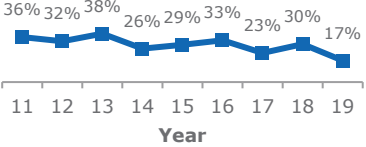
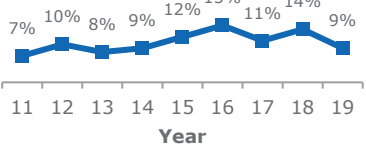
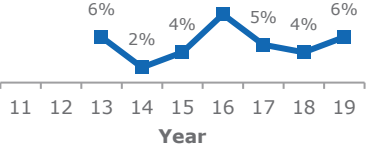
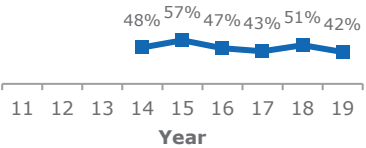
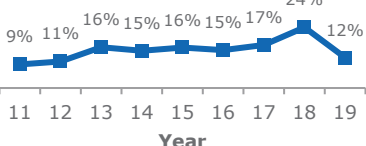
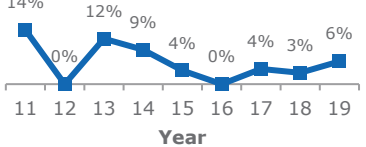
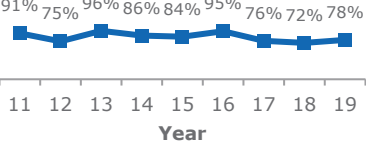
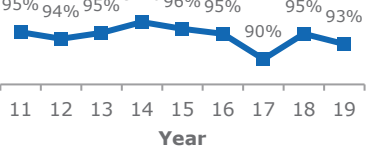
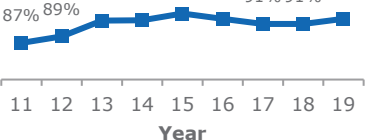
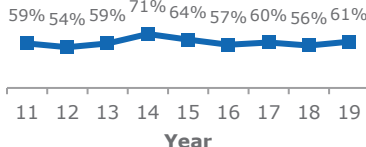
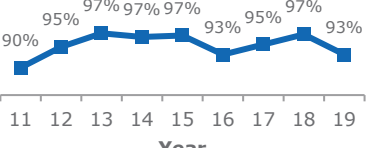
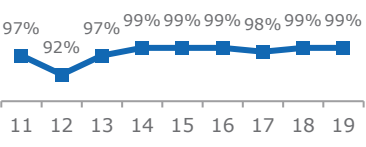
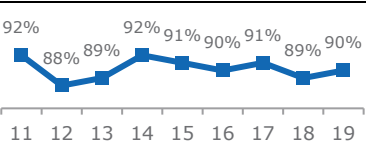
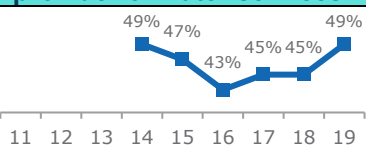


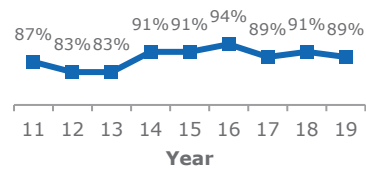
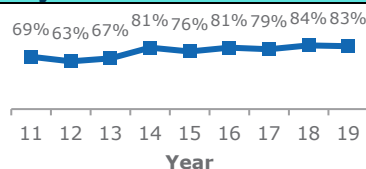
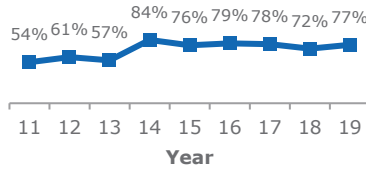
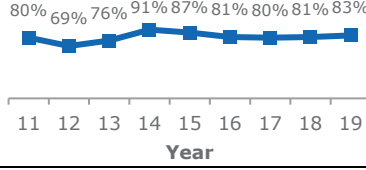
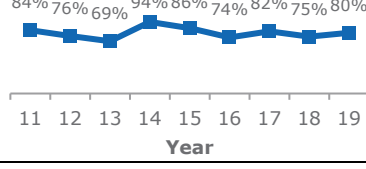
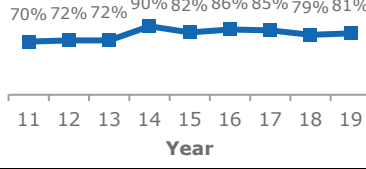
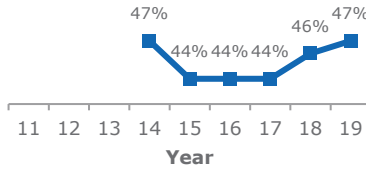
Results for Bournemouth Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																				
Satisfaction with water services																							
Overall, satisfied with their water supply (Sample size: 152) ²	 <table border="1"> <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>96%</td><td>87%</td><td>95%</td><td>94%</td><td>95%</td><td>95%</td><td>91%</td><td>95%</td><td>94%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	96%	87%	95%	94%	95%	95%	91%	95%	94%	96% to 86% Average: 91%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	96%	87%	95%	94%	95%	95%	91%	95%	94%														
Satisfaction with value for money																							
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></tr> <tr><th>Percentage</th><td>69%</td><td>71%</td><td>79%</td><td>81%</td><td>78%</td><td>84%</td><td>78%</td><td>85%</td><td>85%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	69%	71%	79%	81%	78%	84%	78%	85%	85%	85% to 70% Average: 76%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	69%	71%	79%	81%	78%	84%	78%	85%	85%														
Views on fairness and affordability of charges																							
Agree that water and sewerage charges are affordable (Sample size: 150) 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>69%</td><td>89%</td><td>75%</td><td>89%</td><td>79%</td><td>80%</td><td>86%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	69%	89%	75%	89%	79%	80%	86%			88% to 70% Average: 79%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	69%	89%	75%	89%	79%	80%	86%																
Agree that charges are fair (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>71%</td><td>63%</td><td>61%</td><td>79%</td><td>61%</td><td>81%</td><td>71%</td><td>72%</td><td>76%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	71%	63%	61%	79%	61%	81%	71%	72%	76%	82% to 58% Average: 67%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	71%	63%	61%	79%	61%	81%	71%	72%	76%														
Care and trust																							
Agree their water company cares about the service they provide to customers (Sample size: 139)	 <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>68%</td><td>67%</td><td>66%</td><td>86%</td><td>74%</td><td>74%</td><td>80%</td><td>71%</td><td>71%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	68%	67%	66%	86%	74%	74%	80%	71%	71%	82% to 60% Average: 67%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	68%	67%	66%	86%	74%	74%	80%	71%	71%														
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (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>Score</th><td>7.46</td><td>7.44</td><td>7.47</td><td>8.03</td><td>7.90</td><td>7.95</td><td>8.01</td><td>8.01</td><td>8.11</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Score	7.46	7.44	7.47	8.03	7.90	7.95	8.01	8.01	8.11	8.57 to 7.30 Average: 7.74	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Score	7.46	7.44	7.47	8.03	7.90	7.95	8.01	8.01	8.11														
Awareness of consumer rights and responsibilities																							
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></tr> <tr><th>Percentage</th><td>87%</td><td>75%</td><td>67%</td><td>71%</td><td>79%</td><td>73%</td><td>73%</td><td>78%</td><td>83%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	87%	75%	67%	71%	79%	73%	73%	78%	83%	83% to 70% Average: 74%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	87%	75%	67%	71%	79%	73%	73%	78%	83%														
Aware of option to have a free water meter (Sample size: 60*) 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>61%</td><td>74%</td><td>74%</td><td>49%</td><td>68%</td><td>67%</td><td>71%</td><td>75%</td><td>70%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	61%	74%	74%	49%	68%	67%	71%	75%	70%	78% to 63% Average: 68%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	61%	74%	74%	49%	68%	67%	71%	75%	70%														

Results for Bournemouth Water	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 months (Sample size: 60*) 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>36%</td><td>32%</td><td>38%</td><td>26%</td><td>29%</td><td>33%</td><td>23%</td><td>30%</td><td>17%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	36%	32%	38%	26%	29%	33%	23%	30%	17%	38% to 17% Average: 27%	Low base size Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	36%	32%	38%	26%	29%	33%	23%	30%	17%														
Aware of, or on WaterSure tariff (Sample size: 152*)	 <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>10%</td><td>8%</td><td>9%</td><td>12%</td><td>15%</td><td>11%</td><td>14%</td><td>9%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	7%	10%	8%	9%	12%	15%	11%	14%	9%	17% to 9% Average: 11%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	7%	10%	8%	9%	12%	15%	11%	14%	9%														
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 152*) 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>6%</td><td>2%</td><td>4%</td><td>9%</td><td>5%</td><td>4%</td><td>6%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	6%	2%	4%	9%	5%	4%	6%			9% to 2% Average: 4%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	6%	2%	4%	9%	5%	4%	6%																
Aware of Priority Services. (Sample size: 152*) 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>48%</td><td>57%</td><td>47%</td><td>43%</td><td>51%</td><td>42%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	48%	57%	47%	43%	51%	42%				54% to 38% Average: 43%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	48%	57%	47%	43%	51%	42%																	
Contact																							
Contacted water company with a query in the last 12 months (Sample size: 152*)	 <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>11%</td><td>16%</td><td>15%</td><td>16%</td><td>15%</td><td>17%</td><td>24%</td><td>12%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	9%	11%	16%	15%	16%	15%	17%	24%	12%	27% to 12% Average: 22%	Significant change since last year Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	9%	11%	16%	15%	16%	15%	17%	24%	12%														
Reason for contacting water company was to complain (Sample size: 18 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>14%</td><td>0%</td><td>12%</td><td>9%</td><td>4%</td><td>0%</td><td>4%</td><td>3%</td><td>6%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	14%	0%	12%	9%	4%	0%	4%	3%	6%	9% to 0% Average: 4%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	14%	0%	12%	9%	4%	0%	4%	3%	6%														
Overall, satisfied with the way their query was handled (Sample size: 18 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>91%</td><td>75%</td><td>96%</td><td>86%</td><td>84%</td><td>95%</td><td>76%</td><td>72%</td><td>78%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	91%	75%	96%	86%	84%	95%	76%	72%	78%	87% to 73% Average: 78%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	91%	75%	96%	86%	84%	95%	76%	72%	78%														
Water on tap																							
Satisfied with colour and appearance of tap water (Sample size: 152)	 <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>94%</td><td>95%</td><td>97%</td><td>96%</td><td>95%</td><td>90%</td><td>95%</td><td>93%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	95%	94%	95%	97%	96%	95%	90%	95%	93%	99% to 89% Average: 92%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	95%	94%	95%	97%	96%	95%	90%	95%	93%														
Satisfied with taste and smell (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>87%</td><td>89%</td><td>92%</td><td>92%</td><td>93%</td><td>92%</td><td>91%</td><td>91%</td><td>92%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	87%	89%	92%	92%	93%	92%	91%	91%	92%	95% to 81% Average: 86%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	87%	89%	92%	92%	93%	92%	91%	91%	92%														

Results for Bournemouth Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																				
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>59%</td><td>54%</td><td>59%</td><td>71%</td><td>64%</td><td>57%</td><td>60%</td><td>56%</td><td>61%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	59%	54%	59%	71%	64%	57%	60%	56%	61%	80% to 45% Average: 56%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	59%	54%	59%	71%	64%	57%	60%	56%	61%														
Satisfied with safety (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></tr> <tr><th>Percentage</th><td>90%</td><td>95%</td><td>97%</td><td>97%</td><td>97%</td><td>93%</td><td>95%</td><td>97%</td><td>93%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	90%	95%	97%	97%	97%	93%	95%	97%	93%	97% to 86% Average: 92%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	90%	95%	97%	97%	97%	93%	95%	97%	93%														
Satisfied with reliability of supply (Sample size: 152)	 <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>97%</td><td>92%</td><td>97%</td><td>99%</td><td>99%</td><td>99%</td><td>98%</td><td>99%</td><td>99%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	97%	92%	97%	99%	99%	99%	98%	99%	99%	100% to 93% Average: 97%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	97%	92%	97%	99%	99%	99%	98%	99%	99%														
Satisfied with water pressure (Sample size: 152)	 <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>88%</td><td>89%</td><td>92%</td><td>91%</td><td>90%</td><td>91%</td><td>89%</td><td>90%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	92%	88%	89%	92%	91%	90%	91%	89%	90%	93% to 80% Average: 88%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	92%	88%	89%	92%	91%	90%	91%	89%	90%														
Likelihood to recommend as a provider of water services																							
Extremely likely to recommend Bournemouth Water to friends and family as a provider (Sample size: 144) ^{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>49%</td><td>47%</td><td>43%</td><td>45%</td><td>45%</td><td>49%</td><td>45%</td><td>45%</td><td>49%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	49%	47%	43%	45%	45%	49%	45%	45%	49%	71% to 32% Average: 40%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	49%	47%	43%	45%	45%	49%	45%	45%	49%														

Sewerage services for Bournemouth Water are provided by Wessex Water (108 respondents) or Southern Water (28 respondents)⁷



Results for sewerage service providers for Bournemouth Water	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: 130)	 <table border="1"> <caption>Satisfaction with sewerage services (2011-2019)</caption> <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>83%</td><td>83%</td><td>91%</td><td>91%</td><td>94%</td><td>89%</td><td>91%</td><td>89%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	87%	83%	83%	91%	91%	94%	89%	91%	89%	92% to 80% Average: 86%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	87%	83%	83%	91%	91%	94%	89%	91%	89%														
Satisfaction with value for money																							
Satisfied with value for money of sewerage services (Sample size: 129)	 <table border="1"> <caption>Satisfaction with value for money (2011-2019)</caption> <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>63%</td><td>67%</td><td>81%</td><td>76%</td><td>81%</td><td>79%</td><td>84%</td><td>83%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	69%	63%	67%	81%	76%	81%	79%	84%	83%	84% to 65% Average: 75%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	69%	63%	67%	81%	76%	81%	79%	84%	83%														
A sewerage system that works																							
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 106)	 <table border="1"> <caption>Satisfaction with actions to reduce smells (2011-2019)</caption> <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>61%</td><td>57%</td><td>84%</td><td>76%</td><td>79%</td><td>78%</td><td>72%</td><td>77%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	54%	61%	57%	84%	76%	79%	78%	72%	77%	85% to 72% Average: 78%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	54%	61%	57%	84%	76%	79%	78%	72%	77%														
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 110)	 <table border="1"> <caption>Satisfaction with maintenance of sewer pipes (2011-2019)</caption> <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>69%</td><td>76%</td><td>91%</td><td>87%</td><td>81%</td><td>80%</td><td>81%</td><td>83%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	80%	69%	76%	91%	87%	81%	80%	81%	83%	86% to 73% Average: 79%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	80%	69%	76%	91%	87%	81%	80%	81%	83%														
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 86)	 <table border="1"> <caption>Satisfaction with company cleaning of waste water (2011-2019)</caption> <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>76%</td><td>69%</td><td>94%</td><td>86%</td><td>74%</td><td>82%</td><td>75%</td><td>80%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	84%	76%	69%	94%	86%	74%	82%	75%	80%	87% to 65% Average: 75%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	84%	76%	69%	94%	86%	74%	82%	75%	80%														
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 99)	 <table border="1"> <caption>Satisfaction with actions to minimise sewer flooding (2011-2019)</caption> <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>70%</td><td>72%</td><td>72%</td><td>90%</td><td>82%</td><td>86%</td><td>85%</td><td>79%</td><td>81%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	70%	72%	72%	90%	82%	86%	85%	79%	81%	88% to 62% Average: 77%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	70%	72%	72%	90%	82%	86%	85%	79%	81%														
Likelihood to recommend as a provider of sewerage services																							
Extremely likely to recommend sewerage company to friends and family as a provider (Sample size: 129) ^{3,6}	 <table border="1"> <caption>Likelihood to recommend sewerage company (2011-2019)</caption> <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>47%</td><td>44%</td><td>44%</td><td>44%</td><td>46%</td><td>47%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	47%	44%	44%	44%	46%	47%				65% to 30% Average: 38%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	47%	44%	44%	44%	46%	47%																	

Sample profile

Regional sample profile for Bournemouth Water	(Sample size: 152*)
Gender	
Male	46%
Female	54%
Age	
18-44	12%
45-59	29%
60-74	39%
75+	20%
SEC	
Higher managerial, administrative & professional occupations	49%
Intermediate occupations	26%
Routine & manual occupations	22%
Never worked and long-term unemployed/ Full-time students	3%
Water meter	
Proportion having a water meter	61%

- 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 wording changed in 2014.

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

⁷ There is no differentiation between sewerage service providers within the results.