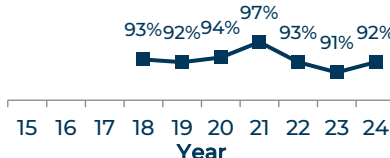
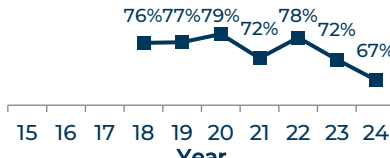
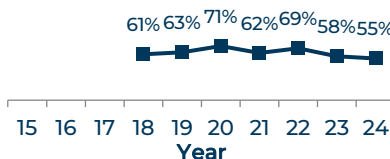
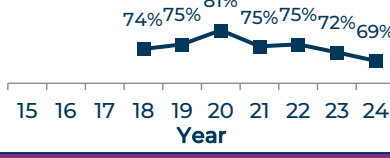
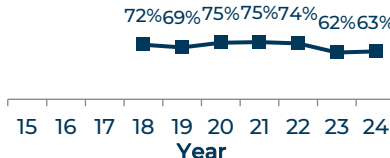
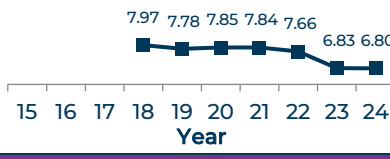
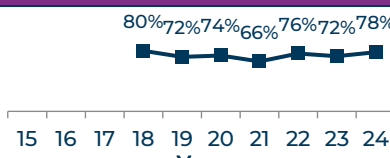
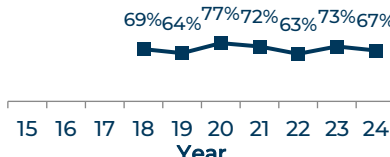
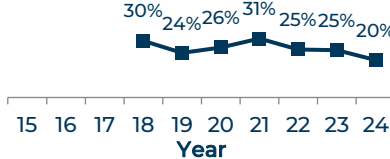
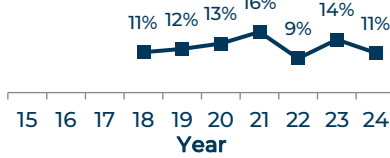
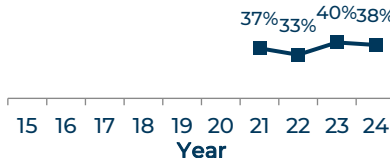
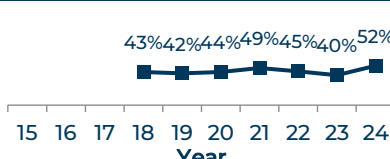
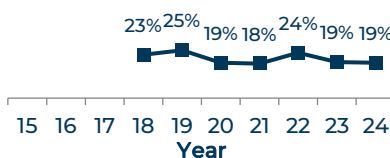
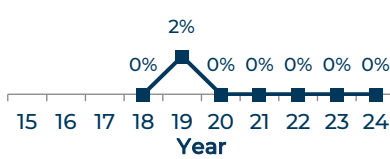
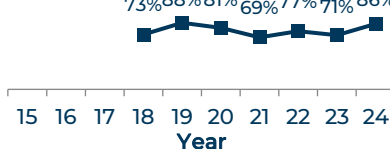
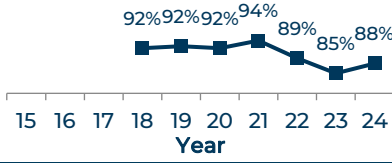
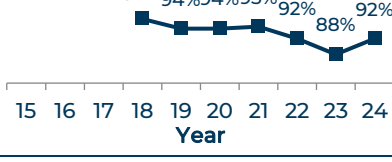
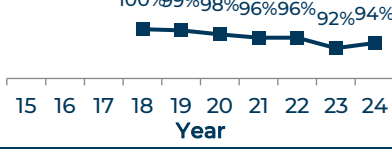
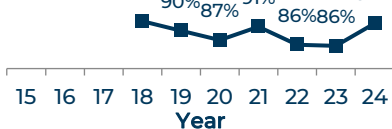


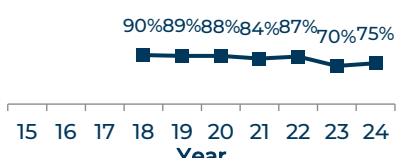
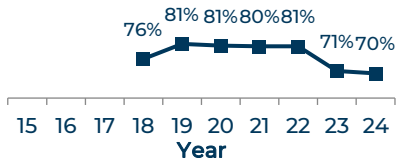
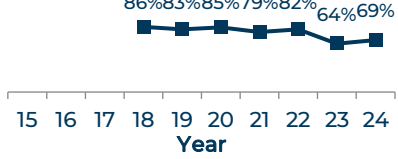
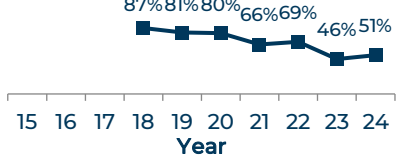
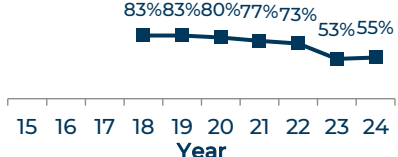
Results for Hafren Water	Percentage of household customers	Range and average for all WaSCs <sup>1</sup>	Comments or points of interest																
Satisfaction with water services																			
Overall satisfaction with water supply (Sample size: 199) <sup>2</sup>	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>18</td><td>93%</td></tr><tr><td>19</td><td>92%</td></tr><tr><td>20</td><td>94%</td></tr><tr><td>21</td><td>97%</td></tr><tr><td>22</td><td>93%</td></tr><tr><td>23</td><td>91%</td></tr><tr><td>24</td><td>92%</td></tr></tbody></table>	Year	Percentage	18	93%	19	92%	20	94%	21	97%	22	93%	23	91%	24	92%	96% to 81% Average: 90%	
Year	Percentage																		
18	93%																		
19	92%																		
20	94%																		
21	97%																		
22	93%																		
23	91%																		
24	92%																		
Satisfaction with value for money																			
Satisfied with value for money of water services (Sample size: 198)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>18</td><td>76%</td></tr><tr><td>19</td><td>77%</td></tr><tr><td>20</td><td>79%</td></tr><tr><td>21</td><td>72%</td></tr><tr><td>22</td><td>78%</td></tr><tr><td>23</td><td>72%</td></tr><tr><td>24</td><td>67%</td></tr></tbody></table>	Year	Percentage	18	76%	19	77%	20	79%	21	72%	22	78%	23	72%	24	67%	74% to 55% Average: 65%	
Year	Percentage																		
18	76%																		
19	77%																		
20	79%																		
21	72%																		
22	78%																		
23	72%																		
24	67%																		
Views on fairness and affordability of charges																			
Agree charges are fair (Sample size: 191)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>18</td><td>61%</td></tr><tr><td>19</td><td>63%</td></tr><tr><td>20</td><td>71%</td></tr><tr><td>21</td><td>62%</td></tr><tr><td>22</td><td>69%</td></tr><tr><td>23</td><td>58%</td></tr><tr><td>24</td><td>55%</td></tr></tbody></table>	Year	Percentage	18	61%	19	63%	20	71%	21	62%	22	69%	23	58%	24	55%	65% to 42% Average: 54%	
Year	Percentage																		
18	61%																		
19	63%																		
20	71%																		
21	62%																		
22	69%																		
23	58%																		
24	55%																		
Agree water and sewerage charges are affordable (Sample size: 196)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>18</td><td>74%</td></tr><tr><td>19</td><td>75%</td></tr><tr><td>20</td><td>81%</td></tr><tr><td>21</td><td>75%</td></tr><tr><td>22</td><td>75%</td></tr><tr><td>23</td><td>72%</td></tr><tr><td>24</td><td>69%</td></tr></tbody></table>	Year	Percentage	18	74%	19	75%	20	81%	21	75%	22	75%	23	72%	24	69%	79% to 68% Average: 74%	
Year	Percentage																		
18	74%																		
19	75%																		
20	81%																		
21	75%																		
22	75%																		
23	72%																		
24	69%																		
Care and trust																			
Agree company cares about service given to customers (Sample size: 185)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>18</td><td>72%</td></tr><tr><td>19</td><td>69%</td></tr><tr><td>20</td><td>75%</td></tr><tr><td>21</td><td>75%</td></tr><tr><td>22</td><td>74%</td></tr><tr><td>23</td><td>62%</td></tr><tr><td>24</td><td>63%</td></tr></tbody></table>	Year	Percentage	18	72%	19	69%	20	75%	21	75%	22	74%	23	62%	24	63%	68% to 37% Average: 53%	Significantly higher than WaSC average
Year	Percentage																		
18	72%																		
19	69%																		
20	75%																		
21	75%																		
22	74%																		
23	62%																		
24	63%																		
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 199)	 <table><thead><tr><th>Year</th><th>Mean Score</th></tr></thead><tbody><tr><td>18</td><td>7.97</td></tr><tr><td>19</td><td>7.78</td></tr><tr><td>20</td><td>7.85</td></tr><tr><td>21</td><td>7.84</td></tr><tr><td>22</td><td>7.66</td></tr><tr><td>23</td><td>6.83</td></tr><tr><td>24</td><td>6.80</td></tr></tbody></table>	Year	Mean Score	18	7.97	19	7.78	20	7.85	21	7.84	22	7.66	23	6.83	24	6.80	7.02 to 5.12 Average: 6.23	Significantly higher than WaSC average
Year	Mean Score																		
18	7.97																		
19	7.78																		
20	7.85																		
21	7.84																		
22	7.66																		
23	6.83																		
24	6.80																		
Awareness of consumer rights and responsibilities																			
Likely to contact company if worried about paying bill (Sample size: 190)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>18</td><td>80%</td></tr><tr><td>19</td><td>72%</td></tr><tr><td>20</td><td>74%</td></tr><tr><td>21</td><td>66%</td></tr><tr><td>22</td><td>76%</td></tr><tr><td>23</td><td>72%</td></tr><tr><td>24</td><td>78%</td></tr></tbody></table>	Year	Percentage	18	80%	19	72%	20	74%	21	66%	22	76%	23	72%	24	78%	79% to 59% Average: 70%	Significantly higher than WaSC average
Year	Percentage																		
18	80%																		
19	72%																		
20	74%																		
21	66%																		
22	76%																		
23	72%																		
24	78%																		

Results for Hafren Water	Percentage of household customers	Range and average for all WaSCs <sup>1</sup>	Comments or points of interest																
Aware of free meter option (Sample size: 87) <sup>3</sup>	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>18</td><td>69%</td></tr><tr><td>19</td><td>64%</td></tr><tr><td>20</td><td>77%</td></tr><tr><td>21</td><td>72%</td></tr><tr><td>22</td><td>63%</td></tr><tr><td>23</td><td>73%</td></tr><tr><td>24</td><td>67%</td></tr></tbody></table>	Year	Percentage	18	69%	19	64%	20	77%	21	72%	22	63%	23	73%	24	67%	82% to 51% Average: 66%	
Year	Percentage																		
18	69%																		
19	64%																		
20	77%																		
21	72%																		
22	63%																		
23	73%																		
24	67%																		
Aware of option to go back to rateable value charge within 24 months (Sample size: 87) <sup>4</sup>	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>18</td><td>30%</td></tr><tr><td>19</td><td>24%</td></tr><tr><td>20</td><td>26%</td></tr><tr><td>21</td><td>31%</td></tr><tr><td>22</td><td>25%</td></tr><tr><td>23</td><td>25%</td></tr><tr><td>24</td><td>20%</td></tr></tbody></table>	Year	Percentage	18	30%	19	24%	20	26%	21	31%	22	25%	23	25%	24	20%	35% to 11% Average: 25%	
Year	Percentage																		
18	30%																		
19	24%																		
20	26%																		
21	31%																		
22	25%																		
23	25%																		
24	20%																		
Aware of WaterSure tariff (Sample size: 200*) <sup>4</sup>	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>18</td><td>11%</td></tr><tr><td>19</td><td>12%</td></tr><tr><td>20</td><td>13%</td></tr><tr><td>21</td><td>16%</td></tr><tr><td>22</td><td>9%</td></tr><tr><td>23</td><td>14%</td></tr><tr><td>24</td><td>11%</td></tr></tbody></table>	Year	Percentage	18	11%	19	12%	20	13%	21	16%	22	9%	23	14%	24	11%	24% to 11% Average: 18%	Significantly lower than WaSC average
Year	Percentage																		
18	11%																		
19	12%																		
20	13%																		
21	16%																		
22	9%																		
23	14%																		
24	11%																		
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 200*) <sup>5</sup>	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>21</td><td>37%</td></tr><tr><td>22</td><td>33%</td></tr><tr><td>23</td><td>40%</td></tr><tr><td>24</td><td>38%</td></tr></tbody></table>	Year	Percentage	21	37%	22	33%	23	40%	24	38%	57% to 38% Average: 48%	Significantly lower than WaSC average						
Year	Percentage																		
21	37%																		
22	33%																		
23	40%																		
24	38%																		
Aware of Priority services (Sample size: 200*) <sup>5</sup>	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>18</td><td>43%</td></tr><tr><td>19</td><td>42%</td></tr><tr><td>20</td><td>44%</td></tr><tr><td>21</td><td>49%</td></tr><tr><td>22</td><td>45%</td></tr><tr><td>23</td><td>40%</td></tr><tr><td>24</td><td>52%</td></tr></tbody></table>	Year	Percentage	18	43%	19	42%	20	44%	21	49%	22	45%	23	40%	24	52%	62% to 49% Average: 56%	Significant change since last year
Year	Percentage																		
18	43%																		
19	42%																		
20	44%																		
21	49%																		
22	45%																		
23	40%																		
24	52%																		
Contact																			
Contacted water company with query in last 12 months (Sample size: 200*)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>18</td><td>23%</td></tr><tr><td>19</td><td>25%</td></tr><tr><td>20</td><td>19%</td></tr><tr><td>21</td><td>18%</td></tr><tr><td>22</td><td>24%</td></tr><tr><td>23</td><td>19%</td></tr><tr><td>24</td><td>19%</td></tr></tbody></table>	Year	Percentage	18	23%	19	25%	20	19%	21	18%	22	24%	23	19%	24	19%	37% to 19% Average: 28%	Significantly lower than WaSC average
Year	Percentage																		
18	23%																		
19	25%																		
20	19%																		
21	18%																		
22	24%																		
23	19%																		
24	19%																		
Reason for contacting water company was to complain (Sample size: 37 who made contact)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>18</td><td>0%</td></tr><tr><td>19</td><td>2%</td></tr><tr><td>20</td><td>0%</td></tr><tr><td>21</td><td>0%</td></tr><tr><td>22</td><td>0%</td></tr><tr><td>23</td><td>0%</td></tr><tr><td>24</td><td>0%</td></tr></tbody></table>	Year	Percentage	18	0%	19	2%	20	0%	21	0%	22	0%	23	0%	24	0%	5% to 0% Average: 2%	
Year	Percentage																		
18	0%																		
19	2%																		
20	0%																		
21	0%																		
22	0%																		
23	0%																		
24	0%																		
Satisfaction with way query handled (Sample size: 37 who made contact)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>18</td><td>73%</td></tr><tr><td>19</td><td>88%</td></tr><tr><td>20</td><td>81%</td></tr><tr><td>21</td><td>69%</td></tr><tr><td>22</td><td>77%</td></tr><tr><td>23</td><td>71%</td></tr><tr><td>24</td><td>86%</td></tr></tbody></table>	Year	Percentage	18	73%	19	88%	20	81%	21	69%	22	77%	23	71%	24	86%	87% to 67% Average: 76%	
Year	Percentage																		
18	73%																		
19	88%																		
20	81%																		
21	69%																		
22	77%																		
23	71%																		
24	86%																		

Results for Hafren Water	Percentage of household customers	Range and average for all WaSCs <sup>1</sup>	Comments or points of interest																
Water on tap																			
Satisfied with colour and appearance of tap water (Sample size: 200)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>18</td><td>95%</td></tr><tr><td>19</td><td>94%</td></tr><tr><td>20</td><td>95%</td></tr><tr><td>21</td><td>97%</td></tr><tr><td>22</td><td>94%</td></tr><tr><td>23</td><td>89%</td></tr><tr><td>24</td><td>94%</td></tr></tbody></table>	Year	Percentage	18	95%	19	94%	20	95%	21	97%	22	94%	23	89%	24	94%	94% to 89% Average: 91%	
Year	Percentage																		
18	95%																		
19	94%																		
20	95%																		
21	97%																		
22	94%																		
23	89%																		
24	94%																		
Satisfied with taste and smell (Sample size: 198)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>18</td><td>92%</td></tr><tr><td>19</td><td>92%</td></tr><tr><td>20</td><td>92%</td></tr><tr><td>21</td><td>94%</td></tr><tr><td>22</td><td>89%</td></tr><tr><td>23</td><td>85%</td></tr><tr><td>24</td><td>88%</td></tr></tbody></table>	Year	Percentage	18	92%	19	92%	20	92%	21	94%	22	89%	23	85%	24	88%	90% to 75% Average: 83%	
Year	Percentage																		
18	92%																		
19	92%																		
20	92%																		
21	94%																		
22	89%																		
23	85%																		
24	88%																		
Satisfied with hardness/softness (Sample size: 194)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>18</td><td>93%</td></tr><tr><td>19</td><td>92%</td></tr><tr><td>20</td><td>86%</td></tr><tr><td>21</td><td>93%</td></tr><tr><td>22</td><td>88%</td></tr><tr><td>23</td><td>81%</td></tr><tr><td>24</td><td>87%</td></tr></tbody></table>	Year	Percentage	18	93%	19	92%	20	86%	21	93%	22	88%	23	81%	24	87%	90% to 41% Average: 66%	Significantly higher than WaSC average
Year	Percentage																		
18	93%																		
19	92%																		
20	86%																		
21	93%																		
22	88%																		
23	81%																		
24	87%																		
Satisfied with safety (Sample size: 193)	 <table><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><tr><td>23</td><td>88%</td></tr><tr><td>24</td><td>92%</td></tr></tbody></table>	Year	Percentage	18	97%	19	94%	20	94%	21	95%	22	92%	23	88%	24	92%	92% to 75% Average: 85%	Significantly higher than WaSC average
Year	Percentage																		
18	97%																		
19	94%																		
20	94%																		
21	95%																		
22	92%																		
23	88%																		
24	92%																		
Satisfied with reliability of supply (Sample size: 200)	 <table><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><tr><td>23</td><td>92%</td></tr><tr><td>24</td><td>94%</td></tr></tbody></table>	Year	Percentage	18	100%	19	99%	20	98%	21	96%	22	96%	23	92%	24	94%	98% to 91% Average: 94%	
Year	Percentage																		
18	100%																		
19	99%																		
20	98%																		
21	96%																		
22	96%																		
23	92%																		
24	94%																		
Satisfied with water pressure (Sample size: 200)	 <table><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><tr><td>23</td><td>86%</td></tr><tr><td>24</td><td>92%</td></tr></tbody></table>	Year	Percentage	18	93%	19	90%	20	87%	21	91%	22	86%	23	86%	24	92%	96% to 79% Average: 86%	Significantly higher than WaSC average
Year	Percentage																		
18	93%																		
19	90%																		
20	87%																		
21	91%																		
22	86%																		
23	86%																		
24	92%																		

Hafren Dyfrdwy sewerage services are provided by Dŵr Cymru Welsh Water (91 respondents) or Hafren Dyfrdwy (84 respondents)<sup>6</sup>



Results for Hafren Water	Percentage of household customers	Range and average for all WaSCs	Comments or points of interest																
Satisfaction with sewerage services																			
Overall satisfaction with sewerage services (Sample size: 169)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>18</td><td>90%</td></tr><tr><td>19</td><td>89%</td></tr><tr><td>20</td><td>88%</td></tr><tr><td>21</td><td>84%</td></tr><tr><td>22</td><td>87%</td></tr><tr><td>23</td><td>70%</td></tr><tr><td>24</td><td>75%</td></tr></table>	Year	Percentage	18	90%	19	89%	20	88%	21	84%	22	87%	23	70%	24	75%	75% to 47% Average: 65%	Significantly higher than WaSC average
Year	Percentage																		
18	90%																		
19	89%																		
20	88%																		
21	84%																		
22	87%																		
23	70%																		
24	75%																		
Satisfaction with value for money																			
Satisfied with value for money of sewerage services (Sample size: 172)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>18</td><td>76%</td></tr><tr><td>19</td><td>81%</td></tr><tr><td>20</td><td>81%</td></tr><tr><td>21</td><td>80%</td></tr><tr><td>22</td><td>81%</td></tr><tr><td>23</td><td>71%</td></tr><tr><td>24</td><td>70%</td></tr></table>	Year	Percentage	18	76%	19	81%	20	81%	21	80%	22	81%	23	71%	24	70%	75% to 51% Average: 68%	
Year	Percentage																		
18	76%																		
19	81%																		
20	81%																		
21	80%																		
22	81%																		
23	71%																		
24	70%																		
A sewerage system that works																			
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 135)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>18</td><td>86%</td></tr><tr><td>19</td><td>83%</td></tr><tr><td>20</td><td>85%</td></tr><tr><td>21</td><td>79%</td></tr><tr><td>22</td><td>82%</td></tr><tr><td>23</td><td>64%</td></tr><tr><td>24</td><td>69%</td></tr></table>	Year	Percentage	18	86%	19	83%	20	85%	21	79%	22	82%	23	64%	24	69%	70% to 52% Average: 64%	
Year	Percentage																		
18	86%																		
19	83%																		
20	85%																		
21	79%																		
22	82%																		
23	64%																		
24	69%																		
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 147)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>18</td><td>87%</td></tr><tr><td>19</td><td>85%</td></tr><tr><td>20</td><td>83%</td></tr><tr><td>21</td><td>89%</td></tr><tr><td>22</td><td>76%</td></tr><tr><td>23</td><td>63%</td></tr><tr><td>24</td><td>77%</td></tr></table>	Year	Percentage	18	87%	19	85%	20	83%	21	89%	22	76%	23	63%	24	77%	77% to 48% Average: 64%	Significant change since last year. Significantly higher than WaSC average
Year	Percentage																		
18	87%																		
19	85%																		
20	83%																		
21	89%																		
22	76%																		
23	63%																		
24	77%																		
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 134)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>18</td><td>87%</td></tr><tr><td>19</td><td>81%</td></tr><tr><td>20</td><td>80%</td></tr><tr><td>21</td><td>66%</td></tr><tr><td>22</td><td>69%</td></tr><tr><td>23</td><td>46%</td></tr><tr><td>24</td><td>51%</td></tr></table>	Year	Percentage	18	87%	19	81%	20	80%	21	66%	22	69%	23	46%	24	51%	51% to 22% Average: 40%	Significantly higher than WaSC average
Year	Percentage																		
18	87%																		
19	81%																		
20	80%																		
21	66%																		
22	69%																		
23	46%																		
24	51%																		
Satisfied with company actions to minimise sewer flooding (Sample size: 141)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>18</td><td>83%</td></tr><tr><td>19</td><td>83%</td></tr><tr><td>20</td><td>80%</td></tr><tr><td>21</td><td>77%</td></tr><tr><td>22</td><td>73%</td></tr><tr><td>23</td><td>53%</td></tr><tr><td>24</td><td>55%</td></tr></table>	Year	Percentage	18	83%	19	83%	20	80%	21	77%	22	73%	23	53%	24	55%	57% to 30% Average: 48%	
Year	Percentage																		
18	83%																		
19	83%																		
20	80%																		
21	77%																		
22	73%																		
23	53%																		
24	55%																		

## Sample Profile

Regional sample profile for Hafren Water	(Sample size: 200*)
<b>Gender<sup>7</sup></b>	
Male	43%
Female	56%
<b>Age<sup>7</sup></b>	
18-29	0%
30-44	12%
45-59	27%
60-64	9%
65-74	29%
75+	23%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	39%
Intermediate occupations	26%
Routine & manual occupations	27%
Never worked and long-term unemployed/Full-time students	4%
Refused	3%
<b>Water Meter</b>	
Proportion having a water meter	56%

Statistical reliability on sample size of 200 is +/- 6.79%

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

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

<sup>3</sup> Question filtered on unmetered households as per the main report and not stated removed.

<sup>4</sup> Question wording changed in 2024 to include "Yes, have enquired but not eligible"

<sup>5</sup> Question changed to Yes/No option in 2021 so data not comparable with previous years.

<sup>6</sup> There is no differentiation between sewerage suppliers within the results.

<sup>7</sup> Percentages do not add to 100% due to rounding.