

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