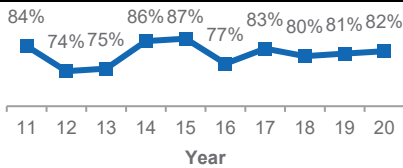
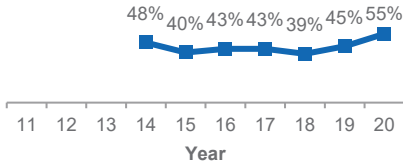


Results for Severn Trent	Percentage of household customers	Range and average for all WASCs <sup>1</sup>	Comments or points of interest																						
<b>Satisfaction with water and sewerage services</b>																									
Overall satisfaction with water supply (Sample size: 199) <sup>2</sup>	<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>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><td>92%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	93%	90%	94%	94%	94%	95%	92%	91%	94%	92%	96% to 87% Average: 92%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	93%	90%	94%	94%	94%	95%	92%	91%	94%	92%															
Overall satisfaction with sewerage services (Sample size: 184)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</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><td>90%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	90%	91%	92%	92%	93%	89%	86%	88%	91%	90%	90% to 78% Average: 85%	Significantly higher than the WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	90%	91%	92%	92%	93%	89%	86%	88%	91%	90%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of water services (Sample size: 196)	<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>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><td>84%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	69%	71%	72%	77%	75%	78%	72%	78%	78%	84%	84% to 70% Average: 77%	Significantly higher than the WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	69%	71%	72%	77%	75%	78%	72%	78%	78%	84%															
Satisfied with value for money of sewerage services (Sample size: 187)	<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>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><td>87%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	68%	73%	74%	79%	79%	80%	75%	79%	80%	87%	87% to 67% Average: 78%	Significant change since last year; significantly higher than the WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	68%	73%	74%	79%	79%	80%	75%	79%	80%	87%															
<b>Views on fairness and affordability of charges</b>																									
Agree water and sewerage charges are affordable (Sample size: 196)	<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>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><td>85%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	71%	64%	70%	74%	77%	78%	75%	77%	77%	85%	87% to 75% Average: 82%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	71%	64%	70%	74%	77%	78%	75%	77%	77%	85%															
Agree charges are fair (Sample size: 192)	<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>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><td>77%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	66%	58%	59%	69%	64%	69%	58%	68%	69%	77%	77% to 57% Average: 69%	Significant change since last year; significantly higher than the WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	66%	58%	59%	69%	64%	69%	58%	68%	69%	77%															
<b>Care and trust</b>																									
Agree company cares about service given to customers (Sample size: 185)	<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>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><td>76%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	71%	61%	65%	75%	72%	74%	69%	72%	74%	76%	81% to 60% Average: 71%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	71%	61%	65%	75%	72%	74%	69%	72%	74%	76%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 197)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>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><td>8.04</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Score	7.45	7.38	7.36	7.85	7.69	7.70	7.60	7.79	7.74	8.04	8.31 to 7.20 Average: 7.86	Significant change since last year
Year	11	12	13	14	15	16	17	18	19	20															
Score	7.45	7.38	7.36	7.85	7.69	7.70	7.60	7.79	7.74	8.04															
<b>Awareness of consumer rights and responsibilities</b>																									
Likely to contact company if worried about paying bill (Sample size: 189)	<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>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><td>73%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	84%	77%	70%	78%	75%	71%	75%	67%	76%	73%	79% to 64% Average: 73%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	84%	77%	70%	78%	75%	71%	75%	67%	76%	73%															

Results for Severn Trent	Percentage of household customers	Range and average for all WASCs <sup>1</sup>	Comments or points of interest																						
Aware of free meter option (Sample size: 101*) <sup>3</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>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><td>62%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	51%	60%	58%	46%	64%	56%	67%	61%	66%	62%	75% to 54% Average: 64%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	51%	60%	58%	46%	64%	56%	67%	61%	66%	62%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 101*) <sup>3</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>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><td>26%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	33%	30%	26%	26%	23%	17%	20%	20%	21%	26%	45% to 23% Average: 30%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	33%	30%	26%	26%	23%	17%	20%	20%	21%	26%															
Aware of WaterSure tariff (Sample size: 200*)	<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>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><td>8%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	5%	7%	5%	8%	7%	10%	7%	10%	10%	8%	15% to 6% Average: 9%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	5%	7%	5%	8%	7%	10%	7%	10%	10%	8%															
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 200*) <sup>4</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>2%</td><td>4%</td><td>4%</td><td>4%</td><td>6%</td><td>4%</td><td>5%</td><td>9%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	2%	4%	4%	4%	6%	4%	5%	9%			9% to 2% Average: 6%	Significantly higher than the WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	2%	4%	4%	4%	6%	4%	5%	9%																	
Aware of Priority Services (Sample size: 200*) <sup>5</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>47%</td><td>51%</td><td>48%</td><td>46%</td><td>41%</td><td>47%</td><td>38%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	47%	51%	48%	46%	41%	47%	38%				49% to 37% Average: 42%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	47%	51%	48%	46%	41%	47%	38%																		
<b>Contact</b>																									
Contacted water company with query in last 12 months (Sample size: 199*)	<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>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><td>18%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	8%	13%	14%	13%	14%	16%	20%	20%	19%	18%	25% to 13% Average: 18%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	8%	13%	14%	13%	14%	16%	20%	20%	19%	18%															
Reason for contacting water company was to complain (Sample size: 35 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><td>20</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><td>3%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	17%	15%	9%	12%	6%	6%	5%	5%	5%	3%	5% to 0% Average: 3%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	17%	15%	9%	12%	6%	6%	5%	5%	5%	3%															
Satisfaction with way query handled (Sample size: 34 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><td>20</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><td>85%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	71%	73%	86%	88%	82%	91%	77%	88%	82%	85%	92% to 58% Average: 79%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	71%	73%	86%	88%	82%	91%	77%	88%	82%	85%															

Results for Severn Trent	Percentage of household customers	Range and average for all WASCs <sup>1</sup>	Comments or points of interest																						
<b>Water on tap</b>																									
Satisfied with colour and appearance of tap water (Sample size: 197)	<table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</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><td>94%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	92%	89%	93%	93%	93%	95%	90%	92%	94%	94%	98% to 90% Average: 93%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	92%	89%	93%	93%	93%	95%	90%	92%	94%	94%															
Satisfied with taste and smell (Sample size: 196)	<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>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><td>88%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	88%	82%	86%	90%	89%	85%	85%	84%	86%	88%	93% to 84% Average: 88%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	88%	82%	86%	90%	89%	85%	85%	84%	86%	88%															
Satisfied with hardness/softness (Sample size: 186)	<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>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><td>76%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	68%	71%	73%	81%	76%	79%	71%	69%	72%	76%	93% to 47% Average: 71%	Significantly higher than the WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	68%	71%	73%	81%	76%	79%	71%	69%	72%	76%															
Satisfied with safety (Sample size: 195)	<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>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><td>94%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	93%	89%	94%	95%	94%	90%	91%	91%	95%	94%	95% to 89% Average: 93%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	93%	89%	94%	95%	94%	90%	91%	91%	95%	94%															
Satisfied with reliability of supply (Sample size: 200)	<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>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><td>98%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	96%	97%	98%	98%	99%	97%	97%	94%	97%	98%	99% to 93% Average: 96%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	96%	97%	98%	98%	99%	97%	97%	94%	97%	98%															
Satisfied with water pressure (Sample size: 200)	<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>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><td>88%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	90%	90%	91%	93%	91%	91%	88%	84%	89%	88%	94% to 82% Average: 88%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	90%	90%	91%	93%	91%	91%	88%	84%	89%	88%															
<b>A sewerage system that works</b>																									
Satisfied with company actions to reduce smells from sewerage treatment works (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><td>20</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><td>84%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	81%	80%	76%	87%	84%	75%	82%	84%	83%	84%	88% to 72% Average: 80%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	81%	80%	76%	87%	84%	75%	82%	84%	83%	84%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 157)	<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>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><td>87%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	80%	79%	80%	88%	89%	79%	81%	84%	83%	87%	87% to 76% Average: 83%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	80%	79%	80%	88%	89%	79%	81%	84%	83%	87%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 136)	<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>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><td>85%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	88%	81%	79%	91%	88%	79%	80%	86%	83%	85%	87% to 69% Average: 79%	Significantly higher than the WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	88%	81%	79%	91%	88%	79%	80%	86%	83%	85%															

Results for Severn Trent	Percentage of household customers	Range and average for all WASCs <sup>1</sup>	Comments or points of interest																						
Satisfied with company actions to minimise sewer flooding (Sample size: 145)	 <table border="1"> <caption>Satisfaction with company actions to minimise sewer flooding</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>11</td><td>84%</td></tr> <tr><td>12</td><td>74%</td></tr> <tr><td>13</td><td>75%</td></tr> <tr><td>14</td><td>86%</td></tr> <tr><td>15</td><td>87%</td></tr> <tr><td>16</td><td>77%</td></tr> <tr><td>17</td><td>83%</td></tr> <tr><td>18</td><td>80%</td></tr> <tr><td>19</td><td>81%</td></tr> <tr><td>20</td><td>82%</td></tr> </tbody> </table>	Year	Percentage	11	84%	12	74%	13	75%	14	86%	15	87%	16	77%	17	83%	18	80%	19	81%	20	82%	87% to 68% Average: 77%	
Year	Percentage																								
11	84%																								
12	74%																								
13	75%																								
14	86%																								
15	87%																								
16	77%																								
17	83%																								
18	80%																								
19	81%																								
20	82%																								
<b>Likelihood to recommend as a provider of water and sewerage services</b>																									
Extremely likely to recommend the company to friends and family as a provider (Sample size: 190) <sup>4,6</sup>	 <table border="1"> <caption>Likelihood to recommend the company to friends and family as a provider</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>11</td><td>48%</td></tr> <tr><td>12</td><td>40%</td></tr> <tr><td>13</td><td>43%</td></tr> <tr><td>14</td><td>43%</td></tr> <tr><td>15</td><td>39%</td></tr> <tr><td>16</td><td>45%</td></tr> <tr><td>17</td><td>55%</td></tr> </tbody> </table>	Year	Percentage	11	48%	12	40%	13	43%	14	43%	15	39%	16	45%	17	55%	62% to 29% Average: 45%	Significant change since last year; significantly higher than the WaSC average						
Year	Percentage																								
11	48%																								
12	40%																								
13	43%																								
14	43%																								
15	39%																								
16	45%																								
17	55%																								

**Sample Profile**

Regional sample profile for Severn Trent	(Sample size: 200*)
<b>Gender</b>	
Male	47%
Female	54%
<b>Age</b>	
18-29	3%
30-44	17%
45-59	33%
60-74	32%
75+	16%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	45%
Intermediate occupations	24%
Routine & manual occupations	22%
Never worked and long-term unemployed/full-time students	9%
Refused	2%
<b>Water meter</b>	
Proportion having a water meter	49%

- Statistical reliability on sample size of 200 is +/- 6.93%

<sup>1</sup> Average (mean) proportion for all WaSCs is based on weighted data. All other data is unweighted.

<sup>2</sup> Sample size is shown in brackets and excludes don't knows unless followed by an asterisk \*

<sup>3</sup> Question filtered on unmetered households as per the main report.

<sup>4</sup> Question not asked in all years.

<sup>5</sup> Question wording changed in 2014.

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