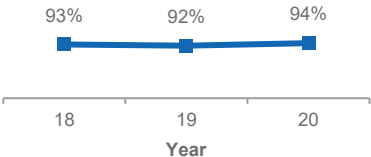
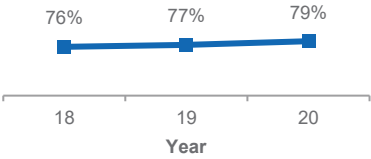
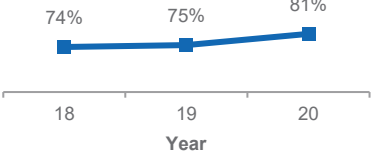
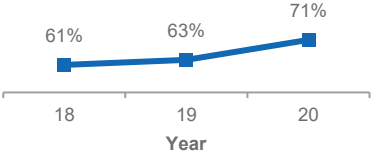
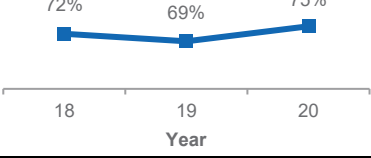
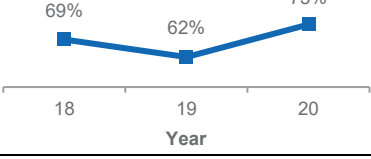
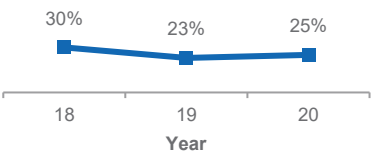
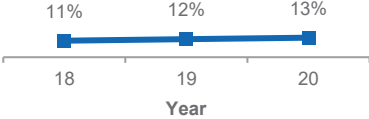

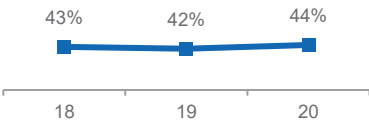
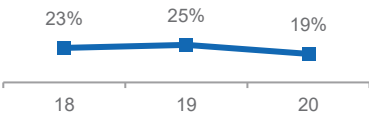

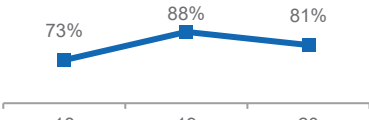
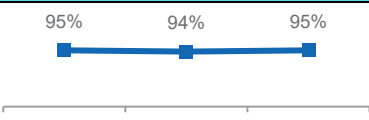
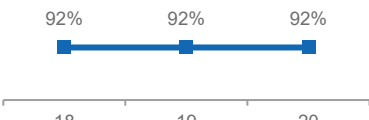
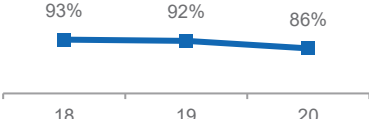
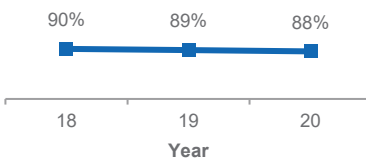
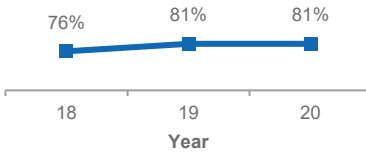
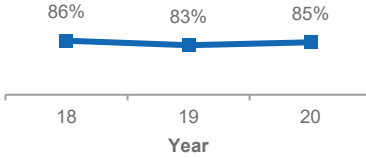
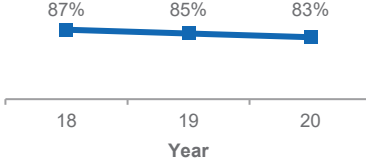
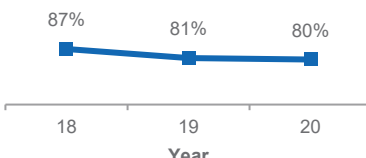
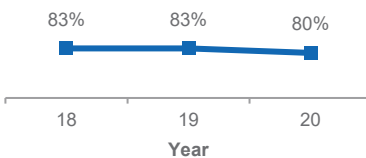


Results for Hafren Dyfrdwy Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest								
Satisfaction with water services											
Overall, satisfied with water supply (Sample size: 200) ²	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>93%</td><td>92%</td><td>94%</td></tr> </table>	Year	18	19	20	Percentage	93%	92%	94%	96% to 87% Average: 92%	
Year	18	19	20								
Percentage	93%	92%	94%								
Satisfaction with value for money											
Satisfied with value for money of water services (Sample size: 193)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>76%</td><td>77%</td><td>79%</td></tr> </table>	Year	18	19	20	Percentage	76%	77%	79%	84% to 70% Average: 77%	
Year	18	19	20								
Percentage	76%	77%	79%								
Views on fairness and affordability of charges											
Agree that 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></tr> <tr><th>Percentage</th><td>74%</td><td>75%</td><td>81%</td></tr> </table>	Year	18	19	20	Percentage	74%	75%	81%	87% to 75% Average: 82%	
Year	18	19	20								
Percentage	74%	75%	81%								
Agree that charges are fair (Sample size: 192)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>61%</td><td>63%</td><td>71%</td></tr> </table>	Year	18	19	20	Percentage	61%	63%	71%	77% to 57% Average: 69%	
Year	18	19	20								
Percentage	61%	63%	71%								
Care and trust											
Agree their water company cares about the service they provide to customers (Sample size: 186)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>72%</td><td>69%</td><td>75%</td></tr> </table>	Year	18	19	20	Percentage	72%	69%	75%	81% to 60% Average: 71%	
Year	18	19	20								
Percentage	72%	69%	75%								
Trust their water 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></tr> <tr><th>Score</th><td>7.97</td><td>7.78</td><td>7.85</td></tr> </table>	Year	18	19	20	Score	7.97	7.78	7.85	8.31 to 7.20 Average: 7.86	
Year	18	19	20								
Score	7.97	7.78	7.85								
Awareness of consumer rights and responsibilities											
Likely to contact company if worried about paying bill (Sample size: 195)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>80%</td><td>72%</td><td>74%</td></tr> </table>	Year	18	19	20	Percentage	80%	72%	74%	79% to 64% Average: 73%	
Year	18	19	20								
Percentage	80%	72%	74%								
Aware of option to have a free water meter (Sample size: 101*) ³	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>69%</td><td>62%</td><td>75%</td></tr> </table>	Year	18	19	20	Percentage	69%	62%	75%	75% to 54% Average: 64%	Significantly higher than the WaSC average
Year	18	19	20								
Percentage	69%	62%	75%								
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: 101*) ⁴	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>30%</td><td>23%</td><td>25%</td></tr> </table>	Year	18	19	20	Percentage	30%	23%	25%	45% to 23% Average: 30%	
Year	18	19	20								
Percentage	30%	23%	25%								

Results for Hafren Dyfrdwy Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest								
Aware of, or on, Watersure/ Welsh Water Assist (Sample size: 200*)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>11%</td><td>12%</td><td>13%</td></tr> </table>	Year	18	19	20	Percentage	11%	12%	13%	15% to 6% Average: 9%	
Year	18	19	20								
Percentage	11%	12%	13%								
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 200*)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>7%</td><td>5%</td><td>5%</td></tr> </table>	Year	18	19	20	Percentage	7%	5%	5%	9% to 2% Average: 6%	
Year	18	19	20								
Percentage	7%	5%	5%								
Aware of Priority Services. (Sample size: 200*)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>43%</td><td>42%</td><td>44%</td></tr> </table>	Year	18	19	20	Percentage	43%	42%	44%	49% to 37% Average: 42%	
Year	18	19	20								
Percentage	43%	42%	44%								
Contact											
Contacted water company with a query in last 12 months (Sample size: 198*)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>23%</td><td>25%</td><td>19%</td></tr> </table>	Year	18	19	20	Percentage	23%	25%	19%	25% to 13% Average: 18%	
Year	18	19	20								
Percentage	23%	25%	19%								
Reason for contacting water company was to complain (Sample size: 37 who made contact)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>0%</td><td>2%</td><td>0%</td></tr> </table>	Year	18	19	20	Percentage	0%	2%	0%	5% to 0% Average: 3%	Low base size
Year	18	19	20								
Percentage	0%	2%	0%								
Overall, satisfied with the way their query was handled (Sample size: 37 who made contact)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>73%</td><td>88%</td><td>81%</td></tr> </table>	Year	18	19	20	Percentage	73%	88%	81%	92% to 58% Average: 79%	Low base size
Year	18	19	20								
Percentage	73%	88%	81%								
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></tr> <tr><th>Percentage</th><td>95%</td><td>94%</td><td>95%</td></tr> </table>	Year	18	19	20	Percentage	95%	94%	95%	98% to 90% Average: 93%	
Year	18	19	20								
Percentage	95%	94%	95%								
Satisfied with taste and smell (Sample size: 198)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>92%</td><td>92%</td><td>92%</td></tr> </table>	Year	18	19	20	Percentage	92%	92%	92%	93% to 84% Average: 88%	
Year	18	19	20								
Percentage	92%	92%	92%								
Satisfied with hardness/ softness (Sample size: 184)	 <table border="1"> <tr><th>Year</th><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>93%</td><td>92%</td><td>86%</td></tr> </table>	Year	18	19	20	Percentage	93%	92%	86%	93% to 47% Average: 71%	Significant change since last year; significantly higher than the WaSC average
Year	18	19	20								
Percentage	93%	92%	86%								

Results for Hafren Dyfrdwy Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest								
Satisfied with safety (Sample size: 196)	<table border="1"> <tr><th>Year</th><th>Percentage</th></tr> <tr><td>18</td><td>97%</td></tr> <tr><td>19</td><td>94%</td></tr> <tr><td>20</td><td>94%</td></tr> </table>	Year	Percentage	18	97%	19	94%	20	94%	95% to 89% Average: 93%	
Year	Percentage										
18	97%										
19	94%										
20	94%										
Satisfied with reliability of supply (Sample size: 200)	<table border="1"> <tr><th>Year</th><th>Percentage</th></tr> <tr><td>18</td><td>100%</td></tr> <tr><td>19</td><td>99%</td></tr> <tr><td>20</td><td>98%</td></tr> </table>	Year	Percentage	18	100%	19	99%	20	98%	99% to 93% Average: 96%	
Year	Percentage										
18	100%										
19	99%										
20	98%										
Satisfied with water pressure (Sample size: 200)	<table border="1"> <tr><th>Year</th><th>Percentage</th></tr> <tr><td>18</td><td>93%</td></tr> <tr><td>19</td><td>90%</td></tr> <tr><td>20</td><td>87%</td></tr> </table>	Year	Percentage	18	93%	19	90%	20	87%	94% to 82% Average: 88%	
Year	Percentage										
18	93%										
19	90%										
20	87%										
Likelihood to recommend Hafren Dyfrdwy											
Extremely likely to recommend Hafren Dyfrdwy Water to friends and family (Sample size: 186) ⁴	<table border="1"> <tr><th>Year</th><th>Percentage</th></tr> <tr><td>18</td><td>45%</td></tr> <tr><td>19</td><td>44%</td></tr> <tr><td>20</td><td>48%</td></tr> </table>	Year	Percentage	18	45%	19	44%	20	48%	62% to 29% Average: 45%	
Year	Percentage										
18	45%										
19	44%										
20	48%										

Hafren Dyfrdwy Water sewerage services are provided by Dŵr Cymru Welsh Water (109 respondents) or Hafren Dyfrdwy (71 respondents)⁵

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: 181)	 <p>90% 89% 88%</p> <p>18 19 20</p> <p>Year</p>	90% to 78% Average: 85%	
Satisfaction with value for money			
Satisfied with value for money of sewerage services (Sample size: 181)	 <p>76% 81% 81%</p> <p>18 19 20</p> <p>Year</p>	87% to 67% Average: 78%	
A sewerage system that works			
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 140)	 <p>86% 83% 85%</p> <p>18 19 20</p> <p>Year</p>	88% to 72% Average: 80%	
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 152)	 <p>87% 85% 83%</p> <p>18 19 20</p> <p>Year</p>	87% to 76% Average: 83%	
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 128)	 <p>87% 81% 80%</p> <p>18 19 20</p> <p>Year</p>	87% to 69% Average: 79%	
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 142)	 <p>83% 83% 80%</p> <p>18 19 20</p> <p>Year</p>	87% to 68% Average: 77%	

Sample Profile

Regional sample profile for Hafren Dyfrdwy Water	(Sample size: 200*)
Gender	
Male	44%
Female	57%
Age	
18-44	17%
45-59	35%
60-74	31%
75+	18%
SEC	
Higher managerial, administrative & professional occupations	44%
Intermediate occupations	21%
Routine & manual occupations	26%
Never worked and long-term unemployed/ Full-time students	8%
Refused	2%
Water meter	
Proportion having a water meter	50%

- Statistical reliability on sample size of 200 is +/- 6.92%

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

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