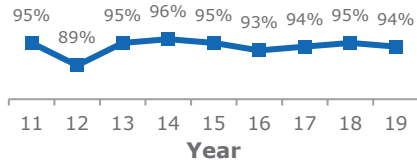
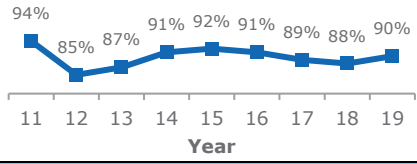
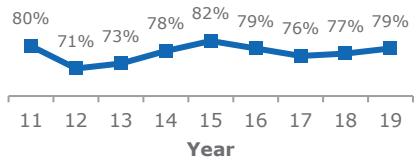
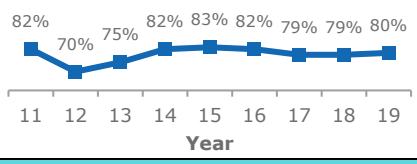
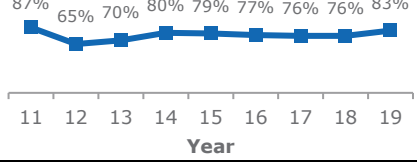
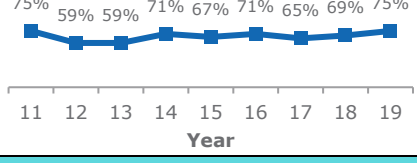
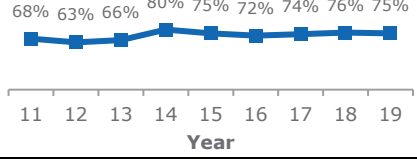
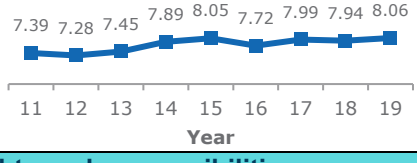
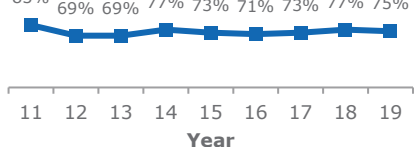
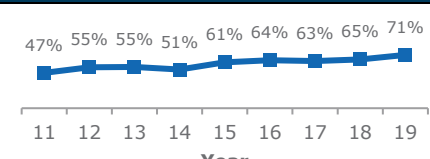
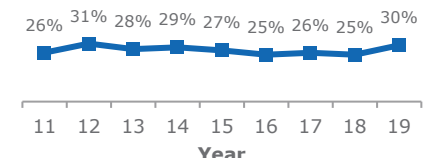
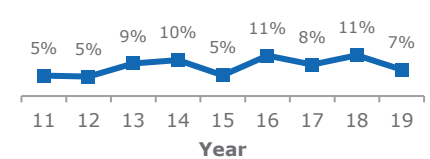
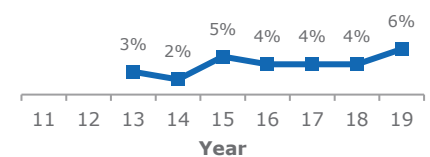
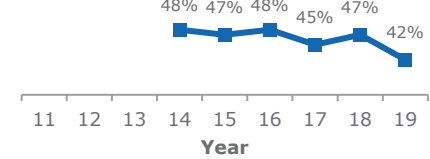
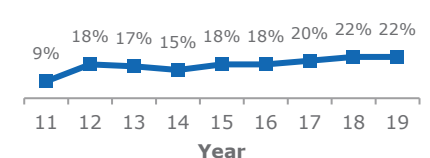
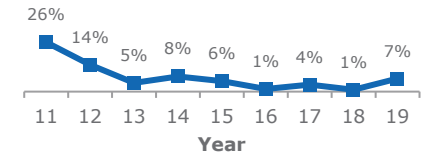
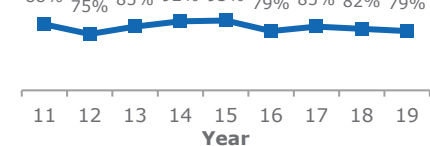
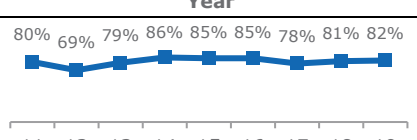
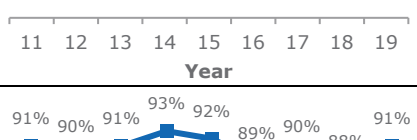
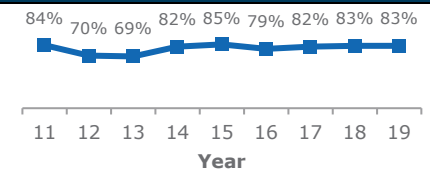
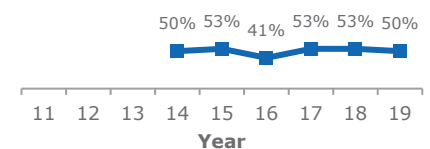


Results for Yorkshire Water	Percentage of household customers	Range and average for all WASCs <sup>1</sup>	Comments or points of interest																				
<b>Satisfaction with water and sewerage services</b>																							
Overall satisfaction with water supply (Sample size: 401) <sup>2</sup>	 <table border="1"> <caption>Overall satisfaction with water supply</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>95%</td></tr> <tr><td>12</td><td>89%</td></tr> <tr><td>13</td><td>95%</td></tr> <tr><td>14</td><td>96%</td></tr> <tr><td>15</td><td>95%</td></tr> <tr><td>16</td><td>93%</td></tr> <tr><td>17</td><td>94%</td></tr> <tr><td>18</td><td>95%</td></tr> <tr><td>19</td><td>94%</td></tr> </tbody> </table>	Year	Percentage	11	95%	12	89%	13	95%	14	96%	15	95%	16	93%	17	94%	18	95%	19	94%	94% to 87% Average: 91%	
Year	Percentage																						
11	95%																						
12	89%																						
13	95%																						
14	96%																						
15	95%																						
16	93%																						
17	94%																						
18	95%																						
19	94%																						
Overall satisfaction with sewerage services (Sample size: 373)	 <table border="1"> <caption>Overall satisfaction with sewerage services</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>94%</td></tr> <tr><td>12</td><td>85%</td></tr> <tr><td>13</td><td>87%</td></tr> <tr><td>14</td><td>91%</td></tr> <tr><td>15</td><td>92%</td></tr> <tr><td>16</td><td>91%</td></tr> <tr><td>17</td><td>89%</td></tr> <tr><td>18</td><td>88%</td></tr> <tr><td>19</td><td>90%</td></tr> </tbody> </table>	Year	Percentage	11	94%	12	85%	13	87%	14	91%	15	92%	16	91%	17	89%	18	88%	19	90%	93% to 79% Average: 86%	
Year	Percentage																						
11	94%																						
12	85%																						
13	87%																						
14	91%																						
15	92%																						
16	91%																						
17	89%																						
18	88%																						
19	90%																						
<b>Satisfaction with value for money</b>																							
Satisfied with value for money of water services (Sample size: 387)	 <table border="1"> <caption>Satisfied with value for money of water services</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>80%</td></tr> <tr><td>12</td><td>71%</td></tr> <tr><td>13</td><td>73%</td></tr> <tr><td>14</td><td>78%</td></tr> <tr><td>15</td><td>82%</td></tr> <tr><td>16</td><td>79%</td></tr> <tr><td>17</td><td>76%</td></tr> <tr><td>18</td><td>77%</td></tr> <tr><td>19</td><td>79%</td></tr> </tbody> </table>	Year	Percentage	11	80%	12	71%	13	73%	14	78%	15	82%	16	79%	17	76%	18	77%	19	79%	79% to 65% Average: 76%	
Year	Percentage																						
11	80%																						
12	71%																						
13	73%																						
14	78%																						
15	82%																						
16	79%																						
17	76%																						
18	77%																						
19	79%																						
Satisfied with value for money of sewerage services (Sample size: 367)	 <table border="1"> <caption>Satisfied with value for money of sewerage services</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>82%</td></tr> <tr><td>12</td><td>70%</td></tr> <tr><td>13</td><td>75%</td></tr> <tr><td>14</td><td>82%</td></tr> <tr><td>15</td><td>83%</td></tr> <tr><td>16</td><td>82%</td></tr> <tr><td>17</td><td>79%</td></tr> <tr><td>18</td><td>79%</td></tr> <tr><td>19</td><td>80%</td></tr> </tbody> </table>	Year	Percentage	11	82%	12	70%	13	75%	14	82%	15	83%	16	82%	17	79%	18	79%	19	80%	84% to 66% Average: 78%	
Year	Percentage																						
11	82%																						
12	70%																						
13	75%																						
14	82%																						
15	83%																						
16	82%																						
17	79%																						
18	79%																						
19	80%																						
<b>Views on fairness and affordability of charges</b>																							
Agree water and sewerage charges are affordable (Sample size: 392)	 <table border="1"> <caption>Agree water and sewerage charges are affordable</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>87%</td></tr> <tr><td>12</td><td>65%</td></tr> <tr><td>13</td><td>70%</td></tr> <tr><td>14</td><td>80%</td></tr> <tr><td>15</td><td>79%</td></tr> <tr><td>16</td><td>77%</td></tr> <tr><td>17</td><td>76%</td></tr> <tr><td>18</td><td>76%</td></tr> <tr><td>19</td><td>83%</td></tr> </tbody> </table>	Year	Percentage	11	87%	12	65%	13	70%	14	80%	15	79%	16	77%	17	76%	18	76%	19	83%	83% to 66% Average: 77%	Significant change since last year Significantly higher than WaSC average
Year	Percentage																						
11	87%																						
12	65%																						
13	70%																						
14	80%																						
15	79%																						
16	77%																						
17	76%																						
18	76%																						
19	83%																						
Agree charges are fair (Sample size: 378)	 <table border="1"> <caption>Agree charges are fair</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>75%</td></tr> <tr><td>12</td><td>59%</td></tr> <tr><td>13</td><td>59%</td></tr> <tr><td>14</td><td>71%</td></tr> <tr><td>15</td><td>67%</td></tr> <tr><td>16</td><td>71%</td></tr> <tr><td>17</td><td>65%</td></tr> <tr><td>18</td><td>69%</td></tr> <tr><td>19</td><td>75%</td></tr> </tbody> </table>	Year	Percentage	11	75%	12	59%	13	59%	14	71%	15	67%	16	71%	17	65%	18	69%	19	75%	75% to 50% Average: 66%	Significantly higher than WaSC average
Year	Percentage																						
11	75%																						
12	59%																						
13	59%																						
14	71%																						
15	67%																						
16	71%																						
17	65%																						
18	69%																						
19	75%																						
<b>Care and trust</b>																							
Agree company cares about service given to customers (Sample size: 378)	 <table border="1"> <caption>Agree company cares about service given to customers</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>11</td><td>68%</td></tr> <tr><td>12</td><td>63%</td></tr> <tr><td>13</td><td>66%</td></tr> <tr><td>14</td><td>80%</td></tr> <tr><td>15</td><td>75%</td></tr> <tr><td>16</td><td>72%</td></tr> <tr><td>17</td><td>74%</td></tr> <tr><td>18</td><td>76%</td></tr> <tr><td>19</td><td>75%</td></tr> </tbody> </table>	Year	Percentage	11	68%	12	63%	13	66%	14	80%	15	75%	16	72%	17	74%	18	76%	19	75%	75% to 60% Average: 69%	
Year	Percentage																						
11	68%																						
12	63%																						
13	66%																						
14	80%																						
15	75%																						
16	72%																						
17	74%																						
18	76%																						
19	75%																						
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 394)	 <table border="1"> <caption>Trust company (mean score)</caption> <thead> <tr><th>Year</th><th>Mean Score</th></tr> </thead> <tbody> <tr><td>11</td><td>7.39</td></tr> <tr><td>12</td><td>7.28</td></tr> <tr><td>13</td><td>7.45</td></tr> <tr><td>14</td><td>7.89</td></tr> <tr><td>15</td><td>8.05</td></tr> <tr><td>16</td><td>7.72</td></tr> <tr><td>17</td><td>7.99</td></tr> <tr><td>18</td><td>7.94</td></tr> <tr><td>19</td><td>8.06</td></tr> </tbody> </table>	Year	Mean Score	11	7.39	12	7.28	13	7.45	14	7.89	15	8.05	16	7.72	17	7.99	18	7.94	19	8.06	8.19 to 7.04 Average: 7.67	Significantly higher than WaSC average
Year	Mean Score																						
11	7.39																						
12	7.28																						
13	7.45																						
14	7.89																						
15	8.05																						
16	7.72																						
17	7.99																						
18	7.94																						
19	8.06																						
<b>Awareness of consumer rights and responsibilities</b>																							
Likely to contact company if worried about paying bill (Sample size: 383)	 <table border="1"> <caption>Likely to contact company if worried about paying bill</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>69%</td></tr> <tr><td>13</td><td>69%</td></tr> <tr><td>14</td><td>77%</td></tr> <tr><td>15</td><td>73%</td></tr> <tr><td>16</td><td>71%</td></tr> <tr><td>17</td><td>73%</td></tr> <tr><td>18</td><td>77%</td></tr> <tr><td>19</td><td>75%</td></tr> </tbody> </table>	Year	Percentage	11	83%	12	69%	13	69%	14	77%	15	73%	16	71%	17	73%	18	77%	19	75%	79% to 68% Average: 73%	
Year	Percentage																						
11	83%																						
12	69%																						
13	69%																						
14	77%																						
15	73%																						
16	71%																						
17	73%																						
18	77%																						
19	75%																						

Results for Yorkshire Water	Percentage of household customers	Range and average for all WASCs <sup>1</sup>	Comments or points of interest																				
Aware of free meter option (Sample size: 178*) <sup>3</sup>	 <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>47%</td><td>55%</td><td>55%</td><td>51%</td><td>61%</td><td>64%</td><td>63%</td><td>65%</td><td>71%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	47%	55%	55%	51%	61%	64%	63%	65%	71%	76% to 45% Average: 64%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	47%	55%	55%	51%	61%	64%	63%	65%	71%														
Aware of option to go back to rateable value charge within 24 months (Sample size: 178*) <sup>3</sup>	 <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>26%</td><td>31%</td><td>28%</td><td>29%</td><td>27%</td><td>25%</td><td>26%</td><td>25%</td><td>30%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	26%	31%	28%	29%	27%	25%	26%	25%	30%	35% to 15% Average: 24%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	26%	31%	28%	29%	27%	25%	26%	25%	30%														
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>5%</td><td>5%</td><td>9%</td><td>10%</td><td>5%</td><td>11%</td><td>8%</td><td>11%</td><td>7%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	5%	5%	9%	10%	5%	11%	8%	11%	7%	19% to 7% Average: 10%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	5%	5%	9%	10%	5%	11%	8%	11%	7%														
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 401*) <sup>4</sup>	 <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>3%</td><td>2%</td><td>5%</td><td>4%</td><td>4%</td><td>4%</td><td>4%</td><td>6%</td><td>6%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	3%	2%	5%	4%	4%	4%	4%	6%	6%	8% to 3% Average: 5%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	3%	2%	5%	4%	4%	4%	4%	6%	6%														
Aware of Priority Services. (Sample size: 401*) <sup>5</sup>	 <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>48%</td><td>47%</td><td>48%</td><td>45%</td><td>47%</td><td>42%</td><td>42%</td><td>42%</td><td>42%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	48%	47%	48%	45%	47%	42%	42%	42%	42%	49% to 35% Average: 42%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	48%	47%	48%	45%	47%	42%	42%	42%	42%														
<b>Contact</b>																							
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></tr> <tr><th>Percentage</th><td>9%</td><td>18%</td><td>17%</td><td>15%</td><td>18%</td><td>18%</td><td>20%</td><td>22%</td><td>22%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	9%	18%	17%	15%	18%	18%	20%	22%	22%	25% to 15% Average: 20%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	9%	18%	17%	15%	18%	18%	20%	22%	22%														
Reason for contacting water company was to complain (Sample size: 88 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>26%</td><td>14%</td><td>5%</td><td>8%</td><td>6%</td><td>1%</td><td>4%</td><td>1%</td><td>7%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	26%	14%	5%	8%	6%	1%	4%	1%	7%	12% to 2% Average: 5%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	26%	14%	5%	8%	6%	1%	4%	1%	7%														
Satisfaction with way query handled (Sample size: 87 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>88%</td><td>75%</td><td>85%</td><td>92%</td><td>93%</td><td>79%</td><td>85%</td><td>82%</td><td>79%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	88%	75%	85%	92%	93%	79%	85%	82%	79%	91% to 71% Average: 80%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	88%	75%	85%	92%	93%	79%	85%	82%	79%														

Results for Yorkshire Water	Percentage of household customers	Range and average for all WASCs <sup>1</sup>	Comments or points of interest																				
<b>Water on tap</b>																							
Satisfied with colour and appearance of tap water (Sample size: 399)	 <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>94%</td><td>92%</td><td>94%</td><td>95%</td><td>95%</td><td>93%</td><td>95%</td><td>95%</td><td>95%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	94%	92%	94%	95%	95%	93%	95%	95%	95%	97% to 90% Average: 93%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	94%	92%	94%	95%	95%	93%	95%	95%	95%														
Satisfied with taste and smell (Sample size: 389)	 <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>89%</td><td>86%</td><td>91%</td><td>92%</td><td>92%</td><td>88%</td><td>89%</td><td>92%</td><td>91%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	89%	86%	91%	92%	92%	88%	89%	92%	91%	92% to 81% Average: 87%	Significantly higher than WaSC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	89%	86%	91%	92%	92%	88%	89%	92%	91%														
Satisfied with hardness/softness (Sample size: 373)	 <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>80%</td><td>69%</td><td>79%</td><td>86%</td><td>85%</td><td>85%</td><td>78%</td><td>81%</td><td>82%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	80%	69%	79%	86%	85%	85%	78%	81%	82%	92% to 44% Average: 71%	Significantly higher than WaSC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	80%	69%	79%	86%	85%	85%	78%	81%	82%														
Satisfied with safety (Sample size: 386)	 <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>94%</td><td>94%</td><td>94%</td><td>96%</td><td>98%</td><td>92%</td><td>94%</td><td>96%</td><td>96%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	94%	94%	94%	96%	98%	92%	94%	96%	96%	96% to 90% Average: 93%	Significantly higher than WaSC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	94%	94%	94%	96%	98%	92%	94%	96%	96%														
Satisfied with reliability of supply (Sample size: 400)	 <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>98%</td><td>97%</td><td>98%</td><td>98%</td><td>95%</td><td>99%</td><td>97%</td><td>98%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	96%	98%	97%	98%	98%	95%	99%	97%	98%	99% to 93% Average: 96%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	96%	98%	97%	98%	98%	95%	99%	97%	98%														
Satisfied with water pressure (Sample size: 401)	 <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>90%</td><td>91%</td><td>93%</td><td>92%</td><td>89%</td><td>90%</td><td>88%</td><td>91%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	91%	90%	91%	93%	92%	89%	90%	88%	91%	93% to 85% Average: 89%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	91%	90%	91%	93%	92%	89%	90%	88%	91%														
<b>A sewerage system that works</b>																							
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 291)	 <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>86%</td><td>70%</td><td>68%</td><td>84%</td><td>82%</td><td>75%</td><td>75%</td><td>84%</td><td>85%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	86%	70%	68%	84%	82%	75%	75%	84%	85%	89% to 73% Average: 81%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	86%	70%	68%	84%	82%	75%	75%	84%	85%														
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 298)	 <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>85%</td><td>75%</td><td>74%</td><td>86%</td><td>87%</td><td>81%</td><td>82%</td><td>85%</td><td>85%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	85%	75%	74%	86%	87%	81%	82%	85%	85%	89% to 76% Average: 82%	
Year	11	12	13	14	15	16	17	18	19														
Percentage	85%	75%	74%	86%	87%	81%	82%	85%	85%														
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 249)	 <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>85%</td><td>70%</td><td>76%</td><td>89%</td><td>91%</td><td>79%</td><td>80%</td><td>87%</td><td>87%</td></tr> </table>	Year	11	12	13	14	15	16	17	18	19	Percentage	85%	70%	76%	89%	91%	79%	80%	87%	87%	87% to 69% Average: 79%	Significantly higher than WaSC average
Year	11	12	13	14	15	16	17	18	19														
Percentage	85%	70%	76%	89%	91%	79%	80%	87%	87%														

Results for Yorkshire Water	Percentage of household customers	Range and average for all WASCs <sup>1</sup>	Comments or points of interest																				
Satisfied with company actions to minimise sewer flooding (Sample size: 283)	 <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>84%</td></tr> <tr><td>12</td><td>70%</td></tr> <tr><td>13</td><td>69%</td></tr> <tr><td>14</td><td>82%</td></tr> <tr><td>15</td><td>85%</td></tr> <tr><td>16</td><td>79%</td></tr> <tr><td>17</td><td>82%</td></tr> <tr><td>18</td><td>83%</td></tr> <tr><td>19</td><td>83%</td></tr> </tbody> </table>	Year	Percentage	11	84%	12	70%	13	69%	14	82%	15	85%	16	79%	17	82%	18	83%	19	83%	85% to 72% Average: 78%	Significantly higher than WaSC average
Year	Percentage																						
11	84%																						
12	70%																						
13	69%																						
14	82%																						
15	85%																						
16	79%																						
17	82%																						
18	83%																						
19	83%																						
<b>Likelihood to recommend as a provider of water and sewerage services</b>																							
Extremely likely to recommend the company to friends and family as a provider (Sample size: 379) <sup>4,6</sup>	 <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>50%</td></tr> <tr><td>12</td><td>53%</td></tr> <tr><td>13</td><td>41%</td></tr> <tr><td>14</td><td>53%</td></tr> <tr><td>15</td><td>53%</td></tr> <tr><td>16</td><td>50%</td></tr> <tr><td>17</td><td>53%</td></tr> <tr><td>18</td><td>53%</td></tr> <tr><td>19</td><td>50%</td></tr> </tbody> </table>	Year	Percentage	11	50%	12	53%	13	41%	14	53%	15	53%	16	50%	17	53%	18	53%	19	50%	56% to 25% Average: 41%	Significantly higher than WaSC average
Year	Percentage																						
11	50%																						
12	53%																						
13	41%																						
14	53%																						
15	53%																						
16	50%																						
17	53%																						
18	53%																						
19	50%																						

#### Sample Profile

Regional sample profile for Yorkshire Water	(Sample size: 401*)
<b>Gender</b>	
Male	43%
Female	57%
<b>Age</b>	
18-29	3%
30-44	16%
45-59	35%
60-74	30%
75+	15%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	45%
Intermediate occupations	23%
Routine & manual occupations	25%
Never worked and long-term unemployed/ Full-time students	7%
<b>Water meter</b>	
Proportion having a water meter	56%

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

<sup>1</sup> Average (mean) proportion for all WaSCs based on weighted data. All other data is unweighted

<sup>2</sup> Sample size is shown in brackets and excludes don't knows unless followed by an asterisk \*

<sup>3</sup> Question filtered on unmetered households as per the main report.

<sup>4</sup> Question not asked in all years.

<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.