|  |  |  |
| --- | --- | --- |
| **Service** | **Date** | **No. of recommendations** |
| Consumer Contacts 2021 | April 2021 | 4 |
| Drinking Water Events Reporting | May 2020 | 18 |
| Competent Operator Training | October 2020 | 10 |
| Scrutiny of Customer Contacts | August 2018 | 6 |

Summary of Customer Contact related audit from 2018-2022