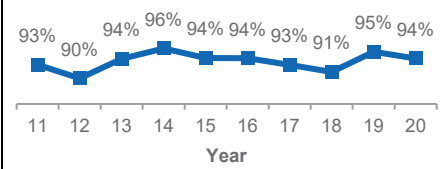
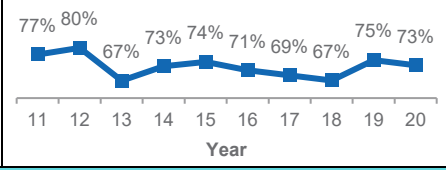
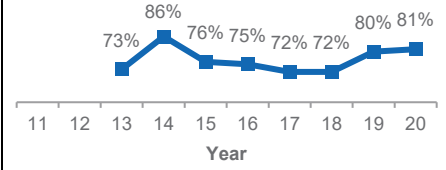
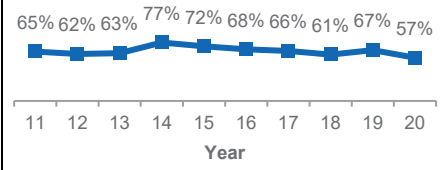
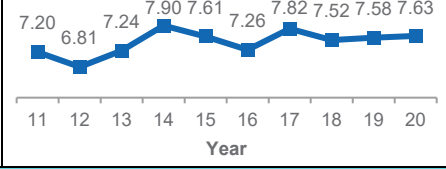
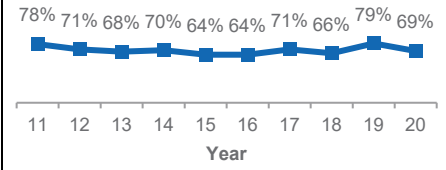
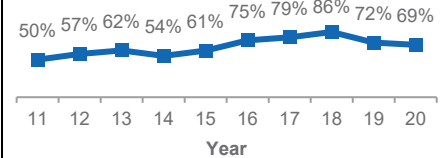
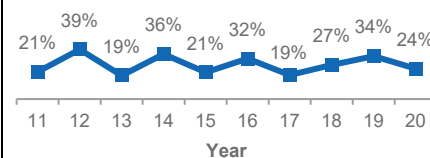
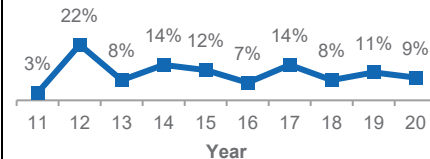
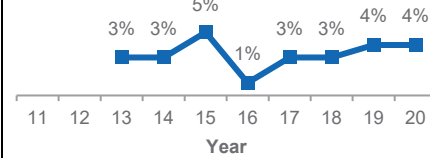
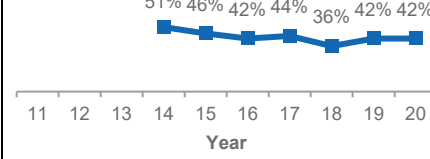
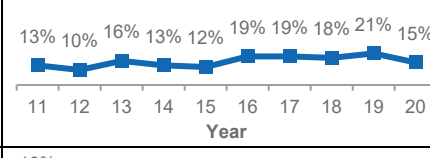
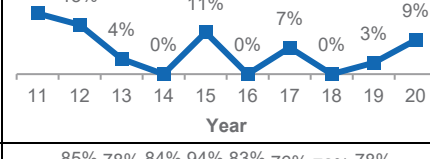

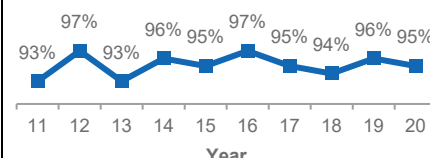
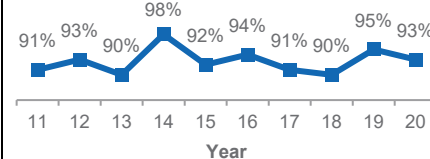
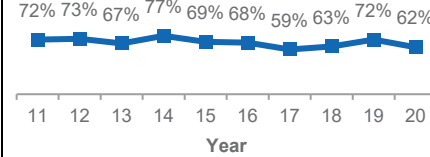
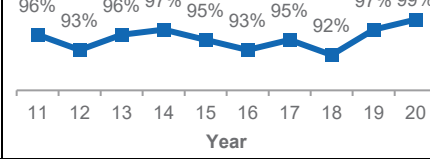
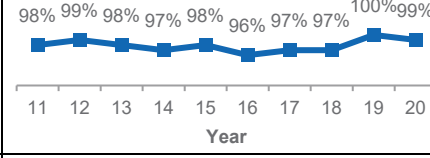
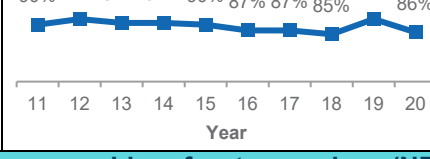
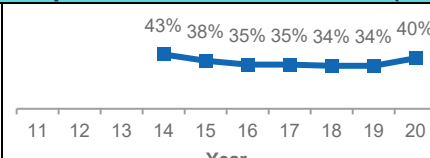


Results for SES Water	Percentage of household customers	Range and average for all water only Companies ¹	Comments or points of interest																						
Satisfaction with water services																									
Overall, satisfied with their water supply (Sample size: 150) ²	 <table border="1" style="display: none;"> <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>93%</td><td>90%</td><td>94%</td><td>96%</td><td>94%</td><td>94%</td><td>93%</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%	90%	94%	96%	94%	94%	93%	91%	95%	94%	95% to 89% Average: 93%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	93%	90%	94%	96%	94%	94%	93%	91%	95%	94%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 145)	 <table border="1" style="display: none;"> <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>77%</td><td>80%</td><td>67%</td><td>73%</td><td>74%</td><td>71%</td><td>69%</td><td>67%</td><td>75%</td><td>73%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	77%	80%	67%	73%	74%	71%	69%	67%	75%	73%	84% to 66% Average: 76%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	77%	80%	67%	73%	74%	71%	69%	67%	75%	73%															
Views on fairness and affordability of charges																									
Agree that water and sewerage charges are affordable (Sample size: 147) ³	 <table border="1" style="display: none;"> <caption>Agreement 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>73%</td><td>86%</td><td>76%</td><td>75%</td><td>72%</td><td>72%</td><td>80%</td><td>81%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	73%	86%	76%	75%	72%	72%	80%	81%			87% to 72% Average: 83%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	73%	86%	76%	75%	72%	72%	80%	81%																	
Agree that charges are fair (Sample size: 142)	 <table border="1" style="display: none;"> <caption>Agreement 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>72%</td><td>68%</td><td>55%</td><td>74%</td><td>60%</td><td>59%</td><td>56%</td><td>56%</td><td>65%</td><td>65%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	72%	68%	55%	74%	60%	59%	56%	56%	65%	65%	75% to 64% Average: 69%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	72%	68%	55%	74%	60%	59%	56%	56%	65%	65%															
Care and trust																									
Agree their water company cares about the service they provide to customers (Sample size: 142)	 <table border="1" style="display: none;"> <caption>Agreement that 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>65%</td><td>62%</td><td>63%</td><td>77%</td><td>72%</td><td>68%</td><td>66%</td><td>61%</td><td>67%</td><td>57%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	65%	62%	63%	77%	72%	68%	66%	61%	67%	57%	80% to 57% Average: 68%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	65%	62%	63%	77%	72%	68%	66%	61%	67%	57%															
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" style="display: none;"> <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>7.20</td><td>6.81</td><td>7.24</td><td>7.90</td><td>7.61</td><td>7.26</td><td>7.82</td><td>7.52</td><td>7.58</td><td>7.63</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Score	7.20	6.81	7.24	7.90	7.61	7.26	7.82	7.52	7.58	7.63	8.45 to 7.60 Average: 7.91	
Year	11	12	13	14	15	16	17	18	19	20															
Score	7.20	6.81	7.24	7.90	7.61	7.26	7.82	7.52	7.58	7.63															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 148)	 <table border="1" style="display: none;"> <caption>Likelihood 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>78%</td><td>71%</td><td>68%</td><td>70%</td><td>64%</td><td>64%</td><td>71%</td><td>66%</td><td>79%</td><td>69%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	78%	71%	68%	70%	64%	64%	71%	66%	79%	69%	77% to 69% Average: 73%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	78%	71%	68%	70%	64%	64%	71%	66%	79%	69%															
Aware of option to have a free water meter (Sample size: 55*) ⁴	 <table border="1" style="display: none;"> <caption>Awareness of free water meter option (%)</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>50%</td><td>57%</td><td>62%</td><td>54%</td><td>61%</td><td>75%</td><td>79%</td><td>86%</td><td>72%</td><td>69%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	50%	57%	62%	54%	61%	75%	79%	86%	72%	69%	79% to 66% Average: 74%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	50%	57%	62%	54%	61%	75%	79%	86%	72%	69%															

Results for SES Water	Percentage of household customers	Range and average for all water only Companies ¹	Comments or points of interest																						
Aware of option for customers who ask for a meter to be fitted to go back to rateable value charge within 24 months (Sample size: 55*) ⁴	 <table border="1" style="display: none;"> <caption>Awareness of meter option</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>21%</td><td>39%</td><td>19%</td><td>36%</td><td>21%</td><td>32%</td><td>19%</td><td>27%</td><td>34%</td><td>24%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	21%	39%	19%	36%	21%	32%	19%	27%	34%	24%	38% to 15% Average: 29%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	21%	39%	19%	36%	21%	32%	19%	27%	34%	24%															
Aware of, or on WaterSure tariff (Sample size: 150*)	 <table border="1" style="display: none;"> <caption>Awareness of 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>3%</td><td>22%</td><td>8%</td><td>14%</td><td>12%</td><td>7%</td><td>14%</td><td>8%</td><td>11%</td><td>9%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	3%	22%	8%	14%	12%	7%	14%	8%	11%	9%	15% to 8% Average: 11%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	3%	22%	8%	14%	12%	7%	14%	8%	11%	9%															
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 150*) ³	 <table border="1" style="display: none;"> <caption>Awareness of other schemes</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>3%</td><td>3%</td><td>5%</td><td>1%</td><td>3%</td><td>3%</td><td>4%</td><td>4%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	3%	3%	5%	1%	3%	3%	4%	4%			7% to 2% Average: 4%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	3%	3%	5%	1%	3%	3%	4%	4%																	
Aware of Priority Services. (Sample size: 150*) ⁵	 <table border="1" style="display: none;"> <caption>Awareness of Priority Services</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>51%</td><td>46%</td><td>42%</td><td>44%</td><td>36%</td><td>42%</td><td>42%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	51%	46%	42%	44%	36%	42%	42%				55% to 39% Average: 47%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	51%	46%	42%	44%	36%	42%	42%																		
Contact																									
Contacted water company with a query in last 12 months (Sample size: 150*)	 <table border="1" style="display: none;"> <caption>Contacted water company</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>13%</td><td>10%</td><td>16%</td><td>13%</td><td>12%</td><td>19%</td><td>19%</td><td>18%</td><td>21%</td><td>15%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	13%	10%	16%	13%	12%	19%	19%	18%	21%	15%	23% to 11% Average: 17%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	13%	10%	16%	13%	12%	19%	19%	18%	21%	15%															
Reason for contacting water company was to complain (Sample size: 22 who made contact:)	 <table border="1" style="display: none;"> <caption>Reason for contacting water company</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>16%</td><td>13%</td><td>4%</td><td>0%</td><td>11%</td><td>0%</td><td>7%</td><td>0%</td><td>3%</td><td>9%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	16%	13%	4%	0%	11%	0%	7%	0%	3%	9%	15% to 0% Average: 4%	Low base size
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	16%	13%	4%	0%	11%	0%	7%	0%	3%	9%															
Overall, satisfied with the way their query was handled (Sample size: 21 who made contact)	 <table border="1" style="display: none;"> <caption>Satisfaction with query handling</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>65%</td><td>85%</td><td>78%</td><td>84%</td><td>94%</td><td>83%</td><td>76%</td><td>72%</td><td>78%</td><td>67%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	65%	85%	78%	84%	94%	83%	76%	72%	78%	67%	96% to 67% Average: 77%	Low base size
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	65%	85%	78%	84%	94%	83%	76%	72%	78%	67%															

Results for SES Water	Percentage of household customers	Range and average for all water only Companies ¹	Comments or points of interest																						
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 150)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>97%</td><td>93%</td><td>96%</td><td>95%</td><td>97%</td><td>95%</td><td>94%</td><td>96%</td><td>95%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	93%	97%	93%	96%	95%	97%	95%	94%	96%	95%	98% to 89% Average: 94%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	93%	97%	93%	96%	95%	97%	95%	94%	96%	95%															
Satisfied with taste and smell (Sample size: 148)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>91%</td><td>93%</td><td>90%</td><td>98%</td><td>92%</td><td>94%</td><td>91%</td><td>90%</td><td>95%</td><td>93%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	91%	93%	90%	98%	92%	94%	91%	90%	95%	93%	93% to 83% Average: 88%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	91%	93%	90%	98%	92%	94%	91%	90%	95%	93%															
Satisfied with hardness/softness (Sample size: 145)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>72%</td><td>73%</td><td>67%</td><td>77%</td><td>69%</td><td>68%</td><td>59%</td><td>63%</td><td>72%</td><td>62%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	72%	73%	67%	77%	69%	68%	59%	63%	72%	62%	72% to 39% Average: 54%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	72%	73%	67%	77%	69%	68%	59%	63%	72%	62%															
Satisfied with safety (Sample size: 147)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>93%</td><td>96%</td><td>97%</td><td>95%</td><td>93%</td><td>95%</td><td>92%</td><td>97%</td><td>99%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	96%	93%	96%	97%	95%	93%	95%	92%	97%	99%	99% to 89% Average: 94%	Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	96%	93%	96%	97%	95%	93%	95%	92%	97%	99%															
Satisfied with reliability of supply (Sample size: 148)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>99%</td><td>98%</td><td>97%</td><td>98%</td><td>96%</td><td>97%</td><td>97%</td><td>100%</td><td>99%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	98%	99%	98%	97%	98%	96%	97%	97%	100%	99%	100% to 95% Average: 98%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	98%	99%	98%	97%	98%	96%	97%	97%	100%	99%															
Satisfied with water pressure (Sample size: 150)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>93%</td><td>91%</td><td>91%</td><td>90%</td><td>87%</td><td>87%</td><td>85%</td><td>93%</td><td>86%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	90%	93%	91%	91%	90%	87%	87%	85%	93%	86%	92% to 85% Average: 90%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	90%	93%	91%	91%	90%	87%	87%	85%	93%	86%															
Likelihood to recommend as a provider of water services (NPS score)																									
Extremely likely to recommend SES Water to friends and family as a provider (Sample size: 146) ^{3,6}	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>43%</td><td>38%</td><td>35%</td><td>35%</td><td>34%</td><td>34%</td><td>40%</td></tr> </table>	Year	14	15	16	17	18	19	20	Percentage	43%	38%	35%	35%	34%	34%	40%	56% to 33% Average: 42%							
Year	14	15	16	17	18	19	20																		
Percentage	43%	38%	35%	35%	34%	34%	40%																		

**SES Water sewerage services are provided by Thames Water
(116 respondents) or Southern Water (14 respondents).⁷**



Results for sewerage service providers for SES Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																						
Satisfaction with sewerage services																									
Overall, satisfied with their sewerage services (Sample size: 130)	<table border="1" style="display: none;"> <caption>Satisfaction with sewerage services (%)</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>88%</td><td>86%</td><td>82%</td><td>92%</td><td>92%</td><td>82%</td><td>84%</td><td>78%</td><td>82%</td><td>81%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	88%	86%	82%	92%	92%	82%	84%	78%	82%	81%	93% to 78% Average: 85%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	88%	86%	82%	92%	92%	82%	84%	78%	82%	81%															
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (Sample size: 128)	<table border="1" style="display: none;"> <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>75%</td><td>78%</td><td>67%</td><td>73%</td><td>76%</td><td>73%</td><td>66%</td><td>64%</td><td>76%</td><td>69%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	75%	78%	67%	73%	76%	73%	66%	64%	76%	69%	84% to 60% Average: 76%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	75%	78%	67%	73%	76%	73%	66%	64%	76%	69%															
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 91)	<table border="1" style="display: none;"> <caption>Satisfaction with actions to reduce smells (%)</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>79%</td><td>90%</td><td>54%</td><td>82%</td><td>79%</td><td>60%</td><td>68%</td><td>60%</td><td>82%</td><td>77%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	79%	90%	54%	82%	79%	60%	68%	60%	82%	77%	85% to 75% Average: 80%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	79%	90%	54%	82%	79%	60%	68%	60%	82%	77%															
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 95)	<table border="1" style="display: none;"> <caption>Satisfaction with maintenance of sewer pipes (%)</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>83%</td><td>92%</td><td>64%</td><td>85%</td><td>85%</td><td>73%</td><td>70%</td><td>70%</td><td>79%</td><td>77%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	83%	92%	64%	85%	85%	73%	70%	70%	79%	77%	87% to 77% Average: 80%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	83%	92%	64%	85%	85%	73%	70%	70%	79%	77%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 77)	<table border="1" style="display: none;"> <caption>Satisfaction with company cleaning of waste water (%)</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>88%</td><td>76%</td><td>92%</td><td>85%</td><td>69%</td><td>77%</td><td>69%</td><td>66%</td><td>69%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	82%	88%	76%	92%	85%	69%	77%	69%	66%	69%	86% to 64% Average: 75%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	82%	88%	76%	92%	85%	69%	77%	69%	66%	69%															
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 89)	<table border="1" style="display: none;"> <caption>Satisfaction with actions to minimise sewer flooding (%)</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>77%</td><td>85%</td><td>68%</td><td>80%</td><td>82%</td><td>70%</td><td>68%</td><td>60%</td><td>62%</td><td>71%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	77%	85%	68%	80%	82%	70%	68%	60%	62%	71%	84% to 71% Average: 76%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	77%	85%	68%	80%	82%	70%	68%	60%	62%	71%															
Likelihood to recommend as a provider of sewerage services																									
Extremely likely to recommend sewerage company to friends and family as a provider (Sample size: 127) ^{3,6}	<table border="1" style="display: none;"> <caption>Likelihood to recommend sewerage company (%)</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>35%</td><td>34%</td><td>26%</td><td>29%</td><td>31%</td><td>30%</td><td>35%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	35%	34%	26%	29%	31%	30%	35%				56% to 29% Average: 40%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	35%	34%	26%	29%	31%	30%	35%																		

Sample Profile

Regional sample profile for SES Water	(Sample size: 150*)
Gender	
Male	51%
Female	49%
Age	
18-29	1%
30-44	13%
45-59	36%
60-74	34%
75+	16%
SEC	
Higher managerial, administrative & professional occupations	56%
Intermediate occupations	21%
Routine & manual occupations	15%
Never worked and long-term unemployed/ Full-time students	7%
Refused	1%
Water meter	
Proportion having a water meter	51%

- Statistical reliability on sample size of 150 is +/- 8.00%

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

² Sample size excludes don't knows unless followed by an asterisk *

³ Question not asked in all years.

⁴ Question filtered on unmetered households as per main report.

⁵ Question wording changed in 2014.

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

⁷ There is no differentiation between sewerage service providers within the results.