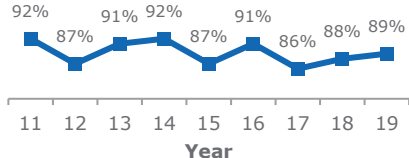
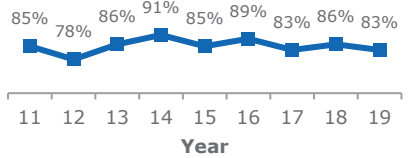
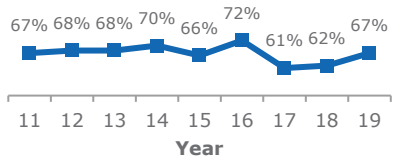
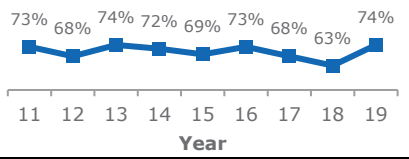
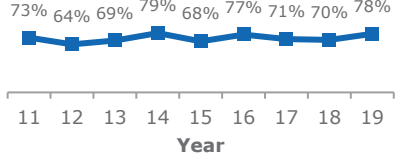
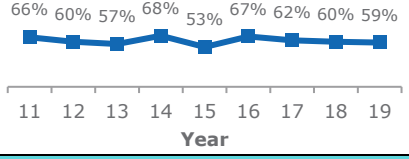
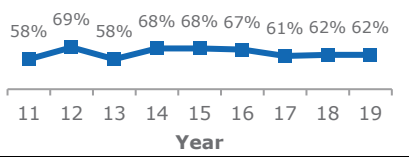

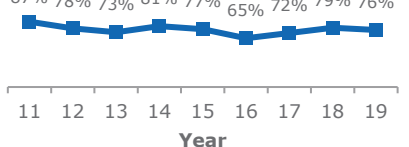


Results for Southern Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																				
Satisfaction with water and sewerage services																							
Overall satisfaction with water supply (Sample size: 400) ²	 <table border="1"> <tr><th>Year</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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	92%	87%	91%	92%	87%	91%	86%	88%	89%	94% to 87% Average: 91%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	92%	87%	91%	92%	87%	91%	86%	88%	89%														
Overall satisfaction with sewerage services (Sample size: 360)	 <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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	85%	78%	86%	91%	85%	89%	83%	86%	83%	93% to 79% Average: 86%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	85%	78%	86%	91%	85%	89%	83%	86%	83%														
Satisfaction with value for money																							
Satisfied with value for money of water services (Sample size: 392)	 <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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	67%	68%	68%	70%	66%	72%	61%	62%	67%	79% to 65% Average: 76%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	67%	68%	68%	70%	66%	72%	61%	62%	67%														
Satisfied with value for money of sewerage services (Sample size: 357)	 <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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	73%	68%	74%	72%	69%	73%	68%	63%	74%	84% to 66% Average: 78%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19														
Percentage	73%	68%	74%	72%	69%	73%	68%	63%	74%														
Views on fairness and affordability of charges																							
Agree water and sewerage charges are affordable (Sample size: 394)	 <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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	73%	64%	69%	79%	68%	77%	71%	70%	78%	83% to 66% Average: 77%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	73%	64%	69%	79%	68%	77%	71%	70%	78%														
Agree charges are fair (Sample size: 379)	 <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>60%</td><td>57%</td><td>68%</td><td>53%</td><td>67%</td><td>62%</td><td>60%</td><td>59%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	66%	60%	57%	68%	53%	67%	62%	60%	59%	75% to 50% Average: 66%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	66%	60%	57%	68%	53%	67%	62%	60%	59%														
Care and trust																							
Agree company cares about service given to customers (Sample size: 371)	 <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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	58%	69%	58%	68%	68%	67%	61%	62%	62%	75% to 60% Average: 69%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	58%	69%	58%	68%	68%	67%	61%	62%	62%														
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Score	7.21	6.82	6.96	7.35	7.28	7.37	7.31	7.13	7.38	8.19 to 7.04 Average: 7.67	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19														
Score	7.21	6.82	6.96	7.35	7.28	7.37	7.31	7.13	7.38														
Awareness of consumer rights and responsibilities																							
Likely to contact company if worried about paying bill (Sample size: 383)	 <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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	87%	78%	73%	81%	77%	65%	72%	79%	76%	79% to 68% Average: 73%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	87%	78%	73%	81%	77%	65%	72%	79%	76%														

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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	8%	36%	14%	12%	10%	14%	10%	14%	11%	19% to 7% Average: 10%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	8%	36%	14%	12%	10%	14%	10%	14%	11%														
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>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>4%</td><td>3%</td><td>5%</td><td>6%</td><td>5%</td><td>5%</td><td>3%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	4%	3%	5%	6%	5%	5%	3%			8% to 3% Average: 5%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	4%	3%	5%	6%	5%	5%	3%																
Aware of Priority Services (Sample size: 401*) 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>51%</td><td>52%</td><td>39%</td><td>43%</td><td>42%</td><td>39%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	51%	52%	39%	43%	42%	39%				49% to 35% Average: 42%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	51%	52%	39%	43%	42%	39%																	
Contact																							
Contacted water company with query in last 12 months (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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	10%	11%	19%	14%	26%	26%	19%	23%	18%	25% to 15% Average: 20%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	10%	11%	19%	14%	26%	26%	19%	23%	18%														
Reason for contacting water company was to complain (Sample size: 71 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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	0%	9%	10%	21%	15%	0%	11%	2%	3%	12% to 2% Average: 5%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	0%	9%	10%	21%	15%	0%	11%	2%	3%														
Satisfaction with way query handled (Sample size: 71 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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	74%	75%	71%	69%	66%	71%	70%	77%	72%	91% to 71% Average: 80%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	74%	75%	71%	69%	66%	71%	70%	77%	72%														
Water on tap																							
Satisfied with colour and appearance of tap water (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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	93%	91%	93%	95%	92%	92%	90%	89%	92%	97% to 90% Average: 93%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	93%	91%	93%	95%	92%	92%	90%	89%	92%														
Satisfied with taste and smell (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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	84%	86%	86%	89%	89%	85%	83%	84%	88%	92% to 81% Average: 87%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	84%	86%	86%	89%	89%	85%	83%	84%	88%														
Satisfied with hardness/softness (Sample size: 377)	<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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	56%	67%	54%	64%	58%	60%	51%	55%	53%	92% to 44% Average: 71%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	56%	67%	54%	64%	58%	60%	51%	55%	53%														

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: 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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	95%	90%	93%	93%	92%	87%	92%	93%	92%	96% to 90% Average: 93%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	95%	90%	93%	93%	92%	87%	92%	93%	92%														
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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	98%	95%	97%	98%	96%	97%	96%	96%	97%	99% to 93% Average: 96%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	98%	95%	97%	98%	96%	97%	96%	96%	97%														
Satisfied with water pressure (Sample size: 398)	<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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	87%	90%	95%	94%	90%	87%	85%	86%	90%	93% to 85% Average: 89%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	87%	90%	95%	94%	90%	87%	85%	86%	90%														
A sewerage system that works																							
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 272)	<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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	75%	84%	64%	82%	75%	75%	74%	75%	73%	89% to 73% Average: 81%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	75%	84%	64%	82%	75%	75%	74%	75%	73%														
Satisfied with maintenance of sewerage pipes & 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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	87%	83%	73%	89%	83%	81%	77%	72%	76%	89% to 76% Average: 82%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	87%	83%	73%	89%	83%	81%	77%	72%	76%														
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 268)	<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>81%</td><td>71%</td><td>88%</td><td>77%</td><td>78%</td><td>71%</td><td>75%</td><td>70%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	84%	81%	71%	88%	77%	78%	71%	75%	70%	87% to 69% Average: 79%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	84%	81%	71%	88%	77%	78%	71%	75%	70%														
Satisfied with company actions to minimise sewer flooding (Sample size: 280)	<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>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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	85%	80%	66%	83%	76%	76%	76%	73%	72%	85% to 72% Average: 78%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	85%	80%	66%	83%	76%	76%	76%	73%	72%														
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: 376) ^{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></tr> <tr><th>Percentage</th><td>35%</td><td>33%</td><td>35%</td><td>30%</td><td>28%</td><td>29%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	35%	33%	35%	30%	28%	29%				56% to 25% Average: 41%	Significantly lower than WaSC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	35%	33%	35%	30%	28%	29%																	

Sample Profile

Regional sample profile for Southern Water	(Sample size: 401*)
Gender	
Male	51%
Female	49%
Age	
18-29	3%
30-44	12%
45-59	41%
60-74	27%
75+	16%
SEC	
Higher managerial, administrative & professional occupations	49%
Intermediate occupations	23%
Routine & manual occupations	20%
Never worked and long-term unemployed/ Full-time students	7%
Refused	1%
Water meter	
Proportion having a water meter	79%

- Statistical reliability on sample size of 400 is +/- 4.90%

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.