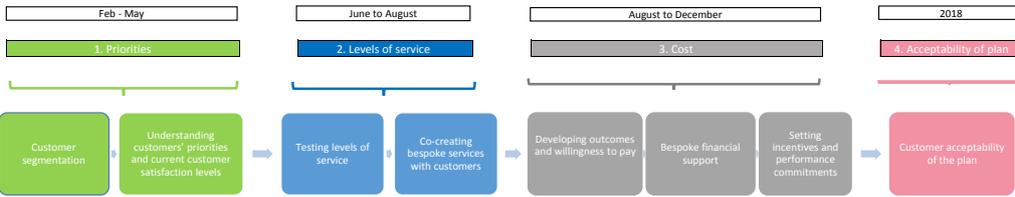


Statutory licence obligations

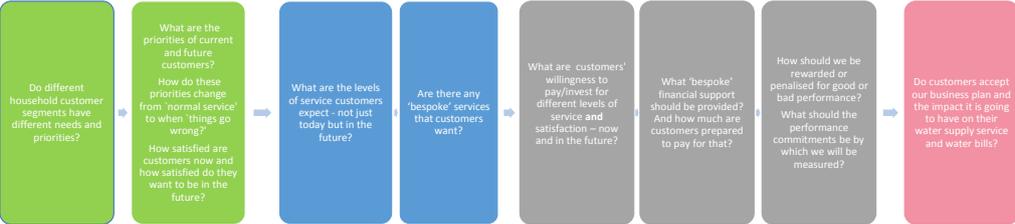
Company vision - 'To be the water company people want to be supplied by and want to work for'

2020-2025 Business Plan

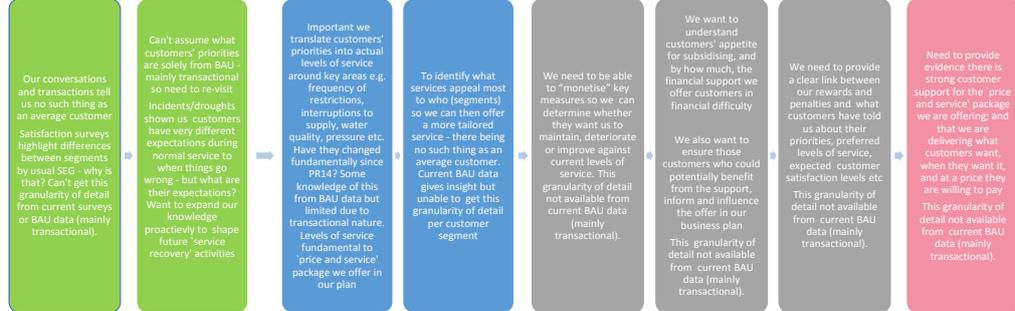
For every business plan there are 4 core themes (that need to be explored with customers 1) their priorities 2) the levels of service they want/need 3) the cost they are prepared to pay for that level of service 4) the overall acceptability of our business plan. Our PR19 customer engagement programme has been structured around addressing these 4 core themes.



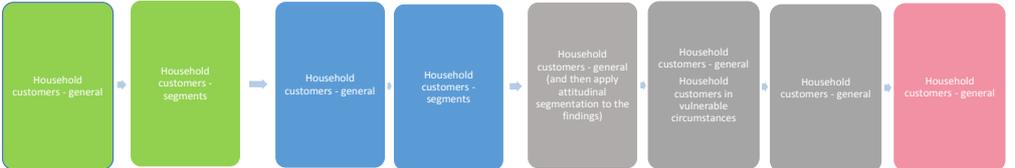
What do we want to know?



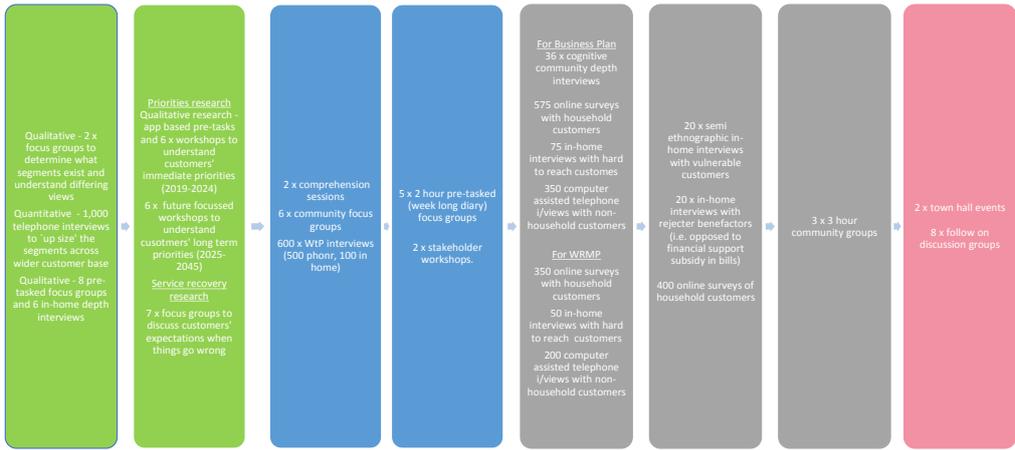
Why do we want to know this?



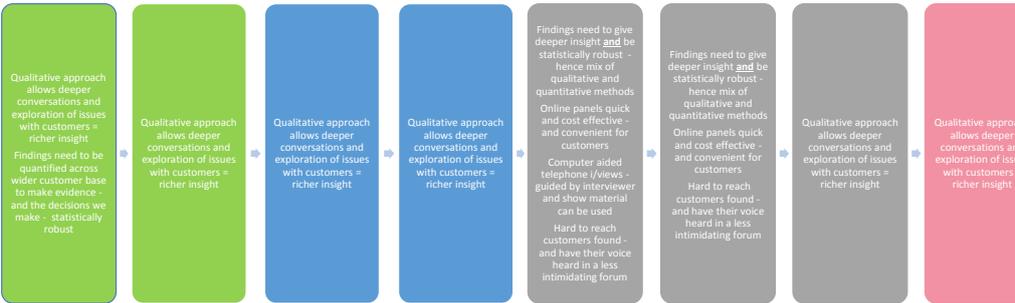
Who do we want to know this from?



How will we find this out?



Why was/is the research approach taken?



Why was/is the research method(s) chosen?

