

Service Levels



60% of customers said they would prefer to be notified about leaks and interruptions to their services via SMS or text message.

37% said they would like to be notified by social media such as Facebook or Twitter.

60% customers said that they did not want any reductions at all in service levels when asked whether they would accept a reduction in any aspect of our services.

38% wanted to be able to change their billing or account details online.

