

Stakeholder engagement

We've got a huge range of stakeholders - customers, investors, employees, shareholders, regulators, local and national government, suppliers, community and environmental organisations and the wider public. All of them are important and feedback from our stakeholders helps to inform our business strategy and reporting.

We conduct an open dialogue with groups that have an interest in our business, listening and responding to their views and concerns. We do this regularly through employee, customer and investor surveys, tracking research year-on-year. We also conduct specific research and analysis to help inform our business activity.

Due to our diverse range of stakeholders, there's a wide range of issues deemed to be important. The quality and reliability of our service to customers and our environmental impacts, particularly in response to climate change, remain significant. This year we have also seen a number of stakeholder groups interested in the development of our future five year business plan for the regulated water and wastewater business. Also important is our support for customers who are finding it increasingly difficult to pay in the current economic climate.

This year, our research has been used to inform us of the issues that are material to our stakeholders and has been addressed in our corporate reporting.