

Results for Affinity Water East	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: 151) <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>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><td>89%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	92%	84%	89%	97%	92%	91%	91%	90%	87%	89%	95% to 89% Average: 93%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	92%	84%	89%	97%	92%	91%	91%	90%	87%	89%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of water services (Sample size: 147)	<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>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><td>74%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	75%	71%	77%	78%	71%	67%	71%	64%	75%	74%	84% to 66% Average: 76%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	75%	71%	77%	78%	71%	67%	71%	64%	75%	74%															
<b>Views on fairness and affordability of charges</b>																									
Agree that water and sewerage charges are affordable (Sample size: 147) <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>64%</td><td>78%</td><td>72%</td><td>76%</td><td>76%</td><td>71%</td><td>80%</td><td>79%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	64%	78%	72%	76%	76%	71%	80%	79%			87% to 72% Average: 83%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	64%	78%	72%	76%	76%	71%	80%	79%																	
Agree that charges are fair (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>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><td>67%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	71%	59%	56%	70%	61%	61%	59%	57%	65%	67%	75% to 64% Average: 69%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	71%	59%	56%	70%	61%	61%	59%	57%	65%	67%															
<b>Care and trust</b>																									
Agree their water company cares about the service they provide to customers (Sample size: 141)	<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>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><td>72%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	75%	59%	64%	71%	68%	62%	67%	63%	71%	72%	80% to 57% Average: 68%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	75%	59%	64%	71%	68%	62%	67%	63%	71%	72%															
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (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>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><td>7.82</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Score	7.56	7.13	7.38	7.85	7.22	7.54	7.83	7.59	7.59	7.82	8.45 to 7.60 Average: 7.91	
Year	11	12	13	14	15	16	17	18	19	20															
Score	7.56	7.13	7.38	7.85	7.22	7.54	7.83	7.59	7.59	7.82															
<b>Awareness of consumer rights and responsibilities</b>																									
Likely to contact company if worried about paying bill (Sample size: 147)	<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>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><td>73%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	84%	70%	72%	71%	69%	80%	75%	72%	75%	73%	77% to 69% Average: 73%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	84%	70%	72%	71%	69%	80%	75%	72%	75%	73%															
Aware of option to have a free water meter (Sample size: 49*) <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>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><td>73%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	67%	61%	76%	60%	62%	56%	67%	70%	78%	73%	79% to 66% Average: 74%	Low base size
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	67%	61%	76%	60%	62%	56%	67%	70%	78%	73%															

Results for Affinity Water East	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: 49*) <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>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><td>31%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	37%	26%	39%	44%	27%	25%	27%	23%	38%	31%	38% to 4% Average: 29%	Low base size
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	37%	26%	39%	44%	27%	25%	27%	23%	38%	31%															
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><td>20</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>16%</td><td>12%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	17%	16%	22%	18%	16%	20%	11%	18%	16%	12%	15% to 8% Average: 11%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	17%	16%	22%	18%	16%	20%	11%	18%	16%	12%															
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 151*) <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>7%</td><td>5%</td><td>6%</td><td>7%</td><td>4%</td><td>5%</td><td>9%</td><td>7%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	7%	5%	6%	7%	4%	5%	9%	7%			7% to 2% Average: 4%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	7%	5%	6%	7%	4%	5%	9%	7%																	
Aware of Priority Services (Sample size: 151*) <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>51%</td><td>53%</td><td>42%</td><td>44%</td><td>50%</td><td>48%</td><td>52%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	51%	53%	42%	44%	50%	48%	52%				55% to 39% Average: 47%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	51%	53%	42%	44%	50%	48%	52%																		
<b>Contact</b>																									
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><td>20</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><td>17%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	11%	18%	19%	11%	16%	19%	14%	21%	21%	17%	23% to 11% Average: 17%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	11%	18%	19%	11%	16%	19%	14%	21%	21%	17%															
Reason for contacting water company was to complain (Sample size: 25 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><td>20</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><td>4%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	0%	15%	7%	6%	6%	4%	10%	6%	6%	4%	15% to 0% Average: 4%	Low base size
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	0%	15%	7%	6%	6%	4%	10%	6%	6%	4%															
Overall, satisfied with the way their query was handled (Sample size: 24 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><td>20</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><td>83%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	82%	67%	79%	87%	87%	79%	90%	73%	87%	83%	96% to 67% Average: 77%	Low base size
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	82%	67%	79%	87%	87%	79%	90%	73%	87%	83%															

Results for Affinity Water East	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: 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>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><td>93%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	91%	87%	95%	98%	91%	93%	95%	91%	93%	93%	98% to 89% Average: 94%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	91%	87%	95%	98%	91%	93%	95%	91%	93%	93%															
Satisfied with taste and smell (Sample size: 145)	<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>81%</td><td>91%</td><td>96%</td><td>90%</td><td>93%</td><td>85%</td><td>80%</td><td>82%</td><td>83%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	88%	81%	91%	96%	90%	93%	85%	80%	82%	83%	93% to 83% Average: 88%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	88%	81%	91%	96%	90%	93%	85%	80%	82%	83%															
Satisfied with hardness/softness (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><td>20</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><td>55%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	51%	50%	55%	69%	52%	52%	54%	51%	47%	55%	72% to 39% Average: 54%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	51%	50%	55%	69%	52%	52%	54%	51%	47%	55%															
Satisfied with safety (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><td>20</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><td>89%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	93%	90%	93%	95%	93%	88%	93%	87%	87%	89%	99% to 89% Average: 94%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	93%	90%	93%	95%	93%	88%	93%	87%	87%	89%															
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>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><td>99%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	98%	93%	95%	99%	98%	98%	99%	97%	97%	99%	100% to 95% Average: 98%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	98%	93%	95%	99%	98%	98%	99%	97%	97%	99%															
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><td>20</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><td>85%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	87%	84%	83%	91%	83%	81%	79%	85%	80%	85%	92% to 85% Average: 90%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	87%	84%	83%	91%	83%	81%	79%	85%	80%	85%															
<b>Likelihood to recommend as a provider of water services (NPS score)</b>																									
Extremely likely to recommend Affinity Water East to friends and family as a provider (Sample size: 145) <sup>3,7</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>42%</td><td>35%</td><td>33%</td><td>38%</td><td>37%</td><td>46%</td><td>38%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	42%	35%	33%	38%	37%	46%	38%				56% to 33% Average: 42%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	42%	35%	33%	38%	37%	46%	38%																		

**Affinity Water East sewerage services are provided by Anglian Water (130 respondents) or Thames Water (10 respondents).<sup>8</sup>**



Results for sewerage service providers for Affinity Water East	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: 135)	<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>81%</td><td>81%</td><td>94%</td><td>89%</td><td>85%</td><td>81%</td><td>82%</td><td>89%</td><td>86%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	88%	81%	81%	94%	89%	85%	81%	82%	89%	86%	93% to 78% Average: 85%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	88%	81%	81%	94%	89%	85%	81%	82%	89%	86%															
<b>Satisfaction with value for money</b>																									
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><td>20</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><td>74%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	75%	69%	70%	82%	70%	70%	69%	76%	75%	74%	84% to 60% Average: 76%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	75%	69%	70%	82%	70%	70%	69%	76%	75%	74%															
<b>A sewerage system that works</b>																									
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 107)	<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>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><td>79%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	84%	77%	62%	86%	80%	75%	74%	79%	83%	79%	85% to 75% Average: 80%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	84%	77%	62%	86%	80%	75%	74%	79%	83%	79%															
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 103)	<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>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><td>81%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	84%	79%	70%	90%	82%	72%	79%	80%	81%	81%	87% to 77% Average: 80%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	84%	79%	70%	90%	82%	72%	79%	80%	81%	81%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 88)	<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>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><td>73%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	89%	77%	73%	92%	80%	72%	77%	85%	85%	73%	86% to 64% Average: 75%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	89%	77%	73%	92%	80%	72%	77%	85%	85%	73%															
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 104)	<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>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><td>72%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	89%	78%	71%	91%	82%	77%	78%	82%	80%	72%	84% to 71% Average: 76%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	89%	78%	71%	91%	82%	77%	78%	82%	80%	72%															
<b>Likelihood to recommend as a provider of sewerage services</b>																									
Extremely likely to recommend to friends and family as a provider of sewerage services (Sample size: 134) <sup>3,6</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>45%</td><td>34%</td><td>32%</td><td>30%</td><td>34%</td><td>46%</td><td>38%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	45%	34%	32%	30%	34%	46%	38%				56% to 29% Average: 40%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	45%	34%	32%	30%	34%	46%	38%																		

### Sample Profile

Sample profile for Affinity Water East	(Sample size: 151*)
<b>Gender</b>	
Male	43%
Female	57%
<b>Age</b>	
18-44	14%
45-59	30%
60-74	36%
75+	20%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	48%
Intermediate occupations	23%
Routine & manual occupations	21%
Never worked and long-term unemployed/ Full-time students	6%
Refused	2%
<b>Water meter</b>	
Proportion having a water meter	68%

- Statistical reliability on sample size of 151 is +/- 7.97%

<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 the 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.