

Results for Anglian Water <sup>1</sup>	Percentage of household customers	Range and average for all WaSCs <sup>2</sup>	Comments or points of interest																						
<b>Satisfaction with water and sewerage services</b>																									
Overall satisfaction with water supply (Sample size: 200) <sup>3</sup>	<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>93%</td><td>91%</td><td>92%</td><td>94%</td><td>87%</td><td>88%</td><td>91%</td><td>94%</td><td>91%</td><td>94%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	93%	91%	92%	94%	87%	88%	91%	94%	91%	94%	96% to 82% Average: 89%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	93%	91%	92%	94%	87%	88%	91%	94%	91%	94%															
Overall satisfaction with sewerage services (Sample size: 190)	<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>91%</td><td>92%</td><td>88%</td><td>89%</td><td>81%</td><td>85%</td><td>86%</td><td>82%</td><td>84%</td><td>72%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	91%	92%	88%	89%	81%	85%	86%	82%	84%	72%	74% to 45% Average: 66%	Significant change since last year. Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	91%	92%	88%	89%	81%	85%	86%	82%	84%	72%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of water services (Sample size: 198)	<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>77%</td><td>73%</td><td>79%</td><td>72%</td><td>74%</td><td>76%</td><td>76%</td><td>79%</td><td>76%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	74%	77%	73%	79%	72%	74%	76%	76%	79%	76%	77% to 60% Average: 69%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	74%	77%	73%	79%	72%	74%	76%	76%	79%	76%															
Satisfied with value for money of sewerage services (Sample size: 188)	<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>80%</td><td>76%</td><td>78%</td><td>74%</td><td>75%</td><td>76%</td><td>78%</td><td>82%</td><td>78%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	76%	80%	76%	78%	74%	75%	76%	78%	82%	78%	78% to 52% Average: 71%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	76%	80%	76%	78%	74%	75%	76%	78%	82%	78%															
<b>Views on fairness and affordability of charges</b>																									
Agree charges are fair (Sample size: 193)	<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>68%</td><td>64%</td><td>64%</td><td>67%</td><td>62%</td><td>65%</td><td>72%</td><td>67%</td><td>68%</td><td>64%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	68%	64%	64%	67%	62%	65%	72%	67%	68%	64%	64% to 42% Average: 55%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	68%	64%	64%	67%	62%	65%	72%	67%	68%	64%															
Agree water and sewerage charges are affordable (Sample size: 198)	<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>78%</td><td>78%</td><td>75%</td><td>81%</td><td>73%</td><td>76%</td><td>84%</td><td>77%</td><td>80%</td><td>81%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	78%	78%	75%	81%	73%	76%	84%	77%	80%	81%	81% to 63% Average: 72%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	78%	78%	75%	81%	73%	76%	84%	77%	80%	81%															
<b>Care and trust</b>																									
Agree company cares about service given to customers (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>75%</td><td>77%</td><td>68%</td><td>73%</td><td>69%</td><td>69%</td><td>71%</td><td>69%</td><td>63%</td><td>54%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	75%	77%	68%	73%	69%	69%	71%	69%	63%	54%	62% to 37% Average: 51%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	75%	77%	68%	73%	69%	69%	71%	69%	63%	54%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 198)	<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>Mean Score</th><td>7.90</td><td>7.79</td><td>7.60</td><td>7.93</td><td>7.72</td><td>7.69</td><td>7.89</td><td>7.66</td><td>7.30</td><td>6.45</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Mean Score	7.90	7.79	7.60	7.93	7.72	7.69	7.89	7.66	7.30	6.45	6.94 to 5.44 Average: 6.38	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Mean Score	7.90	7.79	7.60	7.93	7.72	7.69	7.89	7.66	7.30	6.45															

Results for Anglian Water <sup>1</sup>	Percentage of household customers	Range and average for all WaSCs <sup>2</sup>	Comments or points of interest																						
<b>Awareness of consumer rights and responsibilities</b>																									
Likely to contact company if worried about paying bill (Sample size: 193)	<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>78%</td><td>77%</td><td>74%</td><td>72%</td><td>77%</td><td>74%</td><td>78%</td><td>74%</td><td>70%</td><td>68%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	78%	77%	74%	72%	77%	74%	78%	74%	70%	68%	74% to 64% Average: 68%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	78%	77%	74%	72%	77%	74%	78%	74%	70%	68%															
Aware of free meter option (Sample size: 36) <sup>4</sup>	<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>70%</td><td>67%</td><td>70%</td><td>70%</td><td>71%</td><td>71%</td><td>69%</td><td>64%</td><td>56%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	73%	70%	67%	70%	70%	71%	71%	69%	64%	56%	74% to 54% Average: 66%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	73%	70%	67%	70%	70%	71%	71%	69%	64%	56%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 34) <sup>4</sup>	<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>32%</td><td>45%</td><td>30%</td><td>33%</td><td>33%</td><td>46%</td><td>31%</td><td>31%</td><td>32%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	43%	32%	45%	30%	33%	33%	46%	31%	31%	32%	35% to 12% Average: 27%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	43%	32%	45%	30%	33%	33%	46%	31%	31%	32%															
Aware of WaterSure tariff (Sample size: 200*)	<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>11%</td><td>13%</td><td>17%</td><td>11%</td><td>15%</td><td>11%</td><td>11%</td><td>17%</td><td>17%</td><td>20%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	11%	13%	17%	11%	15%	11%	11%	17%	17%	20%	20% to 14% Average: 17%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	11%	13%	17%	11%	15%	11%	11%	17%	17%	20%															
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 200*) <sup>5</sup>	<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>44%</td><td>40%</td><td>45%</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	44%	40%	45%								52% to 39% Average: 45%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	44%	40%	45%																						
Aware of Priority services (Sample size: 200*)	<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>51%</td><td>54%</td><td>45%</td><td>46%</td><td>47%</td><td>41%</td><td>42%</td><td>53%</td><td>54%</td><td>51%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	51%	54%	45%	46%	47%	41%	42%	53%	54%	51%	57% to 40% Average: 49%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	51%	54%	45%	46%	47%	41%	42%	53%	54%	51%															
<b>Contact</b>																									
Contacted water company with query in last 12 months (Sample size: 200*)	<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>17%</td><td>22%</td><td>18%</td><td>18%</td><td>21%</td><td>21%</td><td>16%</td><td>20%</td><td>26%</td><td>25%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	17%	22%	18%	18%	21%	21%	16%	20%	26%	25%	33% to 16% Average: 25%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	17%	22%	18%	18%	21%	21%	16%	20%	26%	25%															
Reason for contacting water company was to complain (Sample size: 50 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>7%</td><td>9%</td><td>4%</td><td>6%</td><td>0%</td><td>5%</td><td>3%</td><td>3%</td><td>7%</td><td>2%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	7%	9%	4%	6%	0%	5%	3%	3%	7%	2%	8% to 0% Average: 3%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	7%	9%	4%	6%	0%	5%	3%	3%	7%	2%															

Results for Anglian Water <sup>1</sup>	Percentage of household customers	Range and average for all WaSCs <sup>2</sup>	Comments or points of interest																						
Satisfaction with way query handled (Sample size: 49 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>87%</td><td>85%</td><td>83%</td><td>90%</td><td>84%</td><td>84%</td><td>78%</td><td>93%</td><td>78%</td><td>82%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	87%	85%	83%	90%	84%	84%	78%	93%	78%	82%	94% to 52% Average: 74%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	87%	85%	83%	90%	84%	84%	78%	93%	78%	82%															
<b>Water on tap</b>																									
Satisfied with colour and appearance of tap water (Sample size: 200)	<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>94%</td><td>92%</td><td>95%</td><td>92%</td><td>90%</td><td>92%</td><td>93%</td><td>93%</td><td>94%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	95%	94%	92%	95%	92%	90%	92%	93%	93%	94%	94% to 85% Average: 91%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	95%	94%	92%	95%	92%	90%	92%	93%	93%	94%															
Satisfied with taste and smell (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>87%</td><td>88%</td><td>84%</td><td>89%</td><td>83%</td><td>81%</td><td>84%</td><td>85%</td><td>84%</td><td>90%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	87%	88%	84%	89%	83%	81%	84%	85%	84%	90%	90% to 79% Average: 84%	Significant change since last year. Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	87%	88%	84%	89%	83%	81%	84%	85%	84%	90%															
Satisfied with hardness/softness (Sample size: 196)	<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>70%</td><td>57%</td><td>53%</td><td>57%</td><td>50%</td><td>44%</td><td>51%</td><td>46%</td><td>46%</td><td>45%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	70%	57%	53%	57%	50%	44%	51%	46%	46%	45%	87% to 40% Average: 64%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	70%	57%	53%	57%	50%	44%	51%	46%	46%	45%															
Satisfied with safety (Sample size: 191)	<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>93%</td><td>88%</td><td>94%</td><td>91%</td><td>91%</td><td>93%</td><td>92%</td><td>89%</td><td>95%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	95%	93%	88%	94%	91%	91%	93%	92%	89%	95%	95% to 81% Average: 88%	Significant change since last year. Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	95%	93%	88%	94%	91%	91%	93%	92%	89%	95%															
Satisfied with reliability of supply (Sample size: 200)	<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>98%</td><td>96%</td><td>95%</td><td>98%</td><td>96%</td><td>96%</td><td>97%</td><td>97%</td><td>91%</td><td>96%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	98%	96%	95%	98%	96%	96%	97%	97%	91%	96%	97% to 91% Average: 94%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	98%	96%	95%	98%	96%	96%	97%	97%	91%	96%															
Satisfied with water pressure (Sample size: 199)	<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>91%</td><td>90%</td><td>87%</td><td>90%</td><td>85%</td><td>87%</td><td>86%</td><td>86%</td><td>84%</td><td>87%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	91%	90%	87%	90%	85%	87%	86%	86%	84%	87%	94% to 75% Average: 85%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	91%	90%	87%	90%	85%	87%	86%	86%	84%	87%															
<b>A sewerage system that works</b>																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 162)	<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>82%</td><td>73%</td><td>78%</td><td>76%</td><td>75%</td><td>79%</td><td>79%</td><td>73%</td><td>58%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	82%	82%	73%	78%	76%	75%	79%	79%	73%	58%	65% to 46% Average: 60%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	82%	82%	73%	78%	76%	75%	79%	79%	73%	58%															





## Sample Profile

Regional sample profile for Anglian Water	(Sample size: 200*)
<b>Gender</b>	
Male	48%
Female	53%
<b>Age</b>	
18-29	1%
30-44	18%
45-59	31%
60-74	33%
75+	18%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	48%
Intermediate occupations	26%
Routine & manual occupations	23%
Never worked and long-term unemployed/Full-time students	3%
Refused	1%
<b>Water Meter</b>	
Proportion having a water meter	83%

Statistical reliability on sample size of 200 is +/- 6.79%

<sup>1</sup> Hartlepool customers included in Anglian Water data from 2021.

<sup>2</sup> Average (mean) proportion for all WaSCs is based on weighted data. All other data is unweighted.

<sup>3</sup> Sample size is shown in brackets and excludes don't knows unless followed by an asterisk \*.

<sup>4</sup> Question filtered on unmetered households as per the main report and not stated removed.

<sup>5</sup> Question changed to Yes/No option in 2021 so data not comparable with previous years.