



Results Newsletter

Thank you for taking part in our latest survey. We had a great response with 1,340 of our Panel members taking part. Thank you.

This survey was to gather your views on preferred days, times and methods for interacting with us either on the phone, Live Chat or at your home.

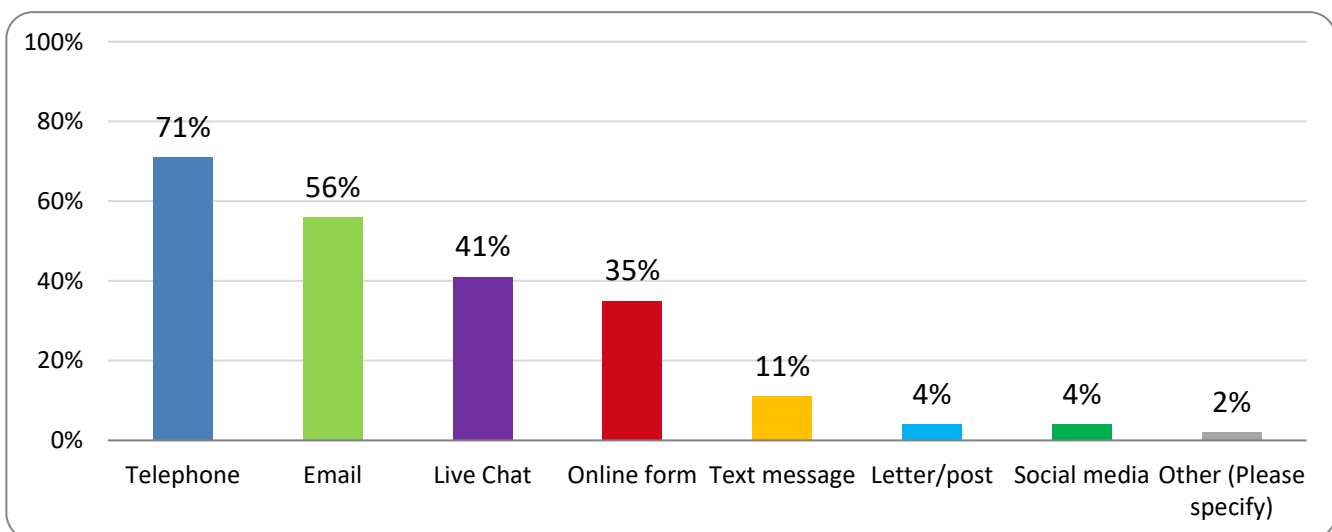
Here's how you answered.

Preferred methods of contacting us

Your preferred method of contacting us for paying or querying a bill remains by telephone. However, many of you preferred to conduct routine transactions, such as changing your card details or your address online.

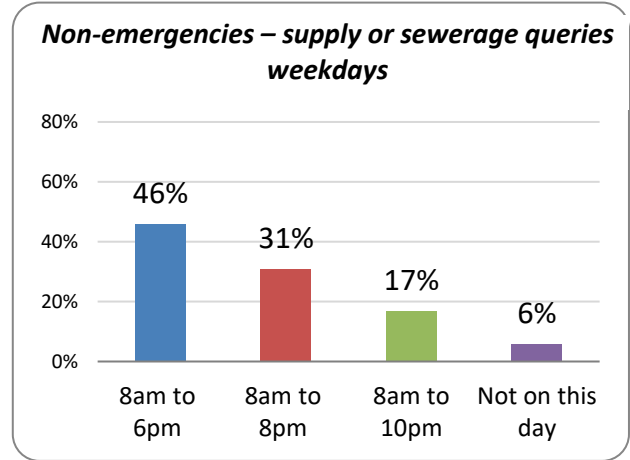
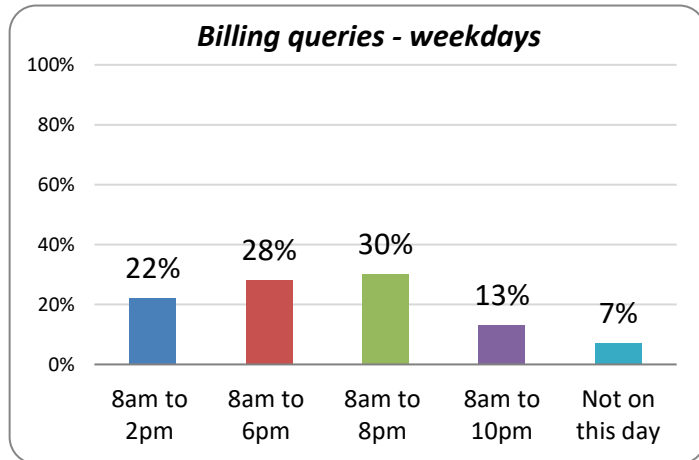
	Pay a bill	Query your bill amount	Tell us you're moving house	Change payment card details
Telephone	47%	71%	38%	41%
Online form	37%	14%	49%	51%
Email	28%	34%	44%	22%
Live Chat	23%	39%	18%	10%

Telephone was also your preferred method of contact for non-emergency issues with your water supply or sewerage service.



Telephone hours (billing queries and non-emergencies)

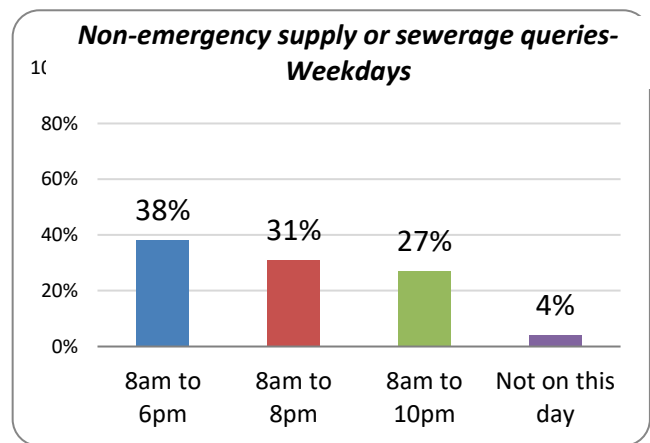
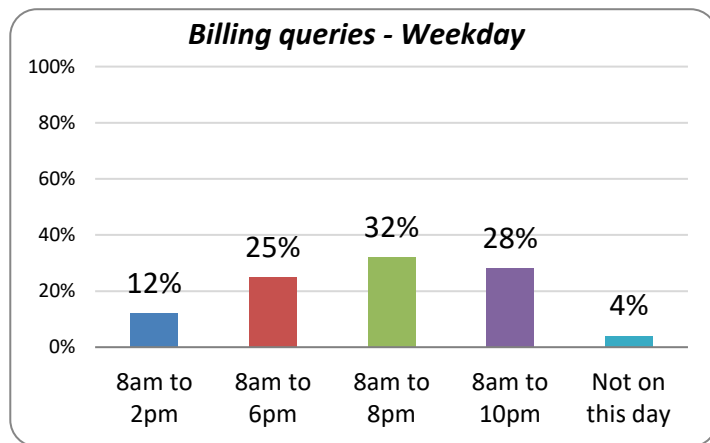
We want to make sure our telephone opening hours meet your expectations so we asked you what days and times you would be most likely to contact us to query your bill or report a non-emergency problem with your water supply or sewerage service. Most of you would be satisfied with weekday telephone hours of 8am to 8pm.



Around a quarter of you do not want to telephone us on a Saturday but for the rest that do, 8am to 6pm would suit. Sundays were less popular with around half of you not wanting to telephone us on a Sunday. For those that do want to contact us on a Sunday, 8am to 6pm was the most popular choice.

Live Chat hours (billing queries and non-emergencies)

Live Chat is growing in popularity. Those of you who said you would use it to contact us were asked what days and times would suit you for billing queries and to report non-emergency problems with your water supply or sewerage service. You expect Live Chat to be offered later into the evening than telephone. Two thirds of you suggested 8am to 8pm on weekdays would be best but more than a quarter of you would want it available until 10pm.

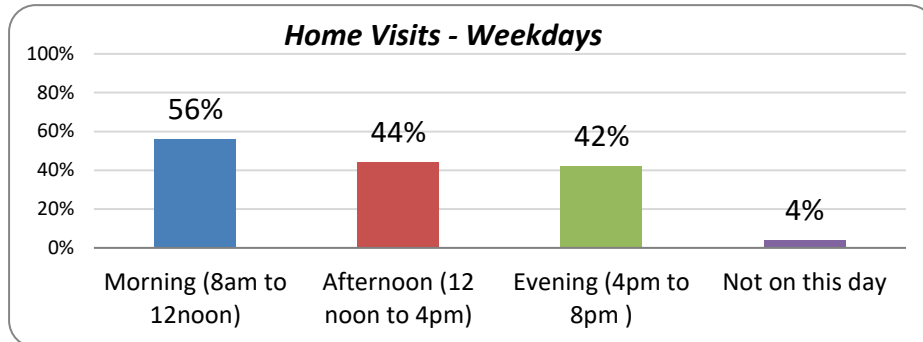


On Saturdays, around half of you would be happy with 8am to 6pm for Live Chat but approximately a third would expect it to be available later than this. Live Chat was much less popular on a Sunday with just over a third of you saying you wouldn't use it at all on that day. The rest of you had very mixed views, with around a third of you happy with 8am to 6pm but the remainder preferring slightly later into the evening.

Home Visits

We then asked what days and times would be best for us to visit you to investigate non-emergency problems with your water supply or sewerage service.

Morning appointments during the week were the most popular with just over half of you preferring the 8am to 12 noon time slot. However around 40% of you also thought it would be acceptable to visit in the afternoon and evening so offering appointment slots up to 8pm would be something we need to consider.

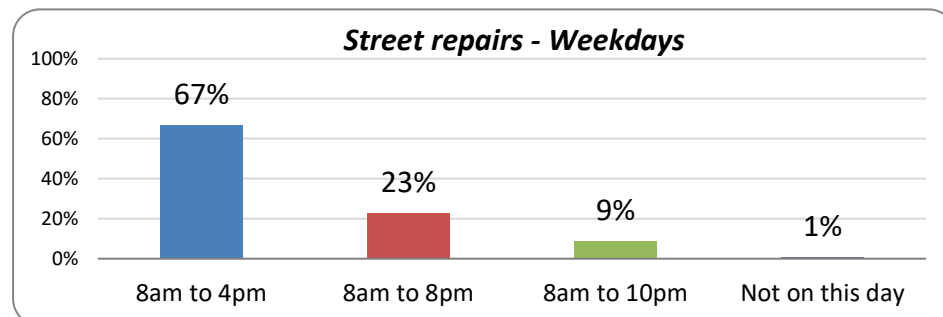


You preferred mornings on a Saturday and Sunday but weekends were generally less popular. A quarter of you didn't feel we should visit at all on a Saturday and similarly 41% felt it wasn't appropriate to offer appointments on a Sunday.

Street repairs

Finally we asked you what days and times would be best for us to carry out repairs to pipework in the street outside your home. We know this can be noisy and disruptive to yourself and your neighbours.

Two thirds of you would be happy with street repairs during the hours of 8am to 4pm on weekdays. Only a third were happy for us to continue later into the day than this.



Working in the street over the weekend was less popular. Just under half of you would be happy for us to work on a Saturday between 8am and 4pm but just under a third of you didn't want us to work on a Saturday at all. Half of you didn't want street repairs to be carried out on a Sunday.

What next?

We're always here for you if you have an emergency whatever day or time it is.

For non-emergencies, we keep our working days and times under constant review to make sure they meet your expectations. As well as this survey, we've been running some trials with customers where we've been offering appointments over the weekends. We will use this survey and the results of those trials to review our future working hours.

Thank you once again for being a member of 'have your say' and for taking part!