

Results for Hartlepool 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: 150) ²	<table border="1" style="display: none;"> <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>91%</td><td>95%</td><td>98%</td><td>96%</td><td>94%</td><td>93%</td><td>96%</td><td>93%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	96%	91%	95%	98%	96%	94%	93%	96%	93%	96% to 86% Average: 91%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	96%	91%	95%	98%	96%	94%	93%	96%	93%														
Satisfaction with value for money																							
Satisfied with value for money of water services (Sample size: 147)	<table border="1" style="display: none;"> <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>80%</td><td>80%</td><td>85%</td><td>88%</td><td>78%</td><td>83%</td><td>84%</td><td>82%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	80%	80%	80%	85%	88%	78%	83%	84%	82%	85% to 70% Average: 76%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	80%	80%	80%	85%	88%	78%	83%	84%	82%														
Views on fairness and affordability of charges																							
Agree that water and sewerage charges are affordable (Sample size: 145) ³	<table border="1" style="display: none;"> <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>77%</td><td>86%</td><td>82%</td><td>79%</td><td>79%</td><td>76%</td><td>88%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	77%	86%	82%	79%	79%	76%	88%			88% to 70% Average: 79%	Significant change since last year Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	77%	86%	82%	79%	79%	76%	88%																
Agree that charges are fair (Sample size: 142)	<table border="1" style="display: none;"> <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>77%</td><td>66%</td><td>66%</td><td>83%</td><td>74%</td><td>69%</td><td>68%</td><td>67%</td><td>82%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	77%	66%	66%	83%	74%	69%	68%	67%	82%	82% to 58% Average: 67%	Significant change since last year Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	77%	66%	66%	83%	74%	69%	68%	67%	82%														
Care and trust																							
Agree their water company cares about the service they provide to customers (Sample size: 141)	<table border="1" style="display: none;"> <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>76%</td><td>78%</td><td>86%</td><td>84%</td><td>76%</td><td>78%</td><td>83%</td><td>78%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	82%	76%	78%	86%	84%	76%	78%	83%	78%	82% to 60% Average: 67%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	82%	76%	78%	86%	84%	76%	78%	83%	78%														
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 150)	<table border="1" style="display: none;"> <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>8.19</td><td>7.77</td><td>7.89</td><td>8.55</td><td>8.33</td><td>8.02</td><td>8.23</td><td>8.26</td><td>8.57</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Score	8.19	7.77	7.89	8.55	8.33	8.02	8.23	8.26	8.57	8.57 to 7.30 Average: 7.74	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Score	8.19	7.77	7.89	8.55	8.33	8.02	8.23	8.26	8.57														
Awareness of consumer rights and responsibilities																							
Likely to contact company if worried about paying bill (Sample size: 143)	<table border="1" style="display: none;"> <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>73%</td><td>79%</td><td>77%</td><td>77%</td><td>73%</td><td>65%</td><td>78%</td><td>70%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	83%	73%	79%	77%	77%	73%	65%	78%	70%	83% to 70% Average: 74%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	83%	73%	79%	77%	77%	73%	65%	78%	70%														
Aware of option to have a free water meter (Sample size: 88*) ⁴	<table border="1" style="display: none;"> <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>50%</td><td>46%</td><td>62%</td><td>52%</td><td>64%</td><td>64%</td><td>70%</td><td>81%</td><td>73%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	50%	46%	62%	52%	64%	64%	70%	81%	73%	78% to 63% Average: 68%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	50%	46%	62%	52%	64%	64%	70%	81%	73%														

Results for Hartlepool 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: 88*) 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>23%</td><td>23%</td><td>25%</td><td>31%</td><td>20%</td><td>27%</td><td>36%</td><td>31%</td><td>32%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	23%	23%	25%	31%	20%	27%	36%	31%	32%	38% to 17% Average: 27%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	23%	23%	25%	31%	20%	27%	36%	31%	32%														
Aware of, or on WaterSure tariff (Sample size: 150*)	<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>8%</td><td>10%</td><td>10%</td><td>6%</td><td>11%</td><td>7%</td><td>21%</td><td>15%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	4%	8%	10%	10%	6%	11%	7%	21%	15%	17% to 9% Average: 11%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	4%	8%	10%	10%	6%	11%	7%	21%	15%														
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (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>3%</td><td>3%</td><td>3%</td><td>4%</td><td>3%</td><td>4%</td><td>4%</td><td>5%</td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	3%	3%	3%	4%	3%	4%	4%	5%		9% to 2% Average: 4%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	3%	3%	3%	4%	3%	4%	4%	5%															
Aware of Priority services (Sample size: 150*) 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>47%</td><td>53%</td><td>48%</td><td>50%</td><td>47%</td><td>53%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	47%	53%	48%	50%	47%	53%				54% to 38% Average: 43%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	47%	53%	48%	50%	47%	53%																	
Contact																							
Contacted water company with a query in last 12 months (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>Percentage</th><td>8%</td><td>12%</td><td>22%</td><td>13%</td><td>11%</td><td>25%</td><td>19%</td><td>20%</td><td>26%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	8%	12%	22%	13%	11%	25%	19%	20%	26%	27% to 12% Average: 22%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	8%	12%	22%	13%	11%	25%	19%	20%	26%														
Reason for contacting water company was to complain (Sample size: 39 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>0%</td><td>11%</td><td>9%</td><td>5%</td><td>5%</td><td>3%</td><td>7%</td><td>0%</td><td>3%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	0%	11%	9%	5%	5%	3%	7%	0%	3%	9% to 0% Average: 4%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	0%	11%	9%	5%	5%	3%	7%	0%	3%														
Overall, satisfied with the way their query was handled (Sample size: 39 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>100%</td><td>100%</td><td>94%</td><td>95%</td><td>94%</td><td>92%</td><td>86%</td><td>87%</td><td>85%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	100%	100%	94%	95%	94%	92%	86%	87%	85%	87% to 73% Average: 78%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	100%	100%	94%	95%	94%	92%	86%	87%	85%														
Water on tap																							
Satisfied with colour and appearance of tap water (Sample size: 150)	<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>94%</td><td>97%</td><td>99%</td><td>94%</td><td>95%</td><td>95%</td><td>97%</td><td>99%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	97%	94%	97%	99%	94%	95%	95%	97%	99%	99% to 89% Average: 92%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	97%	94%	97%	99%	94%	95%	95%	97%	99%														
Satisfied with taste and smell (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>93%</td><td>84%</td><td>90%</td><td>95%</td><td>92%</td><td>89%</td><td>93%</td><td>90%</td><td>92%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	93%	84%	90%	95%	92%	89%	93%	90%	92%	95% to 81% Average: 86%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	93%	84%	90%	95%	92%	89%	93%	90%	92%														

Results for Hartlepool 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: 148)	<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>58%</td><td>66%</td><td>85%</td><td>75%</td><td>69%</td><td>71%</td><td>65%</td><td>80%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	66%	58%	66%	85%	75%	69%	71%	65%	80%	80% to 45% Average: 56%	Significant change since last year Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	66%	58%	66%	85%	75%	69%	71%	65%	80%														
Satisfied with safety (Sample size: 144)	<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>91%</td><td>95%</td><td>100%</td><td>95%</td><td>95%</td><td>95%</td><td>95%</td><td>97%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	96%	91%	95%	100%	95%	95%	95%	95%	97%	97% to 86% Average: 92%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	96%	91%	95%	100%	95%	95%	95%	95%	97%														
Satisfied with reliability of supply (Sample size: 150)	<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>99%</td><td>97%</td><td>99%</td><td>99%</td><td>99%</td><td>97%</td><td>97%</td><td>99%</td><td>98%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	99%	97%	99%	99%	99%	97%	97%	99%	98%	100% to 93% Average: 97%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	99%	97%	99%	99%	99%	97%	97%	99%	98%														
Satisfied with water pressure (Sample size: 150)	<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>89%</td><td>89%</td><td>96%</td><td>96%</td><td>89%</td><td>87%</td><td>92%</td><td>91%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	95%	89%	89%	96%	96%	89%	87%	92%	91%	93% to 80% Average: 88%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	95%	89%	89%	96%	96%	89%	87%	92%	91%														
Likelihood to recommend as a provider of water services																							
Extremely likely to recommend Hartlepool Water to friends and family as a provider (Sample size: 143) ^{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>63%</td><td>58%</td><td>46%</td><td>53%</td><td>58%</td><td>71%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	63%	58%	46%	53%	58%	71%				71% to 32% Average: 40%	Significant change since last year Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	63%	58%	46%	53%	58%	71%																	

Hartlepool Water sewerage services are provided by
Northumbrian Water (146 respondents)



Results for sewerage service provider for Hartlepool 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" style="font-size: x-small; margin-top: 5px;"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>90%</td><td>87%</td><td>93%</td><td>98%</td><td>95%</td><td>90%</td><td>91%</td><td>93%</td><td>89%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	90%	87%	93%	98%	95%	90%	91%	93%	89%	92% to 80% Average: 86%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	90%	87%	93%	98%	95%	90%	91%	93%	89%														
Satisfaction with value for money																							
Satisfied with value for money of sewerage services (Sample size: 136)	<table border="1" style="font-size: x-small; margin-top: 5px;"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>80%</td><td>83%</td><td>82%</td><td>86%</td><td>86%</td><td>84%</td><td>82%</td><td>82%</td><td>84%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	80%	83%	82%	86%	86%	84%	82%	82%	84%	84% to 65% Average: 75%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	80%	83%	82%	86%	86%	84%	82%	82%	84%														
A sewerage system that works																							
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 106)	<table border="1" style="font-size: x-small; margin-top: 5px;"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>84%</td><td>74%</td><td>78%</td><td>94%</td><td>88%</td><td>85%</td><td>80%</td><td>90%</td><td>84%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	84%	74%	78%	94%	88%	85%	80%	90%	84%	85% to 72% Average: 78%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	84%	74%	78%	94%	88%	85%	80%	90%	84%														
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 102)	<table border="1" style="font-size: x-small; margin-top: 5px;"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>84%</td><td>75%</td><td>80%</td><td>94%</td><td>92%</td><td>85%</td><td>85%</td><td>90%</td><td>85%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	84%	75%	80%	94%	92%	85%	85%	90%	85%	86% to 73% Average: 79%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	84%	75%	80%	94%	92%	85%	85%	90%	85%														
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 92)	<table border="1" style="font-size: x-small; margin-top: 5px;"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>88%</td><td>75%</td><td>82%</td><td>97%</td><td>85%</td><td>84%</td><td>85%</td><td>89%</td><td>85%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	88%	75%	82%	97%	85%	84%	85%	89%	85%	87% to 65% Average: 75%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	88%	75%	82%	97%	85%	84%	85%	89%	85%														
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 100)	<table border="1" style="font-size: x-small; margin-top: 5px;"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>88%</td><td>69%</td><td>81%</td><td>98%</td><td>91%</td><td>85%</td><td>85%</td><td>89%</td><td>88%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	88%	69%	81%	98%	91%	85%	85%	89%	88%	88% to 62% Average: 77%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	88%	69%	81%	98%	91%	85%	85%	89%	88%														
Likelihood to recommend as a provider of sewerage services																							
Extremely likely to recommend sewerage company to friends and family (Sample size: 139) ^{3,6}	<table border="1" style="font-size: x-small; margin-top: 5px;"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>61%</td><td>51%</td><td>45%</td><td>53%</td><td>57%</td><td>65%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	61%	51%	45%	53%	57%	65%				65% to 30% Average: 38%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	61%	51%	45%	53%	57%	65%																	

Sample Profile

Regional sample profile for Hartlepool Water	(Sample size: 150*)
Gender	
Male	45%
Female	55%
Age	
18-29	1%
30-44	10%
45-59	31%
60-74	36%
75+	22%
SEC	
Higher managerial, administrative & professional occupations	39%
Intermediate occupations	18%
Routine & manual occupations	33%
Never worked and long-term unemployed/ Full-time students	10%
Refused	1%
Water meter	
Proportion having a water meter	41%

- 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.