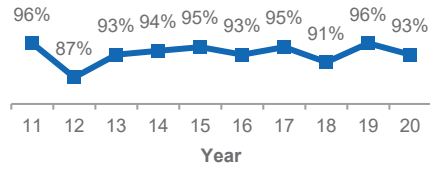
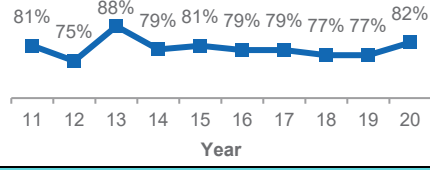
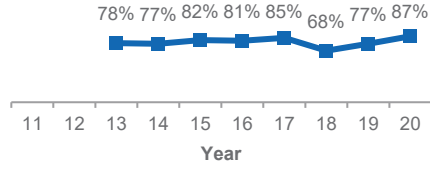
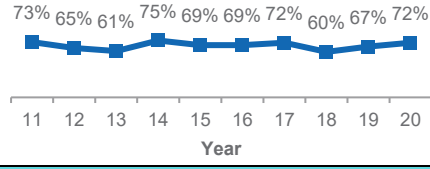
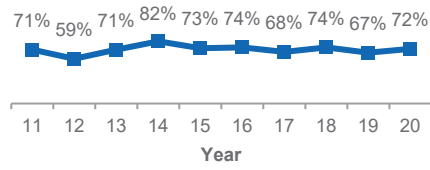
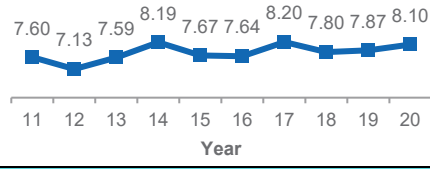
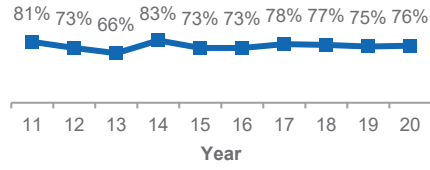
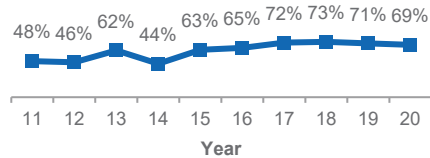
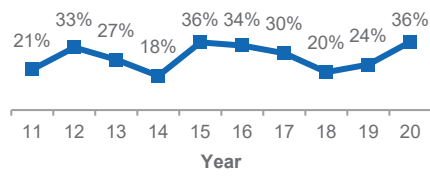
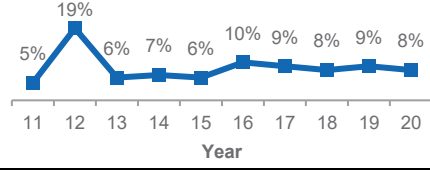
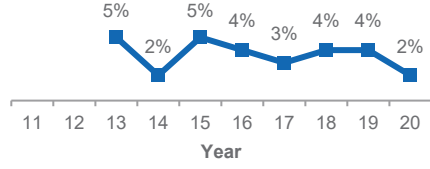
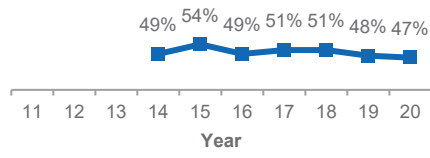
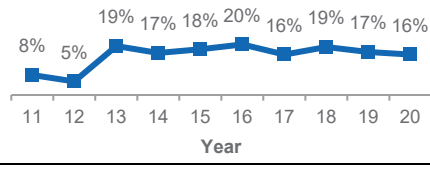
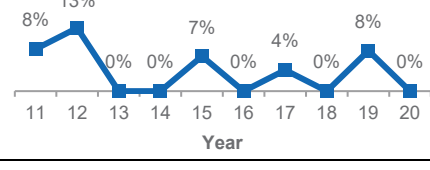
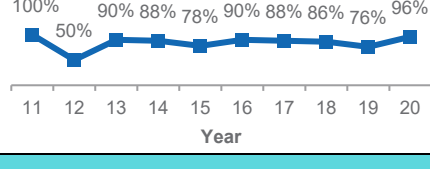
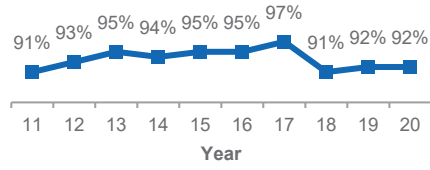
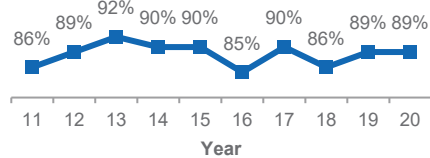
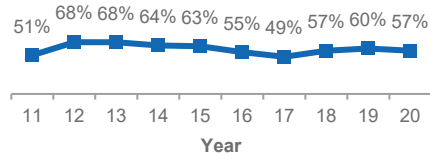
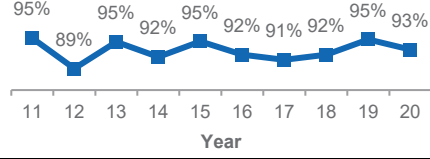
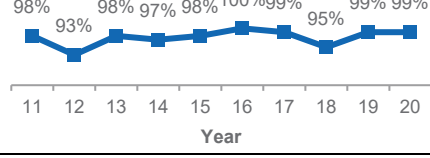
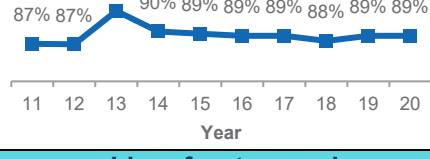
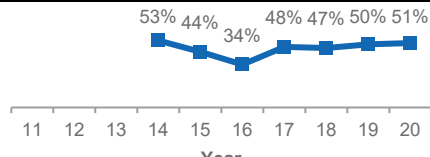


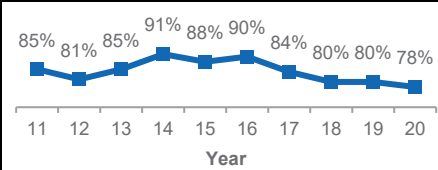
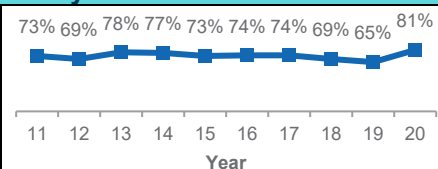
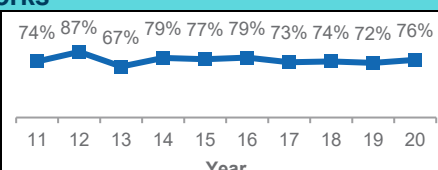
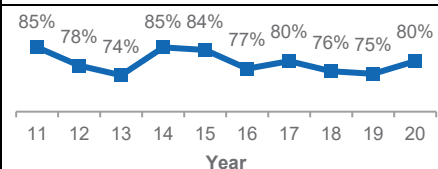
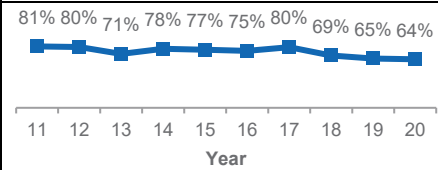
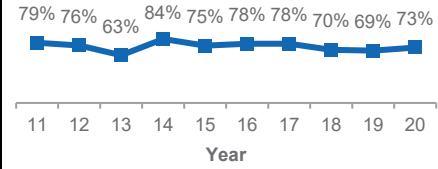
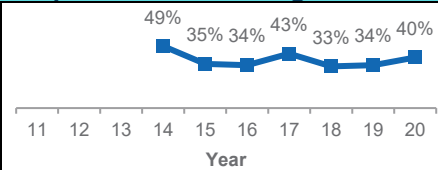
Results for Portsmouth Water	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																						
<b>Satisfaction with water services</b>																									
Overall, satisfied with their water supply (Sample size: 150) <sup>2</sup>	 <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><td>20</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><td>93%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	96%	87%	93%	94%	95%	93%	95%	91%	96%	93%	95% to 89% Average: 93%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	96%	87%	93%	94%	95%	93%	95%	91%	96%	93%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of water services (Sample size: 149)	 <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><td>20</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><td>82%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	81%	75%	88%	79%	81%	79%	79%	77%	77%	82%	84% to 66% Average: 76%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	81%	75%	88%	79%	81%	79%	79%	77%	77%	82%															
<b>Views on fairness and affordability of charges</b>																									
Agree that water and sewerage charges are affordable (Sample size: 148) <sup>3</sup>	 <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><td>20</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>87%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	78%	77%	82%	81%	85%	68%	77%	87%			87% to 72% Average: 83%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	78%	77%	82%	81%	85%	68%	77%	87%																	
Agree that charges are fair (Sample size: 145)	 <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><td>20</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><td>72%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	73%	65%	61%	75%	69%	69%	72%	60%	67%	72%	75% to 64% Average: 69%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	73%	65%	61%	75%	69%	69%	72%	60%	67%	72%															
<b>Care and trust</b>																									
Agree their water company cares about the service they provide to customers (Sample size: 134)	 <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><td>20</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><td>72%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	71%	59%	71%	82%	73%	74%	68%	74%	67%	72%	80% to 57% Average: 68%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	71%	59%	71%	82%	73%	74%	68%	74%	67%	72%															
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 147)	 <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><td>20</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><td>8.10</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Score	7.60	7.13	7.59	8.19	7.67	7.64	8.20	7.80	7.87	8.10	8.45 to 7.60 Average: 7.91	
Year	11	12	13	14	15	16	17	18	19	20															
Score	7.60	7.13	7.59	8.19	7.67	7.64	8.20	7.80	7.87	8.10															
<b>Awareness of consumer rights and responsibilities</b>																									
Likely to contact company if worried about paying bill (Sample size: 145)	 <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><td>20</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><td>76%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	81%	73%	66%	83%	73%	73%	78%	77%	75%	76%	77% to 69% Average: 73%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	81%	73%	66%	83%	73%	73%	78%	77%	75%	76%															
Aware of option to have a free water meter (Sample size: 98*) <sup>4</sup>	 <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><td>20</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><td>69%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	48%	46%	62%	44%	63%	65%	72%	73%	71%	69%	79% to 66% Average: 74%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	48%	46%	62%	44%	63%	65%	72%	73%	71%	69%															

Results for Portsmouth 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 <sup>5</sup> months (Sample size: 98*) <sup>4</sup>	 <table border="1" style="display: none;"> <caption>Awareness of meter option</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>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><td>36%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	21%	33%	27%	18%	36%	34%	30%	20%	24%	36%	38% to 15% Average: 29%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	21%	33%	27%	18%	36%	34%	30%	20%	24%	36%															
Aware of, or on WaterSure tariff (Sample size: 150*)	 <table border="1" style="display: none;"> <caption>Awareness of WaterSure tariff</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>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><td>8%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	5%	19%	6%	7%	6%	10%	9%	8%	9%	8%	15% to 8% Average: 11%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	5%	19%	6%	7%	6%	10%	9%	8%	9%	8%															
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 150*) <sup>3</sup>	 <table border="1" style="display: none;"> <caption>Awareness of other schemes</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>5%</td><td>2%</td><td>5%</td><td>4%</td><td>3%</td><td>4%</td><td>4%</td><td>2%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	5%	2%	5%	4%	3%	4%	4%	2%			7% to 2% Average: 4%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	5%	2%	5%	4%	3%	4%	4%	2%																	
Aware of Priority Services (Sample size: 150*) <sup>6</sup>	 <table border="1" style="display: none;"> <caption>Awareness of Priority Services</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>49%</td><td>54%</td><td>49%</td><td>51%</td><td>51%</td><td>48%</td><td>47%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	49%	54%	49%	51%	51%	48%	47%				55% to 39% Average: 47%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	49%	54%	49%	51%	51%	48%	47%																		
<b>Contact</b>																									
Contacted water company with a query in last 12 months (Sample size: 148*)	 <table border="1" style="display: none;"> <caption>Contacted water company</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>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><td>16%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	8%	5%	19%	17%	18%	20%	16%	19%	17%	16%	23% to 11% Average: 17%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	8%	5%	19%	17%	18%	20%	16%	19%	17%	16%															
Reason for contacting water company was to complain (Sample size: 24 who made contact)	 <table border="1" style="display: none;"> <caption>Reason for contacting water company</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>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><td>0%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	8%	13%	0%	0%	7%	0%	4%	0%	8%	0%	15% to 0% Average: 4%	Low base size
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	8%	13%	0%	0%	7%	0%	4%	0%	8%	0%															
Overall, satisfied with the way their query was handled (Sample size: 24 who made contact)	 <table border="1" style="display: none;"> <caption>Satisfaction with query handling</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>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><td>96%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	100%	50%	90%	88%	78%	90%	88%	86%	76%	96%	96% to 67% Average: 77%	Low base size; significantly higher than WoC average; significant change since last year
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	100%	50%	90%	88%	78%	90%	88%	86%	76%	96%															
<b>Water on tap</b>																									
Satisfied with colour and appearance of tap water (Sample size: 148)	 <table border="1" style="display: none;"> <caption>Satisfaction with tap water appearance</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>93%</td><td>95%</td><td>94%</td><td>95%</td><td>95%</td><td>97%</td><td>91%</td><td>92%</td><td>92%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	91%	93%	95%	94%	95%	95%	97%	91%	92%	92%	98% to 89% Average: 94%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	91%	93%	95%	94%	95%	95%	97%	91%	92%	92%															
Satisfied with taste and smell (Sample size: 146)	 <table border="1" style="display: none;"> <caption>Satisfaction with tap water taste and smell</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>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><td>89%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	86%	89%	92%	90%	90%	85%	90%	86%	89%	89%	93% to 83% Average: 88%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	86%	89%	92%	90%	90%	85%	90%	86%	89%	89%															

Results for Portsmouth Water	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																						
Satisfied with hardness/softness (Sample size: 146)	 <table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</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><td>57%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	51%	68%	68%	64%	63%	55%	49%	57%	60%	57%	72% to 39% Average: 54%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	51%	68%	68%	64%	63%	55%	49%	57%	60%	57%															
Satisfied with safety (Sample size: 145)	 <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>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><td>93%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	95%	89%	95%	92%	95%	92%	91%	92%	95%	93%	99% to 89% Average: 94%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	95%	89%	95%	92%	95%	92%	91%	92%	95%	93%															
Satisfied with reliability of supply (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><td>20</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><td>99%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	98%	93%	98%	97%	98%	100%	99%	95%	99%	99%	100% to 95% Average: 98%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	98%	93%	98%	97%	98%	100%	99%	95%	99%	99%															
Satisfied with water pressure (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><td>20</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><td>89%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	87%	87%	94%	90%	89%	89%	89%	88%	89%	89%	92% to 85% Average: 90%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	87%	87%	94%	90%	89%	89%	89%	88%	89%	89%															
<b>Likelihood to recommend as a provider of water services</b>																									
Extremely likely to recommend Portsmouth Water plc to friends and family as a provider (Sample size: 142) <sup>3,7</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>53%</td><td>44%</td><td>34%</td><td>48%</td><td>47%</td><td>50%</td><td>51%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	53%	44%	34%	48%	47%	50%	51%				56% to 33% Average: 42%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	53%	44%	34%	48%	47%	50%	51%																		

Portsmouth Water's sewerage services are provided by Southern Water (147 respondents)



Results for sewerage service providers for Portsmouth 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: 144)	 <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><td>20</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><td>78%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	85%	81%	85%	91%	88%	90%	84%	80%	80%	78%	93% to 78% Average: 85%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	85%	81%	85%	91%	88%	90%	84%	80%	80%	78%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of sewerage services (Sample size: 144)	 <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><td>20</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><td>81%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	73%	69%	78%	77%	73%	74%	74%	69%	65%	81%	84% to 60% Average: 76%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	73%	69%	78%	77%	73%	74%	74%	69%	65%	81%															
<b>A sewerage system that works</b>																									
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 118)	 <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><td>20</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><td>76%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	74%	87%	67%	79%	77%	79%	73%	74%	72%	76%	85% to 75% Average: 80%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	74%	87%	67%	79%	77%	79%	73%	74%	72%	76%															
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 119)	 <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><td>20</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><td>80%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	85%	78%	74%	85%	84%	77%	80%	76%	75%	80%	87% to 77% Average: 80%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	85%	78%	74%	85%	84%	77%	80%	76%	75%	80%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 112)	 <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><td>20</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><td>64%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	81%	80%	71%	78%	77%	75%	80%	69%	65%	64%	86% to 64% Average: 75%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	81%	80%	71%	78%	77%	75%	80%	69%	65%	64%															
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 113)	 <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><td>20</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><td>73%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	79%	76%	63%	84%	75%	78%	78%	70%	69%	73%	84% to 71% Average: 76%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	79%	76%	63%	84%	75%	78%	78%	70%	69%	73%															
<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: 139) <sup>3,7</sup>	 <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><td>20</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>40%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	49%	35%	34%	43%	33%	34%	40%				56% to 29% Average: 40%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	49%	35%	34%	43%	33%	34%	40%																		

## Sample Profile

Regional sample profile for Portsmouth Water	(Sample size: 150*)
<b>Gender</b>	
Male	47%
Female	53%
<b>Age</b>	
18-29	1%
30-44	11%
45-59	33%
60-74	37%
75+	19%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	49%
Intermediate occupations	18%
Routine & manual occupations	23%
Never worked and long-term unemployed/Full-time students	7%
Refused	2%
<b>Water meter</b>	
Proportion having a water meter	36%

- Statistical reliability on sample size of 150 is +/- 8.00%

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

<sup>6</sup> Question wording changed in 2014.

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