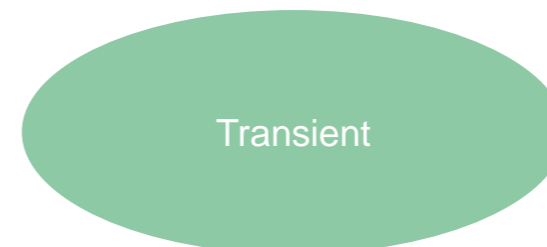
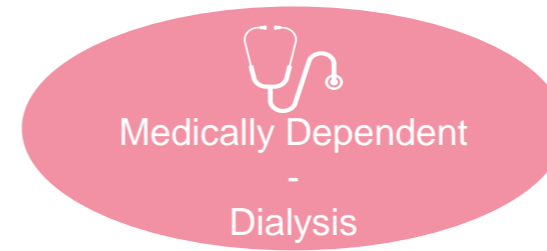


Customer Journey

Initial Assessment presented at Meeting 3

Access channel	Risk Factors									
	Medical:	Safety	Mobility	Communication	Age	Dementia	Mental Health	Developmental	Temporary	General GAPS
Phone	✓	✓	✓	✓	NA	✗	✓	✓	✓	No question set for new/existing customer base Reliant on class on file Reliant on individual agent
Website	50/50	50/50	50/50	50/50	NA	✗	50/50	50/50	50/50	No vulnerability questions asked More customer feedback on site needed Reliant on individual agent
Web on line	50/50	50/50	50/50	50/50	NA	✗	50/50	50/50	50/50	No vulnerability questions Reliant on individual agent
Letter	✓	✓	✓	✓	NA	✗	✓	✓	✓	Reliant on class on file Reliant on individual agent
Email	✓	✓	✓	✓	NA	✗	✓	✓	✓	Reliant on class on file Reliant on individual agent
Social Media	✓	✓	✓	✓	NA	✗	✓	✓	✓	Reliant on class on file Reliant on individual agent
Text	✗	✗	✗	✗	NA	✗	✗	✗	✗	No incoming texts
Third Party	50/50	50/50	50/50	50/50	NA	✗	50/50	50/50	50/50	No question set for new/existing customer base Reliant on class on file/Reliant on individual agent
Face to Face - office	✓	✓	✓	✓	NA	✗	✓	✓	✓	
Face to Face - field	✓	✓	✓	✓	NA	✓	✓	✓	✓	Restricted to individual expertse
Support Groups			Cinnamon trust	RNIB Guide dogs for the blind Hearing Loss	Age UK Help the Aged Young Mothers	Dementia Society	MIND		CRUSE	Spark Energy

Priority Services Register Categories



Deep Dive into Home Mover



Key transaction touchpoints – key steps

- Initial contact move-in/move out with dates and address details
 - Phone
 - Letter
 - Web
 - Minicom
- Read meter
- Send bill

Opportunities/Issues

1. Review apps available for these services – only 35 customers registered for braille; no activity on minicom over 12 months; interpreter services are minimal
2. RNIB Business- accessible solutions – review website

What we do

- Observe they are on the PSR and update any details
 - Details taken via the telephone are processed as normal
 - Details received via letter or email are processed as normal
 - Access through the website provides a webform to supply details and also allows use of Recite^{me} that enables font sizes to be enlarged/decreased, colour schemes to be changed, audio recording, and language.
 - We also have a minicom if required
- offer to take a visual reading
- Check for any special arrangements – braille; large print; advise on Recite^{me} facility; use a third party interpreter for deaf; hand deliver bill; bill nominee

Deep Dive into Home Mover

Key transaction touchpoints – key steps

- Initial contact move-in/move out with dates and address details
 - Phone
 - Letter
 - Web
- Read meter
- Send bill

Opportunities

1. Build partnerships with Kidney Care UK, Arthritis UK
2. Extend register to cover mental health and other physical health issues
3. Work with Age UK to make the password scheme more secure
4. Engage in more promotion of vulnerability and the Priority Services Register

What we do

Observe they are on the PSR and update any details

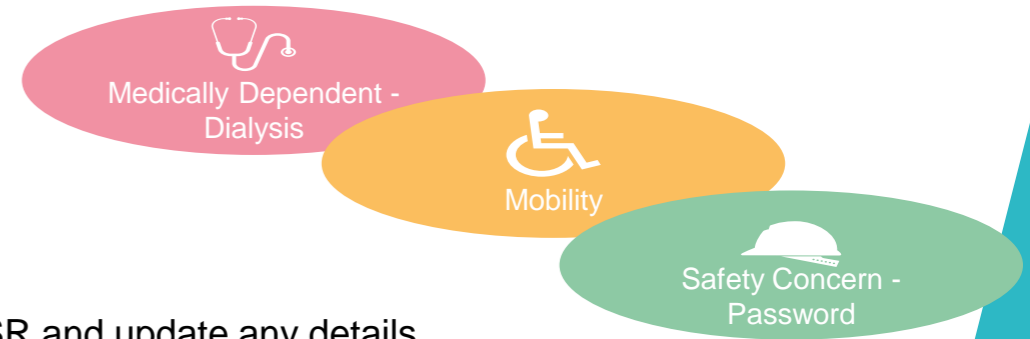
Take details via the telephone

Details received via letter or email are processed

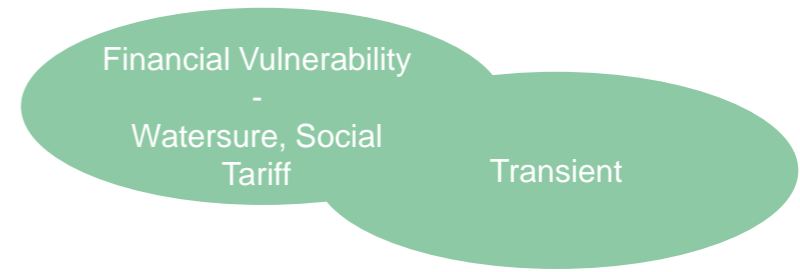
Access through the website provides a webform to supply details

Use an estimate or offer to take a reading if they are unable to read themselves

Send bill



Deep Dive into Home Mover



Key transaction touchpoints

- Initial contact move-in/move out with dates and address details
 - Phone
 - Letter
 - Web
- Read meter
- Send bill

What we do

- Observe they are on the PSR and update any details
 - Phone
 - Letter
 - Web
- Use an estimate or offer to visit and take a reading.
- Check for any special arrangements – check whether watersure or social tariffs apply, offer flexible payment plans, offer a Waterwise audit

Opportunities

1. Identify those falling into debt
2. Review tariffs and identify new ones
3. Raise awareness of the tariffs through improved advertising
4. Identify more support organisations in order to build partnerships

Next Steps

- Co- creation workshops to identify customer needs scheduled for March 2018
- Securing RICA to carry out consumer workshops and individual interviews in April/May 2018