

# WE CAN HELP YOU MEET OF WATSPR19 CUSTOMER ENGAGEMENT EXPECTATIONS



## OFWAT HAS CONFIRMED

Customer Engagement will affect the price review:

*"We propose to link the quality of a company's customer engagement and the degree to which this is reflected in companies' plans directly to our assessment of business plan quality in the risk-based review."*

Customer Challenge Groups will be reviewing:

*"the quality of a company's customer engagement; and the extent to which the results of this engagement are driving decision making and are reflected in the company's plan"*

Continuous & innovative engagement is expected:

*"Customer engagement is not a one-off exercise restricted to a specific time period in the run-up to a price review."*

## OUR SERVICES



**PUBLIC & STAKEHOLDER ENGAGEMENT**



**ECONOMIC ASSESSMENT MODELS**



**STRATEGY DEVELOPMENT**



**ONLINE COMMUNITY PLATFORMS**



**RESEARCH, ANALYSIS & REPORTING**

## OUR APPROACH



**HIGH QUALITY RESEARCH**



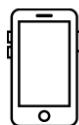
**INDEPENDENT**



**MEASURABLE ENGAGEMENT**



**CRITICAL FRIEND**



**DIGITAL BY DEFAULT**

## OUR EXPERIENCE



Thames Water PR14 engagement strategy



Anglian Water PR14 engagement & research



Affinity Water PR14 customer research & engagement



Irish national electricity network EirGrid engagement strategy 2015



Highways England strategic stakeholder engagement 2016



## LOOKING FOR A TAILORED & INNOVATIVE APPROACH?

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## ABOUT OPM GROUP

We are an independent employee-owned consultancy, skilled at consultation, engagement, research and evaluation. We are ISO 9001 and 27001 accredited for our quality and data management processes.

Our engagement team are experts in:

- Creative engagement process design
- Collaborative capacity building
- Project management
- Stakeholder and public event facilitation
- Local government engagement
- Communications and strategy support
- Robust research
- Dialogue and deliberative engagement
- Developing online communities and platforms