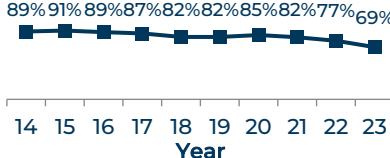
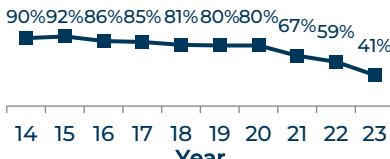
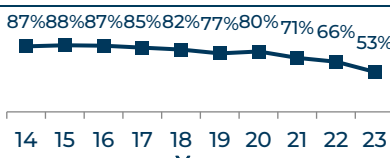


Results for Dŵr Cymru Welsh Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfaction with water and sewerage services																									
Overall satisfaction with water supply (Sample size: 400) ²	<table border="1"> <tr><th>Year</th><td>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><td>23</td></tr> <tr><th>Percentage</th><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><td>93%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	95%	99%	96%	96%	94%	94%	96%	93%	95%	93%	96% to 82% Average: 89%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	95%	99%	96%	96%	94%	94%	96%	93%	95%	93%															
Overall satisfaction with sewerage services (Sample size: 345)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>74%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	95%	96%	93%	92%	90%	85%	88%	86%	85%	74%	74% to 45% Average: 66%	Significant change since last year. Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	95%	96%	93%	92%	90%	85%	88%	86%	85%	74%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 395)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>71%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	75%	82%	78%	82%	82%	77%	79%	79%	81%	71%	77% to 60% Average: 69%	Significant change since last year.
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	75%	82%	78%	82%	82%	77%	79%	79%	81%	71%															
Satisfied with value for money of sewerage services (Sample size: 337)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>74%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	76%	83%	81%	84%	83%	79%	81%	84%	84%	74%	78% to 52% Average: 71%	Significant change since last year.
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	76%	83%	81%	84%	83%	79%	81%	84%	84%	74%															
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 384)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>59%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	67%	63%	70%	64%	71%	66%	72%	62%	62%	59%	64% to 42% Average: 55%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	67%	63%	70%	64%	71%	66%	72%	62%	62%	59%															
Agree water and sewerage charges are affordable (Sample size: 393)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>72%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	75%	73%	78%	74%	77%	74%	83%	77%	77%	72%	81% to 63% Average: 72%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	75%	73%	78%	74%	77%	74%	83%	77%	77%	72%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 388)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>60%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	78%	78%	76%	79%	79%	75%	81%	72%	76%	60%	62% to 37% Average: 51%	Significant change since last year. Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	78%	78%	76%	79%	79%	75%	81%	72%	76%	60%															
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>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><td>23</td></tr> <tr><th>Score</th><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><td>6.94</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Score	8.03	8.06	7.93	8.15	8.20	7.95	8.30	7.75	7.74	6.94	6.94 to 5.44 Average: 6.38	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Score	8.03	8.06	7.93	8.15	8.20	7.95	8.30	7.75	7.74	6.94															

Results for Dŵr Cymru Welsh Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 391)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>71%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	77%	68%	68%	76%	68%	78%	77%	67%	74%	71%	74% to 64% Average: 68%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	77%	68%	68%	76%	68%	78%	77%	67%	74%	71%															
Aware of free meter option (Sample size: 216) ³	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>74%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	57%	67%	70%	71%	69%	72%	68%	74%	75%	74%	74% to 54% Average: 66%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	57%	67%	70%	71%	69%	72%	68%	74%	75%	74%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 219) ⁴	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>26%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	28%	26%	35%	27%	27%	23%	28%	25%	29%	26%	35% to 12% Average: 27%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	28%	26%	35%	27%	27%	23%	28%	25%	29%	26%															
Aware of WaterSure tariff (Sample size: 400*)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>20%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	13%	13%	18%	15%	17%	14%	10%	15%	13%	20%	20% to 14% Average: 17%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	13%	13%	18%	15%	17%	14%	10%	15%	13%	20%															
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 400*) ⁴	<table border="1"> <tr><th>Year</th><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>38%</td><td>42%</td><td>45%</td></tr> </table>	Year	21	22	23	Percentage	38%	42%	45%	52% to 39% Average: 45%															
Year	21	22	23																						
Percentage	38%	42%	45%																						
Aware of Priority services (Sample size: 400*)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>49%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	46%	45%	46%	40%	46%	43%	40%	47%	46%	49%	57% to 40% Average: 49%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	46%	45%	46%	40%	46%	43%	40%	47%	46%	49%															
Contact																									
Contacted water company with query in last 12 months (Sample size: 398*)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>24%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	14%	15%	18%	20%	22%	20%	20%	16%	22%	24%	33% to 16% Average: 25%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	14%	15%	18%	20%	22%	20%	20%	16%	22%	24%															
Reason for contacting water company was to complain (Sample size: 97 who made contact)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>0%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	7%	5%	6%	11%	1%	4%	1%	3%	3%	0%	8% to 0% Average: 3%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	7%	5%	6%	11%	1%	4%	1%	3%	3%	0%															

Results for Dŵr Cymru Welsh Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfaction with way query handled (Sample size: 96 who made contact)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>79%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	83%	83%	85%	80%	87%	81%	86%	81%	84%	79%	94% to 52% Average: 74%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	83%	83%	85%	80%	87%	81%	86%	81%	84%	79%															
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 399)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>93%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	97%	98%	95%	95%	95%	94%	95%	95%	93%	93%	94% to 85% Average: 91%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	97%	98%	95%	95%	95%	94%	95%	95%	93%	93%															
Satisfied with taste and smell (Sample size: 393)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>89%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	94%	92%	93%	93%	94%	92%	88%	90%	90%	89%	90% to 79% Average: 84%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	94%	92%	93%	93%	94%	92%	88%	90%	90%	89%															
Satisfied with hardness/softness (Sample size: 387)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>87%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	94%	92%	94%	92%	93%	88%	93%	95%	92%	87%	87% to 40% Average: 64%	Significantly higher than WaSC average. Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	94%	92%	94%	92%	93%	88%	93%	95%	92%	87%															
Satisfied with safety (Sample size: 388)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>91%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	96%	96%	94%	97%	95%	95%	95%	96%	95%	91%	95% to 81% Average: 88%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	96%	96%	94%	97%	95%	95%	95%	96%	95%	91%															
Satisfied with reliability of supply (Sample size: 398)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>95%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	98%	98%	98%	98%	97%	97%	98%	96%	97%	95%	97% to 91% Average: 94%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	98%	98%	98%	98%	97%	97%	98%	96%	97%	95%															
Satisfied with water pressure (Sample size: 400)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>89%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	91%	93%	90%	89%	91%	90%	91%	90%	92%	89%	94% to 75% Average: 85%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	91%	93%	90%	89%	91%	90%	91%	90%	92%	89%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 270)	<table border="1"> <tr><th>Year</th><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><td>23</td></tr> <tr><th>Percentage</th><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><td>65%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	87%	90%	82%	81%	81%	82%	83%	82%	76%	65%	65% to 46% Average: 60%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	87%	90%	82%	81%	81%	82%	83%	82%	76%	65%															

Results for Dŵr Cymru Welsh Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 292)	 <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>89%</td></tr> <tr><td>15</td><td>91%</td></tr> <tr><td>16</td><td>89%</td></tr> <tr><td>17</td><td>87%</td></tr> <tr><td>18</td><td>82%</td></tr> <tr><td>19</td><td>82%</td></tr> <tr><td>20</td><td>85%</td></tr> <tr><td>21</td><td>82%</td></tr> <tr><td>22</td><td>77%</td></tr> <tr><td>23</td><td>69%</td></tr> </tbody> </table>	Year	Percentage	14	89%	15	91%	16	89%	17	87%	18	82%	19	82%	20	85%	21	82%	22	77%	23	69%	69% to 42% Average: 61%	Significantly higher than WaSC average. Significant change since last year
Year	Percentage																								
14	89%																								
15	91%																								
16	89%																								
17	87%																								
18	82%																								
19	82%																								
20	85%																								
21	82%																								
22	77%																								
23	69%																								
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 281)	 <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>90%</td></tr> <tr><td>15</td><td>92%</td></tr> <tr><td>16</td><td>86%</td></tr> <tr><td>17</td><td>85%</td></tr> <tr><td>18</td><td>81%</td></tr> <tr><td>19</td><td>80%</td></tr> <tr><td>20</td><td>80%</td></tr> <tr><td>21</td><td>67%</td></tr> <tr><td>22</td><td>59%</td></tr> <tr><td>23</td><td>41%</td></tr> </tbody> </table>	Year	Percentage	14	90%	15	92%	16	86%	17	85%	18	81%	19	80%	20	80%	21	67%	22	59%	23	41%	46% to 18% Average: 36%	Significant change since last year
Year	Percentage																								
14	90%																								
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23	41%																								
Satisfied with company actions to minimise sewer flooding (Sample size: 294)	 <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>87%</td></tr> <tr><td>15</td><td>88%</td></tr> <tr><td>16</td><td>87%</td></tr> <tr><td>17</td><td>85%</td></tr> <tr><td>18</td><td>82%</td></tr> <tr><td>19</td><td>77%</td></tr> <tr><td>20</td><td>80%</td></tr> <tr><td>21</td><td>71%</td></tr> <tr><td>22</td><td>66%</td></tr> <tr><td>23</td><td>53%</td></tr> </tbody> </table>	Year	Percentage	14	87%	15	88%	16	87%	17	85%	18	82%	19	77%	20	80%	21	71%	22	66%	23	53%	54% to 29% Average: 44%	Significantly higher than WaSC average. Significant change since last year
Year	Percentage																								
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23	53%																								

Sample Profile

Regional sample profile for Dŵr Cymru Welsh Water	(Sample size: 400*)
Gender	
Male	44%
Female	56%
Age	
18-29	2%
30-44	14%
45-59	30%
60-74	33%
75+	20%
SEC	
Higher managerial, administrative & professional occupations	41%
Intermediate occupations	20%
Routine & manual occupations	25%
Never worked and long-term unemployed/Full-time students	10%
Refused	3%
Water Meter	
Proportion having a water meter	45%

Statistical reliability on sample size of 400 is +/- 4.7%

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 and not stated removed.

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