



Business customer experience in Wales non-contact 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 participate in this survey. We would like to ask you a few questions about your experience with your water company, from your perspective as a business customer.

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 fresh/drinking water to your business/site?

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

Thames Water **End survey**
United Utilities **End survey**
Welsh Water/Dŵr Cymru
Wessex Water **End survey**
Yorkshire Water **End survey**
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 (**End survey**)
Hafren Dyfrdwy
Northumbrian Water (**End survey**)
Severn Trent Water (**End survey**)
Southern Water (**End survey**)
South West Water (**End survey**)
Thames Water (**End survey**)
United Utilities (**End survey**)
Welsh Water/Dŵr Cymru
Wessex Water (**End survey**)
Yorkshire Water (**End survey**)
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**)

Main Questionnaire

For Q5 to Q8 please only think about your water services at your business/site.

Q5 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

Q6 (If Q7 = 9 or 10 otherwise go to Q9)

What did the company do well?

(Go to Q11)

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

What could the company do to improve this score?

(Go to Q11)

Q8 (if Q7 =0 to 5)

What causes you to give that score?

For Q9 to Q12 please only think about your wastewater services at your business/site.

Q9 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

Q10 (If Q11 = 9 or 10 otherwise go to Q13)

What did the company do well?

(Go to Q15)

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

What could the company do to improve this score?

(Go to Q15)

Q12 (if Q11 =0 to 5)

What causes you to give that score?

(Go to Q15)

Q13 Have you experienced any issues with your fresh water supply at your business in the last 3 months?

Yes (specify)

No

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

Yes (specify)

No

Business details

Thank you. Now just a few questions about your business to check that we are speaking to a variety of businesses.

- How does your organisation mainly use water at its remises?

For the manufacturing process which is essential to the running of your organisation

For the supply of services your organisation provides

For an ingredient or part of the product or service your organisation provides

For normal domestic use for your organisation's customers and employees

Other (specify)

Don't know

Q14 How many sites in the UK does your organisation operate from?

1

2

3

4

5-20

11-50

51-250

250+

Prefer not to say

Q15 How many employees does your organisation have in the UK?

1 (sole trader)

2-9

10-49

50-249

250+

Prefer not to say

Q16 Which of the following best defines the core activity of your organisation?

Agriculture, forestry and fishing
Mining and quarrying
Energy or water service & supply
Manufacturing
Construction
Wholesale and retail trade (including motor vehicles repair)
Transport and storage
Hotels & catering
IT and Communication
Finance and insurance activities
Real estate activities
Professional, scientific and technical activities
Administrative and Support Service Activities
Public administration and defence
Education
Human health and social work activities
Arts, entertainment and recreation
Other service activities
Other (please specify)
Prefer not to say

End

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