

Results for Bristol Water	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: 300) <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>93%</td><td>90%</td><td>95%</td><td>94%</td><td>95%</td><td>89%</td><td>95%</td><td>97%</td><td>94%</td><td>93%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	93%	90%	95%	94%	95%	89%	95%	97%	94%	93%	95% to 89% Average: 93%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	93%	90%	95%	94%	95%	89%	95%	97%	94%	93%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of water services (Sample size: 295)	<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>76%</td><td>71%</td><td>72%</td><td>70%</td><td>82%</td><td>62%</td><td>77%</td><td>75%</td><td>80%</td><td>84%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	76%	71%	72%	70%	82%	62%	77%	75%	80%	84%	84% to 66% Average: 76%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	76%	71%	72%	70%	82%	62%	77%	75%	80%	84%															
<b>Views on fairness and affordability of charges</b>																									
Agree that water and sewerage charges are affordable (Sample size: 297) <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>67%</td><td>74%</td><td>74%</td><td>66%</td><td>77%</td><td>78%</td><td>80%</td><td>81%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	67%	74%	74%	66%	77%	78%	80%	81%			87% to 72% Average: 83%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	67%	74%	74%	66%	77%	78%	80%	81%																	
Agree that charges are fair (Sample size: 290)	<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>61%</td><td>51%</td><td>64%</td><td>59%</td><td>51%</td><td>67%</td><td>68%</td><td>72%</td><td>71%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	64%	61%	51%	64%	59%	51%	67%	68%	72%	71%	75% to 64% Average: 69%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	64%	61%	51%	64%	59%	51%	67%	68%	72%	71%															
<b>Care and trust</b>																									
Agree their water company cares about the service they provide to customers (Sample size: 282)	<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>74%</td><td>77%</td><td>72%</td><td>77%</td><td>77%</td><td>65%</td><td>81%</td><td>74%</td><td>82%</td><td>80%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	74%	77%	72%	77%	77%	65%	81%	74%	82%	80%	80% to 57% Average: 68%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	74%	77%	72%	77%	77%	65%	81%	74%	82%	80%															
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 299)	<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>7.31</td><td>7.37</td><td>7.66</td><td>7.73</td><td>7.81</td><td>7.32</td><td>8.05</td><td>8.12</td><td>8.15</td><td>8.22</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Score	7.31	7.37	7.66	7.73	7.81	7.32	8.05	8.12	8.15	8.22	8.45 to 7.60 Average: 7.91	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Score	7.31	7.37	7.66	7.73	7.81	7.32	8.05	8.12	8.15	8.22															
<b>Awareness of consumer rights and responsibilities</b>																									
Likely to contact company if worried about paying bill (Sample size: 287)	<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>85%</td><td>77%</td><td>68%</td><td>74%</td><td>76%</td><td>67%</td><td>70%</td><td>74%</td><td>70%</td><td>77%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	85%	77%	68%	74%	76%	67%	70%	74%	70%	77%	77% to 69% Average: 73%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	85%	77%	68%	74%	76%	67%	70%	74%	70%	77%															
Aware of option to have a free water meter (Sample size: 151*) <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>48%</td><td>67%</td><td>70%</td><td>58%</td><td>72%</td><td>66%</td><td>70%</td><td>70%</td><td>75%</td><td>79%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	48%	67%	70%	58%	72%	66%	70%	70%	75%	79%	79% to 66% Average: 74%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	48%	67%	70%	58%	72%	66%	70%	70%	75%	79%															

Results for Bristol Water	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 months (Sample size: 151*) <sup>4</sup>	<table border="1"> <caption>Awareness of meter option (Sample size: 151*)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>24%</td></tr> <tr><td>12</td><td>42%</td></tr> <tr><td>13</td><td>36%</td></tr> <tr><td>14</td><td>32%</td></tr> <tr><td>15</td><td>29%</td></tr> <tr><td>16</td><td>18%</td></tr> <tr><td>17</td><td>22%</td></tr> <tr><td>18</td><td>33%</td></tr> <tr><td>19</td><td>26%</td></tr> <tr><td>20</td><td>29%</td></tr> </tbody> </table>	Year	Percentage	11	24%	12	42%	13	36%	14	32%	15	29%	16	18%	17	22%	18	33%	19	26%	20	29%	38% to 15% Average: 29%	
Year	Percentage																								
11	24%																								
12	42%																								
13	36%																								
14	32%																								
15	29%																								
16	18%																								
17	22%																								
18	33%																								
19	26%																								
20	29%																								
Aware of, or on WaterSure tariff (Sample size: 300*)	<table border="1"> <caption>Awareness of WaterSure tariff (Sample size: 300*)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>4%</td></tr> <tr><td>12</td><td>15%</td></tr> <tr><td>13</td><td>9%</td></tr> <tr><td>14</td><td>11%</td></tr> <tr><td>15</td><td>8%</td></tr> <tr><td>16</td><td>11%</td></tr> <tr><td>17</td><td>7%</td></tr> <tr><td>18</td><td>13%</td></tr> <tr><td>19</td><td>9%</td></tr> <tr><td>20</td><td>10%</td></tr> </tbody> </table>	Year	Percentage	11	4%	12	15%	13	9%	14	11%	15	8%	16	11%	17	7%	18	13%	19	9%	20	10%	15% to 8% Average: 11%	
Year	Percentage																								
11	4%																								
12	15%																								
13	9%																								
14	11%																								
15	8%																								
16	11%																								
17	7%																								
18	13%																								
19	9%																								
20	10%																								
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 300*) <sup>3</sup>	<table border="1"> <caption>Awareness of other schemes (Sample size: 300*)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>6%</td></tr> <tr><td>12</td><td>2%</td></tr> <tr><td>13</td><td>1%</td></tr> <tr><td>14</td><td>3%</td></tr> <tr><td>15</td><td>2%</td></tr> <tr><td>16</td><td>4%</td></tr> <tr><td>17</td><td>5%</td></tr> <tr><td>18</td><td>6%</td></tr> <tr><td>19</td><td>5%</td></tr> <tr><td>20</td><td>6%</td></tr> </tbody> </table>	Year	Percentage	11	6%	12	2%	13	1%	14	3%	15	2%	16	4%	17	5%	18	6%	19	5%	20	6%	7% to 2% Average: 4%	
Year	Percentage																								
11	6%																								
12	2%																								
13	1%																								
14	3%																								
15	2%																								
16	4%																								
17	5%																								
18	6%																								
19	5%																								
20	6%																								
Aware of Priority services (Sample size: 300*) <sup>5</sup>	<table border="1"> <caption>Awareness of Priority services (Sample size: 300*)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>55%</td></tr> <tr><td>12</td><td>53%</td></tr> <tr><td>13</td><td>52%</td></tr> <tr><td>14</td><td>48%</td></tr> <tr><td>15</td><td>52%</td></tr> <tr><td>16</td><td>44%</td></tr> <tr><td>17</td><td>55%</td></tr> <tr><td>18</td><td>44%</td></tr> <tr><td>19</td><td>55%</td></tr> <tr><td>20</td><td>55%</td></tr> </tbody> </table>	Year	Percentage	11	55%	12	53%	13	52%	14	48%	15	52%	16	44%	17	55%	18	44%	19	55%	20	55%	55% to 39% Average: 47%	Significant change since last year; significantly higher than WoC average
Year	Percentage																								
11	55%																								
12	53%																								
13	52%																								
14	48%																								
15	52%																								
16	44%																								
17	55%																								
18	44%																								
19	55%																								
20	55%																								
<b>Contact</b>																									
Contacted water company with a query in last 12 months (Sample size: 297*)	<table border="1"> <caption>Contacted water company (Sample size: 297*)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>10%</td></tr> <tr><td>12</td><td>9%</td></tr> <tr><td>13</td><td>19%</td></tr> <tr><td>14</td><td>13%</td></tr> <tr><td>15</td><td>17%</td></tr> <tr><td>16</td><td>17%</td></tr> <tr><td>17</td><td>20%</td></tr> <tr><td>18</td><td>15%</td></tr> <tr><td>19</td><td>17%</td></tr> <tr><td>20</td><td>18%</td></tr> </tbody> </table>	Year	Percentage	11	10%	12	9%	13	19%	14	13%	15	17%	16	17%	17	20%	18	15%	19	17%	20	18%	23% to 11% Average: 17%	
Year	Percentage																								
11	10%																								
12	9%																								
13	19%																								
14	13%																								
15	17%																								
16	17%																								
17	20%																								
18	15%																								
19	17%																								
20	18%																								
Reason for contacting water company was to complain (Sample size: 53 who made contact)	<table border="1"> <caption>Reason for contacting water company (Sample size: 53)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>13%</td></tr> <tr><td>12</td><td>0%</td></tr> <tr><td>13</td><td>13%</td></tr> <tr><td>14</td><td>7%</td></tr> <tr><td>15</td><td>7%</td></tr> <tr><td>16</td><td>0%</td></tr> <tr><td>17</td><td>3%</td></tr> <tr><td>18</td><td>2%</td></tr> <tr><td>19</td><td>2%</td></tr> <tr><td>20</td><td>0%</td></tr> </tbody> </table>	Year	Percentage	11	13%	12	0%	13	13%	14	7%	15	7%	16	0%	17	3%	18	2%	19	2%	20	0%	15% to 0% Average: 4%	Low base size
Year	Percentage																								
11	13%																								
12	0%																								
13	13%																								
14	7%																								
15	7%																								
16	0%																								
17	3%																								
18	2%																								
19	2%																								
20	0%																								
Overall, satisfied with the way their query was handled (Sample size: 53 who made contact)	<table border="1"> <caption>Satisfaction with query handling (Sample size: 53)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>79%</td></tr> <tr><td>12</td><td>57%</td></tr> <tr><td>13</td><td>88%</td></tr> <tr><td>14</td><td>77%</td></tr> <tr><td>15</td><td>92%</td></tr> <tr><td>16</td><td>84%</td></tr> <tr><td>17</td><td>86%</td></tr> <tr><td>18</td><td>90%</td></tr> <tr><td>19</td><td>85%</td></tr> <tr><td>20</td><td>91%</td></tr> </tbody> </table>	Year	Percentage	11	79%	12	57%	13	88%	14	77%	15	92%	16	84%	17	86%	18	90%	19	85%	20	91%	96% to 67% Average: 77%	Low base size
Year	Percentage																								
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20	91%																								

Results for Bristol Water	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: 298)	<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>95%</td><td>93%</td><td>92%</td><td>94%</td><td>91%</td><td>97%</td><td>94%</td><td>94%</td><td>95%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	91%	95%	93%	92%	94%	91%	97%	94%	94%	95%	98% to 89% Average: 94%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	91%	95%	93%	92%	94%	91%	97%	94%	94%	95%															
Satisfied with taste and smell (Sample size: 293)	<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>86%</td><td>90%</td><td>86%</td><td>87%</td><td>85%</td><td>92%</td><td>85%</td><td>87%</td><td>90%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	89%	86%	90%	86%	87%	85%	92%	85%	87%	90%	93% to 83% Average: 88%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	89%	86%	90%	86%	87%	85%	92%	85%	87%	90%															
Satisfied with hardness/softness (Sample size: 292)	<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>69%</td><td>61%</td><td>69%</td><td>68%</td><td>66%</td><td>63%</td><td>58%</td><td>59%</td><td>60%</td><td>64%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	69%	61%	69%	68%	66%	63%	58%	59%	60%	64%	72% to 39% Average: 54%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	69%	61%	69%	68%	66%	63%	58%	59%	60%	64%															
Satisfied with safety (Sample size: 297)	<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>90%</td><td>94%</td><td>93%</td><td>95%</td><td>86%</td><td>92%</td><td>94%</td><td>93%</td><td>94%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	92%	90%	94%	93%	95%	86%	92%	94%	93%	94%	99% to 89% Average: 94%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	92%	90%	94%	93%	95%	86%	92%	94%	93%	94%															
Satisfied with reliability of supply (Sample size: 299)	<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>96%</td><td>91%</td><td>99%</td><td>98%</td><td>98%</td><td>95%</td><td>99%</td><td>98%</td><td>98%</td><td>99%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	96%	91%	99%	98%	98%	95%	99%	98%	98%	99%	100% to 95% Average: 98%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	96%	91%	99%	98%	98%	95%	99%	98%	98%	99%															
Satisfied with water pressure (Sample size: 299)	<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>86%</td><td>87%</td><td>91%</td><td>91%</td><td>87%</td><td>88%</td><td>89%</td><td>91%</td><td>91%</td><td>90%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	86%	87%	91%	91%	87%	88%	89%	91%	91%	90%	92% to 85% Average: 90%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	86%	87%	91%	91%	87%	88%	89%	91%	91%	90%															
<b>Likelihood to recommend as a provider of water services</b>																									
Extremely likely to recommend Bristol Water to friends and family as a provider (Sample size: 285) <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>41%</td><td>46%</td><td>33%</td><td>48%</td><td>43%</td><td>48%</td><td>48%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	41%	46%	33%	48%	43%	48%	48%				56% to 33% Average: 42%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	41%	46%	33%	48%	43%	48%	48%																		

### Bristol Water sewerage services are provided by Wessex Water (279 respondents)



Results for sewerage service providers for Bristol Water	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: 274)	<table border="1"> <caption>Satisfaction with sewerage services (2011-2020)</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><td>20</td></tr> <tr><th>Percentage</th><td>91%</td><td>85%</td><td>88%</td><td>92%</td><td>91%</td><td>85%</td><td>93%</td><td>91%</td><td>92%</td><td>91%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	91%	85%	88%	92%	91%	85%	93%	91%	92%	91%	93% to 78% Average: 85%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	91%	85%	88%	92%	91%	85%	93%	91%	92%	91%															
Satisfied with value for money of sewerage services (Sample size: 283)	<table border="1"> <caption>Satisfaction with value for money of sewerage services (2011-2020)</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><td>20</td></tr> <tr><th>Percentage</th><td>78%</td><td>68%</td><td>76%</td><td>70%</td><td>81%</td><td>63%</td><td>82%</td><td>76%</td><td>83%</td><td>82%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	78%	68%	76%	70%	81%	63%	82%	76%	83%	82%	84% to 60% Average: 76%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	78%	68%	76%	70%	81%	63%	82%	76%	83%	82%															
<b>A sewerage system that works</b>																									
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 201)	<table border="1"> <caption>Satisfaction with actions to reduce smells (2011-2020)</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><td>20</td></tr> <tr><th>Percentage</th><td>81%</td><td>81%</td><td>73%</td><td>89%</td><td>85%</td><td>70%</td><td>81%</td><td>78%</td><td>84%</td><td>85%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	81%	81%	73%	89%	85%	70%	81%	78%	84%	85%	85% to 75% Average: 80%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	81%	81%	73%	89%	85%	70%	81%	78%	84%	85%															
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 224)	<table border="1"> <caption>Satisfaction with maintenance of sewer pipes &amp; treatment works (2011-2020)</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><td>20</td></tr> <tr><th>Percentage</th><td>92%</td><td>78%</td><td>79%</td><td>92%</td><td>89%</td><td>75%</td><td>83%</td><td>84%</td><td>84%</td><td>87%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	92%	78%	79%	92%	89%	75%	83%	84%	84%	87%	87% to 77% Average: 80%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	92%	78%	79%	92%	89%	75%	83%	84%	84%	87%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 193)	<table border="1"> <caption>Satisfaction with company cleaning of waste water (2011-2020)</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><td>20</td></tr> <tr><th>Percentage</th><td>89%</td><td>73%</td><td>80%</td><td>91%</td><td>92%</td><td>71%</td><td>84%</td><td>81%</td><td>79%</td><td>78%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	89%	73%	80%	91%	92%	71%	84%	81%	79%	78%	86% to 64% Average: 75%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	89%	73%	80%	91%	92%	71%	84%	81%	79%	78%															
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 212)	<table border="1"> <caption>Satisfaction with actions to minimise sewer flooding (2011-2020)</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><td>20</td></tr> <tr><th>Percentage</th><td>91%</td><td>77%</td><td>73%</td><td>88%</td><td>86%</td><td>76%</td><td>86%</td><td>85%</td><td>83%</td><td>83%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	91%	77%	73%	88%	86%	76%	86%	85%	83%	83%	84% to 71% Average: 76%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	91%	77%	73%	88%	86%	76%	86%	85%	83%	83%															
<b>Likelihood to recommend as a provider of sewerage services</b>																									
Extremely likely to recommend sewerage company to friends and family as a provider (Sample size: 270) <sup>3,6</sup>	<table border="1"> <caption>Likelihood to recommend sewerage company to friends and family (2011-2020)</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><td>20</td></tr> <tr><th>Percentage</th><td>40%</td><td>46%</td><td>30%</td><td>46%</td><td>41%</td><td>44%</td><td>48%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	40%	46%	30%	46%	41%	44%	48%				56% to 29% Average: 40%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	40%	46%	30%	46%	41%	44%	48%																		

**Sample Profile**

Regional sample profile for Bristol Water	(Sample size: 300*)
<b>Gender</b>	
Male	48%
Female	52%
<b>Age</b>	
18-29	1%
30-44	16%
45-59	34%
60-74	32%
75+	17%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	49%
Intermediate occupations	19%
Routine & manual occupations	25%
Never worked and long-term unemployed/ Full-time students	5%
Refused	2%
<b>Water meter</b>	
Proportion having a water meter	51%

- Statistical reliability on sample size of 300 is +/- 5.66%

<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 wording changed in 2014.

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