

# Year-four overview

This year we have continued to deliver services that customers value, and have seen strong levels of customer satisfaction and improvements to our operational performance. We are making investments to deliver performance improvements that can be maintained in the future, delivering a better service to customers. In year four we achieved or beat 79% of our performance commitments.

We have delivered this performance on a range of measures that matter most to customers. Despite a challenging year, we have achieved our leakage target for the 18th year running. A combination of methods, including installing more pressure monitors and increasing the number of leak repair teams, helped us to reduce the amount of water lost from our network to the lowest ever level reported in the North West. We have continued to see a reduction in the number of customer contacts about the taste, smell and appearance of water. We are continuing our programme of cleaning and relining the Vyrnwy Aqueduct, having completed over 35 kilometres this year, strengthening our commitment to improving water quality.

The great service we have delivered for customers has been reflected in further improvement in our performance against Ofwat's measure of customer satisfaction, C-MeX. We were ranked fourth of the water and wastewater companies and sixth out of 17 companies overall.

In the Customer Service Index in July 2023, we ranked as the highest scoring water and sewage company for customer satisfaction, and fourth within the utilities sector overall. The Customer Service Index is an independent survey, carried out by the Institute for Customer Service, that compares levels of customer service provided by over 280 organisations across many sectors. In January 2024, we maintained both our position as the top-ranking water and sewage company and our top-five position within the 31 utility companies. There are still some areas where we would like to improve our services.

Over the next few pages we describe our performance commitments and outline our plans for how we aim to provide an improved service for customers and stakeholders in the North West. For example, we did not meet our target for interruptions to supply, but we have significantly improved on our performance from the previous year. We continue to reduce disruption to water supplies by focusing on the three Rs – respond, restore and repair. We offer technical and managerial support and use our water tankers (known as alternative supply vehicles) to provide water to customers while we carry out necessary repairs. We have supported other water companies by allowing them to use our alternative supply vehicles during significant incidents.

The diagram on page 13 shows our performance across all measures.

