

CCW Research Report
Water Matters 2019-20
Summary of Research Findings
for Hafren Dyfrdwy

Results for Hafren Dyfrdwy Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest
Satisfaction with water services			
Overall, satisfied with water supply (Sample size: 199) ²	93% 2018 92% 2019	94% to 87% Average: 91%	
Satisfaction with value for money			
Satisfied with value for money of water services (Sample size: 192)	76% 2018 77% 2019	79% to 65% Average: 76%	
Views on fairness and affordability of charges			
Agree that water and sewerage charges are affordable (Sample size: 195)	74% 2018 75% 2019	83% to 66% Average: 77%	
Agree that charges are fair (Sample size: 191)	61% 2018 63% 2019	75% to 50% Average: 66%	
Care and trust			
Agree their water company cares about the service they provide to customers (Sample size: 182)	72% 2018 69% 2019	75% to 60% Average: 69%	
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 196)	7.97 2018 7.78 2019	8.19 to 7.04 Average: 7.67	
Awareness of consumer rights and responsibilities			
Likely to contact company if worried about paying bill (Sample size: 189)	80% 2018 72% 2019	79% to 68% Average: 73%	
Aware of option to have a free water meter (Sample size: 90*) ³	69% 2018 62% 2019	76% to 45% Average: 64%	
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: 90*) ⁴	30% 2018 23% 2019	35% to 15% Average: 24%	
Aware of, or on WaterSure tariff (Sample size: 200*)	11% 2018 12% 2019	19% to 7% Average: 10%	
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 200*)	7% 2018 5% 2019	8% to 3% Average: 5%	
Aware of Priority Services. (Sample size: 200*) ⁴	43% 2018 42% 2019	49% to 35% Average: 42%	
Contact			
Contacted water company with a query in last 12 months (Sample size: 198*)	23% 2018 25% 2019	25% to 15% Average: 20%	
Reason for contacting water company was to complain (Sample size: 50 who made contact)	0% 2018 2% 2019	12% to 2% Average: 5%	Low base size
Overall, satisfied with the way their query was handled (Sample size: 49 who made contact)	73% 2018 88% 2019	91% to 71% Average: 80%	Low base size

Results for Hafren Dyfrdwy Water	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)	95% 2018 94% 2019	97% to 90% Average: 93%	
Satisfied with taste and smell (Sample size: 196)	92% 2018 92% 2019	92% to 81% Average: 87%	Significantly higher than WoC average
Satisfied with hardness/softness (Sample size: 185)	93% 2018 92% 2019	92% to 44% Average: 71%	Significantly higher than WoC average
Satisfied with safety (Sample size: 194)	97% 2018 94% 2019	96% to 90% Average: 93%	
Satisfied with reliability of supply (Sample size: 200)	100% 2018 99% 2019	99% to 93% Average: 96%	
Satisfied with water pressure (Sample size: 200)	93% 2018 90% 2019	93% to 85% Average: 89%	
Likelihood to recommend Hafren Dyfrdwy			
Extremely likely to recommend Hafren Dyfrdwy Water to friends and family (Sample size: 190) ⁵	45% 2018 44% 2019	56% to 25% Average: 41%	

Hafren Dyfrdwy Water sewerage services are provided by Dŵr Cymru Welsh Water (109 respondents) or Hafren Dyfrdwy (71 respondents)⁶



Results for sewerage service providers for Hafren Dyfrdwy Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest
Satisfaction with sewerage services			
Overall, satisfied with their sewerage services (Sample size: 174)	90% 2018 89% 2019	93% to 79% Average: 86%	
Satisfaction with value for money			
Satisfied with value for money of sewerage services (Sample size: 167)	76% 2018 81% 2019	84% to 66% Average: 78%	
A sewerage system that works			
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 136)	86% 2018 83% 2019	89% to 73% Average: 81%	
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 137)	87% 2018 85% 2019	89% to 76% Average: 82%	
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 118)	87% 2018 81% 2019	87% to 69% Average: 79%	
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 124)	83% 2018 83% 2019	85% to 72% Average: 78%	

Sample Profile

Regional sample profile for Hafren Dyfrdwy Water	(Sample size: 200*)
Gender	
Male	52%
Female	49%
Age	
18-44	13%
45-59	36%
60-64	35%
65+	17%
SEC	
Higher managerial, administrative & professional occupations	48%
Intermediate occupations	21%
Routine & manual occupations	25%
Never worked and long-term unemployed/ Full-time students	5%
Refused	2%
Water meter	
Proportion having a water meter	56%

- Statistical reliability on sample size of 200 is +/- 6.93%

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

² Sample size excludes don't knows unless followed by an asterisk *.

³ Question filtered on unmetered households as per the main report.

⁴ Question wording changed in 2014.

⁵ Extremely likely to recommend is based on the proportion of customers scoring 9 or 10.

⁶ There is no differentiation between sewerage suppliers within the results.