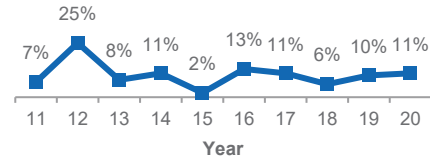
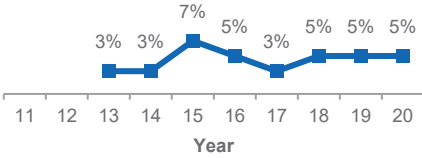
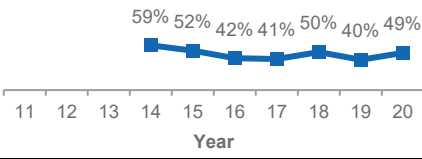
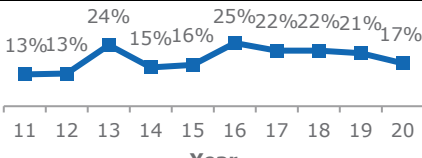
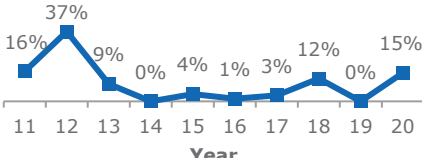
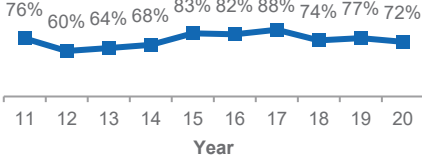
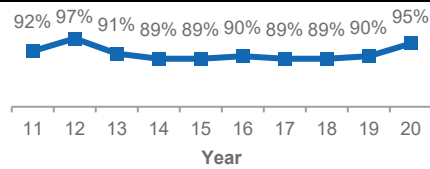
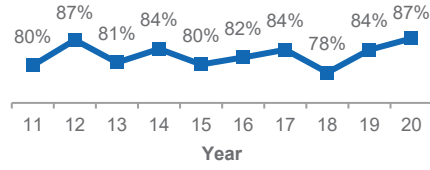
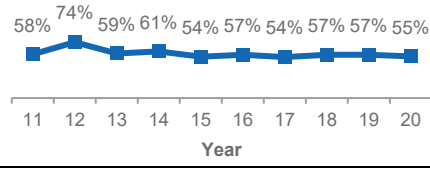
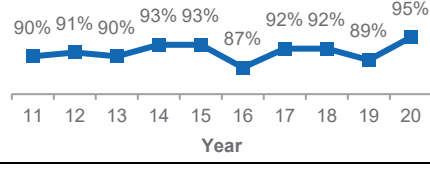
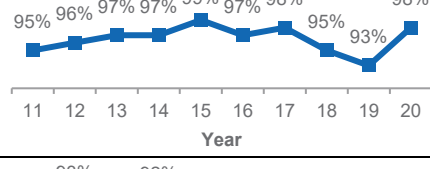
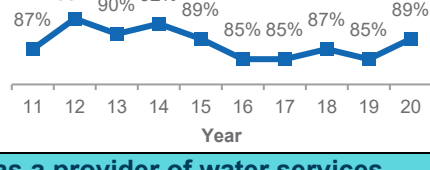
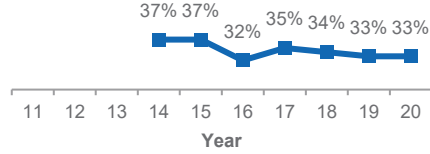


Results for South East Water	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																						
<b>Satisfaction with water services</b>																									
Overall, satisfied with their water supply (Sample size: 150) <sup>2</sup>	 <table border="1"> <caption>Satisfaction with water supply (%)</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>90%</td><td>88%</td><td>91%</td><td>91%</td><td>90%</td><td>87%</td><td>91%</td><td>93%</td><td>86%</td><td>93%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	90%	88%	91%	91%	90%	87%	91%	93%	86%	93%	95% to 89% Average: 93%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	90%	88%	91%	91%	90%	87%	91%	93%	86%	93%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of water services (Sample size: 146)	 <table border="1"> <caption>Satisfaction with value for money (%)</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>69%</td><td>71%</td><td>64%</td><td>72%</td><td>83%</td><td>67%</td><td>74%</td><td>69%</td><td>70%</td><td>70%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	69%	71%	64%	72%	83%	67%	74%	69%	70%	70%	84% to 66% Average: 76%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	69%	71%	64%	72%	83%	67%	74%	69%	70%	70%															
<b>Views on fairness and affordability of charges</b>																									
Agree that water and sewerage charges are affordable (Sample size: 150) <sup>3</sup>	 <table border="1"> <caption>Agree that charges are affordable (%)</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>67%</td><td>80%</td><td>78%</td><td>74%</td><td>67%</td><td>75%</td><td>78%</td><td>82%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	67%	80%	78%	74%	67%	75%	78%	82%			87% to 72% Average: 83%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	67%	80%	78%	74%	67%	75%	78%	82%																	
Agree that charges are fair (Sample size: 141)	 <table border="1"> <caption>Agree that charges are fair (%)</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>69%</td><td>60%</td><td>50%</td><td>66%</td><td>64%</td><td>60%</td><td>59%</td><td>61%</td><td>62%</td><td>64%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	69%	60%	50%	66%	64%	60%	59%	61%	62%	64%	75% to 64% Average: 69%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	69%	60%	50%	66%	64%	60%	59%	61%	62%	64%															
<b>Care and trust</b>																									
Agree their water company cares about the service they provide to customers (Sample size: 142)	 <table border="1"> <caption>Agree water company cares about service (%)</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>64%</td><td>62%</td><td>57%</td><td>69%</td><td>70%</td><td>59%</td><td>72%</td><td>60%</td><td>60%</td><td>61%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	64%	62%	57%	69%	70%	59%	72%	60%	60%	61%	80% to 57% Average: 68%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	64%	62%	57%	69%	70%	59%	72%	60%	60%	61%															
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"> <caption>Trust score (mean)</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>Score</th><td>7.27</td><td>6.82</td><td>6.83</td><td>7.66</td><td>7.87</td><td>7.21</td><td>7.44</td><td>7.39</td><td>7.36</td><td>7.60</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Score	7.27	6.82	6.83	7.66	7.87	7.21	7.44	7.39	7.36	7.60	8.45 to 7.60 Average: 7.91	
Year	11	12	13	14	15	16	17	18	19	20															
Score	7.27	6.82	6.83	7.66	7.87	7.21	7.44	7.39	7.36	7.60															
<b>Awareness of consumer rights and responsibilities</b>																									
Likely to contact company if worried about paying bill (Sample size: 143)	 <table border="1"> <caption>Likely to contact company if worried about bill (%)</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>82%</td><td>79%</td><td>71%</td><td>76%</td><td>74%</td><td>73%</td><td>76%</td><td>74%</td><td>76%</td><td>76%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	82%	79%	71%	76%	74%	73%	76%	74%	76%	76%	77% to 69% Average: 73%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	82%	79%	71%	76%	74%	73%	76%	74%	76%	76%															
Aware of, or on WaterSure tariff (Sample size: 150*)	 <table border="1"> <caption>Aware of, or on 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>7%</td><td>25%</td><td>8%</td><td>11%</td><td>2%</td><td>13%</td><td>11%</td><td>6%</td><td>10%</td><td>11%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	7%	25%	8%	11%	2%	13%	11%	6%	10%	11%	15% to 8% Average: 11%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	7%	25%	8%	11%	2%	13%	11%	6%	10%	11%															

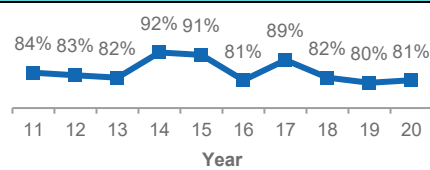
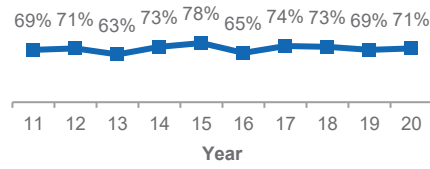
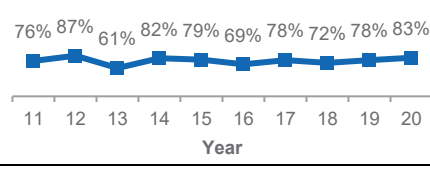
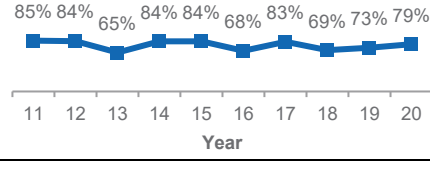
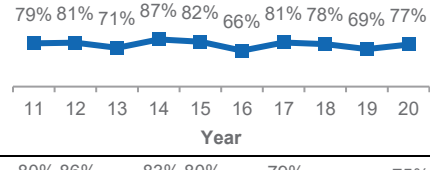
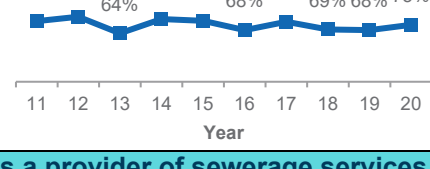
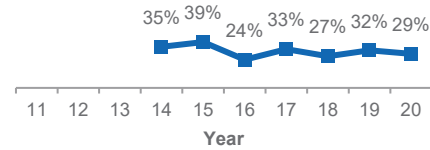
# CCW Research Report Water Matters 2020-21 Summary of Research Findings for South East Water

Results for South East Water	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 150*) <sup>3</sup>		7% to 2% Average: 4%	
Aware of Priority Services (Sample size: 150*) <sup>4</sup>		55% to 39% Average: 47%	
<b>Contact</b>			
Contacted water company with a query in last 12 months (Sample size: 150*)		23% to 11% Average: 17%	
Reason for contacting water company was to complain (Sample size: who made contact: 26)		15% to 0% Average: 4%	Low base size; significantly higher than WoC average; significant change since last year
Overall, satisfied with the way their query was handled (Sample size: who made contact: 25)		96% to 67% Average: 77%	

Results for South East Water	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																						
<b>Water on tap</b>																									
Satisfied with colour and appearance of tap water (Sample size: 150)	 <table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>92%</td><td>97%</td><td>91%</td><td>89%</td><td>89%</td><td>90%</td><td>89%</td><td>89%</td><td>90%</td><td>95%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	92%	97%	91%	89%	89%	90%	89%	89%	90%	95%	98% to 89% Average: 94%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	92%	97%	91%	89%	89%	90%	89%	89%	90%	95%															
Satisfied with taste and smell (Sample size: 144)	 <table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>80%</td><td>87%</td><td>81%</td><td>84%</td><td>80%</td><td>82%</td><td>84%</td><td>78%</td><td>84%</td><td>87%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	80%	87%	81%	84%	80%	82%	84%	78%	84%	87%	93% to 83% Average: 88%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	80%	87%	81%	84%	80%	82%	84%	78%	84%	87%															
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>58%</td><td>74%</td><td>59%</td><td>61%</td><td>54%</td><td>57%</td><td>54%</td><td>57%</td><td>57%</td><td>55%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	58%	74%	59%	61%	54%	57%	54%	57%	57%	55%	72% to 39% Average: 54%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	58%	74%	59%	61%	54%	57%	54%	57%	57%	55%															
Satisfied with safety (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>90%</td><td>91%</td><td>90%</td><td>93%</td><td>93%</td><td>87%</td><td>92%</td><td>92%</td><td>89%</td><td>95%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	90%	91%	90%	93%	93%	87%	92%	92%	89%	95%	99% to 89% Average: 94%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	90%	91%	90%	93%	93%	87%	92%	92%	89%	95%															
Satisfied with reliability of supply (Sample size: 150)	 <table border="1"> <tr><th>Year</th><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td></tr> <tr><th>Percentage</th><td>95%</td><td>96%</td><td>97%</td><td>97%</td><td>99%</td><td>97%</td><td>98%</td><td>95%</td><td>93%</td><td>98%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	95%	96%	97%	97%	99%	97%	98%	95%	93%	98%	100% to 95% Average: 98%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	95%	96%	97%	97%	99%	97%	98%	95%	93%	98%															
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>93%</td><td>90%</td><td>92%</td><td>89%</td><td>85%</td><td>85%</td><td>87%</td><td>85%</td><td>89%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	87%	93%	90%	92%	89%	85%	85%	87%	85%	89%	92% to 85% Average: 90%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	87%	93%	90%	92%	89%	85%	85%	87%	85%	89%															
<b>Likelihood to recommend as a provider of water services</b>																									
Extremely likely to recommend South East Water to friends and family as a provider (Sample size: 138) <sup>3,5</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>37%</td><td>37%</td><td>32%</td><td>35%</td><td>34%</td><td>33%</td><td>33%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	37%	37%	32%	35%	34%	33%	33%				56% to 33% Average: 42%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	37%	37%	32%	35%	34%	33%	33%																		

South East Water sewerage services are provided by  
Southern Water (86 respondents) or Thames Water (42 respondents)<sup>6</sup>



Results for sewerage service providers for South East 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: 130)	 <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>83%</td><td>82%</td><td>92%</td><td>91%</td><td>81%</td><td>89%</td><td>82%</td><td>80%</td><td>81%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	84%	83%	82%	92%	91%	81%	89%	82%	80%	81%	93% to 78% Average: 85%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	84%	83%	82%	92%	91%	81%	89%	82%	80%	81%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of sewerage services (Sample size: 128)	 <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>63%</td><td>73%</td><td>78%</td><td>65%</td><td>74%</td><td>73%</td><td>69%</td><td>71%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	69%	71%	63%	73%	78%	65%	74%	73%	69%	71%	84% to 60% Average: 76%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	69%	71%	63%	73%	78%	65%	74%	73%	69%	71%															
<b>A sewerage system that works</b>																									
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 103)	 <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>76%</td><td>87%</td><td>61%</td><td>82%</td><td>79%</td><td>69%</td><td>78%</td><td>72%</td><td>78%</td><td>83%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	76%	87%	61%	82%	79%	69%	78%	72%	78%	83%	85% to 75% Average: 80%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	76%	87%	61%	82%	79%	69%	78%	72%	78%	83%															
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 101)	 <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>85%</td><td>84%</td><td>65%</td><td>84%</td><td>84%</td><td>68%</td><td>83%</td><td>69%</td><td>73%</td><td>79%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	85%	84%	65%	84%	84%	68%	83%	69%	73%	79%	87% to 77% Average: 80%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	85%	84%	65%	84%	84%	68%	83%	69%	73%	79%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 90)	 <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>79%</td><td>81%</td><td>71%</td><td>87%</td><td>82%</td><td>66%</td><td>81%</td><td>78%</td><td>69%</td><td>77%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	79%	81%	71%	87%	82%	66%	81%	78%	69%	77%	86% to 64% Average: 75%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	79%	81%	71%	87%	82%	66%	81%	78%	69%	77%															
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 106)	 <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>86%</td><td>64%</td><td>83%</td><td>80%</td><td>68%</td><td>79%</td><td>69%</td><td>68%</td><td>75%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	80%	86%	64%	83%	80%	68%	79%	69%	68%	75%	84% to 71% Average: 76%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	80%	86%	64%	83%	80%	68%	79%	69%	68%	75%															
<b>Likelihood to recommend as a provider of sewerage services</b>																									
Extremely likely to recommend sewerage company to friends and family (Sample size: 123) <sup>3,5</sup>	 <table border="1"> <tr><th>Year</th><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>35%</td><td>39%</td><td>24%</td><td>33%</td><td>27%</td><td>32%</td><td>29%</td></tr> </table>	Year	14	15	16	17	18	19	20	Percentage	35%	39%	24%	33%	27%	32%	29%	56% to 29% Average: 40%	Significantly lower than WoC average						
Year	14	15	16	17	18	19	20																		
Percentage	35%	39%	24%	33%	27%	32%	29%																		

**Sample Profile**

Regional sample profile for South East Water	(Sample size: 150*)
<b>Gender</b>	
Male	54%
Female	46%
<b>Age</b>	
18-29	1%
30-44	9%
45-59	38%
60-74	37%
75+	15%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	51%
Intermediate occupations	25%
Routine & manual occupations	17%
Never worked and long-term unemployed/ Full-time students	5%
Refused	1%
<b>Water meter</b>	
Proportion having a water meter	81%

- 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 wording changed in 2014.

<sup>5</sup> Extremely likely to recommend is based on the proportion of customers scoring 9 or 10

<sup>6</sup> There is no differentiation between sewerage service providers within the results.