

Business Benchmarking | An introduction to the UKCSI



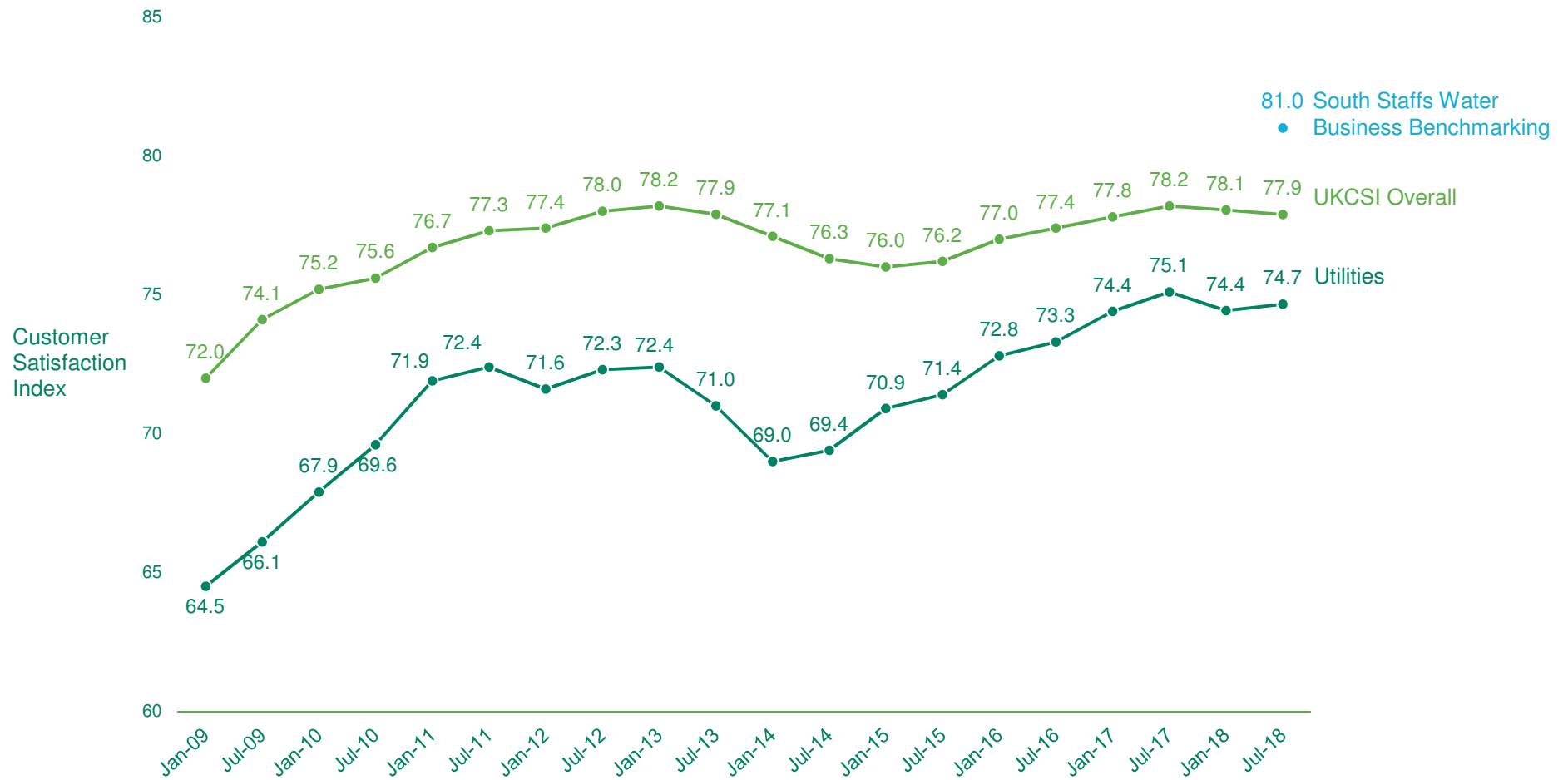
- UK's largest cross-sector customer benchmarking study
- Over 10,000 customers; 45,000 responses
- 13 sectors
- 35 metrics of customer experience
- Future customer behaviours, NPS, customer effort, right first time, trust, reputation
- Channel usage and satisfaction
- Drivers of complaints and complaint handling
- Published in January and July

A barometer of the state of customer satisfaction in the UK

158 South Staffs Water customers surveyed in July/August 2018

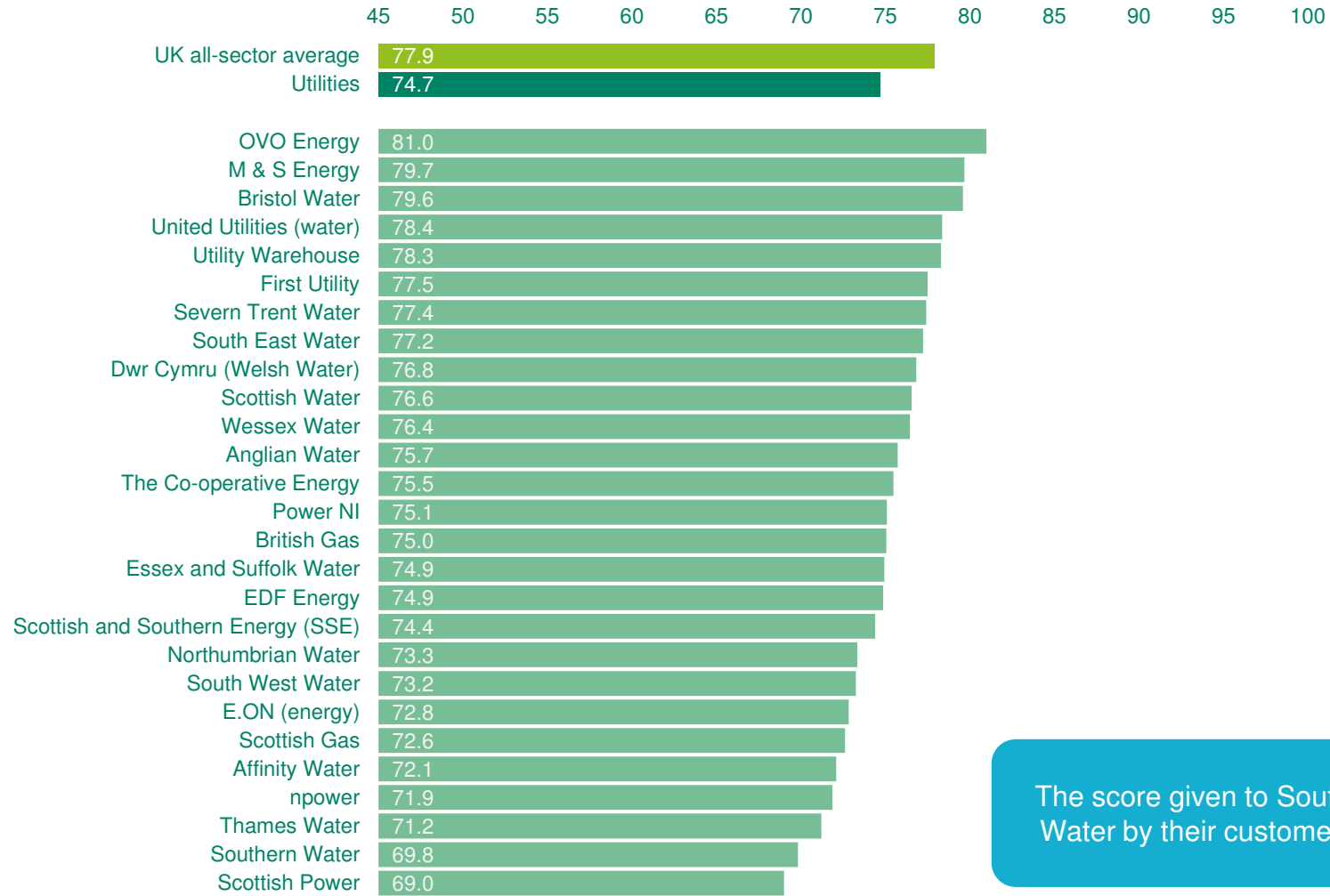
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Satisfaction trends



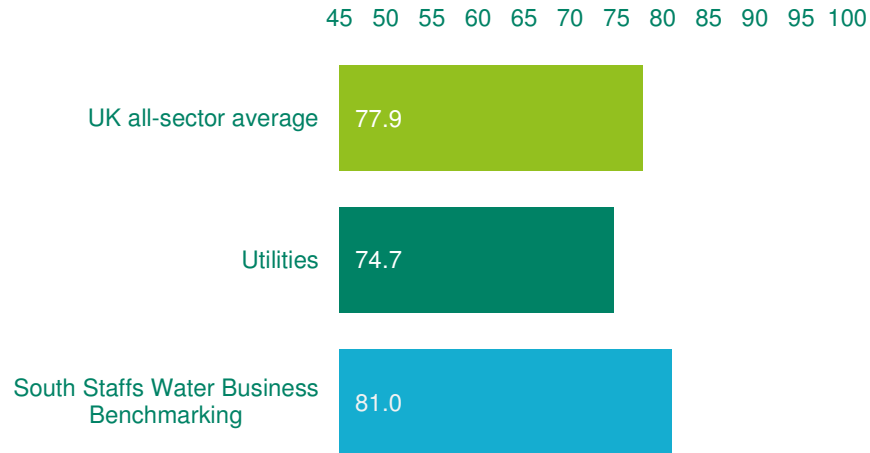
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UK Customer Satisfaction Index (UKCSI)

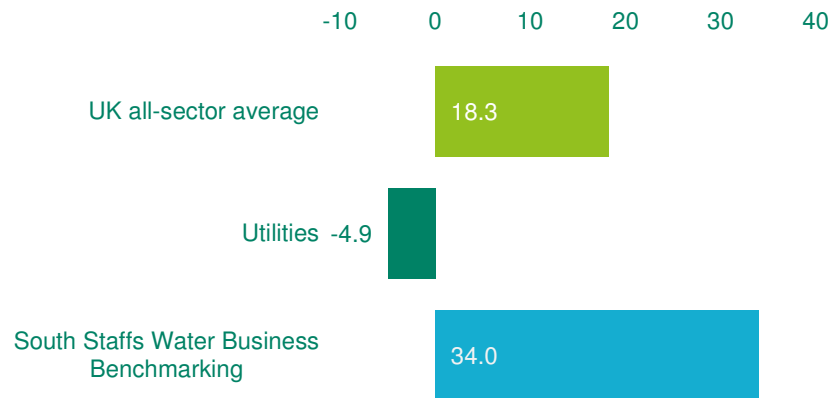


The score given to South Staffs Water by their customers: **81.0**

UK Customer Satisfaction Index (UKCSI)



Net Promoter Score



Customer Effort

