

# Customer Challenge Group Vulnerability sub-group

Meeting 8

## Horizon Scanning- Update

27<sup>th</sup> March 2018

## Performance Commitments

- As per previous papers and having reviewed comments we intend to maintain the following key performance commitments relating to Vulnerability.
- These are required for submission to Ofwat in April.
- At this stage we do not need to include the actual targets

|               |                             |  |
|---------------|-----------------------------|--|
| Vulnerability | Financial vulnerability     | Based on the number of customers who are in water poverty at the start of the period with a target to increase take up of social tariff/ <u>Watersure</u> to reduce the number of customers in water poverty |
|               | Non-financial vulnerability | Based on the number of customers who are registered on one of our support schemes at the start of the period with a target to increase take up by the end of the period                                      |
|               | Satisfaction                | Satisfaction of customers on schemes for vulnerable customers  |

## We will work with CVSG to find appropriate definitions of the measure and the approach

- Key definition requirements will therefore be;
- Financial Vulnerability
  - What we define as water poverty
  - The number of customers who are registered on a support scheme – the current thinking on this is that this will be based against our horizon scanning outputs to ensure our targets are appropriate and stretching
- Non-Financial Vulnerability
  - The number of customers who are registered on a support scheme (potential target level of customers in need of our help based on horizon scanning outputs)
- Satisfaction
  - Potential combination of customer satisfaction measure
  - RICA (Mystery Shopper style performance measure – On-going Customer focus groups and workshops)

End