

# Customer Focused Performance Summary 2023 - 2024



Leep Networks (Water)  
Ltd



leep utilities™

LNWL is a New Appointee operating in the New Appointments & Variations (NAV) market. As a small company, LNWL is not required to provide the same level of information in its returns as larger 'monopoly' companies. Nevertheless, LNWL has the same duties and responsibilities as a water and sewerage undertaker as those larger companies.

In November 2020, Ofwat published an information notice IN 20/08 Regulatory accounting guidelines 2020 – 21 (<https://www.ofwat.gov.uk/publication/in-20-08-regulatory-accounting-guidelines-2020-21/>). The Notice identified that Small Companies (NAVs) were required to produce a customer-focused performance summary, incorporating their annual return, a summary of payments made under the guaranteed standards scheme and how they have complied with the no worse off principle. Ofwat subsequently published "Regulatory reporting requirements for new appointees 2021 – 22 – Guidelines and line definitions" in December 2021 (<https://www.ofwat.gov.uk/wp-content/uploads/2021/07/Regulatory-reporting-requirements-for-new-appointees-guidelines-and-line-definitions.pdf>).

The NAV market is a commercially competitive environment, in which developers have significant choice as to which partner not only adopts the new networks but also provides a top end-user experience. Thus the competitive environment helps to drive good customer outcomes.

LNWL is committed to continuous improvement in delivery of services to our customers and to enhancing our understanding of our customer base from the point at which they join us and throughout the ongoing relationship. We recognise that as residential customers are not able to choose their supplier, we have an added duty to ensure fairness and clarity in our dealings with those customers.

### **No Worse Off**

A key principle in the NAV market is that, in the round, customers should be no worse off than if they had been served by the previous Appointee. This level of service is not restricted to pricing but encompasses other elements of service, such as, for example, provision of billing, ways to pay, compensation if things go wrong and services to vulnerable customers.

LNWL publishes Codes of Practice covering Customer Services, Leakage and Debt. These are available on our website at <https://www.leeputilities.co.uk/regulatory-statements>. We monitor our performance, recording complaints and queries. Complaints may attract payments under the Guaranteed Standards Scheme and are published on our website as our KPI performance.

Our published charges scheme demonstrates that our prices charged to customers will not exceed those in the previous appointee's area. Customers at some of our sites benefit from discounts on their standing and / or volumetric charges.

Ensuring that our codes of practice remain fit for purpose is central to our approach to maintaining our levels of service and reviews are completed periodically.

### **Guaranteed Standards**

Customers of water and sewerage companies are entitled to guaranteed minimum standards of service, as laid down by the Government in the Water Supply and Sewerage Services (Customer Service Standards) Regulations 2008. The table in Appendix 1 sets out the number of areas where Leep Networks (Water) Limited has had failures in standards performance, with the associated levels of payments made.

Of particular note is the loss of supply at a site in Horsham, RH12 which occurred following a planned reduction of supply at the Southern Water Hardham Water Treatment Works. A large area was affected by the reduction, which lasted over 24 hours. Although LNWL was not informed in advance of the works, we successfully deployed bottled water to the 635 affected premises at the site through our contract with Water Direct. At short notice we had staff on site, delivering water to customers on our Priority Service Register and offering support and information to all residents.

## **Vulnerability**

Customers may experience a wide range of factors that have an impact on their lives in terms of their ability to afford the services they require, or the way they need to receive those services, including utilities. Customers may have short or long-term illnesses or periods of unemployment that affect their income or require them to use a greater level of service than the average. There may be requirements in terms of communication, which could be language or physical barriers.

We consider it our duty to enable customers to express their needs and for us as a company to do our best to provide for those needs.

We have drafted and published our vulnerability strategy which details the services available for customers requiring extra help and details planned activities to broaden our extra help services for our customers. We are currently drafting a customer communication to be issued to all customers to raise awareness of our extra help services and encourage customers to tell us if they would benefit from this so that we can record them onto our Priority Service Register.

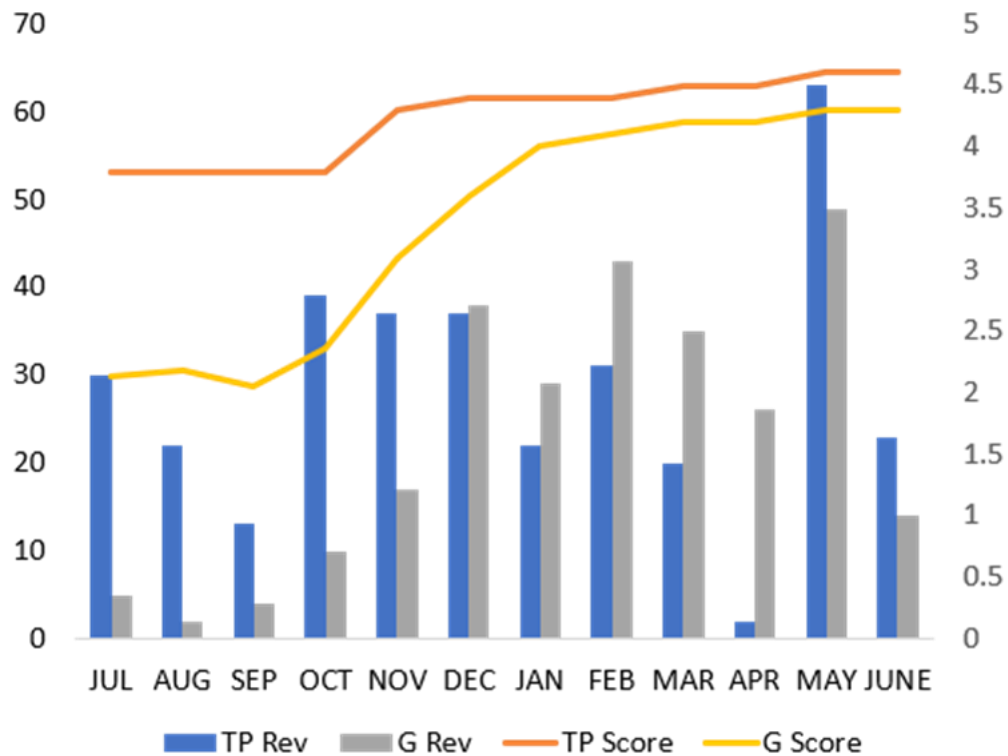
## **Complaints & Customer Satisfaction**

In preparing our return for 2023 – 24 and during subsequent internal reviews, we identified areas of improvement in the customer journey.

We have continued to maintain our complaints performance throughout a system migration and have designed and appointed a new role as Performance Improvement Lead, to utilise complaints feedback and data to improve journeys for customers. This has seen the implementation of a new Waste of Water process to ensure any issues with customer consumption are identified and rectified early to prevent customers accruing debt unnecessarily.

We restructured our teams to ensure that all customers are subject matter experts including the separation of our Energy and Water businesses to provide tailored water support and expertise to our customers who need it most. We have designed an end to end role, which allows Leep agents to support customers no matter what their query or concern, from start to finish, without the need to gather information from other teams. This has supported our “one and done” mentality and ethos to support customers on the first touchpoint.

We have actioned more tailored campaigns than ever this year and plan to drive them forward more over 2024 and 2025, including supporting customers in financial difficulty, explaining what vulnerability might look like when the water goes off, and setting up a new Customer Service standby rota to make sure that if things go wrong out of hours, we’re still there to help.



We've driven customer service standards across the team using the functionality of a new system and dedicated training plans to make sure agents are equipped to deal with the most complex of customer queries and the most challenging of situations. We encourage customers to leave honest reviews of their experience of Leep resulting in Excellent or Exceptional ratings across third party platforms - Google Reviews and TrustPilot. This year, we're aiming to gather more customer feedback by opening up more customer channels such as SMS campaigns and other online feedback tools.

## Appendix 1 – Guaranteed Standards Performance

Description of Standard	Number of failures	Total amount of compensation paid £
KEEPING OF APPOINTMENTS		
Failure to provide notice in the required form	0	£0
Failure to attend appointment on day specified	0	£0
Failure to attend appointment during the time specified	0	£0
COMPLAINTS, ACCOUNT QUERIES AND REQUESTS ABOUT PAYMENT ARRANGEMENTS		
Failure to reply to a complaint or query within 10 working days	26	£1300
Failure to reply to a request to change payment arrangements within 5 working days	0	£0
NOTICE OF INTERRUPTION OF SUPPLY		
Failure to provide at least 48 hours notice of an interruption of supply	0	£0
ENTITLEMENT TO PAYMENT OR CREDIT WHERE SUPPLY NOT RESTORED AS PROMISED		
Failure to restore supply by the time and date specified in the notice	0	£0
Failure to restore supply within 48 hours of a leak or burst	0	£0
Failure to restore supply within 12 hours	1	£44,250
PRESSURE STANDARD		
Failure to meet the pressure standard	0	£0
FLOODING FROM SEWERS - INTERNAL FLOODING OF BUILDINGS		
Number of internal sewer flooding incidents	0	£0
FLOODING FROM SEWERS - EXTERNAL FLOODING		

Number of external sewer flooding incidents	0	£0
TIMING OF PAYMENTS		
Penalty payments made	0	£0