

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.

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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







88%

of customers are satisfied with our Service Delivery



Safety and Performance: where it matters most environmental performance Service 100 delivery Resolution of Helpfulness of your Veolia contact your queries 90 Your Satisfaction Rating (%) Level of Veolia expertise Listening and How well Veolia responding communicates to your needs with you 70 Veolia's innovative **Proactivity** response to your of Veolia requirements 60 60 70 80 90 100 Your Importance Rating (%)



80

4

General industry **average** for B2B companies **.**

Our **NPS** score

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 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

Or contact us via

