

Vulnerability stakeholder event 2020

Today's focus – Resilience

10.00 to 12.00

4 November 2020



Welcome

Andy Clowes,
Head of Customer
Experience and Strategy



A message from our CEO, David Hinton

south east water

Pure know_how

Introduction

Jane Crisp,
Vulnerability Strategy
Manager



Agenda

- 10.10** How we adapted to Covid-19
- 10.30** Our Vulnerability Strategy
- 10.45** Our Resilient Customer Strategy
- 11.05** Break out rooms
- 11.20** Short break
- 11.30** Open discussion
- 11.45** Quiz to win a hamper and Charity donation
- 12.00** Close



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How we adapted to the new normal



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Responding to the pressures of Covid-19

Help for priority customers

We can all benefit from a bit of extra support from time to time, whether it's due to age, ill health, disability, mental health problems, financial worries or language barriers.

Our Priority Services are free and could help you, your family or your friends benefit from additional support from us so we can respond quickly to any particular needs.

If you would like to register for Priority Services, please fill in our secure online form below or call our dedicated Customer Care Team on 0333 000 2468. We're here Monday to Friday between 8am - 7pm, and Saturdays between 8am and 1pm.

Even if you don't need these services yourself, you may have a family member, friend or neighbour who might benefit from a little extra support, so please let them know about Priority Services. It's completely free to our customers and you don't have to be the named bill payer to benefit from them.

Watch the short video below to hear about how Priority Services work and what we're doing with other utility companies to promote them.



southeastwater.co.uk/priority

Responding to the challenges of Covid-19

Promotion of
affordability
support and tariffs

Promotion of our Priority
Services Register

Changing team
procedures

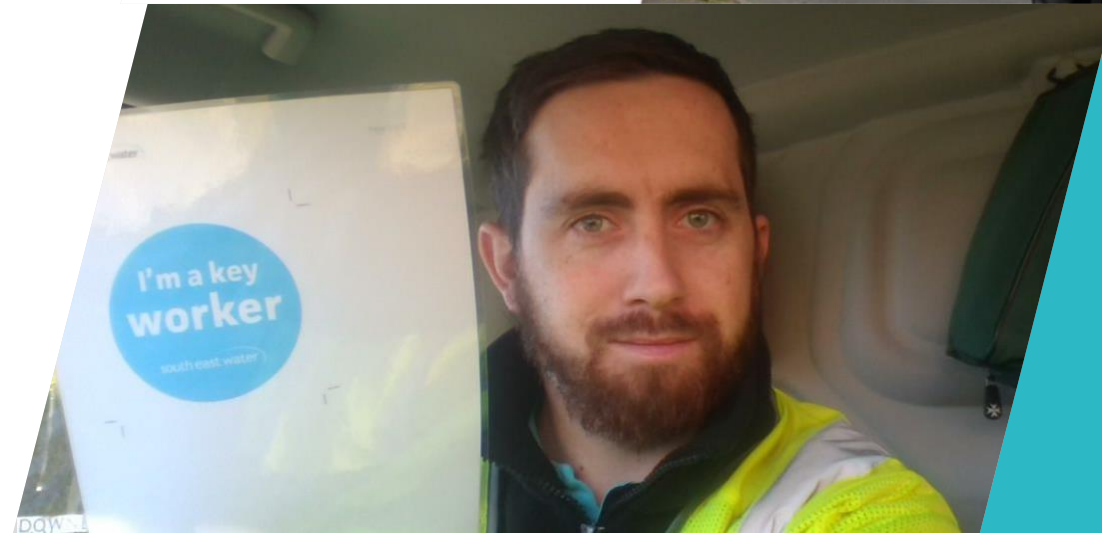
Re-assuring
customer emails

Maintaining our
services

Stakeholder
updates

Changing team
procedures

Protecting our
teams



Maintaining services for customers

Maintaining communication

- Slight service reduction for 1 week period with customers call wait slightly over 30 seconds
- Asked customers to contact digitally where possible
- Issues 1.5m emails to customers promoting PSR
- 50% uplift of customers on PSR
- 99% Customer Services team working remotely

Technician & field visits

- Prior to lockdown introduced triage by phone to establish risk and necessity to enter property
- All non-essential visits ceased during lockdown
- Meter reading for external meters continued
- Maintained essential leakage repairs
- Worked with local highways departments to ensure that our essential work was understood along with wide scale social media campaign

Wholesale service provision

- Non-household retail market - three month payment break for retailer
- Demand management

Maintaining staff wellbeing

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**What did your
organisation do to
support staff during the
initial lockdown and what
steps are you taking in
continuing that support?**

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Vulnerability Strategy Re-Cap

Accessible

Affordable

Supportive

Vulnerability strategy update

1. Vulnerability Strategy Team



2. Partnerships



3. Horizon scanning/Insight Hub



4. Performance



How we know our strategy is working

Measure	Performance Commitment by 2024/2025	2020/21 End of Year Target	Year to Date Status	Status to FD Target
Satisfaction of household customer who are experiencing payment difficulties	4.5 out of 5	4.2	4.4	+0.2
Satisfaction of household customers who are receiving non-financial support	4.5 out of 5	4.1	4.3	+0.2
Satisfaction of our customers that are on our vulnerability schemes during a supply interruption	4.6 out of 5	4.2	4.2	0.0
Household customers receiving financial support	75,000	47,000	40,144	- 6856
Household customers receiving non-financial support	110,000	3.2%	23,175 (2.4%)	- 0.8%
Satisfaction of stakeholders in relation to assistance schemes offered by South East Water	4.0	3.6	Annual	
Checking data for customers receiving non financial support	Attempted contacts by 2025 - 90%	45%	18%	-27%
Checking data for customers receiving non financial support	Actual contacts by 2025 – 50%	17.5%	14 %	-3.5%

What we are seeing

Call volumes up



Visits to
webpage
payment support
up



Water Direct
Payment Down

What we have seen in the industry

900,000 families across UK getting help with their water bills (2020)

This figure is set to rise to 1.5m over the next few years

80,000 households took payment breaks

In 2008 4% struggled to pay their water bill

Last year this rose to 17%

Only 9% approached their water company

That 17% are those we know about it - does not take into account those who are Just About Managing

**What changes are
you seeing in your
services?**

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The Strategy

The framework:



What the strategy is

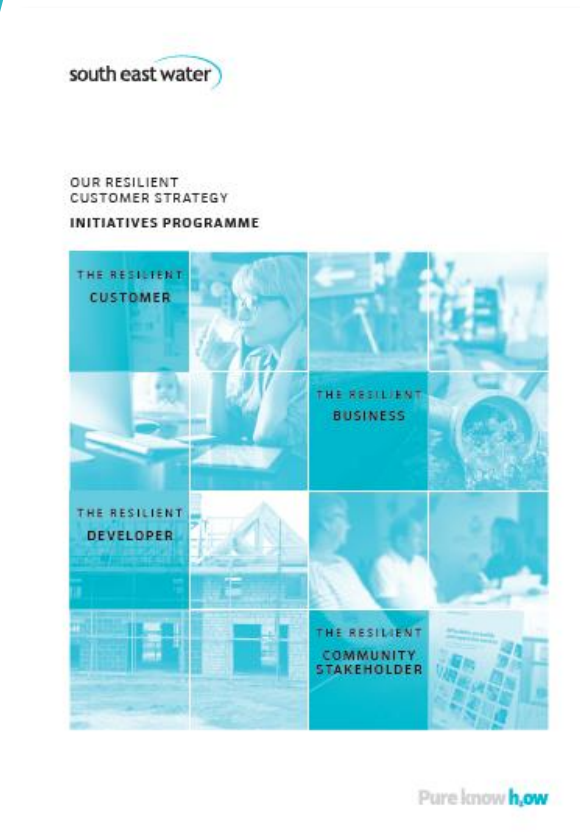
How it was formed

How it supports
our objectives

Customer types
and focus

Reporting
success

Our initiatives programme:

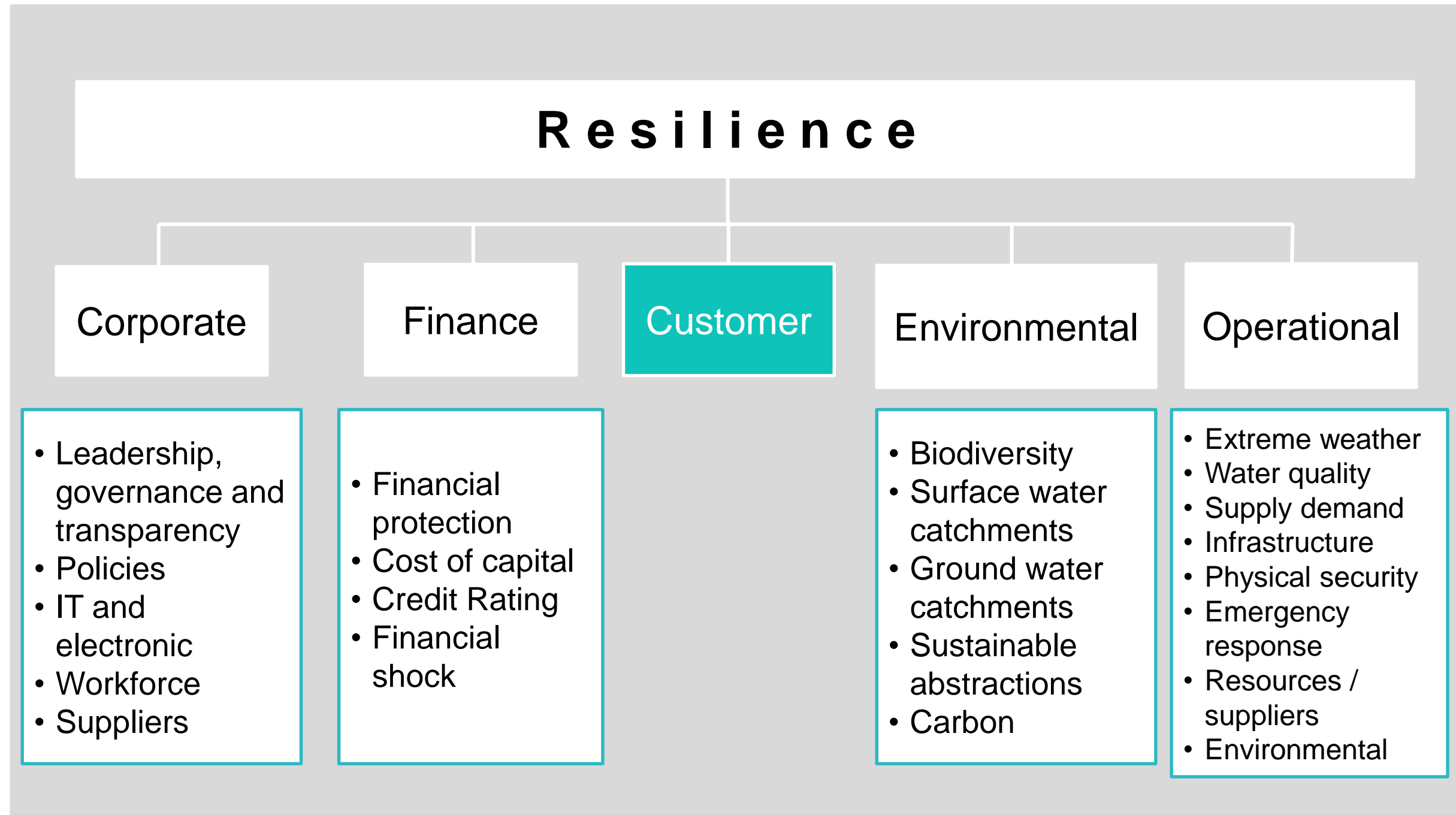


Based on the four key
participant segments

Outlines available tools
for supporting resilience

Provides a roadmap of
tools in development
and anticipated
timescale

Resilience in the round



Customer and stakeholder research told us

Expect collaboration with customers, stakeholders, housebuilders, and other agencies

Ensure we have plans in place to respond quickly and effectively to incidents

Make sure security is in place to protect sites from malicious activity, including data theft

Invest in and exploit information technology to improve customer services but ensure appropriate back-up and protection is in place

Treat employees well, keep them safe and ensure they are trained to deliver the services required

Ensure good and appropriate financial governance is in place, with appropriate checks and balances

Protect

- The quality of water that comes from our taps
- The natural environment and its wildlife
- Customers who need extra support
- Our water supply service by becoming more resilient in the round

Tackle

- Leaks – further reductions and faster
- Demand for water and give us the information and tools to do our bit too
- The level of greenhouse gases you emit

Keep

- Future water supplies secure by investing so they're more resilient
- Educating current and future customers about water

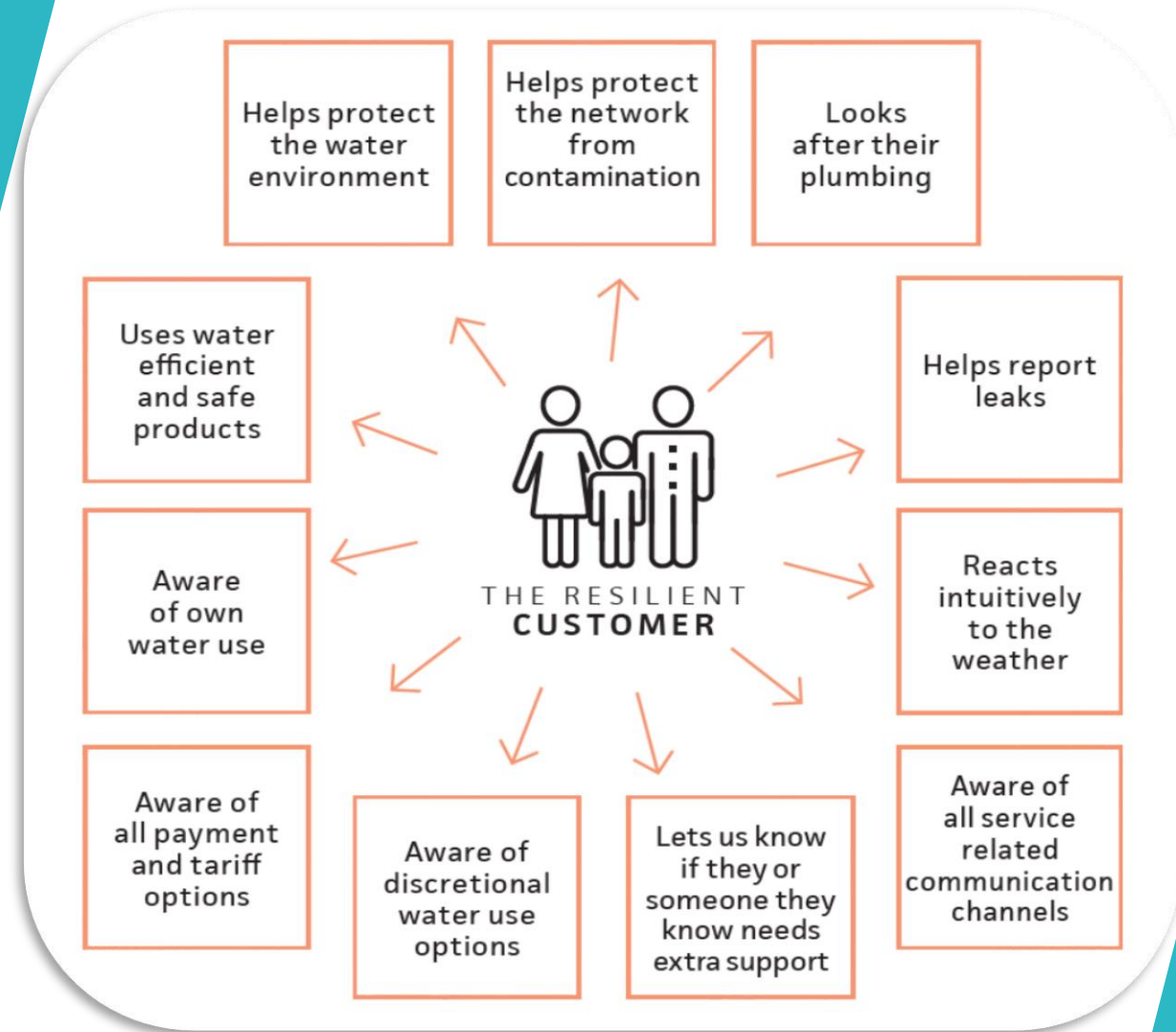
Creating the strategy

As part of creating our new business plan, and working alongside what customers told us, we established the 'behaviours' that a resilient customer would exhibit.

These included:

- Water usage and efficiency
- Getting their plumbing right
- Support services (PSR and Water efficiency)
- Participation channels (where can I find help?)
- Environmental protection
- Managing affordability

We also identified a need to target various customer types:



Household Customers

Business Customers

Developers

Community stakeholders

Becoming a resilient stakeholder

Collaborating
co-designing

Forums
yours and ours

Joint promotions

Keep each other
updated

Creating tools to
make your
referrals smarter

Help us
understand your
services and
organisation

Supporting your
objectives

Service level
support

Help your service users recognise the
actions they can take in personal
resilience

Why Getting involved as a Stakeholder is important

1. To support service design

2. Insight

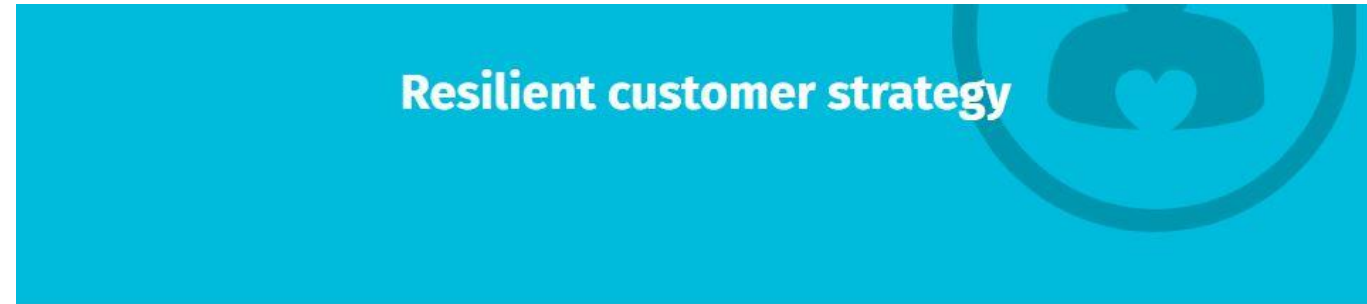
3. Align priorities

4. Understand your service users needs and how we communicate with them

5. Create opportunities for us to support you

Read the strategy

corporate.southeastwater.co.uk/reseilientcustomerstrategy



We're working hard to make our water supply service more resilient – for this generation and the next.

Our team of dedicated employees work round the clock to deliver safe, reliable, high quality drinking water, at a price that is affordable to all. In doing so, we also recognise that we provide an essential community-based service.

While the resilience of our business has been steadily improving over time, we know there is much more we can do.

That's why this strategy is so important.

It starts to bring together everything we have done (and are doing) into one place to ensure our thinking and messaging is clear and co-ordinated. It also articulates our collective "to do" list for the next five years.

[Click here to download the full report](#)

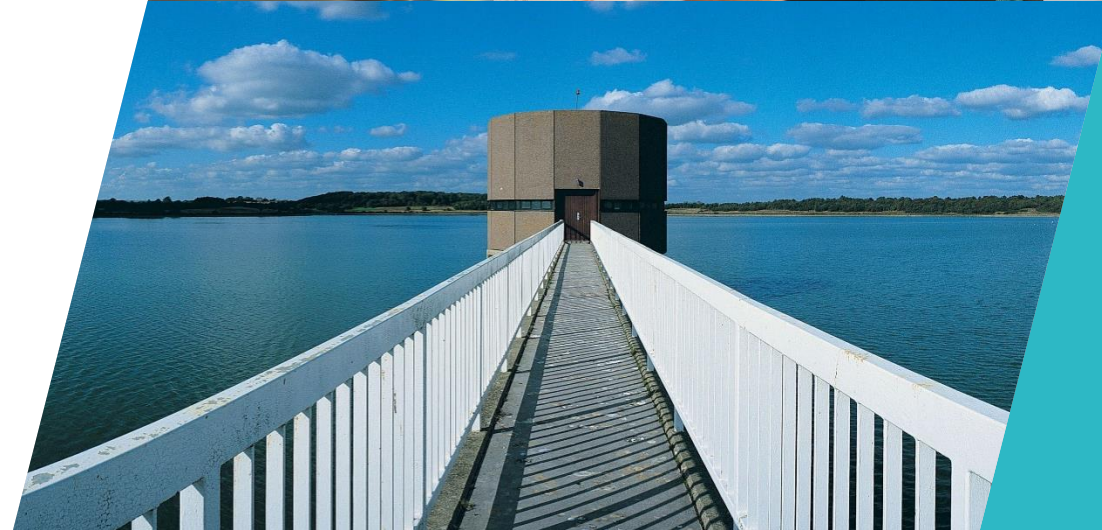
The resilient customer

We want to involve customers in this strategy as they play a pivotal role in making their water supply more resilient. For us, it's all about providing support, not just advice, that enables them to participate, act and instinctively respond with the right behaviours.

Where do you fit?

We work with partners on:

- Water efficiency
- Affordability
- Vulnerability (PSR)
- Water resources



Do any of your strategic priorities align with what we have just outlined in our strategy today? If so, which elements?

Answer in Zoom chat

**Based on your top three how do you
propose we engage with your service
users on these topics?**

Open discussion

A. Now you have heard about the resilient customer strategy, which is an industry first, do you have any thoughts on how organisations could work together to adopt this type of approach. Pulling together tools to support resilience?

B. Have you see this type of approach before?

C. How do we get this to be a wider adopted approach?

Open discussion

Time to break out

Rooms:

Winter campaign

Drought planning

Responsible business



Welcome back

Grab a quick drink.
We're re-starting at
11.30 for the
discussion.



Today you told us

Some great ways in which your organisation supported and will continue to support colleagues during lockdown. These include weekly quizzes, wellbeing online events, webinars, Zoom/Skype catch-ups, sent gifts.

Of the people coming to you for financial support you have told us:

- Redundancy 63%
- Furlough 56%
- Self-employed 50%
- Food bank dependant 31%

Although digital platforms continue to prove popular for service users during the pandemic (email 65%, website 53%, social media 53%), interestingly the traditional method of telephone has been most popular with 94%.

You have told us that you see as the top three opportunities to focus and build partnerships on are:

- Managing water bills 89%
- Water efficiency 74%
- General initiatives 53%

You have told us that many of your strategic priorities align with what we have just outlined in our strategy, including budgeting advice, PSR priorities, sustainability first and vulnerability.

Open discussion



Closing quiz

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Thank you

corporate.southeastwater.co.uk/vulnerabilityweek