

# 1 An exploration of customers' satisfaction with water and wastewater services in 2 the UK

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## 15 Abstract:

16 In this research, we examine the relationship between customer satisfaction with water and  
17 wastewater services, demographic factors, communication with the utility, and perceived  
18 trustworthiness. Through a survey of the UK public (n = 760), we found that 77% of the  
19 respondents stated they were satisfied with their water and wastewater services. Statistical analysis  
20 highlighted significant demographic differences in the level of satisfaction, particularly by age,  
21 with higher satisfaction in older respondents. We found that the degree to which respondents think  
22 their water utility can be trusted to provide accurate information predicted satisfaction, as did  
23 more frequent engagement with a water utility's social media. More frequently contacting a water  
24 utility or discussing water services with friends and family both negatively predicted satisfaction.  
25 Meeting the public's expectations for accurate and timely information is coupled with their  
26 perceptions of a water utility's trustworthiness and their satisfaction with water and wastewater  
27 services. Water utilities may increase the satisfaction of their customers through strategies and  
28 initiatives that are attentive to the credibility of the information they provide and the means  
29 through which they provide it. In summary, our research indicates that the water sector's ambition  
30 to develop more diverse (and inclusive) customer engagement experiences, including through  
31 online platforms and social media, may deliver benefits (particularly with the less engaged and  
32 younger age groups across varying regional water governance contexts) that complement overall  
33 efforts to build trust and satisfaction, but we acknowledge that these are complex long-term  
34 processes.

36 **Keywords:** public perceptions; water and wastewater services; customer satisfaction;  
37 communication; trust.

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## 1. Introduction

Safe and sustainable water supply and sanitation are fundamental human rights but are also vulnerable to fluctuations in populations, economic development, and climate (Arnell, 2004; Boretti & Rosa, 2019). The challenge of water management is further heightened in many localities by dwindling water resources (Mekonnen & Hoekstra, 2016), aging infrastructure (Larsen et al., 2016), or infrastructure damage from extreme weather events (Hall & Borgomeo, 2013). Thus, the world over, governments and water utilities are tasked with providing the essential water and wastewater services under scenarios of growing complexity and uncertainty, increasingly severe crises, and heightened attention and engagement from the public (Doria, 2010; Gleick, 2018).

Performance indicators help water and wastewater services to benchmark and monitor the utilization of water resources, asset management, water quality, operational factors, and economic efficiency (Haider et al., 2014; Shinde, Hirayama, Mugita, et al., 2013). More recently, there has been an increasing focus on exploring customer perceptions of services as a mechanism to help gauge their performance and motivate improvements. A growing body of literature has examined customer perceptions of water and wastewater services and their underpinning influences. While these perceptions are recognised as broad and multi-dimensional (Bai et al., 2008; Brady & Cronin, 2001), previous studies have often focused on perceptions and preferences surrounding the technical aspects of services – e.g. taste, clarity, water quality, reliability of supply, odour from treatment works (see, for instance, Al-Ghuraiz & Enshassi, 2006; Arthur et al., 2009; Benameur et al., 2022; Doria, 2006 & 2010; Doria et al. 2009; Ellawala & Priyankara, 2016; Lebrero et al., 2011; Ochoo et al., 2017). The non-technical aspects of services are concerned with how the service provider operates and interacts with customers (Grönroos, 1984). Customer perceptions of these non-technical aspects of services are not as well explored in literature.

Customer satisfaction (CS) with services is often highlighted as one expression of customer perceptions. Customer satisfaction has been used as a specific performance measure (Haider et al., 2014; Shinde, Hirayama, Mugita, et al., 2013)), as well as a evidence for investment in service improvements (Donkor, 2013; Haider et al., 2016; Monks et al., 2021). As with customer perceptions more broadly, CS is recognised as multi-dimensional, and some studies have advanced different models and measurements of CS (Fattahi et al., 2011; Hormann, 2016; Hurlimann et al., 2008). Some studies have examined how demographic factors (e.g. age, gender, education, location) and technical aspects of services can affect CS (e.g. Denantes & Donoso, 2021; Dogaru et al., 2009) but overall this presents a very mixed picture.

The relationship between CS and non-technical aspects of services has been explored to a degree. For instance, CS has been linked to trust in water and wastewater service providers (Delpla et al., 2020; Hormann, 2016; Shinde, Hirayama, & Itoh, 2013). Similar links have been found other utility sectors like energy services (Hartmann & Apaolaza Ibáñez, 2007; Neto et al., 2022). Additionally, some studies have made initial inroads in examining the links between CS and communication (Chenoweth et al., 2010; Fife-Schaw et al., 2007). How utilities communicate can influence people's trust and satisfaction (Beal & Flynn, 2015; Robak, 2021), but there is less evidence on the efficacy of communication methods. Some research has shown that the level of detail in water quality reports

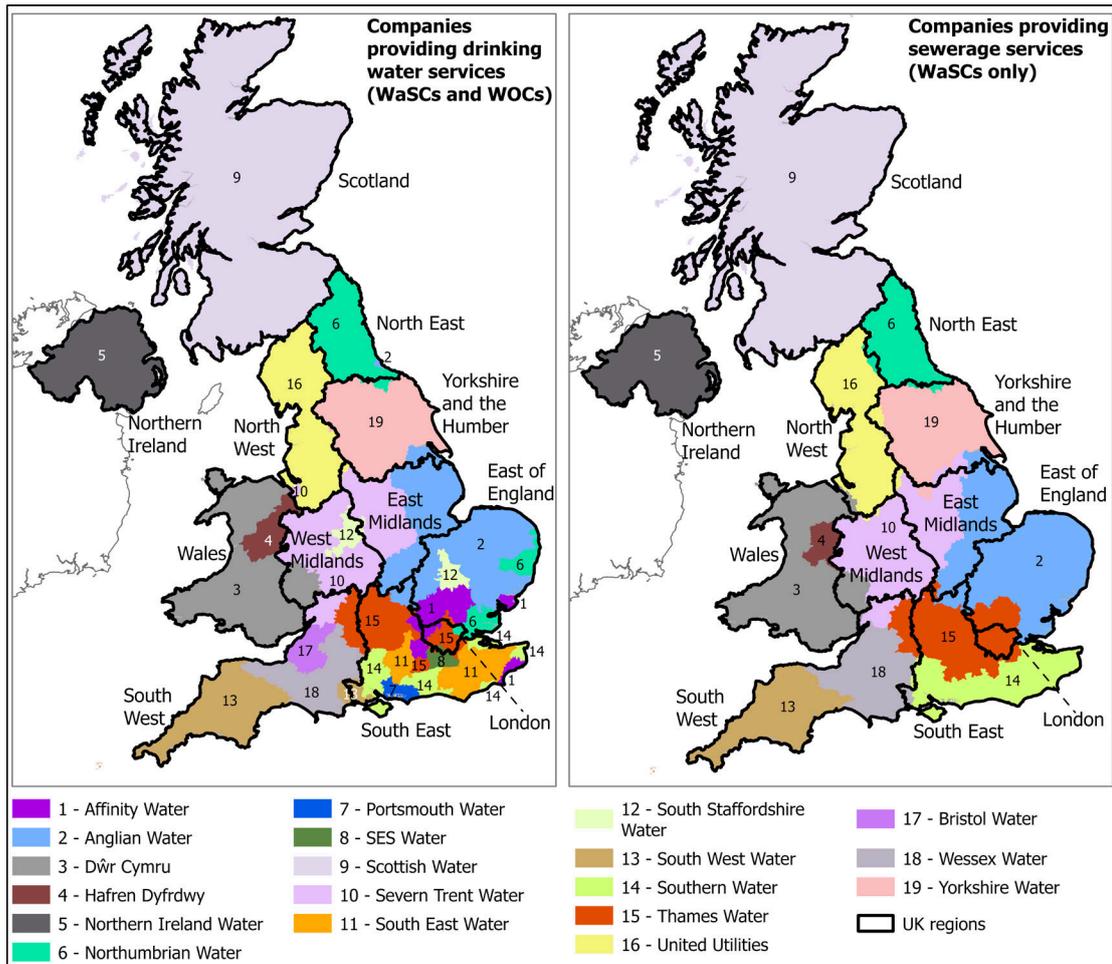
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87 influences satisfaction (Johnson, 2003), that visiting the website of a water service operator was not  
88 related to customer satisfaction (Romano & Masserini, 2020), and that there is potential to explore  
89 the role of communicating through digital interfaces (Beal & Flynn, 2015) and engagement with  
90 citizen science initiatives (Brouwer et al., 2018). However, the complex interlinkages between CS  
91 and these non-technical aspects of services (such as trust and communication) remain relatively  
92 poorly understood.

93  
94 In this paper, we aim to provide empirically-grounded insight into these interlinkages. The water  
95 management literature emphasizes the role of customer engagement and communications in helping  
96 to establish trust with water service customers (Doria et al., 2009; Johnson, 2003) and for enhancing  
97 perceived service quality and the customer experience (Beal & Flynn, 2015; Monks et al., 2021;  
98 Ojo, 2011; Prevos, 2017). As such, there is a case for focusing on customer perceptions of  
99 trustworthiness and exploring how trust and satisfaction are connected (Doria, 2010; Jabłoński &  
100 Jabłoński, 2019). We contribute to this by exploring how CS with water services is affected by  
101 demographic characteristics, as well as by two non-technical aspects of services – communication  
102 with water utilities, and trust. Using the context of water and wastewater services in the UK, we  
103 pursue this aim through a survey of the public.

## 105 **2 Water services in the UK and customer satisfaction levels**

106 Domestic water and wastewater services are provided by private companies in England, a not-  
107 for-profit company in Wales, and through public (government-owned) companies in Northern  
108 Ireland and Scotland. Several companies provide both water and wastewater services to large  
109 regions across the UK (known as water and sewerage companies or WASCs). Overlapping these  
110 regions, some companies provide drinking water services only (known as water-only companies or  
111 WOCs) and these are more numerous in the southern parts of England (see Figure 1). Hereafter, we  
112 refer to all of these service providers collectively as water utilities. Regulation is provided in  
113 England and Wales by Ofwat (economic regulator), the Drinking Water Inspectorate (water quality  
114 regulator), the Environment Agency (environmental regulator for England), and Natural Resources  
115 Wales (environmental regulator for Wales). Regulation in Scotland is by the Water Industry  
116 Commission for Scotland (economic), Drinking Water Quality Regulator for Scotland and the  
117 Scottish Environment Protection Agency. Northern Ireland Water is regulated by Northern Ireland  
118 Authority for Utility Regulation (economic), Northern Ireland Environment Agency, and the NI  
119 Drinking Water Inspectorate. Alongside the regulators, the regions have statutory independent  
120 customer representation carried out by the Consumer Council for Water (CCW) in England and  
121 Wales, Scottish Public Services Ombudsman (responsible for investigating complaints) and Citizens  
122 Advice Scotland, and The Consumer Council in Northern Ireland.



123

124 *Figure 1 Approximate service area boundaries of drinking water service providers (left) and*  
 125 *sewerage service providers (right) overlaid with regional boundaries (black lines and text).*  
 126 *Companies 1, 7, 8, 11, 12, and 17 are WOCs (providing drinking water services only), while the*  
 127 *remaining companies are WaSCs (providing both drinking water and sewerage services). Some*  
 128 *service providers do not appear in this graphic because their service area is too small to be visible.*  
 129 *Image credit – Ian Truckell Contains public sector information licensed under the Open*  
 130 *Government License v3.0.*

131 Recent customer satisfaction results include the Household Customer Experience Measure in  
 132 Scotland which was 88.5 in 2021 (above the target of 82.6) (WICS, 2021). In England and Wales,  
 133 Ofwat evaluates customer experience through a combination of a Customer Service Survey (CSS)  
 134 & Customer Experience Survey (CES) using ten-point rating scales from 0 (extremely dissatisfied)  
 135 to 10 (extremely satisfied) (Ofwat, 2020). The CES, which surveys members of the public, indicated  
 136 that the average satisfaction was 83.85 in 2021, once scores were adjusted to a scale of 0-100 (Welsh  
 137 Water and Northumbrian Water were the highest, Thames and Affinity Water were the lowest)  
 138 (Accent, 2021). In this Accent (2021) report, women were significantly more satisfied with their  
 139 water utility than men and older participants (aged 65 and over) were more satisfied than the  
 140 youngest group (18-30), and both of these groups were significantly more satisfied than the in-  
 141 between age groups (covering 30-64). However, the report also concluded that further research was  
 142 needed to better understand the relationship between demographic characteristics and satisfaction.  
 143 In Northern Ireland, efforts are still underway to establish a measure of customer satisfaction (Utility

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144 Regulator, 2021). CCW (England and Wales) also evaluates customer satisfaction, and at the time  
145 of writing their most recent report for 2020 put overall water service satisfaction at 92% (up 1%  
146 from 2019) and overall sewerage service satisfaction at 85% (down 1% from 2019), noting that both  
147 measures have been relatively static for around ten years – satisfaction with value for money was  
148 76% and 78% for water and sewerage services respectively, and customer service satisfaction was  
149 80% (CCW, 2020). Finally, of note, the Institute of Customer Service’s UK Customer Satisfaction  
150 Index (UKCSI) rates all utilities across all sectors using 26 measures categorized into five  
151 dimensions, and of the water and sewerage providers, Scottish Water was rated the highest (ICS,  
152 2021).

153

## 154 **3 Methods**

### 155 **3.1 Survey instrument and respondents**

156 Data was collected using a questionnaire designed and implemented using Qualtrics web-based  
157 software. Following pre-testing of the survey and ethical approval, respondents over the age of 18  
158 were recruited online using internet survey panels and predetermined demographic quotas aligned  
159 with the UK census for age group, gender, and geographic region. The minimum age was set at 18,  
160 as this is common practice in UK water industry customer research due to the age of bill payers (e.g.  
161 Accent, 2021; Savanta, 2022), and due to ethical reasons. The online survey was undertaken in July  
162 2018 and the final sample, after data cleaning, included 760 respondents, which gave a sample size  
163 confidence interval of 95% and a 4% margin of error (Daniel & Cross, 2018) for representing the  
164 UK adult population. Respondents were asked for their informed consent before starting the survey  
165 and received a small remuneration from Qualtrics for completing the survey (in line with standard  
166 internet survey panel practices).

167

### 168 **3.2 Research design and variables**

169 The survey collected responses to be coded into the dependent and independent variables for  
170 statistical analysis. The dependent variable for this study was customer satisfaction (CS) with water  
171 and wastewater services (*In general, how satisfied are you with your water and wastewater*  
172 *services?*) which measured responses on a five-point scale (Extremely unsatisfied = 1 to Extremely  
173 satisfied = 5). The independent variables were measures of the frequency of engagement with water  
174 services, trust in the water utility to provide accurate information, and several demographic  
175 categories summarized in Table 1.

176

### 177 **3.3 Statistical analysis**

178 Exploratory statistics and regression analysis was undertaken in IBM SPSS (v26). In all cases,  
179 we treated the dependent variable (CS) as ordinal. Due to a small number of cases in the ‘extremely  
180 unsatisfied’ category (n = 14), we combined the ‘extremely’ and ‘somewhat’ unsatisfied categories,  
181 such that there were four ordinal categories (unsatisfied, neither satisfied nor unsatisfied, somewhat  
182 satisfied and extremely satisfied) for statistical analysis.

183

184 Firstly, we explored differences in CS based on the demographics using non-parametric statistics.  
185 The Mann-Whitney U-test was used for independent variables consisting of two independent  
186 samples and the Kruskal-Wallis H-test was used when there were more than two categories.

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187 Secondly, we hypothesized that characteristics of communications (trust and the frequency of  
188 communication by different channels), and demographic variables would contribute to the  
189 prediction of CS. We followed the theoretical logic of Hurlimann et al. (2008) that trust in a water  
190 utility (to provide accurate information) was a determinant of satisfaction (in their case with  
191 recycled water supply). The specification of trust as a predictor of satisfaction is further supported  
192 by research across a range of fields including health services (Chang et al., 2013), governance  
193 (Morgeson et al., 2011), and food safety (De Jonge et al., 2007).

194  
195 As the dependent variable consisted of four ordered categories, we used an ordinal logistic  
196 regression model for estimating the extent to which the predictor variables estimated the outcome.  
197 We executed the ordinal regression in SPSS and obtained the log-ratios in addition to the Wald tests.  
198 Categorical variables were dummy coded if there were more than two categories (age and UK region)  
199 and one category was assigned as the reference. As SPSS ordinal regression only allows for nominal  
200 or continuous independent variables, we treated the five-point single-item measures for 'trust' and  
201 'frequency of engagement' as continuous covariates (or ordinal approximations of continuous  
202 variables) under the assumption that the scale points approximated equivalent distances and that  
203 there was little bias from assuming interval measurements (Winship & Mare, 1984). Moreover, it is  
204 suggested that continuous methods can be used when an ordinal variable has four or more categories  
205 (Byrne, 2010) and that such assumptions are appropriate and robust, for example, to violations of  
206 assumptions of normality (Norman, 2010). The model variables were assessed for multicollinearity  
207 using the Variance Inflation Factor (VIF, where all values were less than 10 in the final models) and  
208 Condition Index (all values less than 15 in the final models) (Salmeron et al., 2018). Following this  
209 analysis, some categories were excluded (redundant, as they added no information to the prediction  
210 equation) or modified from the final model (see Table 1).

211

Table 1 Summary of independent variables used in statistical analysis

Independent Variable	Description of Variable	Treatment in Ordinal regression model
Trust	To what extent would you trust your current water company to provide you with accurate information about water and wastewater treatment processes? A great extent (5), A lot (4), A moderate amount (3), A little (2), None at all (1)	Covariate (Continuous)
Frequency of Engagement (five statements)	In the past year, how often have you: (a) Read your water bill, (b) Contacted your water company, (c) Visited your water company website, (d) Engaged with your water company on social media, (e) Spoke about your water provider with friends/family. Very frequently (5), Frequently (4), Occasionally (3), Rarely (2), Never (1)	Each method of engagement entered as a covariate (Continuous)
Age	Categories: 18 – 24, 25-34, 35-49, 50-64, 65+	Dummy coded (1, 0) for each category
Gender	Male (1), Female (0)	Binary
Education level	Up to Secondary school, Pre-university (A-levels, certificate, diploma), University degree (bachelor or post-graduate)	Binary (university degree = 1, or not = 0). A logistic regression analysis by Benameur et al. (2022) found satisfaction was predicted by having a university degree. The other two categories were not included due to multicollinearity (VIF > 10) and because they were accounted for in the binary variable (i.e. did not have a university degree).
Employment status	Employed (full-time), Employed (other - part-time or self-employed), Retired, Student (full-time or part-time), Not employed (job-seeker, unemployed), Stay-at-home (homemaker)	Binary (employed = 1, or not employed = 0). Research suggests higher income is associated with satisfaction (e.g. García-Rubio et al. 2016). The categories were simplified to a binary variable, firstly to provide some proxy for income and secondly due to high correlation with other variable categories. In particular, 'Retired' contained similar information to the 65+ age category and 'Student' overlapped with the 18-24 age group. 'Stay-at-home' was not considered a good proxy for income as the respondent was likely to have a partner who worked.
UK Region	Greater London, South East, South West, East of England, East Midlands, West Midlands, Yorkshire and the Humber, North East, North West, Scotland, Wales, Northern Ireland	Dummy coded (1, 0) for each category

213 Notes: 'Prefer not to say' and categories with <3 responses were excluded (e.g. respondents not  
 214 identifying as male or female); VIF = Variable Inflation Factors

215

216

## 4 Results and analysis

### 4.1 Sample descriptive statistics and analysis

The characteristics of the sample are summarized in Table 2. The proportion of respondents was within one percentage point for each of the census-based quotas (age group, gender, UK region) and thus indicated a good overall level of representativeness based on these criteria. Overall, 77% of the respondents said they were satisfied (somewhat or extremely) with their water and wastewater services, 16% were neither satisfied nor unsatisfied, whereas 7% reported being unsatisfied (somewhat or extremely). In terms of extremely satisfied, the highest values were for Scotland and Northern Ireland (both 52%). The highest value for extremely unsatisfied was for the employment status of stay-at-home (7%). Overall satisfaction was highest for retired and the over 65 years age group (both 86% satisfied and both categories were substantially correlated with 86% of the age group also being retired). Higher satisfaction was also found in the East of England and Scottish samples (85% and 84% respectively). Overall dissatisfaction was highest for stay-at-home (17%), Northern Ireland (14%), London (12%), and the 18-24 age group (12%). No dissatisfaction was reported in Scotland.

Table 2 Summary of CS ratings for the demographic variables and results of nonparametric tests

Variable and statistical analysis	Category	Sample	%	Quotas - UK Census (2011) based	Extremely unsatisfied	Somewhat unsatisfied	Neither Satisfied nor unsatisfied	Somewhat satisfied	Extremely satisfied
Satisfaction		760	100%		2%	5%	16%	48%	29%
Age Group <sup>2</sup> $\chi^2 (4) = 22.8, p = 0.001$	18 - 24	90	12%	12%	3%	9%	18%	50%	20%
	25-34	134	18%	17%	4%	2%	16%	49%	28%
	35-49	193	25%	27%	1%	7%	21%	49%	22%
	50-64	179	24%	23%	1%	4%	16%	46%	32%
	65+	164	22%	21%	1%	4%	9%	47%	39%
Gender <sup>1</sup> $z = 1.462, p = 0.227$	Male	368	48%	49%	1%	5%	15%	49%	30%
	Female	389	51%	51%	3%	5%	17%	47%	28%
UK region <sup>2</sup> $\chi^2 (11) = 30.671, p = 0.001$	Greater London	99	13%	14%	1%	11%	17%	47%	23%
	South East	105	14%	14%	4%	6%	21%	52%	17%
	South West	66	9%	9%	0%	8%	14%	50%	29%
	East of England	62	8%	9%	2%	6%	6%	58%	27%
	East Midlands	56	7%	7%	0%	5%	13%	43%	39%
	West Midlands	68	9%	9%	4%	4%	12%	56%	24%
	Yorkshire and the Humber	64	8%	8%	2%	3%	16%	53%	27%
	North East	33	4%	4%	3%	0%	24%	33%	39%
	North West	83	11%	11%	2%	1%	16%	52%	29%
	Scotland	64	8%	8%	0%	0%	16%	33%	52%
Wales	39	5%	5%	0%	5%	28%	46%	21%	
Northern Ireland	21	3%	3%	5%	10%	14%	19%	52%	
Education level <sup>2</sup> $\chi^2 (2) = 1.119, p = 0.572$	Up to Secondary	227	30%		4%	4%	18%	43%	32%
	Pre-University	272	36%		1%	5%	17%	47%	31%
	University degree	258	34%		2%	7%	14%	53%	25%
Employment status <sup>2</sup> $\chi^2 (5) = 24.433, p = 0.001$	Employed - Full time	290	38%		2%	7%	16%	51%	25%
	Employed - Other	139	18%		3%	5%	20%	45%	27%
	Retired	171	23%		1%	3%	11%	45%	41%
	Student	44	6%		2%	7%	18%	52%	20%
	Stay at home	41	5%		7%	10%	22%	39%	22%
Not working	75	10%		0%	1%	17%	51%	31%	

Notes: Categories for each variable may not sum to the total sample of 760 as the 'prefer not to say' category and categories with 3 or less responses are excluded. <sup>1</sup> = Mann-Whitney U-test, standardised test statistic. <sup>2</sup> = Kruskal-Wallis H-test.

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238 The results of the non-parametric analysis (Table 2) showed statistically significant differences  
239 between categories for Age group, UK region, and Employment status. Pairwise comparisons (with  
240 adjusted significance using Bonferroni correction) highlighted the significant differences between  
241 age groups (18-24 and 65+, 35-49 and 65+), between Scotland and two other regions (Greater  
242 London, and South-East), and between retired respondents and three other employment categories  
243 (Stay-at-home, Employed – full time, Employed – other). Satisfaction was not statistically different  
244 for Gender or Education level.

245  
246 As significant differences arose for Age, Employment status and Region, we checked for  
247 associations between these categorical variables using Person Chi-squared tests to explore whether  
248 observed differences in CS might be due to confounding variables. Results of the Chi-squared tests  
249 showed statistically significant results for associations between all three pairs: Age and Employment  
250 status ( $\chi^2(20) = 800.198, p < 0.001$ ), Age and Region ( $\chi^2(44) = 197.83, p = 0.022$ ), and Employment  
251 status and Regions ( $\chi^2(55) = 187.32, p = 0.001$ ); indicating that in each case the variables were in  
252 some way related.

253  
254 The strongest association was between Age and Employment status categories due to a range of  
255 interactions including 44% of 18-24 year olds who were students, 60% of 25-49 year olds who were  
256 working full-time, and 86% of those over 65 years were retired. Comparing Regions and Age, data  
257 for the East of England region was skewed to the oldest age category (81% in 65+ age category)  
258 compared to the other regions (not including East of England, the proportion of respondents in 65+  
259 age category was 15% on average, min = 3%, max = 23%, UK Census 2011 = 21%). With the East  
260 of England region excluded, the result was no longer significant ( $\chi^2(40) = 55.03, p = 0.283$ ) thus  
261 indicating a different age distribution was potentially confounding the CS results for East of England  
262 region. Similarly, for the comparison of Employment status and Region, there was a high proportion  
263 of Retired in the East of England sample (76%). With the 11 Regions (excluding East of England)  
264 the distribution of Employment was still significantly different ( $\chi^2(50) = 72.04, p = 0.022$ ).  
265 Variation included higher proportions full-time employed in Yorkshire & Humber and Greater  
266 London (55% and 54% respectively), higher proportions not working in the North East (18%),  
267 higher proportions of students and working (other) in the West Midlands (26% and 13%  
268 respectively), and higher proportions of stay-at-home in Northern Ireland (19%). In summary, the  
269 statistical significance for the variables Age, Employment status, and Region that were detected  
270 through the non-parametric tests was potentially confounded by extraneous factors.

## 271 272 **4.2 Predicting Customer Satisfaction**

273 The ordinal logistic regression model was statistically significant,  $\chi^2(24) = 166.842, p < 0.001$ , a  
274 good fit Pearson  $\chi^2(2208) = 2306.810, p < 0.070$  (non-significance indicated a good fit), and  
275 explained 21.8% (Nagelkerke  $R^2$ ) of the variance in CS. Furthermore, the model met the assumption  
276 of proportional odds  $\chi^2(48) = 58.317, p < 0.146$  (non-significance indicated the assumption was  
277 met).

278  
279 The results of the regression model (Table 3) showed that the significant predictor variables were  
280 the degree to which respondents trusted their water utility to provide accurate information  
281 (positively predicted, Odds Ratios greater than 1.0), the frequency they contacted their water utility

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282 or spoke about their water utility with friends or family (both negative predictors, Odds Ratios less  
283 than 1.0), the frequency of engagement with the water utility’s social media (positive), and three  
284 age categories (spanning 18 to 49 years old, all negatively predicted). None of the UK regions  
285 significantly predicted CS, however, we do note the high odds ratio for Scotland (possible positive  
286 predictor) and lower odds ratios for some regions (including Greater London, South-East, and East  
287 of England – all possible negative predictors). Despite noticeable odds ratios, regions also had large  
288 confidence intervals on the odds, meaning low precision and high uncertainty in the effects  
289 (Szumilas, 2010).  
290

291  
292  
293

*Table 3 Results of ordinal regression model predicting customer satisfaction using non-technical factors*

<b>Variable</b>	<b>Variable category</b>	<b>Sig. (p)</b>	<b>Odds Ratio (with 95% CI)</b>
Trust water utility to provide accurate information		<b>0.001</b>	1.71 (1.5 - 1.95)
Frequency of Engagement with water utility/s	Read bill	0.142	1.1 (0.97 - 1.24)
	Direct contact	<b>0.018</b>	0.78 (0.64 - 0.96)
	Visited website	0.671	0.96 (0.8 - 1.16)
	Engaged with social media	<b>0.011</b>	1.32 (1.06 - 1.65)
	Spoke about water utility/s with friends/family	<b>0.001</b>	0.69 (0.58 - 0.83)
Region	Greater London	0.280	0.6 (0.21 - 1.68)
	South East	0.121	0.48 (0.17 - 1.35)
	South West	0.960	0.98 (0.33 - 2.86)
	East of England	0.203	0.52 (0.17 - 1.56)
	East Midlands	0.561	1.35 (0.45 - 4.05)
	West Midlands	0.587	0.76 (0.26 - 2.23)
	Yorkshire and the Humber	0.736	0.85 (0.29 - 2.47)
	North East	0.756	1.19 (0.36 - 3.87)
	North West	0.564	0.76 (0.27 - 2.16)
	Scotland	0.210	1.87 (0.64 - 5.49)
Wales	0.389	0.63 (0.2 - 1.97)	
Age	18 - 24	<b>0.000</b>	0.35 (0.2 - 0.62)
	25-34	<b>0.040</b>	0.55 (0.32 - 0.98)
	35-49	<b>0.001</b>	0.43 (0.26 - 0.72)
	50-64	0.123	0.69 (0.43 - 1.11)
Gender	Female	0.497	0.9 (0.67 - 1.22)
Education	No degree	0.792	1.08 (0.77 - 1.51)
Employment	Not employed	0.655	1.04 (0.77 - 1.4)

294 Notes: CI is confidence interval. Reference categories not included in table (Northern Ireland, age 65+). Threshold  
295 values (reference category is extremely satisfied): Category 1 (unsatisfied), odds = 0.08 (0.02 - 0.25), p = 0.001.  
296 Category 2 (neither unsatisfied nor satisfied), odds = 0.36 (0.11 - 1.14) p = 0.059. Category 3 (somewhat satisfied)  
297 odds = 4.26 (1.35 - 13.46), p = 0.007.  
298

## 299 5 Discussion

300 Customer satisfaction (CS) is an important, albeit abstract, expression of customer perceptions of  
301 water service delivery. Through understanding CS, water utilities and regulators can identify areas  
302 for improvement in both the technical aspects (e.g. measurable water service parameters) and non-  
303 technical aspects (qualities associated with how the service provider operates) of domestic water  
304 and wastewater services. In this research we explored CS with water and wastewater services in the  
305 UK and whether satisfaction varied based on the perceived trustworthiness, frequency, or method  
306 of customer communications. The insights gained from exploring the relationship between CS and

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307 different variables (e.g. demographic categories, regional contexts, different modes of  
308 communication) can help inform the actions that regulators and water utilities take. Specifically,  
309 through developing communication strategies premised on accurate, high quality and timely  
310 communications, water utilities (and regulators) can intervene in ways that can strengthen the  
311 complementary and interrelated concepts of satisfaction and trust.

312  
313 Across our UK sample, most respondents reported that they were satisfied with their water and  
314 wastewater services (77%). Moreover, only a small proportion said they were not satisfied (7%).  
315 Whilst not directly comparable due to the use of different rating scales and different survey questions,  
316 the overall satisfaction level of our respondents can be located within previous CS results obtained  
317 by the water industry in the UK (see section 2 for more details). For example, recently published  
318 results of a survey undertaken for Ofwat and CCW (Savanta, 2022) found that satisfaction with the  
319 quality of water services was 65% and 56% with wastewater and drainage services (noting that  
320 satisfied was defined as 8 and above on a 1 to 10 rating scale), with higher satisfaction in older age  
321 groups, northern geographies, higher-income groups, customers with water meters, and those not  
322 living in urban areas. We recognize some limitations to our approach, as we took an overall  
323 assessment of CS rather than attempting to measure dimensionality. However, due to the complex  
324 and somewhat abstract nature of service quality (Bai et al., 2008; Brady & Cronin, 2001) and the  
325 range of services that water utilities provide, we suggest that there are also benefits to using more  
326 simplified heuristics: a view supported by research that has shown that a single-item CS measure  
327 may provide as much information as large multi-item scales (Garbarino & Johnson, 1999). A further  
328 limitation is that we did not assess customer expectations of water and wastewater services and  
329 therefore we cannot say whether those expectations were either met (or not) through their  
330 experiences, and how that influenced satisfaction. A future line of research could investigate how  
331 antecedent expectations underpin, and potentially link, evaluations of satisfaction and trust.

332  
333 Looking at the demographic factors, CS was associated to some extent with employment status  
334 and geographic region but more so with age, which was the only demographic variable predicting  
335 CS in the regression model. Gender and level of education did not predict CS in the regression  
336 analysis and their categories were not significantly different in the non-parametric tests. Our  
337 findings are in keeping with other research indicating the more case-based nature of demographics  
338 associated with satisfaction (Dogaru et al., 2009; Doria, 2010) and the limited effect of gender in  
339 particular (Benameur et al., 2022; Dogaru et al., 2009; García-Rubio et al., 2016; Hormann, 2016;  
340 Romano & Masserini, 2020), although gender has been found to delineate differences in perception  
341 of water services in the UK (Accent, 2021). The regional variations we found in non-parametric  
342 tests matched other measures of satisfaction with water utility services, indicating higher levels of  
343 satisfaction in Scotland (as found by the UK CS Index, ICS 2021) and differential performance  
344 across England particularly with lower levels of satisfaction in London and across the south (see  
345 Accent 2021). However, we also note that geographic region did not significantly predict CS in our  
346 regression model and that differences may, at least in part, be confounded by variations in regional  
347 age demographics (or other factors). Other research discusses how regional differences in CS can  
348 be driven by perceptions of water resource management and water service governance, such as the  
349 ownership model (García-Rubio et al., 2016; Romano & Masserini, 2020) and perceptions of other  
350 prominent water issues such as leakage or drought management (Cashman, 2006; Dessai & Sims,

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351 2010; Goodwin et al., 2018; Russell-Verma et al., 2015). We also note from this study (although we  
352 cannot confirm) that regional differences in the complexity of water and wastewater service  
353 provision may be a relevant contextual factor. For example, in the South-East, satisfaction scores  
354 tend to be lower where the number of water utilities (particularly water-only companies) is highest.  
355

356 Our results regarding age-based CS heterogeneity complement similar findings in water sector  
357 customer research in the UK where older age groups are the most satisfied (Accent, 2021; Savanta,  
358 2022). Elsewhere, studies in water service satisfaction have also found lower satisfaction in younger  
359 age groups, for example, Ochoo et al. (2017) reported that Canadian respondents under the age of  
360 50 tended to be less satisfied with their water quality than older respondents. This difference might  
361 be linked to factors such as financial stress, job insecurity and other psychological and social-  
362 gradient factors (Power et al., 2002). We conclude that, as younger age groups tend to give lower  
363 ratings to their satisfaction with water services and they tend to be less engaged (for example, read  
364 their bills infrequently - Savanta, 2022), there are opportunities to support trust-building, service  
365 legitimization, and CS through improving engagement.  
366

367 Looking at the non-technical aspects of services, the literature is clear on the importance for water  
368 and wastewater service providers to establish their trustworthiness and credibility with the public  
369 (Doria, 2010; Jabłoński & Jabłoński, 2019) but less clear on the nature of the link between trust and  
370 satisfaction. Adding to a growing body of research (Delpla et al., 2020; Hormann, 2016; Shinde,  
371 Hirayama, & Itoh, 2013), we also found that the degree to which respondents thought their water  
372 utility could be trusted in providing accurate information had a strong positive statistical association  
373 with CS. This is thought to be the first time such a link has been empirically established in research  
374 relating to the UK water sector and is, therefore, a contribution of this study. We acknowledge that  
375 there is no clear precedence in the relationship between trust and satisfaction, nor clear causality, as  
376 they are interrelated concepts (Chen et al., 2015; Islam et al., 2021; Welch et al., 2005), but we have  
377 taken a stance on this for the purposes of statistical modelling. Similarly, trust is often linked to the  
378 perception of risk, yet the causal order of this relationship is not clear and may vary according to  
379 the case (Doria, 2010). Whilst establishing trust is desirable, it may not be easy. For instance, some  
380 have argued that many people's natural position towards water utilities is one of distrust (Doria et  
381 al., 2009), and that private water companies in particular are suspected of being more concerned  
382 with profits than service quality (Doria, 2010). Recent customer research in the UK found that many  
383 customers do not trust their water utility to keep them informed about service choices that could  
384 help them or to fix problems (Savanta, 2022). This could help explain some of the regional  
385 differences in satisfaction observed in our results (e.g., between Scotland, where the utility is  
386 publicly owned, and the South-East, where utilities are privatized) but this is not conclusive. Our  
387 findings suggest that initiatives designed to improve trust in the communication from water utilities  
388 could create corresponding improvements in CS (or, potentially vice versa). This premise is  
389 supported by findings from the marketing literature that show satisfaction and trust are  
390 complementary and that honest, accurate and timely communications have a strong effect on both  
391 trust and satisfaction (Selnes, 1998).  
392

393 Communication and engagement can also contribute to the legitimization of water services and  
394 technologies within their social contexts (Harris-Lovett et al., 2015). Our results on the

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395 characteristics of engagement (perceived credibility and accuracy of information, frequency and  
396 mode of communication) with the public raise several points for discussion. We found that  
397 respondents who contacted their water utility or spoke to friends or family more frequently about  
398 their water services negatively predicted satisfaction. The first point is unsurprising, as people who  
399 contact their water utility frequently do so because they have a problem. The second finding adds  
400 to literature suggesting that receiving negative interpersonal information from family members or  
401 friends relates to negative perceptions of service quality (Doria et al., 2009) but also indicates that  
402 conversations around water and wastewater services are more likely catalyzed by something going  
403 wrong rather than business-as-usual. We also found, however, that engagement with a water utility's  
404 social media positively predicted satisfaction. Again, this relationship is not definitively causal. This  
405 finding resonates with results from the most recent UK CS Index, which show the rising prominence  
406 of online engagement (including websites, web chats, and social media), increasing levels of CS  
407 with online channels of communication, and a rise in CS in younger age groups (ICS, 2022).

408

409 In summary, our findings suggest that CS (and potentially trust) could be supported by proactively  
410 engaging and communicating with the public through online channels such as social media, which  
411 may be particularly beneficial for engaging younger age groups. The water industry is already  
412 making strides in this field by mapping out methods of digital customer engagement to help improve  
413 the customer experience (Sarni et al., 2019). So, while trust might be hard to shift through occasional  
414 factual communications (such as water quality reports, Johnson 2003), social media campaigns  
415 might have some role to play in the longer-run in improving engagement and CS (particularly in  
416 younger age groups), under the caveat that social media more generally is also vulnerable to the  
417 spread misinformation that can foster distrust (Limaye et al., 2020). Emerging findings elsewhere  
418 suggest opportunities to explore the use of interactive data through digital water sensors and smart  
419 water meters as ways to promote transparency and perceived procedural fairness to help build trust  
420 and improve satisfaction (Beal & Flynn, 2015; Goulas et al., 2022)

421

## 422 **6 Conclusions**

423 In this research, we explored the interlinkages between customer satisfaction, demographic  
424 characteristics, and non-technical aspects of water and wastewater services (with a specific focus  
425 on communication with the utility and trust). In a survey undertaken with UK water customers, we  
426 found that the majority of respondents were satisfied with their water and wastewater services.  
427 The statistical analysis highlighted significant differences in the level of satisfaction by region, age  
428 group, and employment status, which corresponded with results from other UK-based customer  
429 research. We found that the degree to which respondents thought their water utility could be  
430 trusted in providing accurate information had a strong positive statistical association with CS  
431 levels. This finding was in accord with research on the role of trust-building and how this can be  
432 supported through communications. Moreover, we suggest that credible and timely  
433 communications can contribute to the legitimization of water services and technologies within  
434 their social contexts.

435

436 We found that respondents who had contacted their water utility or spoken to friends or family  
437 about their water service provider were less likely to be satisfied. These findings were aligned

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438 with other research that has highlighted, firstly, that people who contact their water utility will  
439 often do so because they have a problem, and secondly, that the sharing of information between  
440 family or friends tends to be prompted by negative experiences. On the other hand, we found  
441 engagement with a water utility's social media positively predicted satisfaction. As younger age  
442 groups tend to give lower ratings to their satisfaction with water services and tend to be less  
443 engaged, there are opportunities to engage with this segment of the public through online  
444 platforms and social media. This type of interaction may help water utilities engage with the  
445 multi-dimensionality of CS and the interconnectedness of trust with the customer experience more  
446 generally.

447

448 Without overlooking the influence of improving the technical aspects of water and wastewater  
449 services, water utilities can look to engage with CS by focusing on how people perceive customer  
450 communications. Moreover, by focusing on building trust and through customer engagement and  
451 communications, water utilities can develop their understandings of people's perceptions of  
452 service quality and the overall customer experience. Drawing together our findings relating to age,  
453 perceptions of trust in communications, and the potential link between engaging with a water  
454 utility's social media and customer satisfaction, we conclude that the water industry in the UK  
455 (and in other countries with comparable water management contexts) could benefit from pursuing  
456 the development of diverse customer engagement methods (that are customized to demographic  
457 and regional differences as well as local water governance contexts). In the longer-term, more  
458 diverse and inclusive engagement methods can help to positively influence perceptions of  
459 trustworthiness and customer satisfaction coincidentally.

460

## 461 **Data access statement**

462 The data underpinning this study was collected with approval from the Cranfield University  
463 Research Ethics System. The data is available at: <https://doi.org/10.17862/cranfield.rd.22147367.v1>

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