

STAKEHOLDER RESEARCH TRACKING

Q2 '23

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STAKEHOLDER TRACKING – Q2 '23

INTRODUCTION

This is an ongoing research programme with NWG's key stakeholders, tracking key measures to understand the satisfaction with engagement with this group, in particular trust.

- Carried out by phone.
- 50 interviews per quarter.
- Data provided by NWG to Trinity McQueen.
- Quotas set in proportion to the profile of stakeholders by:
 - Region – NW, ESW and national
 - Type – Public affairs, NGO and media.
- Q2 fieldwork dates: 23 May to 20 June.
- Average interview length: 17.5 minutes (an increase of 6.5 minutes).

Type of business	Number of interviews
Public Affairs	41
NGO	5
Media	4

Topics discussed cover:

- Trust and brand values measures.
- Likelihood to recommend, with reasons.
- Overall satisfaction.
- Contact satisfaction (where applicable).
- Preferences for information channels.
- Environmental impact.

Location	Number of interviews
NWG	50
NW	30
ESW	12
National	8

STAKEHOLDER TRACKING – Q1 '23

SUMMARY

To support the Regulation & Assurance directorate, questions were included to collect data on NWGs relationship with regulators. The Q2 '23 results section now includes the regulator scores for the measures, and also the results for those where the questions were only for this group. A total of three regulators were interviewed this phase.

After a steady previous two phases of scoring 8.1 for trust, Q2 '23 sees a decline of 0.6 overall to 7.5. Although we see a decline in ESW of 0.2 to 7.3 compared to the previous phase, the biggest contributor to the decline is from the NW area with a decline of 0.9 to 7.5. We do see our national stakeholders scoring highest at 7.8, an increase of 0.3 compared to Q1 '23.

Examples of some of the top comment themes relating to trust this phase are: experiencing no problems – happy with the service (9); need to reduce pollution incidents (8); professional, efficient, reliable (6) and; honest, open transparent etc (6)

Regulators have scored trust highest at 8.7, followed by NGOs at 8.0, who are historically higher scorers of the stakeholder groups, so no real surprise here.

Highest overall scoring brand values measurement this phase was trust at 7.5, and the lowest being providing an unrivalled customer experience at 6.6. Email continues to be the channel of the most recent contact, which reflects the most preferred channel of communication indicated by our stakeholders.

Overall NPS has declined this phase to 2.2 (decline of 18.6 compared to Q1 '23). This is mainly contributed to by NW area (score of 7.4, -27.1 compared to the previous phase) and also the ESW area (score of -18.2 compared to 0.0 the previous phase). National stakeholders NPS score increased 14.3 points to 14.3. We see a 13% decline in the number of Promoters this phase, and a 5% increase in Detractors. It's worth noting that there has been a 7% increase in the number of Passives that are not included in the NPS calculation, which will have contributed to the lower overall score this phase.

Some possible areas of focus to move Passives to the Promoter group are:

- Sewage discharges what is NWG doing about this.
- Be seen to deal with leaks.

Following the insight given from the key driver analysis carried out by Trinity McQueen on the recent domestic tracking NPS data. I would recommend that the same be done for the trust score for stakeholders. This will help further understand what is important to stakeholders to help improve the trust score and where more work/effort should be for the team to work to continue to improve this company scorecard target.

RESPONDENT PROFILE

STAKEHOLDER TRACKING – Q2 '23

RESPONDENT PROFILE

Three of the public affairs stakeholder group were regulators in Q2 '23 ie two national (CCW) and one NW (EA).

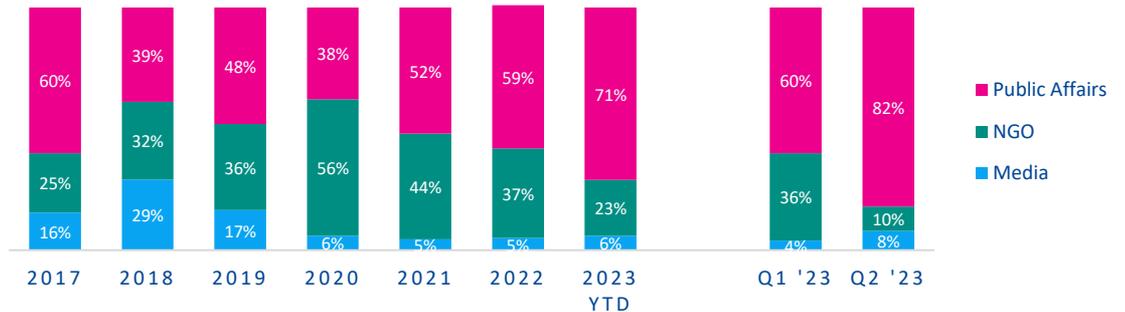
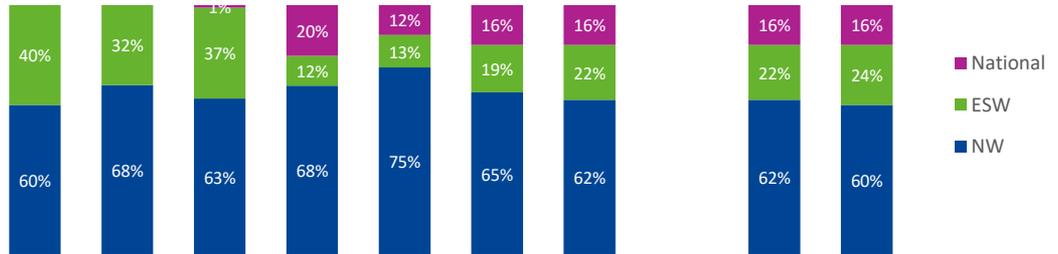
The bottom graph shows an increase in the number of the public affairs stakeholder who agreed to participate in Q2 '23, with a smaller number of NGO and twice as many media stakeholders.

It's worth noting that NGOs tend to score higher the public affairs stakeholders.

Due to the number of stakeholders declining to participate ie they didn't think they were a stakeholder, and the unobtainable/wrong numbers on the database, the quota was achieved with stakeholders who would take part in an interview which contributed to the larger number of public affairs stakeholder group.

To help convert interviews from Q3 onwards the introduction to the survey has been changed to not be so specific about referencing 'stakeholder engagement', and therefore more likely to encourage those contacted to take part.

Also, the unobtainable/wrong numbers from Q1 and Q2 are being checked to see if an alternative contact number can be found to help boost the database numbers.



MOVING ANNUAL AVERAGE COMPARISONS

(MAA)

STAKEHOLDER TRACKING – Q2 '23

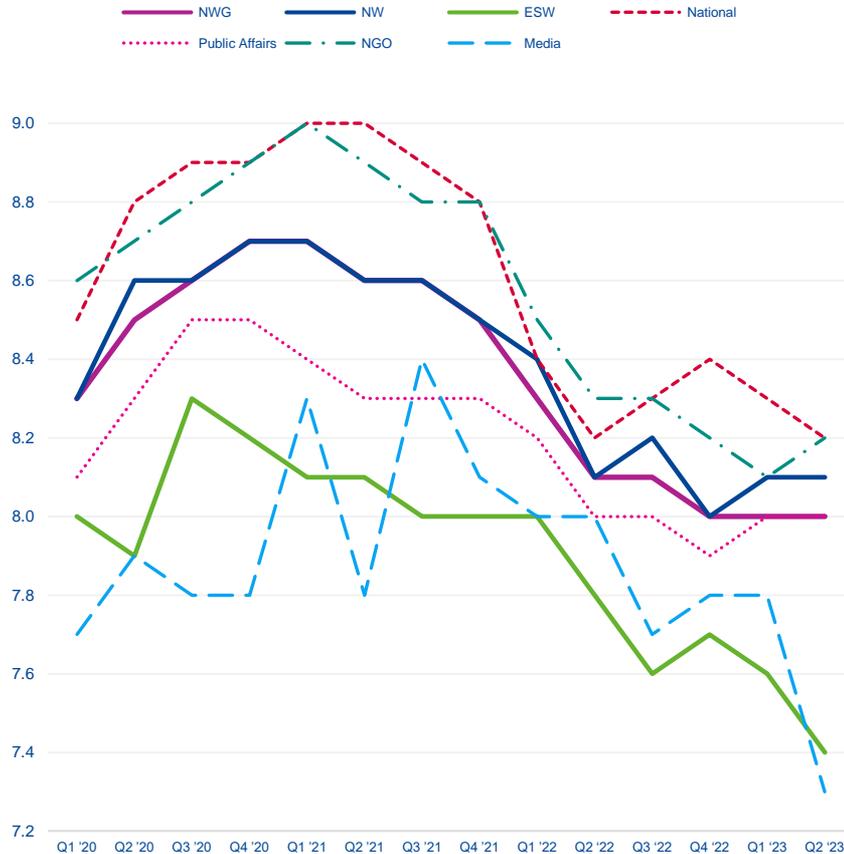
MAA

The sample base each quarter is relatively small, so the scope for analysis of trends within the region and sample type sub-groups is limited. Therefore, a Moving Annual Average (MAA) has been included in order to increase the sub-group bases and also to iron out peaks and troughs in the data caused by sample profile differences from quarter to quarter.

Each MAA data point is a total of the interviews completed in the four quarters up to and including that wave. This gives a total base of 200 overall; it is then possible also to significance test the MAA data points.

STAKEHOLDER TRACKING – Q2 '23

MAA - TRUST



Highest MAA scores for trust are from the national and NGO stakeholder groups, both scoring 8.2 in Q2 '23. Lowest scoring MAA group is the media stakeholders at 7.3. Examples of the reasons for the trust score given by :

Media stakeholders:

- “Last month we ran a story about exploding water pipes. There were two massive eruptions in two separate villages and there was no interaction from Northumbrian Water. They need to be more transparent.
- They haven’t been open about sewerage issues.”

National stakeholders:

- “They are open and transparent. Never been problems with the contact and every question has been answered.
- They are reliable and have had no problems and events they hold are good for the community.
- Every interaction has been positive and they have followed through with anything they have said they will do.”

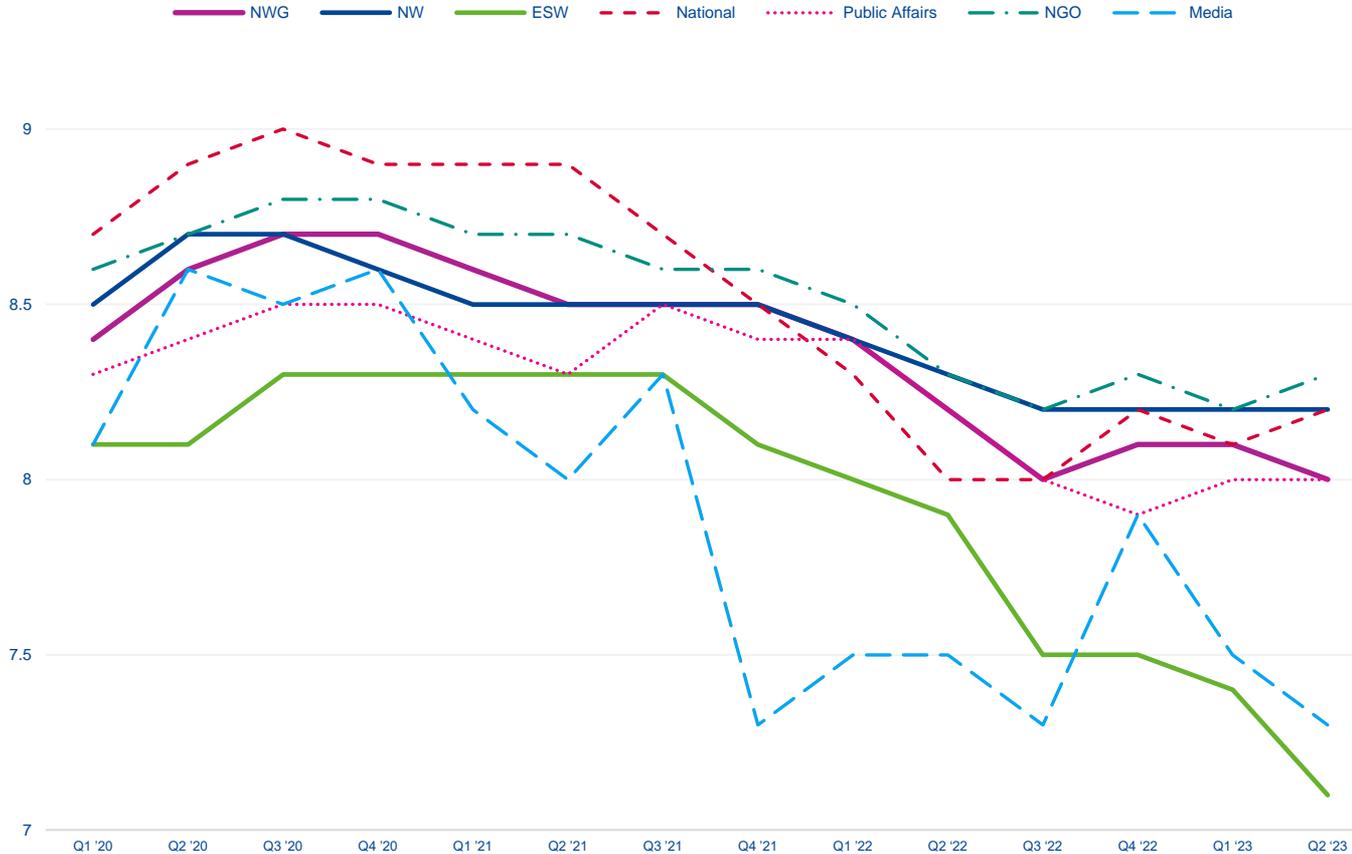
NGO stakeholders:

- “I think they are very visible regionally and proactive as a business and within the community very accessible.
- From interaction how it works, I feel they are accountable for the decision making.”

See a decline in trust scores compared to the previous phase for ESW, national and media stakeholders. Whereas NGO stakeholders show an increase in this measure. All other areas remain comparable to the previous phase.

STAKEHOLDER TRACKING – Q2 '23

MAA - OVERALL SATISFACTION



Highest MAA score for overall satisfaction is the NGO stakeholder group at 8.3.

The lowest scoring overall is the ESW area at 7.1.

See a decline in overall satisfaction compared to the previous phase for NWG, ESW and media stakeholders.

Whereas national and NGO stakeholders show an increase in this measure, and NW remains consistent at 8.2.

STAKEHOLDER TRACKING – Q2 '23

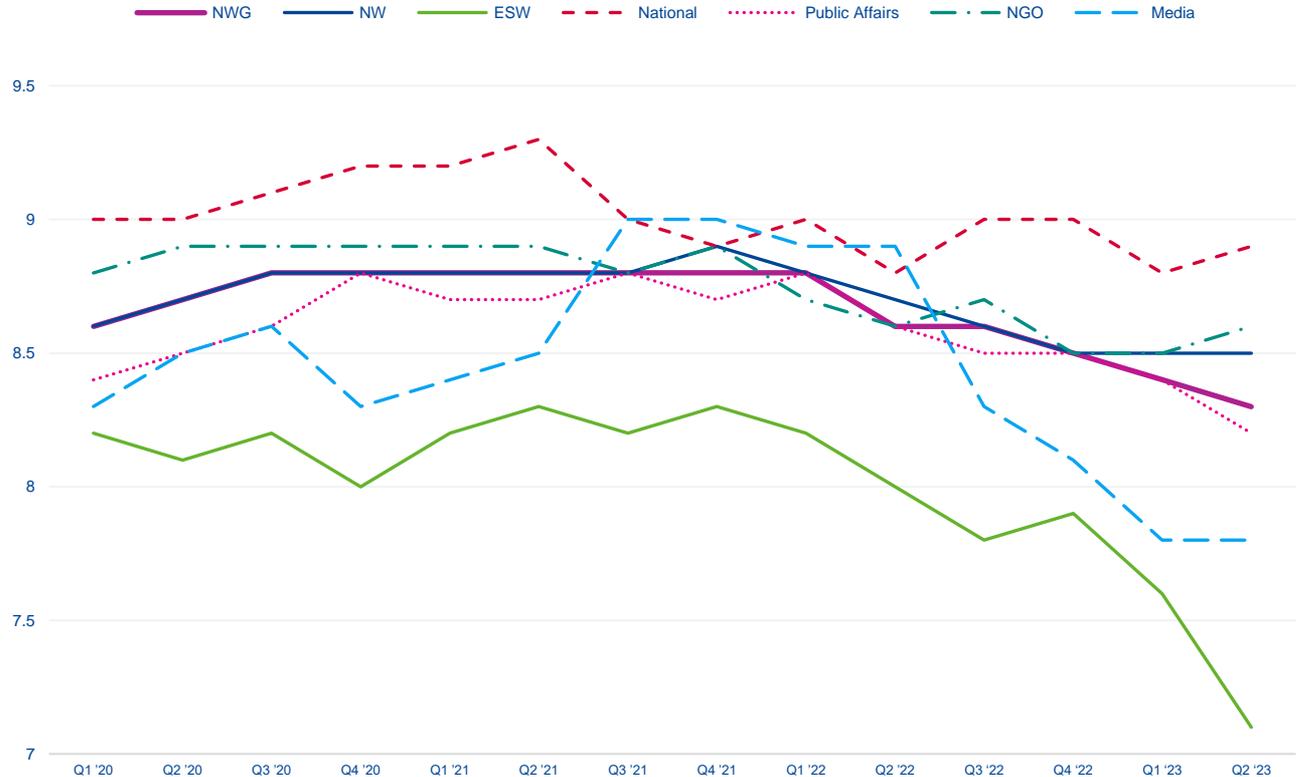
MAA - SATISFACTION WITH MOST RECENT CONTACT

Highest MAA score for satisfaction with the most recent contact is the national stakeholder group at 8.9.

The lowest scoring overall is the ESW area at 7.1.

See a decline in satisfaction with the most recent contact, compared to the previous phase, for NWG, ESW, and public affairs stakeholders.

Whereas national and NGO stakeholders show an increase in this measure.



STAKEHOLDER TRACKING – Q2 '23

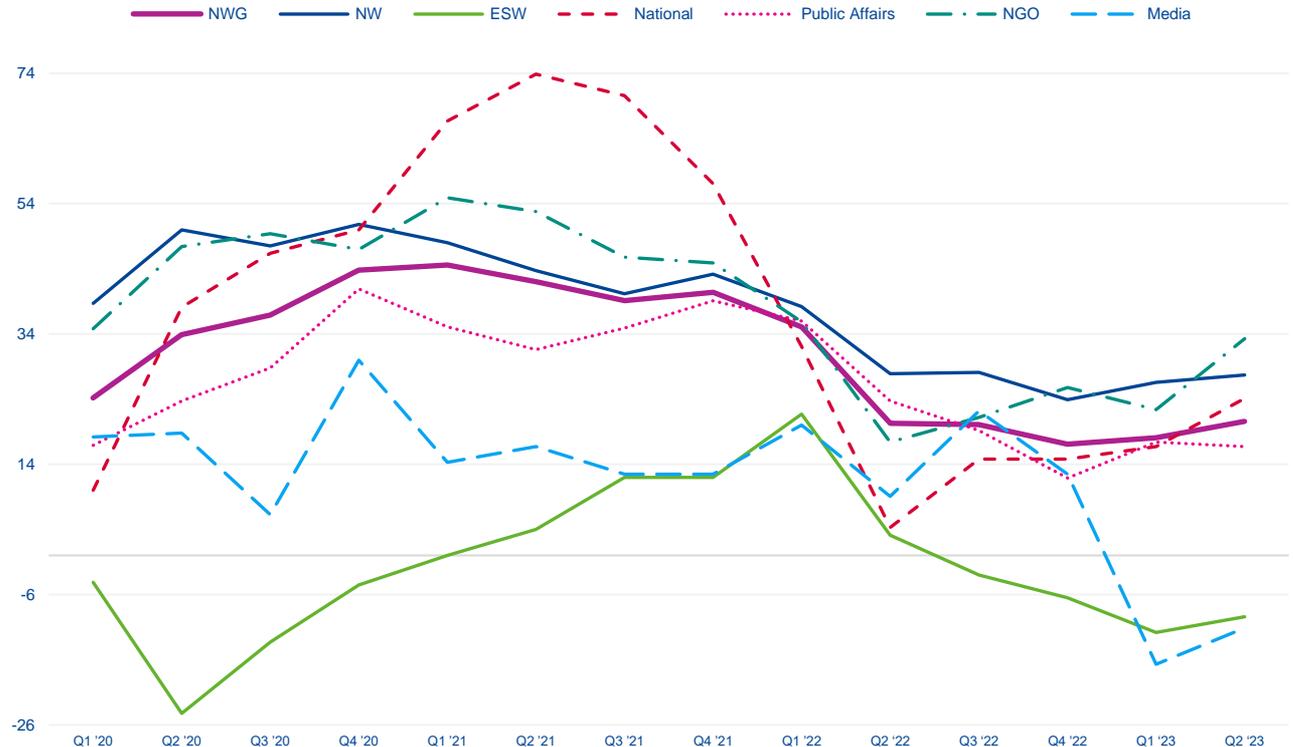
MAA - NPS

Highest MAA score for NPS is the NGO stakeholder group at 33.3.

The lowest score is given by the media stakeholder group at -11.1, although its worth noting that this is an increase compared to the previous phase which scored -16.7.

See a slight decline in NPS, compared to the previous phase, for public affairs stakeholders.

Whereas NWG, NW, ESW, national, NGO and media stakeholders show an increase in this measure compared to the previous phase.



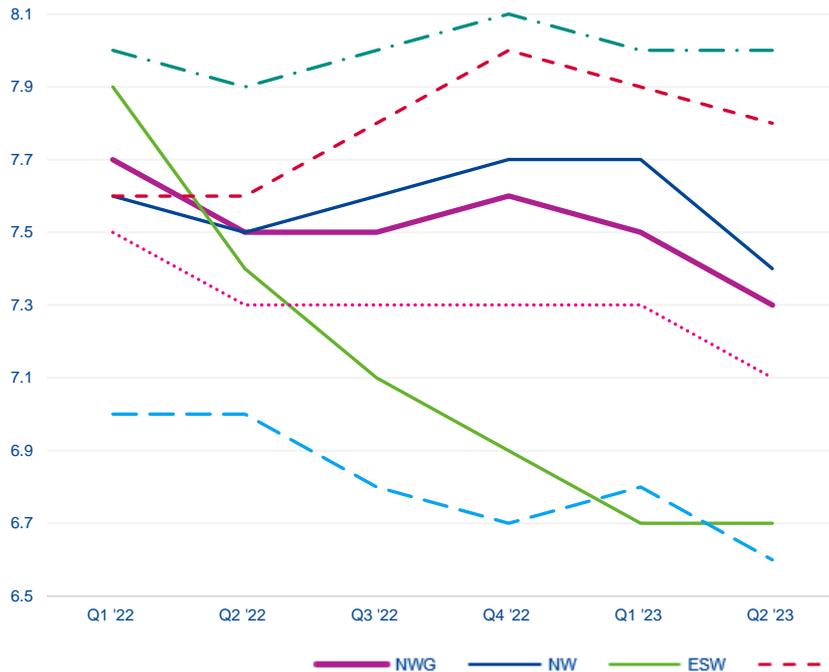
STAKEHOLDER TRACKING – Q2 '23

MAA WORKING TO IMPROVE THE ENVIRONMENT

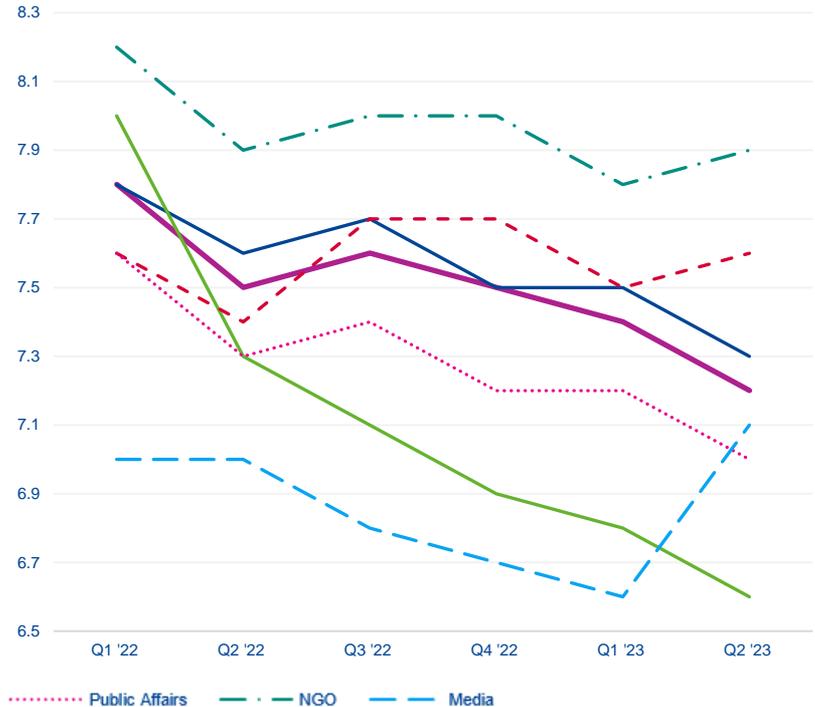
Highest MAA score for this measure is the NGO stakeholder group at 8.0. The lowest score is given by the media stakeholder group at 6.6. See a slight decline, compared to the previous phase in all but the ESW, national and NGO stakeholder groups.

Highest MAA score for this measure is again the NGO stakeholder group at 7.9. The lowest score is from the ESW area at 6.6. See a slight decline, compared to the previous phase, in all but the national, NGO and media stakeholder groups.

NOW

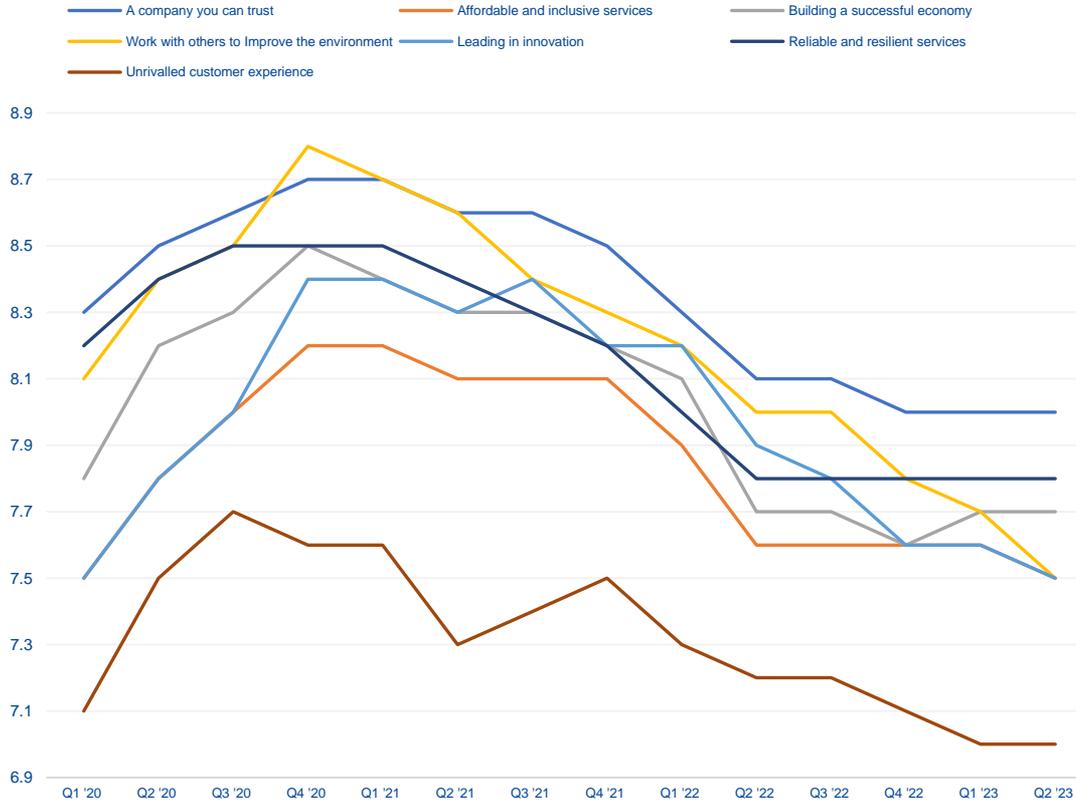


FOR FUTURE GENERATIONS



STAKEHOLDER TRACKING – Q2 '23

MAA BRAND VALUES



Unrivalled customer experience continues to be the lowest scoring brand value measure at 7.0, which remains consistent compared to the previous phase.

Trust continues to be the highest scoring measure, which has remained consistent at 8.0 since Q4 2022.

See declines, compared to the previous phase for:

- Affordable and inclusive services.
- Work with others to improve the environment.
- Leading in innovation.

QUARTERLY/ANNUAL TRACKING TABLES

NWG, ESW, NW, NATIONAL

STAKEHOLDER TRACKING – Q2 '23

PROGRESS MONITORING – NWG/ESW

NWG Target 8.9

STAKEHOLDER - NWG	Qtr1 '21	Qtr2 '21	Qtr3 '21	Qtr4 '21	Qtr1 '22	Qtr2 '22	Qtr3 '22	Qtr4 '22	Qtr1 '23	Qtr2 '23		2017	2018	2019	2020	2021	2022	2023 YTD	
Base:	50	50	50	50	50	50	50	50	50	50		200	200	200	201	200	200	100	
NPS	40.0	50.0	33.3	38.6	17.1	-6.4	33.3	26.7	20.8	2.2	-18.6	29.7	29.2	23.0	43.8	40.5	17.1	11.8	-5.3
Overall satisfaction	8.5	8.5	8.7	8.1	8.1	7.9	8.1	8.3	8.1	7.7	-0.4	8.2	8.4	8.3	8.7	8.5	8.1	7.9	-0.2
Satisfaction with most recent contact	8.6	8.9	8.8	8.9	8.5	8.2	8.7	8.6	8.3	7.9	-0.4				8.5	8.8	8.5	8.1	-0.4
NWG has provided all information wanted	92%	80%	76%	74%	74%	74%	80%	84%	78%	74%	-4%	80%	83%	81%	82%	81%	78%	76%	-2%
BRAND VALUES AGREEMENT:																			
They provide an unrivalled customer experience	7.8	7.0	7.9	7.3	7.2	6.5	7.8	6.9	6.9	6.6	-0.3	7.8	8.0	7.1	7.6	7.5	7.1	6.8	-0.3
They provide affordable and inclusive services	8.1	8.3	8.0	7.8	7.4	7.2	8.2	7.6	7.3	7.1	-0.2			7.5	8.2	8.1	7.6	7.2	-0.4
They provide reliable and resilient services	8.6	8.2	8.2	7.9	7.7	7.2	8.2	8.1	7.8	7.4	-0.4			8.2	8.5	8.2	7.8	7.6	-0.2
They are leading in innovation	8.2	8.3	8.4	8.1	7.9	7.0	8.0	7.5	7.7	6.7	-1.0	7.6	7.9	7.3	8.4	8.3	7.6	7.2	-0.4
I trust they work with others to improve the environment	8.2	8.5	8.0	8.2	7.9	7.6	8.2	7.4	7.4	6.9	-0.5	7.9	8.2	8.0	8.8	8.2	7.8	7.2	-0.6
They contribute to building a successful economy in the region	8.1	8.5	8.0	8.1	7.7	7.1	8.0	7.8	7.7	7.3	-0.4			7.8	8.5	8.2	7.6	7.5	-0.1
They are a company that you can trust	8.6	8.6	8.4	8.3	8.0	7.6	8.4	8.1	8.1	7.5	-0.6	8.1	8.2	8.2	8.7	8.5	8.0	7.8	-0.2
WORKING TO IMPROVE THEIR ENVIRONMENTAL IMPACT FOR CUSTOMERS AND ITS COMMUNITIES																			
Now					7.7	7.3	7.7	7.7	7.4	6.6	-0.8						7.6	7.0	-0.6
Future generations					7.8	7.2	7.7	7.2	7.4	6.7	-0.7						7.5	7.1	-0.5
STAKEHOLDER - ESW																			
Base:	10	4	6	6	9	14	9	6	11	12		80	56	73	24	26	38	23	
NPS	0.0	25.0	33.3	0.0	25.0	-23.1	0.0	-33.3	0.0	-18.2	-18.2	15.3	21.3	8.5	-4.5	14.6	-6.5	-9.1	-2.6
Overall satisfaction	8.1	8.3	8.7	7.3	7.9	7.8	6.8	7.5	7.5	6.9	-0.6	7.9	8.4	8.3	8.3	8.1	7.5	7.2	-0.3
Satisfaction with most recent contact	8.1	8.8	8.2	8.3	8.0	7.8	7.0	8.8	7.2	6.5	-0.7			8.4	8.0	8.4	7.9	6.9	-1.0
NWG has provided all information wanted	80%	75%	100%	100%	78%	57%	44%	83%	73%	75%	2%	78%	82%	78%	83%	89%	63%	74%	+11%
BRAND VALUES AGREEMENT:																			
They provide an unrivalled customer experience	6.5	7.0	8.4	5.5	7.3	5.7	6.0	7.0	6.4	5.4	-1.0	7.4	7.9	7.0	6.1	6.9	6.4	5.9	-0.5
They provide affordable and inclusive services	7.6	7.7	8.0	5.3	7.7	6.6	6.7	7.0	7.2	6.0	-1.2			7.5	6.8	7.2	7.0	6.6	-0.4
They provide reliable and resilient services	8.3	7.7	8.5	7.4	7.8	7.6	7.1	8.2	6.6	6.8	+0.2			8.0	7.9	8.0	7.6	6.7	-0.9
They are leading in innovation	6.8	8.7	8.0	7.3	8.3	5.8	6.6	6.3	6.1	5.9	-0.2	7.2	7.7	6.7	7.8	7.7	6.7	6.0	-0.7
I trust they work with others to improve the environment	7.4	9.3	8.3	6.8	8.3	7.5	7.0	6.8	6.9	6.9	0.0	7.6	8.0	7.8	8.0	8.0	7.5	6.9	-0.6
They contribute to building a successful economy in the region	6.4	8.0	7.0	6.4	7.1	6.6	6.6	7.0	7.4	6.3	-1.1			7.3	7.3	7.0	6.8	6.8	0.0
They are a company that you can trust	7.9	8.3	8.3	7.4	7.9	7.7	7.2	8.0	7.5	7.3	-0.2	7.7	8.1	8.1	8.2	8.0	7.7	7.4	-0.3
WORKING TO IMPROVE THEIR ENVIRONMENTAL IMPACT FOR CUSTOMERS AND ITS COMMUNITIES																			
Now					7.9	6.9	6.6	5.8	7.1	6.8	-0.3						6.8	6.9	+0.1
Future generations					8.0	6.8	6.3	6.0	7.4	6.3	-1.1						6.8	6.8	0.0

STAKEHOLDER TRACKING – Q2 '23

PROGRESS MONITORING – NW/NATIONAL

NWG Target 8.9

STAKEHOLDER - NW

	Qtr1 '21	Qtr2 '21	Qtr3 '21	Qtr4 '21	Qtr1 '22	Qtr2 '22	Qtr3 '22	Qtr4 '22	Qtr1 '23	Qtr2 '23		2017	2018	2019	2020	2021	2022	2023 YTD	
Base:	35	39	41	35	27	34	33	36	31	30		120	119	125	136	150	130	61	
NPS	48.4	45.5	35.1	45.2	22.7	6.3	37.9	29.4	34.5	7.4	-27.1	39.1	32.7	31.4	50.8	43.6	23.9	21.4	-2.5
Overall satisfaction	8.6	8.4	8.7	8.3	8.2	7.9	8.4	8.3	8.4	7.9	-0.5	8.4	8.5	8.3	8.6	8.5	8.2	8.1	-0.1
Satisfaction with most recent contact	8.6	8.9	8.9	9.0	8.4	8.4	8.7	8.4	8.7	8.1	-0.6			8.5	8.8	8.9	8.5	8.4	-0.1
NWG has provided all information wanted	94%	79%	71%	77%	67%	82%	85%	81%	84%	70%	-14%	82%	84%	82%	83%	80%	79%	77%	-2%
BRAND VALUES AGREEMENT:																			
They provide an unrivalled customer experience	8.3	6.9	7.9	7.6	7.2	6.9	7.9	6.8	7.3	7.1	-0.2	7.9	8.0	7.2	7.8	7.7	7.2	7.2	0.0
They provide affordable and inclusive services	8.2	8.3	8.0	8.1	7.0	7.5	8.5	7.5	7.6	7.3	-0.3			7.5	8.2	8.2	7.6	7.5	-0.1
They provide reliable and resilient services	8.7	8.2	8.1	8.2	7.7	7.2	8.3	8.3	8.2	7.7	-0.5			8.3	8.5	8.3	7.8	7.9	+0.1
They are leading in innovation	8.3	8.1	8.4	8.2	7.9	7.5	8.1	7.2	8.2	6.7	-1.5	7.8	8.1	7.5	8.4	8.3	7.7	7.5	-0.2
I trust they work with others to improve the environment	8.4	8.4	8.0	8.2	7.9	7.7	8.4	7.2	7.7	6.4	-1.3	8.1	8.4	8.1	8.9	8.3	7.8	7.1	-0.7
They contribute to building a successful economy in the region	8.5	8.5	8.1	8.2	7.9	7.4	8.3	7.7	8.1	7.5	-0.6			8.0	8.6	8.3	7.8	7.8	0.0
They are a company that you can trust	8.7	8.5	8.5	8.4	8.0	7.5	8.6	7.9	8.4	7.5	-0.9	8.3	8.3	8.2	8.7	8.5	8.0	8.0	0.0
WORKING TO IMPROVE THEIR ENVIRONMENTAL IMPACT FOR CUSTOMERS AND ITS COMMUNITIES																			
Now					7.6	7.4	7.8	7.8	7.7	6.4	-1.3						7.7	7.1	-0.6
Future generations					7.8	7.5	7.8	7.2	7.6	6.7	-0.9						7.6	7.2	-0.4

STAKEHOLDER - NATIONAL

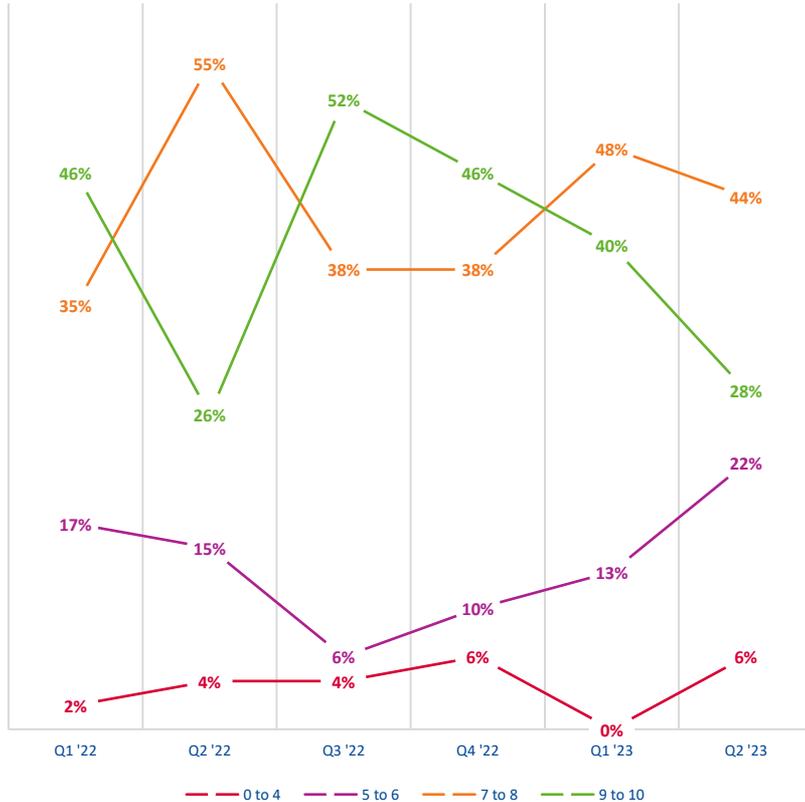
	Qtr1 '21	Qtr2 '21	Qtr3 '21	Qtr4 '21	Qtr1 '22	Qtr2 '22	Qtr3 '22	Qtr4 '22	Qtr1 '23	Qtr2 '23		2017	2018	2019	2020	2021	2022	2023 YTD	
Base:	5	7	3	9	14	2	8	8	8	8					41	24	32	18	
NPS	75.0	85.7	0.0	37.5	0.0	-100.0	50.0	37.5	0.0	14.3	+14.3				50.0	49.6	14.8	6.7	-8.1
Overall satisfaction	8.8	9.1	8.3	7.8	8.2	6.0	8.4	8.5	7.8	8.3	+0.5				8.9	8.5	8.2	8.0	-0.2
Satisfaction with most recent contact	8.8	9.1	8.3	9.0	9.0	7.0	9.3	9.1	8.1	9.3	+1.2				9.2	8.9	9.0	8.7	-0.3
NWG has provided all information wanted	100%	86%	100%	44%	86%	50%	100%	100%	63%	88%	25%				78%	93%	91%	75%	-16%
BRAND VALUES AGREEMENT:																			
They provide an unrivalled customer experience	6.8	7.4	6.5	6.3	7.1	4.0	8.4	7.4	6.4	7.0	+0.6				7.5	7.0	7.4	6.7	-0.7
They provide affordable and inclusive services	8.8	8.5	8.0	8.0	7.8	5.0	8.6	8.4	6.4	7.7	+1.3				8.7	8.5	8.0	7.1	-0.9
They provide reliable and resilient services	8.2	9.0	8.3	6.8	7.8	5.0	8.8	9.0	7.4	7.6	+0.2				8.7	8.6	8.1	7.5	-0.6
They are leading in innovation	8.8	9.2	8.3	8.4	7.7	7.0	8.7	8.9	7.3	7.9	+0.6				8.7	8.9	8.2	7.6	-0.6
I trust they work with others to improve the environment	8.6	9.1	8.0	8.5	7.7	7.0	8.7	8.8	6.9	8.5	+1.6				8.8	8.7	8.2	7.7	-0.5
They contribute to building a successful economy in the region	9.0	8.7	8.3	8.7	7.7	5.0	8.5	8.5	6.7	8.0	+1.3				8.7	8.7	8.0	7.4	-0.6
They are a company that you can trust	9.0	9.1	8.3	8.4	8.1	7.0	8.8	8.9	7.5	7.8	+0.3				8.9	8.9	8.4	7.6	-0.8
WORKING TO IMPROVE THEIR ENVIRONMENTAL IMPACT FOR CUSTOMERS AND ITS COMMUNITIES																			
Now					7.6	7.0	8.3	8.7	6.9	7.3	+0.4						7.9	7.1	-0.8
Future generations					7.6	5.0	8.4	8.0	6.7	7.4	+0.7						7.3	7.1	-0.2

Q2 '23 RESULTS

STAKEHOLDER TRACKING – Q2 '23

TRUST

(10 = agree strongly, 0 = disagree strongly)



Q2 '23 overall mean score: 7.5

Region	NW (30)	7.5
	ESW (12)	7.3
	National (8)	7.8
Type	Public affairs (41)	7.5
	NGO (5)	8.0
	Media (4)	6.5
	Regulator (3)	8.7
	Non-regulator (47)	7.4

Comment themes for reasons for trust score



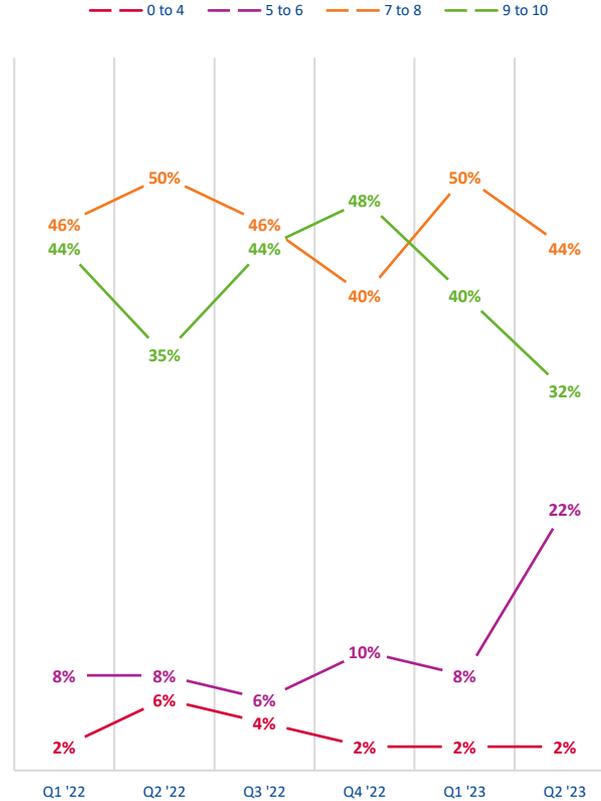
STAKEHOLDER TRACKING – Q2 '23

OVERALL SATISFACTION

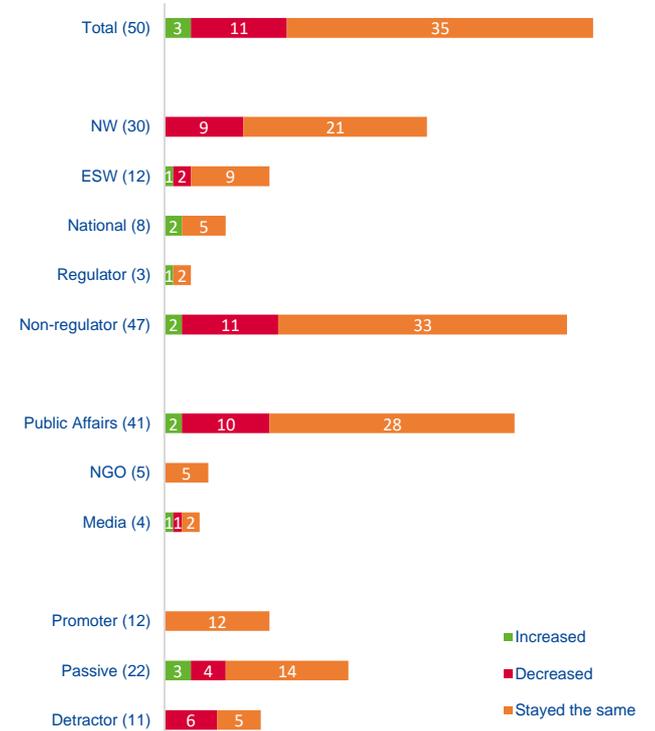
Q2 '23 overall mean score: 7.7

Region	NW (30)	7.9
	ESW (12)	6.9
	National (8)	8.3
Type	Public affairs (41)	7.7
	NGO (5)	8.8
	Media (4)	7.0
	Regulator (3)	8.7
	Non-regulator (47)	7.7

(10 = very satisfied, 0 = very dissatisfied)



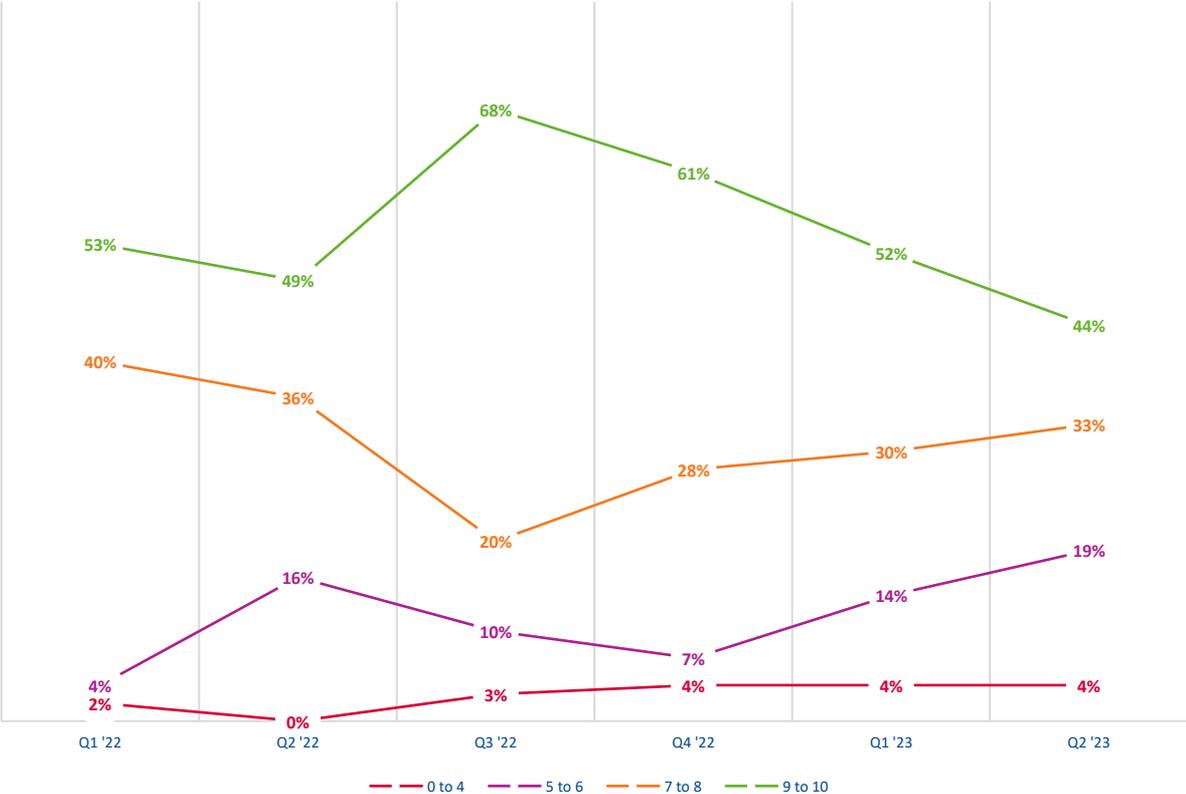
Overall satisfaction change over the last year



STAKEHOLDER TRACKING – Q2 '23

SATISFACTION WITH MOST RECENT CONTACT

(10 = agree strongly, 0 = disagree strongly)



Q2 '23 overall mean score: 7.9

Region	NW (30)	8.1
	ESW (12)	6.5
	National (8)	9.3
Type	Public affairs (41)	7.7
	NGO (5)	9.4
	Media (4)	7.8
	Regulator (3)	9.0
	Non-regulator (47)	7.8

STAKEHOLDER TRACKING – Q2 '23

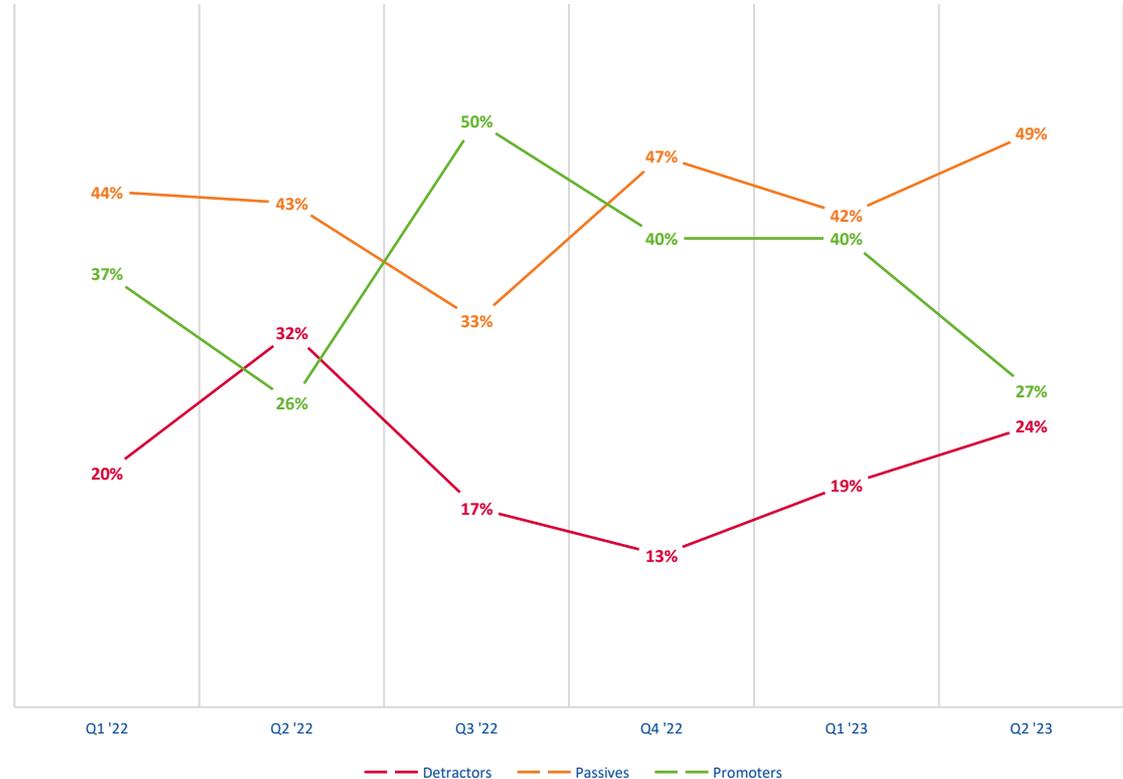
NPS

Score range: Detractor 0-6; Passive 7-8; Promoter 9-10

Q2 '23 overall NPS: 2.2

Region	NW (30)	7.4
	ESW (12)	-18.2
	National (8)	14.3
Type	Public affairs (41)	-2.8
	NGO (5)	60.0
	Media (4)	-25.0
	Regulator (3)	50.0
	Non-regulator (47)	0.0

See a 13% decline in Promoters this phase and a 5% increase in Detractors. It's worth noting that there has been a 7% increase in the number of Passives that are not included in the NPS calculation, which will have contributed to the lower score this phase.



STAKEHOLDER TRACKING – Q2 '23

NPS – COMMENT THEMES (WHERE MORE THAN ONE COMMENT IS MADE)

PROMOTERS

- Customer service is good (4)
- Service is responsive, quick to resolve issues (3)
- Helpful, friendly, polite, good staff (3)
- Good communication (2)

PASSIVES

- No problems, happy with the service (4)
- Service is responsive, quick to resolve issues (3)
- Can't make comparison, no real choice of supplier (3)
- Good service (3)
- Helpful, friendly, polite, good staff (2)

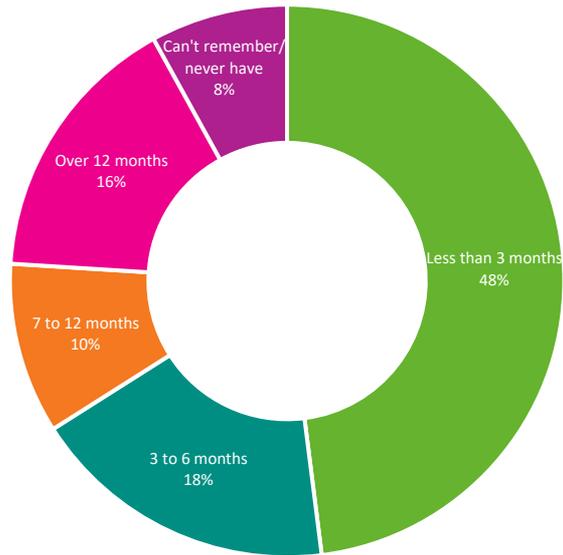
DETRACTORS

- Can't make comparison, no real choice of supplier (4)
- Little/no contact, don't know enough about them (2)
- Clarity on who supplies water vs sewerage - better if combined (2)

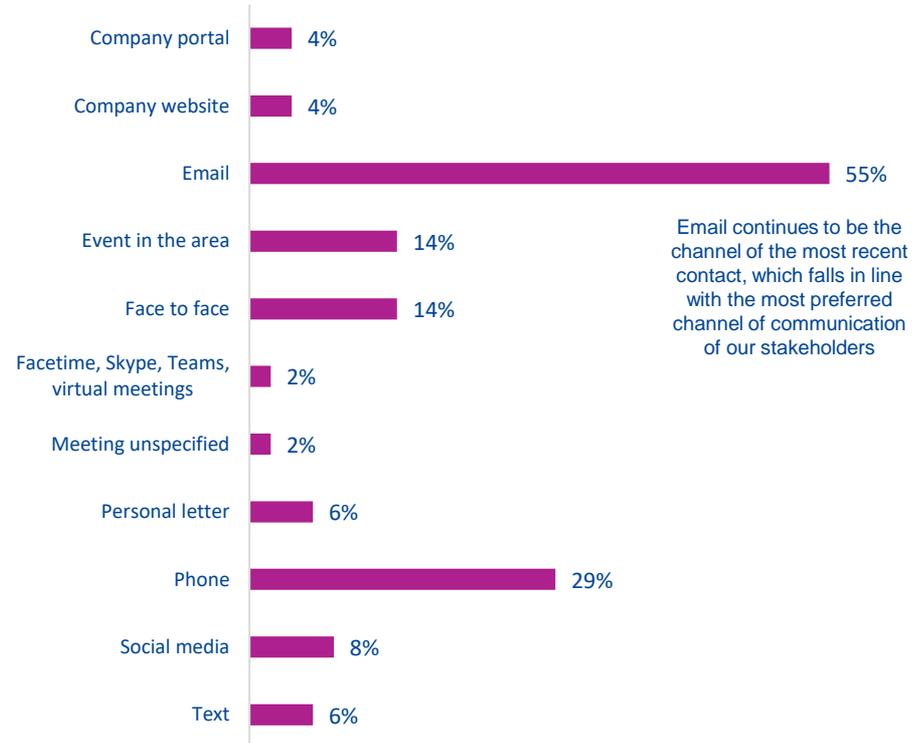
STAKEHOLDER TRACKING – Q2 '23

CONTACT

Most recent contact with NWG



Channel of most recent contact



STAKEHOLDER TRACKING – Q2 '23

SATISFACTION WITH MOST RECENT CONTACT

Q2 '23 mean score: 7.9

Region	NW (30)	8.1
	ESW (12)	6.5
	National (8)	9.3
Type	Public affairs (40)	7.7
	NGO (5)	9.4
	Media (4)	7.8
	Regulator (3)	9.0
	Non-regulator (43)	7.8

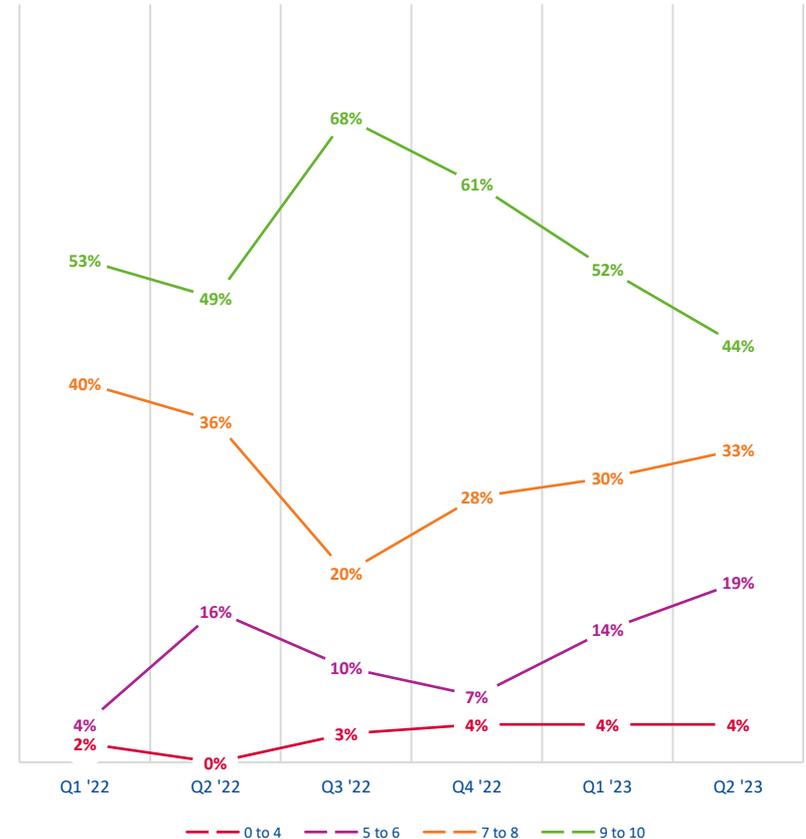
Additional comments

"They are not interested as a company overall when you ring up with an issue."

Public affairs, ESW (Score: 3)

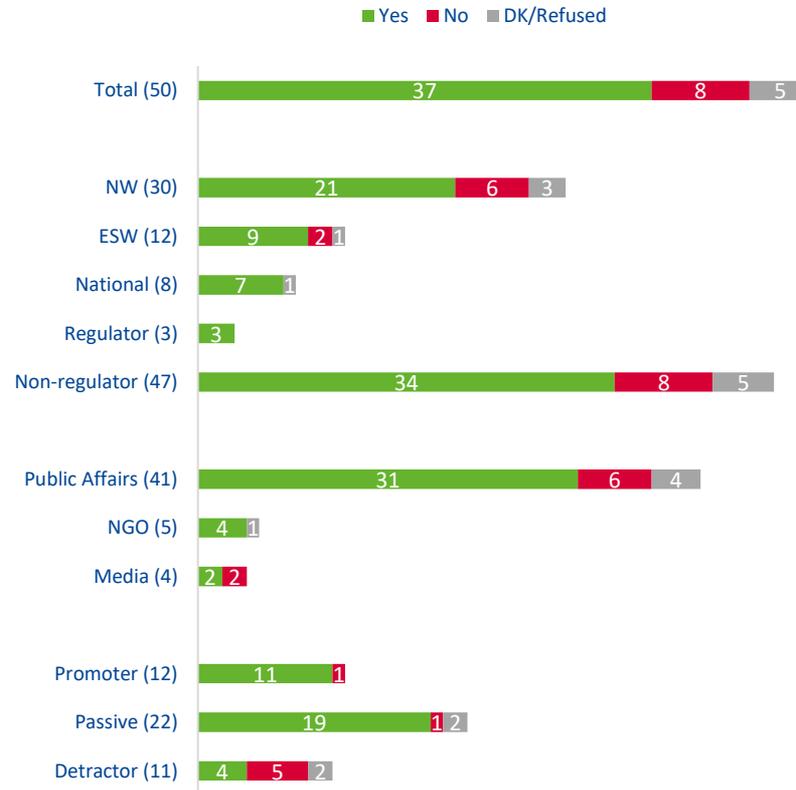
"The letter that was received had information in about work in the area. Trying to get more information was difficult as there was no direct contact ability and we had to go through customer services operators and chase down the information we needed."

Public affairs, NW (Score: 4)



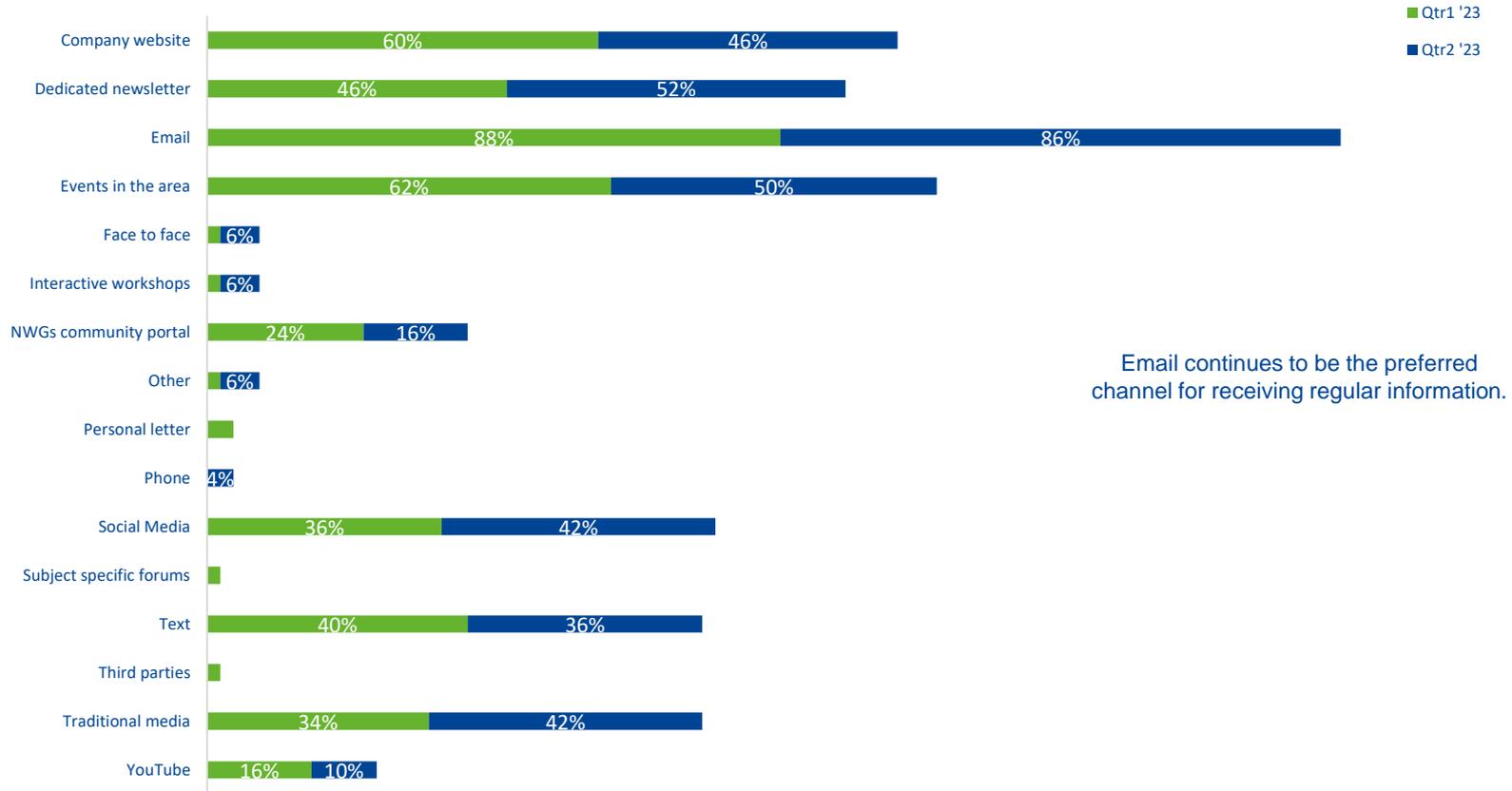
STAKEHOLDER TRACKING – Q2 '23

SUPPLIED WITH ALL THE INFORMATION WANTED



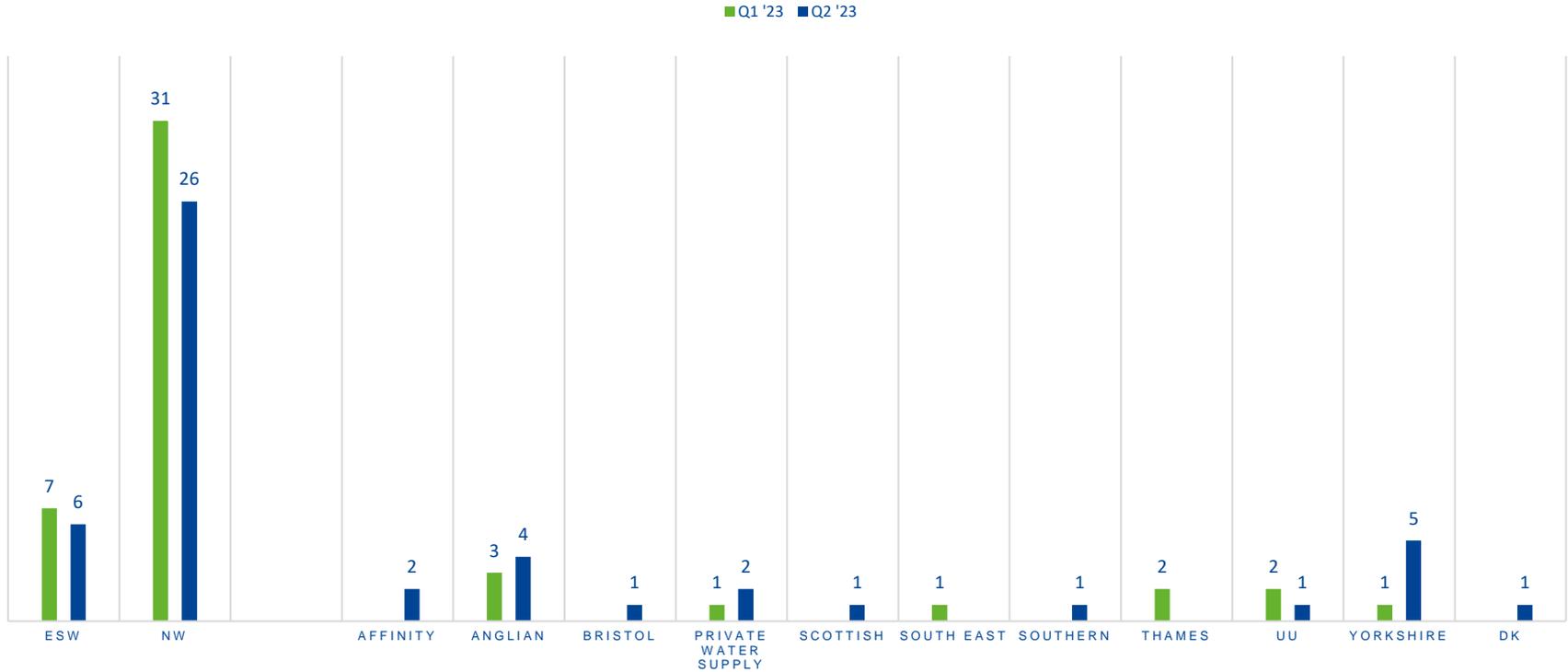
STAKEHOLDER TRACKING – Q2 '23

PREFERRED CHANNELS FOR REGULAR INFORMATION



STAKEHOLDER TRACKING – Q2 '23

DOMESTIC WATER PROVIDER



REGULATOR ONLY QUESTIONS

STAKEHOLDER TRACKING – Q2 '23

REGULATOR ONLY QUESTIONS

Three regulators were interviewed this phase, two national both from CCW (Chair and Head of Policy Delivery), and one NW from the EA (Flood and Coastal Secretariat).

- The reasons for the contact/interaction was:
 - “Informing myself of something that I needed information on.
 - Policy work we are doing.
 - I was asking for a recruitment contact for a friend.”
- Two of the regulators rated their interaction better compared to other water and sewerage companies, whilst one didn't know.
- One regulator rated their overall satisfaction compared to other water and sewerage companies as better, whilst two didn't know. The reasons given were:
 - “I take a national perspective within my job so it would be unfair to comment.
 - I only deal with Northumbrian Water.
 - They are more responsive than others.”
- Two indicated their trust was better compared to other water and sewerage companies, whilst one didn't know.

AUGUST 2023

The background features a gradient from dark blue at the top to light green at the bottom. A large, dark blue diagonal shape overlaps the bottom left. In the center-right, there are several overlapping, wavy, light green shapes that resemble stylized hills or waves. At the bottom left, there are several thin, parallel, light blue lines.