



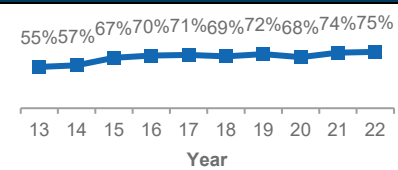
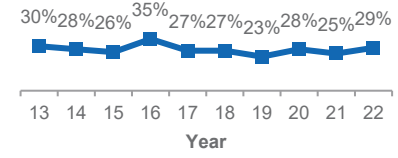
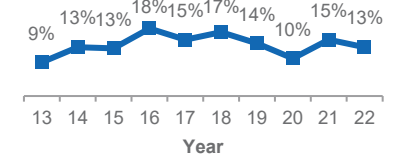
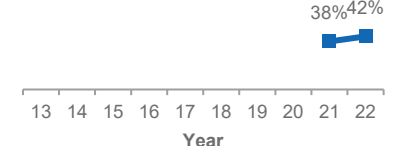
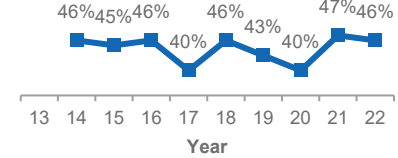
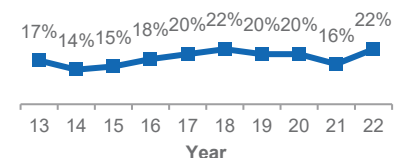
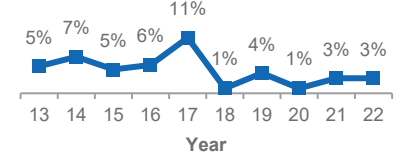
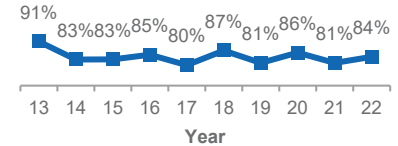
Dŵr Cymru
Welsh Water

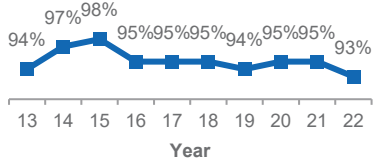
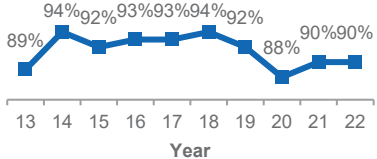
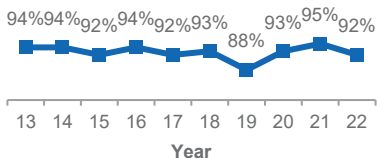
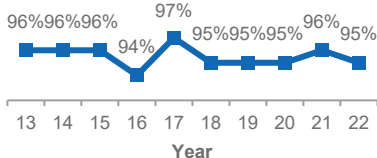
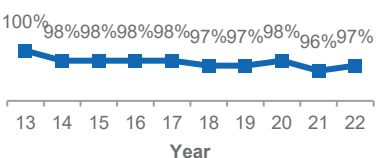
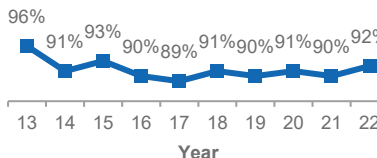
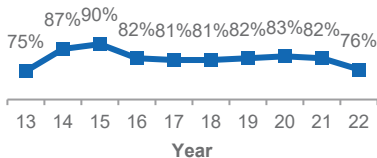
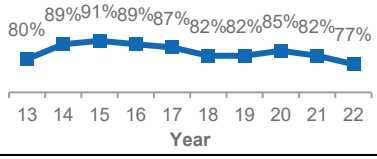
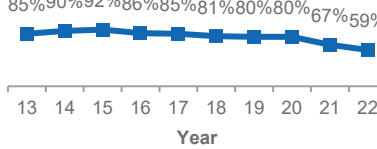
CCW Research Report Water Matters 2022

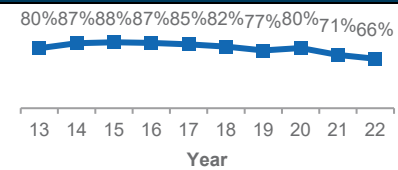
Summary of Research Findings for Dŵr Cymru/Welsh Water



Results for Welsh Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Satisfaction with water and sewerage services																									
Overall satisfaction with water supply (Sample size: 400) ²	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>96%</td><td>95%</td><td>99%</td><td>96%</td><td>96%</td><td>94%</td><td>94%</td><td>96%</td><td>93%</td><td>95%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	96%	95%	99%	96%	96%	94%	94%	96%	93%	95%	98% to 83% Average: 92%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	96%	95%	99%	96%	96%	94%	94%	96%	93%	95%															
Overall satisfaction with sewerage services (Sample size: 364)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>91%</td><td>95%</td><td>96%</td><td>93%</td><td>92%</td><td>90%</td><td>85%</td><td>88%</td><td>86%</td><td>85%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	91%	95%	96%	93%	92%	90%	85%	88%	86%	85%	87% to 62% Average: 80%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	91%	95%	96%	93%	92%	90%	85%	88%	86%	85%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 396)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>81%</td><td>75%</td><td>82%</td><td>78%</td><td>82%</td><td>82%</td><td>77%</td><td>79%</td><td>79%</td><td>81%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	81%	75%	82%	78%	82%	82%	77%	79%	79%	81%	86% to 67% Average: 75%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	81%	75%	82%	78%	82%	82%	77%	79%	79%	81%															
Satisfied with value for money of sewerage services (Sample size: 360)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>83%</td><td>76%</td><td>83%</td><td>81%</td><td>84%</td><td>83%</td><td>79%</td><td>81%</td><td>84%</td><td>84%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	83%	76%	83%	81%	84%	83%	79%	81%	84%	84%	84% to 64% Average: 79%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	83%	76%	83%	81%	84%	83%	79%	81%	84%	84%															
Views on fairness and affordability of charges																									
Agree water and sewerage charges are affordable (Sample size: 395)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>70%</td><td>75%</td><td>73%</td><td>78%</td><td>74%</td><td>77%</td><td>74%</td><td>83%</td><td>77%</td><td>77%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	70%	75%	73%	78%	74%	77%	74%	83%	77%	77%	85% to 68% Average: 76%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	70%	75%	73%	78%	74%	77%	74%	83%	77%	77%															
Agree charges are fair (Sample size: 388)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>59%</td><td>67%</td><td>63%</td><td>70%</td><td>64%</td><td>71%</td><td>66%</td><td>72%</td><td>62%</td><td>62%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	59%	67%	63%	70%	64%	71%	66%	72%	62%	62%	76% to 53% Average: 65%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	59%	67%	63%	70%	64%	71%	66%	72%	62%	62%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 381)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>71%</td><td>78%</td><td>78%</td><td>76%</td><td>79%</td><td>79%</td><td>75%</td><td>81%</td><td>72%</td><td>76%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	71%	78%	78%	76%	79%	79%	75%	81%	72%	76%	76% to 49% Average: 66%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	71%	78%	78%	76%	79%	79%	75%	81%	72%	76%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 395)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Mean Score</th><td>7.69</td><td>8.03</td><td>8.06</td><td>7.93</td><td>8.15</td><td>8.20</td><td>7.95</td><td>8.30</td><td>7.75</td><td>7.74</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Mean Score	7.69	8.03	8.06	7.93	8.15	8.20	7.95	8.30	7.75	7.74	7.81 to 6.26 Average: 7.27	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Mean Score	7.69	8.03	8.06	7.93	8.15	8.20	7.95	8.30	7.75	7.74															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 393)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>64%</td><td>77%</td><td>68%</td><td>68%</td><td>76%</td><td>68%</td><td>78%</td><td>77%</td><td>67%</td><td>74%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	64%	77%	68%	68%	76%	68%	78%	77%	67%	74%	76% to 67% Average: 71%	Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	64%	77%	68%	68%	76%	68%	78%	77%	67%	74%															

Results for Welsh Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Aware of free meter option (Sample size: 234*) ³	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>55%</td><td>57%</td><td>67%</td><td>70%</td><td>71%</td><td>69%</td><td>72%</td><td>68%</td><td>74%</td><td>75%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	55%	57%	67%	70%	71%	69%	72%	68%	74%	75%	76% to 47% Average: 64%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	55%	57%	67%	70%	71%	69%	72%	68%	74%	75%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 233*) ³	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>30%</td><td>28%</td><td>26%</td><td>35%</td><td>27%</td><td>27%</td><td>23%</td><td>28%</td><td>25%</td><td>29%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	30%	28%	26%	35%	27%	27%	23%	28%	25%	29%	37% to 10% Average: 23%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	30%	28%	26%	35%	27%	27%	23%	28%	25%	29%															
Aware of Welsh Water Assist (Sample size: 400*)	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>9%</td><td>13%</td><td>13%</td><td>18%</td><td>15%</td><td>17%</td><td>14%</td><td>10%</td><td>15%</td><td>13%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	9%	13%	13%	18%	15%	17%	14%	10%	15%	13%	17% to 9% Average: 12%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	9%	13%	13%	18%	15%	17%	14%	10%	15%	13%															
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 400*) ⁴	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>38%</td><td>42%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage									38%	42%	50% to 32% Average: 37%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage									38%	42%															
Aware of Priority Services (Sample size: 400*) ⁵	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td></td><td>46%</td><td>45%</td><td>46%</td><td>40%</td><td>46%</td><td>43%</td><td>40%</td><td>47%</td><td>46%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage		46%	45%	46%	40%	46%	43%	40%	47%	46%	54% to 39% Average: 48%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage		46%	45%	46%	40%	46%	43%	40%	47%	46%															
Contact																									
Contacted water company with query in last 12 months (Sample size: 399*)	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>17%</td><td>14%</td><td>15%</td><td>18%</td><td>20%</td><td>22%</td><td>20%</td><td>20%</td><td>16%</td><td>22%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	17%	14%	15%	18%	20%	22%	20%	20%	16%	22%	26% to 15% Average: 23%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	17%	14%	15%	18%	20%	22%	20%	20%	16%	22%															
Reason for contacting water company was to complain (Sample size: 87 who made contact)	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>5%</td><td>7%</td><td>5%</td><td>6%</td><td>11%</td><td>1%</td><td>4%</td><td>1%</td><td>3%</td><td>3%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	5%	7%	5%	6%	11%	1%	4%	1%	3%	3%	7% to 0% Average: 3%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	5%	7%	5%	6%	11%	1%	4%	1%	3%	3%															
Satisfaction with way query handled (Sample size: 87 who made contact)	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>91%</td><td>83%</td><td>83%</td><td>85%</td><td>80%</td><td>87%</td><td>81%</td><td>86%</td><td>81%</td><td>84%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	91%	83%	83%	85%	80%	87%	81%	86%	81%	84%	93% to 65% Average: 77%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	91%	83%	83%	85%	80%	87%	81%	86%	81%	84%															

Results for Welsh Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 398)	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>94%</td><td>97%</td><td>98%</td><td>95%</td><td>95%</td><td>95%</td><td>94%</td><td>95%</td><td>95%</td><td>93%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	94%	97%	98%	95%	95%	95%	94%	95%	95%	93%	97% to 90% Average: 93%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	94%	97%	98%	95%	95%	95%	94%	95%	95%	93%															
Satisfied with taste and smell (Sample size: 393)	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>89%</td><td>94%</td><td>92%</td><td>93%</td><td>93%</td><td>94%</td><td>92%</td><td>88%</td><td>90%</td><td>90%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	89%	94%	92%	93%	93%	94%	92%	88%	90%	90%	93% to 79% Average: 87%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	89%	94%	92%	93%	93%	94%	92%	88%	90%	90%															
Satisfied with hardness/softness (Sample size: 390)	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>94%</td><td>94%</td><td>92%</td><td>94%</td><td>92%</td><td>93%</td><td>88%</td><td>93%</td><td>95%</td><td>92%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	94%	94%	92%	94%	92%	93%	88%	93%	95%	92%	92% to 46% Average: 69%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	94%	94%	92%	94%	92%	93%	88%	93%	95%	92%															
Satisfied with safety (Sample size: 390)	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>96%</td><td>96%</td><td>96%</td><td>94%</td><td>97%</td><td>95%</td><td>95%</td><td>95%</td><td>96%</td><td>95%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	96%	96%	96%	94%	97%	95%	95%	95%	96%	95%	95% to 84% Average: 91%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	96%	96%	96%	94%	97%	95%	95%	95%	96%	95%															
Satisfied with reliability of supply (Sample size: 399)	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>100%</td><td>98%</td><td>98%</td><td>98%</td><td>98%</td><td>97%</td><td>97%</td><td>98%</td><td>96%</td><td>97%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	100%	98%	98%	98%	98%	97%	97%	98%	96%	97%	100% to 91% Average: 95%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	100%	98%	98%	98%	98%	97%	97%	98%	96%	97%															
Satisfied with water pressure (Sample size: 399)	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>96%</td><td>91%</td><td>93%</td><td>90%</td><td>89%</td><td>91%</td><td>90%</td><td>91%</td><td>90%</td><td>92%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	96%	91%	93%	90%	89%	91%	90%	91%	90%	92%	96% to 84% Average: 88%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	96%	91%	93%	90%	89%	91%	90%	91%	90%	92%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 274)	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>75%</td><td>87%</td><td>90%</td><td>82%</td><td>81%</td><td>81%</td><td>82%</td><td>83%</td><td>82%</td><td>76%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	75%	87%	90%	82%	81%	81%	82%	83%	82%	76%	82% to 64% Average: 74%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	75%	87%	90%	82%	81%	81%	82%	83%	82%	76%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 299)	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>80%</td><td>89%</td><td>91%</td><td>89%</td><td>87%</td><td>82%</td><td>82%</td><td>85%</td><td>82%</td><td>77%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	80%	89%	91%	89%	87%	82%	82%	85%	82%	77%	81% to 61% Average: 75%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	80%	89%	91%	89%	87%	82%	82%	85%	82%	77%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 282)	 <table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>85%</td><td>90%</td><td>92%</td><td>86%</td><td>85%</td><td>81%</td><td>80%</td><td>80%</td><td>67%</td><td>59%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	85%	90%	92%	86%	85%	81%	80%	80%	67%	59%	69% to 32% Average: 57%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	85%	90%	92%	86%	85%	81%	80%	80%	67%	59%															

Results for Welsh Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Satisfied with company actions to minimise sewer flooding (Sample size: 296)	 <table border="1"> <caption>Percentage of household customers satisfied with company actions to minimise sewer flooding (2013-2022)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2013</td><td>80%</td></tr> <tr><td>2014</td><td>87%</td></tr> <tr><td>2015</td><td>88%</td></tr> <tr><td>2016</td><td>87%</td></tr> <tr><td>2017</td><td>85%</td></tr> <tr><td>2018</td><td>82%</td></tr> <tr><td>2019</td><td>77%</td></tr> <tr><td>2020</td><td>80%</td></tr> <tr><td>2021</td><td>71%</td></tr> <tr><td>2022</td><td>66%</td></tr> </tbody> </table>	Year	Percentage	2013	80%	2014	87%	2015	88%	2016	87%	2017	85%	2018	82%	2019	77%	2020	80%	2021	71%	2022	66%	73% to 47% Average: 63%	
Year	Percentage																								
2013	80%																								
2014	87%																								
2015	88%																								
2016	87%																								
2017	85%																								
2018	82%																								
2019	77%																								
2020	80%																								
2021	71%																								
2022	66%																								

Sample Profile

Regional sample profile for Welsh Water	(Sample size: 400*)
Gender	
Male	41%
Female	60%
Age	
18-29	2%
30-44	12%
45-59	37%
60-74	32%
75+	18%
SEC	
Higher managerial, administrative & professional occupations	51%
Intermediate occupations	17%
Routine & manual occupations	24%
Never worked and long-term unemployed/full-time students	7%
Refused	1%
Water meter	
Proportion having a water meter	41%

- Statistical reliability on sample size of 400 is +/- 4.72%

¹ Average (mean) proportion for all WaSCs is based on weighted data. All other data is unweighted.

² Sample size is shown in brackets and excludes don't knows unless followed by an asterisk *

³ Question filtered on unmetered households as per the main report.

⁴ Question changed to Yes/No option in 2021 so data not comparable with previous years.

⁵ Question wording changed in 2014.