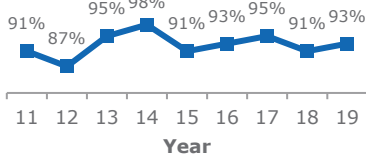
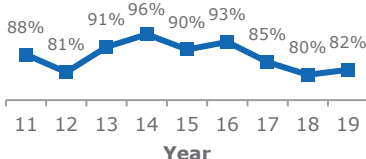
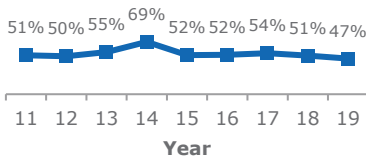
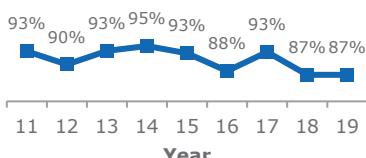
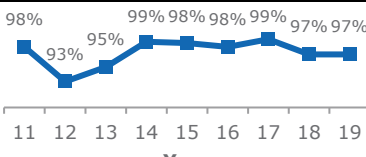
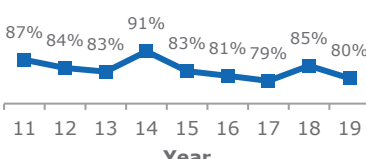
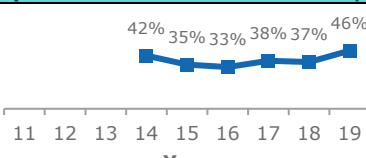


Results for Affinity Water East	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																				
Satisfaction with water services																							
Overall, satisfied with their water supply (Sample size: 151) ²	<table border="1"> <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></tr> <tr><th>Percentage</th><td>92%</td><td>84%</td><td>89%</td><td>97%</td><td>92%</td><td>91%</td><td>91%</td><td>90%</td><td>87%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	92%	84%	89%	97%	92%	91%	91%	90%	87%	96% to 86% Average: 91%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	92%	84%	89%	97%	92%	91%	91%	90%	87%														
Satisfaction with value for money																							
Satisfied with value for money of water services (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></tr> <tr><th>Percentage</th><td>75%</td><td>71%</td><td>77%</td><td>78%</td><td>71%</td><td>67%</td><td>71%</td><td>64%</td><td>75%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	75%	71%	77%	78%	71%	67%	71%	64%	75%	85% to 70% Average: 76%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	75%	71%	77%	78%	71%	67%	71%	64%	75%														
Views on fairness and affordability of charges																							
Agree that water and sewerage charges are affordable (Sample size: 148) ³	<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></tr> <tr><th>Percentage</th><td>64%</td><td>78%</td><td>72%</td><td>76%</td><td>76%</td><td>71%</td><td>80%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	64%	78%	72%	76%	76%	71%	80%			88% to 70% Average: 79%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	64%	78%	72%	76%	76%	71%	80%																
Agree that charges are fair (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></tr> <tr><th>Percentage</th><td>71%</td><td>59%</td><td>56%</td><td>70%</td><td>61%</td><td>61%</td><td>59%</td><td>57%</td><td>65%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	71%	59%	56%	70%	61%	61%	59%	57%	65%	82% to 58% Average: 67%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	71%	59%	56%	70%	61%	61%	59%	57%	65%														
Care and trust																							
Agree their water company cares about the service they provide to customers (Sample size: 140)	<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></tr> <tr><th>Percentage</th><td>75%</td><td>59%</td><td>64%</td><td>71%</td><td>68%</td><td>62%</td><td>67%</td><td>63%</td><td>71%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	75%	59%	64%	71%	68%	62%	67%	63%	71%	82% to 60% Average: 67%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	75%	59%	64%	71%	68%	62%	67%	63%	71%														
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (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></tr> <tr><th>Score</th><td>7.56</td><td>7.13</td><td>7.38</td><td>7.85</td><td>7.22</td><td>7.54</td><td>7.83</td><td>7.59</td><td>7.59</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Score	7.56	7.13	7.38	7.85	7.22	7.54	7.83	7.59	7.59	8.57 to 7.30 Average: 7.74	
Year	11	12	13	14	15	16	17	18	19														
Score	7.56	7.13	7.38	7.85	7.22	7.54	7.83	7.59	7.59														
Awareness of consumer rights and responsibilities																							
Likely to contact company if worried about paying bill (Sample size: 143)	<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></tr> <tr><th>Percentage</th><td>84%</td><td>70%</td><td>72%</td><td>71%</td><td>69%</td><td>80%</td><td>75%</td><td>72%</td><td>75%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	84%	70%	72%	71%	69%	80%	75%	72%	75%	83% to 70% Average: 74%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	84%	70%	72%	71%	69%	80%	75%	72%	75%														
Aware of option to have a free water meter (Sample size: 32*) ⁴	<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></tr> <tr><th>Percentage</th><td>67%</td><td>61%</td><td>76%</td><td>60%</td><td>62%</td><td>56%</td><td>67%</td><td>70%</td><td>78%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	67%	61%	76%	60%	62%	56%	67%	70%	78%	78% to 63% Average: 68%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	67%	61%	76%	60%	62%	56%	67%	70%	78%														

Results for Affinity Water East	Percentage of household customers	Range and average for all Water only Companies ¹	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 ⁵ months (Sample size: 32*) ⁴	<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></tr> <tr><th>Percentage</th><td>37%</td><td>26%</td><td>39%</td><td>44%</td><td>27%</td><td>25%</td><td>27%</td><td>23%</td><td>38%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	37%	26%	39%	44%	27%	25%	27%	23%	38%	38% to 17% Average: 27%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	37%	26%	39%	44%	27%	25%	27%	23%	38%														
Aware of, or on WaterSure tariff (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></tr> <tr><th>Percentage</th><td>17%</td><td>16%</td><td>22%</td><td>18%</td><td>16%</td><td>20%</td><td>11%</td><td>18%</td><td>17%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	17%	16%	22%	18%	16%	20%	11%	18%	17%	17% to 9% Average: 11%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	17%	16%	22%	18%	16%	20%	11%	18%	17%														
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 151*) ³	<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></tr> <tr><th>Percentage</th><td>7%</td><td>5%</td><td>6%</td><td>7%</td><td>4%</td><td>5%</td><td>9%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	7%	5%	6%	7%	4%	5%	9%			9% to 2% Average: 4%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	7%	5%	6%	7%	4%	5%	9%																
Aware of Priority Services (Sample size: 151*) ⁶	<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></tr> <tr><th>Percentage</th><td>51%</td><td>53%</td><td>42%</td><td>44%</td><td>50%</td><td>48%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	51%	53%	42%	44%	50%	48%				54% to 38% Average: 43%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	51%	53%	42%	44%	50%	48%																	
Contact																							
Contacted water company with a query in last 12 months (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></tr> <tr><th>Percentage</th><td>11%</td><td>18%</td><td>19%</td><td>11%</td><td>16%</td><td>19%</td><td>14%</td><td>21%</td><td>21%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	11%	18%	19%	11%	16%	19%	14%	21%	21%	27% to 12% Average: 22%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	11%	18%	19%	11%	16%	19%	14%	21%	21%														
Reason for contacting water company was to complain (Sample size: 31 who contacted)	<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></tr> <tr><th>Percentage</th><td>0%</td><td>15%</td><td>7%</td><td>6%</td><td>6%</td><td>4%</td><td>10%</td><td>6%</td><td>6%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	0%	15%	7%	6%	6%	4%	10%	6%	6%	9% to 0% Average: 4%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	0%	15%	7%	6%	6%	4%	10%	6%	6%														
Overall, satisfied with the way their query was handled (Sample size: 31 who contacted)	<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></tr> <tr><th>Percentage</th><td>82%</td><td>67%</td><td>79%</td><td>87%</td><td>87%</td><td>79%</td><td>90%</td><td>73%</td><td>87%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	82%	67%	79%	87%	87%	79%	90%	73%	87%	87% to 73% Average: 78%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	82%	67%	79%	87%	87%	79%	90%	73%	87%														

Results for Affinity Water East	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																				
Water on tap																							
Satisfied with colour and appearance of tap water (Sample size: 149)	 <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></tr> <tr><th>Percentage</th><td>91%</td><td>87%</td><td>95%</td><td>98%</td><td>91%</td><td>93%</td><td>95%</td><td>91%</td><td>93%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	91%	87%	95%	98%	91%	93%	95%	91%	93%	99% to 89% Average: 92%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	91%	87%	95%	98%	91%	93%	95%	91%	93%														
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></tr> <tr><th>Percentage</th><td>88%</td><td>81%</td><td>91%</td><td>96%</td><td>90%</td><td>93%</td><td>85%</td><td>80%</td><td>82%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	88%	81%	91%	96%	90%	93%	85%	80%	82%	95% to 81% Average: 86%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	88%	81%	91%	96%	90%	93%	85%	80%	82%														
Satisfied with hardness/softness (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></tr> <tr><th>Percentage</th><td>51%</td><td>50%</td><td>55%</td><td>69%</td><td>52%</td><td>52%</td><td>54%</td><td>51%</td><td>47%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	51%	50%	55%	69%	52%	52%	54%	51%	47%	80% to 45% Average: 56%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	51%	50%	55%	69%	52%	52%	54%	51%	47%														
Satisfied with safety (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></tr> <tr><th>Percentage</th><td>93%</td><td>90%</td><td>93%</td><td>95%</td><td>93%</td><td>88%</td><td>93%</td><td>87%</td><td>87%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	93%	90%	93%	95%	93%	88%	93%	87%	87%	97% to 86% Average: 92%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	93%	90%	93%	95%	93%	88%	93%	87%	87%														
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></tr> <tr><th>Percentage</th><td>98%</td><td>93%</td><td>95%</td><td>99%</td><td>98%</td><td>98%</td><td>99%</td><td>97%</td><td>97%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	98%	93%	95%	99%	98%	98%	99%	97%	97%	100% to 93% Average: 97%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	98%	93%	95%	99%	98%	98%	99%	97%	97%														
Satisfied with water pressure (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></tr> <tr><th>Percentage</th><td>87%</td><td>84%</td><td>83%</td><td>91%</td><td>83%</td><td>81%</td><td>79%</td><td>85%</td><td>80%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	87%	84%	83%	91%	83%	81%	79%	85%	80%	93% to 80% Average: 88%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	87%	84%	83%	91%	83%	81%	79%	85%	80%														
Likelihood to recommend as a provider of water services (NPS score)																							
Extremely likely to recommend Affinity Water East to friends and family as a provider (Sample size: 141) ^{3,7}	 <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></tr> <tr><th>Percentage</th><td>42%</td><td>35%</td><td>33%</td><td>38%</td><td>37%</td><td>46%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	42%	35%	33%	38%	37%	46%				71% to 32% Average: 40%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	42%	35%	33%	38%	37%	46%																	

Affinity Water East sewerage services are provided by Anglian Water (130 respondents) or Thames Water (10 respondents).⁸



Results for sewerage service providers for Affinity Water East	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																				
Satisfaction with sewerage services																							
Overall, satisfied with their sewerage services (Sample size: 131)	<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></tr> <tr><th>Percentage</th><td>88%</td><td>81%</td><td>81%</td><td>94%</td><td>89%</td><td>85%</td><td>81%</td><td>82%</td><td>89%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	88%	81%	81%	94%	89%	85%	81%	82%	89%	92% to 80% Average: 86%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	88%	81%	81%	94%	89%	85%	81%	82%	89%														
Satisfaction with value for money																							
Satisfied with value for money of sewerage services (Sample size: 133)	<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></tr> <tr><th>Percentage</th><td>75%</td><td>69%</td><td>70%</td><td>82%</td><td>70%</td><td>70%</td><td>69%</td><td>76%</td><td>75%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	75%	69%	70%	82%	70%	70%	69%	76%	75%	84% to 65% Average: 75%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	75%	69%	70%	82%	70%	70%	69%	76%	75%														
A sewerage system that works																							
Satisfied with sewerage company actions to reduce smells from sewage treatment works (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></tr> <tr><th>Percentage</th><td>84%</td><td>77%</td><td>62%</td><td>86%</td><td>80%</td><td>75%</td><td>74%</td><td>79%</td><td>83%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	84%	77%	62%	86%	80%	75%	74%	79%	83%	85% to 72% Average: 78%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	84%	77%	62%	86%	80%	75%	74%	79%	83%														
Satisfied with maintenance of sewer pipes & treatment works (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></tr> <tr><th>Percentage</th><td>84%</td><td>79%</td><td>70%</td><td>90%</td><td>82%</td><td>72%</td><td>79%</td><td>80%</td><td>81%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	84%	79%	70%	90%	82%	72%	79%	80%	81%	86% to 73% Average: 79%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	84%	79%	70%	90%	82%	72%	79%	80%	81%														
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 93)	<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></tr> <tr><th>Percentage</th><td>89%</td><td>77%</td><td>73%</td><td>92%</td><td>80%</td><td>72%</td><td>77%</td><td>85%</td><td>85%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	89%	77%	73%	92%	80%	72%	77%	85%	85%	87% to 65% Average: 75%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	89%	77%	73%	92%	80%	72%	77%	85%	85%														
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 96)	<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></tr> <tr><th>Percentage</th><td>89%</td><td>78%</td><td>71%</td><td>91%</td><td>82%</td><td>77%</td><td>78%</td><td>82%</td><td>80%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	89%	78%	71%	91%	82%	77%	78%	82%	80%	88% to 62% Average: 77%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	89%	78%	71%	91%	82%	77%	78%	82%	80%														
Likelihood to recommend as a provider of sewerage services																							
Extremely likely to recommend to friends and family as a provider of sewerage services (Sample size: 127) ^{3,6}	<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></tr> <tr><th>Percentage</th><td>45%</td><td>34%</td><td>32%</td><td>30%</td><td>34%</td><td>46%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	45%	34%	32%	30%	34%	46%				65% to 30% Average: 38%	Significant change since last year. Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	45%	34%	32%	30%	34%	46%																	

Sample Profile

Sample profile for Affinity Water East	(Sample size: 151*)
Gender	
Male	46%
Female	54%
Age	
18-44	6%
45-59	33%
60-74	39%
75+	22%
SEC	
Higher managerial, administrative & professional occupations	43%
Intermediate occupations	26%
Routine & manual occupations	23%
Never worked and long-term unemployed/ Full-time students	6%
Refused	3%
Water meter	
Proportion having a water meter	80%

- Statistical reliability on sample size of 150 is +/- 7.83%

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

² Sample size excludes don't knows unless followed by an asterisk *.

³ Question not asked in all years.

⁴ Question filtered on unmetered households as per the main report.

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

⁶ Wording change in 2014.

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

⁸ There is no differentiation between sewerage service providers within the results.