

# ADDITIONAL/FINANCIAL SUPPORT TRACKING RESEARCH

Q3 2022/23 RESULTS

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# ADDITIONAL/FINANCIAL SUPPORT TRACKING – Q3 2022/23

## INTRODUCTION

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This research programme is a quarterly tracker among household customers registered 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
- Q3 fieldwork dates: 31 October to 7 November
- Average interview length: 4.5 minutes

Schemes	Interviews
Total additional	250
Total financial	250
<i>SupportPlus</i>	185
<i>WaterSure</i>	65

# ADDITIONAL/FINANCIAL SUPPORT TRACKING – Q3 2022/23

## TRACKING AND YTD RESULTS

A bit of a mixed set of results for additional support in Qtr 3, with overall satisfaction increasing in both areas compared to Qtr 2 although the overall YTD score is slightly lower compared to 2021

NPS has dropped in all areas, with the biggest fall being seen in NW

Those in the NW area are more likely to tell us they have received all the information they want to feel informed, whereas we see a slight drop in ESW compared to Qtr 2

ADDITIONAL SUPPORT TRACKER SURVEY (REGULATORY YEAR) PERFORMANCE COMMITMENT - 8.7	Qtr1 2021/22	Qtr2 2021/22	Qtr3 2021/22	Qtr4 2021/22	Qtr1 2022/23	Qtr2 2022/23	Qtr3 2022/23	+/-	2020/21 Total	2021/22 Total	2022/23 Total	+/-
<b>OVERALL SATISFACTION</b>												
NWG	8.7	8.8	8.7	8.5	8.6	8.5	8.7	+0.2	8.7	8.7	8.6	-0.1
NW	8.9	8.6	8.6	8.3	8.8	8.6	8.8	+0.2	8.8	8.6	8.7	+0.1
ESW	8.6	8.9	8.7	8.5	8.2	8.4	8.7	+0.3	8.5	8.7	8.4	-0.3
<b>NPS</b>												
NWG	65.4	63.4	57.0	61.8	58.1	68.9	62.3	-6.6	-	61.9	63.1	+1.2
NW	67.0	54.9	54.2	57.4	61.7	70.7	60.3	-10.4	-	58.4	64.2	+5.8
ESW	64.2	69.1	59.0	64.9	51.9	65.9	65.5	-0.4	-	64.3	61.1	-3.2
<b>RECEIVED INFORMATION WANTED TO FEEL INFORMED</b>												
NWG	70%	69%	72%	67%	65%	68%	73%	5%	-	70%	69%	-1%
NW	74%	65%	69%	67%	70%	63%	73%	10%	-	69%	69%	0%
ESW	68%	72%	75%	67%	57%	75%	73%	-2%	-	71%	68%	-3%

# ADDITIONAL/FINANCIAL SUPPORT TRACKING – Q3 2022/23

## TRACKING AND YTD RESULTS

Compared to Qtr 2, we see a drop in scores for most measures/areas, with the biggest being the ESW NPS, although the YTD figures show a more positive story

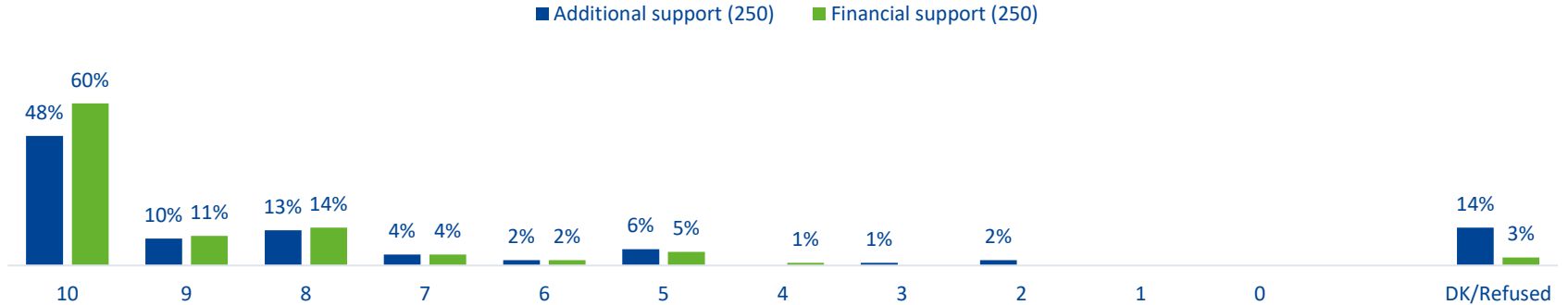
Those in ESW are more likely to tell us that they haven't received all the information they want to feel informed

FINANCIAL SUPPORT TRACKER SURVEY (REGULATORY YEAR) PERFORMANCE COMMITMENT - 8.7	Qtr1 2021/22	Qtr2 2021/22	Qtr3 2021/22	Qtr4 2021/22	Qtr1 2022/23	Qtr2 2022/23	Qtr3 2022/23	+/-	2020/21 Total	2021/22 Total	2022/23 Total	+/-
<b>OVERALL SATISFACTION</b>												
NWG	9.3	9.2	9.2	9.1	9.3	9.2	9.0	-0.2	9.3	9.2	9.2	0.0
NW	9.4	9.0	9.3	8.9	9.2	9.2	9.2	0.0	9.4	9.2	9.2	0.0
ESW	9.2	9.3	9.2	9.2	9.4	9.1	8.7	-0.4	9.1	9.2	9.1	-0.1
<b>NPS</b>												
NWG	81.9	72.8	76.6	70.9	79.5	77.8	73.9	-3.9	-	75.6	77.1	+1.6
NW	85.6	65.0	75.0	67.2	77.8	72.4	78.9	+6.5	-	73.2	76.4	+3.2
ESW	78.5	79.8	78.1	74.2	82.2	86.2	65.9	-20.3	-	77.7	78.1	+0.4
<b>RECEIVED INFORMATION WANTED TO FEEL INFORMED</b>												
NWG	81%	77%	77%	78%	78%	80%	76%	-4%	-	78%	78%	0%
NW	83%	73%	82%	77%	79%	81%	83%	2%	-	79%	81%	2%
ESW	79%	81%	72%	79%	75%	78%	66%	-12%	-	78%	73%	-5%

# ADDITIONAL/FINANCIAL SUPPORT TRACKING – Q3 2022/23

## OVERALL SATISFACTION

Financial support continues to score higher than additional support for overall satisfaction, in particular in the NW area



Mean scores:

Additional support		Financial support		SupportPlus		WaterSure	
Total (250)	8.7	Total (250)	9.0	Total (185)	9.1	Total (65)	8.9
NW (154)	8.8	NW (154)	9.2	NW (114)	9.2	NW (40)	9.4
ESW (96)	8.7	ESW (96)	8.7	ESW (71)	8.9	ESW (25)	8.3

## ADDITIONAL/FINANCIAL SUPPORT TRACKING – Q3 2022/23

### REASONS FOR SATISFACTION SCORES

#### Additional support (250)

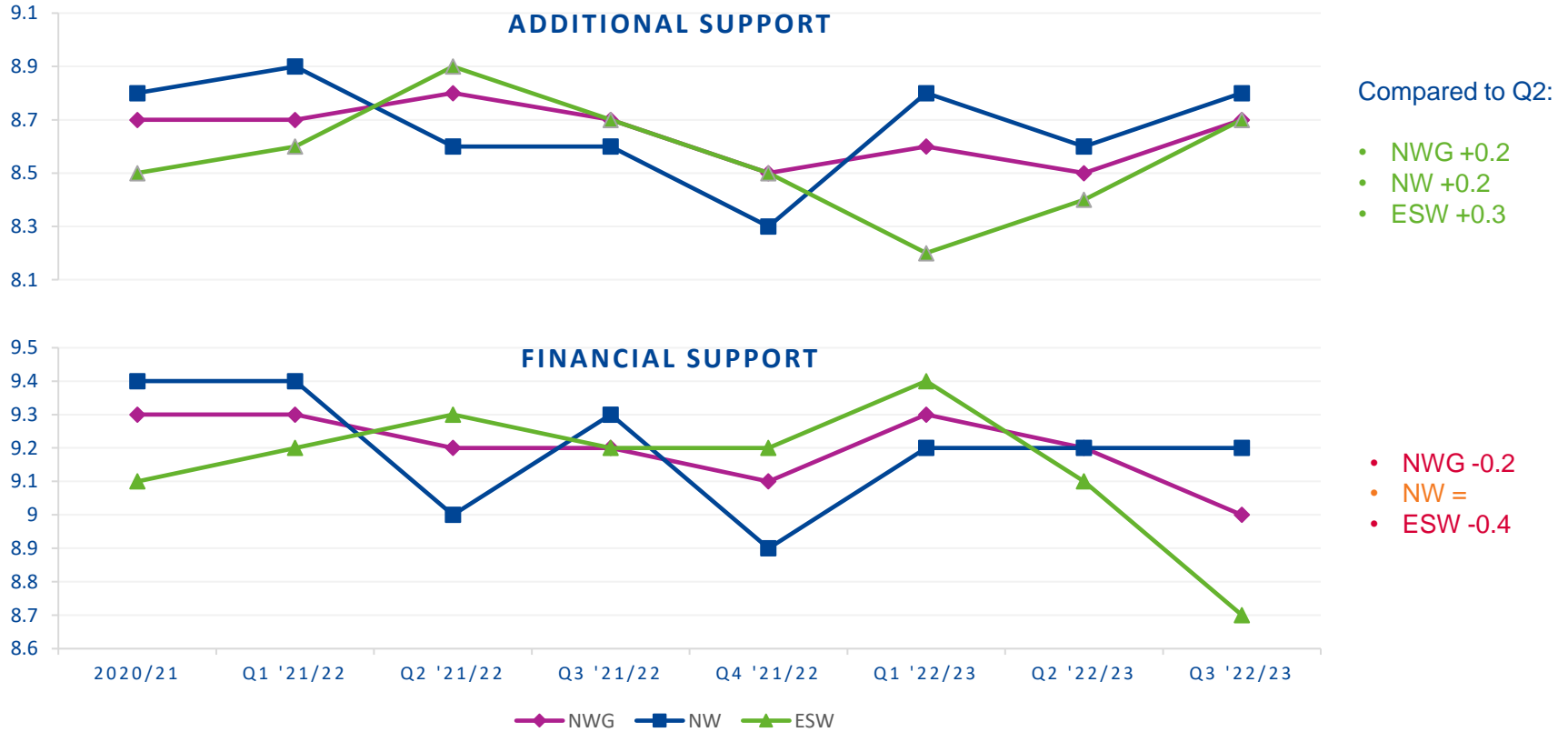
- No problems/never had a problem (20%)
- Good/great scheme/idea – beneficial (10%)
- Alert customers regarding issues, works, supply problems, updates (9%)
- Satisfied/happy with them/been good to me (8%)
- Helpful/supportive (7%)
- Reassuring to have/offers what we need (7%)
- The fact they have/will supply bottled water, so never without (6%)
- Good/proactive communication/return calls/frequent etc (4%)
- No supply problems (4%)
- Good service/customer service (4%)
- Poor/no communication (3%)
- It's excellent/brilliant etc (3%)

#### Financial support (250)

- No problems/never had a problem (27%)
- Get a reduction/capped bills/save money (20%)
- Helpful/supportive (14%)
- Satisfied/happy with them/been good to me (12%)
- Good/great scheme/idea – beneficial (11%)
- Good service/customer service (4%)
- No supply problems (4%)
- Quick to respond/resolve issues (4%)
- Reassuring to have/offers what we need (4%)
- Easy to apply for/set up (3%)
- Always room for improvement (3%)
- Good/affordable/fair price (3%)

# ADDITIONAL/FINANCIAL SUPPORT TRACKING – Q3 2022/23

## OVERALL SATISFACTION WITH THE SERVICES PROVIDED - TRACKING

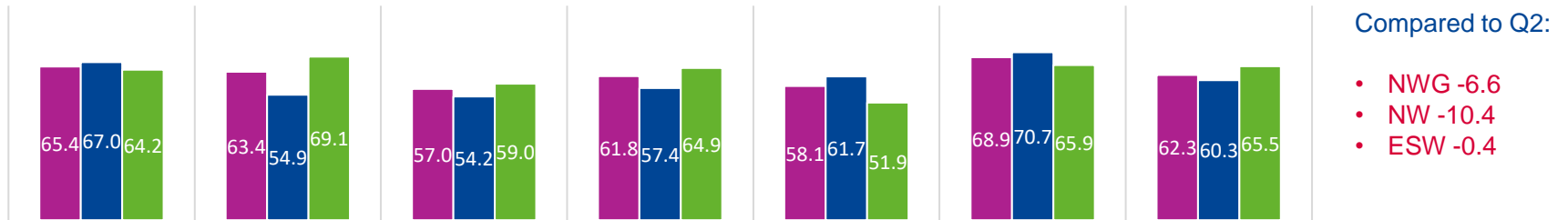




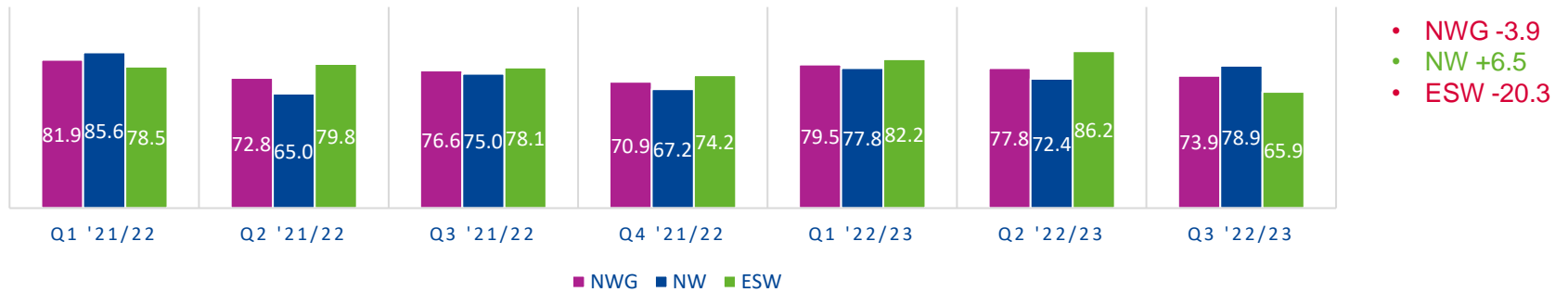
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## NPS

### ADDITIONAL SUPPORT



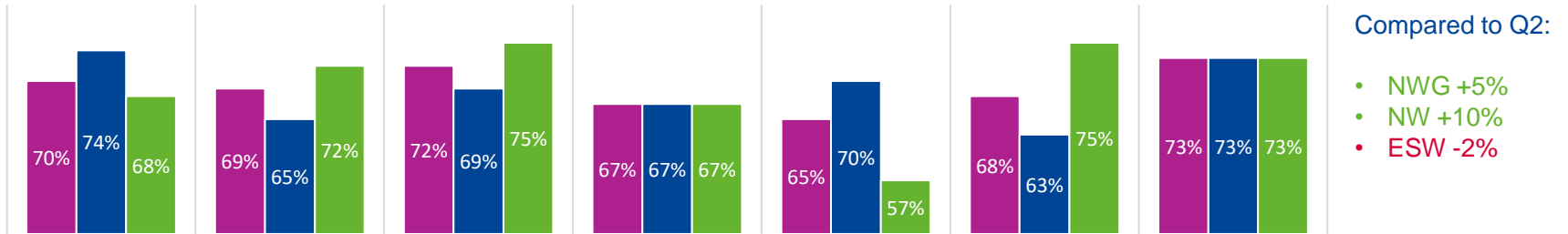
### FINANCIAL SUPPORT



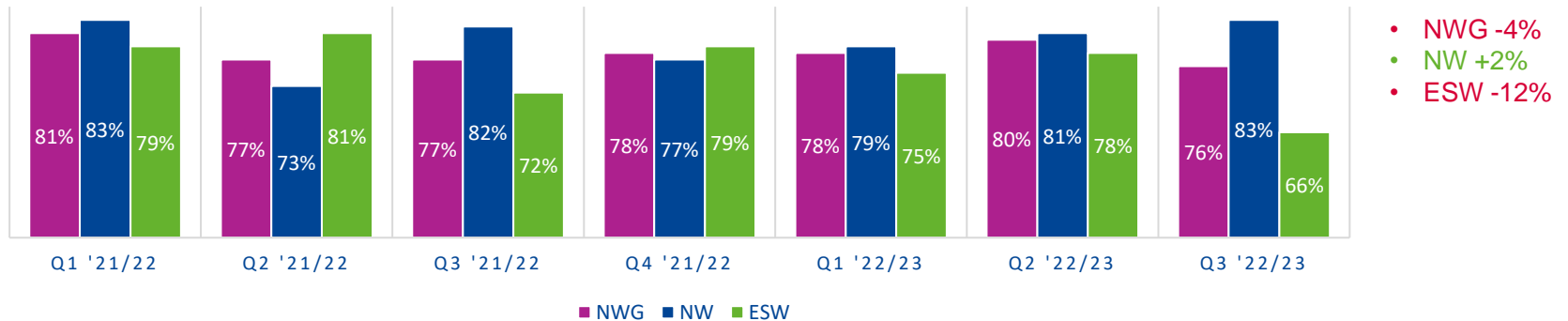
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## SUPPLIED ALL THE INFORMATION WANTED TO FEEL INFORMED

### ADDITIONAL SUPPORT



### FINANCIAL SUPPORT



## ADDITIONAL/FINANCIAL SUPPORT TRACKING – Q3 2022/23

### OTHER SUPPORT SUGGESTIONS

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Any suggestions (122)

None/don't know (369)

- Cheaper/lower the price/more affordable (38)
- Improve communications/regular contact etc (19)
- More information on what is offered/included (18)
- Advertise more/make customers aware (7)
- Improve water quality/provide/install filters (5)
- Continue/give extra support to those in need of financial/advice etc (4)
- Ask customers their preferred method of communications (3)

# ADDITIONAL/FINANCIAL SUPPORT TRACKING – Q3 2022/23 PROGRESS TOWARDS PERFORMANCE COMMITMENT TARGETS

