

AffinityWater

Additional Services Performance



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We are committed to delivering exceptional experiences to all of our customers, ensuring our services are available and inclusive to all.

We offer a range of service, both for financial support (those receiving our Low-Income Fixed Tariff) and for those registered on our Priority Service Register designed for those customers that may require extra help with communication, access, physical or other needs.

It's important we keep track of what matters to our customers and to ensure we're delivering the levels of service they expect. We ask our customers to tell us about their experiences with us and to score us from 0 (very dissatisfied) to 10 (very satisfied). We also ask our customers to tell us how easy we are to do business with, again scoring us using the same scale where 0 is not easy and 10 very easy. We are delighted to report that we continue to outperform our targets, ensuring our services and the experience we are providing our customers is meeting their needs and expectations. But just because we're meeting our target it doesn't mean we're slowing down, we're working hard each day to constantly review the experience we deliver to ensure we remain relevant, open and accessible for all of customers.

