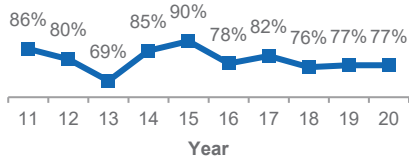
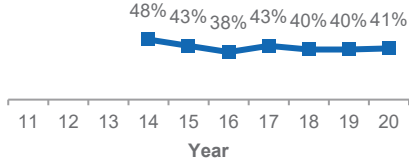


Results for Anglian Water	Percentage of household customers	Range and average for all WASCs <sup>1</sup>	Comments or points of interest																						
<b>Satisfaction with water and sewerage services</b>																									
Overall satisfaction with water supply (Sample size: 401) <sup>2</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>92%</td><td>92%</td><td>93%</td><td>91%</td><td>92%</td><td>94%</td><td>87%</td><td>88%</td><td>91%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	92%	92%	92%	93%	91%	92%	94%	87%	88%	91%	96% to 87% Average: 92%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	92%	92%	92%	93%	91%	92%	94%	87%	88%	91%															
Overall satisfaction with sewerage services (Sample size: 360)	<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>90%</td><td>86%</td><td>91%</td><td>92%</td><td>88%</td><td>89%</td><td>81%</td><td>85%</td><td>86%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	87%	90%	86%	91%	92%	88%	89%	81%	85%	86%	90% to 78% Average: 85%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	87%	90%	86%	91%	92%	88%	89%	81%	85%	86%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of water services (Sample size: 392)	<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>69%</td><td>71%</td><td>74%</td><td>77%</td><td>73%</td><td>79%</td><td>72%</td><td>74%</td><td>76%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	71%	69%	71%	74%	77%	73%	79%	72%	74%	76%	84% to 70% Average: 77%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	71%	69%	71%	74%	77%	73%	79%	72%	74%	76%															
Satisfied with value for money of sewerage services (Sample size: 362)	<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>69%</td><td>72%</td><td>76%</td><td>80%</td><td>76%</td><td>78%</td><td>74%</td><td>75%</td><td>76%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	72%	69%	72%	76%	80%	76%	78%	74%	75%	76%	87% to 67% Average: 78%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	72%	69%	72%	76%	80%	76%	78%	74%	75%	76%															
<b>Views on fairness and affordability of charges</b>																									
Agree water and sewerage charges are affordable (Sample size: 395)	<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>65%</td><td>67%</td><td>78%</td><td>78%</td><td>75%</td><td>81%</td><td>73%</td><td>76%</td><td>84%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	72%	65%	67%	78%	78%	75%	81%	73%	76%	84%	87% to 75% Average: 82%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	72%	65%	67%	78%	78%	75%	81%	73%	76%	84%															
Agree charges are fair (Sample size: 383)	<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>57%</td><td>54%</td><td>68%</td><td>64%</td><td>64%</td><td>67%</td><td>62%</td><td>65%</td><td>72%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	64%	57%	54%	68%	64%	64%	67%	62%	65%	72%	77% to 57% Average: 69%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	64%	57%	54%	68%	64%	64%	67%	62%	65%	72%															
<b>Care and trust</b>																									
Agree company cares about service given to customers (Sample size: 377)	<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>67%</td><td>59%</td><td>75%</td><td>77%</td><td>68%</td><td>73%</td><td>69%</td><td>69%</td><td>71%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	66%	67%	59%	75%	77%	68%	73%	69%	69%	71%	81% to 60% Average: 71%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	66%	67%	59%	75%	77%	68%	73%	69%	69%	71%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 393)	<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>7.20</td><td>7.46</td><td>7.20</td><td>7.90</td><td>7.79</td><td>7.60</td><td>7.93</td><td>7.72</td><td>7.69</td><td>7.89</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Score	7.20	7.46	7.20	7.90	7.79	7.60	7.93	7.72	7.69	7.89	8.31 to 7.20 Average: 7.86	
Year	11	12	13	14	15	16	17	18	19	20															
Score	7.20	7.46	7.20	7.90	7.79	7.60	7.93	7.72	7.69	7.89															
<b>Awareness of consumer rights and responsibilities</b>																									
Likely to contact company if worried about paying bill (Sample size: 390)	<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>73%</td><td>68%</td><td>78%</td><td>77%</td><td>74%</td><td>72%</td><td>77%</td><td>74%</td><td>78%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	87%	73%	68%	78%	77%	74%	72%	77%	74%	78%	79% to 64% Average: 73%	Significantly higher than the WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	87%	73%	68%	78%	77%	74%	72%	77%	74%	78%															

Results for Anglian Water	Percentage of household customers	Range and average for all WASCs <sup>1</sup>	Comments or points of interest																						
Aware of free meter option (Sample size: 92*) <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>54%</td><td>65%</td><td>72%</td><td>73%</td><td>71%</td><td>67%</td><td>71%</td><td>69%</td><td>69%</td><td>71%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	54%	65%	72%	73%	71%	67%	71%	69%	69%	71%	75% to 54% Average: 64%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	54%	65%	72%	73%	71%	67%	71%	69%	69%	71%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 92*) <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>34%</td><td>44%</td><td>45%</td><td>46%</td><td>31%</td><td>45%</td><td>30%</td><td>33%</td><td>32%</td><td>45%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	34%	44%	45%	46%	31%	45%	30%	33%	32%	45%	45% to 23% Average: 30%	Significantly higher than the WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	34%	44%	45%	46%	31%	45%	30%	33%	32%	45%															
Aware of WaterSure tariff (Sample size: 401*)	<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>9%</td><td>10%</td><td>14%</td><td>11%</td><td>13%</td><td>17%</td><td>11%</td><td>15%</td><td>11%</td><td>11%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	9%	10%	14%	11%	13%	17%	11%	15%	11%	11%	15% to 6% Average: 9%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	9%	10%	14%	11%	13%	17%	11%	15%	11%	11%															
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 401*) <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>6%</td><td>5%</td><td>7%</td><td>10%</td><td>6%</td><td>6%</td><td>5%</td><td>7%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	6%	5%	7%	10%	6%	6%	5%	7%			9% to 2% Average: 6%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	6%	5%	7%	10%	6%	6%	5%	7%																	
Aware of Priority services (Sample size: 401*) <sup>5</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>54%</td><td>45%</td><td>46%</td><td>47%</td><td>41%</td><td>42%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	51%	54%	45%	46%	47%	41%	42%				49% to 37% Average: 42%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	51%	54%	45%	46%	47%	41%	42%																		
<b>Contact</b>																									
Contacted water company with query in last 12 months (Sample size: 399*)	<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>16%</td><td>17%</td><td>23%</td><td>17%</td><td>22%</td><td>18%</td><td>18%</td><td>21%</td><td>21%</td><td>16%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	16%	17%	23%	17%	22%	18%	18%	21%	21%	16%	25% to 13% Average: 18%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	16%	17%	23%	17%	22%	18%	18%	21%	21%	16%															
Reason for contacting water company was to complain (Sample size: 65 who made contact)	<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>18%</td><td>6%</td><td>7%</td><td>7%</td><td>9%</td><td>4%</td><td>6%</td><td>0%</td><td>5%</td><td>3%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	18%	6%	7%	7%	9%	4%	6%	0%	5%	3%	5% to 0% Average: 3%	Low base size
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	18%	6%	7%	7%	9%	4%	6%	0%	5%	3%															
Satisfaction with way query handled (Sample size: 65 who made contact)	<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>81%</td><td>80%</td><td>87%</td><td>85%</td><td>83%</td><td>90%</td><td>84%</td><td>84%</td><td>78%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	67%	81%	80%	87%	85%	83%	90%	84%	84%	78%	92% to 58% Average: 79%	Low base size
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	67%	81%	80%	87%	85%	83%	90%	84%	84%	78%															

Results for Anglian Water	Percentage of household customers	Range and average for all WASCs <sup>1</sup>	Comments or points of interest																						
<b>Water on tap</b>																									
Satisfied with colour and appearance of tap water (Sample size: 399)	<table border="1" style="font-size: x-small; margin-top: 5px;"> <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>91%</td><td>95%</td><td>95%</td><td>94%</td><td>92%</td><td>95%</td><td>92%</td><td>90%</td><td>92%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	92%	91%	95%	95%	94%	92%	95%	92%	90%	92%	98% to 90% Average: 93%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	92%	91%	95%	95%	94%	92%	95%	92%	90%	92%															
Satisfied with taste and smell (Sample size: 389)	<table border="1" style="font-size: x-small; margin-top: 5px;"> <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>84%</td><td>86%</td><td>87%</td><td>88%</td><td>84%</td><td>89%</td><td>83%</td><td>81%</td><td>84%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	82%	84%	86%	87%	88%	84%	89%	83%	81%	84%	93% to 84% Average: 88%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	82%	84%	86%	87%	88%	84%	89%	83%	81%	84%															
Satisfied with hardness/softness (Sample size: 383)	<table border="1" style="font-size: x-small; margin-top: 5px;"> <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>54%</td><td>53%</td><td>50%</td><td>70%</td><td>57%</td><td>53%</td><td>57%</td><td>50%</td><td>44%</td><td>51%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	54%	53%	50%	70%	57%	53%	57%	50%	44%	51%	93% to 47% Average: 71%	Significantly lower than the WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	54%	53%	50%	70%	57%	53%	57%	50%	44%	51%															
Satisfied with safety (Sample size: 387)	<table border="1" style="font-size: x-small; margin-top: 5px;"> <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>93%</td><td>92%</td><td>95%</td><td>93%</td><td>88%</td><td>94%</td><td>91%</td><td>91%</td><td>93%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	93%	93%	92%	95%	93%	88%	94%	91%	91%	93%	95% to 89% Average: 93%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	93%	93%	92%	95%	93%	88%	94%	91%	91%	93%															
Satisfied with reliability of supply (Sample size: 400)	<table border="1" style="font-size: x-small; margin-top: 5px;"> <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>95%</td><td>96%</td><td>98%</td><td>98%</td><td>96%</td><td>95%</td><td>98%</td><td>96%</td><td>96%</td><td>97%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	95%	96%	98%	98%	96%	95%	98%	96%	96%	97%	99% to 93% Average: 96%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	95%	96%	98%	98%	96%	95%	98%	96%	96%	97%															
Satisfied with water pressure (Sample size: 398)	<table border="1" style="font-size: x-small; margin-top: 5px;"> <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>87%</td><td>89%</td><td>91%</td><td>90%</td><td>87%</td><td>90%</td><td>85%</td><td>87%</td><td>86%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	86%	87%	89%	91%	90%	87%	90%	85%	87%	86%	94% to 82% Average: 88%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	86%	87%	89%	91%	90%	87%	90%	85%	87%	86%															
<b>A sewerage system that works</b>																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 296)	<table border="1" style="font-size: x-small; margin-top: 5px;"> <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>63%</td><td>82%</td><td>82%</td><td>73%</td><td>78%</td><td>76%</td><td>75%</td><td>79%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	78%	80%	63%	82%	82%	73%	78%	76%	75%	79%	88% to 72% Average: 80%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	78%	80%	63%	82%	82%	73%	78%	76%	75%	79%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 288)	<table border="1" style="font-size: x-small; margin-top: 5px;"> <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>83%</td><td>84%</td><td>70%</td><td>86%</td><td>91%</td><td>79%</td><td>83%</td><td>79%</td><td>82%</td><td>81%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	83%	84%	70%	86%	91%	79%	83%	79%	82%	81%	87% to 76% Average: 83%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	83%	84%	70%	86%	91%	79%	83%	79%	82%	81%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 263)	<table border="1" style="font-size: x-small; margin-top: 5px;"> <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>88%</td><td>75%</td><td>89%</td><td>89%</td><td>75%</td><td>84%</td><td>78%</td><td>79%</td><td>79%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	89%	88%	75%	89%	89%	75%	84%	78%	79%	79%	87% to 69% Average: 79%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	89%	88%	75%	89%	89%	75%	84%	78%	79%	79%															

Results for Anglian Water	Percentage of household customers	Range and average for all WASCs <sup>1</sup>	Comments or points of interest																						
Satisfied with company actions to minimise sewer flooding (Sample size: 287)	 <table border="1"> <caption>Satisfaction with sewer flooding actions</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>80%</td></tr> <tr><td>13</td><td>69%</td></tr> <tr><td>14</td><td>85%</td></tr> <tr><td>15</td><td>90%</td></tr> <tr><td>16</td><td>78%</td></tr> <tr><td>17</td><td>82%</td></tr> <tr><td>18</td><td>76%</td></tr> <tr><td>19</td><td>77%</td></tr> <tr><td>20</td><td>77%</td></tr> </tbody> </table>	Year	Percentage	11	86%	12	80%	13	69%	14	85%	15	90%	16	78%	17	82%	18	76%	19	77%	20	77%	87% to 68% Average: 77%	
Year	Percentage																								
11	86%																								
12	80%																								
13	69%																								
14	85%																								
15	90%																								
16	78%																								
17	82%																								
18	76%																								
19	77%																								
20	77%																								
<b>Likelihood to recommend as a provider of water and sewerage services</b>																									
Extremely likely to recommend the company to friends and family as a provider (Sample size: 376) <sup>4,6</sup>	 <table border="1"> <caption>Likelihood to recommend company</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>48%</td></tr> <tr><td>12</td><td>43%</td></tr> <tr><td>13</td><td>38%</td></tr> <tr><td>14</td><td>43%</td></tr> <tr><td>15</td><td>40%</td></tr> <tr><td>16</td><td>40%</td></tr> <tr><td>17</td><td>40%</td></tr> <tr><td>18</td><td>40%</td></tr> <tr><td>19</td><td>40%</td></tr> <tr><td>20</td><td>41%</td></tr> </tbody> </table>	Year	Percentage	11	48%	12	43%	13	38%	14	43%	15	40%	16	40%	17	40%	18	40%	19	40%	20	41%	62% to 29% Average: 45%	
Year	Percentage																								
11	48%																								
12	43%																								
13	38%																								
14	43%																								
15	40%																								
16	40%																								
17	40%																								
18	40%																								
19	40%																								
20	41%																								

### Sample Profile

Regional sample profile for Anglian Water	(Sample size: 401*)
<b>Gender</b>	
Male	50%
Female	50%
<b>Age</b>	
18-29	2%
30-44	14%
45-59	37%
60-74	31%
75+	16%
<b>Occupation</b>	
Higher managerial, administrative & professional occupations	49%
Intermediate occupations	19%
Routine & manual occupations	21%
Never worked and long-term unemployed/Full-time students	9%
Refused	2%
<b>Other</b>	
Proportion having a water meter	77%

Statistical reliability on sample size of 400 is +/- 4.89%

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

<sup>2</sup> Sample size is shown in brackets and excludes don't knows unless followed by an asterisk \*

<sup>3</sup> Question filtered on unmetered households as per the main report.

<sup>4</sup> Question not asked in all years.

<sup>5</sup> Question wording changed in 2014.

<sup>6</sup> Extremely likely to recommend is based on the proportion of customers scoring 9 or 10.