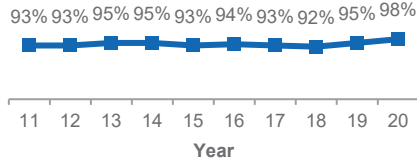
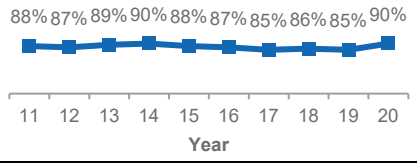
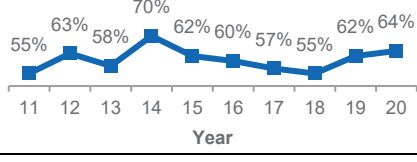
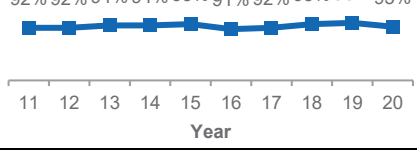
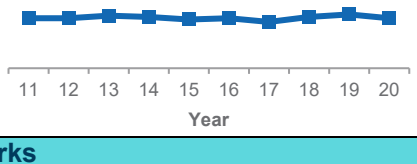
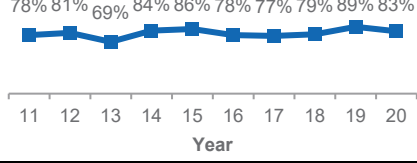
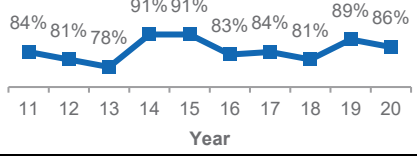
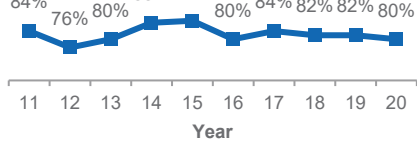


Results for Wessex Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Satisfaction with water and sewerage services																									
Overall satisfaction with water supply (Sample size: 200) ²	<table border="1"> <tr><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>94%</td><td>93%</td><td>93%</td><td>95%</td><td>93%</td><td>91%</td><td>91%</td><td>91%</td><td>93%</td><td>95%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	94%	93%	93%	95%	93%	91%	91%	91%	93%	95%	96% to 87% Average: 92%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	94%	93%	93%	95%	93%	91%	91%	91%	93%	95%															
Overall satisfaction with sewerage services (Sample size: 173)	<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>89%</td><td>87%</td><td>90%</td><td>94%</td><td>93%</td><td>91%</td><td>90%</td><td>87%</td><td>93%</td><td>87%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	89%	87%	90%	94%	93%	91%	90%	87%	93%	87%	90% to 78% Average: 85%	Significant change since last year
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	89%	87%	90%	94%	93%	91%	90%	87%	93%	87%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 194)	<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>64%</td><td>73%</td><td>74%</td><td>78%</td><td>76%</td><td>75%</td><td>76%</td><td>75%</td><td>79%</td><td>76%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	64%	73%	74%	78%	76%	75%	76%	75%	79%	76%	84% to 70% Average: 77%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	64%	73%	74%	78%	76%	75%	76%	75%	79%	76%															
Satisfied with value for money of sewerage services (Sample size: 170)	<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>68%</td><td>75%</td><td>73%</td><td>79%</td><td>81%</td><td>80%</td><td>78%</td><td>79%</td><td>83%</td><td>79%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	68%	75%	73%	79%	81%	80%	78%	79%	83%	79%	87% to 67% Average: 78%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	68%	75%	73%	79%	81%	80%	78%	79%	83%	79%															
Views on fairness and affordability of charges																									
Agree water and sewerage charges are affordable (Sample size: 196)	<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>71%</td><td>78%</td><td>66%</td><td>80%</td><td>80%</td><td>80%</td><td>78%</td><td>77%</td><td>79%</td><td>87%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	71%	78%	66%	80%	80%	80%	78%	77%	79%	87%	87% to 75% Average: 82%	Significantly higher than WaSC average Significant change since last year
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	71%	78%	66%	80%	80%	80%	78%	77%	79%	87%															
Agree charges are fair (Sample size: 184)	<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>59%</td><td>71%</td><td>57%</td><td>69%</td><td>65%</td><td>67%</td><td>67%</td><td>62%</td><td>65%</td><td>76%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	59%	71%	57%	69%	65%	67%	67%	62%	65%	76%	77% to 57% Average: 69%	Significantly higher than WaSC average Significant change since last year
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	59%	71%	57%	69%	65%	67%	67%	62%	65%	76%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 185)	<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>72%</td><td>78%</td><td>66%</td><td>78%</td><td>77%</td><td>74%</td><td>74%</td><td>70%</td><td>75%</td><td>80%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	72%	78%	66%	78%	77%	74%	74%	70%	75%	80%	81% to 60% Average: 71%	Significantly higher than WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	72%	78%	66%	78%	77%	74%	74%	70%	75%	80%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 196)	<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>Mean Score</th><td>7.73</td><td>7.49</td><td>7.45</td><td>7.94</td><td>7.97</td><td>7.75</td><td>7.86</td><td>8.08</td><td>8.19</td><td>8.31</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Mean Score	7.73	7.49	7.45	7.94	7.97	7.75	7.86	8.08	8.19	8.31	8.31 to 7.20 Average: 7.86	Significantly higher than WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Mean Score	7.73	7.49	7.45	7.94	7.97	7.75	7.86	8.08	8.19	8.31															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 194)	<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>82%</td><td>72%</td><td>77%</td><td>76%</td><td>71%</td><td>71%</td><td>74%</td><td>79%</td><td>79%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	84%	82%	72%	77%	76%	71%	71%	74%	79%	79%	79% to 64% Average: 73%	Significantly higher than WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	84%	82%	72%	77%	76%	71%	71%	74%	79%	79%															

Results for Wessex Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Aware of free meter option (Sample size: 85*) 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><td>20</td></tr> <tr><th>Percentage</th><td>50%</td><td>63%</td><td>67%</td><td>59%</td><td>65%</td><td>70%</td><td>79%</td><td>78%</td><td>76%</td><td>75%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	50%	63%	67%	59%	65%	70%	79%	78%	76%	75%	75% to 54% Average: 64%	Low base size Significantly higher than WaSC average
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	50%	63%	67%	59%	65%	70%	79%	78%	76%	75%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 85*) 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><td>20</td></tr> <tr><th>Percentage</th><td>25%</td><td>41%</td><td>32%</td><td>32%</td><td>25%</td><td>32%</td><td>34%</td><td>42%</td><td>35%</td><td>28%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	25%	41%	32%	32%	25%	32%	34%	42%	35%	28%	45% to 23% Average: 30%	Low base size
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	25%	41%	32%	32%	25%	32%	34%	42%	35%	28%															
Aware of WaterSure tariff (Sample size: 200*)	<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>7%</td><td>18%</td><td>11%</td><td>11%</td><td>6%</td><td>14%</td><td>8%</td><td>9%</td><td>8%</td><td>6%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	7%	18%	11%	11%	6%	14%	8%	9%	8%	6%	15% to 6% Average: 9%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	7%	18%	11%	11%	6%	14%	8%	9%	8%	6%															
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 200*) 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><td>20</td></tr> <tr><th>Percentage</th><td>7%</td><td>3%</td><td>5%</td><td>5%</td><td>4%</td><td>5%</td><td>5%</td><td>6%</td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	7%	3%	5%	5%	4%	5%	5%	6%			9% to 2% Average: 6%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	7%	3%	5%	5%	4%	5%	5%	6%																	
Aware of Priority Services (Sample size: 200*) 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>52%</td><td>57%</td><td>47%</td><td>43%</td><td>49%</td><td>43%</td><td>44%</td><td></td><td></td><td></td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	52%	57%	47%	43%	49%	43%	44%				49% to 37% Average: 42%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	52%	57%	47%	43%	49%	43%	44%																		
Contact																									
Contacted water company with query in last 12 months (Sample size: 199*)	<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>15%</td><td>21%</td><td>16%</td><td>16%</td><td>18%</td><td>14%</td><td>24%</td><td>17%</td><td>21%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	8%	15%	21%	16%	16%	18%	14%	24%	17%	21%	25% to 13% Average: 18%	
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	8%	15%	21%	16%	16%	18%	14%	24%	17%	21%															
Reason for contacting water company was to complain (Sample size: 41 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>18%</td><td>14%</td><td>6%</td><td>3%</td><td>2%</td><td>6%</td><td>0%</td><td>2%</td><td>12%</td><td>0%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	18%	14%	6%	3%	2%	6%	0%	2%	12%	0%	5% to 0% Average: 3%	Low base size Significant change since last year
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	18%	14%	6%	3%	2%	6%	0%	2%	12%	0%															
Satisfaction with way query handled (Sample size: 41 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>93%</td><td>80%</td><td>83%</td><td>96%</td><td>86%</td><td>86%</td><td>89%</td><td>84%</td><td>85%</td><td>88%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	20	Percentage	93%	80%	83%	96%	86%	86%	89%	84%	85%	88%	92% to 58% Average: 79%	Low base size
Year	11	12	13	14	15	16	17	18	19	20															
Percentage	93%	80%	83%	96%	86%	86%	89%	84%	85%	88%															

Results for Wessex Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest
Water on tap			
Satisfied with colour and appearance of tap water (Sample size: 199)	 <p>93% 93% 95% 95% 93% 94% 93% 92% 95% 98%</p> <p>Year</p>	98% to 90% Average: 93%	Significantly higher than WaSC average Significant change since last year
Satisfied with taste and smell (Sample size: 197)	 <p>88% 87% 89% 90% 88% 87% 85% 86% 85% 90%</p> <p>Year</p>	93% to 84% Average: 88%	
Satisfied with hardness/softness (Sample size: 193)	 <p>55% 63% 58% 70% 62% 60% 57% 55% 62% 64%</p> <p>Year</p>	93% to 47% Average: 71%	Significantly lower than WaSC average
Satisfied with safety (Sample size: 197)	 <p>92% 92% 94% 94% 95% 91% 92% 95% 96% 93%</p> <p>Year</p>	95% to 89% Average: 93%	
Satisfied with reliability of supply (Sample size: 200)	 <p>99% 97% 98% 98% 98% 97% 95% 98% 97% 97%</p> <p>Year</p>	99% to 93% Average: 96%	
Satisfied with water pressure (Sample size: 200)	 <p>90% 90% 92% 91% 89% 90% 87% 91% 93% 90%</p> <p>Year</p>	94% to 82% Average: 88%	
A sewerage system that works			
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 128)	 <p>78% 81% 69% 84% 86% 78% 77% 79% 89% 83%</p> <p>Year</p>	88% to 72% Average: 80%	
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 142)	 <p>84% 81% 78% 91% 91% 83% 84% 81% 89% 86%</p> <p>Year</p>	87% to 76% Average: 83%	
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 129)	 <p>84% 76% 80% 88% 89% 80% 84% 82% 82% 80%</p> <p>Year</p>	87% to 69% Average: 79%	

Results for Wessex Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Satisfied with company actions to minimise sewer flooding (Sample size: 131)	<table border="1"> <caption>Satisfaction with company actions to minimise sewer flooding</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>11</td><td>83%</td></tr> <tr><td>12</td><td>76%</td></tr> <tr><td>13</td><td>71%</td></tr> <tr><td>14</td><td>86%</td></tr> <tr><td>15</td><td>88%</td></tr> <tr><td>16</td><td>81%</td></tr> <tr><td>17</td><td>82%</td></tr> <tr><td>18</td><td>76%</td></tr> <tr><td>19</td><td>85%</td></tr> <tr><td>20</td><td>76%</td></tr> </tbody> </table>	Year	Percentage	11	83%	12	76%	13	71%	14	86%	15	88%	16	81%	17	82%	18	76%	19	85%	20	76%	87% to 68% Average: 77%	Significant change since last year
Year	Percentage																								
11	83%																								
12	76%																								
13	71%																								
14	86%																								
15	88%																								
16	81%																								
17	82%																								
18	76%																								
19	85%																								
20	76%																								
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: 187) ^{4,6}	<table border="1"> <caption>Likelihood to recommend the company to friends and family as a provider</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>11</td><td>46%</td></tr> <tr><td>12</td><td>46%</td></tr> <tr><td>13</td><td>40%</td></tr> <tr><td>14</td><td>48%</td></tr> <tr><td>15</td><td>38%</td></tr> <tr><td>16</td><td>51%</td></tr> <tr><td>17</td><td>50%</td></tr> <tr><td>18</td><td>51%</td></tr> <tr><td>19</td><td>50%</td></tr> <tr><td>20</td><td>50%</td></tr> </tbody> </table>	Year	Percentage	11	46%	12	46%	13	40%	14	48%	15	38%	16	51%	17	50%	18	51%	19	50%	20	50%	62% to 29% Average: 45%	
Year	Percentage																								
11	46%																								
12	46%																								
13	40%																								
14	48%																								
15	38%																								
16	51%																								
17	50%																								
18	51%																								
19	50%																								
20	50%																								

Sample Profile

Regional sample profile for Wessex Water	(Sample size: 200*)
Gender	
Male	47%
Female	53%
Age	
18-29	0%
30-44	13%
45-59	36%
60-74	34%
75+	18%
SEC	
Higher managerial, administrative & professional occupations	52%
Intermediate occupations	18%
Routine & manual occupations	21%
Never worked and long-term unemployed/ Full-time students	7%
Refused	4%
Water meter	
Proportion having a water meter	58%

- Statistical reliability on sample size of 200 is +/- 6.93%

¹ Average (mean) proportion for all WaSCs 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 filtered on unmetered households as per the main report.

⁴ Question not asked in all years.

⁵ Question wording changed in 2014.

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