



Thames Water

5 year plan from 2020

Every five years, Thames Water produce a new, updated business plan. As they put it, 'what our customers want defines what we do' – so it's crucial for them to ensure these key, strategic decisions are informed by feedback from customers.

Thames Water adopted [Citizen Space](#) to allow them to conduct regular consultations, at scale, with their customers, online. It gives them a simple way to build, publish, manage, analyse and report on digital surveys and consultations, even with tens of thousands of respondents.

"Feedback from our customers and stakeholders is really important. Our plan looks at how we supply water to our nine million customers so it's vital we get it spot on. That's why we've revised the parts of plan based on the feedback we've already had and now want to hear more on the changes we've made."

Head of Environmental Regulation, Thames Water