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12th June 2025

Ofwat and CCW Business Customer Insight Survey

Ofwat regulates the water sector in England and Wales, and CCW is the voice for water consumers. We both carry out customer research as part of our role in monitoring customer experiences, and understanding what may need to be improved.

To help us achieve this, we have jointly commissioned research agency, DJS, to undertake a business customer insight survey on our behalf.

DJS have contacted you with a link to a survey with questions about your experience of the business water retail market. We would be very grateful if you, or the person responsible for making decisions regarding your water service, are able to spend a few minutes telling us about your awareness of, and experiences with this market

We will use the findings to help us understand what is working well with the business retail market, and what might need to improve.

Thank you for taking part!

Yours sincerely

Shaun Kent

Director, OFWAT

Hannah Bradley

Head of Evidence & Insights, CCW