

Aim 2

Offer good value for money and keep bills at a fair and reasonable level

Mrs Kiely
a customer for many years from Sutton

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As a pensioner living on my own, now more than ever, I have to carefully manage my finances. A few years ago, I read that if you have more bedrooms than people it would be beneficial to apply for a water meter, which I did. I found the application process very simple to understand and complete.

When SES Water came to fit the water meter not only did they fit it quickly and efficiently but they also took some time to show me where my external stopcock was and how to operate it in the event of an emergency. I found the workmen very pleasant and tidy.

Having the water meter fitted now means I only pay for the water I use, which has helped bring down the cost of my water bill. Compared to other bills I pay a very small amount for water which means I am able to better manage my finances and even buy my children and grandchildren the occasional treat.

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Our measures

Measures	Performance in 2016 / 2017	Targets by 2020
Perception of value for money ✓	6.3% 2016: 9.0% Target: <15%	Less than 15% of customers dissatisfied
Customers on our Water Support tariff ✓	5,809 2016: 5,686 Target: 5,000	At least 5,000
Bad debt as a percentage of turnover ✓	0.67% 2016: 0.75% Target: <1%	Less than 1% of turnover

Highlights

- Debt Recovery team scored 100% in Consumer Council for Water audit - never achieved by a water company before!
- 93.7% of customers considered their bill affordable
- More customers applied for the Water Support tariff

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