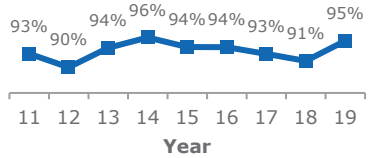
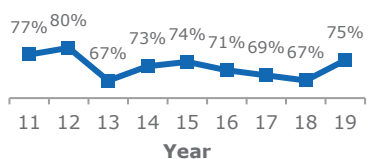
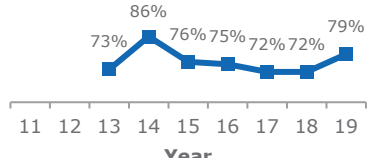
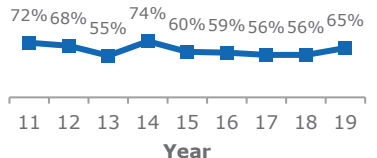
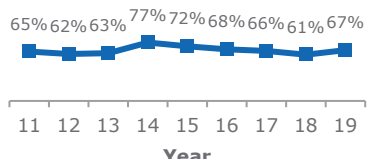
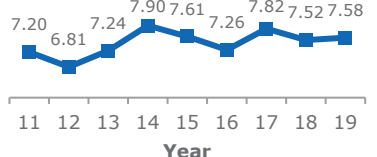
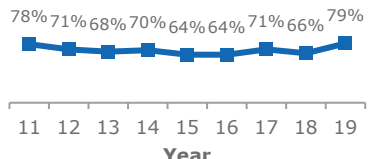
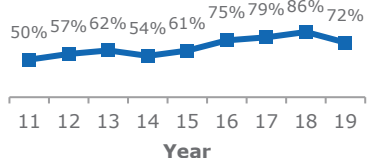
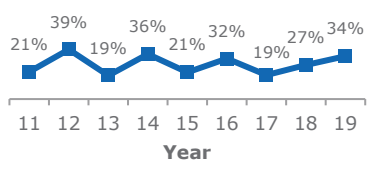
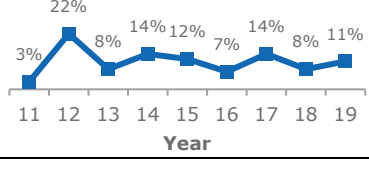
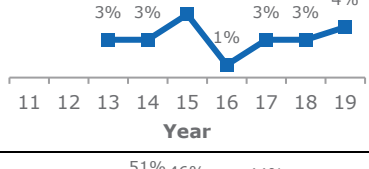
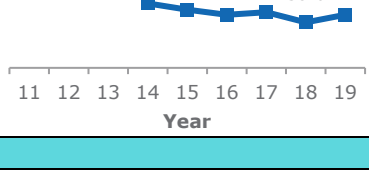
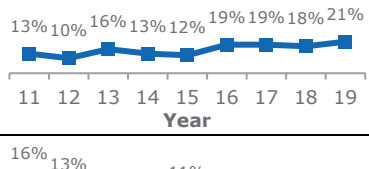
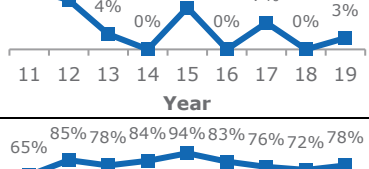

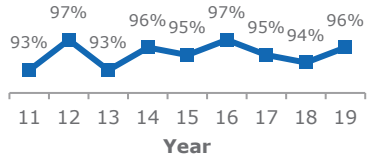
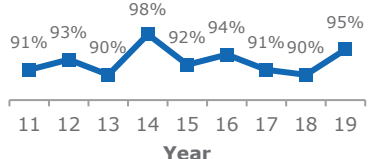
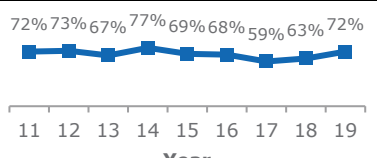
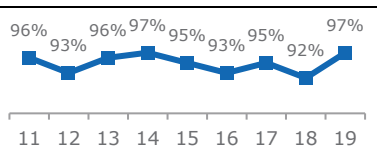
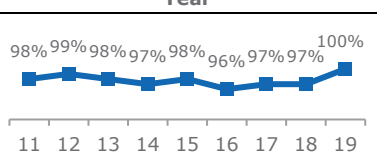
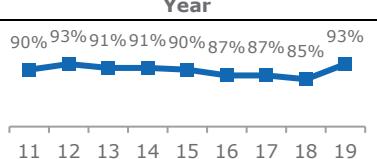
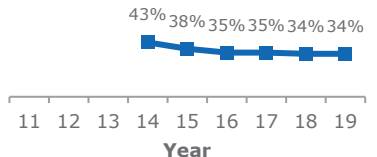


Results for SES Water	Percentage of household customers	Range and average for all water only Companies <sup>1</sup>	Comments or points of interest																				
<b>Satisfaction with water services</b>																							
Overall, satisfied with their water supply (Sample size: 150) <sup>2</sup>	 <table border="1" 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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	93%	90%	94%	96%	94%	94%	93%	91%	95%	96% to 86% Average: 91%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	93%	90%	94%	96%	94%	94%	93%	91%	95%														
<b>Satisfaction with value for money</b>																							
Satisfied with value for money of water services (Sample size: 142)	 <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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	77%	80%	67%	73%	74%	71%	69%	67%	75%	85% to 70% Average: 76%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	77%	80%	67%	73%	74%	71%	69%	67%	75%														
<b>Views on fairness and affordability of charges</b>																							
Agree that water and sewerage charges are affordable (Sample size: 146) <sup>3</sup>	 <table border="1" style="display: none;"> <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></tr> <tr><th>Percentage</th><td>73%</td><td>86%</td><td>76%</td><td>75%</td><td>72%</td><td>72%</td><td>79%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	73%	86%	76%	75%	72%	72%	79%			88% to 70% Average: 79%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	73%	86%	76%	75%	72%	72%	79%																
Agree that charges are fair (Sample size: 132)	 <table border="1" style="display: none;"> <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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	72%	68%	55%	74%	60%	59%	56%	56%	65%	82% to 58% Average: 67%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	72%	68%	55%	74%	60%	59%	56%	56%	65%														
<b>Care and trust</b>																							
Agree their water company cares about the service they provide to customers (Sample size: 134)	 <table border="1" style="display: none;"> <caption>Agree 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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	65%	62%	63%	77%	72%	68%	66%	61%	67%	82% to 60% Average: 67%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	65%	62%	63%	77%	72%	68%	66%	61%	67%														
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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Score	7.20	6.81	7.24	7.90	7.61	7.26	7.82	7.52	7.58	8.57 to 7.30 Average: 7.74	
Year	11	12	13	14	15	16	17	18	19														
Score	7.20	6.81	7.24	7.90	7.61	7.26	7.82	7.52	7.58														
<b>Awareness of consumer rights and responsibilities</b>																							
Likely to contact company if worried about paying bill (Sample size: 138)	 <table border="1" style="display: none;"> <caption>Likely to contact company if worried (%)</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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	78%	71%	68%	70%	64%	64%	71%	66%	79%	83% to 70% Average: 74%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19														
Percentage	78%	71%	68%	70%	64%	64%	71%	66%	79%														
Aware of option to have a free water meter (Sample size: 65*) <sup>4</sup>	 <table border="1" style="display: none;"> <caption>Aware 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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	50%	57%	62%	54%	61%	75%	79%	86%	72%	78% to 63% Average: 68%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19														
Percentage	50%	57%	62%	54%	61%	75%	79%	86%	72%														

Results for SES Water	Percentage of household customers	Range and average for all water only Companies <sup>1</sup>	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: 65*) <sup>4</sup>	 <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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	21%	39%	19%	36%	21%	32%	19%	27%	34%	38% to 17% Average: 27%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	21%	39%	19%	36%	21%	32%	19%	27%	34%														
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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	3%	22%	8%	14%	12%	7%	14%	8%	11%	17% to 9% Average: 11%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	3%	22%	8%	14%	12%	7%	14%	8%	11%														
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 150*) <sup>3</sup>	 <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></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></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	3%	3%	5%	1%	3%	3%	4%			9% to 2% Average: 4%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	3%	3%	5%	1%	3%	3%	4%																
Aware of Priority Services. (Sample size: 150*) <sup>5</sup>	 <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></tr> <tr><th>Percentage</th><td>51%</td><td>46%</td><td>42%</td><td>44%</td><td>36%</td><td>42%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	51%	46%	42%	44%	36%	42%				54% to 38% Average: 43%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	51%	46%	42%	44%	36%	42%																	
<b>Contact</b>																							
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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	13%	10%	16%	13%	12%	19%	19%	18%	21%	27% to 12% Average: 22%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	13%	10%	16%	13%	12%	19%	19%	18%	21%														
Reason for contacting water company was to complain (Sample size: 32 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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	16%	13%	4%	0%	11%	0%	7%	0%	3%	9% to 0% Average: 4%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	16%	13%	4%	0%	11%	0%	7%	0%	3%														
Overall, satisfied with the way their query was handled (Sample size: 32 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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	65%	85%	78%	84%	94%	83%	76%	72%	78%	87% to 73% Average: 78%	Low base size
Year	11	12	13	14	15	16	17	18	19														
Percentage	65%	85%	78%	84%	94%	83%	76%	72%	78%														

Results for SES 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" 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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	93%	97%	93%	96%	95%	97%	95%	94%	96%	99% to 89% Average: 92%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	93%	97%	93%	96%	95%	97%	95%	94%	96%														
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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	91%	93%	90%	98%	92%	94%	91%	90%	95%	95% to 81% Average: 86%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19														
Percentage	91%	93%	90%	98%	92%	94%	91%	90%	95%														
Satisfied with hardness/softness (Sample size: 138)	 <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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	72%	73%	67%	77%	69%	68%	59%	63%	72%	80% to 45% Average: 56%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19														
Percentage	72%	73%	67%	77%	69%	68%	59%	63%	72%														
Satisfied with safety (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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	96%	93%	96%	97%	95%	93%	95%	92%	97%	97% to 86% Average: 92%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19														
Percentage	96%	93%	96%	97%	95%	93%	95%	92%	97%														
Satisfied with reliability of supply (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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	98%	99%	98%	97%	98%	96%	97%	97%	100%	100% to 93% Average: 97%	Significant change since last year Significantly higher than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	98%	99%	98%	97%	98%	96%	97%	97%	100%														
Satisfied with water pressure (Sample size: 149)	 <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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	90%	93%	91%	91%	90%	87%	87%	85%	93%	93% to 80% Average: 88%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19														
Percentage	90%	93%	91%	91%	90%	87%	87%	85%	93%														
<b>Likelihood to recommend as a provider of water services (NPS score)</b>																							
Extremely likely to recommend SES Water to friends and family as a provider (Sample size: 140) <sup>3,6</sup>	 <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></tr> <tr><th>Percentage</th><td>43%</td><td>38%</td><td>35%</td><td>35%</td><td>34%</td><td>34%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	43%	38%	35%	35%	34%	34%				71% to 32% Average: 40%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	43%	38%	35%	35%	34%	34%																	

**SES Water sewerage services are provided by Thames Water  
(132 respondents) or Southern Water (12 respondents).<sup>7</sup>**



Results for sewerage service providers for SES 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: 140)	<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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	88%	86%	82%	92%	92%	82%	84%	78%	82%	92% to 80% Average: 86%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	88%	86%	82%	92%	92%	82%	84%	78%	82%														
<b>Satisfaction with value for money</b>																							
Satisfied with value for money of sewerage services (Sample size: 131)	<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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	75%	78%	67%	73%	76%	73%	66%	64%	76%	84% to 65% Average: 75%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19														
Percentage	75%	78%	67%	73%	76%	73%	66%	64%	76%														
<b>A sewerage system that works</b>																							
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 93)	<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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	79%	90%	54%	82%	79%	60%	68%	60%	82%	85% to 72% Average: 78%	Significant increase since last year
Year	11	12	13	14	15	16	17	18	19														
Percentage	79%	90%	54%	82%	79%	60%	68%	60%	82%														
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 110)	<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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	83%	92%	64%	85%	85%	73%	70%	70%	79%	86% to 73% Average: 79%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	83%	92%	64%	85%	85%	73%	70%	70%	79%														
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 93)	<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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	82%	88%	76%	92%	85%	69%	77%	69%	66%	87% to 65% Average: 75%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	82%	88%	76%	92%	85%	69%	77%	69%	66%														
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 107)	<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></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></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	77%	85%	68%	80%	82%	70%	68%	60%	62%	88% to 62% Average: 77%	Significantly lower than WoC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	77%	85%	68%	80%	82%	70%	68%	60%	62%														
<b>Likelihood to recommend as a provider of sewerage services</b>																							
Extremely likely to recommend sewerage company to friends and family as a provider (Sample size: 135) <sup>3,6</sup>	<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></tr> <tr><th>Percentage</th><td>35%</td><td>34%</td><td>26%</td><td>29%</td><td>31%</td><td>30%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	35%	34%	26%	29%	31%	30%				65% to 30% Average: 38%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	35%	34%	26%	29%	31%	30%																	

**Sample Profile**

Regional sample profile for SES Water	(Sample size: 150*)
<b>Gender</b>	
Male	47%
Female	53%
<b>Age</b>	
18-29	2%
30-44	5%
45-59	47%
60-74	32%
75+	13%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	50%
Intermediate occupations	26%
Routine & manual occupations	18%
Never worked and long-term unemployed/ Full-time students	5%
Refused	1%
<b>Water meter</b>	
Proportion having a water meter	52%

- Statistical reliability on sample size of 150 is +/- 7.83%

<sup>1</sup> Average (mean) proportion for all WoCs is 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 filtered on unmetered households as per main report.

<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.

<sup>7</sup> There is no differentiation between sewerage service providers within the results.