

Welcome

Wessex Water

YTL GROUP



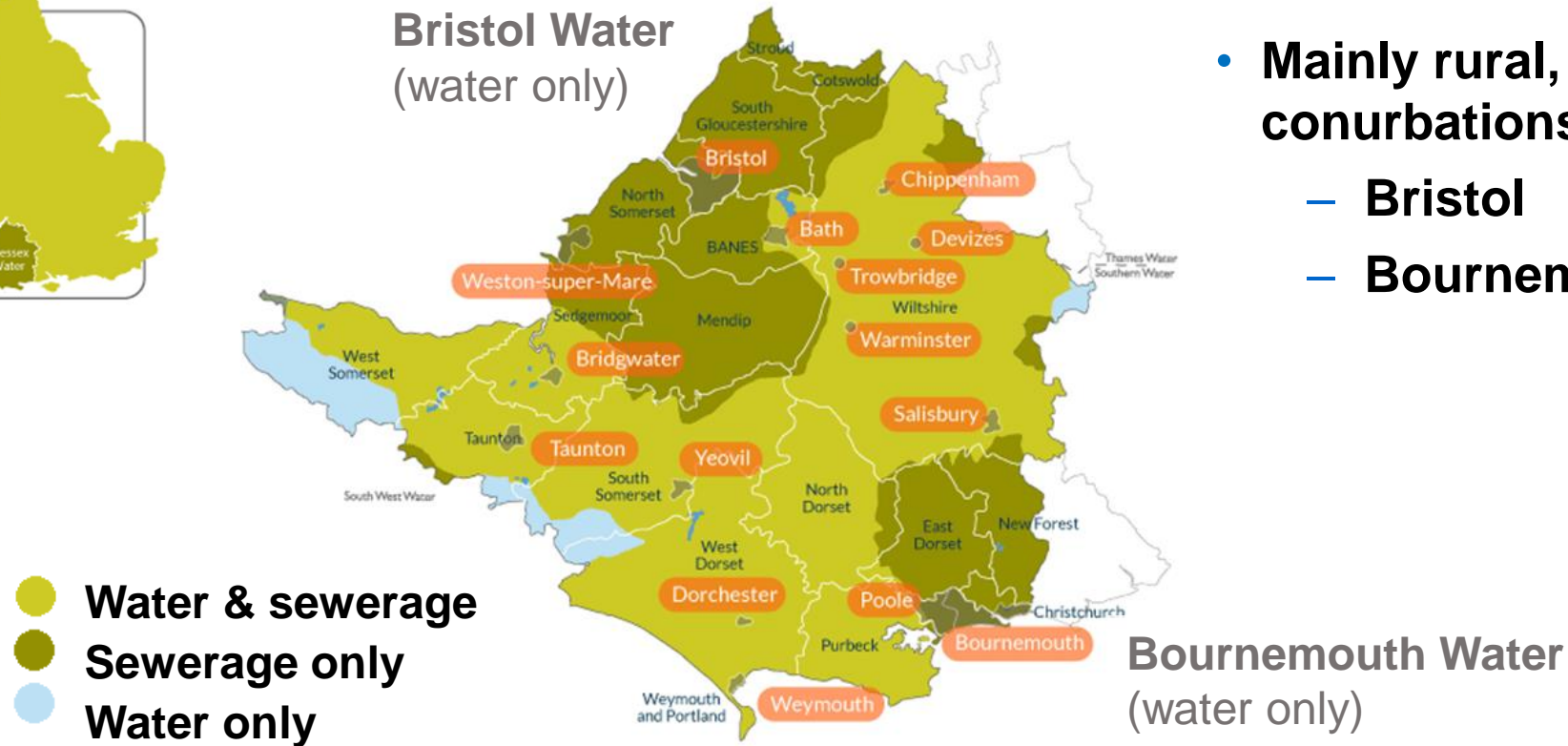
Overview

- **One of 10 regional water and sewerage businesses in England and Wales**
- **Supply nearly 280 million litres of water every day to 1.3 million people**
- **Treat 485 million litres of waste water per day from 2.8m people**
- **One of the top performing water and sewerage company, according to industry regulators**
- **Annual turnover of £540m**
- **£6 billion capital investment since 1990 to improve service and benefit the environment**



Our region

- Agriculture, financial services, specialist manufacturing, defence, aerospace, tourism



- Mainly rural, two major conurbations:
 - Bristol
 - Bournemouth & Poole

Group companies



Our mission:

- To provide outstanding sustainable water and environmental services

Our aims:

- To provide **customers** with excellent affordable services
- To protect and improve the **environment** and contribute to wider society
- To be a great place to work in which all **employees** can work safely and reach their full potential
- To deliver a good return to **investors**



Customer service vision

- Achieve the highest levels of customer **satisfaction**
- Make it as **easy** as possible for customers to interact with us via the communication channel of their choice
- Build customer **trust** and loyalty
- **Going the extra mile** sums up our approach to customer service



From my first call to keeping me informed, nothing was too much trouble

100% - wish all utilities provided the same first class service

@edfenergy you could learn from @wessexwater. Edf 32 mins holding and miserable Ian answers. Wessex Water straight through to happy Laura!



Joey Wessex @bengerbelle · 20h

@wessexwater your customer service, feedback and regular comms is excellent. Well done Georgia and co. Thank you from SN15!



1



Melissa Barber @MelissaCBarber · 13h

Big shout out to @wessexwater for fab #CustomerService. Emergency 🚒 dealt with swiftly, professionally and all with a smile. Thanks guys 👍



1



2



3



Charlie Graham-May @charlie_g_m · 1h

Phone quickly answered by a pleasant human who didn't ask me for a password or the name of my first cat... details taken and problem sorted out inside the promised 2 hour window. Perfect customer service as usual @wessexwater



1



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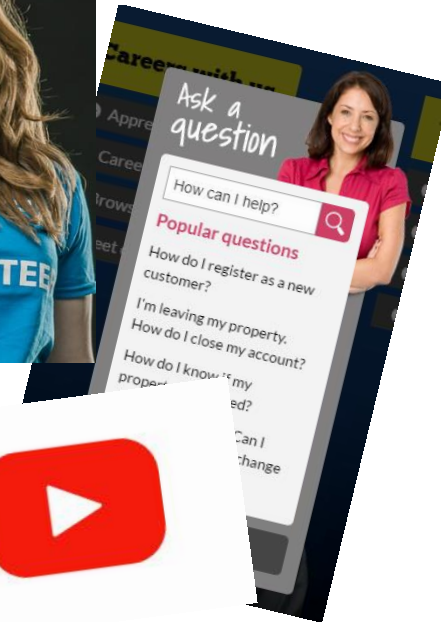


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Customers at the heart

- Fast, warm voice telephone answer with focus on quality
- Wide choice of contact channels
- Speedy resolution of queries or problems
- Dedicated team to support consumers through their journey
- No quibble compensation if we fail
- Assistance customers in vulnerable circumstances – including financial
- Community support and engagement



Working in partnership, including being a member of MALG, is key for us:

- Help us learn and aid the ongoing evolution of our support for customers in vulnerable circumstances
- Enables us to showcase our vulnerability work
- Gives us the chance to champion the needs of our customers in vulnerable circumstances
- Opportunity to Network with other members