



5. We will improve the way we work to keep bills down and improve services

What do customers want?

Customers want bills that are fair and affordable, with support available for those who are struggling to pay, and for money to be spent on programmes of work that will bring real improvements to services and the region as a whole. We also aim to make sure that we are sending bills to all customers who are receiving our services.

We have made nine performance commitments about the way we work to keep bills down and improve our services. We have achieved our target, or are on track with delivery, for eight of these in year four.

What have we done?

We continue to involve customers in many different aspects of the services we offer, including 'stop the block' messages, water-efficiency measures, the winterwise scheme, our leaks service and promoting our app and My Account services. We are very pleased that 79% of customers who took part in a survey say we offer value for money. This is better than our target of 74% of customers.

Water poverty remains a key area of focus for us. A customer is considered to be in water poverty if they spend more than 3% of their household income on their water bill. This year we helped 84,060 customers out of water poverty, which was better than our target of 64,300. We have continued to promote all of our customer support schemes and have made it easier to apply for support.

Over this AMP we expect to deliver £280 million of help to customers and have supported over 370,000 customers so far. Around 210,000 customers (6% of our household customers) currently benefit from our affordability schemes. We also work with money advice agencies, such as Turn2Us and StepChange, to promote the additional support they can provide to customers.

So that all bills are fair and customers are charged the correct amount, we must make sure that the information we hold about customers is correct. Properties which are occupied but not billed are called voids. In year four, our voids percentage is 3.70%. This is better than our year-four target of no more than 5.53%.

To make sure we can maintain a resilient water supply for Manchester and the Pennines, a major project is needed to replace tunnels which form part of one of the main aqueducts supplying the areas. We will use a direct procurement for customers (DPC) approach for this. DPC is a process water companies can use to invite competitive tenders (bids) from third parties to design, build, fund, operate and maintain infrastructure (such as, the tunnels needed for this project). This approach will help give the best value to customers.

8/9

measures achieved

