

STAKEHOLDER TRACKING

Q3 2022

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STAKEHOLDER TRACKING – Q3 2022

INTRODUCTION

This is an ongoing research programme with NWG's key stakeholders

- Carried out by phone
- 50 interviews per quarter
- Data provided by NWG to Trinity McQueen
- Quotas set in proportion to the profile of stakeholders by:
 - Region – NW, ESW and National
 - Type – Public Affairs, NGO and Media
- Q3 fieldwork dates: 22 August to 25 October
- Average interview length: 13.5 minutes

Topics discussed cover:

- Trust and other brand values measures
- Likelihood to recommend, with reasons
- Overall satisfaction
- Contact satisfaction (where applicable)
- Preferences for information channels

Type of business	Number of interviews
Public	30
NGO	17
Media	3

Location	Number of interviews
NWG	50
NW	33
ESW	9
National	8

STAKEHOLDER TRACKING – Q3 2022

SUMMARY

Good news in Q3, there's an increase in overall scores for all measures, although this has increased the 2022 YTD figures we still have a bit to go to catch up with where we were at the end of 2021.

ESW has continued to score lower for some measures compared to Q2, with the biggest drop being for tackling leakage at 5.7 (-0.9 compared to Q2).

NWG Stakeholder trust has increased this quarter by 0.8 to 8.4, with 52% of stakeholders interviewed scoring a 9 or 10 compared to 26% in Q2.

Satisfaction with most recent contact increased by 0.5 to 8.7, with the biggest increase seen in national stakeholders at 9.3.

There's nearly a 50% increase in NPS this quarter with a score of +50 compared to +26 in Q2. Promoters are more likely to say having a regional presence/engagements in supporting communities is why they scored a 9 or 10.

Of those stakeholders interviewed, 14% indicated that they had never had any contact, a 6% increase compared to Q2. Most of those who had recent contact received an email (65%) or a phone call (19%).

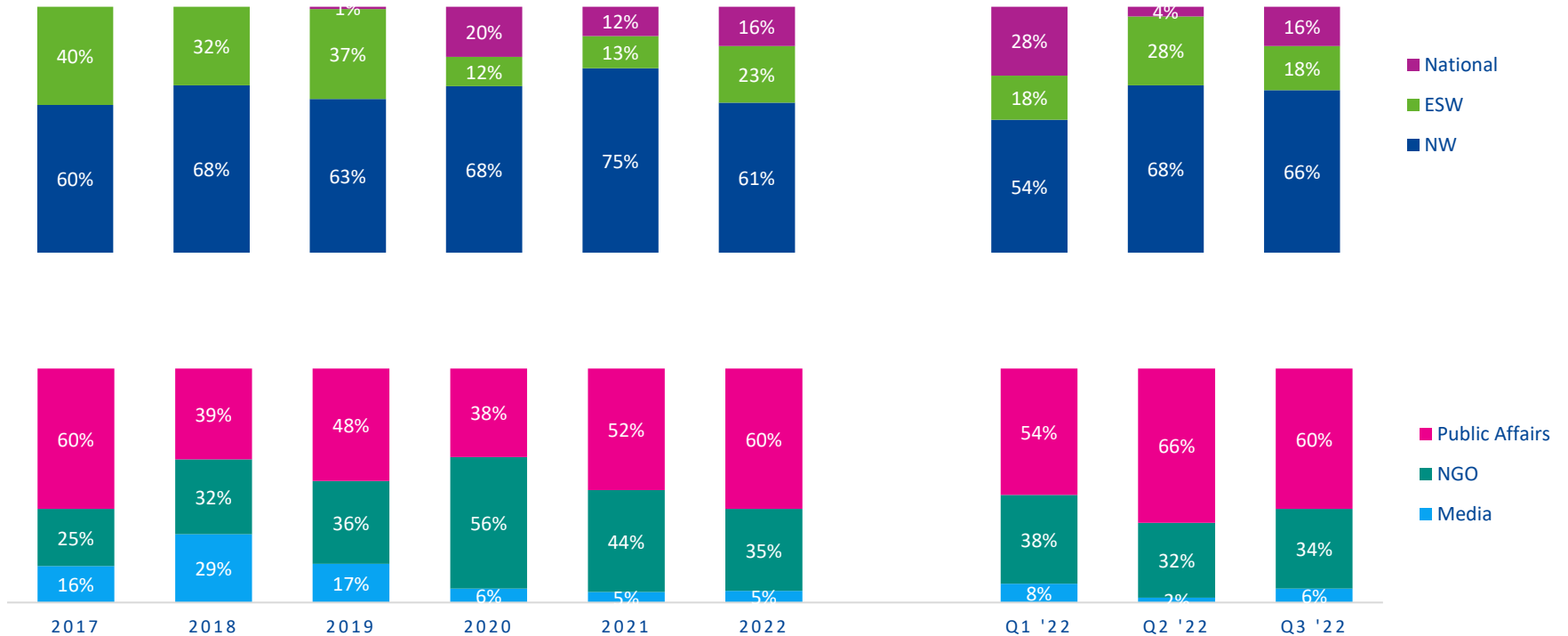
80% agree that they have been provided with all the information wanted to feel informed, with email (96%) still being the preferred channel for regular information.

SAMPLE PROFILE

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SAMPLE PROFILE

Variation in profile from year to year



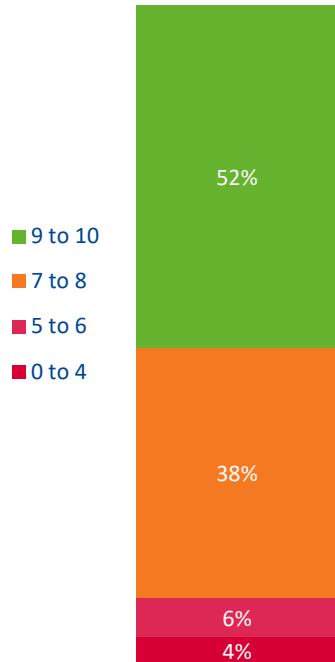
SATISFACTION

WITH TRUST, OVERALL SATISFACTION AND BRAND VALUES

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TRUST

NWG is a company you can trust
 (10 = agree strongly, 0 = disagree strongly)



Q3 mean score: 8.4

Region	NW (33)	8.6
	ESW (9)	7.2
National (8)	8.8	
Type	Public Affairs (30)	8.3
	NGO (17)	8.6
	Media (3)	7.7

Comment themes for reasons for trust score

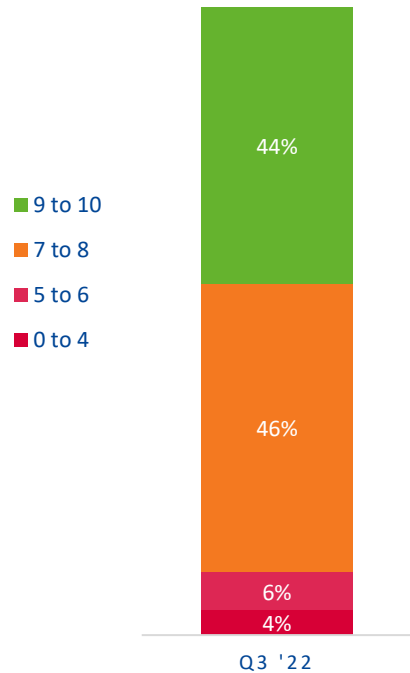
No reason not to trust them/they are trustworthy (10)	Good experience with them (9)
Honest, open, transparent (8)	Service is responsive/quick to resolve issues (7)
They do what they say they're going to do/keep promises (6)	Professional, efficient, reliable (5)
Good reputation, no adverse publicity (5)	Difficult to judge, very little dealings, don't know enough about them (5)

Q7g: Thinking about your overall impressions of [NW/ESW/NWG], to what extent would you agree or disagree with the following statements? They are a company that you can trust. Q8 In relation to the statement 'They are a company that you can trust', you [gave a score of .../couldn't give a score out of 10]. Why is that? Q8: Reason for trust score.

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OVERALL SATISFACTION

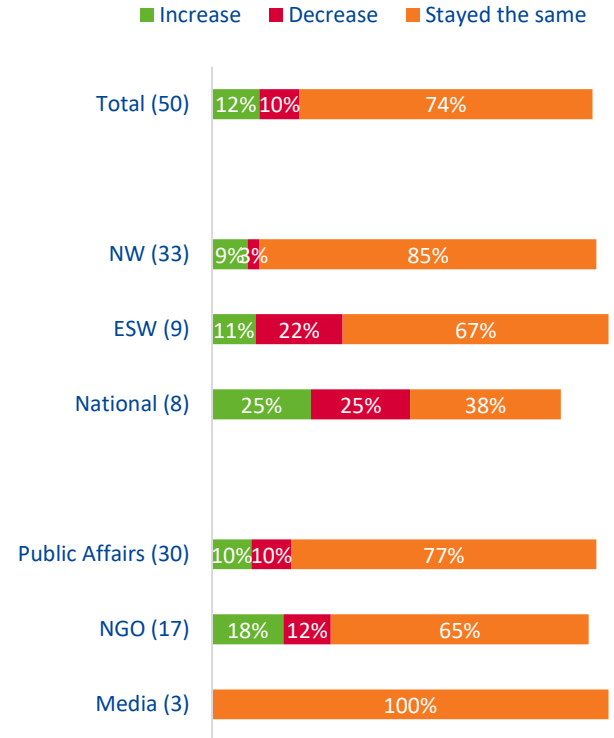
How satisfied are you overall with NWG
(10 = very satisfied, 0 = very dissatisfied)



Q3 mean score: 8.1

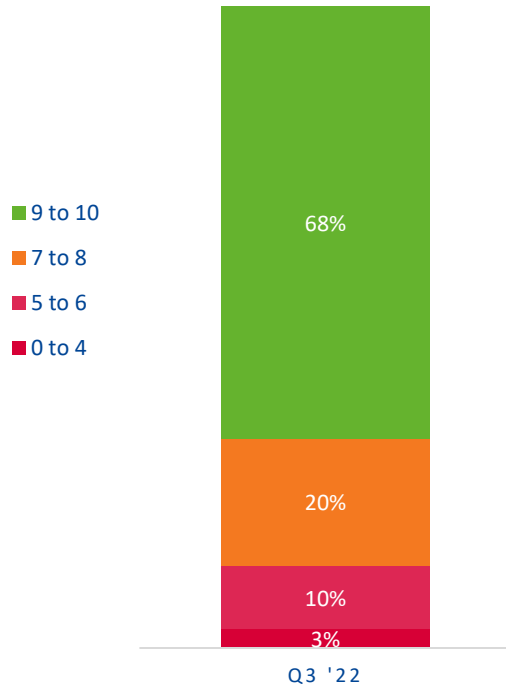
Region	NW (33)	8.4
	ESW (9)	6.8
	National (8)	8.4
Type	Public Affairs (30)	8.1
	NGO (17)	8.3
	Media (3)	7.3

Overall satisfaction change over the last year



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SATISFACTION WITH MOST RECENT CONTACT



Q3 mean score: 8.7

Region	NW (31)	8.7
	ESW (4)	7.0
	National (8)	9.3
Type	Public Affairs (24)	8.8
	NGO (16)	8.9
	Media (3)	7.3

One comment was made about improving communications, being kept up to date, and to return calls

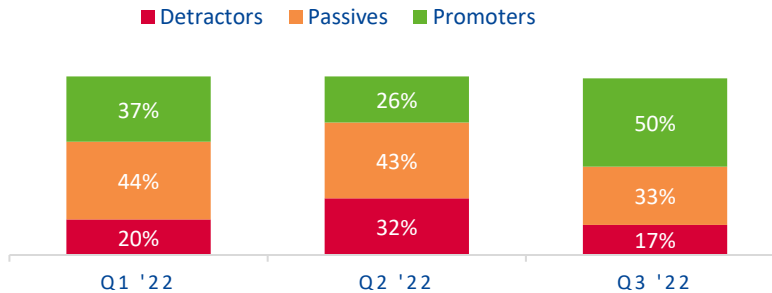
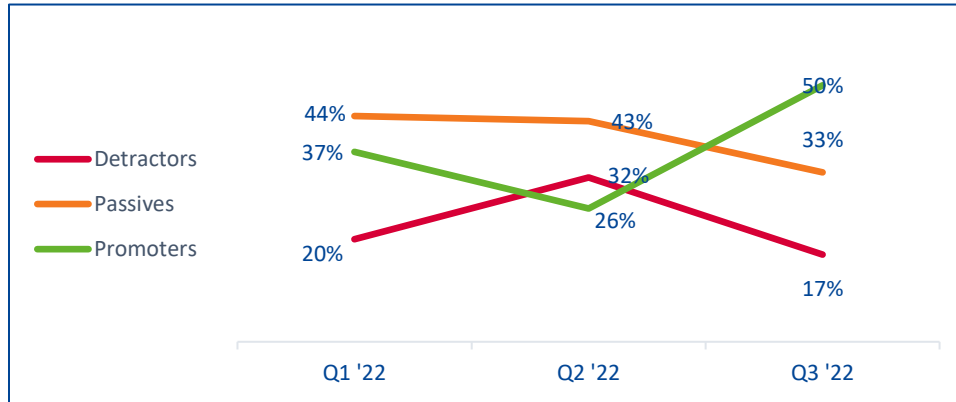
NPS

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NPS

Likelihood to recommend NWG

(Score range: Detractor 0-6; Passive 7-8; Promoter 9-10)



Q3 Overall NPS: 33.3

Region	NW (33)	37.9
	ESW (9)	0.0
	National (8)	50.0
Type	Public Affairs (30)	30.8
	NGO (17)	42.9
	Media (3)	0.0

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NPS – COMMENT THEMES

(WHERE MORE THAN ONE COMMENT WAS MADE)

PROMOTERS

- Regional presence/engagement – supporting communities (6)
- Service is responsive, quick to resolve issues (5)
- Good service (4)
- No problem, happy with the service (3)
- Good working relationship (3)
- Excellent, brilliant (3)
- Good communication (2)
- Professional, efficient (2)
- Good reputation (2)
- It's a monopoly (2)

PASSIVES

- Service is responsive, quick to resolve issues (4)
- Good company (3)
- Good experience with them (3)
- Helpful, friendly, polite, good staff (2)
- Do a good job, they are good, good in general (2)
- Keep promises (2)

DETRACTORS

- Can't make a comparison, no real choice of supplier (3)

PROGRESS MONITORING

NWG, NW, ESW, NATIONAL

STAKEHOLDER TRACKING – Q3 2022

PROGRESS MONITORING - NWG

STAKEHOLDER TRACKER SURVEY NWG TOTAL	Qtr1 '21	Qtr2 '21	Qtr3 '21	Qtr4 '21	Qtr1 '22	Qtr2 '22	Qtr3 '22		2017 Total	2018 Total	2019 Total	2020 Total	2021 Total	2022 YTD	
<i>Base:</i>	50	50	50	50	50	50	50		200	200	200	201	200	150	
NPS	40.0	50.0	33.3	38.6	17.1	-6.4	33.3	+39.7	29.7	29.2	23.0	43.8	40.5	13.8	-26.7
Overall satisfaction	8.5	8.5	8.7	8.1	8.1	7.9	8.1	+0.2	8.2	8.4	8.3	8.7	8.5	8.0	-0.5
Satisfaction with most recent contact	8.6	8.9	8.8	8.9	8.5	8.2	8.7	+0.5			8.5	8.8	8.8	8.5	-0.3
NWG has provided all information wanted	92%	80%	76%	74%	74%	74%	80%	+6%	80%	83%	81%	82%	81%	76%	-5%
<u>Brand values agreement:</u>															
They provide an unrivalled customer experience	7.8	7.0	7.9	7.3	7.2	6.5	7.8	+1.3	7.8	8.0	7.1	7.6	7.5	7.2	-0.3
They provide affordable and inclusive services	8.1	8.3	8.0	7.8	7.4	7.2	8.2	+1.0			7.5	8.2	8.1	7.6	-0.5
They provide reliable and resilient services	8.6	8.2	8.2	7.9	7.7	7.2	8.2	+1.0			8.2	8.5	8.2	7.7	-0.5
They are leading in innovation	8.2	8.3	8.4	8.1	7.9	7.0	8.0	+1.0	7.6	7.9	7.3	8.4	8.3	7.7	-0.6
I trust they work with others to improve the environment	8.2	8.5	8.0	8.2	7.9	7.6	8.2	+0.6	7.9	8.2	8.0	8.8	8.2	7.9	-0.3
They contribute to building a successful economy in the region	8.1	8.5	8.0	8.1	7.7	7.1	8.0	+0.9			7.8	8.5	8.2	7.6	-0.6
They are a company that you can trust	8.6	8.6	8.4	8.3	8.0	7.6	8.4	+0.8	8.1	8.2	8.2	8.7	8.5	8.0	-0.5
They are a leading company in tackling leakage	7.4	7.5	7.9	7.2	6.9	6.6	7.7	+1.1			7.6	7.8	7.5	7.1	-0.4
<u>They are working to improve their environmental impact for customers and its communities</u>															
Now					7.7	7.3	7.7	+0.4						7.6	
Future generations					7.8	7.2	7.7	+0.5						7.6	
<u>Those that say they are a domestic customer agreement:</u>															
They supply clean and clear drinking water	9.1	9.2	9.3	9.1	9.2	9.3	9.4	+0.1					9.2	9.3	+0.1
They supply drinking water that tastes and smells good	9.1	8.8	9.1	8.7	9.0	8.9	9.4	+0.5					8.9	9.1	+0.2
They provide a reliable supply of water	9.3	9.4	9.4	9.5	9.5	9.2	9.5	+0.3					9.4	9.4	0.0
They provide sufficient pressure	8.8	9.1	9.0	9.1	9.2	8.6	9.2	+0.6					9.0	9.0	0.0
Prefer tap water	89%	86%	89%	94%	84%	88%	86%	-2%					90%	86%	-4%

STAKEHOLDER TRACKING – Q3 2022

PROGRESS MONITORING - NW

STAKEHOLDER TRACKER SURVEY NW	Qtr1 '21	Qtr2 '21	Qtr3 '21	Qtr4 '21	Qtr1 '22	Qtr2 '22	Qtr 3 '22		2017 Total	2018 Total	2019 Total	2020 Total	2021 Total	2022 YTD	
<i>Base:</i>	35	39	41	35	27	34	33		120	119	125	136	150	94	
NPS	48.4	45.5	35.1	45.2	22.7	6.3	33.3	+27.0	39.1	32.7	31.4	50.8	43.6	21.7	-21.9
Overall satisfaction	8.6	8.4	8.7	8.3	8.2	7.9	8.4	+0.5	8.4	8.5	8.3	8.6	8.5	8.2	-0.3
Satisfaction with most recent contact	8.6	8.9	8.9	9.0	8.4	8.4	8.7	+0.3			8.5	8.8	8.9	8.5	-0.4
NWG has provided all information wanted	94%	79%	71%	77%	67%	82%	85%	+3%	82%	84%	82%	83%	80%	79%	-1%
<u>Brand values agreement:</u>															
They provide an unrivalled customer experience	8.3	6.9	7.9	7.6	7.2	6.9	7.9	+1.0	7.9	8.0	7.2	7.8	7.7	7.3	-0.4
They provide affordable and inclusive services	8.2	8.3	8.0	8.1	7.0	7.5	8.5	+1.0			7.5	8.2	8.2	7.7	-0.5
They provide reliable and resilient services	8.7	8.2	8.1	8.2	7.7	7.2	8.3	+1.1			8.3	8.5	8.3	7.7	-0.6
They are leading in innovation	8.3	8.1	8.4	8.2	7.9	7.5	8.1	+0.6	7.8	8.1	7.5	8.4	8.3	7.9	-0.4
I trust they work with others to improve the environment	8.4	8.4	8.0	8.2	7.9	7.7	8.4	+0.7	8.1	8.4	8.1	8.9	8.3	8.0	-0.3
They contribute to building a successful economy in the region	8.5	8.5	8.1	8.2	7.9	7.4	8.3	+0.9			8.0	8.6	8.3	7.9	-0.4
They are a company that you can trust	8.7	8.5	8.5	8.4	8.0	7.5	8.6	+1.1	8.3	8.3	8.2	8.7	8.5	8.0	-0.5
They are a leading company in tackling leakage	7.7	7.6	7.8	7.3	6.6	6.7	8.2	+1.5			7.7	7.9	7.6	7.2	-0.4
<u>They are working to improve their environmental impact for customers and its communities</u>															
Now					7.6	7.4	7.8	+0.4						7.6	
Future generations					7.8	7.5	7.8	+0.3						7.7	
<u>Those that say they are a domestic customer agreement:</u>															
They supply clean and clear drinking water	9.2	9.2	9.5	9.2	9.3	9.4	9.4	0.0					9.3	9.4	+0.1
They supply drinking water that tastes and smells good	9.2	8.7	9.3	9.0	9.0	9.2	9.4	+0.2					9.1	9.2	+0.1
They provide a reliable supply of water	9.3	9.3	9.4	9.7	9.4	9.2	9.5	+0.3					9.4	9.4	0.0
They provide sufficient pressure	8.9	9.1	9.1	9.4	9.2	8.8	9.4	+0.6					9.1	9.1	0.0
Prefer tap water	90%	85%	88%	100%	90%	97%	88%	-9%					91%	92%	+1%

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PROGRESS MONITORING - ESW

STAKEHOLDER TRACKER SURVEY ESW	Qtr1 '21	Qtr2 '21	Qtr3 '21	Qtr4 '21	Qtr1 '22	Qtr2 '22	Qtr3 '22		2017 Total	2018 Total	2019 Total	2020 Total	2021 Total	2022 YTD	
<i>Base:</i>	10	4	6	6	9	14	9		80	56	73	24	26	32	
NPS	0.0	25.0	33.3	0.0	25.0	-23.1	0.0	+23.1	15.3	21.3	8.5	-4.5	14.6	-3.6	-18.2
Overall satisfaction	8.1	8.3	8.7	7.3	7.9	7.8	6.8	-1.0	7.9	8.4	8.3	8.3	8.1	7.5	-0.6
Satisfaction with most recent contact	8.1	8.8	8.2	8.3	8.0	7.8	7.0	-0.8			8.4	8.0	8.4	7.8	-0.6
NWG has provided all information wanted	80%	75%	100%	100%	78%	57%	44%	-13%	78%	82%	78%	83%	89%	59%	-30%
<u>Brand values agreement:</u>															
They provide an unrivalled customer experience	6.5	7.0	8.4	5.5	7.3	5.7	6.0	+0.3	7.4	7.9	7.0	6.1	6.9	6.3	-0.6
They provide affordable and inclusive services	7.6	7.7	8.0	5.3	7.7	6.6	6.7	+0.1			7.5	6.8	7.2	7.0	-0.2
They provide reliable and resilient services	8.3	7.7	8.5	7.4	7.8	7.6	7.1	-0.5			8.0	7.9	8.0	7.5	-0.5
They are leading in innovation	6.8	8.7	8.0	7.3	8.3	5.8	6.6	+0.8	7.2	7.7	6.7	7.8	7.7	6.8	-0.9
I trust they work with others to improve the environment	7.4	9.3	8.3	6.8	8.3	7.5	7.0	-0.5	7.6	8.0	7.8	8.0	8.0	7.6	-0.4
They contribute to building a successful economy in the region	6.4	8.0	7.0	6.4	7.1	6.6	6.6	0.0			7.3	7.3	7.0	6.8	-0.2
They are a company that you can trust	7.9	8.3	8.3	7.4	7.9	7.7	7.2	-0.5	7.7	8.1	8.1	8.2	8.0	7.6	-0.4
They are a leading company in tackling leakage	6.7	7.0	7.8	6.5	7.8	6.6	5.7	-0.9			7.4	6.8	7.0	6.7	-0.3
<u>They are working to improve their environmental impact for customers and its communities</u>															
Now					7.9	6.9	6.6	-0.3							7.1
Future generations					8.0	6.8	6.3	-0.5							7.0
<u>Those that say they are a domestic customer agreement:</u>															
They supply clean and clear drinking water	8.3		8.0	8.0	8.4	8.8	9.5	+0.7					8.1	8.9	+0.8
They supply drinking water that tastes and smells good	8.3		7.8	6.3	8.4	7.9	9.3	+1.4					7.5	8.4	+0.9
They provide a reliable supply of water	9.3		9.0	8.5	9.4	9.1	9.2	+0.1					8.9	9.2	+0.3
They provide sufficient pressure	8.0		8.5	7.5	9.4	8.1	8.0	-0.1					8.0	8.4	+0.4
Prefer tap water	83%		100%	100%	60%	64%	83%	+19%					94%	68%	-26%

STAKEHOLDER TRACKING – Q3 2022

PROGRESS MONITORING - NATIONAL

STAKEHOLDER TRACKER SURVEY National	Qtr1 '21 Qtr2 '21 Qtr3 '21 Qtr4 '21 Qtr1 '22 Qtr2 '22 Qtr3 '22							2017 2018 2019 2020 2021 2022					
	Total	Total	Total	Total	Total	Total	Total	Total	Total	Total	YTD		
<i>Base:</i>	5	7	3	9	14	2	8			41	24	24	
NPS	75.0	85.7	0.0	37.5	0.0	-100.0	50.0	+150.0		50.0	49.6	5.3	-44.3
Overall satisfaction	8.8	9.1	8.3	7.8	8.2	6.0	8.4	+2.4		8.9	8.5	8.1	-0.4
Satisfaction with most recent contact	8.8	9.1	8.3	9.0	9.0	7.0	9.3	+2.3		9.2	8.9	9.0	+0.1
NWG has provided all information wanted	100%	86%	100%	44%	86%	50%	100%	+50%		78%	93%	88%	-5%
<u>Brand values agreement:</u>													
They provide an unrivalled customer experience	6.8	7.4	6.5	6.3	7.1	4.0	8.4	+4.4		7.5	7.0	7.4	+0.4
They provide affordable and inclusive services	8.8	8.5	8.0	8.0	7.8	5.0	8.6	+3.6		8.7	8.5	7.9	-0.6
They provide reliable and resilient services	8.2	9.0	8.3	6.8	7.8	5.0	8.8	+3.8		8.7	8.6	7.8	-0.8
They are leading in innovation	8.8	9.2	8.3	8.4	7.7	7.0	8.7	+1.7		8.7	8.9	8.0	-0.9
I trust they work with others to improve the environment	8.6	9.1	8.0	8.5	7.7	7.0	8.7	+1.7		8.8	8.7	8.0	-0.7
They contribute to building a successful economy in the region	9.0	8.7	8.3	8.7	7.7	5.0	8.5	+3.5		8.7	8.7	7.8	-0.9
They are a company that you can trust	9.0	9.1	8.3	8.4	8.1	7.0	8.8	+1.8		8.9	8.9	8.3	-0.6
They are a leading company in tackling leakage	7.2	7.5	8.0	7.0	6.7	6.0	8.2	+2.2		7.8	7.5	7.0	-0.5
<u>They are working to improve their environmental impact for customers and its communities</u>													
Now					7.6	7.0	8.3	+1.3				7.6	
Future generations					7.6	5.0	8.4	+3.4				7	
<u>Those that say they are a domestic customer agreement:</u>													
They supply clean and clear drinking water	10.0	10.0		9.5	9.8	0.0	9.5	+9.5		10.0	9.7	9.7	-0.3
They supply drinking water that tastes and smells good	10.0	10.0		9.0	9.5	0.0	9.3	+9.3		10.0	9.4	9.4	-0.6
They provide a reliable supply of water	10.0	10.0		9.5	9.8	0.0	9.5	+9.5		10.0	9.7	9.7	-0.3
They provide sufficient pressure	10.0	10.0		9.0	9.3	0.0	9.5	+9.5		10.0	9.4	9.4	-0.6
Prefer tap water	100%	100%		100%	83%	0%	75%	+75%		100%	80%	80%	-20%

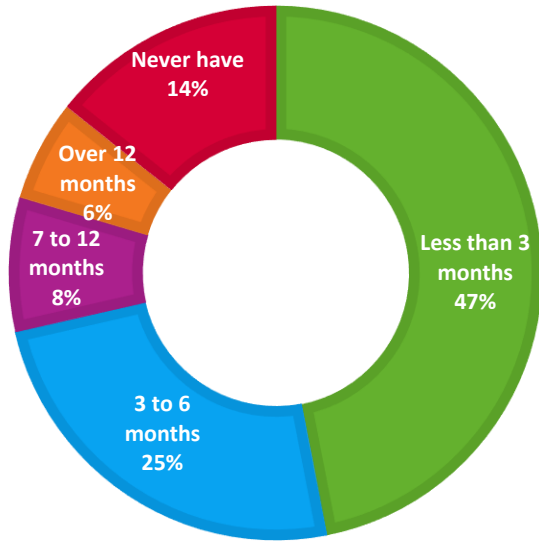
CONTACT

MOST RECENT CONTACT, CHANNEL, SUPPLIED WITH ALL INFORMATION WANTED, AND PREFERRED CHANNEL FOR REGULAR INFORMATION

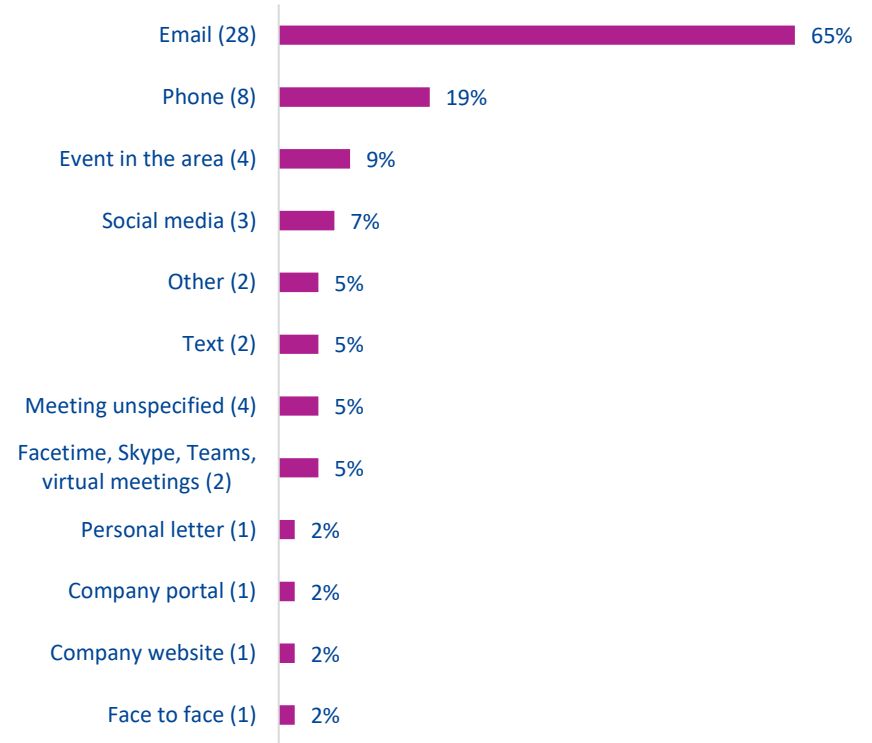
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CONTACT

Most recent contact with NWG



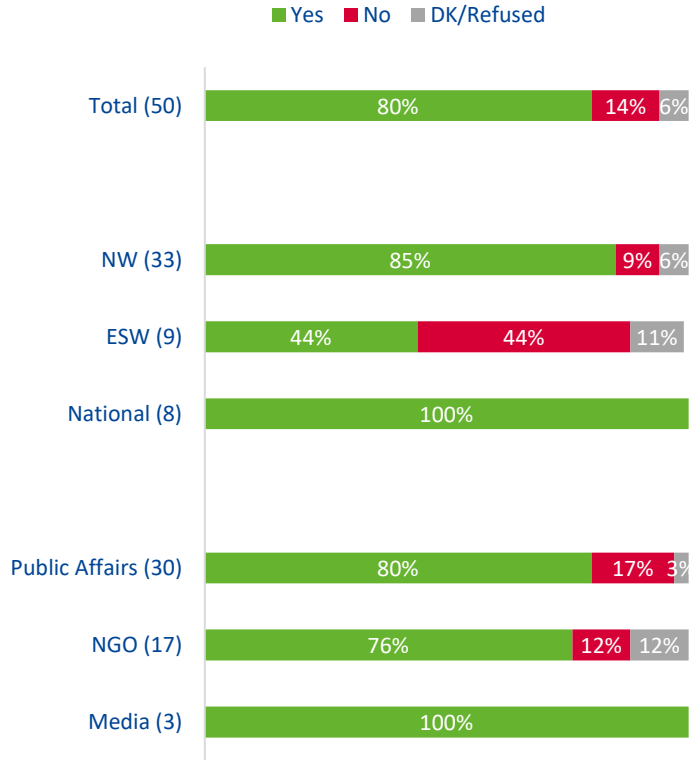
Channel of most recent contact



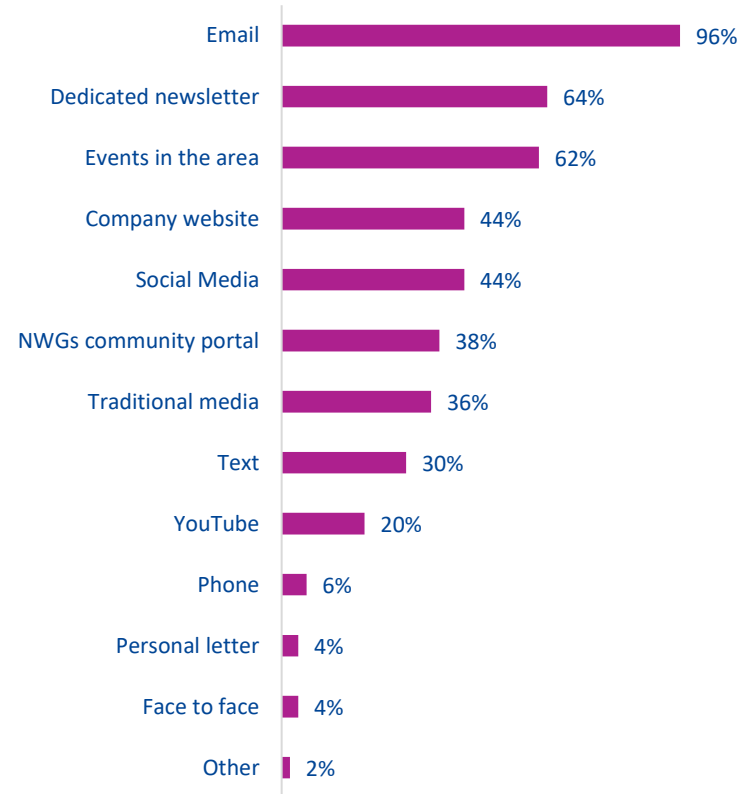
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INFORMATION

Supplied with all the information wanted to feel informed



Preferred channel(s) for regular information (prompted)



MOVING ANNUAL AVERAGES COMPARISON

(MAA)

STAKEHOLDER TRACKING – Q3 2022 MOVING ANNUAL AVERAGES

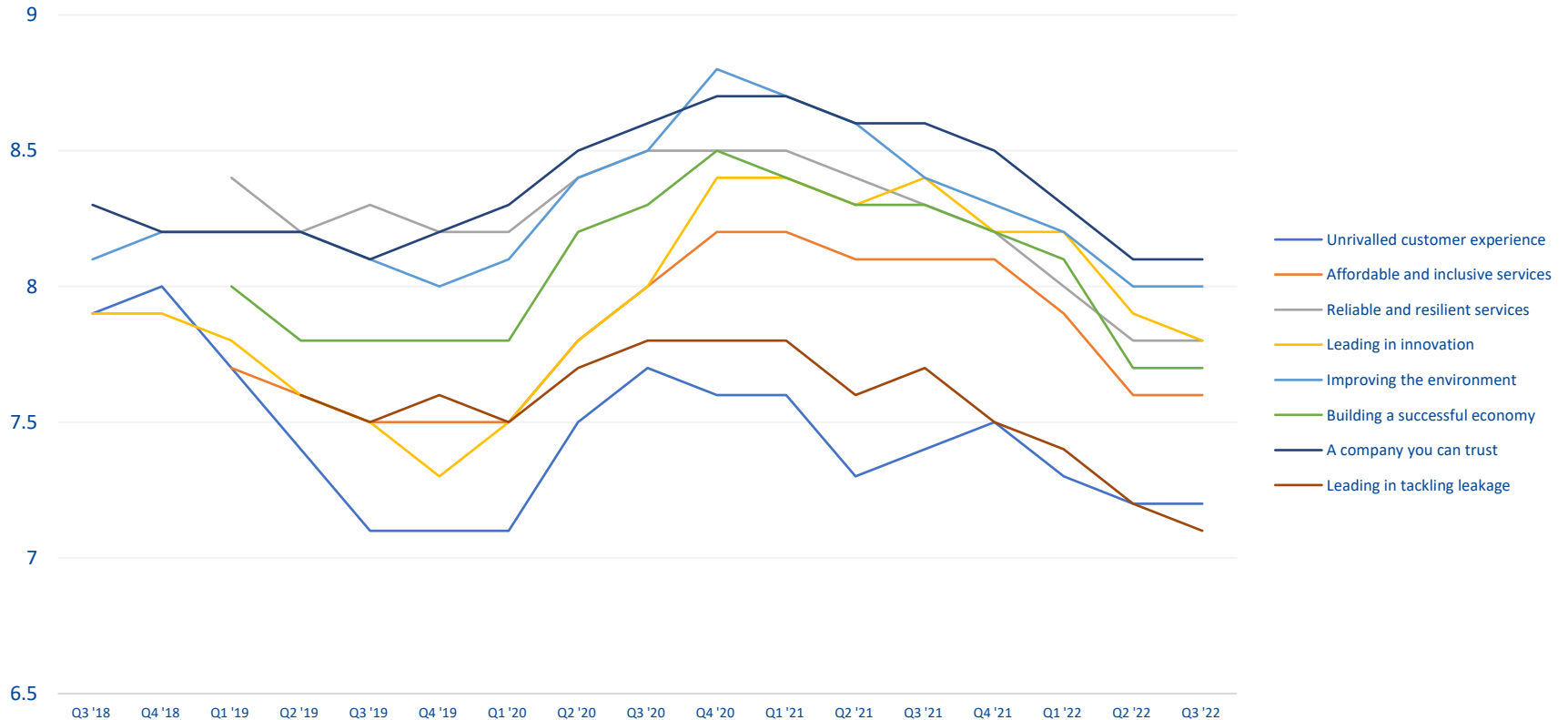
The sample base each quarter is relatively small, so the scope for analysis of trends within the region and sample type sub-groups is limited. Therefore, a Moving Annual Average (MAA) has been included in order to increase the sub-group bases and also to iron out peaks and troughs in the data caused by sample profile differences from wave to wave.

Each MAA data point is a total of the interviews completed in the four quarters up to and including that wave. This gives a total base averaging around 120 for NW and 60-80 for ESW, along with 90 for public affairs, 65 for NGOs and 40 for media; it is then possible also to significance test the MAA data points.

STAKEHOLDER TRACKING – Q3 2022

MAA BRAND VALUES

Looking at the MAA most brand measures remain consistent with the previous quarter, although we see a drop o 0.1 for innovation and tackling leakage



STAKEHOLDER TRACKING – Q3 2022

TRUST

MAA 12 months to:		Q3 '19	Q4 '19	Q1 '20	Q2 '20	Q3 '20	Q4 '20	Q1 '21	Q2 '21	Q3 '21	Q4 '21	Q1 '22	Q2 '22	Q3 '22
Region	Total	8.1	8.2	8.3	8.5	8.6	8.7	8.7	8.6	8.6	8.5	8.3	8.1	8.1
	NW	8.2	8.2	8.3	8.6	8.6	8.7	8.7	8.6	8.6	8.5	8.4	8.1	8.2
	ESW	8.1	8.1	8.0	7.9	8.3	8.2	8.1	8.1	8.0	8.0	8.0	7.8	7.6
Type	Public	8.0	8.2	8.1	8.3	8.5	8.5	8.4	8.3	8.3	8.3	8.2	8.0	8.0
	NGO	8.3	8.3	8.6	8.7	8.8	8.9	9.0	8.9	8.8	8.8	8.5	8.3	8.3
	Media	8.1	7.9	7.7	7.9	7.8	7.8	8.3	7.8	8.4	8.1	8.0	8.0	7.7

STAKEHOLDER TRACKING – Q3 2022

OVERALL SATISFACTION

MAA 12 months to:		Q3 '19	Q4 '19	Q1 '20	Q2 '20	Q3 '20	Q4 '20	Q1 '21	Q2 '21	Q3 '21	Q4 '21	Q1 '22	Q2 '22	Q3 '22
Region	Total	8.3	8.3	8.4	8.6	8.7	8.7	8.6	8.5	8.5	8.5	8.4	8.2	8.0
	NW	8.3	8.3	8.5	8.7	8.7	8.6	8.5	8.5	8.5	8.5	8.4	8.3	8.2
	ESW	8.2	8.3	8.1	8.1	8.3	8.3	8.3	8.3	8.3	8.1	8.0	7.9	7.5
Type	Public	8.3	8.3	8.3	8.4	8.5	8.5	8.4	8.3	8.5	8.4	8.4	8.2	8.0
	NGO	8.3	8.3	8.6	8.7	8.8	8.8	8.7	8.7	8.6	8.6	8.5	8.3	8.2
	Media	7.9	8.1	8.1	8.6	8.5	8.6	8.2	8.0	8.3	7.3	7.5	7.5	7.3

STAKEHOLDER TRACKING – Q3 2022

NPS

MAA 12 months to:		Q3 '19	Q4 '19	Q1 '20	Q2 '20	Q3 '20	Q4 '20	Q1 '21	Q2 '21	Q3 '21	Q4 '21	Q1 '22	Q2 '22	Q3 '22
Region	Total	28.7	23.0	24.2	33.9	36.9	43.8	44.6	42.0	39.1	40.4	35.1	20.3	20.1
	NW	33.3	31.4	38.7	50.0	47.5	50.8	48.0	43.7	40.2	43.2	38.2	27.9	28.1
	ESW	19.1	8.5	-4.1	-24.2	-13.3	-4.5	0.0	4.0	12.0	12.0	21.7	3.1	-3.0
Type	Public	34.2	22.5	16.9	23.7	28.8	40.9	35.1	31.6	34.9	39.1	36.0	23.7	19.2
	NGO	27.7	29.8	34.8	47.4	49.4	47.0	54.9	52.8	45.8	44.9	35.9	17.4	21.2
	Media	12.5	10.7	18.2	18.8	6.3	30.0	14.3	16.7	12.5	12.5	20.0	9.1	22.2

STAKEHOLDER TRACKING – Q3 2022

SATISFACTION WITH MOST RECENT CONTACT

MAA 12 months to:		Q3 '19	Q4 '19	Q1 '20	Q2 '20	Q3 '20	Q4 '20	Q1 '21	Q2 '21	Q3 '21	Q4 '21	Q1 '22	Q2 '22	Q3 '22
Region	Total	8.5	8.5	8.6	8.7	8.8	8.8	8.8	8.8	8.8	8.8	8.8	8.6	8.6
	NW	8.5	8.5	8.6	8.7	8.8	8.8	8.8	8.8	8.8	8.9	8.8	8.7	8.6
	ESW	8.4	8.4	8.2	8.1	8.2	8.0	8.2	8.3	8.2	8.3	8.2	8.0	7.8
Type	Public	8.5	8.4	8.4	8.5	8.6	8.8	8.7	8.7	8.8	8.7	8.8	8.6	8.5
	NGO	8.6	8.7	8.8	8.9	8.9	8.9	8.9	8.9	8.8	8.9	8.7	8.6	8.7
	Media	8.1	8.4	8.3	8.5	8.6	8.3	8.4	8.5	9.0	9.0	8.9	8.9	8.3

TAP OR BOTTLED WATER PREFERENCE

STAKEHOLDERS WHO ARE ALSO DOMESTIC CUSTOMERS

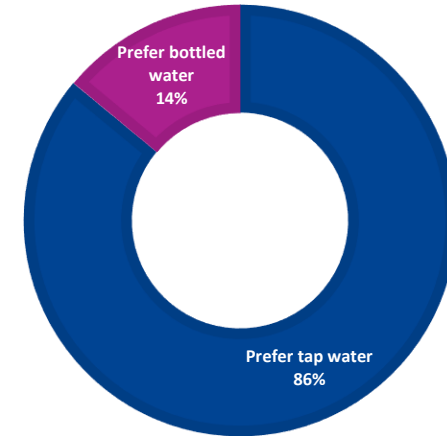
STAKEHOLDER TRACKING – Q3 2022

TAP OR BOTTLED WATER PREFERENCE – ONLY ASKED TO THOSE SUPPLIED BY NW/ESW

76% of stakeholders are supplied by NW (66%) or ESW (10%) at home

Satisfaction with domestic supply	2021	2022 YTD	Q1 '22	Q2 '22	Q3 '22
Supply clean and clear drinking water	9.2	9.3	9.2	9.3	9.4
Supply drinking water that tastes and smells good	8.9	9.0	9.0	8.9	9.4
Provide a reliable supply of water	9.4	9.4	9.5	9.2	9.5
Provide sufficient pressure	9.0	8.9	9.2	8.6	9.2

Stakeholders who are supplied water at home who prefer tap water to bottled water



First three things that come to mind when using tap water at home

