

HAFREN DYFRDWY NON-HOUSEHOLD

SATISFACTION WITH ACCOUNT HANDLING

ODI G3

TRACKER SURVEY STRUCTURE AND

FORMAT

G3 – NHH SATISFACTION WITH ACCOUNT HANDLING

About this ODI

- This is a new in-period financial ODI for AMP7.
- It measures the satisfaction of non-household customers who are supplied by Hafren Dyfrdwy.

PC Descriptions (as per the Final determination and listed below)):

"The average response of non-household customers asked the question "How satisfied are you with the way that Hafren Dyfrdwy handle your account?" They will be given a range of 5 = very satisfied and 1 = very dissatisfied scoring options."

How it is measured


- It is determined from the outcome of one question within a telephone survey that is conducted twice per year and reported annually. The metric is a mean score out of 5.0.
- Each wave, a random sample of 250 Hafren Dyfrdwy non-household customers is interviewed, i.e. 500 per year.
- CCW agreed this sample size is appropriate in January 2021.
- The survey is conducted by independent market research agency.
- Other survey questions measure other KPIs and gather customer insight on wide range of topics.
- The ODI question appears at the start of the survey, in order that responses are not influenced by other questions.

Publication of the survey structure and format

- Our final determination from Ofwat states that we should publish the survey structure and format including sample size.

SURVEY STRUCTURE

- Screener: Which services are supplied by HD
- **Satisfaction with account handling**
- KPIs (satisfaction, NPS, trust, value for money)
- Anything would like HD to do better or differently
- Recent contact with HD
- Business Care team – awareness and usage
- Satisfaction with aspects of services supplied
- Additional services would like HD to offer business customers
- Non-household switching in England
- Any specific issues would like contact about
- Business classification



These questions may change over AMP7, in response to the needs of the business

THE WORDING OF THE ODI QUESTION

Key Performance Indicators

Infopage 1:

Thank you. We'd now like to ask you some questions on how satisfied you are with the service your business receives from Hafren Dyfrdwy.

Q01.

Base: All respondents

First of all, how satisfied are you with the way that Hafren Dyfrdwy handles your account?

SINGLE CODE

Read out answers and scale

Code	Scale	Scripting notes	Routing
1	Very satisfied	-	
2	Fairly satisfied	-	
3	Neither satisfied nor dissatisfied	-	
4	Fairly dissatisfied	-	
5	Very dissatisfied	-	
85	Don't know (Don't read out)	-	
87	Not applicable (Don't read out)	-	