



C-MeX Customer Experience Survey Questionnaire 2025-30

Thank you for your participation. [Agent] is conducting a survey on behalf of Ofwat, the economic regulator for the water sector in England and Wales. You have been selected at random to take part in this survey. We would like to ask you a few questions about your experience with your water company.

This information will be used to help Ofwat understand how your water company is performing. The survey will take around 5 minutes to complete.

Just to confirm, your responses will be treated in the strictest confidence. [Agent] abides by data protection laws at all times.

You can find out more information about Ofwat's surveys and what is done with the information collected in Ofwat's Privacy Policy which is here:

<https://www.ofwat.gov.uk/publication/privacy-policy>

Scoping questions

Q1 Please can I check which water company supplies water to your home?

Affinity Water
Anglian Water
Bournemouth Water
Bristol Water
Cambridge Water
Essex & Suffolk Water
Hafren Dyfrdwy
Hartlepool Water
Northumbrian Water
Portsmouth Water
Severn Trent Water
South East Water
Southern Water
South Staffs Water
South West Water
Sutton & East Surrey (SES) Water
Thames Water

United Utilities
Welsh Water/Dŵr Cymru
Wessex Water
Yorkshire Water
Don't know (**GO TO Q2**)

Q2 (Only if response to Q1 is Don't Know, otherwise go straight to Q3)

Please tell us the beginning of your postcode. So if your full postcode is ME14 3BN please just tell us ME14 3. This will be used to check who supplies your water services.

Based on your postcode area, I believe your water supply company should be [Water Company]. Is that correct?

Yes
No/don't know (**END SURVEY**)

Q3 Please can I check which water company supplies wastewater/sewerage services to your home?

Anglian Water
Hafren Dyfrdwy
Northumbrian Water
Severn Trent Water
Southern Water
South West Water
Thames Water
United Utilities
Welsh Water/Dŵr Cymru
Wessex Water
Yorkshire Water
Don't know (**GO TO Q4**)

Q4 (Only if response to Q3 is Don't Know, otherwise go straight to Q5)

Please tell us the beginning of your postcode. So if your full postcode is ME14 3BN please just tell us ME14 3. This will be used to check who supplies your wastewater services.

Based on your postcode area, I believe your wastewater supply company should be [Water Company]. Is that correct?

Yes
No/don't know (**END SURVEY**)

Q5 We need to speak to a representative sample of customers of each water company, so before we start can I please check your age

18-29
30-44
45-64

65+

Q6 In which of the following ways do you identify?

- Male
- Female
- Identify in another way
- Prefer not to say

Main Questionnaire

For Q7 to Q10 please only think about your water services at home.

Q7 Taking everything into account how satisfied are you with [water company]? Please use a scale of 0-10, where 0 is extremely dissatisfied, 5 is neither satisfied nor dissatisfied and 10 is extremely satisfied

Q8 (If Q7 = 9 or 10 otherwise go to Q9)

What did the company do well?

(Go to Q11)

Q9 (If Q7 = 6, 7 or 8 otherwise go to Q10)

What could the company do to improve this score?

(Go to Q11)

Q10 (if Q7 = 0 to 5)

What causes you to give that score?

For Q11 to Q14 please only think about your wastewater services at home.

Q11 Taking everything into account how satisfied are you with [water company]? Please use a scale of 0-10, where 0 is extremely dissatisfied, 5 is neither satisfied nor dissatisfied and 10 is extremely satisfied

Q12 (If Q11 = 9 or 10 otherwise go to Q13)

What did the company do well?

(Go to Q15)

Q13 (If Q11 = 6, 7 or 8 otherwise go to Q14)

What could the company do to improve this score?

(Go to Q15)

Q14 (if Q11 =0 to 5)

What causes you to give that score?

(Go to Q15)

Q15 Have you experienced any issues with your fresh water supply in the last 3 months?

Yes (specify)

No

Q16 Have you experienced any issues with your wastewater/sewerage services in the last 3 months?

Yes (specify)

No

Demographics

Thank you. Now just a few questions to check that we are speaking to a wide range of people.

Q17 What is your ethnic group? Choose one option that best describes your ethnic group or background

Please select one answer only

WHITE

English, Welsh, Scottish, Northern Irish or British
Irish

Gypsy or Irish Traveller

Any other White background

MIXED

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed background

ASIAN OR ASIAN BRITISH

Indian

Pakistani

Bangladeshi

Chinese
Any other Asian background
BLACK OR BLACK BRITISH
Caribbean
African
Any other Black background
OTHER ETHNIC GROUP
Arab
Any other ethnic group
Prefer not to say

Q18 Do you, or anyone in your household, have any long-term physical or mental impairment which limits your daily activities or the work you can do, including problems due to old age?

No, none
Mobility impairment
Age-related mobility difficulties
Visual impairment
Hearing impairment
Learning difficulty
Mental health condition
Serious long-term illness
Other
Prefer not to say

End

Thank you. On behalf of Ofwat I would like to thank you for your time and feedback