

Results for Hafren Dyfrdwy	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: 200) ²	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>93%</td><td>92%</td><td>94%</td><td>97%</td><td>93%</td><td>91%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	93%	92%	94%	97%	93%	91%	96% to 82% Average: 89%	
Year	18	19	20	21	22	23											
Percentage	93%	92%	94%	97%	93%	91%											
Satisfaction with value for money																	
Satisfied with value for money of water services (Sample size: 197)	<table border="1"> <tr><th>Year</th><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>77%</td><td>79%</td><td>72%</td><td>78%</td><td>72%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	76%	77%	79%	72%	78%	72%	77% to 60% Average: 69%	
Year	18	19	20	21	22	23											
Percentage	76%	77%	79%	72%	78%	72%											
Views on fairness and affordability of charges																	
Agree charges are fair (Sample size: 186)	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>61%</td><td>63%</td><td>71%</td><td>62%</td><td>69%</td><td>58%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	61%	63%	71%	62%	69%	58%	64% to 42% Average: 55%	Significant change since last year
Year	18	19	20	21	22	23											
Percentage	61%	63%	71%	62%	69%	58%											
Agree water and sewerage charges are affordable (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><td>23</td></tr> <tr><th>Percentage</th><td>74%</td><td>75%</td><td>81%</td><td>75%</td><td>75%</td><td>72%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	74%	75%	81%	75%	75%	72%	81% to 63% Average: 72%	
Year	18	19	20	21	22	23											
Percentage	74%	75%	81%	75%	75%	72%											
Care and trust																	
Agree company cares about service given to customers (Sample size: 193)	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>72%</td><td>69%</td><td>75%</td><td>75%</td><td>74%</td><td>62%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	72%	69%	75%	75%	74%	62%	62% to 37% Average: 51%	Significant change since last year Significantly higher than WaSC average
Year	18	19	20	21	22	23											
Percentage	72%	69%	75%	75%	74%	62%											
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 197)	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</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><td>6.83</td></tr> </table>	Year	18	19	20	21	22	23	Score	7.97	7.78	7.85	7.84	7.66	6.83	6.94 to 5.44 Average: 6.38	Significant change since last year
Year	18	19	20	21	22	23											
Score	7.97	7.78	7.85	7.84	7.66	6.83											
Awareness of consumer rights and responsibilities																	
Likely to contact company if worried about paying bill (Sample size: 196)	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>80%</td><td>72%</td><td>74%</td><td>66%</td><td>76%</td><td>72%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	80%	72%	74%	66%	76%	72%	74% to 64% Average: 68%	
Year	18	19	20	21	22	23											
Percentage	80%	72%	74%	66%	76%	72%											

Results for Hafren Dyfrdwy	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest														
Aware of free meter option (Sample size: 110) ³	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>69%</td><td>64%</td><td>77%</td><td>72%</td><td>63%</td><td>73%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	69%	64%	77%	72%	63%	73%	74% to 54% Average: 66%	
Year	18	19	20	21	22	23											
Percentage	69%	64%	77%	72%	63%	73%											
Aware of option to go back to rateable value charge within 24 months (Sample size: 109) ³	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>30%</td><td>24%</td><td>26%</td><td>31%</td><td>25%</td><td>25%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	30%	24%	26%	31%	25%	25%	35% to 12% Average: 27%	
Year	18	19	20	21	22	23											
Percentage	30%	24%	26%	31%	25%	25%											
Aware of WaterSure tariff (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><td>23</td></tr> <tr><th>Percentage</th><td>11%</td><td>12%</td><td>13%</td><td>16%</td><td>9%</td><td>14%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	11%	12%	13%	16%	9%	14%	20% to 14% Average: 17%	
Year	18	19	20	21	22	23											
Percentage	11%	12%	13%	16%	9%	14%											
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 200*) ⁴	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>0%</td><td>0%</td><td>0%</td><td>37%</td><td>33%</td><td>40%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	0%	0%	0%	37%	33%	40%	52% to 39% Average: 45%	
Year	18	19	20	21	22	23											
Percentage	0%	0%	0%	37%	33%	40%											
Aware of Priority services (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><td>23</td></tr> <tr><th>Percentage</th><td>43%</td><td>42%</td><td>44%</td><td>49%</td><td>45%</td><td>40%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	43%	42%	44%	49%	45%	40%	57% to 40% Average: 49%	Significantly lower than WaSC average
Year	18	19	20	21	22	23											
Percentage	43%	42%	44%	49%	45%	40%											
Contact																	
Contacted water company with query in last 12 months (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><td>23</td></tr> <tr><th>Percentage</th><td>23%</td><td>25%</td><td>19%</td><td>18%</td><td>24%</td><td>19%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	23%	25%	19%	18%	24%	19%	33% to 16% Average: 25%	Significantly lower than WaSC average
Year	18	19	20	21	22	23											
Percentage	23%	25%	19%	18%	24%	19%											
Reason for contacting water company was to complain (Sample size: 38 who made contact)	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>0%</td><td>2%</td><td>0%</td><td>0%</td><td>0%</td><td>0%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	0%	2%	0%	0%	0%	0%	8% to 0% Average: 3%	Low base size
Year	18	19	20	21	22	23											
Percentage	0%	2%	0%	0%	0%	0%											
Satisfaction with way query handled (Sample size: 38 who made contact)	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>73%</td><td>88%</td><td>81%</td><td>69%</td><td>77%</td><td>71%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	73%	88%	81%	69%	77%	71%	94% to 52% Average: 74%	Low base size
Year	18	19	20	21	22	23											
Percentage	73%	88%	81%	69%	77%	71%											

Results for Hafren Dyfrdwy	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: 200)	<table border="1"> <tr><th>Year</th><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>94%</td><td>95%</td><td>97%</td><td>94%</td><td>89%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	95%	94%	95%	97%	94%	89%	94% to 85% Average: 91%	Significant change since last year
Year	18	19	20	21	22	23											
Percentage	95%	94%	95%	97%	94%	89%											
Satisfied with taste and smell (Sample size: 197)	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>92%</td><td>92%</td><td>92%</td><td>94%</td><td>89%</td><td>85%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	92%	92%	92%	94%	89%	85%	90% to 79% Average: 84%	
Year	18	19	20	21	22	23											
Percentage	92%	92%	92%	94%	89%	85%											
Satisfied with hardness/softness (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><td>23</td></tr> <tr><th>Percentage</th><td>93%</td><td>92%</td><td>86%</td><td>93%</td><td>88%</td><td>81%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	93%	92%	86%	93%	88%	81%	87% to 40% Average: 64%	Significantly higher than WaSC average
Year	18	19	20	21	22	23											
Percentage	93%	92%	86%	93%	88%	81%											
Satisfied with safety (Sample size: 193)	<table border="1"> <tr><th>Year</th><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>94%</td><td>94%</td><td>95%</td><td>92%</td><td>88%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	97%	94%	94%	95%	92%	88%	95% to 81% Average: 88%	
Year	18	19	20	21	22	23											
Percentage	97%	94%	94%	95%	92%	88%											
Satisfied with reliability of supply (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><td>23</td></tr> <tr><th>Percentage</th><td>100%</td><td>99%</td><td>98%</td><td>96%</td><td>96%</td><td>92%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	100%	99%	98%	96%	96%	92%	97% to 91% Average: 94%	
Year	18	19	20	21	22	23											
Percentage	100%	99%	98%	96%	96%	92%											
Satisfied with water pressure (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><td>23</td></tr> <tr><th>Percentage</th><td>93%</td><td>90%</td><td>87%</td><td>91%</td><td>86%</td><td>86%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	93%	90%	87%	91%	86%	86%	94% to 75% Average: 85%	
Year	18	19	20	21	22	23											
Percentage	93%	90%	87%	91%	86%	86%											

Hafren Dyfrdwy sewerage services are provided by Dŵr Cymru Welsh Water (97 respondents) or Hafren Dyfrdwy (75 respondents)⁵



Results for sewerage service providers for Hafren Dyfrdwy	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest														
Satisfaction with sewerage services																	
Overall satisfaction with sewerage services (Sample size: 168)	<table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>90%</td><td>89%</td><td>88%</td><td>84%</td><td>87%</td><td>70%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	90%	89%	88%	84%	87%	70%	74% to 45% Average: 66%	Significant change since last year
Year	18	19	20	21	22	23											
Percentage	90%	89%	88%	84%	87%	70%											
Satisfaction with value for money																	
Satisfied with value for money of sewerage services (Sample size: 168)	<table border="1"> <tr><th>Year</th><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>81%</td><td>81%</td><td>80%</td><td>81%</td><td>71%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	76%	81%	81%	80%	81%	71%	78% to 52% Average: 71%	Significant change since last year
Year	18	19	20	21	22	23											
Percentage	76%	81%	81%	80%	81%	71%											
A sewerage system that works																	
Satisfied with company actions to reduce smells from sewerage treatment works (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><td>23</td></tr> <tr><th>Percentage</th><td>86%</td><td>83%</td><td>85%</td><td>79%</td><td>82%</td><td>64%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	86%	83%	85%	79%	82%	64%	65% to 46% Average: 60%	Significant change since last year
Year	18	19	20	21	22	23											
Percentage	86%	83%	85%	79%	82%	64%											
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 145)	<table border="1"> <tr><th>Year</th><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>85%</td><td>83%</td><td>89%</td><td>76%</td><td>63%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	87%	85%	83%	89%	76%	63%	69% to 42% Average: 61%	Significant change since last year
Year	18	19	20	21	22	23											
Percentage	87%	85%	83%	89%	76%	63%											
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 137)	<table border="1"> <tr><th>Year</th><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>81%</td><td>80%</td><td>66%</td><td>69%</td><td>46%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	87%	81%	80%	66%	69%	46%	46% to 18% Average: 36%	Significantly higher than WaSC average. Significant change since last year
Year	18	19	20	21	22	23											
Percentage	87%	81%	80%	66%	69%	46%											
Satisfied with company actions to minimise sewer flooding (Sample size: 139)	<table border="1"> <tr><th>Year</th><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>80%</td><td>77%</td><td>73%</td><td>53%</td></tr> </table>	Year	18	19	20	21	22	23	Percentage	83%	83%	80%	77%	73%	53%	54% to 29% Average: 44%	Significant change since last year
Year	18	19	20	21	22	23											
Percentage	83%	83%	80%	77%	73%	53%											

Sample Profile

Regional sample profile for Wessex Water	(Sample size: 200*)
Gender	
Male	43%
Female	57%
Age	
18-29	1%
30-44	9%
45-59	31%
60-74	37%
75+	22%
SEC	
Higher managerial, administrative & professional occupations	41%
Intermediate occupations	22%
Routine & manual occupations	29%
Never worked and long-term unemployed/Full-time students	6%
Refused	2%
Water Meter	
Proportion having a water meter	45%

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

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.

⁵ There is no differentiation between sewerage suppliers within the results.