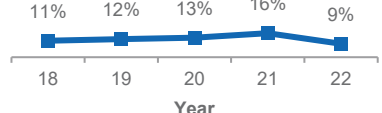
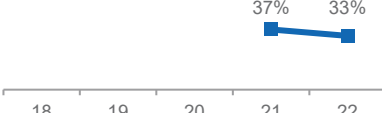
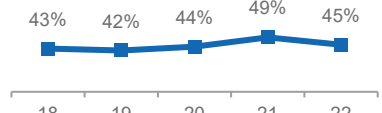
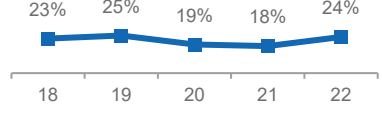
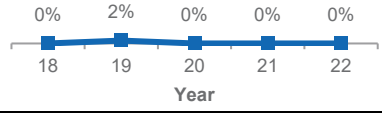
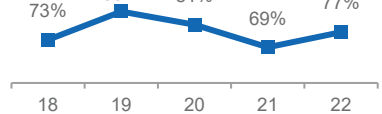
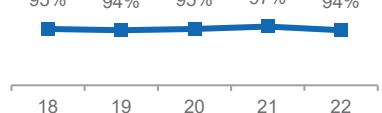
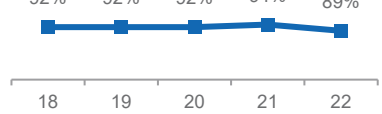
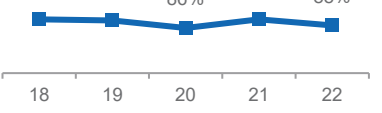


Results for Hafren Dyfrdwy Water	Percentage of household customers	Range and average for all WaSCs <sup>1</sup>	Comments or points of interest												
<b>Satisfaction with water services</b>															
Overall, satisfied with water supply (Sample size: 200) <sup>2</sup>	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>93%</td><td>92%</td><td>94%</td><td>97%</td><td>93%</td></tr> </table>	Year	18	19	20	21	22	Percentage	93%	92%	94%	97%	93%	98% to 83% Average: 92%	
Year	18	19	20	21	22										
Percentage	93%	92%	94%	97%	93%										
<b>Satisfaction with value for money</b>															
Satisfied with value for money of water services (Sample size: 198)	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>76%</td><td>77%</td><td>79%</td><td>72%</td><td>78%</td></tr> </table>	Year	18	19	20	21	22	Percentage	76%	77%	79%	72%	78%	86% to 67% Average: 75%	
Year	18	19	20	21	22										
Percentage	76%	77%	79%	72%	78%										
<b>Views on fairness and affordability of charges</b>															
Agree that water and sewerage charges are affordable (Sample size: 199)	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>74%</td><td>75%</td><td>81%</td><td>75%</td><td>75%</td></tr> </table>	Year	18	19	20	21	22	Percentage	74%	75%	81%	75%	75%	85% to 68% Average: 76%	
Year	18	19	20	21	22										
Percentage	74%	75%	81%	75%	75%										
Agree that charges are fair (Sample size: 194)	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>61%</td><td>63%</td><td>71%</td><td>62%</td><td>69%</td></tr> </table>	Year	18	19	20	21	22	Percentage	61%	63%	71%	62%	69%	76% to 53% Average: 65%	
Year	18	19	20	21	22										
Percentage	61%	63%	71%	62%	69%										
<b>Care and trust</b>															
Agree their water company cares about the service they provide to customers (Sample size: 187)	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>72%</td><td>69%</td><td>75%</td><td>75%</td><td>74%</td></tr> </table>	Year	18	19	20	21	22	Percentage	72%	69%	75%	75%	74%	76% to 49% Average: 66%	Significantly higher than WaSC average
Year	18	19	20	21	22										
Percentage	72%	69%	75%	75%	74%										
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 200)	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Score</th><td>7.97</td><td>7.78</td><td>7.85</td><td>7.84</td><td>7.66</td></tr> </table>	Year	18	19	20	21	22	Score	7.97	7.78	7.85	7.84	7.66	7.81 to 6.26 Average: 7.27	Significantly higher than WaSC average
Year	18	19	20	21	22										
Score	7.97	7.78	7.85	7.84	7.66										
<b>Awareness of consumer rights and responsibilities</b>															
Likely to contact company if worried about paying bill (Sample size: 195)	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>80%</td><td>72%</td><td>74%</td><td>66%</td><td>76%</td></tr> </table>	Year	18	19	20	21	22	Percentage	80%	72%	74%	66%	76%	76% to 67% Average: 71%	Significant change since last year
Year	18	19	20	21	22										
Percentage	80%	72%	74%	66%	76%										
Aware of option to have a free water meter (Sample size: 83*) <sup>3</sup>	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>69%</td><td>64%</td><td>77%</td><td>72%</td><td>63%</td></tr> </table>	Year	18	19	20	21	22	Percentage	69%	64%	77%	72%	63%	76% to 47% Average: 64%	Low base size
Year	18	19	20	21	22										
Percentage	69%	64%	77%	72%	63%										
Aware of option for customers who ask for a meter to be fitted to go back to rateable value charge within 24 months (Sample size: 83*) <sup>3</sup>	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>30%</td><td>24%</td><td>26%</td><td>31%</td><td>25%</td></tr> </table>	Year	18	19	20	21	22	Percentage	30%	24%	26%	31%	25%	37% to 10% Average: 23%	Low base size
Year	18	19	20	21	22										
Percentage	30%	24%	26%	31%	25%										

Results for Hafren Dyfrdwy Water	Percentage of household customers	Range and average for all WaSCs <sup>1</sup>	Comments or points of interest
Aware of, or on, WaterSure/ Welsh Water Assist (Sample size: 200*)		17% to 9% Average: 13%	Significant change since last year
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 200*) <sup>4</sup>		50% to 32% Average: 37%	
Aware of Priority Services. (Sample size: 200*)		54% to 39% Average: 48%	
<b>Contact</b>			
Contacted water company with a query in last 12 months (Sample size: 200*)		26% to 15% Average: 23%	
Reason for contacting water company was to complain (Sample size: 48 who made contact)		7% to 0% Average: 3%	Low base size
Overall, satisfied with the way their query was handled (Sample size: 48 who made contact)		93% to 65% Average: 77%	Low base size
<b>Water on tap</b>			
Satisfied with colour and appearance of tap water (Sample size: 199)		97% to 90% Average: 93%	
Satisfied with taste and smell (Sample size: 196)		93% to 79% Average: 87%	
Satisfied with hardness/ softness (Sample size: 186)		92% to 46% Average: 69%	Significantly higher than WaSC average

Results for Hafren Dyfrdwy Water	Percentage of household customers	Range and average for all WaSCs <sup>1</sup>	Comments or points of interest												
Satisfied with safety (Sample size: 194)	<table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>18</td> <td>97%</td> </tr> <tr> <td>19</td> <td>94%</td> </tr> <tr> <td>20</td> <td>94%</td> </tr> <tr> <td>21</td> <td>95%</td> </tr> <tr> <td>22</td> <td>92%</td> </tr> </tbody> </table>	Year	Percentage	18	97%	19	94%	20	94%	21	95%	22	92%	95% to 84% Average: 91%	
Year	Percentage														
18	97%														
19	94%														
20	94%														
21	95%														
22	92%														
Satisfied with reliability of supply (Sample size: 200)	<table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>18</td> <td>100%</td> </tr> <tr> <td>19</td> <td>99%</td> </tr> <tr> <td>20</td> <td>98%</td> </tr> <tr> <td>21</td> <td>96%</td> </tr> <tr> <td>22</td> <td>96%</td> </tr> </tbody> </table>	Year	Percentage	18	100%	19	99%	20	98%	21	96%	22	96%	100% to 91% Average: 95%	
Year	Percentage														
18	100%														
19	99%														
20	98%														
21	96%														
22	96%														
Satisfied with water pressure (Sample size: 198)	<table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>18</td> <td>93%</td> </tr> <tr> <td>19</td> <td>90%</td> </tr> <tr> <td>20</td> <td>87%</td> </tr> <tr> <td>21</td> <td>91%</td> </tr> <tr> <td>22</td> <td>86%</td> </tr> </tbody> </table>	Year	Percentage	18	93%	19	90%	20	87%	21	91%	22	86%	96% to 84% Average: 88%	
Year	Percentage														
18	93%														
19	90%														
20	87%														
21	91%														
22	86%														

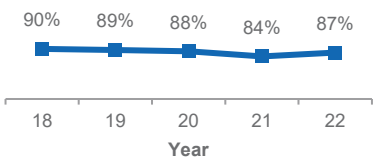
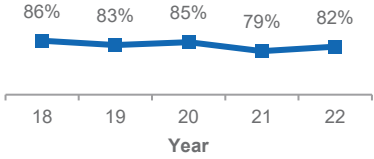
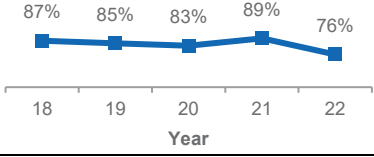
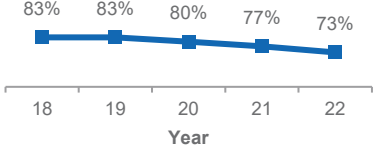
**Hafren Dyfrdwy Water sewerage services are provided by Dŵr Cymru Welsh Water (128 respondents) or Hafren Dyfrdwy (52 respondents)<sup>5</sup>**



severn dee



Dŵr Cymru  
Welsh Water

Results for sewerage service providers for Hafren Dyfrdwy Water	Percentage of household customers	Range and average for all WaSCs <sup>1</sup>	Comments or points of interest												
<b>Satisfaction with sewerage services</b>															
Overall, satisfied with their sewerage services (Sample size: 178)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>90%</td><td>89%</td><td>88%</td><td>84%</td><td>87%</td></tr> </table>	Year	18	19	20	21	22	Percentage	90%	89%	88%	84%	87%	87% to 62% Average: 80%	Significantly higher than WaSC average
Year	18	19	20	21	22										
Percentage	90%	89%	88%	84%	87%										
<b>Satisfaction with value for money</b>															
Satisfied with value for money of sewerage services (Sample size: 170)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>76%</td><td>81%</td><td>81%</td><td>80%</td><td>81%</td></tr> </table>	Year	18	19	20	21	22	Percentage	76%	81%	81%	80%	81%	84% to 65% Average: 77%	
Year	18	19	20	21	22										
Percentage	76%	81%	81%	80%	81%										
<b>A sewerage system that works</b>															
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 142)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>86%</td><td>83%</td><td>85%</td><td>79%</td><td>82%</td></tr> </table>	Year	18	19	20	21	22	Percentage	86%	83%	85%	79%	82%	82% to 64% Average: 74%	Significantly higher than WaSC average
Year	18	19	20	21	22										
Percentage	86%	83%	85%	79%	82%										
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 151)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>87%</td><td>85%</td><td>83%</td><td>89%</td><td>76%</td></tr> </table>	Year	18	19	20	21	22	Percentage	87%	85%	83%	89%	76%	81% to 61% Average: 75%	Significant change since last year
Year	18	19	20	21	22										
Percentage	87%	85%	83%	89%	76%										
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 138)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>87%</td><td>81%</td><td>80%</td><td>66%</td><td>69%</td></tr> </table>	Year	18	19	20	21	22	Percentage	87%	81%	80%	66%	69%	69% to 32% Average: 57%	Significantly higher than WaSC average
Year	18	19	20	21	22										
Percentage	87%	81%	80%	66%	69%										
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 147)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>83%</td><td>83%</td><td>80%</td><td>77%</td><td>73%</td></tr> </table>	Year	18	19	20	21	22	Percentage	83%	83%	80%	77%	73%	73% to 47% Average: 63%	Significantly higher than WaSC average
Year	18	19	20	21	22										
Percentage	83%	83%	80%	77%	73%										

**Sample Profile**

<b>Regional sample profile for Hafren Dyfrdwy Water</b>	<b>(Sample size: 200*)</b>
<b>Gender</b>	
Male	41%
Female	59%
<b>Age</b>	
18-44	12%
45-59	37%
60-74	35%
75+	17%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	44%
Intermediate occupations	16%
Routine & manual occupations	29%
Never worked and long-term unemployed/ Full-time students	9%
Refused	3%
<b>Water meter</b>	
Proportion having a water meter	59%

- Statistical reliability on sample size of 200 is +/- 6.8%

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

<sup>2</sup> Sample size excludes don't knows unless followed by an asterisk \*.

<sup>3</sup> Question filtered on unmetered households as per the main report.

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