

WATER

Customer  
Satisfaction  
Survey

2016



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

## Water services

We recently completed our annual customer satisfaction survey for 2016. 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.

19% of our water customers responded to the survey. Respondents were asked to score our performance on a range of criteria; from proactivity to safety and environmental performance.

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.

**11 customers** were sampled in this survey

We welcome your feedback at any time.

You can get in touch in the following ways:

 [www.veolia.co.uk/feedback](http://www.veolia.co.uk/feedback)

 [twitter.com/veoliauk](https://twitter.com/veoliauk)



## YOUR FEEDBACK IN NUMBERS

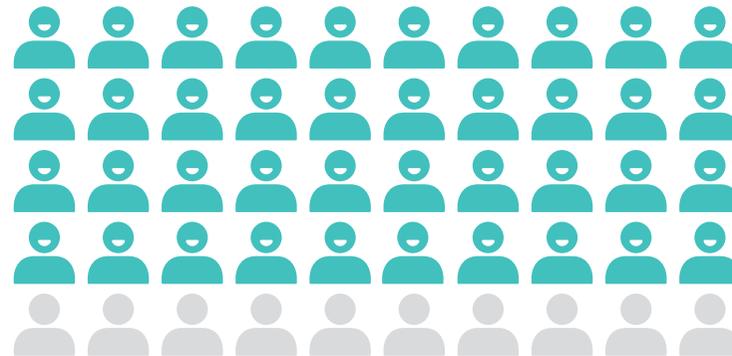
We pride ourselves on our **professional and friendly service**

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

Overall customer satisfaction

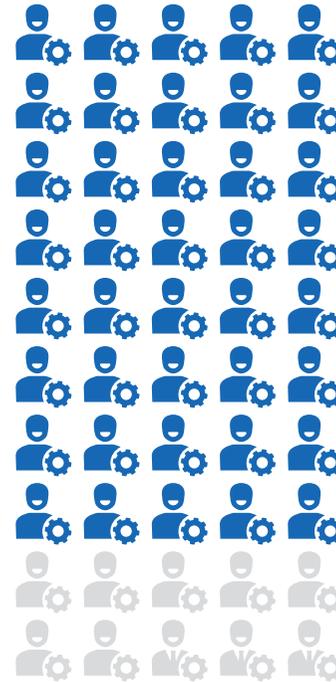


Overall customer satisfaction 80%



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

Proactivity 



80%

We are always looking at new ways to be innovative and proactive in identifying and implementing solutions across our operations and your thoughts are invaluable. Our optimisation solutions such as VOOM (Veolia Optimised Operations and Maintenance) focus on a consistent approach to operational risk and criticality identify continual opportunities.

Safety and environmental performance 

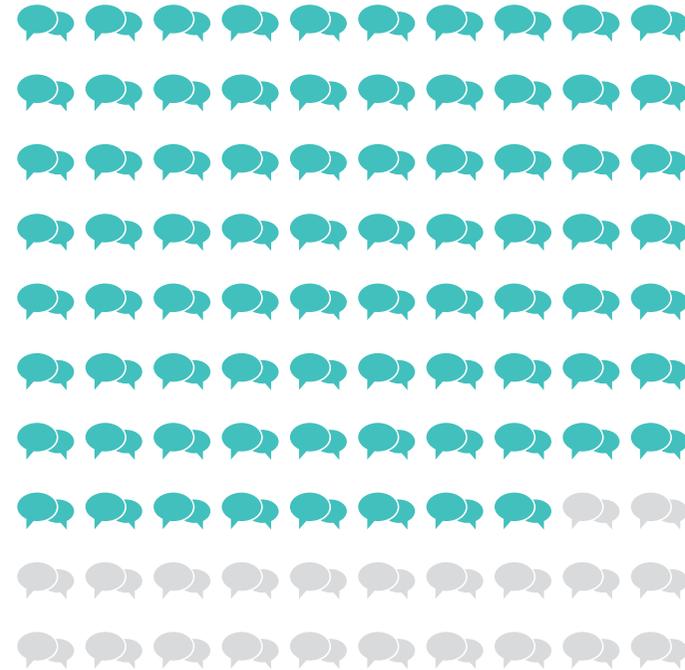


84%

Keeping our staff, your staff and the general public safe, whilst ensuring the highest levels of environmental compliance is our highest priority and we will continually look to enhance our performance in this area.

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

Listening to customer needs 



**78%**

You rated us 78% for listening to your needs. Understanding your challenges and aligning our solutions to your needs is a key priority. This year we have listened to your feedback and have identified areas for improvement around being more proactive in striving for innovation and optimisation. This will become a focus for the rest of the year and 2017.

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

The quality of service you receive is extremely important and we have therefore tried to understand your satisfaction in greater detail here.

Service delivery





A selection of additional  
**feedback and areas  
for improvement**

**excellent members of staff**  
**willing to share**  
**best practice**  
**good service from the operatives**  
successful and effective  
direct dealings



A selection of additional  
**feedback and areas  
for improvement**

focus on listening to customers' needs

**increase proactivity**  
**relationship**  
**management**

Increase  
customer assistance

## What happens to your **feedback**?

Your feedback has been analysed and shared with our business improvement teams. Areas for improvement have been highlighted and action plans are being developed to continuously improve the level of service we offer to you.

We will keep you informed of customer service improvements as they happen. Our newsletter is the perfect platform for you to keep up to date with these improvements.

To receive your quarterly copy of Industry Outlook please email:



[laura.gillions@veolia.com](mailto:laura.gillions@veolia.com)

## What have we already **achieved**?

Whilst the results of our survey have been positive, we appreciate that there is room for improvement. We have reorganised to a regional structure as we listened and you wanted a simpler structure. At every opportunity we want to work with you to match your local and global expectations. This year there is a request for more proactive innovation and optimisation.

Our long-term strategy to maximise customer value through operations and service optimisation continues to make a difference for customers.

Learn more about **VOOM** by reading our case study.

[Click here>](#)