

According to data collected in surveys carried out by the publicly owned company in the first half of 2019

Canal de Isabel II's Service Rated 8.53 for User Satisfaction

- Users appreciate, above all, continuity of supply, quality, taste and transparency of the water, and its pressure.
- It's the highest-rated utility company, beating gas, electricity and telephone.
- The rating for corporate image improved from 7.49 to 7.89.

20SEP19 – The people of Madrid gave a high rating for user satisfaction with the service provided by Canal de Isabel II, according to a survey by this publicly-owned Madrid company in the first half of 2019. In the survey, users gave the company an average score of 8.53, an increase of three tenths on the average figure for 2018, in which overall satisfaction among domestic customers was 8.23. Satisfaction with *Canal* also improved among its industrial and commercial customers, from an average of 8.36 in 2018 to 8.40.

Among the attributes rated highest by users are continuity of supply (9.07), the quality, taste and transparency of the water (8,48), water pressure (8,32), excellence and safety in the service it provides (8.01), its commitment to sustainability and the environment (7.88), the transparency and trust they perceive (7.55) and their pride in having Canal de Isabel II as a water supplier (7.30).

On the other hand, they rated the tariff lower, with users rating it at 7.1 compared to 6.48 at the end of 2018. However, users value very positively the billing period and punctuality and the clarity of the information that appears on it. Finally, the score for the company's image also improved with respect to last year's figure and rose from 7.49 to 7.89.

Asked how they value Canal de Isabel II in relation to other utility companies, those surveyed gave the water company a score of 8.53 compared to 7.54 for gas, 7.38 for electricity and 7.00 for telephone.

SATISFACTION IN TOWNS & VILLAGES

The satisfaction survey also looked at customer satisfaction in all the towns and villages in the region it serves and weighted as more representative the 15 most populous.

For continuity and guarantee of supply, the most satisfied populations are Valdemoro, Parla, Fuenlabrada, Móstoles, Las Rozas, Pozuelo de Alarcón, Torrejón de Ardoz and San Sebastián de los Reyes, with average scores above 9.3. For water quality, the ranking is headed by Parla, Torrejón de Ardoz, Las Rozas, Colmenar Viejo and Pozuelo de Alarcón.

STRATEGIC PLAN: COMMITMENT TO CUSTOMERS AND USERS

Recognising the needs of customers and users and involving them in the design of processes and services is part of one of the priorities of Canal de Isabel II's 2018-2030 Strategic Plan. It includes actions to improve customer experience, installing smart meters and making business processes more efficient.

Canal de Isabel II was founded almost 170 years ago to supply water to the city of Madrid and today it employs over 2800 people who work every day to serve more than 6 million people in the region. It is an innovative publicly-owned company, a leader in its sector and recognised worldwide for its management of the integrated water cycle.

It operates 13 reservoirs; 78 groundwater catchments; 17,601 km of water supply and distribution network; 131 drinking water and 133 wastewater pumping stations; 15,083 km of sewage networks; 65 storm tanks; 157 wastewater treatment plants; and 615 km of reclaimed water network.