

Aim 4

Deliver consistently high levels of service

Mr Ahmed and his family living in Carshalton

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My family and I moved into our new home in March this year. We didn't move far and the children were able to remain at the same school. However, as with any house move, there was lots to be done: heavy lifting, organising the furniture and of course changing our address details with the various utilities.


We contacted SES Water to inform them of our move. We were very pleased at how quickly the call was answered and the helpful nature of the lady we spoke to. She closed the account of our previous address and got us set up at our new property very quickly which left us with more time to organise the move.

Moving home can be a very stressful time, especially with three children in tow. However, dealing with SES Water helped reduce this stress as our request was completed in no time at all. We are settling in well in our new home and we are grateful for SES Water's continued high level of customer service.

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Highlights

- Satisfaction with overall water service higher than last year
- 14,259 more customers signed up to e-billing

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Our measures

Measures	Performance in 2016 / 2017	Targets by 2020
Customer satisfaction with the water service ✔	92.3% 2016: 91.5% Target: 89.5%	At least 91%
Service Incentive Mechanism (SIM) score ✘	79.6 points 2016: 80.8 Target: 86.2	88 or more points
Number of complaints (per 1,000 properties) ✘	11.3 2016: 10.0 Target: 7.2	6.6 or less