

Water Matters: customers' views of water & sewerage services

England & Wales 2019

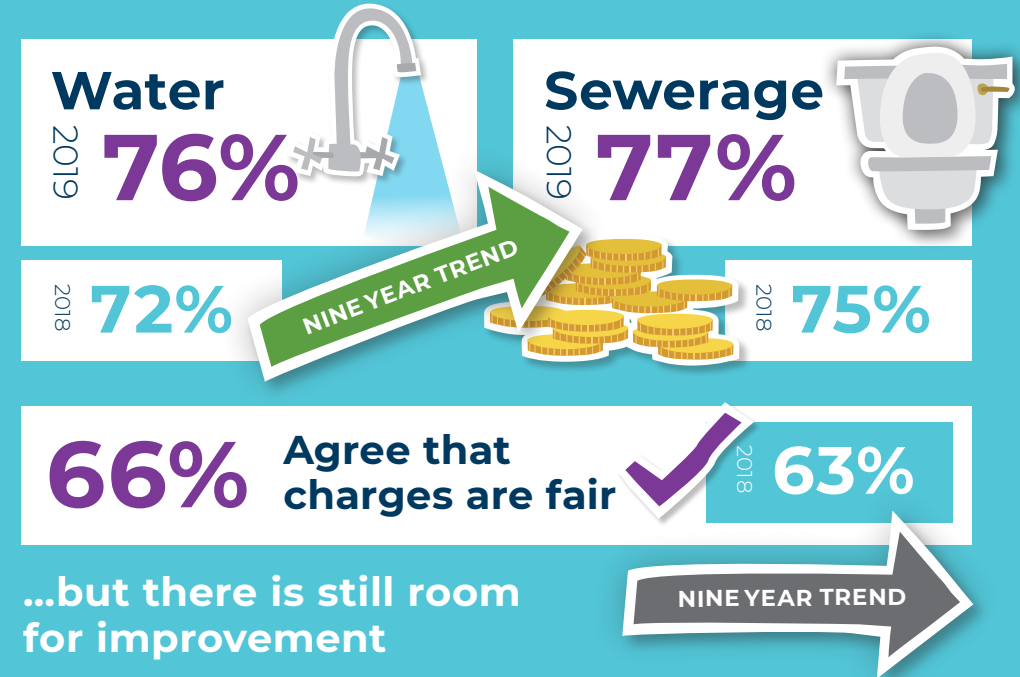
Satisfaction with services is up



Fewer people are aware of support for vulnerable customers (the priority services register)



Satisfaction with value for money is improving & more agree charges are fair...



...but there is still room for improvement



that's **one in ten**, would be unable to access bottled water if their water supply was disrupted for more than a few hours