

# Highlights from the SLO Customer Satisfaction Survey

Bristol Water has carried out a customer satisfaction survey with self lay organisations (SLOs) in order to understand if the recent changes to structure and processes at Bristol Water have helped to deliver a better service. The results have shown that the customer satisfaction is lower in certain areas than expected, in particular the technical process. Bristol Water has outlined ideas it has on how improvements can be made. Thank you to everyone who took the time to complete the survey. If you have any queries please contact [bristolwatercustomer.services@bristolwater.co.uk](mailto:bristolwatercustomer.services@bristolwater.co.uk)



## Highlights

**Keeps you informed** scored highly overall with the majority of individuals saying that they are very satisfied or fairly satisfied with the way the Bristol Water keeps them informed.

**Contacting Bristol Water** through emails, telephone and face to face is considered fairly and very easy.

Half of the respondents noted that they were **very satisfied** with the services that they receive from Bristol Water.

*“No room for improvement has been noted to date. Very easy to communicate with, no issues have been established”*

## Suggestions

*“On design drawings to have a key stating what materials are required at each point (eg valve arrangement what pipework fittings are required)”*

*“Given that the majority of times the design has already been completed and has a prelim reference, why the need to resubmit paperwork. Majority of other water companies we work with do not require this which speeds up the agreement generation process. I would like this to be reviewed further.”*

*“Information does take time to be filtered through. Elements are very quick others take too long.”*

## Lowlights

Half of the respondents found the **application process** fairly difficult/neither difficult nor easy.

*“To change from requisition to self lay should be a tick box situation not another application and fee.”*

The **operational notification process** was rated lower than the other aspects of the process with most saying it is neither difficult nor easy.

*“Certainly on a par with the other incumbents we deal with.”*

One low score for **staff knowledge** brought the overall score down.

*“lots of staff changes have resulted in knowledge transition taking time to embed within the business for new staff”*

## Actions going forward

From your feedback we have been able to identify some key actions which we will develop into our strategy for making improvements to the service we offer.

There are no quick wins, but several longer term ideas including the increased use of interactive web forms and the launch of an SLO portal. We will explore these ideas further and update you again on the progress in the New Year.