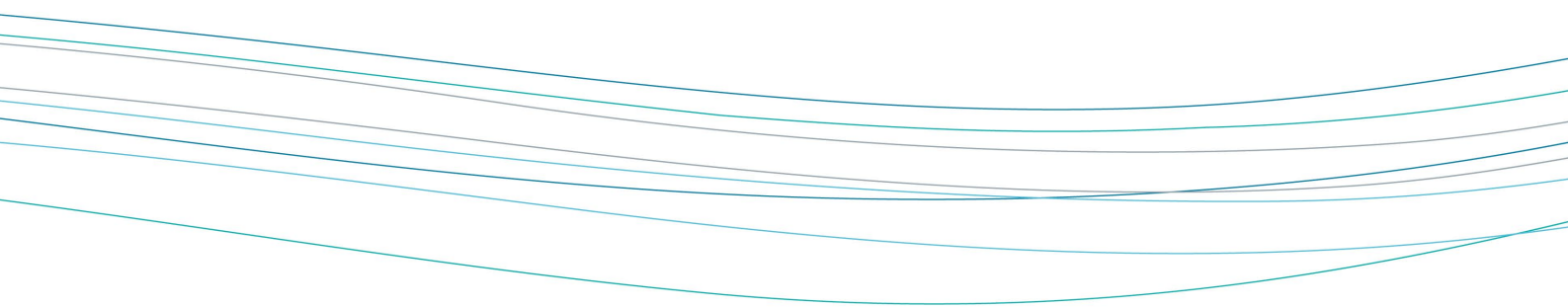


Retailer Measure of Experience (R-MeX) outputs

February 2023



Background

The Retailer Measure of Experience (R-MeX) survey evolved from a Retailer Wholesaler Group (RWG) workstream, which began in August 2018. Its purpose is to provide retailers with an opportunity to review the services received from their wholesaler(s), with the aim of improving communications and measuring wholesaler performance in a qualitative format.

This survey took place between 6 February and 3 March, and was the second of the 2022/23 financial year. The survey has been kept in the same format for easy comparison and [the questions](#) remained consistent with the previous surveys.

R-MeX responses

We received submissions from 15 of the 20 eligible retailers, one less than the previous survey. These 16 retailers account for 99.48 per cent of the supply points (SPIDs) in the market, 0.3 percentage points more than the previous survey and 97.29 per cent of the consumption, 0.28 percentage points more than the last survey.

The league table below outlines the average score received by each wholesaler reviewed, ranked by the 'Overall Service' column. There is also a second table that shows the movement of the scores received to see clearly how much or how little the scores moved in comparison to the survey issued in August 2022.

February 2023 R-MeX league table

February 2023



Rank	Wholesaler	Overall service	Speed and quality of responses to service requests	Level of communication during incidents	Quality of data maintenance and improvement	Effectiveness of systems and notifications	Level of engagement and support	Effectiveness of financial policies
1	Affinity Water (WSL)	8.67	9.00	8.18	8.50	8.75	8.83	8.09
2	United Utilities Water	8.31	8.23	8	8.15	7.38	8.62	8.08
3	South West Water	8.09	7.60	8.27	7.64	7.11	8.64	8.20
4	Portsmouth Water	8.00	8.60	7.67	7.70	8.50	8.00	7.50
5	Northumbrian Water	7.91	7.55	7.91	7.60	7.18	7.45	7.80
6	Southern Water	7.83	7.50	8.09	7.45	7.70	8.45	7.73
6	Yorkshire Water	7.83	8.25	8.33	7.64	8.33	7.75	8.09
8	Wessex Water	7.56	7.50	7.5	6.89	6.38	7.00	7.88
9	Sutton and East Surrey Water (WSL)	7.50	8.00	8	7.00	6.71	7.75	7.75
10	Anglian Water (WSL)	7.46	7.54	7.5	7.33	7.08	7.62	8.08
11	South Staffordshire Water	7.36	7.36	8.36	7.45	6.80	7.91	7.80
12	Bristol Water (WSL)	7.10	7.70	7.6	7.00	7.22	7.00	7.89
13	Thames Water	7.08	6.75	7.27	6.92	7.92	7.83	7.00
14	Severn Trent Water	6.38	6.15	7.36	6.58	6.75	6.69	6.50
15	South East Water	6.12	6.75	8	7.00	6.62	6.62	7.50
Total		7.55	7.63	7.87	7.39	7.36	7.74	7.73

Comparison against previous survey results

Variation February 2023 v August 2022



Rank	Wholesaler	Overall service	Speed and quality of responses to service requests	Level of communication during incidents	Quality of data maintenance and improvement	Effectiveness of systems and notifications	Level of engagement and support	Effectiveness of financial policies
=	Affinity Water (WSL)	+0.17	+0.09	-0.22	+0.40	+0.42	-0.08	-0.01
+1	United Utilities Water	+0.46	+0.69	+0.77	+0.15	+0.92	+0.85	-0.34
+3	South West Water	+0.36	+0.30	+0.37	+0.04	+0.21	+0.64	+0.11
-2	Portsmouth Water	+0.11	+0.27	-0.11	+0.20	+0.17	-0.44	-0.50
+3	Northumbrian Water	+0.27	+0.37	+0.18	+0.33	+0.73	-0.37	-0.50
+5	Southern Water	+0.53	+0.30	+0.09	+0.34	+0.90	+0.65	+0.43
-1	Yorkshire Water	+0.06	+0.48	+0.58	+0.33	+0.56	-0.33	+0.26
-1	Wessex Water	-0.11	-0.12	-0.12	-0.11	-0.12	-0.33	-0.01
+1	Sutton and East Surrey Water (WSL)	-0.06	+0.11	+0.12	-0.25	-0.07	+0.13	+0.31
-1	Anglian Water (WSL)	-0.16	+0.16	-0.08	-0.09	-0.30	-0.23	-0.09
+1	South Staffordshire Water	+0.19	-0.14	+0.18	+0.25	-0.37	+0.18	-0.47
-8	Bristol Water (WSL)	-0.72	-0.40	-0.58	-0.50	+0.22	-1.27	-0.61
+1	Thames Water	+0.29	+0.68	+0.73	+0.35	+0.75	+0.62	=
+1	Severn Trent Water	+0.38	+0.48	+0.07	+0.37	+0.18	+0.02	-0.07
-2	South East Water	-0.88	-0.50	+0.12	=	+0.50	-0.88	+0.06
	Total	+0.06	+0.18	+0.14	+0.12	+0.31	-0.06	-0.09

We congratulate Affinity Water who remain at the top of the league tables for the fourth consecutive survey, and who continue to make improvements to its scores in four of the service areas. Of the 15 wholesalers, eight made improvements to their rating in all service areas compared to four in the previous survey. These eight wholesalers are United Utilities Water, South West Water, Northumbrian Water, Southern Water, Sutton and East Surrey Water, South Staffordshire Water, Thames Water and Severn Trent Water.

This year, most scores have increased by small increments, with no increases higher than one point. The largest increase was for United Utilities Water who saw an increase of 0.92 for 'Effectiveness of systems and notifications'. This service area consequently saw the second biggest increase of 0.90 for Southern Water and increased by the most (0.31) for the whole market.

Last year, we commended all wholesalers for scoring above six across the table. This year, all wholesalers remain above six with most scoring above seven. Affinity Water hold the highest score of 9.00 for 'Speed and quality of responses to service requests'.

There was not a significant amount of movement in the wholesaler positions this year, with most wholesalers only moving by one or two places. Bristol Water saw a drop of eight places to 12th position, coupled by a reduction of ratings across all but one service areas. Bristol Water also saw two of the three largest decreases in the table. The largest decrease was their rating of 1.27 against 'Level of engagement and support' and the third largest decrease was of 0.72 against 'Overall service'. South East Water received the second largest decreases in the table of 0.88 against both 'Overall service' and 'Level of engagement and support'.

Southern Water moved up by five places to joint 6th and both Northumbrian Water and South West Water increased by three places to 5th and 3rd position respectively. South West Water, Southern Water and Thames Water were the only wholesalers who increased or remained the same across all service areas.

Next steps

The individual results and written feedback was shared with wholesalers earlier this month. We urge all wholesalers to use these responses to action the necessary improvements within their organisations. We are keen to work with all wholesalers in the lead up to the next R-MeX survey in August 2023 to understand how and where they are planning to use the feedback to make improvements. MOSL will work with the wholesalers who saw large decreases in their scores to understand the reasons behind these and what plans they are putting in place to improve. MOSL will also review any feedback received on the survey to make improvements as required.