

# IRELAND CUSTOMERS SATISFACTION SURVEY 2018

Thanks to your feedback about what you like and dislike, where we perform well and what we could do better, we are now taking steps to enhance the quality of our services and the way we engage with you to create the very best customer experience.

# 21

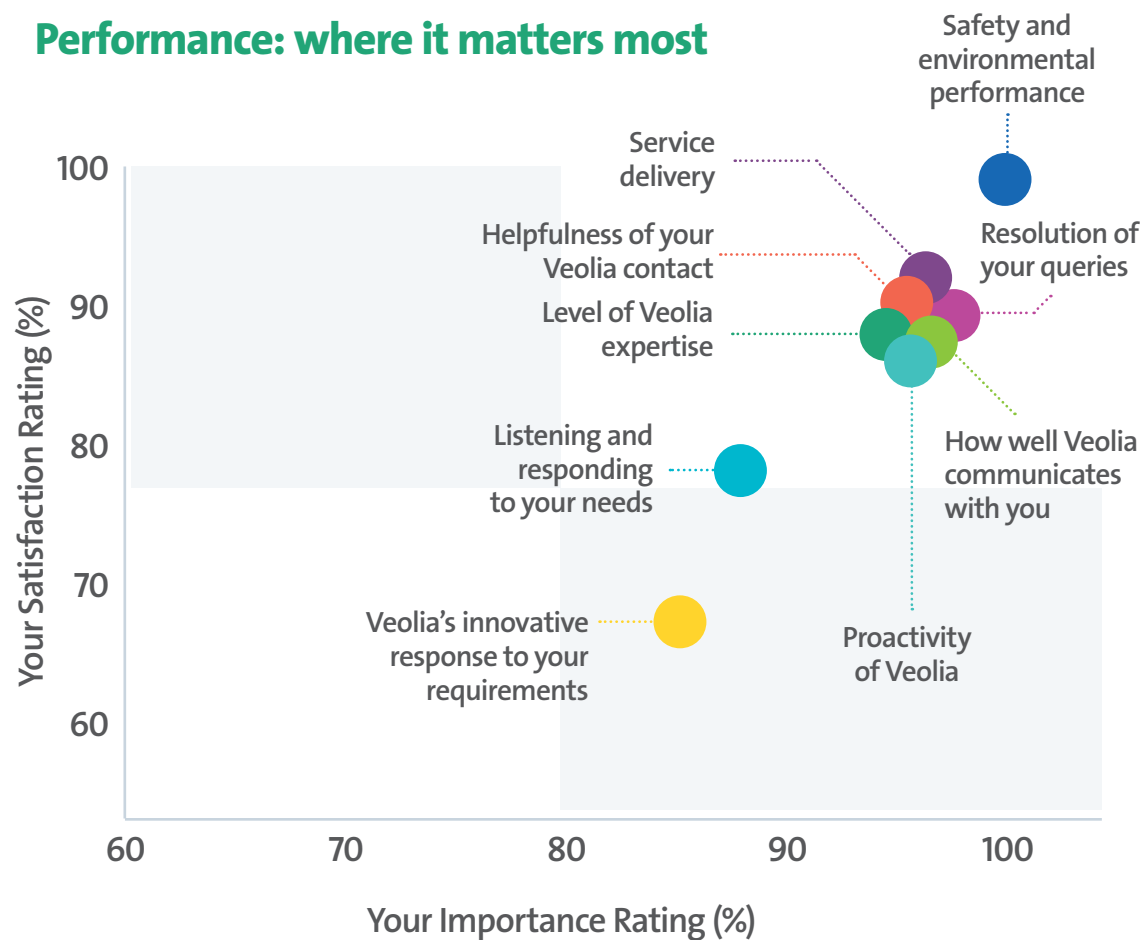
Irish customers across waste, water and energy rated our performance on a range of criteria - from our proactivity to safety and environmental performance and rate the importance of this criteria to their business.



## Key Highlights

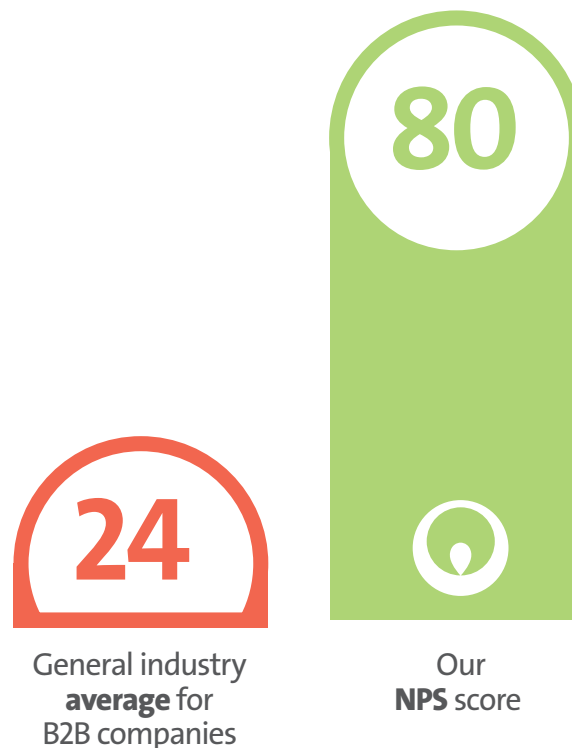


## Performance: where it matters most



## Net Promoter Score (NPS)

How did we do in 2018?



## Listening to your feedback

In the coming months you have requested we:

Become even more proactive in terms of communication

Deliver more transparency in our pricing

Continue to reduce waste and improve recycling

## What next?

While we are really pleased with the positive results from the survey, we appreciate that there is always room for improvement.

We will continue to improve our speed and flexibility when responding to issues and improving customer communication. We also continue to deliver innovative solutions to reduce waste and improve recycling.

## Need to talk to us?

Contact your Regional Director, General Manager or Contract Manager at any time. You can also email us on

**Email: [ie.info@veolia.com](mailto:ie.info@veolia.com)**

Or contact us via

**[www.veolie.ie](http://www.veolie.ie)**