

# Leep Networks Water Limited



## Vulnerability Strategy

July 2025



leep utilities™

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# Executive Summary

This Vulnerability Strategy outlines our commitment as a NAV to supporting customers who may be in vulnerable circumstances.

Our key commitments and offerings have been designed to align with Ofwat expectations and standards in protecting those customers that need it most.

We are committed to placing customers at the heart of our operations, and this strategy ensures we deliver fair, compassionate, and accessible services, now and in the future.

## Additional support

The Priority Services Register. We're here to support you.

We understand that life circumstances can sometimes make it harder to manage your water and sewerage services. That's why we offer extra help tailored to your needs.



# Company Background

Leep Networks (Water) Ltd (Leep) is a statutory water and sewerage provider operating in England under the New Appointments & Variations (NAV) policy.

We provide water and wastewater services to 48,441 customers across 121 discreet geographical locations, as at June 2025. As a provider of vital services to the public we work closely with the incumbent water and wastewater undertakers to maintain services for customers and recognise the importance of understanding and considering the needs of all our customers to provide support to those who need extra help.

# Our Customer Commitment

## Customer Statement

Leep are committed to identifying and supporting customers in vulnerable circumstances.

This strategy outlines the current and future services to ensure customers requiring extra help can access the support they need.

Our Priority Services Register (PSR) ensures these needs are recorded and met.

This document will be updated regularly and shared through accessible channels including our website, direct communications and customer engagement.



# Understanding Vulnerability

We are aware that vulnerable situations can vary widely and develop over time, influenced by factors such as social and economic issues. As such customers can experience situations that lead to temporary, occasional, or permanent vulnerability. This can be a changing state that needs a flexible, tailored response from us as a company.

Customers with vulnerabilities may from time to time need extra help and in such circumstances are eligible to be recorded on our Priority Service Register. Joining the Priority Services Register means customers can access a range of extra help when this is needed.

After a review of our current approach towards customer vulnerability and considering the extra help needs that may exist within our customer base, we have developed a strategy to ensure customers are able to understand the support available for them and more importantly know how to access these extra help services. The latest vulnerability strategy is accessible on our website via <https://www.leeputilities.co.uk/additional-support/>.

# Priority Service Register (PSR)

The **Priority Services Register (PSR)** is a free service for water customers who may need extra support with their water supply.

Whilst it is difficult to define vulnerability, detailed below are the circumstances where customers may need extra help though this list is not exhaustive:

- Of pensionable age;
- Are disabled;
- Have an illness which affects their day-to-day life;
- Are pregnant or live with children aged 5 and under;
- Have a mental health problem;
- Have a hearing or sight condition;
- Have a poor sense of taste or smell;
- Are unable to or have difficulties in communicating in English or Welsh;
- Have a cognitive impairment, learning disability, developmental conditions or dementia;
- Require additional showering or bathing due to a health condition;
- Have physical impairments;
- Are going through a disruptive life event, such as bereavement;
- Are living alone or isolated geographically; or
- Financial hardship





Customers on the PSR can expect to receive relevant services or service adaptations aligned to their vulnerabilities. These are likely to include:

- Delivery of alternative water supplies during an interruption;
- Knock and wait facilities (where visiting staff know to allow extra time for customers to answer the door);
- Additional communications, contact, or support around outages or incidents;
- Additional metering support or services by the company;
- Alternative communication formats such as braille, audio information, large print, etc.;
- Third party support (where a nominated trusted contact is allowed to manage a customer's account on their behalf);
- Password facilities (where staff use a password when dealing with a customer);
- Signposting to other support and services, both within and outside the company; and
- Priority contact before or during actual or potential outages to understand impact and / or ask if further support needed.

#### SUPPORT AVAILABLE THROUGH OUR PRIORITY SERVICES REGISTER (PSR)



Alternative  
Water Supplies



Knock and  
Wait Service



Password  
Protection



Third-Party  
Account  
Management



Emergency



Emergency



Signposting to



# How to Register

Customers can easily register their extra help needs on our Priority Service Register via the following methods:



<https://www.leeputilities.co.uk/additional-support/>  
<https://myaccount.leeputilities.co.uk/sign-in>



[hello@leeputilities.co.uk](mailto:hello@leeputilities.co.uk)



0300 3733540



Level 2 The Metro  
33 Trafford Rd  
Manchester  
M5 3NN

# Customer Journey

## Awareness: How we inform customers

We will proactively explore extra help needs with customers during all contacts made with us. It is important for us to identify where extra help may be needed so that we implement appropriate support.

We are committed to reviewing customer engagement to raise awareness of the extra help services available to our customers and to ensure any customer with extra help requirements are recorded on our Priority Service Register:

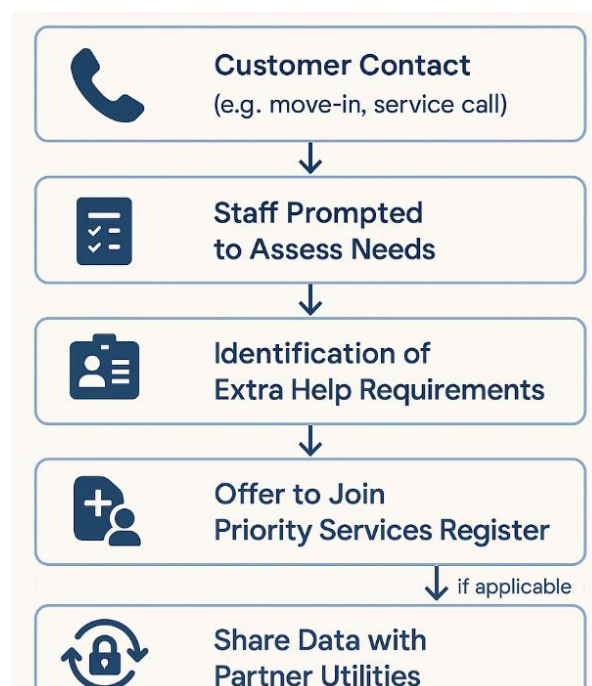
- We will signpost the information available on our bills.
- We will review opportunities to highlight the service on other forms of communications to customers
- We will continue to run annual campaigns to promote our Priority Service Register and extra help services using customers preferred communication methods i.e. Letter, Email or SMS.



## Identification: How we detect vulnerability

We are committed to proactively identifying all customers who may qualify for extra help and through our customer operations strategy we will:

- Proactively assess extra help needs during all contacts with customers
- For customers already registered on our Priority Service Register we will use any contact as an opportunity to assess any changes to extra help needs for customers to ensure our records are kept up to date. We are committed to recording the extra help services needed and plan to deliver this, and not just the needs codes.
- We are signing data sharing agreements with water incumbent companies that offer this so that where we provide 1 service and the incumbent company provides the other, we will share details of any recorded vulnerabilities and extra help needs to save the customer having the same conversation twice.
- We fully support the Multi-Utility Priority Service Register which is currently in operation between water companies and the energy industry and look forward to this service being inclusive of NAVs. We will sign up to this at the earliest opportunity to reduce the need for customers to record extra help needs with multiple companies creating a one-stop shop.



## Support

### Services Available to Customers:

**We will continue to share data where there is a need to do so in the interest of reducing burden to our customers and to keep them safe.**

We currently share data with local authorities and emergency services but only where there is a concern regarding customer wellbeing. This will always align to our Privacy Policy which is accessible on our website at <https://www.leeputilities.co.uk/privacy-policy/>

**We offer a password scheme to protect customers against bogus callers and identity checks for visits to homes so customers can feel secure.**

**We are happy to talk to customers' representatives about customers' accounts and services once customer authorisation has been provided.**

**Planned outages for essential maintenance will, where possible, be planned at a time that causes least disruption to customers registered on our Priority Services Register.**

**We will maintain communication with customers during incidents.**

During major loss of supply incidents and water quality incidents we will make reasonable efforts to contact all customers registered on our Priority Services Register to assess extra help services needed and check they are safe and well.

Regular communication will be maintained with all customers through bulletins on our website, emails and SMS to provide updates on the incident and estimated restoration times. (See Appendix 1)

**We will continue to understand the impacts of financial hardship and will provide payment flexibility.**

**Application for social tariffs can be completed through the online customer portal.**

**We will continue to provide a variety of methods in which customers can contact us including the online customer portal, website, telephone, email, by letter.**

We are currently trialing the use of WhatsApp.

## Our Commitments to do more:



**We will join the multi-utility Priority Service Register as soon as this becomes available.**

Work is underway with the regulators to introduce a one stop shop for customers so that customers do not have to contact multiple companies to register for Priority Services and extra help – they can register with their water company and this data will be shared with their energy supplier and telecoms provider.



**We are supportive of the National Social Tariff and hope this will streamline the scheme(s) available to eliminate the complexity of the tariffs available across incumbent water companies geographies so that NAVs can provide visibility of the tariffs available.**



**We are committed to understanding the segmentation and demographics of our customer base to tailor any extra needs help to our customers.**

This will be based on analysis of schemes and associated planning permission.

We are also committed to working with third parties to further explore the demographics at our sites.

## Recording

As soon as we are informed of customers requiring extra help, this will be recorded within our Priority Service Register within 3 working days.

Once registered, customers will receive written confirmation detailing the extra help services they can expect to receive.

We will comply with our privacy notice and data protection legislation in keeping this information safe and will only share this with applicable employees unless there is a wellbeing and safety concern when we may need to contact third parties like the local health authority or emergency services.

Through annual customer communications to raise awareness of our Priority Services Register and the extra help services available to customers, we will make sure customers are aware of the information we record and tell them how they can change or withdraw any such information.



## Monitoring

Customer satisfaction is important to us and is measured out of 5 stars through Trustpilot and Google Reviews where we are currently 4.8 and 4.7 respectively.

We will continue to monitor customer feedback through Trustpilot/Google Reviews highlighting areas for improvement to help us evolve our customer and vulnerability strategy.

We value feedback from customer advocate bodies and will continue to engage with the Consumer Council for Water (CCW) prior to making material changes to customer-facing policies, to share best practice and gain insight into industry innovations and/or developments.

We also seek to broaden our engagement with other customer advocates' groups like the Citizen Advice Bureau, StepChange etc. providing additional avenues to share best practice and understand what is important to or impacting our customers.

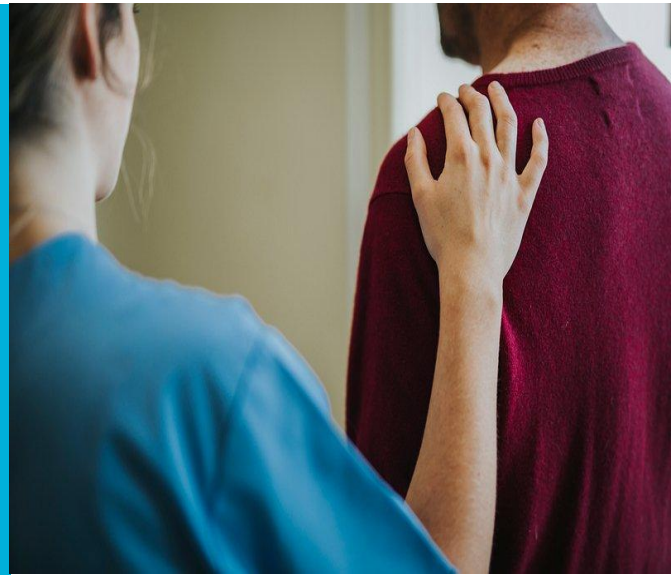




# Partnerships & Data Sharing

We understand that partnerships and data sharing agreements are beneficial to our customers.

We are committed to extending current partnerships in future.



## Current Partnerships



- We are currently working closely with South Gloucestershire Citizens Advice to improve customer awareness of Social Tariffs
- We are seeking opportunities to work with Citizens Advice from other geographical regions to increase customer awareness of extra help services

## Data Sharing



- We are progressing a data sharing agreement with Thames Water to share customers extra help needs where we supply 1 service and Thames supplies the other.
- We would like to engage with other water incumbent companies in a similar manner.

# Training & Culture

Our people are trained to identify vulnerability and extra help needs.

We are dedicated to ensuring our people have the knowledge and skills required to service customers effectively.

This includes dedicated training to identify both customer vulnerability and situations where customers may benefit from available extra help.

We are continuing to deliver training as part of our “Onboarding, Ongoing and Onwards and Upwards” training plan designed to ensure training goes beyond basic induction training, and that refreshers are completed for the entirety of the customer services team on a periodic basis.



As part of this work additional focus is to be placed on ensuring vulnerability is at the heart of what we do with senior team members to act as vulnerability champions within the team and develop subject matter expertise, working closely to develop partnerships with relevant parties.

# If We Fail to Deliver

We're committed to getting things right the first time, but if something doesn't go to plan, we'll do everything we can to put it right quickly and fairly.

At times, mistakes do happen, and should we fail to deliver the extra help services required by customers, any such failings will be recorded as a complaint where steps will be taken to address the matter.

Customers can also contact us to raise a complaint. More details on this can be found on our website <https://www.leeputilities.co.uk/making-a-complaint/>.

Where we have failed compensation will be paid aligned to our Guaranteed Standards of Service. We will also consider goodwill payments where we have failed vulnerable customers, especially if this has resulted in a detrimental impact.



# Performance & Accountability

We are committed to assessing our performance and accountabilities to vulnerable customers.

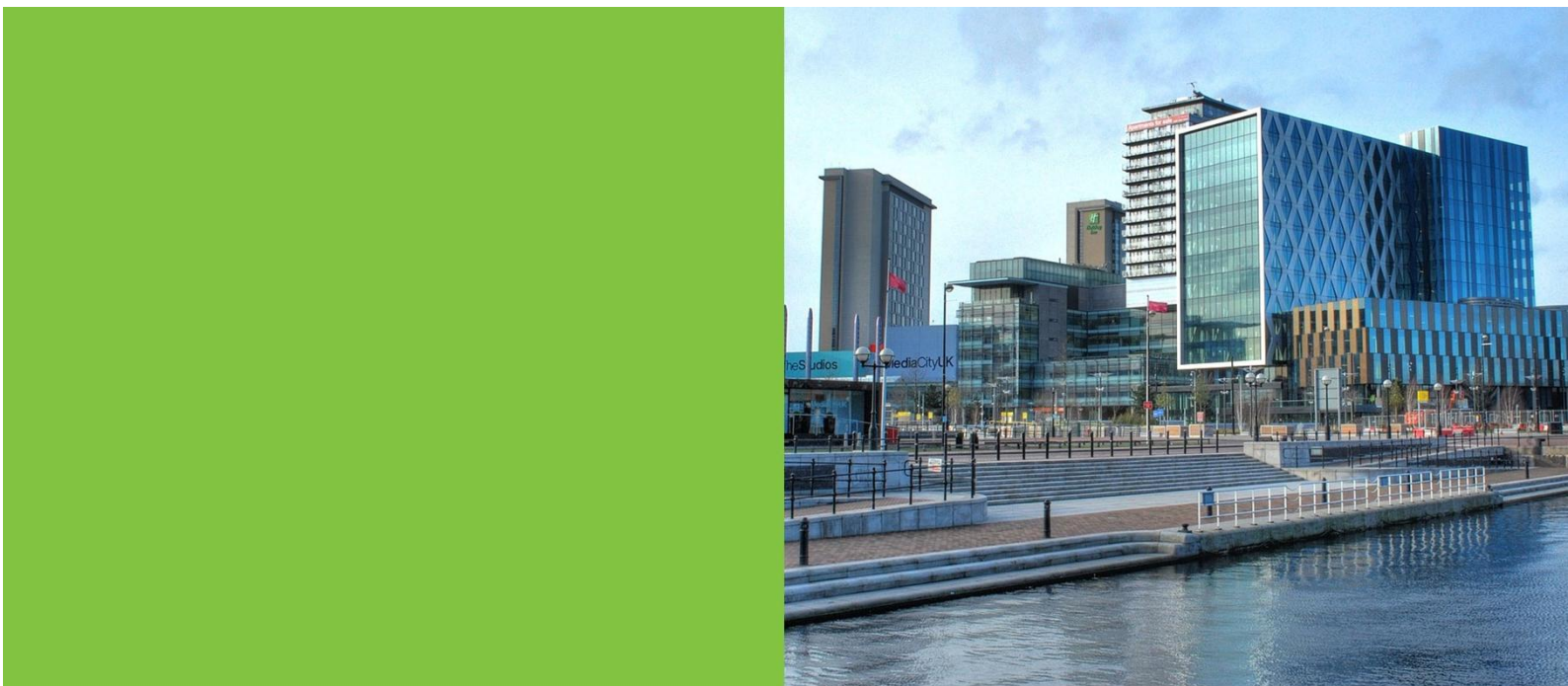
## Key Performance Indicators

We will target and monitor the following Key Performance Indicators:

- **Attempted Contact** 90% of PSR households contacted every 2 years
- **Actual Contact** Contact is to be achieved with 35% of PSR households every 2 years to reconfirm Priority Service Register eligibility and extra help needs.

## Board Oversight

Through our Annual Performance Review, compliance with our vulnerability strategy will be measured and assessed with Leep's Board of Directors to assure current performance and agree any actions required to further improve services for customers.





# Appendices

## Appendix A: Incident Response Plan

Vulnerable customers can expect to receive the following assistance during incidents that leave customers without access to their water:



### Incident Detected

(e.g. Water Outage, Boil Water Notice)

As soon as an incident is detected we will publish details of this on our website <https://www.leeputilities.co.uk/live-incidents/>



### Assessment of PSR Customers

We will quickly assess vulnerable customers recorded on our Priority Service Register to prioritise communications



### Contact with PSR Customers

We will make reasonable efforts to contact all vulnerable customers by phone, text or email.

We will prioritise contact to customers who rely on water for medical needs or have a chronic illness.



### Alternative Water Supplies

We will deliver bottled water to vulnerable customers if their water is likely to be off for 24 hours.

Where there are high risk vulnerabilities we will aim to deliver water sooner.



### Estimated Restoration of Supplies

Updates regarding the estimated time of restoration will be maintained on our website throughout a live incident.

We will communicate this information directly to vulnerable customers where this has been requested.



Post restoration of supplies, we will contact vulnerable customers to confirm supplies have been restored, check they are back on supply and are safe and well.

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