

Listening to you


We are all ears

Customer Research/
Annual Omnibus Survey

1,497

Domestic customers (face to face)
Business customers (computer
assisted telephone interviewing).

25,000+

 Facebook followers.

8,100

Customers who have contacted NI Water
surveyed annually (telephone/sms/on-line).

176,000

Conversations with our Customer
Relations Centre annually.


200

Large business customers
surveyed bi-annually to gauge
NI Water's reputation.

997

Domestic customers
surveyed annually to gauge
NI Water's reputation.

10,200

 X followers.

1.17m+

NI Water website views.

150+

Elected representatives
surveyed on a regular basis.

Stakeholder groups

Taking part in a range of stakeholder groups helps us to report what is most important to them.

Water Stakeholder Steering Group

Provides a forum for discussion on strategic issues relating to the price control and Ministerial guidance; discussion of major water and sewerage cross-cutting issues; discussion of policy development; keeping under review the governance and regulation of the water industry; and discussion of strategic communications issues.

Output Review Group

Provides a forum for stakeholders to discuss progress on key outputs and issues of common concern in the water industry.

Stakeholder subgroups

Working groups for coordinating the delivery of the price control process and related matters.



Customer priorities

High	Medium	Low
Internal sewer flooding	Odour and noise	Water abstraction
Supply interruptions	Sewer blockages	Quality of river waters
External sewer flooding	Taste, smell and appearance	Quality of coastal waters
Low water pressure	Pollution incidents	

Summary

From our ongoing engagement, we understand that our customers:

- value water services which are reliable and resilient;
- expect problems to be fixed quickly and to be kept informed of progress;
- wish to see investment to reduce flooding from sewer 'hot-spots' and target interruptions to water supplies;
- want us to invest in infrastructure to meet the economic demands of Northern Ireland;
- expect strategic improvements rather than short term fixes;
- desire to understand how they can help with water conservation and out of sewer flooding; and
- expect a range of contact channels when they need to get in touch.