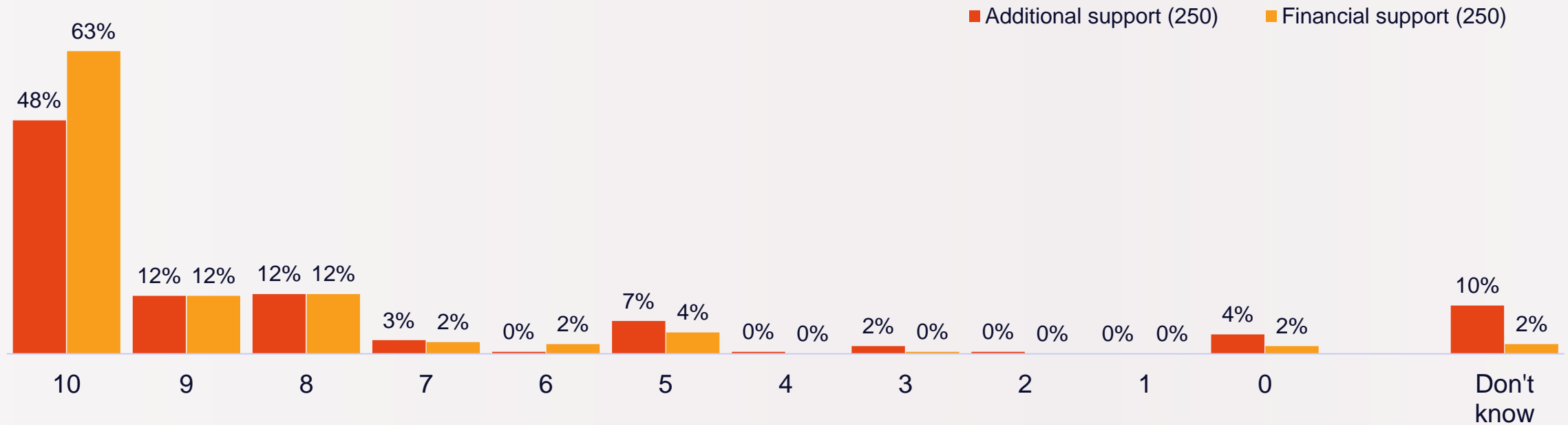
Fieldwork carried out:

- 31st January 2022 – 8th February 2022
- Interview length: 5.16 minutes



Customer satisfaction

Overall satisfaction with the services provided



Additional support	
Total (250)	8.5
NW (102)	8.3
ESW (148)	8.5

Financial support	
Total (250)	9.1
NW (119)	8.9
ESW (131)	9.2

Mean scores

SupportPlus	
Total (162)	9.0
NW (100)	8.8
ESW (62)	9.3

WaterSure	
Total (88)	9.1
NW (19)	9.5
ESW (69)	9.0

Q1 How satisfied would you say you are overall with the [Priority Services Register / SupportPlus / WaterSure] services that [Northumbrian Water / Essex & Suffolk Water] provides to you? Please give me a score from 0-10, where 0 means very dissatisfied and 10 means very satisfied. Base: all respondents (as shown)

Top reasons for satisfaction scores

Additional support (250)

- No problems (26%)
- Helpful / supportive (10%)
- Quick to respond / resolve issues (8%)
- Good scheme / beneficial (8%)
- They do a good job (8%)
- No supply problems (7%)
- Handle issues well (6%)
- Good customer service (6%)
- Reassuring / what we need (6%)
- Alert customers to problems (5%)
- Satisfied / happy with them (5%)
- Will supply bottled water so never without (4%)
- Easy to contact / always available (2%)
- Proactive communication (2%)
- Don't know enough / no real dealings as yet / never had to use (30%)

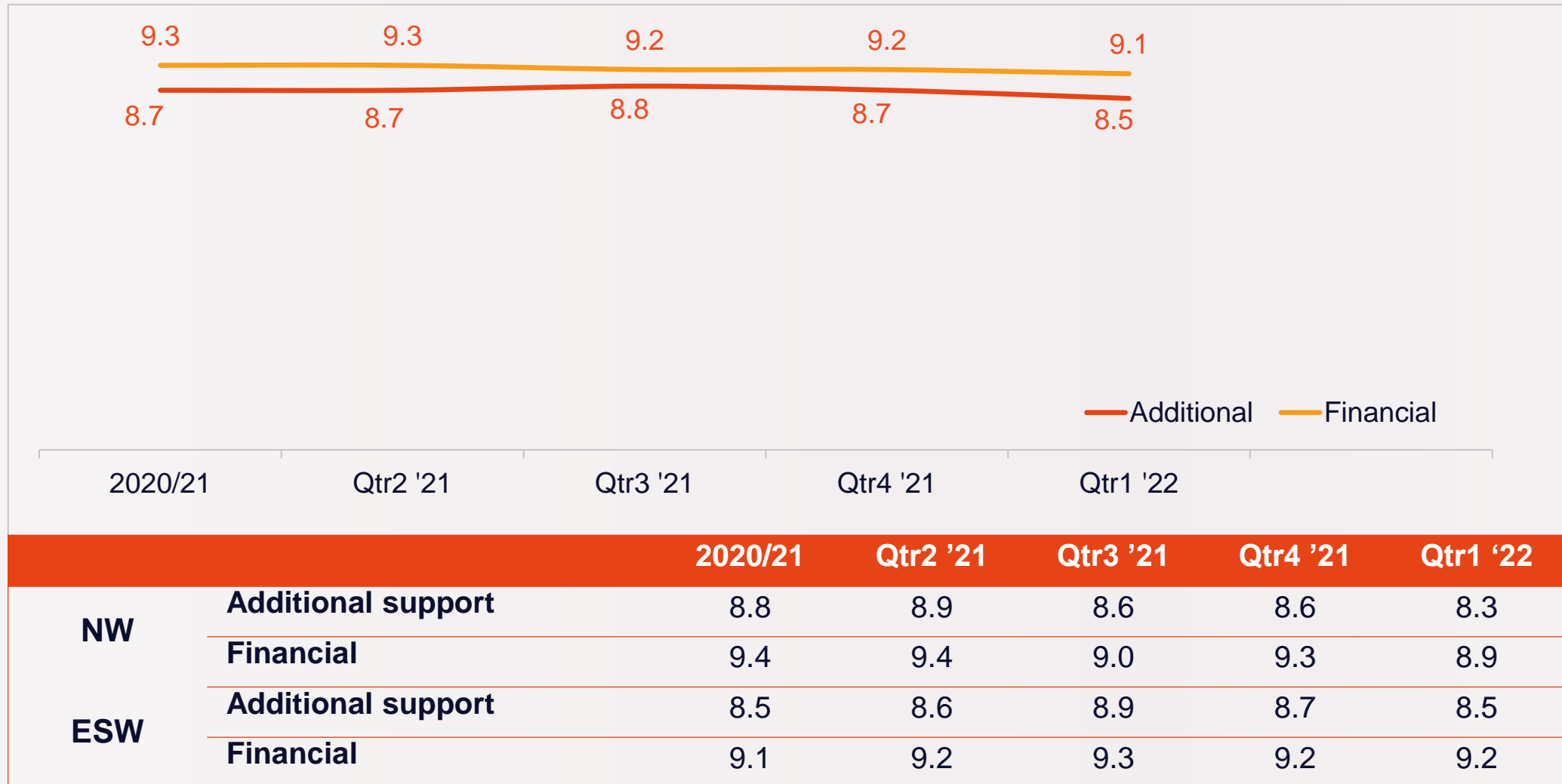
SupportPlus (162)

- No problems (29%)
- Satisfied / happy with them (25%)
- Helpful / supportive (22%)
- Get a reduction / capped bills / save money (18%)
- Good scheme / beneficial (10%)
- They do a good job (8%)
- Accommodating / flexible with payment issues / payment plans (8%)
- Good / affordable / fair price (6%)
- Reassuring to have (4%)
- No supply problems (4%)
- Friendly / polite staff (4%)
- Handle issues really well (4%)
- Wasn't given enough information / not sure what I get (4%)
- Don't know enough / no real dealings as yet / never had to use (4%)

WaterSure (88)

- Get a reduction / capped bills / save money (31%)
- No problems (27%)
- Reassuring to have (18%)
- Good scheme / beneficial (14%)
- Satisfied / happy with them (13%)
- No supply problems (11%)
- Helpful / supportive (10%)
- Good customer service (10%)
- Expensive (8%)
- Good / affordable / fair price (6%)
- Easy to apply / set up (6%)
- Quick to respond / resolve issues (5%)
- Good quality water (5%)
- Seen no reduction in price (5%)
- They do a good job (3%)
- Don't know enough / no real dealings as yet / never had to use (3%)

Overall satisfaction with the services provided (tracking)



Q1 How satisfied would you say you are overall with the [Priority Services Register / SupportPlus / WaterSure] services that [Northumbrian Water / Essex & Suffolk Water] provides to you? Please give me a score from 0-10, where 0 means very dissatisfied and 10 means very satisfied. Base: Base: Total PSR (250), Total Financial (250), PSR NW (102), PSR ESW (148), Financial NW(119), Financial ESW (131)

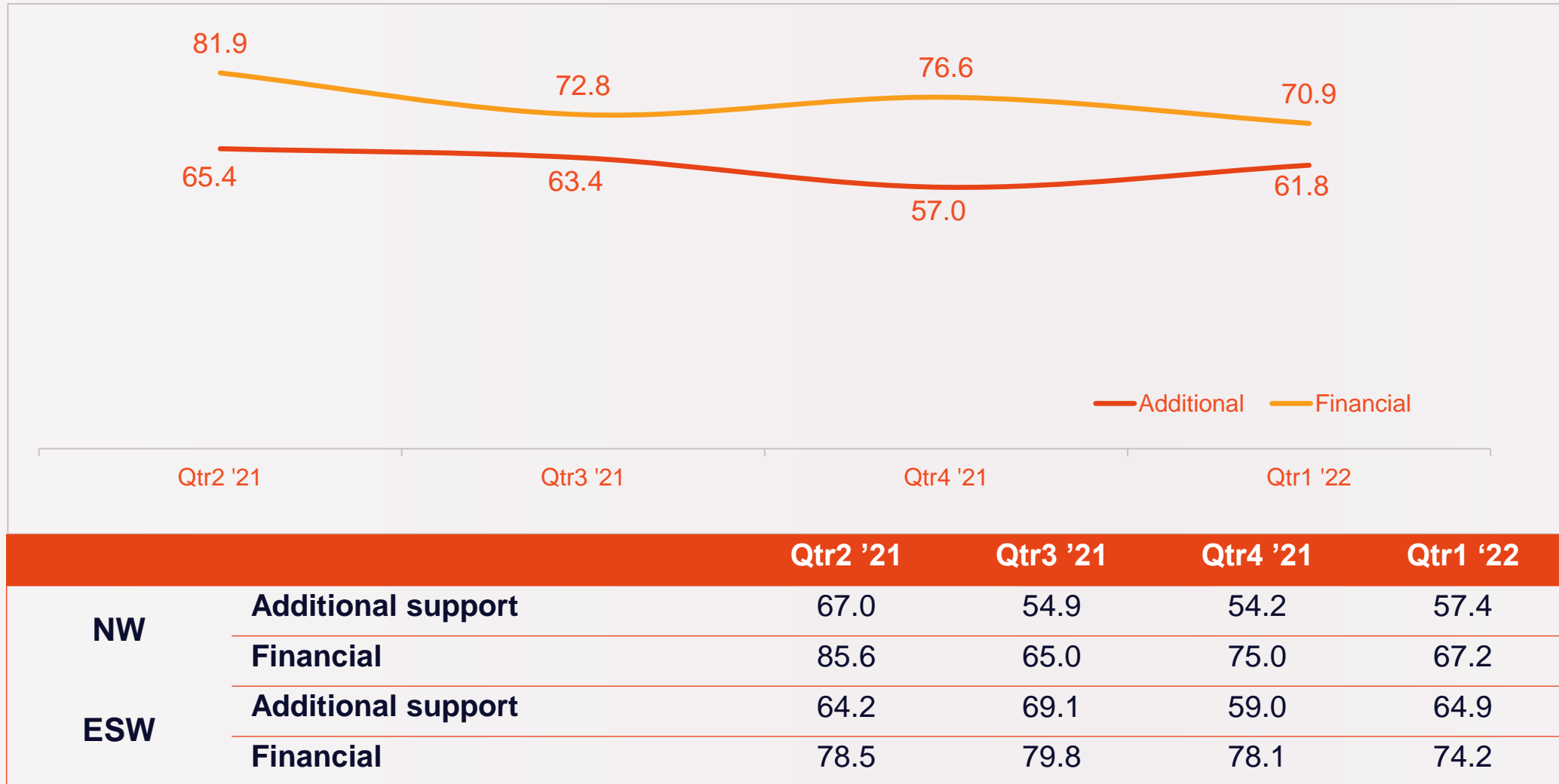
NPS



NWVG
living water

T R I N I T Y
M C Q U E E N

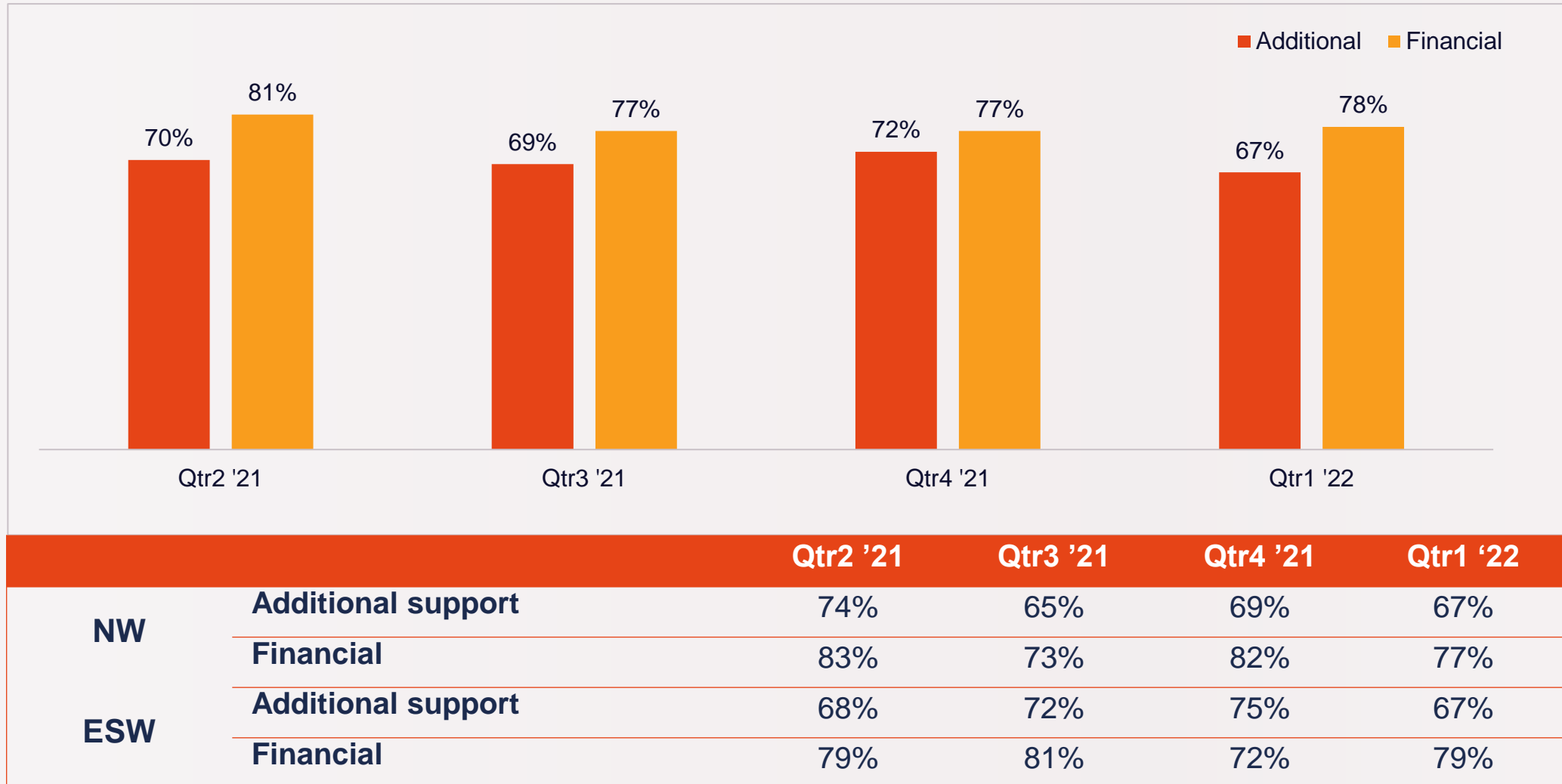
NPS (added to the survey from Qtr2 2021)



Q3 How likely would you be to recommend this service to friends or family - using a scale of 0 to 10 where 0 is 'not at all likely' and 10 is 'extremely likely'? Base: Total PSR (250), Total Financial (250), PSR NW (102), PSR ESW (148), Financial NW(119), Financial ESW (131)

Received all information wanted, to feel informed

(added to the survey from Qtr2 2021)



Q4 Has [Northumbrian Water / Essex & Suffolk Water] supplied you with all the information you want, to feel informed about the additional services it offers? Base: Total PSR (250), Total Financial (250), PSR NW (102), PSR ESW (148), Financial NW(119), Financial ESW (131)

The background of the slide is a high-angle photograph of a stone plaza. Two people are visible: one in the lower-left and one in the upper-right. Both are looking down at their smartphones. The plaza is composed of large, rectangular stone tiles. A diagonal shadow or architectural line runs from the top-left towards the bottom-right, dividing the scene.

Suggestions for additional support

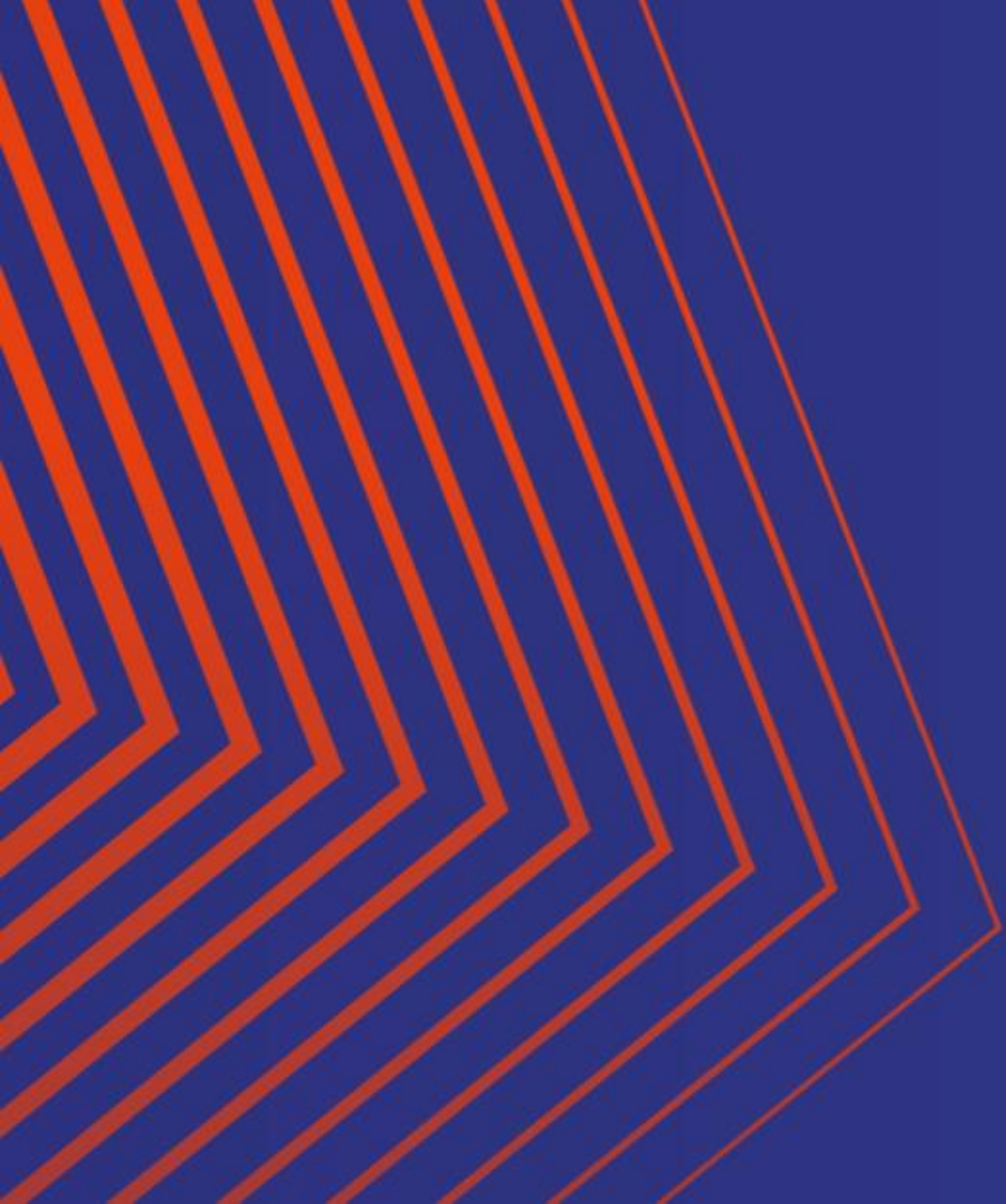
Additional support services customers would like to see NWG offer

Any suggestions – 17%
None / don't know – 83%

- Cheaper / lower the price / more affordable (18)
- Advertise more / make customers aware (7)
- More information on what is offered / included (6)
- Improve communication / regular contact etc (6)
- Improve water quality / provide / install filters (6)
- Continue / give extra support to those in need – financial / advice etc (5)
- Notify customers of any works / issues etc (5)
- Include drainage cover within the service (5)
- More transparency on clarity / quality of the water (4)
- Alert customers about any issues / changes etc (4)
- A set amount to pay to enable budgeting (4)
- More financial support for those who don't qualify but struggling (3)
- Read meters more often / notify customers of visit / install smart meters (3)
- Be more proactive in letting customers know they are eligible (3)
- Different ways to communicate - large print / braille / voicemail / recordings etc (3)
- Send a yearly report showing usage / price / services used etc (3)

Progress towards targets (current year = to date)





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TRINITY
MCQUEEN