

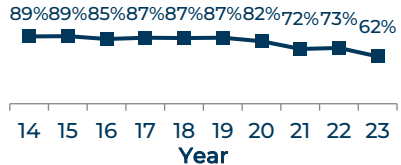
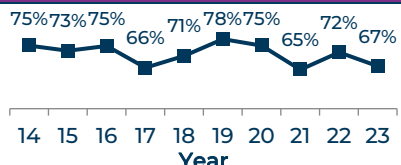
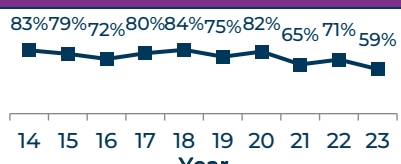
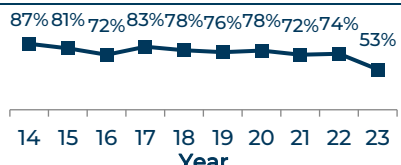
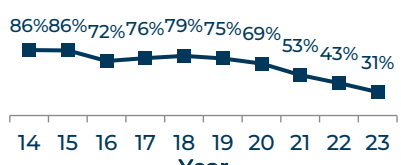
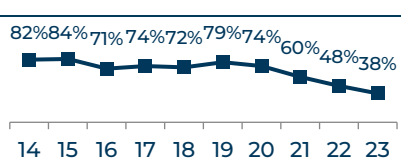
Results for Affinity Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfaction with water services																									
Overall satisfaction with water supply (Sample size: 250) ²	 <table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>95%</td><td>92%</td><td>90%</td><td>91%</td><td>86%</td><td>90%</td><td>94%</td><td>92%</td><td>92%</td><td>91%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	95%	92%	90%	91%	86%	90%	94%	92%	92%	91%	95% to 79% Average: 89%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	95%	92%	90%	91%	86%	90%	94%	92%	92%	91%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 245)	 <table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>74%</td><td>78%</td><td>69%</td><td>64%</td><td>65%</td><td>77%</td><td>72%</td><td>69%</td><td>75%</td><td>68%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	74%	78%	69%	64%	65%	77%	72%	69%	75%	68%	76% to 59% Average: 68%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	74%	78%	69%	64%	65%	77%	72%	69%	75%	68%															
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 242)	 <table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>62%</td><td>57%</td><td>59%</td><td>57%</td><td>55%</td><td>67%</td><td>69%</td><td>56%</td><td>61%</td><td>55%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	62%	57%	59%	57%	55%	67%	69%	56%	61%	55%	62% to 49% Average: 55%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	62%	57%	59%	57%	55%	67%	69%	56%	61%	55%															
Agree water and sewerage charges are affordable (Sample size: 248)	 <table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>72%</td><td>75%</td><td>71%</td><td>76%</td><td>65%</td><td>78%</td><td>82%</td><td>74%</td><td>80%</td><td>75%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	72%	75%	71%	76%	65%	78%	82%	74%	80%	75%	77% to 65% Average: 74%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	72%	75%	71%	76%	65%	78%	82%	74%	80%	75%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 242)	 <table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>69%</td><td>66%</td><td>60%</td><td>66%</td><td>61%</td><td>65%</td><td>66%</td><td>56%</td><td>57%</td><td>48%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	69%	66%	60%	66%	61%	65%	66%	56%	57%	48%	57% to 39% Average: 49%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	69%	66%	60%	66%	61%	65%	66%	56%	57%	48%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 246)	 <table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Score</th><td>7.74</td><td>7.65</td><td>7.46</td><td>7.41</td><td>7.43</td><td>7.77</td><td>7.82</td><td>6.93</td><td>6.86</td><td>6.35</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Score	7.74	7.65	7.46	7.41	7.43	7.77	7.82	6.93	6.86	6.35	6.93 to 5.49 Average: 6.33	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Score	7.74	7.65	7.46	7.41	7.43	7.77	7.82	6.93	6.86	6.35															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 246)	 <table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>76%</td><td>70%</td><td>70%</td><td>73%</td><td>70%</td><td>71%</td><td>71%</td><td>70%</td><td>66%</td><td>63%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	76%	70%	70%	73%	70%	71%	71%	70%	66%	63%	71% to 63% Average: 66%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	76%	70%	70%	73%	70%	71%	71%	70%	66%	63%															

Results for Affinity Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Aware of WaterSure tariff (Sample size: 250*)	<table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>9%</td><td>6%</td><td>13%</td><td>11%</td><td>12%</td><td>12%</td><td>9%</td><td>12%</td><td>9%</td><td>15%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	9%	6%	13%	11%	12%	12%	9%	12%	9%	15%	19% to 9% Average: 16%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	9%	6%	13%	11%	12%	12%	9%	12%	9%	15%															
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 250*) ³	<table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>37%</td><td>38%</td><td>47%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage								37%	38%	47%	49% to 39% Average: 45%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage								37%	38%	47%															
Aware of Priority services (Sample size: 250*)	<table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>43%</td><td>49%</td><td>38%</td><td>41%</td><td>41%</td><td>40%</td><td>44%</td><td>40%</td><td>41%</td><td>46%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	43%	49%	38%	41%	41%	40%	44%	40%	41%	46%	61% to 45% Average: 52%	Significantly lower than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	43%	49%	38%	41%	41%	40%	44%	40%	41%	46%															
Contact																									
Contacted water company with query in last 12 months (Sample size: 249*)	<table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>15%</td><td>13%</td><td>18%</td><td>16%</td><td>18%</td><td>27%</td><td>19%</td><td>26%</td><td>24%</td><td>19%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	15%	13%	18%	16%	18%	27%	19%	26%	24%	19%	33% to 16% Average: 22%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	15%	13%	18%	16%	18%	27%	19%	26%	24%	19%															
Reason for contacting water company was to complain (Sample size: 47 who made contact)	<table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>8%</td><td>2%</td><td>0%</td><td>9%</td><td>4%</td><td>5%</td><td>0%</td><td>0%</td><td>0%</td><td>0%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	8%	2%	0%	9%	4%	5%	0%	0%	0%	0%	6% to 0% Average: 2%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	8%	2%	0%	9%	4%	5%	0%	0%	0%	0%															
Satisfaction with way query handled (Sample size: 47 who made contact)	<table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>73%</td><td>82%</td><td>77%</td><td>79%</td><td>73%</td><td>74%</td><td>71%</td><td>78%</td><td>75%</td><td>81%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	73%	82%	77%	79%	73%	74%	71%	78%	75%	81%	84% to 62% Average: 74%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	73%	82%	77%	79%	73%	74%	71%	78%	75%	81%															
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 250)	<table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>94%</td><td>94%</td><td>92%</td><td>89%</td><td>92%</td><td>90%</td><td>94%</td><td>91%</td><td>92%</td><td>91%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	94%	94%	92%	89%	92%	90%	94%	91%	92%	91%	94% to 83% Average: 90%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	94%	94%	92%	89%	92%	90%	94%	91%	92%	91%															
Satisfied with taste and smell (Sample size: 242)	<table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>87%</td><td>85%</td><td>81%</td><td>79%</td><td>78%</td><td>85%</td><td>87%</td><td>84%</td><td>84%</td><td>81%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	87%	85%	81%	79%	78%	85%	87%	84%	84%	81%	88% to 80% Average: 83%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	87%	85%	81%	79%	78%	85%	87%	84%	84%	81%															

Results for Affinity Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfied with hardness/softness (Sample size: 244)	<table border="1"> <caption>Satisfaction with hardness/softness (2014-2023)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>61%</td></tr> <tr><td>15</td><td>52%</td></tr> <tr><td>16</td><td>46%</td></tr> <tr><td>17</td><td>44%</td></tr> <tr><td>18</td><td>45%</td></tr> <tr><td>19</td><td>45%</td></tr> <tr><td>20</td><td>41%</td></tr> <tr><td>21</td><td>40%</td></tr> <tr><td>22</td><td>42%</td></tr> <tr><td>23</td><td>35%</td></tr> </tbody> </table>	Year	Percentage	14	61%	15	52%	16	46%	17	44%	18	45%	19	45%	20	41%	21	40%	22	42%	23	35%	63% to 35% Average: 47%	Significant change since last year. Significantly lower than WoC average
Year	Percentage																								
14	61%																								
15	52%																								
16	46%																								
17	44%																								
18	45%																								
19	45%																								
20	41%																								
21	40%																								
22	42%																								
23	35%																								
Satisfied with safety (Sample size: 241)	<table border="1"> <caption>Satisfaction with safety (2014-2023)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>88%</td></tr> <tr><td>15</td><td>93%</td></tr> <tr><td>16</td><td>88%</td></tr> <tr><td>17</td><td>87%</td></tr> <tr><td>18</td><td>88%</td></tr> <tr><td>19</td><td>89%</td></tr> <tr><td>20</td><td>94%</td></tr> <tr><td>21</td><td>89%</td></tr> <tr><td>22</td><td>89%</td></tr> <tr><td>23</td><td>85%</td></tr> </tbody> </table>	Year	Percentage	14	88%	15	93%	16	88%	17	87%	18	88%	19	89%	20	94%	21	89%	22	89%	23	85%	93% to 85% Average: 86%	
Year	Percentage																								
14	88%																								
15	93%																								
16	88%																								
17	87%																								
18	88%																								
19	89%																								
20	94%																								
21	89%																								
22	89%																								
23	85%																								
Satisfied with reliability of supply (Sample size: 250)	<table border="1"> <caption>Satisfaction with reliability of supply (2014-2023)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>97%</td></tr> <tr><td>15</td><td>96%</td></tr> <tr><td>16</td><td>96%</td></tr> <tr><td>17</td><td>97%</td></tr> <tr><td>18</td><td>96%</td></tr> <tr><td>19</td><td>97%</td></tr> <tr><td>20</td><td>97%</td></tr> <tr><td>21</td><td>96%</td></tr> <tr><td>22</td><td>96%</td></tr> <tr><td>23</td><td>97%</td></tr> </tbody> </table>	Year	Percentage	14	97%	15	96%	16	96%	17	97%	18	96%	19	97%	20	97%	21	96%	22	96%	23	97%	98% to 86% Average: 94%	Significantly higher than WaSC average
Year	Percentage																								
14	97%																								
15	96%																								
16	96%																								
17	97%																								
18	96%																								
19	97%																								
20	97%																								
21	96%																								
22	96%																								
23	97%																								
Satisfied with water pressure (Sample size: 249)	<table border="1"> <caption>Satisfaction with water pressure (2014-2023)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>92%</td></tr> <tr><td>15</td><td>85%</td></tr> <tr><td>16</td><td>85%</td></tr> <tr><td>17</td><td>81%</td></tr> <tr><td>18</td><td>84%</td></tr> <tr><td>19</td><td>85%</td></tr> <tr><td>20</td><td>91%</td></tr> <tr><td>21</td><td>85%</td></tr> <tr><td>22</td><td>87%</td></tr> <tr><td>23</td><td>85%</td></tr> </tbody> </table>	Year	Percentage	14	92%	15	85%	16	85%	17	81%	18	84%	19	85%	20	91%	21	85%	22	87%	23	85%	88% to 81% Average: 84%	
Year	Percentage																								
14	92%																								
15	85%																								
16	85%																								
17	81%																								
18	84%																								
19	85%																								
20	91%																								
21	85%																								
22	87%																								
23	85%																								

Affinity Water sewerage services are provided by Thames Water (183 respondents), Anglian Water (39 respondents) and Southern Water (12 respondents)⁴



Results for sewerage service provider(s) for Bristol Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfaction with sewerage services																									
Overall satisfaction with sewerage services (Sample size: 234) ⁵	 <table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>89%</td><td>89%</td><td>85%</td><td>87%</td><td>87%</td><td>87%</td><td>82%</td><td>72%</td><td>73%</td><td>62%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	89%	89%	85%	87%	87%	87%	82%	72%	73%	62%	72% to 33% Average: 60%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	89%	89%	85%	87%	87%	87%	82%	72%	73%	62%															
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (Sample size: 226)	 <table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>75%</td><td>73%</td><td>75%</td><td>66%</td><td>71%</td><td>78%</td><td>75%</td><td>65%</td><td>72%</td><td>67%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	75%	73%	75%	66%	71%	78%	75%	65%	72%	67%	75% to 47% Average: 67%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	75%	73%	75%	66%	71%	78%	75%	65%	72%	67%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 184)	 <table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>83%</td><td>79%</td><td>72%</td><td>80%</td><td>84%</td><td>75%</td><td>82%</td><td>65%</td><td>71%</td><td>59%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	83%	79%	72%	80%	84%	75%	82%	65%	71%	59%	65% to 31% Average: 55%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	83%	79%	72%	80%	84%	75%	82%	65%	71%	59%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 201)	 <table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>87%</td><td>81%</td><td>72%</td><td>83%</td><td>78%</td><td>76%</td><td>78%</td><td>72%</td><td>74%</td><td>53%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	87%	81%	72%	83%	78%	76%	78%	72%	74%	53%	65% to 32% Average: 53%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	87%	81%	72%	83%	78%	76%	78%	72%	74%	53%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 197)	 <table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>86%</td><td>86%</td><td>72%</td><td>76%</td><td>79%</td><td>75%</td><td>69%</td><td>53%</td><td>43%</td><td>31%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	86%	86%	72%	76%	79%	75%	69%	53%	43%	31%	42% to 11% Average: 30%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	86%	86%	72%	76%	79%	75%	69%	53%	43%	31%															
Satisfied with company actions to minimise sewer flooding (Sample size: 210)	 <table border="1"> <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><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>82%</td><td>84%</td><td>71%</td><td>74%</td><td>72%</td><td>79%</td><td>74%</td><td>60%</td><td>48%</td><td>38%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	82%	84%	71%	74%	72%	79%	74%	60%	48%	38%	55% to 15% Average: 37%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	82%	84%	71%	74%	72%	79%	74%	60%	48%	38%															

Sample Profile

Sample profile for Affinity Water	(Sample size: 250*)
Gender	
Male	44%
Female	56%
Age	
18-29	2%
30-44	12%
45-59	30%
60-74	32%
75+	24%
SEC	
Higher managerial, administrative & professional occupations	48%
Intermediate occupations	24%
Routine & manual occupations	18%
Never worked and long-term unemployed/Full-time students	8%
Refused	2%
Water Meter	
Proportion having a water meter	75%

Statistical reliability on sample size of 250 is +/- 6.2%

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

² Sample size is shown in brackets and excludes don't knows unless followed by an asterisk *.

³ Question changed to Yes/No option in 2021 so data not comparable with previous years.

⁴ There is no differentiation between sewerage service providers within the results.

⁵ Sample size is shown in brackets and excludes don't knows unless followed by an asterisk *.