

Results for Affinity Water South 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>89%</td><td>91%</td><td>89%</td><td>91%</td><td>88%</td><td>91%</td><td>87%</td><td>91%</td><td>89%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	89%	91%	89%	91%	88%	91%	87%	91%	89%	96% to 86% Average: 91%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	89%	91%	89%	91%	88%	91%	87%	91%	89%														
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>74%</td><td>70%</td><td>63%</td><td>72%</td><td>72%</td><td>72%</td><td>66%</td><td>71%</td><td>70%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	74%	70%	63%	72%	72%	72%	66%	71%	70%	85% to 70% Average: 76%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	74%	70%	63%	72%	72%	72%	66%	71%	70%														
Views on fairness and affordability of charges																							
Agree that water and sewerage charges are affordable (Sample size: 149) 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>59%</td><td>76%</td><td>73%</td><td>68%</td><td>64%</td><td>65%</td><td>70%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	59%	76%	73%	68%	64%	65%	70%			88% to 70% Average: 79%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	59%	76%	73%	68%	64%	65%	70%																
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>69%</td><td>66%</td><td>47%</td><td>66%</td><td>57%</td><td>63%</td><td>52%</td><td>50%</td><td>58%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	69%	66%	47%	66%	57%	63%	52%	50%	58%	82% to 58% Average: 67%	Significant lower than the WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	69%	66%	47%	66%	57%	63%	52%	50%	58%														
Care and Trust																							
Agree their water company cares about the service they provide to customers (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></tr> <tr><th>Percentage</th><td>66%</td><td>65%</td><td>53%</td><td>72%</td><td>66%</td><td>64%</td><td>68%</td><td>61%</td><td>67%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	66%	65%	53%	72%	66%	64%	68%	61%	67%	82% to 60% Average: 67%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	66%	65%	53%	72%	66%	64%	68%	61%	67%														
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></tr> <tr><th>Score</th><td>7.11</td><td>7.36</td><td>6.83</td><td>7.46</td><td>7.54</td><td>7.34</td><td>7.31</td><td>7.59</td><td>7.30</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Score	7.11	7.36	6.83	7.46	7.54	7.34	7.31	7.59	7.30	8.57 to 7.30 Average: 7.74	Significantly lower than the WoC average
Year	11	12	13	14	15	16	17	18	19														
Score	7.11	7.36	6.83	7.46	7.54	7.34	7.31	7.59	7.30														
Awareness of consumer rights and responsibilities																							
Likely to contact company if worried about paying bill (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>77%</td><td>84%</td><td>69%</td><td>74%</td><td>77%</td><td>70%</td><td>75%</td><td>69%</td><td>73%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	77%	84%	69%	74%	77%	70%	75%	69%	73%	83% to 70% Average: 74%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	77%	84%	69%	74%	77%	70%	75%	69%	73%														
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>11%</td><td>13%</td><td>14%</td><td>16%</td><td>13%</td><td>20%</td><td>18%</td><td>13%</td><td>13%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	11%	13%	14%	16%	13%	20%	18%	13%	13%	17% to 9% Average: 11%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	11%	13%	14%	16%	13%	20%	18%	13%	13%														

Results for Affinity Water South East	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																				
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"><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>11</td><td>7%</td></tr><tr><td>12</td><td>3%</td></tr><tr><td>13</td><td>5%</td></tr><tr><td>14</td><td>7%</td></tr><tr><td>15</td><td>7%</td></tr><tr><td>16</td><td>5%</td></tr><tr><td>17</td><td>5%</td></tr><tr><td>18</td><td>5%</td></tr><tr><td>19</td><td>5%</td></tr></tbody></table>	Year	Percentage	11	7%	12	3%	13	5%	14	7%	15	7%	16	5%	17	5%	18	5%	19	5%	9% to 2% Average: 4%	
Year	Percentage																						
11	7%																						
12	3%																						
13	5%																						
14	7%																						
15	7%																						
16	5%																						
17	5%																						
18	5%																						
19	5%																						
Aware of Priority services. (Sample size: 151*) ⁴	<table border="1"><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>11</td><td>56%</td></tr><tr><td>12</td><td>54%</td></tr><tr><td>13</td><td>51%</td></tr><tr><td>14</td><td>43%</td></tr><tr><td>15</td><td>41%</td></tr><tr><td>16</td><td>44%</td></tr><tr><td>17</td><td>44%</td></tr><tr><td>18</td><td>44%</td></tr><tr><td>19</td><td>44%</td></tr></tbody></table>	Year	Percentage	11	56%	12	54%	13	51%	14	43%	15	41%	16	44%	17	44%	18	44%	19	44%	54% to 38% Average: 43%	
Year	Percentage																						
11	56%																						
12	54%																						
13	51%																						
14	43%																						
15	41%																						
16	44%																						
17	44%																						
18	44%																						
19	44%																						
Contact																							
Contacted water company with a query in last 12 months (Sample size: 151*)	<table border="1"><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>11</td><td>13%</td></tr><tr><td>12</td><td>13%</td></tr><tr><td>13</td><td>25%</td></tr><tr><td>14</td><td>19%</td></tr><tr><td>15</td><td>21%</td></tr><tr><td>16</td><td>17%</td></tr><tr><td>17</td><td>26%</td></tr><tr><td>18</td><td>19%</td></tr><tr><td>19</td><td>19%</td></tr></tbody></table>	Year	Percentage	11	13%	12	13%	13	25%	14	19%	15	21%	16	17%	17	26%	18	19%	19	19%	27% to 12% Average: 22%	
Year	Percentage																						
11	13%																						
12	13%																						
13	25%																						
14	19%																						
15	21%																						
16	17%																						
17	26%																						
18	19%																						
19	19%																						
Reason for contacting water company was to complain (Sample size: 28 who made contact)	<table border="1"><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>11</td><td>10%</td></tr><tr><td>12</td><td>5%</td></tr><tr><td>13</td><td>8%</td></tr><tr><td>14</td><td>4%</td></tr><tr><td>15</td><td>9%</td></tr><tr><td>16</td><td>0%</td></tr><tr><td>17</td><td>13%</td></tr><tr><td>18</td><td>7%</td></tr><tr><td>19</td><td>4%</td></tr></tbody></table>	Year	Percentage	11	10%	12	5%	13	8%	14	4%	15	9%	16	0%	17	13%	18	7%	19	4%	9% to 0% Average: 4%	Low base size
Year	Percentage																						
11	10%																						
12	5%																						
13	8%																						
14	4%																						
15	9%																						
16	0%																						
17	13%																						
18	7%																						
19	4%																						
Overall, satisfied with the way their query was handled (Sample size: 28 who made contact)	<table border="1"><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>11</td><td>65%</td></tr><tr><td>12</td><td>79%</td></tr><tr><td>13</td><td>74%</td></tr><tr><td>14</td><td>71%</td></tr><tr><td>15</td><td>68%</td></tr><tr><td>16</td><td>77%</td></tr><tr><td>17</td><td>68%</td></tr><tr><td>18</td><td>86%</td></tr><tr><td>19</td><td>79%</td></tr></tbody></table>	Year	Percentage	11	65%	12	79%	13	74%	14	71%	15	68%	16	77%	17	68%	18	86%	19	79%	87% to 73% Average: 78%	Low base size
Year	Percentage																						
11	65%																						
12	79%																						
13	74%																						
14	71%																						
15	68%																						
16	77%																						
17	68%																						
18	86%																						
19	79%																						
Water on tap																							
Satisfied with colour and appearance of tap water (Sample size: 150)	<table border="1"><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>11</td><td>87%</td></tr><tr><td>12</td><td>91%</td></tr><tr><td>13</td><td>89%</td></tr><tr><td>14</td><td>87%</td></tr><tr><td>15</td><td>92%</td></tr><tr><td>16</td><td>96%</td></tr><tr><td>17</td><td>88%</td></tr><tr><td>18</td><td>87%</td></tr><tr><td>19</td><td>94%</td></tr></tbody></table>	Year	Percentage	11	87%	12	91%	13	89%	14	87%	15	92%	16	96%	17	88%	18	87%	19	94%	99% to 89% Average: 92%	Significant change since last year
Year	Percentage																						
11	87%																						
12	91%																						
13	89%																						
14	87%																						
15	92%																						
16	96%																						
17	88%																						
18	87%																						
19	94%																						
Satisfied with taste and smell (Sample size: 149)	<table border="1"><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>11</td><td>80%</td></tr><tr><td>12</td><td>90%</td></tr><tr><td>13</td><td>80%</td></tr><tr><td>14</td><td>83%</td></tr><tr><td>15</td><td>84%</td></tr><tr><td>16</td><td>89%</td></tr><tr><td>17</td><td>82%</td></tr><tr><td>18</td><td>84%</td></tr><tr><td>19</td><td>81%</td></tr></tbody></table>	Year	Percentage	11	80%	12	90%	13	80%	14	83%	15	84%	16	89%	17	82%	18	84%	19	81%	95% to 81% Average: 86%	
Year	Percentage																						
11	80%																						
12	90%																						
13	80%																						
14	83%																						
15	84%																						
16	89%																						
17	82%																						
18	84%																						
19	81%																						
Satisfied with hardness/softness (Sample size: 143)	<table border="1"><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>11</td><td>46%</td></tr><tr><td>12</td><td>60%</td></tr><tr><td>13</td><td>56%</td></tr><tr><td>14</td><td>66%</td></tr><tr><td>15</td><td>53%</td></tr><tr><td>16</td><td>53%</td></tr><tr><td>17</td><td>52%</td></tr><tr><td>18</td><td>51%</td></tr><tr><td>19</td><td>45%</td></tr></tbody></table>	Year	Percentage	11	46%	12	60%	13	56%	14	66%	15	53%	16	53%	17	52%	18	51%	19	45%	80% to 45% Average: 56%	Significantly lower than the WoC average
Year	Percentage																						
11	46%																						
12	60%																						
13	56%																						
14	66%																						
15	53%																						
16	53%																						
17	52%																						
18	51%																						
19	45%																						
Satisfied with safety (Sample size: 145)	<table border="1"><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>11</td><td>93%</td></tr><tr><td>12</td><td>95%</td></tr><tr><td>13</td><td>88%</td></tr><tr><td>14</td><td>92%</td></tr><tr><td>15</td><td>91%</td></tr><tr><td>16</td><td>92%</td></tr><tr><td>17</td><td>90%</td></tr><tr><td>18</td><td>94%</td></tr><tr><td>19</td><td>86%</td></tr></tbody></table>	Year	Percentage	11	93%	12	95%	13	88%	14	92%	15	91%	16	92%	17	90%	18	94%	19	86%	97% to 86% Average: 92%	Significant change since last year Significantly lower than the WoC average
Year	Percentage																						
11	93%																						
12	95%																						
13	88%																						
14	92%																						
15	91%																						
16	92%																						
17	90%																						
18	94%																						
19	86%																						

Results for Affinity Water South East	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																				
Satisfied with reliability of supply (Sample size: 150)	<table border="1"> <caption>Satisfaction with reliability of supply</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>11</td><td>95%</td></tr> <tr><td>12</td><td>96%</td></tr> <tr><td>13</td><td>95%</td></tr> <tr><td>14</td><td>99%</td></tr> <tr><td>15</td><td>98%</td></tr> <tr><td>16</td><td>97%</td></tr> <tr><td>17</td><td>96%</td></tr> <tr><td>18</td><td>98%</td></tr> <tr><td>19</td><td>95%</td></tr> </tbody> </table>	Year	Percentage	11	95%	12	96%	13	95%	14	99%	15	98%	16	97%	17	96%	18	98%	19	95%	100% to 93% Average: 97%	
Year	Percentage																						
11	95%																						
12	96%																						
13	95%																						
14	99%																						
15	98%																						
16	97%																						
17	96%																						
18	98%																						
19	95%																						
Satisfied with water pressure (Sample size: 151)	<table border="1"> <caption>Satisfaction with water pressure</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>11</td><td>86%</td></tr> <tr><td>12</td><td>93%</td></tr> <tr><td>13</td><td>86%</td></tr> <tr><td>14</td><td>94%</td></tr> <tr><td>15</td><td>88%</td></tr> <tr><td>16</td><td>89%</td></tr> <tr><td>17</td><td>83%</td></tr> <tr><td>18</td><td>86%</td></tr> <tr><td>19</td><td>89%</td></tr> </tbody> </table>	Year	Percentage	11	86%	12	93%	13	86%	14	94%	15	88%	16	89%	17	83%	18	86%	19	89%	93% to 80% Average: 88%	
Year	Percentage																						
11	86%																						
12	93%																						
13	86%																						
14	94%																						
15	88%																						
16	89%																						
17	83%																						
18	86%																						
19	89%																						
Likelihood to recommend as a provider of water services																							
Extremely likely to recommend Affinity Water South East to friends and family as a provider (Sample size: 135) ^{3,5}	<table border="1"> <caption>Likelihood to recommend Affinity Water South East</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>11</td><td>31%</td></tr> <tr><td>12</td><td>32%</td></tr> <tr><td>13</td><td>32%</td></tr> <tr><td>14</td><td>28%</td></tr> <tr><td>15</td><td>34%</td></tr> <tr><td>16</td><td>32%</td></tr> <tr><td>17</td><td>28%</td></tr> <tr><td>18</td><td>34%</td></tr> <tr><td>19</td><td>32%</td></tr> </tbody> </table>	Year	Percentage	11	31%	12	32%	13	32%	14	28%	15	34%	16	32%	17	28%	18	34%	19	32%	71% to 32% Average: 40%	
Year	Percentage																						
11	31%																						
12	32%																						
13	32%																						
14	28%																						
15	34%																						
16	32%																						
17	28%																						
18	34%																						
19	32%																						

**Affinity Water South East sewerage services are provided
by Southern Water (128 respondents)**



Results for sewerage service providers for Affinity Water South 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: 123)	<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>81%</td><td>90%</td><td>78%</td><td>90%</td><td>88%</td><td>83%</td><td>85%</td><td>82%</td><td>84%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	81%	90%	78%	90%	88%	83%	85%	82%	84%	92% to 80% Average: 86%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	81%	90%	78%	90%	88%	83%	85%	82%	84%														
Satisfaction with value for money																							
Satisfied with value for money of sewerage services (Sample size: 123)	<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>74%</td><td>73%</td><td>58%</td><td>70%</td><td>67%</td><td>70%</td><td>61%</td><td>65%</td><td>67%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	74%	73%	58%	70%	67%	70%	61%	65%	67%	84% to 65% Average: 75%	Significantly lower than the WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	74%	73%	58%	70%	67%	70%	61%	65%	67%														
A sewerage system that works																							
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 90)	<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>78%</td><td>85%</td><td>62%</td><td>89%</td><td>83%</td><td>72%</td><td>72%</td><td>81%</td><td>83%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	78%	85%	62%	89%	83%	72%	72%	81%	83%	85% to 72% Average: 78%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	78%	85%	62%	89%	83%	72%	72%	81%	83%														
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 94)	<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>81%</td><td>88%</td><td>62%</td><td>92%</td><td>86%</td><td>75%</td><td>75%</td><td>80%</td><td>84%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	81%	88%	62%	92%	86%	75%	75%	80%	84%	86% to 73% Average: 79%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	81%	88%	62%	92%	86%	75%	75%	80%	84%														
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 85)	<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>80%</td><td>89%</td><td>70%</td><td>93%</td><td>83%</td><td>72%</td><td>78%</td><td>67%</td><td>71%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	80%	89%	70%	93%	83%	72%	78%	67%	71%	87% to 65% Average: 75%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	80%	89%	70%	93%	83%	72%	78%	67%	71%														
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 94)	<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>81%</td><td>89%</td><td>68%</td><td>87%</td><td>80%</td><td>75%</td><td>72%</td><td>71%</td><td>72%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	81%	89%	68%	87%	80%	75%	72%	71%	72%	88% to 62% Average: 77%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	81%	89%	68%	87%	80%	75%	72%	71%	72%														
Likelihood to recommend as a provider of sewerage services																							
Extremely likely to recommend Southern Water to friends and family (Sample size: 116) ^{3,5}	<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>30%</td><td>30%</td><td>23%</td><td>27%</td><td>28%</td><td>31%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	30%	30%	23%	27%	28%	31%				65% to 30% Average: 38%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	30%	30%	23%	27%	28%	31%																	

Sample Profile

Regional sample profile for Affinity Water South East	(Sample size: 151*)
Gender	
Male	50%
Female	50%
Age	
18-29	1%
30-44	9%
45-59	32%
60-74	38%
75+	20%
SEC	
Higher managerial, administrative & professional occupations	45%
Intermediate occupations	25%
Routine & manual occupations	21%
Never worked and long-term unemployed/ Full-time students	6%
Refused	3%
Water meter	
Proportion having a water meter	89%

- 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 Wording change in 2014.

⁵ Extremely likely to recommend is based on the proportion of customers scoring 9 or 10.