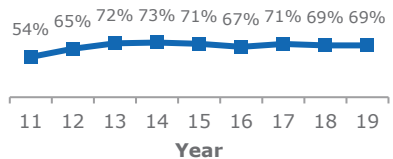
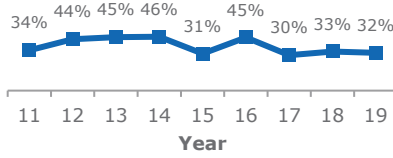
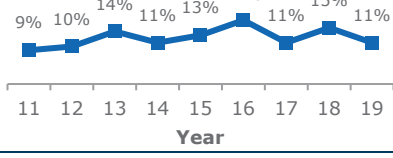
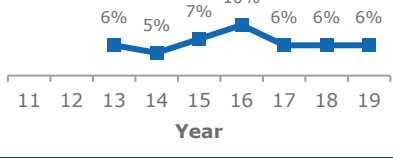
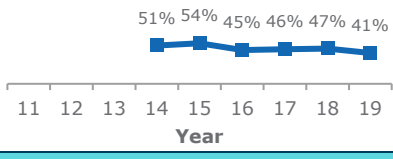
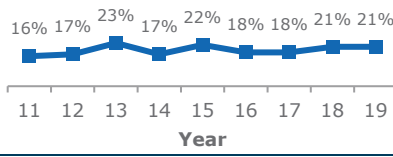
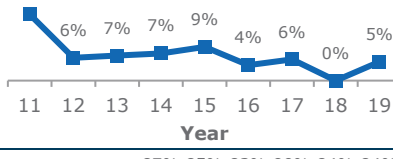
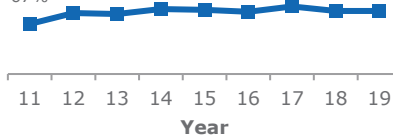
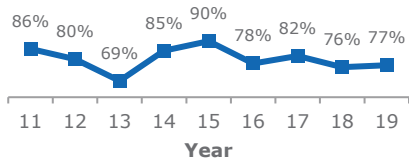
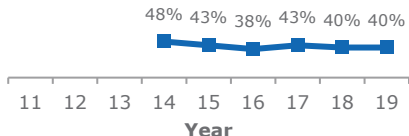


Results for Anglian Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																				
Satisfaction with water and sewerage services																							
Overall satisfaction with water supply (Sample size: 399) ²	<table border="1"> <tr><th>Year</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>92%</td><td>92%</td><td>93%</td><td>91%</td><td>92%</td><td>94%</td><td>87%</td><td>88%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	92%	92%	92%	93%	91%	92%	94%	87%	88%	94% to 87% Average: 91%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	92%	92%	92%	93%	91%	92%	94%	87%	88%														
Overall satisfaction with sewerage services (Sample size: 355)	<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>90%</td><td>86%</td><td>91%</td><td>92%</td><td>88%</td><td>89%</td><td>81%</td><td>85%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	87%	90%	86%	91%	92%	88%	89%	81%	85%	93% to 79% Average: 86%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	87%	90%	86%	91%	92%	88%	89%	81%	85%														
Satisfaction with value for money																							
Satisfied with value for money of water services (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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	71%	69%	71%	74%	77%	73%	79%	72%	74%	79% to 65% Average: 76%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	71%	69%	71%	74%	77%	73%	79%	72%	74%														
Satisfied with value for money of sewerage services (Sample size: 342)	<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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	72%	69%	72%	76%	80%	76%	78%	74%	75%	84% to 66% Average: 78%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	72%	69%	72%	76%	80%	76%	78%	74%	75%														
Views on fairness and affordability of charges																							
Agree water and sewerage charges are affordable (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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	72%	65%	67%	78%	78%	75%	81%	73%	76%	83% to 66% Average: 77%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	72%	65%	67%	78%	78%	75%	81%	73%	76%														
Agree charges are fair (Sample size: 381)	<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>57%</td><td>54%</td><td>68%</td><td>64%</td><td>64%</td><td>67%</td><td>62%</td><td>65%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	64%	57%	54%	68%	64%	64%	67%	62%	65%	75% to 50% Average: 66%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	64%	57%	54%	68%	64%	64%	67%	62%	65%														
Care and trust																							
Agree company cares about service given to customers (Sample size: 376)	<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>67%</td><td>59%</td><td>75%</td><td>77%</td><td>68%</td><td>73%</td><td>69%</td><td>69%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	66%	67%	59%	75%	77%	68%	73%	69%	69%	75% to 60% Average: 69%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	66%	67%	59%	75%	77%	68%	73%	69%	69%														
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (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></tr> <tr><th>Mean 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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Mean Score	7.20	7.46	7.20	7.90	7.79	7.60	7.93	7.72	7.69	8.19 to 7.04 Average: 7.67	
Year	11	12	13	14	15	16	17	18	19														
Mean Score	7.20	7.46	7.20	7.90	7.79	7.60	7.93	7.72	7.69														
Awareness of consumer rights and responsibilities																							
Likely to contact company if worried about paying bill (Sample size: 380)	<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>73%</td><td>68%</td><td>78%</td><td>77%</td><td>74%</td><td>72%</td><td>77%</td><td>74%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	87%	73%	68%	78%	77%	74%	72%	77%	74%	79% to 68% Average: 73%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	87%	73%	68%	78%	77%	74%	72%	77%	74%														

Results for Anglian Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																				
Aware of free meter option (Sample size: 97*) 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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	54%	65%	72%	73%	71%	67%	71%	69%	69%	76% to 45% Average: 64%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	54%	65%	72%	73%	71%	67%	71%	69%	69%														
Aware of option to go back to rateable value charge within 24 months (Sample size: 97*) 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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	34%	44%	45%	46%	31%	45%	30%	33%	32%	35% to 15% Average: 24%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	34%	44%	45%	46%	31%	45%	30%	33%	32%														
Aware of WaterSure tariff (Sample size: 400*)	 <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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	9%	10%	14%	11%	13%	17%	11%	15%	11%	19% to 7% Average: 10%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	9%	10%	14%	11%	13%	17%	11%	15%	11%														
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 400*) 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>6%</td><td>5%</td><td>7%</td><td>10%</td><td>6%</td><td>6%</td><td>6%</td><td>6%</td><td>6%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	6%	5%	7%	10%	6%	6%	6%	6%	6%	8% to 3% Average: 5%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	6%	5%	7%	10%	6%	6%	6%	6%	6%														
Aware of Priority services (Sample size: 400*) 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>51%</td><td>54%</td><td>45%</td><td>46%</td><td>47%</td><td>41%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	51%	54%	45%	46%	47%	41%				49% to 35% Average: 42%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	51%	54%	45%	46%	47%	41%																	
Contact																							
Contacted water company with query in last 12 months (Sample size: 397*)	 <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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	16%	17%	23%	17%	22%	18%	18%	21%	21%	25% to 15% Average: 20%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	16%	17%	23%	17%	22%	18%	18%	21%	21%														
Reason for contacting water company was to complain (Sample size: 83 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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	18%	6%	7%	7%	9%	4%	6%	0%	5%	12% to 2% Average: 5%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	18%	6%	7%	7%	9%	4%	6%	0%	5%														
Satisfaction with way query handled (Sample size: 83 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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	67%	81%	80%	87%	85%	83%	90%	84%	84%	91% to 71% Average: 80%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	67%	81%	80%	87%	85%	83%	90%	84%	84%														

Results for Anglian Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																				
Water on tap																							
Satisfied with colour and appearance of tap water (Sample size: 398)	<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>91%</td><td>95%</td><td>95%</td><td>94%</td><td>92%</td><td>95%</td><td>92%</td><td>90%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	92%	91%	95%	95%	94%	92%	95%	92%	90%	97% to 90% Average: 93%	Significantly lower than the WaSC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	92%	91%	95%	95%	94%	92%	95%	92%	90%														
Satisfied with taste and smell (Sample size: 389)	<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>84%</td><td>86%</td><td>87%</td><td>88%</td><td>84%</td><td>89%</td><td>83%</td><td>81%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	82%	84%	86%	87%	88%	84%	89%	83%	81%	92% to 81% Average: 87%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	82%	84%	86%	87%	88%	84%	89%	83%	81%														
Satisfied with hardness/softness (Sample size: 381)	<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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	54%	53%	50%	70%	57%	53%	57%	50%	44%	92% to 44% Average: 71%	Significantly lower than the WaSC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	54%	53%	50%	70%	57%	53%	57%	50%	44%														
Satisfied with safety (Sample size: 382)	<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>93%</td><td>92%</td><td>95%</td><td>93%</td><td>88%</td><td>94%</td><td>91%</td><td>91%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	93%	93%	92%	95%	93%	88%	94%	91%	91%	96% to 90% Average: 93%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	93%	93%	92%	95%	93%	88%	94%	91%	91%														
Satisfied with reliability of supply (Sample size: 397)	<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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	95%	96%	98%	98%	96%	95%	98%	96%	96%	99% to 93% Average: 96%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	95%	96%	98%	98%	96%	95%	98%	96%	96%														
Satisfied with water pressure (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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	86%	87%	89%	91%	90%	87%	90%	85%	87%	93% to 85% Average: 89%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	86%	87%	89%	91%	90%	87%	90%	85%	87%														
A sewerage system that works																							
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 291)	<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>80%</td><td>63%</td><td>82%</td><td>82%</td><td>73%</td><td>78%</td><td>76%</td><td>75%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	78%	80%	63%	82%	82%	73%	78%	76%	75%	89% to 73% Average: 81%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	78%	80%	63%	82%	82%	73%	78%	76%	75%														
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 294)	<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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	83%	84%	70%	86%	91%	79%	83%	79%	82%	89% to 76% Average: 82%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	83%	84%	70%	86%	91%	79%	83%	79%	82%														
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 234)	<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>88%</td><td>75%</td><td>89%</td><td>89%</td><td>75%</td><td>84%</td><td>78%</td><td>79%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	89%	88%	75%	89%	89%	75%	84%	78%	79%	87% to 69% Average: 79%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	89%	88%	75%	89%	89%	75%	84%	78%	79%														

Results for Anglian Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																				
Satisfied with company actions to minimise sewer flooding (Sample size: 267)	 <table border="1"> <caption>Satisfaction with company actions to minimise sewer flooding</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> </tbody> </table>	Year	Percentage	11	86%	12	80%	13	69%	14	85%	15	90%	16	78%	17	82%	18	76%	19	77%	85% to 72% Average: 78%	
Year	Percentage																						
11	86%																						
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13	69%																						
14	85%																						
15	90%																						
16	78%																						
17	82%																						
18	76%																						
19	77%																						
Likelihood to recommend as a provider of water and sewerage services																							
Extremely likely to recommend the company to friends and family as a provider (Sample size: 377) ^{4,6}	 <table border="1"> <caption>Likelihood to recommend the company to friends and family as a provider</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> </tbody> </table>	Year	Percentage	11	48%	12	43%	13	38%	14	43%	15	40%	16	40%	17	40%	18	40%	19	40%	56% to 25% Average: 41%	
Year	Percentage																						
11	48%																						
12	43%																						
13	38%																						
14	43%																						
15	40%																						
16	40%																						
17	40%																						
18	40%																						
19	40%																						

Sample Profile

Regional sample profile for Anglian Water	(Sample size: 400*)
Gender	
Male	47%
Female	53%
Age	
18-29	3%
30-44	14%
45-59	38%
60-74	31%
75+	15%
Occupation	
Higher managerial, administrative & professional occupations	48%
Intermediate occupations	18%
Routine & manual occupations	21%
Never worked and long-term unemployed/Full-time students	10%
Refused	3%
Other	
Proportion having a water meter	76%

Statistical reliability on sample size of 400 is +/- 4.9%

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

² Sample size is shown in brackets and excludes don't knows unless followed by an asterisk *

³ Question filtered on unmetered households as per the main report.

⁴ Question not asked in all years.

⁵ Question wording changed in 2014.

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