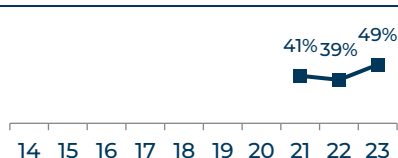
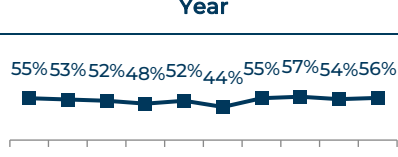
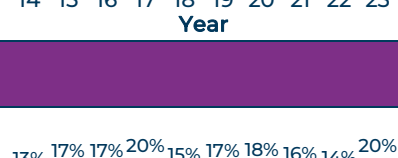
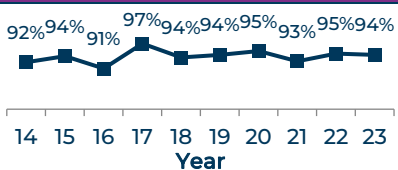
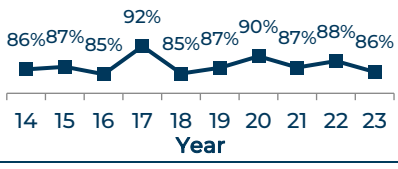
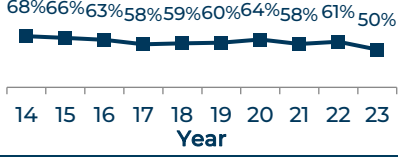
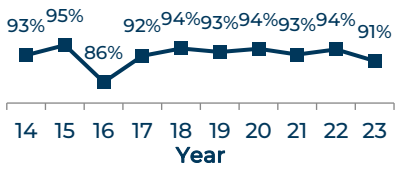
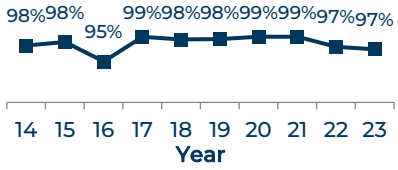
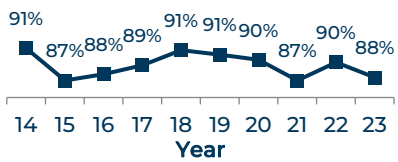


Results for Bristol Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfaction with water services																									
Overall satisfaction with water supply (Sample size: 300) ²	 <table border="1"> <tr><th>Year</th><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>94%</td><td>95%</td><td>89%</td><td>95%</td><td>97%</td><td>94%</td><td>93%</td><td>92%</td><td>95%</td><td>95%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	94%	95%	89%	95%	97%	94%	93%	92%	95%	95%	95% to 79% Average: 89%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	94%	95%	89%	95%	97%	94%	93%	92%	95%	95%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 295)	 <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>82%</td><td>62%</td><td>77%</td><td>75%</td><td>80%</td><td>84%</td><td>77%</td><td>80%</td><td>74%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	70%	82%	62%	77%	75%	80%	84%	77%	80%	74%	76% to 59% Average: 68%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	70%	82%	62%	77%	75%	80%	84%	77%	80%	74%															
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 285)	 <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>64%</td><td>59%</td><td>51%</td><td>67%</td><td>68%</td><td>72%</td><td>71%</td><td>69%</td><td>69%</td><td>60%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	64%	59%	51%	67%	68%	72%	71%	69%	69%	60%	62% to 49% Average: 55%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	64%	59%	51%	67%	68%	72%	71%	69%	69%	60%															
Agree water and sewerage charges are affordable (Sample size: 296)	 <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>74%</td><td>66%</td><td>77%</td><td>78%</td><td>80%</td><td>81%</td><td>79%</td><td>78%</td><td>76%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	74%	74%	66%	77%	78%	80%	81%	79%	78%	76%	77% to 65% Average: 74%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	74%	74%	66%	77%	78%	80%	81%	79%	78%	76%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 292)	 <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>77%</td><td>77%</td><td>65%</td><td>81%</td><td>74%</td><td>82%</td><td>80%</td><td>75%</td><td>70%</td><td>55%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	77%	77%	65%	81%	74%	82%	80%	75%	70%	55%	57% to 39% Average: 49%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	77%	77%	65%	81%	74%	82%	80%	75%	70%	55%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 297)	 <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>7.73</td><td>7.81</td><td>7.32</td><td>8.05</td><td>8.12</td><td>8.15</td><td>8.22</td><td>7.48</td><td>7.54</td><td>6.54</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Score	7.73	7.81	7.32	8.05	8.12	8.15	8.22	7.48	7.54	6.54	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	7.73	7.81	7.32	8.05	8.12	8.15	8.22	7.48	7.54	6.54															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 290)	 <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>76%</td><td>67%</td><td>70%</td><td>74%</td><td>70%</td><td>77%</td><td>67%</td><td>67%</td><td>64%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	74%	76%	67%	70%	74%	70%	77%	67%	67%	64%	71% to 63% Average: 66%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	74%	76%	67%	70%	74%	70%	77%	67%	67%	64%															

Results for Bristol Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Aware of free meter option (Sample size: 110) 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>58%</td><td>70%</td><td>68%</td><td>70%</td><td>72%</td><td>77%</td><td>81%</td><td>78%</td><td>75%</td><td>66%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	58%	70%	68%	70%	72%	77%	81%	78%	75%	66%	79% to 63% Average: 71%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	58%	70%	68%	70%	72%	77%	81%	78%	75%	66%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 108) 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>30%</td><td>29%</td><td>19%</td><td>22%</td><td>33%</td><td>27%</td><td>30%</td><td>32%</td><td>36%</td><td>27%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	30%	29%	19%	22%	33%	27%	30%	32%	36%	27%	30% to 13% Average: 23%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	30%	29%	19%	22%	33%	27%	30%	32%	36%	27%															
Aware of WaterSure tariff (Sample size: 300*)	 <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>8%</td><td>11%</td><td>7%</td><td>13%</td><td>9%</td><td>10%</td><td>12%</td><td>13%</td><td>16%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	11%	8%	11%	7%	13%	9%	10%	12%	13%	16%	19% to 9% Average: 16%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	11%	8%	11%	7%	13%	9%	10%	12%	13%	16%															
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 300*) ⁴	 <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>41%</td><td>39%</td><td>49%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage								41%	39%	49%	49% to 39% Average: 45%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage								41%	39%	49%															
Aware of Priority services (Sample size: 300*)	 <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>55%</td><td>53%</td><td>52%</td><td>48%</td><td>52%</td><td>44%</td><td>55%</td><td>57%</td><td>54%</td><td>56%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	55%	53%	52%	48%	52%	44%	55%	57%	54%	56%	61% to 45% Average: 52%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	55%	53%	52%	48%	52%	44%	55%	57%	54%	56%															
Contact																									
Contacted water company with query in last 12 months (Sample size: 299*)	 <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>13%</td><td>17%</td><td>17%</td><td>20%</td><td>15%</td><td>17%</td><td>18%</td><td>16%</td><td>14%</td><td>20%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	13%	17%	17%	20%	15%	17%	18%	16%	14%	20%	33% to 16% Average: 22%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	13%	17%	17%	20%	15%	17%	18%	16%	14%	20%															
Reason for contacting water company was to complain (Sample size: 59 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>7%</td><td>0%</td><td>3%</td><td>2%</td><td>2%</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	7%	7%	0%	3%	2%	2%	0%	0%	0%	0%	6% to 0% Average: 2%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	7%	7%	0%	3%	2%	2%	0%	0%	0%	0%															
Satisfaction with way query handled (Sample size: 57 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>77%</td><td>92%</td><td>84%</td><td>86%</td><td>90%</td><td>85%</td><td>91%</td><td>91%</td><td>85%</td><td>84%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	77%	92%	84%	86%	90%	85%	91%	91%	85%	84%	84% to 62% Average: 74%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	77%	92%	84%	86%	90%	85%	91%	91%	85%	84%															

Results for Bristol Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 300)	 <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>92%</td><td>94%</td><td>91%</td><td>97%</td><td>94%</td><td>94%</td><td>95%</td><td>93%</td><td>95%</td><td>94%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	92%	94%	91%	97%	94%	94%	95%	93%	95%	94%	94% to 83% Average: 90%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	92%	94%	91%	97%	94%	94%	95%	93%	95%	94%															
Satisfied with taste and smell (Sample size: 293)	 <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>87%</td><td>85%</td><td>92%</td><td>85%</td><td>87%</td><td>90%</td><td>87%</td><td>88%</td><td>86%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	86%	87%	85%	92%	85%	87%	90%	87%	88%	86%	88% to 80% Average: 83%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	86%	87%	85%	92%	85%	87%	90%	87%	88%	86%															
Satisfied with hardness/softness (Sample size: 290)	 <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>66%</td><td>63%</td><td>58%</td><td>59%</td><td>60%</td><td>64%</td><td>58%</td><td>61%</td><td>50%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	68%	66%	63%	58%	59%	60%	64%	58%	61%	50%	63% to 35% Average: 47%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	68%	66%	63%	58%	59%	60%	64%	58%	61%	50%															
Satisfied with safety (Sample size: 293)	 <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>95%</td><td>86%</td><td>92%</td><td>94%</td><td>93%</td><td>94%</td><td>93%</td><td>94%</td><td>91%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	93%	95%	86%	92%	94%	93%	94%	93%	94%	91%	93% to 85% Average: 86%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	93%	95%	86%	92%	94%	93%	94%	93%	94%	91%															
Satisfied with reliability of supply (Sample size: 299)	 <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>98%</td><td>95%</td><td>99%</td><td>98%</td><td>98%</td><td>99%</td><td>99%</td><td>97%</td><td>97%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	98%	98%	95%	99%	98%	98%	99%	99%	97%	97%	98% to 86% Average: 94%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	98%	98%	95%	99%	98%	98%	99%	99%	97%	97%															
Satisfied with water pressure (Sample size: 300)	 <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>87%</td><td>88%</td><td>89%</td><td>91%</td><td>91%</td><td>90%</td><td>87%</td><td>90%</td><td>88%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	91%	87%	88%	89%	91%	91%	90%	87%	90%	88%	88% to 81% Average: 84%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	91%	87%	88%	89%	91%	91%	90%	87%	90%	88%															

Bristol Water sewerage services are provided by
Wessex Water (278 respondents)



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: 275) 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>92%</td><td>91%</td><td>85%</td><td>93%</td><td>91%</td><td>92%</td><td>91%</td><td>79%</td><td>82%</td><td>65%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	92%	91%	85%	93%	91%	92%	91%	79%	82%	65%	72% to 33% Average: 60%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	92%	91%	85%	93%	91%	92%	91%	79%	82%	65%															
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (Sample size: 274)	<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>81%</td><td>63%</td><td>82%</td><td>76%</td><td>83%</td><td>82%</td><td>81%</td><td>81%</td><td>70%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	70%	81%	63%	82%	76%	83%	82%	81%	81%	70%	75% to 47% Average: 67%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	70%	81%	63%	82%	76%	83%	82%	81%	81%	70%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 202)	<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>85%</td><td>70%</td><td>81%</td><td>78%</td><td>84%</td><td>85%</td><td>77%</td><td>80%</td><td>57%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	89%	85%	70%	81%	78%	84%	85%	77%	80%	57%	65% to 31% Average: 55%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	89%	85%	70%	81%	78%	84%	85%	77%	80%	57%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 227)	<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>92%</td><td>89%</td><td>75%</td><td>83%</td><td>84%</td><td>84%</td><td>87%</td><td>83%</td><td>82%</td><td>61%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	92%	89%	75%	83%	84%	84%	87%	83%	82%	61%	65% to 32% Average: 53%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	92%	89%	75%	83%	84%	84%	87%	83%	82%	61%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 231)	<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>71%</td><td>84%</td><td>81%</td><td>79%</td><td>78%</td><td>50%</td><td>53%</td><td>31%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	91%	92%	71%	84%	81%	79%	78%	50%	53%	31%	42% to 11% Average: 30%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	91%	92%	71%	84%	81%	79%	78%	50%	53%	31%															
Satisfied with company actions to minimise sewer flooding (Sample size: 234)	<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>88%</td><td>86%</td><td>78%</td><td>86%</td><td>85%</td><td>83%</td><td>83%</td><td>64%</td><td>64%</td><td>38%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	88%	86%	78%	86%	85%	83%	83%	64%	64%	38%	55% to 15% Average: 37%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	88%	86%	78%	86%	85%	83%	83%	64%	64%	38%															

Sample Profile

Sample profile for Bristol Water	(Sample size: 300*)
Gender	
Male	47%
Female	53%
Age	
18-29	2%
30-44	11%
45-59	30%
60-74	35%
75+	23%
SEC	
Higher managerial, administrative & professional occupations	49%
Intermediate occupations	19%
Routine & manual occupations	22%
Never worked and long-term unemployed/Full-time students	8%
Refused	1%
Water Meter	
Proportion having a water meter	64%

Statistical reliability on sample size of 300 is +/- 5.48%

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 filtered on unmetered households as per the main report and not stated removed.

⁴ Question changed to Yes/No option in 2021 so data not comparable with previous years.

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