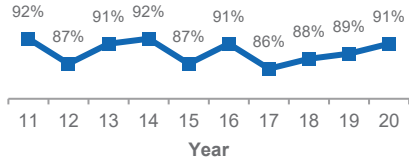
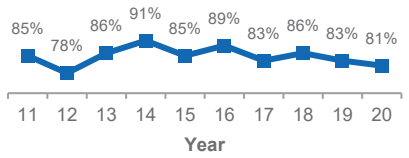
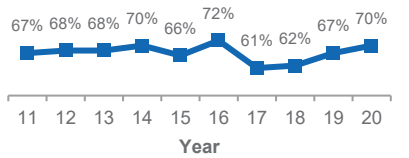
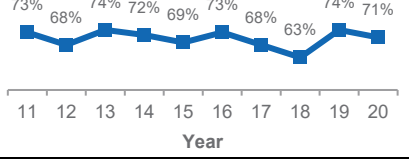
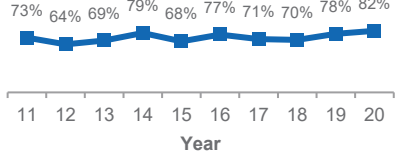
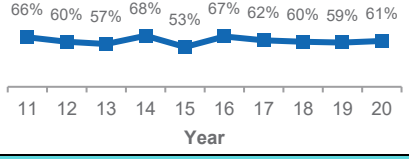
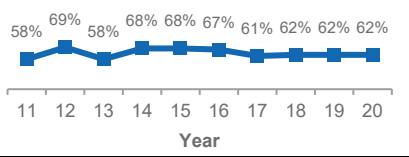
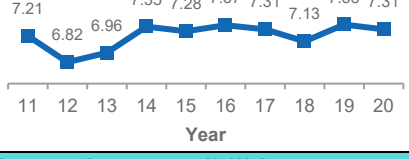
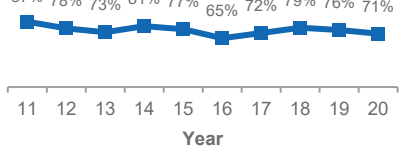


Results for Southern Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Satisfaction with water and sewerage services																									
Overall satisfaction with water supply (Sample size: 399) ²	 <table border="1"> <tr><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><td>20</td></tr> <tr><th>Percentage</th><td>92%</td><td>87%</td><td>91%</td><td>92%</td><td>87%</td><td>91%</td><td>86%</td><td>88%</td><td>89%</td><td>91%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	92%	87%	91%	92%	87%	91%	86%	88%	89%	91%	96% to 87% Average: 92%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	92%	87%	91%	92%	87%	91%	86%	88%	89%	91%															
Overall satisfaction with sewerage services (Sample size: 365)	 <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>78%</td><td>86%</td><td>91%</td><td>85%</td><td>89%</td><td>83%</td><td>86%</td><td>83%</td><td>81%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	85%	78%	86%	91%	85%	89%	83%	86%	83%	81%	90% to 78% Average: 85%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	85%	78%	86%	91%	85%	89%	83%	86%	83%	81%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 389)	 <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>67%</td><td>68%</td><td>68%</td><td>70%</td><td>66%</td><td>72%</td><td>61%</td><td>62%</td><td>67%</td><td>70%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	67%	68%	68%	70%	66%	72%	61%	62%	67%	70%	84% to 70% Average: 77%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	67%	68%	68%	70%	66%	72%	61%	62%	67%	70%															
Satisfied with value for money of sewerage services (Sample size: 363)	 <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>73%</td><td>68%</td><td>74%</td><td>72%</td><td>69%</td><td>73%</td><td>68%</td><td>63%</td><td>74%</td><td>71%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	73%	68%	74%	72%	69%	73%	68%	63%	74%	71%	87% to 67% Average: 78%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	73%	68%	74%	72%	69%	73%	68%	63%	74%	71%															
Views on fairness and affordability of charges																									
Agree water and sewerage charges are affordable (Sample size: 397)	 <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>73%</td><td>64%</td><td>69%</td><td>79%</td><td>68%</td><td>77%</td><td>71%</td><td>70%</td><td>78%</td><td>82%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	73%	64%	69%	79%	68%	77%	71%	70%	78%	82%	87% to 75% Average: 82%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	73%	64%	69%	79%	68%	77%	71%	70%	78%	82%															
Agree charges are fair (Sample size: 386)	 <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>60%</td><td>57%</td><td>68%</td><td>53%</td><td>67%</td><td>62%</td><td>60%</td><td>59%</td><td>61%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	66%	60%	57%	68%	53%	67%	62%	60%	59%	61%	77% to 57% Average: 69%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	66%	60%	57%	68%	53%	67%	62%	60%	59%	61%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 373)	 <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>69%</td><td>58%</td><td>68%</td><td>68%</td><td>67%</td><td>61%</td><td>62%</td><td>62%</td><td>62%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	58%	69%	58%	68%	68%	67%	61%	62%	62%	62%	81% to 60% Average: 71%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	58%	69%	58%	68%	68%	67%	61%	62%	62%	62%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 387)	 <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>7.21</td><td>6.82</td><td>6.96</td><td>7.35</td><td>7.28</td><td>7.37</td><td>7.31</td><td>7.13</td><td>7.38</td><td>7.31</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Score	7.21	6.82	6.96	7.35	7.28	7.37	7.31	7.13	7.38	7.31	8.31 to 7.20 Average: 7.86	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Score	7.21	6.82	6.96	7.35	7.28	7.37	7.31	7.13	7.38	7.31															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 388)	 <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>78%</td><td>73%</td><td>81%</td><td>77%</td><td>65%</td><td>72%</td><td>79%</td><td>76%</td><td>71%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	87%	78%	73%	81%	77%	65%	72%	79%	76%	71%	79% to 64% Average: 73%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	87%	78%	73%	81%	77%	65%	72%	79%	76%	71%															

Results for Southern Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Aware of WaterSure tariff (Sample size: 401*)	<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>36%</td><td>14%</td><td>12%</td><td>10%</td><td>14%</td><td>10%</td><td>14%</td><td>11%</td><td>10%</td></tr></table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	8%	36%	14%	12%	10%	14%	10%	14%	11%	10%	15% to 6% Average: 9%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	8%	36%	14%	12%	10%	14%	10%	14%	11%	10%															
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 401*) ³	<table border="1"><tr><th>Year</th><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>4%</td><td>3%</td><td>5%</td><td>6%</td><td>5%</td><td>5%</td><td>3%</td><td>5%</td></tr></table>	Year	13	14	15	16	17	18	19	20	Percentage	4%	3%	5%	6%	5%	5%	3%	5%	9% to 2% Average: 6%					
Year	13	14	15	16	17	18	19	20																	
Percentage	4%	3%	5%	6%	5%	5%	3%	5%																	
Aware of Priority Services (Sample size: 401*) ⁴	<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>51%</td><td>52%</td><td>39%</td><td>43%</td><td>42%</td><td>39%</td><td>37%</td></tr></table>	Year	14	15	16	17	18	19	20	Percentage	51%	52%	39%	43%	42%	39%	37%	49% to 37% Average: 42%							
Year	14	15	16	17	18	19	20																		
Percentage	51%	52%	39%	43%	42%	39%	37%																		
Contact																									
Contacted water company with query in last 12 months (Sample size: 400*)	<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>10%</td><td>11%</td><td>19%</td><td>14%</td><td>26%</td><td>26%</td><td>19%</td><td>23%</td><td>18%</td><td>16%</td></tr></table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	10%	11%	19%	14%	26%	26%	19%	23%	18%	16%	25% to 13% Average: 18%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	10%	11%	19%	14%	26%	26%	19%	23%	18%	16%															
Reason for contacting water company was to complain (Sample size: 65 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>0%</td><td>9%</td><td>10%</td><td>21%</td><td>15%</td><td>0%</td><td>11%</td><td>2%</td><td>3%</td><td>5%</td></tr></table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	0%	9%	10%	21%	15%	0%	11%	2%	3%	5%	5% to 0% Average: 3%	Low base size
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	0%	9%	10%	21%	15%	0%	11%	2%	3%	5%															
Satisfaction with way query handled (Sample size: 65 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>74%</td><td>75%</td><td>71%</td><td>69%</td><td>66%</td><td>71%</td><td>70%</td><td>77%</td><td>72%</td><td>58%</td></tr></table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	74%	75%	71%	69%	66%	71%	70%	77%	72%	58%	92% to 58% Average: 79%	Low base size Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	74%	75%	71%	69%	66%	71%	70%	77%	72%	58%															
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 397)	<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>91%</td><td>93%</td><td>95%</td><td>92%</td><td>92%</td><td>90%</td><td>89%</td><td>92%</td><td>91%</td></tr></table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	93%	91%	93%	95%	92%	92%	90%	89%	92%	91%	98% to 90% Average: 93%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	93%	91%	93%	95%	92%	92%	90%	89%	92%	91%															
Satisfied with taste and smell (Sample size: 386)	<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>86%</td><td>86%</td><td>89%</td><td>89%</td><td>85%</td><td>83%</td><td>84%</td><td>88%</td><td>84%</td></tr></table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	84%	86%	86%	89%	89%	85%	83%	84%	88%	84%	93% to 84% Average: 88%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	84%	86%	86%	89%	89%	85%	83%	84%	88%	84%															
Satisfied with hardness/softness (Sample size: 384)	<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>56%</td><td>67%</td><td>54%</td><td>64%</td><td>58%</td><td>60%</td><td>51%</td><td>55%</td><td>53%</td><td>56%</td></tr></table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	56%	67%	54%	64%	58%	60%	51%	55%	53%	56%	93% to 47% Average: 71%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	56%	67%	54%	64%	58%	60%	51%	55%	53%	56%															

Results for Southern Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Satisfied with safety (Sample size: 387)	<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>90%</td><td>93%</td><td>93%</td><td>92%</td><td>87%</td><td>92%</td><td>93%</td><td>92%</td><td>89%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	95%	90%	93%	93%	92%	87%	92%	93%	92%	89%	95% to 89% Average: 93%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	95%	90%	93%	93%	92%	87%	92%	93%	92%	89%															
Satisfied with reliability of supply (Sample size: 400)	<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>95%</td><td>97%</td><td>98%</td><td>96%</td><td>97%</td><td>96%</td><td>96%</td><td>97%</td><td>95%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	98%	95%	97%	98%	96%	97%	96%	96%	97%	95%	99% to 93% Average: 96%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	98%	95%	97%	98%	96%	97%	96%	96%	97%	95%															
Satisfied with water pressure (Sample size: 399)	<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>90%</td><td>95%</td><td>94%</td><td>90%</td><td>87%</td><td>85%</td><td>86%</td><td>90%</td><td>89%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	87%	90%	95%	94%	90%	87%	85%	86%	90%	89%	94% to 82% Average: 88%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	87%	90%	95%	94%	90%	87%	85%	86%	90%	89%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 286)	<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>75%</td><td>84%</td><td>64%</td><td>82%</td><td>75%</td><td>75%</td><td>74%</td><td>75%</td><td>73%</td><td>76%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	75%	84%	64%	82%	75%	75%	74%	75%	73%	76%	88% to 72% Average: 80%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	75%	84%	64%	82%	75%	75%	74%	75%	73%	76%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 287)	<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>83%</td><td>73%</td><td>89%</td><td>83%</td><td>81%</td><td>77%</td><td>72%</td><td>76%</td><td>77%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	87%	83%	73%	89%	83%	81%	77%	72%	76%	77%	87% to 76% Average: 83%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	87%	83%	73%	89%	83%	81%	77%	72%	76%	77%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 259)	<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>81%</td><td>71%</td><td>88%</td><td>77%</td><td>78%</td><td>71%</td><td>75%</td><td>70%</td><td>69%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	84%	81%	71%	88%	77%	78%	71%	75%	70%	69%	87% to 69% Average: 79%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	84%	81%	71%	88%	77%	78%	71%	75%	70%	69%															
Satisfied with company actions to minimise sewer flooding (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><td>20</td></tr> <tr><th>Percentage</th><td>85%</td><td>80%</td><td>66%</td><td>83%</td><td>76%</td><td>76%</td><td>76%</td><td>73%</td><td>72%</td><td>70%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	85%	80%	66%	83%	76%	76%	76%	73%	72%	70%	87% to 68% Average: 77%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	85%	80%	66%	83%	76%	76%	76%	73%	72%	70%															
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: 361) ^{3,5}	<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><td>20</td></tr> <tr><th>Percentage</th><td>35%</td><td>33%</td><td>35%</td><td>30%</td><td>28%</td><td>29%</td><td>29%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	35%	33%	35%	30%	28%	29%	29%				62% to 29% Average: 45%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	35%	33%	35%	30%	28%	29%	29%																		

Sample Profile

Regional sample profile for Southern Water	(Sample size: 401*)
Gender	
Male	50%
Female	50%
Age	
18-29	1%
30-44	12%
45-59	34%
60-74	33%
75+	19%
SEC	
Higher managerial, administrative & professional occupations	50%
Intermediate occupations	19%
Routine & manual occupations	19%
Never worked and long-term unemployed/ Full-time students	8%
Refused	5%
Water meter	
Proportion having a water meter	83%

- Statistical reliability on sample size of 401 is +/- 4.89%

¹ Range and 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 not asked in all years.

⁴ Question wording changed in 2014.

⁵ Extremely likely to recommend is based on the proportion of customers scoring 9 or 10.