

Results for Affinity Water Central	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																						
<b>Satisfaction with water services</b>																									
Overall, satisfied with their water supply (Sample size: 152) <sup>2</sup>	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>88%</td><td>88%</td><td>91%</td><td>95%</td><td>93%</td><td>89%</td><td>91%</td><td>85%</td><td>90%</td><td>95%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	88%	88%	91%	95%	93%	89%	91%	85%	90%	95%	95% to 89% Average: 93%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	88%	88%	91%	95%	93%	89%	91%	85%	90%	95%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of water services (Sample size: 146)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>74%</td><td>64%</td><td>62%</td><td>74%</td><td>78%</td><td>69%</td><td>63%</td><td>65%</td><td>77%</td><td>72%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	74%	64%	62%	74%	78%	69%	63%	65%	77%	72%	84% to 66% Average: 76%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	74%	64%	62%	74%	78%	69%	63%	65%	77%	72%															
<b>Views on fairness and affordability of charges</b>																									
Agree that total water and sewerage charges are affordable (Sample size: 149) <sup>3</sup>	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>66%</td><td>72%</td><td>76%</td><td>71%</td><td>77%</td><td>65%</td><td>79%</td><td>83%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	66%	72%	76%	71%	77%	65%	79%	83%			87% to 72% Average: 83%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	66%	72%	76%	71%	77%	65%	79%	83%																	
Agree that charges are fair (Sample size: 138)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>62%</td><td>54%</td><td>53%</td><td>62%</td><td>57%</td><td>59%</td><td>58%</td><td>55%</td><td>68%</td><td>69%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	62%	54%	53%	62%	57%	59%	58%	55%	68%	69%	75% to 64% Average: 69%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	62%	54%	53%	62%	57%	59%	58%	55%	68%	69%															
<b>Care and trust</b>																									
Agree water company cares about the service they provide to customers (Sample size: 144)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>65%</td><td>54%</td><td>49%</td><td>68%</td><td>66%</td><td>60%</td><td>66%</td><td>61%</td><td>65%</td><td>66%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	65%	54%	49%	68%	66%	60%	66%	61%	65%	66%	80% to 57% Average: 68%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	65%	54%	49%	68%	66%	60%	66%	61%	65%	66%															
Trust water company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 150)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Score</th><td>7.02</td><td>6.90</td><td>7.11</td><td>7.74</td><td>7.68</td><td>7.46</td><td>7.39</td><td>7.41</td><td>7.81</td><td>7.82</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Score	7.02	6.90	7.11	7.74	7.68	7.46	7.39	7.41	7.81	7.82	8.45 to 7.60 Average: 7.91	
Year	11	12	13	14	15	16	17	18	19	20															
Score	7.02	6.90	7.11	7.74	7.68	7.46	7.39	7.41	7.81	7.82															
<b>Awareness of consumer rights and responsibilities</b>																									
Likely to contact company if worried about paying bill (Sample size: 151)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>74%</td><td>70%</td><td>68%</td><td>76%</td><td>69%</td><td>69%</td><td>73%</td><td>70%</td><td>70%</td><td>71%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	74%	70%	68%	76%	69%	69%	73%	70%	70%	71%	77% to 69% Average: 73%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	74%	70%	68%	76%	69%	69%	73%	70%	70%	71%															
Aware of option to have a free water meter (Sample size: 26*) <sup>4</sup>	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>45%</td><td>64%</td><td>69%</td><td>50%</td><td>59%</td><td>53%</td><td>65%</td><td>66%</td><td>65%</td><td>77%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	45%	64%	69%	50%	59%	53%	65%	66%	65%	77%	79% to 66% Average: 74%	Low base size
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	45%	64%	69%	50%	59%	53%	65%	66%	65%	77%															

Results for Affinity Water Central	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																						
Aware of option for customers who ask for a meter to be fitted to go back to rateable value charge within 24 <sup>5</sup> months (Sample size: 26*) <sup>4</sup>	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>22%</td><td>32%</td><td>28%</td><td>39%</td><td>21%</td><td>27%</td><td>27%</td><td>18%</td><td>25%</td><td>15%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	22%	32%	28%	39%	21%	27%	27%	18%	25%	15%	38% to 15% Average: 29%	Low base size Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	22%	32%	28%	39%	21%	27%	27%	18%	25%	15%															
Aware of, or on, WaterSure tariff (Sample size: 152*)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>5%</td><td>6%</td><td>7%</td><td>8%</td><td>5%</td><td>12%</td><td>11%</td><td>12%</td><td>11%</td><td>9%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	5%	6%	7%	8%	5%	12%	11%	12%	11%	9%	15% to 8% Average: 11%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	5%	6%	7%	8%	5%	12%	11%	12%	11%	9%															
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 152*) <sup>3</sup>	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>2%</td><td>5%</td><td>4%</td><td>4%</td><td>3%</td><td>1%</td><td>2%</td><td>3%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	2%	5%	4%	4%	3%	1%	2%	3%			7% to 2% Average: 4%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	2%	5%	4%	4%	3%	1%	2%	3%																	
Aware of Priority Services (Sample size: 152*) <sup>6</sup>	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>41%</td><td>48%</td><td>37%</td><td>41%</td><td>40%</td><td>39%</td><td>43%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	41%	48%	37%	41%	40%	39%	43%				55% to 39% Average: 47%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	41%	48%	37%	41%	40%	39%	43%																		
<b>Contact</b>																									
Contacted water company with a query in last 12 months (Sample size: 151*)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>6%</td><td>17%</td><td>20%</td><td>15%</td><td>13%</td><td>17%</td><td>16%</td><td>17%</td><td>27%</td><td>20%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	6%	17%	20%	15%	13%	17%	16%	17%	27%	20%	23% to 11% Average: 17%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	6%	17%	20%	15%	13%	17%	16%	17%	27%	20%															
Reason for contacting water company was to complain (Sample size: who made contact: 30)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>8%</td><td>15%</td><td>3%</td><td>9%</td><td>0%</td><td>0%</td><td>8%</td><td>4%</td><td>5%</td><td>0%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	8%	15%	3%	9%	0%	0%	8%	4%	5%	0%	15% to 0% Average: 4%	Low base size
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	8%	15%	3%	9%	0%	0%	8%	4%	5%	0%															
Overall, satisfied with the way their query was handled (Sample size: who made contact: 30)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>73%</td><td>79%</td><td>93%</td><td>73%</td><td>83%</td><td>77%</td><td>79%</td><td>72%</td><td>73%</td><td>70%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	73%	79%	93%	73%	83%	77%	79%	72%	73%	70%	96% to 67% Average: 77%	Low base size
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	73%	79%	93%	73%	83%	77%	79%	72%	73%	70%															

Results for Affinity Water Central	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																						
<b>Water on tap</b>																									
Satisfied with colour and appearance of tap water (Sample size: 152)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>87%</td><td>88%</td><td>88%</td><td>94%</td><td>94%</td><td>91%</td><td>89%</td><td>92%</td><td>89%</td><td>94%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	87%	88%	88%	94%	94%	91%	89%	92%	89%	94%	98% to 89% Average: 94%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	87%	88%	88%	94%	94%	91%	89%	92%	89%	94%															
Satisfied with taste and smell (Sample size: 150)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>78%</td><td>80%</td><td>83%</td><td>87%</td><td>85%</td><td>80%</td><td>79%</td><td>77%</td><td>85%</td><td>87%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	78%	80%	83%	87%	85%	80%	79%	77%	85%	87%	93% to 83% Average: 88%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	78%	80%	83%	87%	85%	80%	79%	77%	85%	87%															
Satisfied with hardness/softness (Sample size: 148)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>43%</td><td>42%</td><td>43%</td><td>60%</td><td>51%</td><td>45%</td><td>43%</td><td>44%</td><td>45%</td><td>39%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	43%	42%	43%	60%	51%	45%	43%	44%	45%	39%	72% to 39% Average: 54%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	43%	42%	43%	60%	51%	45%	43%	44%	45%	39%															
Satisfied with safety (Sample size: 146)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>87%</td><td>86%</td><td>88%</td><td>88%</td><td>93%</td><td>87%</td><td>87%</td><td>88%</td><td>90%</td><td>95%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	87%	86%	88%	88%	93%	87%	87%	88%	90%	95%	99% to 89% Average: 94%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	87%	86%	88%	88%	93%	87%	87%	88%	90%	95%															
Satisfied with reliability of supply (Sample size: 151)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>93%</td><td>94%</td><td>96%</td><td>97%</td><td>96%</td><td>96%</td><td>97%</td><td>95%</td><td>97%</td><td>97%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	93%	94%	96%	97%	96%	96%	97%	95%	97%	97%	100% to 95% Average: 98%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	93%	94%	96%	97%	96%	96%	97%	95%	97%	97%															
Satisfied with water pressure (Sample size: 152)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>87%</td><td>82%</td><td>81%</td><td>92%</td><td>85%</td><td>85%</td><td>81%</td><td>83%</td><td>85%</td><td>92%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	87%	82%	81%	92%	85%	85%	81%	83%	85%	92%	92% to 85% Average: 90%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	87%	82%	81%	92%	85%	85%	81%	83%	85%	92%															
<b>Likelihood to recommend as a provider of water services</b>																									
Extremely likely to recommend Affinity Water Central to friends and family as a provider (Sample size: 147) <sup>7</sup>	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>41%</td><td>32%</td><td>33%</td><td>26%</td><td>32%</td><td>34%</td><td>37%</td></tr> </table>	Year	14	15	16	17	18	19	20	Percentage	41%	32%	33%	26%	32%	34%	37%	56% to 33% Average: 42%							
Year	14	15	16	17	18	19	20																		
Percentage	41%	32%	33%	26%	32%	34%	37%																		

**Affinity Water Central sewerage services are provided by Thames Water (130 respondents) or Anglian Water (11 respondents).<sup>8</sup>**



Results for sewerage service providers for Affinity Water Central	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																						
<b>Satisfaction with sewerage services</b>																									
Overall, satisfied with their sewerage services (Sample size: 142)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>85%</td><td>81%</td><td>85%</td><td>89%</td><td>89%</td><td>85%</td><td>88%</td><td>87%</td><td>87%</td><td>82%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	85%	81%	85%	89%	89%	85%	88%	87%	87%	82%	93% to 78% Average: 85%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	85%	81%	85%	89%	89%	85%	88%	87%	87%	82%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of sewerage services (Sample size: 137)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>72%</td><td>70%</td><td>71%</td><td>75%</td><td>74%</td><td>75%</td><td>66%</td><td>71%</td><td>78%</td><td>76%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	72%	70%	71%	75%	74%	75%	66%	71%	78%	76%	84% to 60% Average: 76%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	72%	70%	71%	75%	74%	75%	66%	71%	78%	76%															
<b>A sewerage system that works</b>																									
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 112)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>85%</td><td>80%</td><td>66%</td><td>83%</td><td>79%</td><td>72%</td><td>80%</td><td>85%</td><td>74%</td><td>82%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	85%	80%	66%	83%	79%	72%	80%	85%	74%	82%	85% to 75% Average: 80%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	85%	80%	66%	83%	79%	72%	80%	85%	74%	82%															
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 118)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>86%</td><td>80%</td><td>73%</td><td>87%</td><td>81%</td><td>72%</td><td>84%</td><td>78%</td><td>75%</td><td>78%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	86%	80%	73%	87%	81%	72%	84%	78%	75%	78%	87% to 77% Average: 80%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	86%	80%	73%	87%	81%	72%	84%	78%	75%	78%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 101)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>85%</td><td>78%</td><td>69%</td><td>86%</td><td>86%</td><td>72%</td><td>75%</td><td>79%</td><td>75%</td><td>68%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	85%	78%	69%	86%	86%	72%	75%	79%	75%	68%	86% to 64% Average: 75%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	85%	78%	69%	86%	86%	72%	75%	79%	75%	68%															
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 114)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>81%</td><td>70%</td><td>67%</td><td>82%</td><td>84%</td><td>70%</td><td>74%</td><td>72%</td><td>80%</td><td>75%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	81%	70%	67%	82%	84%	70%	74%	72%	80%	75%	84% to 71% Average: 76%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	81%	70%	67%	82%	84%	70%	74%	72%	80%	75%															
<b>Likelihood to recommend as a provider of sewerage services</b>																									
Extremely likely to recommend sewerage provider to friends and family (Sample size: 140) <sup>3,6</sup>	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>37%</td><td>32%</td><td>23%</td><td>26%</td><td>32%</td><td>35%</td><td>36%</td></tr> </table>	Year	14	15	16	17	18	19	20	Percentage	37%	32%	23%	26%	32%	35%	36%	56% to 29% Average: 40%							
Year	14	15	16	17	18	19	20																		
Percentage	37%	32%	23%	26%	32%	35%	36%																		

**Sample Profile**

<b>Regional sample profile for Affinity Water Central</b>	<b>(Sample size: 152*)</b>
<b>Gender</b>	
Male	45%
Female	55%
<b>Age</b>	
18-29	3%
30-44	13%
45-59	38%
60-74	30%
75+	16%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	57%
Intermediate occupations	15%
Routine & manual occupations	18%
Never worked and long-term unemployed/ Full-time students	9%
Refused	1%
<b>Water meter</b>	
Proportion having a water meter	62%

- Statistical reliability on sample size of 152 is +/- 7.95%

<sup>1</sup> Average (mean) proportion for all WoCs based on weighted data. All other data is unweighted.

<sup>2</sup> Sample size excludes don't knows unless followed by an asterisk \*.

<sup>3</sup> Question not asked in all years.

<sup>4</sup> Question filtered on unmetered households as per main report.

<sup>5</sup> Question text amended in 2018 to '24 months' (prior to this was '12 months').

<sup>6</sup> Wording change in 2014.

<sup>7</sup> Extremely likely to recommend is based on the proportion of customers scoring 9 or 10.

<sup>8</sup> There is no differentiation between sewerage service providers within the results.