

"IT'S FOR THEIR OWN GOOD"

Empowering customers in the water industry



Empowerment - What does it mean?

- Consultation
- Surveys
- Engagement
- Involvement
- Ownership

Consultation

- Websites
- Focus groups
- Bill inserts



Customer Surveys



Customer Surveys



Community Engagement

- Public meetings
- Displays
- Media releases
- Schools
- Site visits
- Community access



Is this the Big Society?

- “to put more power and opportunity into people’s hands”
- “power to solve the problems they face”
- “encourage people to take an active role in their communities”
- “communities with oomph ... in charge of their own destiny”

But it's for their own good ...

- Facilities are technical
- Solutions are regional
- It's a public good
- Problems are too complex
- Difficult to explain risk

Society Involvement

- Water companies don't just build and run assets
- We (try to) influence behaviour
- We set strategy
- We make policy
- We develop plans
- We choose options



Giving people power

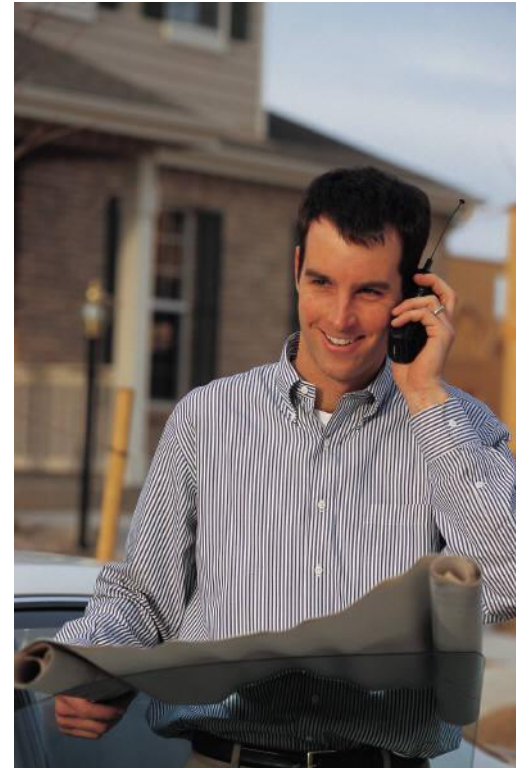


Involving customers in Price Reviews

- Voting on levels of service (US)
- Negotiated settlements (Australia, North America)
- Engagement with intermediate consumers (Transport)

Ownership

- Customer choice – competition or empowerment?
- Local treatment of wastewater & energy generation
- Locally managed solutions to flooding
- Could customers choose to run their own inset?



Thank you



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