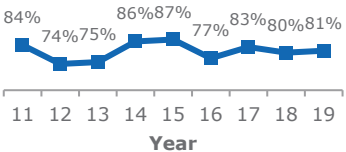
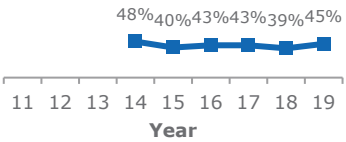


Results for Severn Trent	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																				
Satisfaction with water and sewerage services																							
Overall satisfaction with water supply (Sample size: 701) ²	<table border="1"> <tr><th>Year</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>94%</td><td>94%</td><td>94%</td><td>95%</td><td>92%</td><td>91%</td><td>94%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	93%	90%	94%	94%	94%	95%	92%	91%	94%	94% to 87% Average: 91%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	93%	90%	94%	94%	94%	95%	92%	91%	94%														
Overall satisfaction with sewerage services (Sample size: 631)	<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>90%</td><td>91%</td><td>92%</td><td>92%</td><td>93%</td><td>89%</td><td>86%</td><td>88%</td><td>91%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	90%	91%	92%	92%	93%	89%	86%	88%	91%	93% to 79% Average: 86%	Significantly higher than WaSC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	90%	91%	92%	92%	93%	89%	86%	88%	91%														
Satisfaction with value for money																							
Satisfied with value for money of water services (Sample size: 683)	<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>69%</td><td>71%</td><td>72%</td><td>77%</td><td>75%</td><td>78%</td><td>72%</td><td>78%</td><td>78%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	69%	71%	72%	77%	75%	78%	72%	78%	78%	79% to 65% Average: 76%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	69%	71%	72%	77%	75%	78%	72%	78%	78%														
Satisfied with value for money of sewerage services (Sample size: 628)	<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>68%</td><td>73%</td><td>74%</td><td>79%</td><td>79%</td><td>80%</td><td>75%</td><td>79%</td><td>80%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	68%	73%	74%	79%	79%	80%	75%	79%	80%	84% to 66% Average: 78%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	68%	73%	74%	79%	79%	80%	75%	79%	80%														
Views on fairness and affordability of charges																							
Agree water and sewerage charges are affordable (Sample size: 689)	<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>64%</td><td>70%</td><td>74%</td><td>77%</td><td>78%</td><td>75%</td><td>77%</td><td>77%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	71%	64%	70%	74%	77%	78%	75%	77%	77%	83% to 66% Average: 77%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	71%	64%	70%	74%	77%	78%	75%	77%	77%														
Agree charges are fair (Sample size: 674)	<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>59%</td><td>69%</td><td>64%</td><td>69%</td><td>58%</td><td>68%</td><td>69%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	66%	58%	59%	69%	64%	69%	58%	68%	69%	75% to 50% Average: 66%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	66%	58%	59%	69%	64%	69%	58%	68%	69%														
Care and trust																							
Agree company cares about service given to customers (Sample size: 653)	<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>61%</td><td>65%</td><td>75%</td><td>72%</td><td>74%</td><td>69%</td><td>72%</td><td>74%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	71%	61%	65%	75%	72%	74%	69%	72%	74%	75% to 60% Average: 69%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	71%	61%	65%	75%	72%	74%	69%	72%	74%														
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 693)	<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>Mean Score</th><td>7.45</td><td>7.38</td><td>7.36</td><td>7.85</td><td>7.69</td><td>7.70</td><td>7.60</td><td>7.79</td><td>7.74</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Mean Score	7.45	7.38	7.36	7.85	7.69	7.70	7.60	7.79	7.74	8.19 to 7.04 Average: 7.67	
Year	11	12	13	14	15	16	17	18	19														
Mean Score	7.45	7.38	7.36	7.85	7.69	7.70	7.60	7.79	7.74														
Awareness of consumer rights and responsibilities																							
Likely to contact company if worried about paying bill (Sample size: 670)	<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>84%</td><td>77%</td><td>70%</td><td>78%</td><td>75%</td><td>71%</td><td>75%</td><td>67%</td><td>76%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	84%	77%	70%	78%	75%	71%	75%	67%	76%	79% to 68% Average: 73%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19														
Percentage	84%	77%	70%	78%	75%	71%	75%	67%	76%														

Results for Severn Trent	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																				
Aware of free meter option (Sample size: 356*) 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>51%</td><td>60%</td><td>58%</td><td>46%</td><td>64%</td><td>56%</td><td>67%</td><td>61%</td><td>66%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	51%	60%	58%	46%	64%	56%	67%	61%	66%	76% to 45% Average: 64%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	51%	60%	58%	46%	64%	56%	67%	61%	66%														
Aware of option to go back to rateable value charge within 24 months (Sample size: 356*) 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>33%</td><td>30%</td><td>26%</td><td>26%</td><td>23%</td><td>17%</td><td>20%</td><td>20%</td><td>21%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	33%	30%	26%	26%	23%	17%	20%	20%	21%	35% to 15% Average: 24%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	33%	30%	26%	26%	23%	17%	20%	20%	21%														
Aware of WaterSure tariff (Sample size: 701*)	<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>7%</td><td>5%</td><td>8%</td><td>7%</td><td>10%</td><td>7%</td><td>10%</td><td>10%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	5%	7%	5%	8%	7%	10%	7%	10%	10%	19% to 7% Average: 10%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	5%	7%	5%	8%	7%	10%	7%	10%	10%														
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 701*) 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>2%</td><td>4%</td><td>4%</td><td>4%</td><td>6%</td><td>4%</td><td>5%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	2%	4%	4%	4%	6%	4%	5%			8% to 3% Average: 5%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	2%	4%	4%	4%	6%	4%	5%																
Aware of Priority Services (Sample size: 701*) 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>51%</td><td>48%</td><td>46%</td><td>41%</td><td>47%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	47%	51%	48%	46%	41%	47%				49% to 35% Average: 42%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	47%	51%	48%	46%	41%	47%																	
Contact																							
Contacted water company with query in last 12 months (Sample size: 696*)	<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>14%</td><td>13%</td><td>14%</td><td>16%</td><td>20%</td><td>20%</td><td>19%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	8%	13%	14%	13%	14%	16%	20%	20%	19%	25% to 15% Average: 20%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	8%	13%	14%	13%	14%	16%	20%	20%	19%														
Reason for contacting water company was to complain (Sample size: 134 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>17%</td><td>15%</td><td>9%</td><td>12%</td><td>6%</td><td>6%</td><td>5%</td><td>5%</td><td>5%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	17%	15%	9%	12%	6%	6%	5%	5%	5%	12% to 2% Average: 5%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	17%	15%	9%	12%	6%	6%	5%	5%	5%														
Satisfaction with way query handled (Sample size: 134 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>71%</td><td>73%</td><td>86%</td><td>88%</td><td>82%</td><td>91%</td><td>77%</td><td>88%</td><td>82%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	71%	73%	86%	88%	82%	91%	77%	88%	82%	91% to 71% Average: 80%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	71%	73%	86%	88%	82%	91%	77%	88%	82%														

Results for Severn Trent	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																				
Water on tap																							
Satisfied with colour and appearance of tap water (Sample size: 698)	<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>89%</td><td>93%</td><td>93%</td><td>93%</td><td>95%</td><td>90%</td><td>92%</td><td>94%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	92%	89%	93%	93%	93%	95%	90%	92%	94%	97% to 90% Average: 93%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	92%	89%	93%	93%	93%	95%	90%	92%	94%														
Satisfied with taste and smell (Sample size: 683)	<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>88%</td><td>82%</td><td>86%</td><td>90%</td><td>89%</td><td>85%</td><td>85%</td><td>84%</td><td>86%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	88%	82%	86%	90%	89%	85%	85%	84%	86%	92% to 81% Average: 87%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	88%	82%	86%	90%	89%	85%	85%	84%	86%														
Satisfied with hardness/softness (Sample size: 658)	<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>68%</td><td>71%</td><td>73%</td><td>81%</td><td>76%</td><td>79%</td><td>71%</td><td>69%</td><td>72%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	68%	71%	73%	81%	76%	79%	71%	69%	72%	92% to 44% Average: 71%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	68%	71%	73%	81%	76%	79%	71%	69%	72%														
Satisfied with safety (Sample size: 668)	<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>89%</td><td>94%</td><td>95%</td><td>94%</td><td>90%</td><td>91%</td><td>91%</td><td>95%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	93%	89%	94%	95%	94%	90%	91%	91%	95%	96% to 90% Average: 93%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	93%	89%	94%	95%	94%	90%	91%	91%	95%														
Satisfied with reliability of supply (Sample size: 698)	<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>97%</td><td>98%</td><td>98%</td><td>99%</td><td>97%</td><td>97%</td><td>94%</td><td>97%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	96%	97%	98%	98%	99%	97%	97%	94%	97%	99% to 93% Average: 96%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	96%	97%	98%	98%	99%	97%	97%	94%	97%														
Satisfied with water pressure (Sample size: 700)	<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>90%</td><td>90%</td><td>91%</td><td>93%</td><td>91%</td><td>91%</td><td>88%</td><td>84%</td><td>89%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	90%	90%	91%	93%	91%	91%	88%	84%	89%	93% to 85% Average: 89%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	90%	90%	91%	93%	91%	91%	88%	84%	89%														
A sewerage system that works																							
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 466)	<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>80%</td><td>76%</td><td>87%</td><td>84%</td><td>75%</td><td>82%</td><td>84%</td><td>83%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	81%	80%	76%	87%	84%	75%	82%	84%	83%	89% to 73% Average: 81%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	81%	80%	76%	87%	84%	75%	82%	84%	83%														
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 510)	<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>80%</td><td>79%</td><td>80%</td><td>88%</td><td>89%</td><td>79%</td><td>81%</td><td>84%</td><td>83%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	80%	79%	80%	88%	89%	79%	81%	84%	83%	89% to 76% Average: 82%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	80%	79%	80%	88%	89%	79%	81%	84%	83%														
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 430)	<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>88%</td><td>81%</td><td>79%</td><td>91%</td><td>88%</td><td>79%</td><td>80%</td><td>86%</td><td>83%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	88%	81%	79%	91%	88%	79%	80%	86%	83%	87% to 69% Average: 79%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	88%	81%	79%	91%	88%	79%	80%	86%	83%														

Results for Severn Trent	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest
Satisfied with company actions to minimise sewer flooding (Sample size: 463)		85% to 72% Average: 78%	
Likelihood to recommend as a provider of water and sewerage services			
Extremely likely to recommend the company to friends and family as a provider (Sample size: 664) ^{4,6}		56% to 25% Average: 41%	

Sample Profile

Regional sample profile for Severn Trent	(Sample size: 701*)
Gender	
Male	52%
Female	48%
Age	
18-29	4%
30-44	13%
45-59	38%
60-74	30%
75+	15%
SEC	
Higher managerial, administrative & professional occupations	48%
Intermediate occupations	19%
Routine & manual occupations	24%
Never worked and long-term unemployed/full-time students	6%
Refused	3%
Water meter	
Proportion having a water meter	50%

- Statistical reliability on sample size of 700 is +/- 3.7%

¹ Average (mean) proportion for all WASCs is based on weighted data. All other data is unweighted.

² Sample size is shown in brackets and excludes don't knows unless followed by an asterisk *

³ Question filtered on unmetered households as per the main report.

⁴ Question not asked in all years.

⁵ Question wording changed in 2014.

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