

Your feedback is important to us and helps **improve the service we provide to meet our customers' needs**

MUNICIPAL WATER SERVICES

We have recently completed our Municipal Water customer satisfaction survey for 2015. Thanks to your feedback about what you like and dislike, where we perform well and what we could do better, we are now taking steps to enhance the value and quality of services we provide to you.

Customers were surveyed electronically and were asked to score our performance on a range of criteria including service delivery, value, responsibility and approach to safety and the environment.

We would like to thank you for participating in the survey. Your feedback is important to us and helps improve the service we provide and the way we engage with you. We do this with the aim of creating the best customer experience possible for you.

We welcome your feedback at any time.

You can get in touch in the following ways:

 www.veolia.co.uk/contact-us

 twitter.com/veoliauk

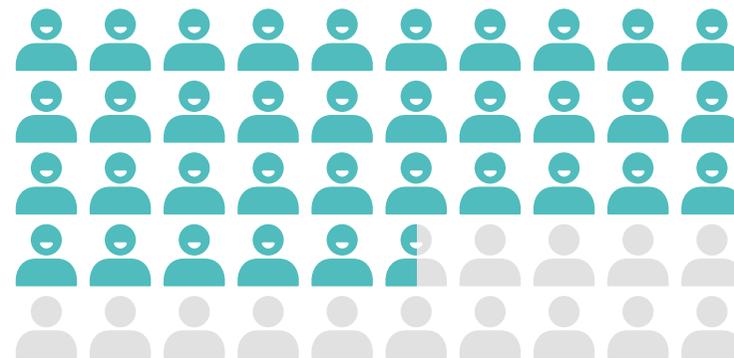
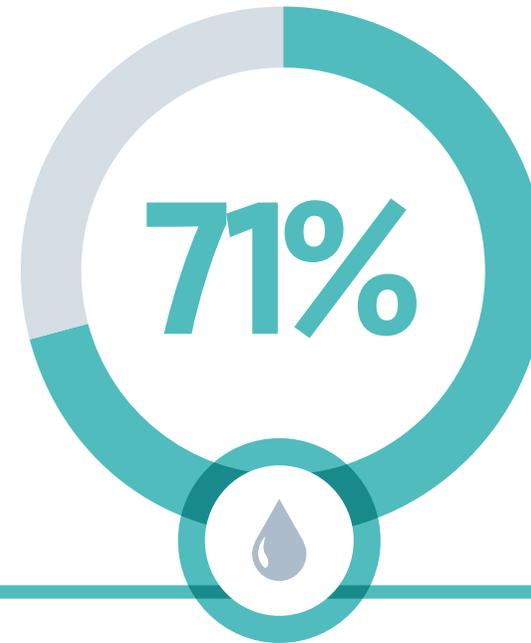


YOUR FEEDBACK IN NUMBERS

We pride ourselves on our **professional and friendly service**

Customers who took part in our survey were asked to consider a range of questions. This has enabled us to benchmark and rate our performance over the last 12 months.

Overall customer satisfaction



Your feedback will help us to **enhance your customer experience**

Service delivery



Veolia is good at dealing with your stakeholders



Veolia maintains a high level of service availability



Veolia provides me with the information I need



Veolia is easy to contact



Veolia is easy to do business with



Veolia quickly resolves my queries*



Veolia delivers on its promises*



The service meets all my needs



Veolia responds quickly to incidents, e.g. service failure



Veolia keeps me informed during an incident



In terms of service delivery the percentages are good, but we are not satisfied with that. We want to continue to work with you to offer you the best service delivery to satisfy all of your needs. There is room for improvement for us to provide the information you need and keep you informed during an incident.

*25% answered do not know

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Service value



Responsibility



Veolia people are knowledgeable



Veolia provides good value for money**



Veolia treats Health and Safety as a high priority



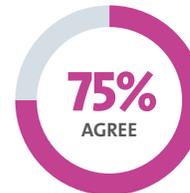
Veolia cares about the environment



Veolia makes a positive difference to my business



Veolia is proactive in providing solutions that help me*



Veolia helps me to manage my business sustainably**



In terms of service value the percentages are good, but we are not complacent and want to address the areas you rated “do not know”, which were “provides good value for money” and “provides solutions that help me”.

For safety and the environment 100% of you rated us “strongly agree” or “agree”. Safety and environmental performance is our top priority and we strive to always make our company a safer place to work by preventing accidents.

*25% answered do not know **50% answered do not know

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Relationship



I know who my account manager is*



My account manager meets me as often as I need*



My account manager understands my business*



I view Veolia as a partner



Veolia people are approachable and helpful



Veolia people are courteous and professional



Veolia values me as a customer



I trust Veolia



In terms of our relationship with you our percentages again are good, we want to strengthen this by continued face to face and personalised relationships.

*25% answered do not know

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A selection of additional feedback:



Thinking about the value of the service Veolia provides:

“Veolia has some excellent staff working across the project and access to good technical support. However, there have been times when the risk balance could be improved.”

Thinking about Veolia’s approach to safety and the environment:

“I’ve gained a better appreciation of the approach by seeing Rivo in action. This is a good example of industry best practice.”

“H&S inductions at arrival on site provide a strong message around a safety culture, the challenge always being to ensure it is lived on the ground. Environmentally against ever increasing expectations Veolia seem well focused on these challenges.”

“Whilst Veolia shows commitment to H&S and the environment there are times when the approach taken is also influenced by cost.”

What happens to your **feedback**?

Your feedback and additional areas of improvement have been shared across the company. We've used it to create action plans that will deliver the improvements you've suggested, along with others we have identified.

We will keep you informed of customer service improvements as they happen.

What have we already **implemented**?

Whilst the results of our survey have been positive, we appreciate that there is room for improvement. Our long-term strategy to maximise customer value through operations and service optimisation is still new. **We realise our customers are why we exist. At every opportunity we need to work with you to match your local and global expectations.**

We have some exciting **plans for 2016**

WHAT NEXT?

We have some exciting plans for 2016 and want to listen to your needs to maximise your resources and minimise your environmental footprint. We will host a series of informative customer focused events and webinars.



Please do let us know what future events you may be interested in, and whether you would like to attend a focus group to contribute further to service enhancement:

[Click here>](#)

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