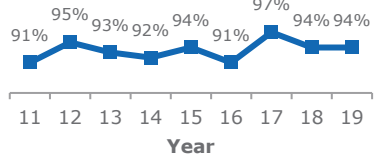
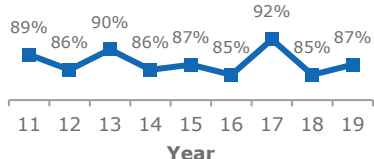
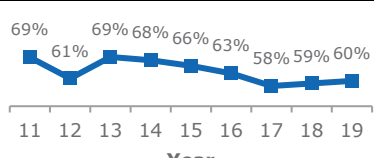
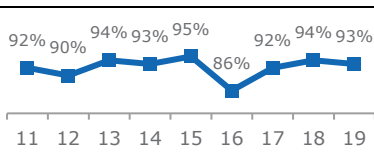
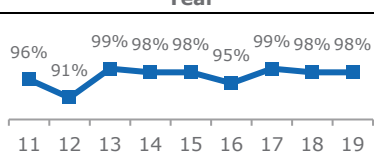
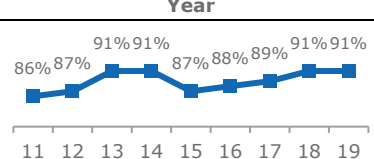
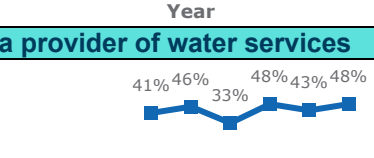


Results for Bristol Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																				
Satisfaction with water services																							
Overall, satisfied with their water supply (Sample size: 299) ²	<table border="1"> <tr><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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	93%	90%	95%	94%	95%	89%	95%	97%	94%	96% to 86% Average: 91%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	93%	90%	95%	94%	95%	89%	95%	97%	94%														
Satisfaction with value for money																							
Satisfied with value for money of water services (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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	76%	71%	72%	70%	82%	62%	77%	75%	80%	85% to 70% Average: 76%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	76%	71%	72%	70%	82%	62%	77%	75%	80%														
Views on fairness and affordability of charges																							
Agree that water and sewerage charges are affordable (Sample size: 289) 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>67%</td><td>74%</td><td>74%</td><td>66%</td><td>77%</td><td>78%</td><td>81%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	67%	74%	74%	66%	77%	78%	81%			88% to 70% Average: 79%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	67%	74%	74%	66%	77%	78%	81%																
Agree that charges are fair (Sample size: 276)	<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>61%</td><td>51%</td><td>64%</td><td>59%</td><td>51%</td><td>67%</td><td>68%</td><td>72%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	64%	61%	51%	64%	59%	51%	67%	68%	72%	82% to 58% Average: 67%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	64%	61%	51%	64%	59%	51%	67%	68%	72%														
Care and trust																							
Agree their water company cares about the service they provide to customers (Sample size: 274)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>74%</td><td>77%</td><td>72%</td><td>77%</td><td>77%</td><td>65%</td><td>81%</td><td>74%</td><td>82%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	74%	77%	72%	77%	77%	65%	81%	74%	82%	82% to 60% Average: 67%	Significant change since last year Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	74%	77%	72%	77%	77%	65%	81%	74%	82%														
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 296)	<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>7.31</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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Score	7.31	7.37	7.66	7.73	7.81	7.32	8.05	8.12	8.15	8.57 to 7.30 Average: 7.74	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Score	7.31	7.37	7.66	7.73	7.81	7.32	8.05	8.12	8.15														
Awareness of consumer rights and responsibilities																							
Likely to contact company if worried about paying bill (Sample size: 284)	<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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	85%	77%	68%	74%	76%	67%	70%	74%	70%	83% to 70% Average: 74%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	85%	77%	68%	74%	76%	67%	70%	74%	70%														
Aware of option to have a free water meter (Sample size: 145*) 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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	48%	67%	70%	58%	72%	66%	70%	70%	75%	78% to 63% Average: 68%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	48%	67%	70%	58%	72%	66%	70%	70%	75%														

Results for Bristol 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: 145*) 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>24%</td><td>42%</td><td>36%</td><td>32%</td><td>29%</td><td>18%</td><td>22%</td><td>33%</td><td>26%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	24%	42%	36%	32%	29%	18%	22%	33%	26%	38% to 17% Average: 27%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	24%	42%	36%	32%	29%	18%	22%	33%	26%														
Aware of, or on WaterSure tariff (Sample size: 300*)	<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>4%</td><td>15%</td><td>9%</td><td>11%</td><td>8%</td><td>11%</td><td>7%</td><td>13%</td><td>9%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	4%	15%	9%	11%	8%	11%	7%	13%	9%	17% to 9% Average: 11%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	4%	15%	9%	11%	8%	11%	7%	13%	9%														
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 300*) 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>1%</td><td>3%</td><td>2%</td><td>4%</td><td>5%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	6%	2%	1%	3%	2%	4%	5%			9% to 2% Average: 4%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	6%	2%	1%	3%	2%	4%	5%																
Aware of Priority services (Sample size: 300*) 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>55%</td><td>53%</td><td>52%</td><td>48%</td><td>52%</td><td>44%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	55%	53%	52%	48%	52%	44%				54% to 38% Average: 43%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	55%	53%	52%	48%	52%	44%																	
Contact																							
Contacted water company with a query in last 12 months (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></tr> <tr><th>Percentage</th><td>10%</td><td>9%</td><td>19%</td><td>13%</td><td>17%</td><td>17%</td><td>20%</td><td>15%</td><td>17%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	10%	9%	19%	13%	17%	17%	20%	15%	17%	27% to 12% Average: 22%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	10%	9%	19%	13%	17%	17%	20%	15%	17%														
Reason for contacting water company was to complain (Sample size: 52 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>13%</td><td>0%</td><td>13%</td><td>7%</td><td>7%</td><td>0%</td><td>3%</td><td>2%</td><td>2%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	13%	0%	13%	7%	7%	0%	3%	2%	2%	9% to 0% Average: 4%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	13%	0%	13%	7%	7%	0%	3%	2%	2%														
Overall, satisfied with the way their query was handled (Sample size: 52 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>79%</td><td>57%</td><td>88%</td><td>77%</td><td>92%</td><td>84%</td><td>86%</td><td>90%</td><td>85%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	79%	57%	88%	77%	92%	84%	86%	90%	85%	87% to 73% Average: 78%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	79%	57%	88%	77%	92%	84%	86%	90%	85%														

Results for Bristol Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																				
Water on tap																							
Satisfied with colour and appearance of tap water (Sample size: 300)	 <table border="1"> <caption>Satisfaction with colour and appearance of tap water</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>91%</td></tr> <tr><td>12</td><td>95%</td></tr> <tr><td>13</td><td>93%</td></tr> <tr><td>14</td><td>92%</td></tr> <tr><td>15</td><td>94%</td></tr> <tr><td>16</td><td>91%</td></tr> <tr><td>17</td><td>97%</td></tr> <tr><td>18</td><td>94%</td></tr> <tr><td>19</td><td>94%</td></tr> </tbody> </table>	Year	Percentage	11	91%	12	95%	13	93%	14	92%	15	94%	16	91%	17	97%	18	94%	19	94%	99% to 89% Average: 92%	
Year	Percentage																						
11	91%																						
12	95%																						
13	93%																						
14	92%																						
15	94%																						
16	91%																						
17	97%																						
18	94%																						
19	94%																						
Satisfied with taste and smell (Sample size: 293)	 <table border="1"> <caption>Satisfaction with taste and smell</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>89%</td></tr> <tr><td>12</td><td>86%</td></tr> <tr><td>13</td><td>90%</td></tr> <tr><td>14</td><td>86%</td></tr> <tr><td>15</td><td>87%</td></tr> <tr><td>16</td><td>85%</td></tr> <tr><td>17</td><td>92%</td></tr> <tr><td>18</td><td>85%</td></tr> <tr><td>19</td><td>87%</td></tr> </tbody> </table>	Year	Percentage	11	89%	12	86%	13	90%	14	86%	15	87%	16	85%	17	92%	18	85%	19	87%	95% to 81% Average: 86%	
Year	Percentage																						
11	89%																						
12	86%																						
13	90%																						
14	86%																						
15	87%																						
16	85%																						
17	92%																						
18	85%																						
19	87%																						
Satisfied with hardness/softness (Sample size: 287)	 <table border="1"> <caption>Satisfaction with hardness/softness</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>69%</td></tr> <tr><td>12</td><td>61%</td></tr> <tr><td>13</td><td>69%</td></tr> <tr><td>14</td><td>68%</td></tr> <tr><td>15</td><td>66%</td></tr> <tr><td>16</td><td>63%</td></tr> <tr><td>17</td><td>58%</td></tr> <tr><td>18</td><td>59%</td></tr> <tr><td>19</td><td>60%</td></tr> </tbody> </table>	Year	Percentage	11	69%	12	61%	13	69%	14	68%	15	66%	16	63%	17	58%	18	59%	19	60%	80% to 45% Average: 56%	
Year	Percentage																						
11	69%																						
12	61%																						
13	69%																						
14	68%																						
15	66%																						
16	63%																						
17	58%																						
18	59%																						
19	60%																						
Satisfied with safety (Sample size: 292)	 <table border="1"> <caption>Satisfaction with safety</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>92%</td></tr> <tr><td>12</td><td>90%</td></tr> <tr><td>13</td><td>94%</td></tr> <tr><td>14</td><td>93%</td></tr> <tr><td>15</td><td>95%</td></tr> <tr><td>16</td><td>86%</td></tr> <tr><td>17</td><td>92%</td></tr> <tr><td>18</td><td>94%</td></tr> <tr><td>19</td><td>93%</td></tr> </tbody> </table>	Year	Percentage	11	92%	12	90%	13	94%	14	93%	15	95%	16	86%	17	92%	18	94%	19	93%	97% to 86% Average: 92%	
Year	Percentage																						
11	92%																						
12	90%																						
13	94%																						
14	93%																						
15	95%																						
16	86%																						
17	92%																						
18	94%																						
19	93%																						
Satisfied with reliability of supply (Sample size: 300)	 <table border="1"> <caption>Satisfaction with reliability of supply</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>96%</td></tr> <tr><td>12</td><td>91%</td></tr> <tr><td>13</td><td>99%</td></tr> <tr><td>14</td><td>98%</td></tr> <tr><td>15</td><td>98%</td></tr> <tr><td>16</td><td>95%</td></tr> <tr><td>17</td><td>99%</td></tr> <tr><td>18</td><td>98%</td></tr> <tr><td>19</td><td>98%</td></tr> </tbody> </table>	Year	Percentage	11	96%	12	91%	13	99%	14	98%	15	98%	16	95%	17	99%	18	98%	19	98%	100% to 93% Average: 97%	
Year	Percentage																						
11	96%																						
12	91%																						
13	99%																						
14	98%																						
15	98%																						
16	95%																						
17	99%																						
18	98%																						
19	98%																						
Satisfied with water pressure (Sample size: 300)	 <table border="1"> <caption>Satisfaction with water pressure</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>86%</td></tr> <tr><td>12</td><td>87%</td></tr> <tr><td>13</td><td>91%</td></tr> <tr><td>14</td><td>91%</td></tr> <tr><td>15</td><td>87%</td></tr> <tr><td>16</td><td>88%</td></tr> <tr><td>17</td><td>89%</td></tr> <tr><td>18</td><td>91%</td></tr> <tr><td>19</td><td>91%</td></tr> </tbody> </table>	Year	Percentage	11	86%	12	87%	13	91%	14	91%	15	87%	16	88%	17	89%	18	91%	19	91%	93% to 80% Average: 88%	
Year	Percentage																						
11	86%																						
12	87%																						
13	91%																						
14	91%																						
15	87%																						
16	88%																						
17	89%																						
18	91%																						
19	91%																						
Likelihood to recommend as a provider of water services																							
Extremely likely to recommend Bristol Water to friends and family as a provider (Sample size: 282) ^{3,6}	 <table border="1"> <caption>Likelihood to recommend Bristol Water</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>41%</td></tr> <tr><td>12</td><td>46%</td></tr> <tr><td>13</td><td>33%</td></tr> <tr><td>14</td><td>48%</td></tr> <tr><td>15</td><td>43%</td></tr> <tr><td>16</td><td>48%</td></tr> </tbody> </table>	Year	Percentage	11	41%	12	46%	13	33%	14	48%	15	43%	16	48%	71% to 32% Average: 40%	Significantly higher than WoC average						
Year	Percentage																						
11	41%																						
12	46%																						
13	33%																						
14	48%																						
15	43%																						
16	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 ¹	Comments or points of interest																				
Satisfaction with sewerage services																							
Overall, satisfied with their sewerage services (Sample size: 269)	<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>85%</td><td>88%</td><td>92%</td><td>91%</td><td>85%</td><td>93%</td><td>91%</td><td>92%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	91%	85%	88%	92%	91%	85%	93%	91%	92%	92% to 80% Average: 86%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	91%	85%	88%	92%	91%	85%	93%	91%	92%														
Satisfaction with value for money																							
Satisfied with value for money of sewerage services (Sample size: 261)	<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>68%</td><td>76%</td><td>70%</td><td>81%</td><td>63%</td><td>82%</td><td>76%</td><td>83%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	78%	68%	76%	70%	81%	63%	82%	76%	83%	84% to 65% Average: 75%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	78%	68%	76%	70%	81%	63%	82%	76%	83%														
A sewerage system that works																							
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 203)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>81%</td><td>81%</td><td>73%</td><td>89%</td><td>85%</td><td>70%</td><td>81%</td><td>78%</td><td>84%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	81%	81%	73%	89%	85%	70%	81%	78%	84%	85% to 72% Average: 78%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	81%	81%	73%	89%	85%	70%	81%	78%	84%														
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 212)	<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>78%</td><td>79%</td><td>92%</td><td>89%</td><td>75%</td><td>83%</td><td>84%</td><td>84%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	92%	78%	79%	92%	89%	75%	83%	84%	84%	86% to 73% Average: 79%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	92%	78%	79%	92%	89%	75%	83%	84%	84%														
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 184)	<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>73%</td><td>80%</td><td>91%</td><td>92%</td><td>71%</td><td>84%</td><td>81%</td><td>79%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	89%	73%	80%	91%	92%	71%	84%	81%	79%	87% to 65% Average: 75%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	89%	73%	80%	91%	92%	71%	84%	81%	79%														
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 197)	<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>77%</td><td>73%</td><td>88%</td><td>86%</td><td>76%</td><td>86%</td><td>85%</td><td>83%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	91%	77%	73%	88%	86%	76%	86%	85%	83%	88% to 62% Average: 77%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	91%	77%	73%	88%	86%	76%	86%	85%	83%														
Likelihood to recommend as a provider of sewerage services																							
Extremely likely to recommend sewerage company to friends and family as a provider (Sample size: 263) ^{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>40%</td><td>46%</td><td>30%</td><td>46%</td><td>41%</td><td>44%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	40%	46%	30%	46%	41%	44%				65% to 30% Average: 38%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	40%	46%	30%	46%	41%	44%																	

Sample Profile

Regional sample profile for Bristol Water	(Sample size: 300*)
Gender	
Male	49%
Female	51%
Age	
18-29	2%
30-44	10%
45-59	36%
60-74	33%
75+	20%
SEC	
Higher managerial, administrative & professional occupations	47%
Intermediate occupations	19%
Routine & manual occupations	25%
Never worked and long-term unemployed/ Full-time students	6%
Refused	2%
Water meter	
Proportion having a water meter	53%

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

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.