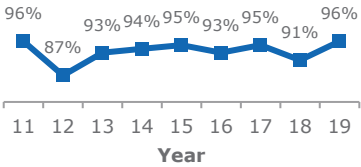
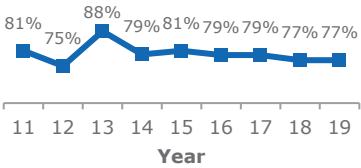
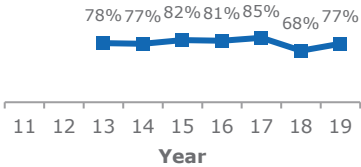
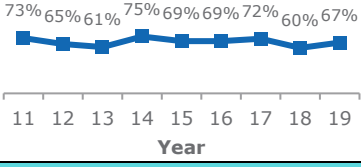
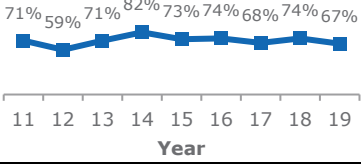
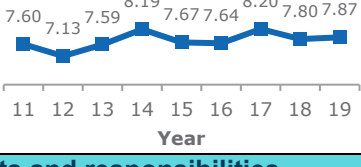
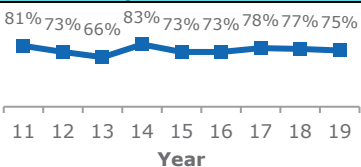
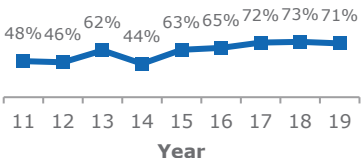
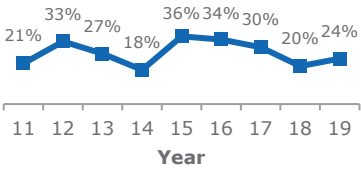
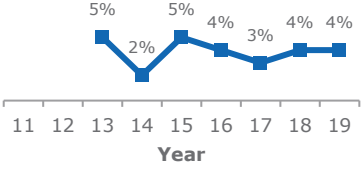
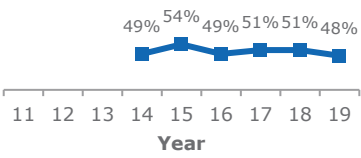
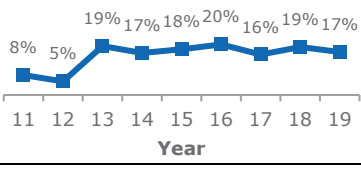
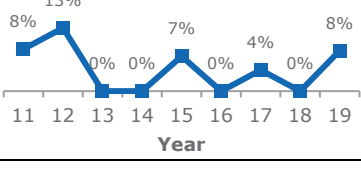
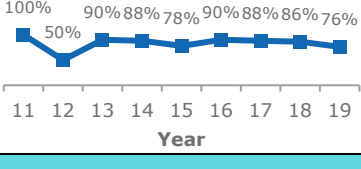
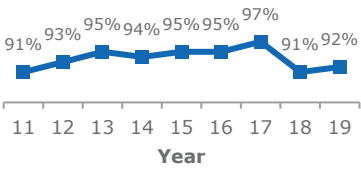
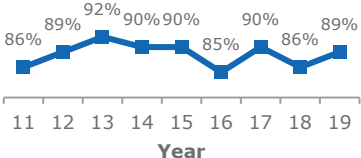
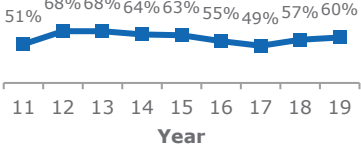
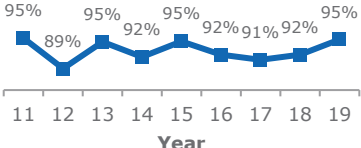
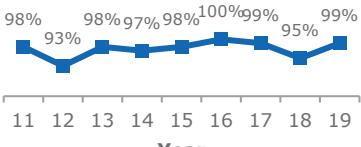
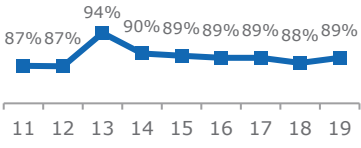
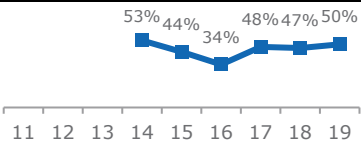


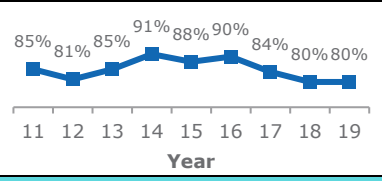
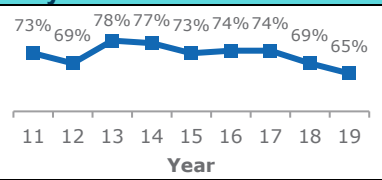
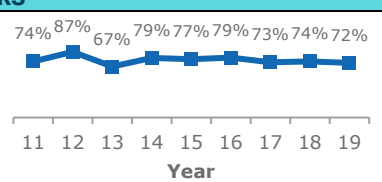
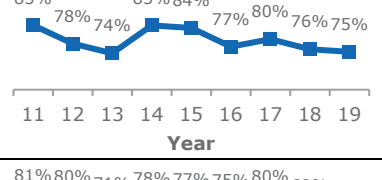
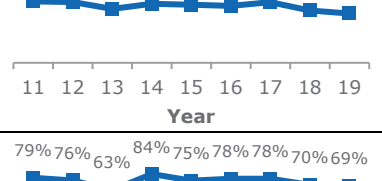
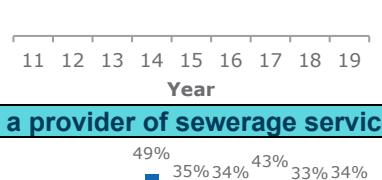

Results for Portsmouth Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																				
Satisfaction with water services																							
Overall, satisfied with their water supply (Sample size: 299) ²	 <table border="1"> <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>96%</td><td>87%</td><td>93%</td><td>94%</td><td>95%</td><td>93%</td><td>95%</td><td>91%</td><td>96%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	96%	87%	93%	94%	95%	93%	95%	91%	96%	96% to 86% Average: 91%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	96%	87%	93%	94%	95%	93%	95%	91%	96%														
Satisfaction with value for money																							
Satisfied with value for money of water services (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></tr> <tr><th>Percentage</th><td>81%</td><td>75%</td><td>88%</td><td>79%</td><td>81%</td><td>79%</td><td>79%</td><td>77%</td><td>77%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	81%	75%	88%	79%	81%	79%	79%	77%	77%	85% to 70% Average: 76%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	81%	75%	88%	79%	81%	79%	79%	77%	77%														
Views on fairness and affordability of charges																							
Agree that water and sewerage charges are affordable (Sample size: 293) 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>78%</td><td>77%</td><td>82%</td><td>81%</td><td>85%</td><td>68%</td><td>77%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	78%	77%	82%	81%	85%	68%	77%			88% to 70% Average: 79%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	78%	77%	82%	81%	85%	68%	77%																
Agree that charges are fair (Sample size: 279)	 <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>73%</td><td>65%</td><td>61%</td><td>75%</td><td>69%</td><td>69%</td><td>72%</td><td>60%</td><td>67%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	73%	65%	61%	75%	69%	69%	72%	60%	67%	82% to 58% Average: 67%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	73%	65%	61%	75%	69%	69%	72%	60%	67%														
Care and trust																							
Agree their water company cares about the service they provide to customers (Sample size: 275)	 <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>59%</td><td>71%</td><td>82%</td><td>73%</td><td>74%</td><td>68%</td><td>74%</td><td>67%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	71%	59%	71%	82%	73%	74%	68%	74%	67%	82% to 60% Average: 67%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	71%	59%	71%	82%	73%	74%	68%	74%	67%														
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (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></tr> <tr><th>Score</th><td>7.60</td><td>7.13</td><td>7.59</td><td>8.19</td><td>7.67</td><td>7.64</td><td>8.20</td><td>7.80</td><td>7.87</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Score	7.60	7.13	7.59	8.19	7.67	7.64	8.20	7.80	7.87	8.57 to 7.30 Average: 7.74	
Year	11	12	13	14	15	16	17	18	19														
Score	7.60	7.13	7.59	8.19	7.67	7.64	8.20	7.80	7.87														
Awareness of consumer rights and responsibilities																							
Likely to contact company if worried about paying bill (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></tr> <tr><th>Percentage</th><td>81%</td><td>73%</td><td>66%</td><td>83%</td><td>73%</td><td>73%</td><td>78%</td><td>77%</td><td>75%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	81%	73%	66%	83%	73%	73%	78%	77%	75%	83% to 70% Average: 74%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	81%	73%	66%	83%	73%	73%	78%	77%	75%														
Aware of option to have a free water meter (Sample size: 200*) 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>46%</td><td>62%</td><td>44%</td><td>63%</td><td>65%</td><td>72%</td><td>73%</td><td>71%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	48%	46%	62%	44%	63%	65%	72%	73%	71%	78% to 63% Average: 68%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	48%	46%	62%	44%	63%	65%	72%	73%	71%														

Results for Portsmouth 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 ⁵ months (Sample size: 200*) 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>21%</td><td>33%</td><td>27%</td><td>18%</td><td>36%</td><td>34%</td><td>30%</td><td>20%</td><td>24%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	21%	33%	27%	18%	36%	34%	30%	20%	24%	38% to 17% Average: 27%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	21%	33%	27%	18%	36%	34%	30%	20%	24%														
Aware of, or on WaterSure tariff (Sample size: 301*)	 <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>5%</td><td>19%</td><td>6%</td><td>7%</td><td>6%</td><td>10%</td><td>9%</td><td>8%</td><td>9%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	5%	19%	6%	7%	6%	10%	9%	8%	9%	17% to 9% Average: 11%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	5%	19%	6%	7%	6%	10%	9%	8%	9%														
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 301*) 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>5%</td><td>2%</td><td>5%</td><td>4%</td><td>3%</td><td>4%</td><td>4%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	5%	2%	5%	4%	3%	4%	4%			9% to 2% Average: 4%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	5%	2%	5%	4%	3%	4%	4%																
Aware of Priority Services (Sample size: 301*) 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>54%</td><td>49%</td><td>51%</td><td>51%</td><td>48%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	49%	54%	49%	51%	51%	48%				54% to 38% Average: 43%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	49%	54%	49%	51%	51%	48%																	
Contact																							
Contacted water company with a query in last 12 months (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></tr> <tr><th>Percentage</th><td>8%</td><td>5%</td><td>19%</td><td>17%</td><td>18%</td><td>20%</td><td>16%</td><td>19%</td><td>17%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	8%	5%	19%	17%	18%	20%	16%	19%	17%	27% to 12% Average: 22%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	8%	5%	19%	17%	18%	20%	16%	19%	17%														
Reason for contacting water company was to complain (Sample size: 50 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>8%</td><td>13%</td><td>0%</td><td>0%</td><td>7%</td><td>0%</td><td>4%</td><td>0%</td><td>8%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	8%	13%	0%	0%	7%	0%	4%	0%	8%	9% to 0% Average: 4%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	8%	13%	0%	0%	7%	0%	4%	0%	8%														
Overall, satisfied with the way their query was handled (Sample size: 50 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>50%</td><td>90%</td><td>88%</td><td>78%</td><td>90%</td><td>88%</td><td>86%</td><td>76%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	100%	50%	90%	88%	78%	90%	88%	86%	76%	87% to 73% Average: 78%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	100%	50%	90%	88%	78%	90%	88%	86%	76%														
Water on tap																							
Satisfied with colour and appearance of tap water (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>91%</td><td>93%</td><td>95%</td><td>94%</td><td>95%</td><td>95%</td><td>97%</td><td>91%</td><td>92%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	91%	93%	95%	94%	95%	95%	97%	91%	92%	99% to 89% Average: 92%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	91%	93%	95%	94%	95%	95%	97%	91%	92%														
Satisfied with taste and smell (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>Percentage</th><td>86%</td><td>89%</td><td>92%</td><td>90%</td><td>90%</td><td>85%</td><td>90%</td><td>86%</td><td>89%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	86%	89%	92%	90%	90%	85%	90%	86%	89%	95% to 81% Average: 86%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	86%	89%	92%	90%	90%	85%	90%	86%	89%														

Results for Portsmouth 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: 289)	 <table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td></tr> <tr><th>Percentage</th><td>51%</td><td>68%</td><td>68%</td><td>64%</td><td>63%</td><td>55%</td><td>49%</td><td>57%</td><td>60%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	51%	68%	68%	64%	63%	55%	49%	57%	60%	80% to 45% Average: 56%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	51%	68%	68%	64%	63%	55%	49%	57%	60%														
Satisfied with safety (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></tr> <tr><th>Percentage</th><td>95%</td><td>89%</td><td>95%</td><td>92%</td><td>95%</td><td>92%</td><td>91%</td><td>92%</td><td>95%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	95%	89%	95%	92%	95%	92%	91%	92%	95%	97% to 86% Average: 92%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	95%	89%	95%	92%	95%	92%	91%	92%	95%														
Satisfied with reliability of supply (Sample size: 301)	 <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>98%</td><td>93%</td><td>98%</td><td>97%</td><td>98%</td><td>100%</td><td>99%</td><td>95%</td><td>99%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	98%	93%	98%	97%	98%	100%	99%	95%	99%	100% to 93% Average: 97%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	98%	93%	98%	97%	98%	100%	99%	95%	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></tr> <tr><th>Percentage</th><td>87%</td><td>87%</td><td>94%</td><td>90%</td><td>89%</td><td>89%</td><td>89%</td><td>88%</td><td>89%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	87%	87%	94%	90%	89%	89%	89%	88%	89%	93% to 80% Average: 88%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	87%	87%	94%	90%	89%	89%	89%	88%	89%														
Likelihood to recommend as a provider of water services																							
Extremely likely to recommend Portsmouth Water plc to friends and family as a provider (Sample size: 280) ^{3,7}	 <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>53%</td><td>44%</td><td>34%</td><td>48%</td><td>47%</td><td>50%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	53%	44%	34%	48%	47%	50%				71% to 32% Average: 40%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	53%	44%	34%	48%	47%	50%																	

Portsmouth Water's sewerage services are provided by Southern Water (287 respondents)



Results for sewerage service providers for Portsmouth 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: 280)	 <table border="1" style="display: none;"> <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>85%</td><td>81%</td><td>85%</td><td>91%</td><td>88%</td><td>90%</td><td>84%</td><td>80%</td><td>80%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	85%	81%	85%	91%	88%	90%	84%	80%	80%	92% to 80% Average: 86%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	85%	81%	85%	91%	88%	90%	84%	80%	80%														
Satisfaction with value for money																							
Satisfied with value for money of sewerage services (Sample size: 277)	 <table border="1" style="display: none;"> <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>73%</td><td>69%</td><td>78%</td><td>77%</td><td>73%</td><td>74%</td><td>74%</td><td>69%</td><td>65%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	73%	69%	78%	77%	73%	74%	74%	69%	65%	84% to 65% Average: 75%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	73%	69%	78%	77%	73%	74%	74%	69%	65%														
A sewerage system that works																							
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 227)	 <table border="1" style="display: none;"> <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>74%</td><td>87%</td><td>67%</td><td>79%</td><td>77%</td><td>79%</td><td>73%</td><td>74%</td><td>72%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	74%	87%	67%	79%	77%	79%	73%	74%	72%	85% to 72% Average: 78%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	74%	87%	67%	79%	77%	79%	73%	74%	72%														
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 224)	 <table border="1" style="display: none;"> <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>85%</td><td>78%</td><td>74%</td><td>85%</td><td>84%</td><td>77%</td><td>80%</td><td>76%</td><td>75%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	85%	78%	74%	85%	84%	77%	80%	76%	75%	86% to 73% Average: 79%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	85%	78%	74%	85%	84%	77%	80%	76%	75%														
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 199)	 <table border="1" style="display: none;"> <caption>Satisfaction with company cleaning (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>81%</td><td>80%</td><td>71%</td><td>78%</td><td>77%</td><td>75%</td><td>80%</td><td>69%</td><td>65%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	81%	80%	71%	78%	77%	75%	80%	69%	65%	87% to 65% Average: 75%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	81%	80%	71%	78%	77%	75%	80%	69%	65%														
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 222)	 <table border="1" style="display: none;"> <caption>Satisfaction with actions to minimise 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>79%</td><td>76%</td><td>63%</td><td>84%</td><td>75%</td><td>78%</td><td>78%</td><td>70%</td><td>69%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	79%	76%	63%	84%	75%	78%	78%	70%	69%	88% to 62% Average: 77%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	79%	76%	63%	84%	75%	78%	78%	70%	69%														
Likelihood to recommend as a provider of sewerage services																							
Extremely likely to recommend sewerage company to friends and family as a provider (Sample size: 267) ^{3,7}	 <table border="1" style="display: none;"> <caption>Likelihood to recommend (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>49%</td><td>35%</td><td>34%</td><td>43%</td><td>33%</td><td>34%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	49%	35%	34%	43%	33%	34%				65% to 30% Average: 38%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	49%	35%	34%	43%	33%	34%																	

Sample Profile

Regional sample profile for Portsmouth Water	(Sample size: 301*)
Gender	
Male	50%
Female	50%
Age	
18-29	1%
30-44	11%
45-59	32%
60-74	38%
75+	18%
SEC	
Higher managerial, administrative & professional occupations	52%
Intermediate occupations	20%
Routine & manual occupations	20%
Never worked and long-term unemployed/ Full-time students	6%
Refused	3%
Water meter	
Proportion having a water meter	34%

- 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 text amended in 2018 to '24 months' (prior to this was '12 months')

⁶ Question wording changed in 2014.

⁷ Extremely likely to recommend is based on the proportion of customers scoring 9 or 10.