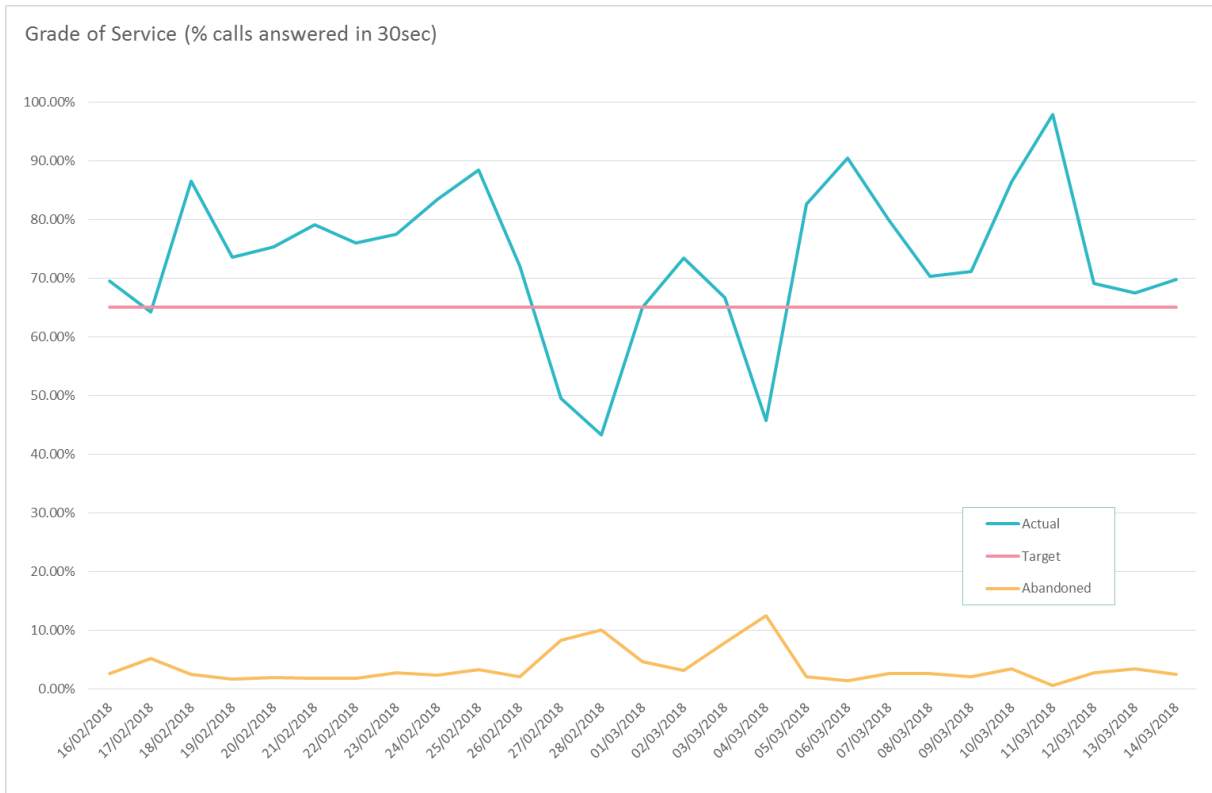
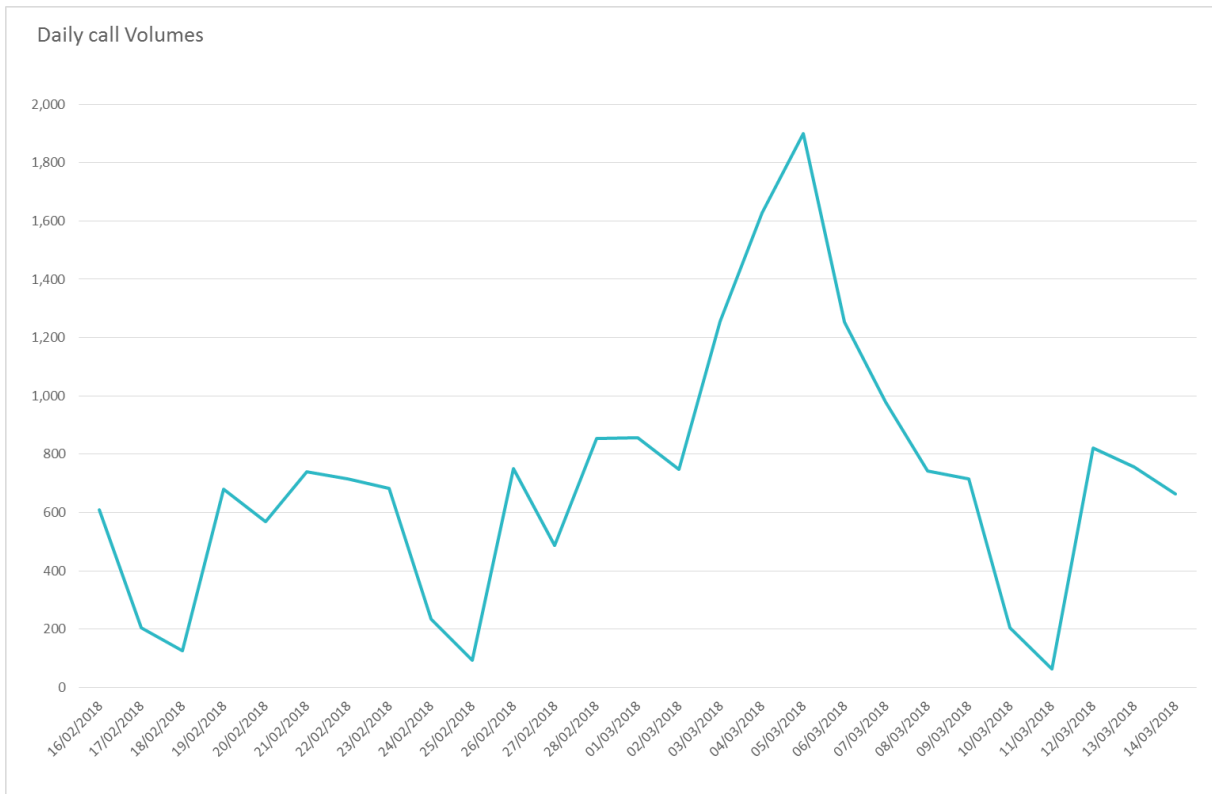
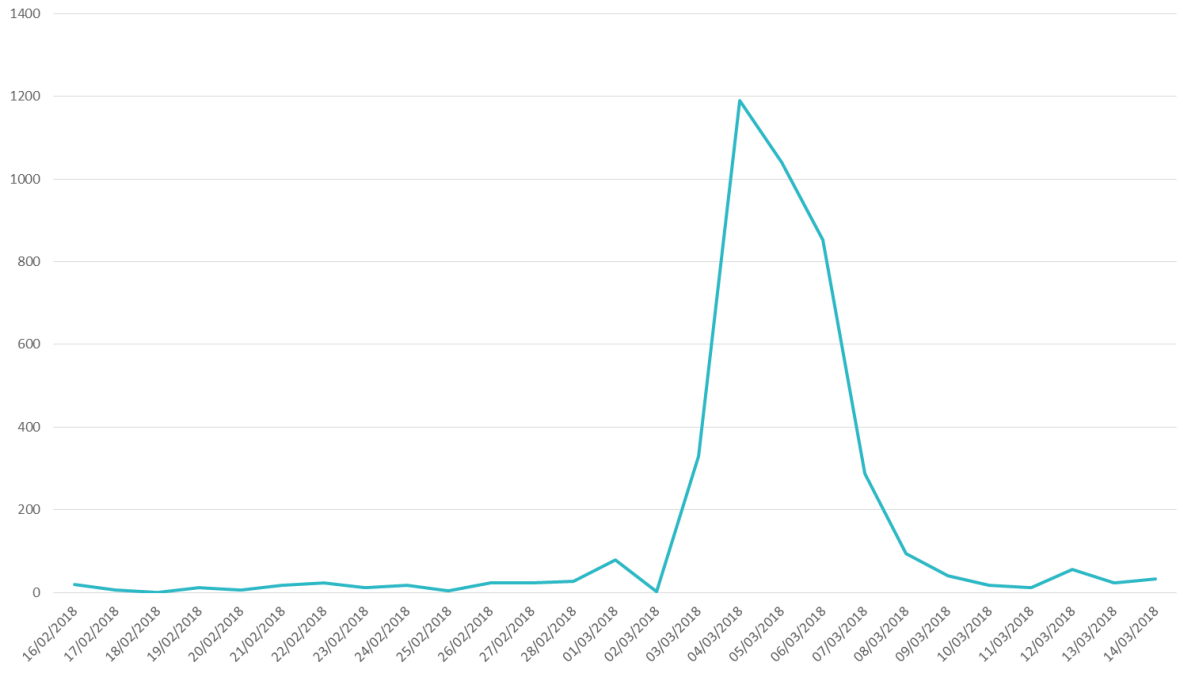


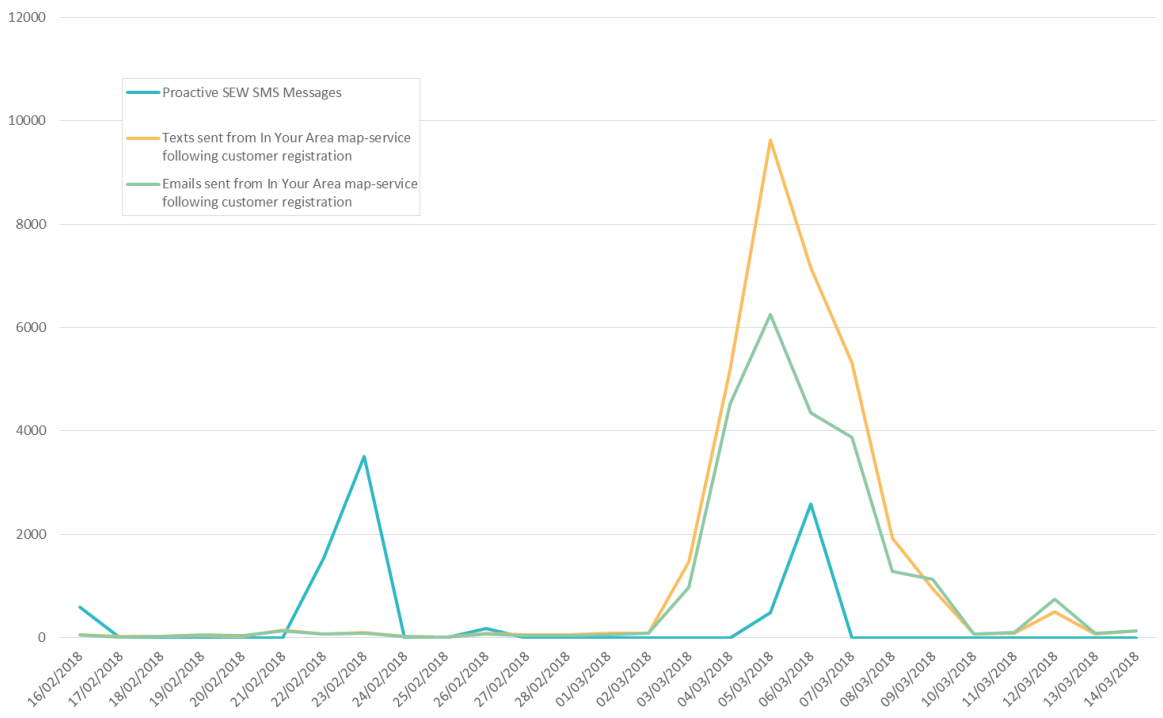
Hi Level Customer Contact data – Draft



Customer Contacts Received by Social Media



Customer Messaging



Page views

SEW website

Page views: 320,000 ↑ 1056%
 Unique visitors: 75,000 ↑ 565%

In your area map

Page views: 164,000 ↑ 446%
 Unique visitors: 63,000 ↑ 772%
 Reported leaks: 500
 New postcode registrations: 6910
 New item registrations: 9636

Top page views

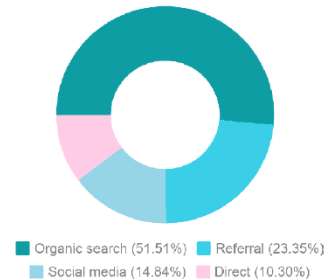
- Water supply issues across the south east – 107,867
- Homepage – 81,000
- My water supply – 23,000
- My Account – 19,000
- I've got no water – 15,000
- Get in touch – 14,000

Recite Me:

5,000 unique users ↑ 455%

Where users came from

Search: 75,000
 Referral: 34,000
 Social media: 21,600
 Direct: 15,000



Top referrals

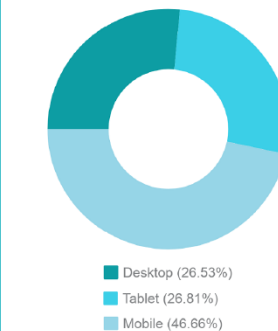
- In your area (77%)
- ITV.com (3%)
- BBC (2%)
- Yahoo (1.5%)
- Kent Online (1.3%)

Social media

Customer posts: 3,500 ↑ 1476%
 Total reach: 4 million ↑ 799%
 Facebook live views: 11,500
 Proactive posts: 200 ↑ 1566%

Device usage

Mobile: 51% ↑ 11%
 Desktop: 30% ↓ 18%
 Tablet: 18% ↑ 6%



Compensation Payments

All SEW payments have been made as goodwill payments, on the basis that under the GSS scheme, severe and exceptional weather can mean that payments are not made. All goodwill payments exceeded the equivalent GSS payments for the interruption periods experienced by customers – see table below in response to E3.

The total value of the payments made is outlined below.

| Interruption band | Payment | No | Value |
|-------------------|---------|---------------|-------------------|
| 3-24 hrs | £25 | 15,967 | £399,175 |
| 24-48 hrs | £50 | 2363 | £118,150 |
| >48 hrs | £100 | 5536 | £553,600 |
| | | 23,866 | £1,070,925 |

Value of payments made to vulnerable customers (inc. in above numbers)

| Interruption band | Payment | No | Value |
|-------------------|---------|------------|----------------|
| 3-24 hrs | £25 | 156 | £3,900 |
| 24-48 hrs | £50 | 38 | £1,900 |
| >48 hrs | £100 | 174 | £17,400 |
| | | 368 | £23,200 |

Customers were written to by MD Paul Butler in the week following the incident, apologising for the distress and inconvenience caused by the incident, and advising of the compensation to be paid.

Payments have been automatically credited to the customers water account

Comparison of SEW compensation payments and GSS payments.

| GSS Band | HH | SEW band | Payment | SEW Difference |
|-----------|-----|-----------|---------|----------------|
| 0-12 hrs | £0 | 3-12 hrs | £25 | +£25 |
| 12-24 hrs | £20 | 12-24 hrs | £25 | +£5 |
| 24-48 hrs | £30 | 24-48 hrs | £50 | +£20 |
| 48-72 hrs | £40 | >48 hrs | £100 | +£60 |