

CUSTOMER

Our Customers have told us what they want and we have listened

£327
England

£299
Wales

We're proud that we will continue to have the lowest bills in England and Wales

Affordability & Vulnerability

X3

We will be tripling the number of customers we help through our social tariffs...

400,000

...And helping up to 400,000 vulnerable customers via our priority services register

As well as opening up more opportunities to earn rewards

Financial ODIs discussed...

Persistent low pressure

Resolution of low pressure complaints

DMEX

CMEX