



**An Roinn Tithíochta,
Pleanála agus Rialtais Áitiúil**
Department of Housing,
Planning and Local Government



Working together to serve our customers as a regulated utility

Yvonne Harris
Head of Customer Operations

Clayton Silver Springs Hotel, Cork

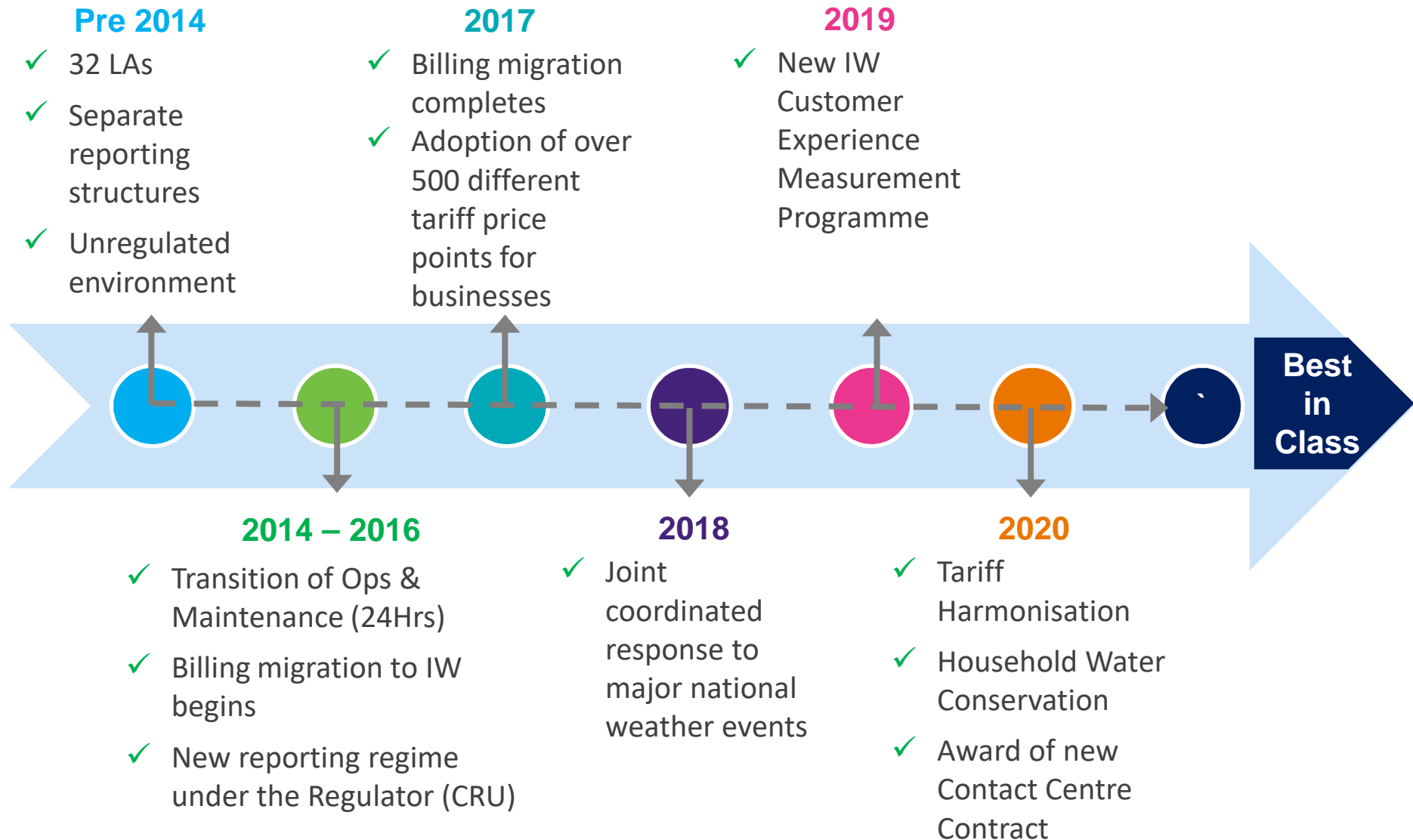
10 October 2019



1

The Journey

Working together... to nationalise our services

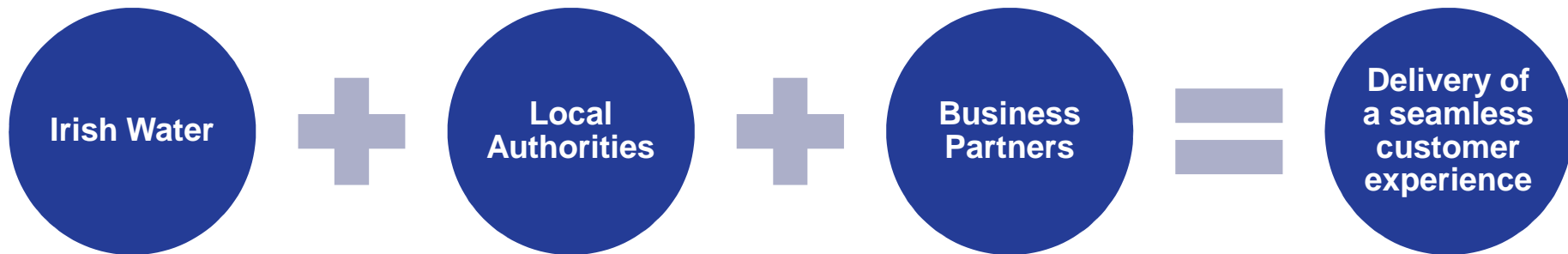


Working together... to deliver our promise



Customer Operations Mission Statement:

“Placing our customers at the heart of everything we do, we provide the highest quality of customer service, delivered with honesty, integrity and pride”



2

**Continuous
Improvement
with a
Customer
Focus**

Measuring Customer Satisfaction (CSAT)



Revised measurement approach delivers stronger and more robust direction on how to improve the Irish Water customer experience – asking the right people the right questions.



Customer Focus



Focus on Priority Customers



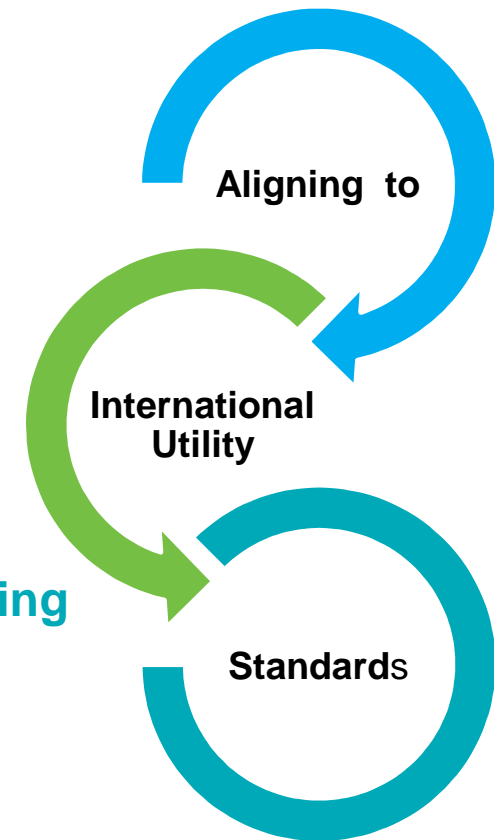
Priority Customers Journeys and Triggers



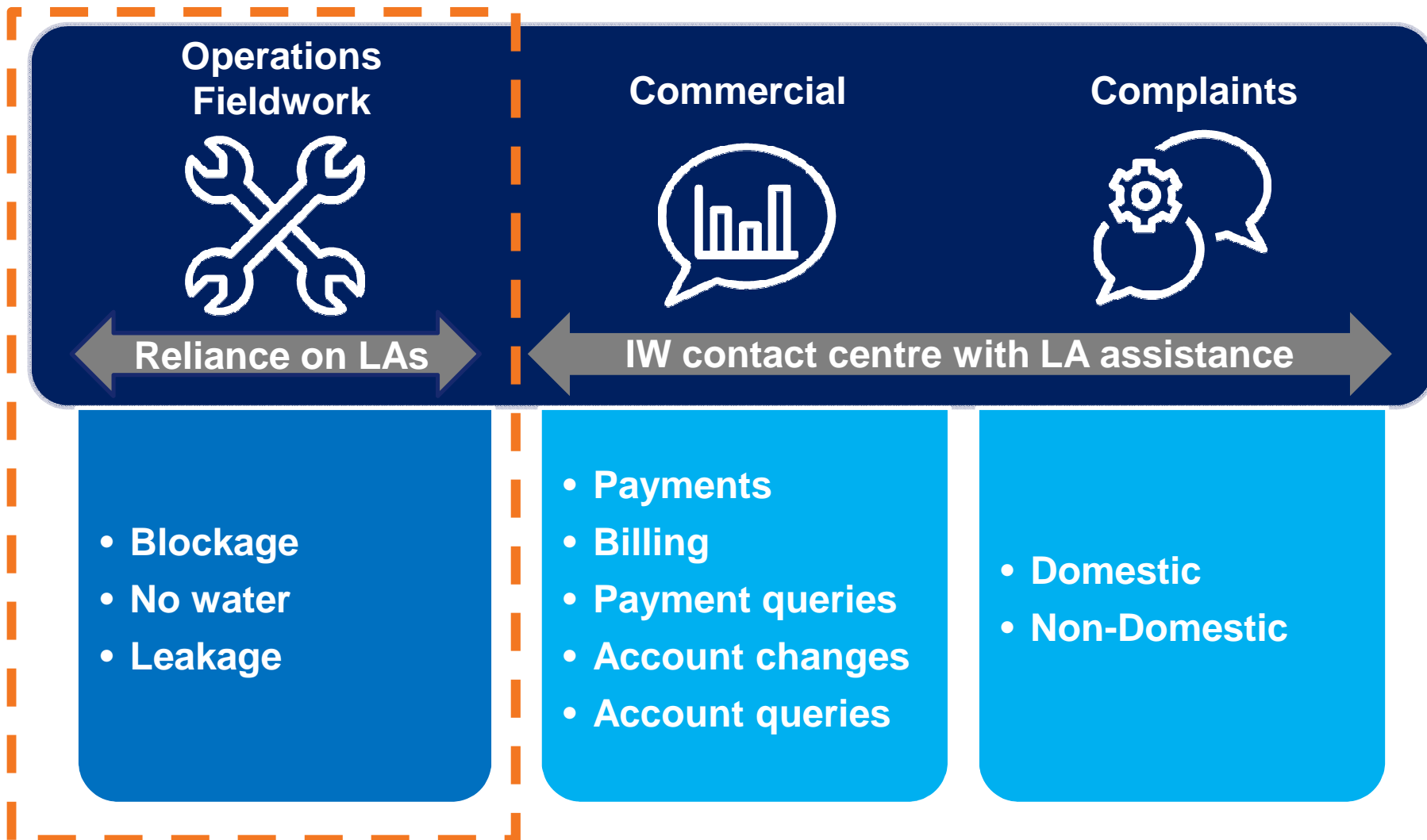
Common Metrics for Comparison and Benchmarking



CX Impact on Irish Water Sentiment



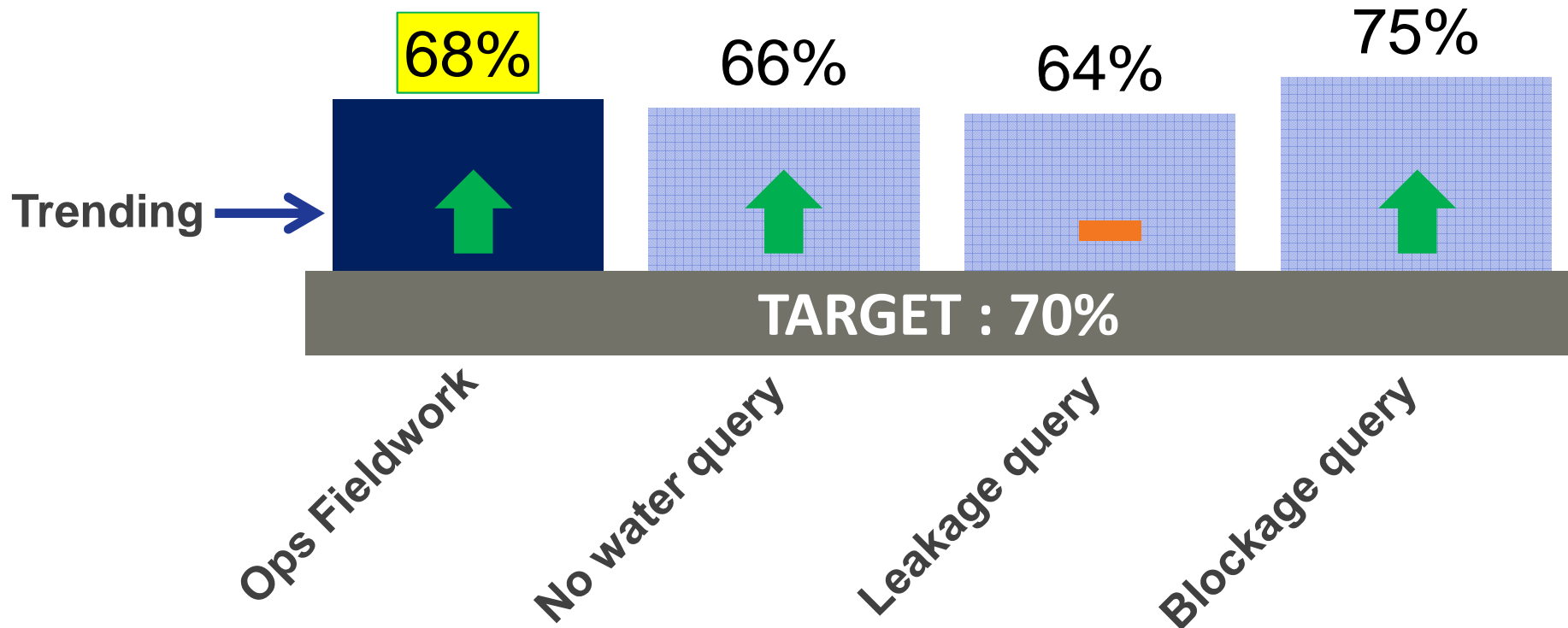
CSAT - Customer Journeys - Key Focus



CSAT – Operations Fieldwork



- Highest score since May and very close to end year target.
- Satisfaction with Engineers in “No Water” customer journey >80%

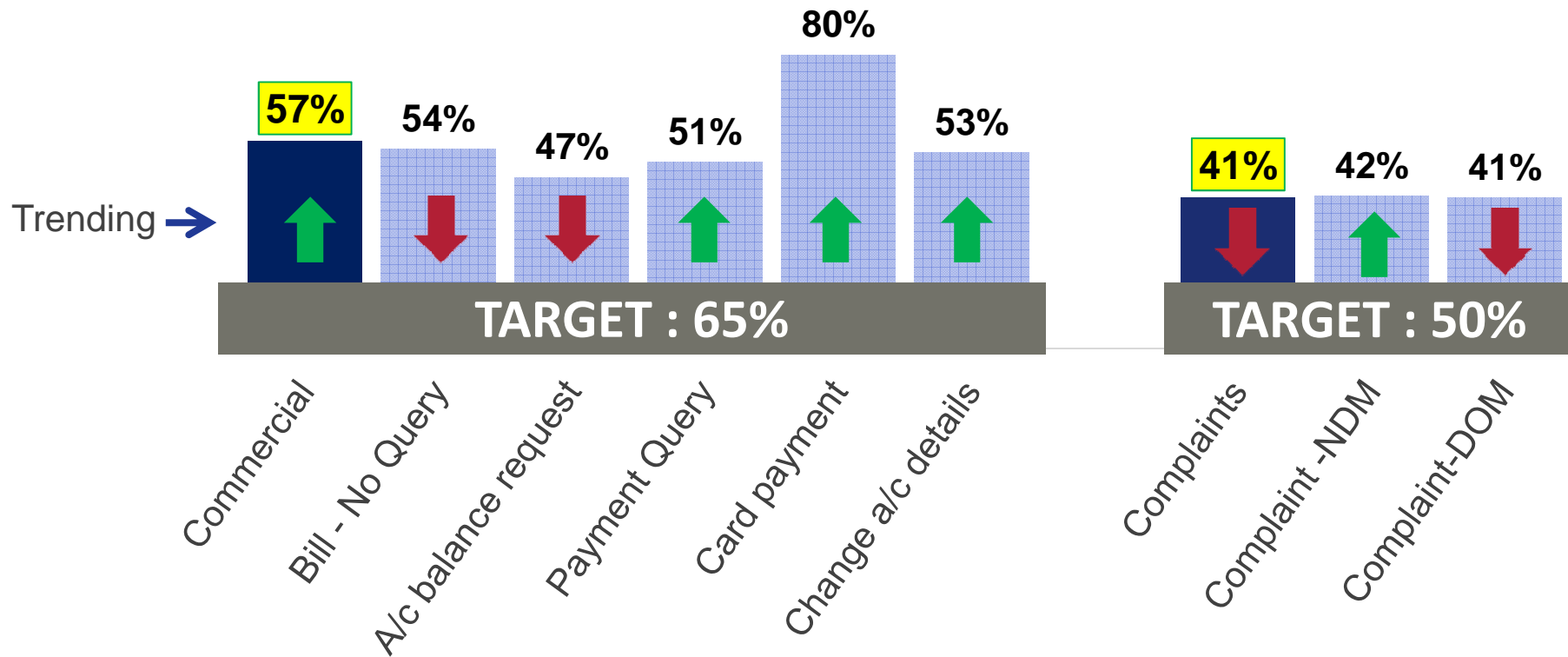


CSAT – Other Customer Journeys

WORKING TOGETHER IN OTHER AREAS

Commercial

Complaints



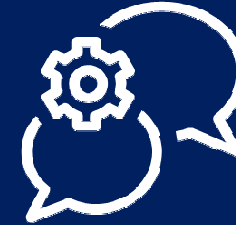
CSAT – Other Customer Journeys

WORKING
TOGETHER
IN
OTHER
AREAS

Commercial



Complaints



Prompt &
Efficient Billing

- Dependent on accurate and timely meter reads

Investigation
& Resolution

- Constant communication is key

Working together... in Tramore



3

**More
opportunities
to shine**

Working together... to extend our services



Enhanced Service Offering

24/7 national contact centre with multiple contact channels

Personalised & localised website content

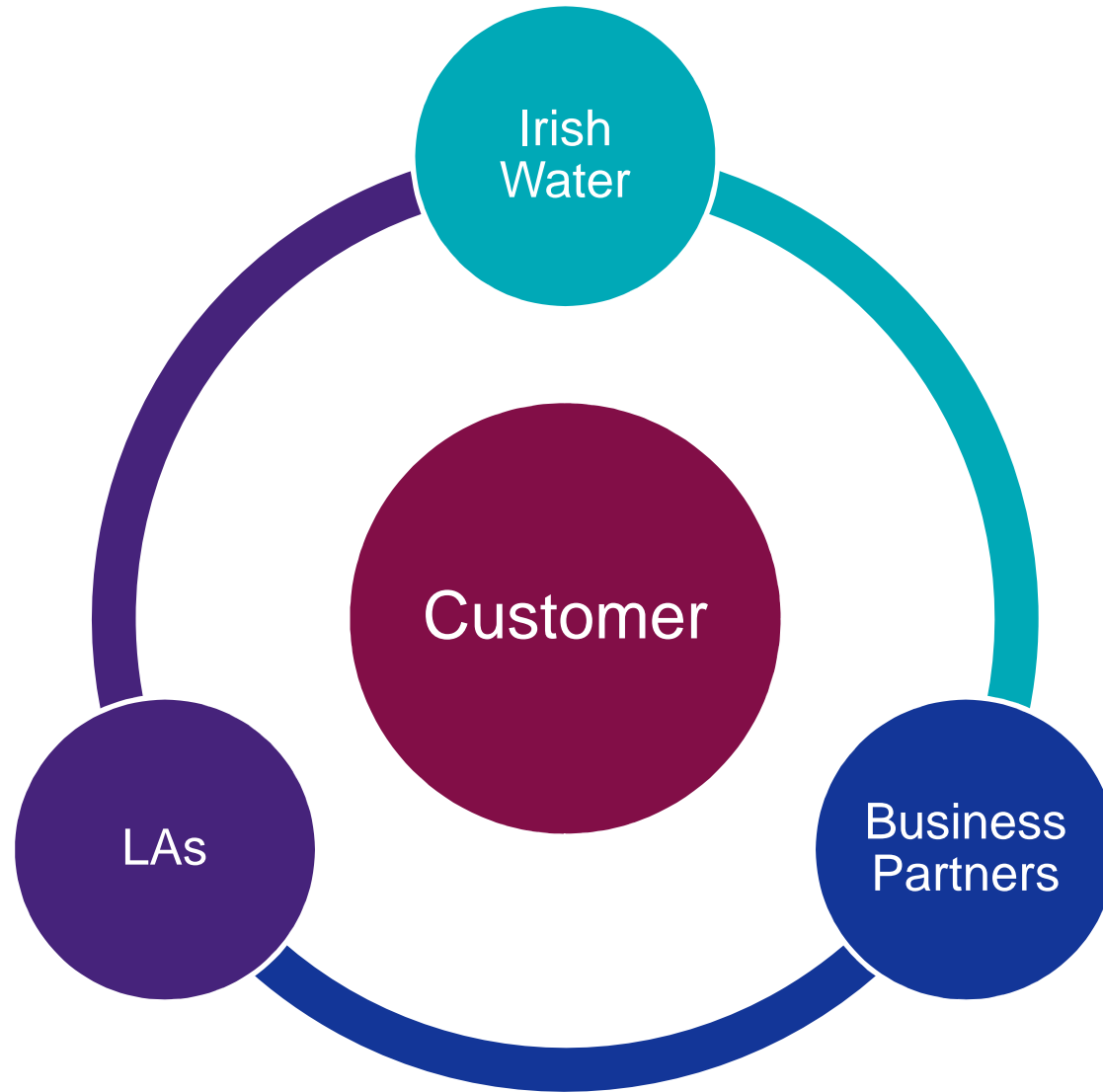
Digital strategy review to enhance customer options

Managing Change

Tariff Harmonisation

Household Water Conservation

Working together... to put the customer first





Social Sustainability

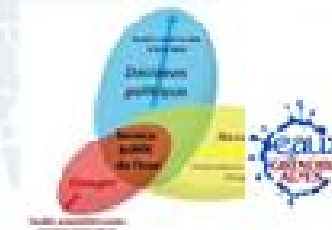
Raising awareness within the community on water issues

- *Paris 'Water Pavilion'*



Involving users in decision-making

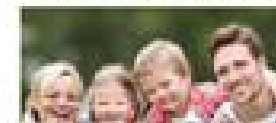
- *Grenoble 'Users Observatory'*



User-oriented services

- *Irish Water Customer Charter*
- *Mulhouse alert system for elderly people through Smart metering*

Domestic Customer Charter



Social Sustainability

User-oriented services

- Irish Water Customer Charter*
- Mulhouse alert system for elderly people through Smart metering*

User-oriented services

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Customer Charter

Thank you

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