



D-MeX 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. I understand that you have interacted with [company1 and company2 and company3] in the past 3 months and you have been selected at random to participate in this survey. We would like to ask you a few questions about the service you have received from your water companies.

This information will be used to help Ofwat understand how [company1 and company2 and company3] 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>

Main Questionnaire

Thinking only about [company1] please answer the following questions.

Q1 Taking everything into account how satisfied are you with your experience 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.

Q2 (If Q7 = 9 or 10 otherwise go to Q9)

What did the company do well?

(Go to Q11)

Q3 (If Q7 = 6, 7 or 8 otherwise go to Q10)

What could the company do to improve this score?

(Go to Q11)

Q4 (if Q7 =0 to 5)

What causes you to give that score?

Q5 Where relevant, please tell us how satisfied you are with each of the following aspects of service, still thinking about your experience with [company] in relation to this specific interaction. Please use a scale of 0-10, where 0 is extremely dissatisfied, 5 is neither satisfied nor dissatisfied and 10 is extremely satisfied. Response can be don't know or not applicable.

- Ease of contacting them
- The quality of information available on their website
- Understanding your needs
- Timeliness of response to queries and requests
- Keeping you informed on progress, where required
- Offering value for money
- Completing the work within a timescale that is reasonable
- Meeting agreed deadlines
- Accuracy and completeness of any documentation provided
- Any advice and guidance they gave you, to help progress the work

Thinking only about [company2] please answer the following questions.

Q6 Taking everything into account how satisfied are you with your experience 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.

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

What did the company do well?

(Go to Q11)

Q8 (If Q7 = 6, 7 or 8 otherwise go to Q10)

What could the company do to improve this score?

(Go to Q11)

Q9 (if Q7 =0 to 5)

What causes you to give that score?

Q10 Where relevant, please tell us how satisfied you are with each of the following aspects of service, still thinking about your experience with [company] in relation to this specific interaction. Please use a scale of 0-10, where 0 is extremely dissatisfied, 5 is neither satisfied nor dissatisfied and 10 is extremely satisfied. Response can be don't know or not applicable.

- Ease of contacting them

- The quality of information available on their website
- Understanding your needs
- Timeliness of response to queries and requests
- Keeping you informed on progress, where required
- Offering value for money
- Completing the work within a timescale that is reasonable
- Meeting agreed deadlines
- Accuracy and completeness of any documentation provided
- Any advice and guidance they gave you, to help progress the work

Thinking only about [company3] please answer the following questions.

Q11 Taking everything into account how satisfied are you with your experience 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 Q7 = 9 or 10 otherwise go to Q9)

What did the company do well?

(Go to Q11)

Q13 (If Q7 = 6, 7 or 8 otherwise go to Q10)

What could the company do to improve this score?

(Go to Q11)

Q14 (if Q7 = 0 to 5)

What causes you to give that score?

Q15 Where relevant, please tell us how satisfied you are with each of the following aspects of service, still thinking about your experience with [company] in relation to this specific interaction. Please use a scale of 0-10, where 0 is extremely dissatisfied, 5 is neither satisfied nor dissatisfied and 10 is extremely satisfied. Response can be don't know or not applicable.

- Ease of contacting them
- The quality of information available on their website
- Understanding your needs
- Timeliness of response to queries and requests
- Keeping you informed on progress, where required
- Offering value for money
- Completing the work within a timescale that is reasonable
- Meeting agreed deadlines
- Accuracy and completeness of any documentation provided
- Any advice and guidance they gave you, to help progress the work

Business details

Thank you very much. We would like to know more about your organisation.

Q16 How many sites in the UK does your organisation operate from

- 1
- 2
- 3
- 4
- 5-10
- 11-50
- 51-250
- 250+
- Prefer not to say

Q17 How many employees does your organisation have in the UK?

- 0 (sole trader)
- 1 to 9
- 10-49
- 50-249
- 250+
- Prefer not to say

End

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