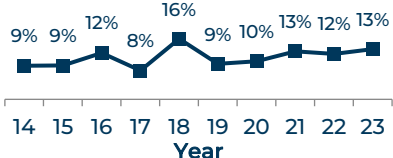
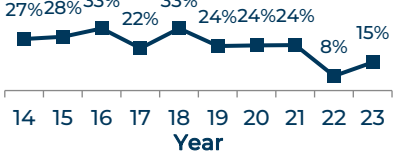
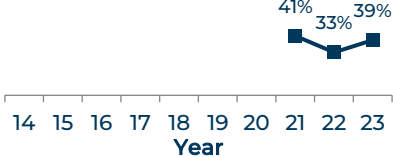
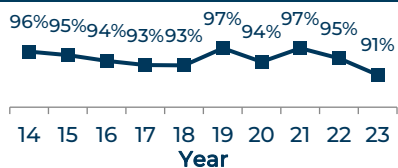
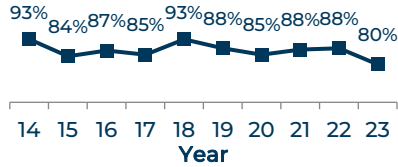
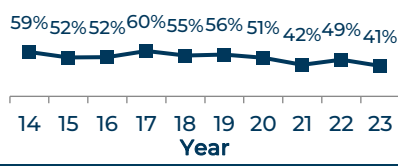
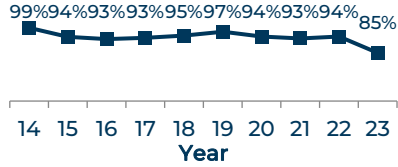
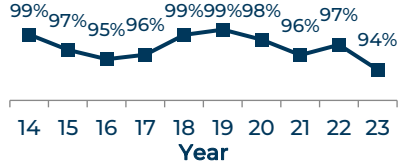
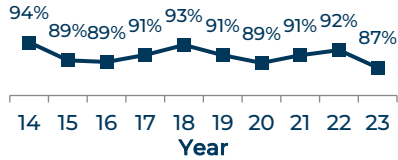


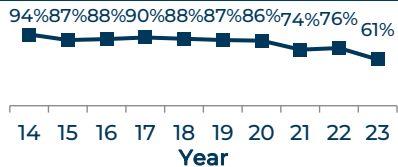
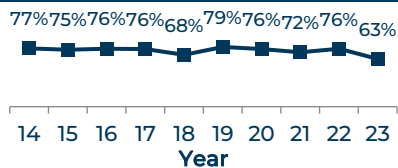
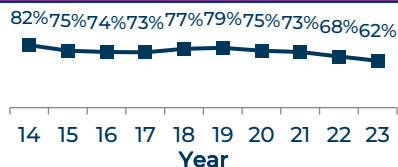
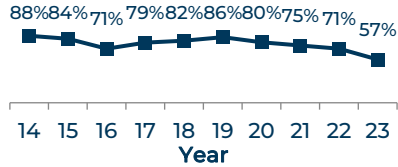
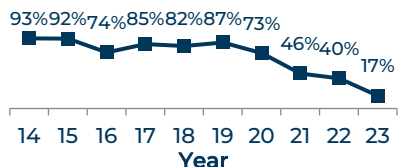
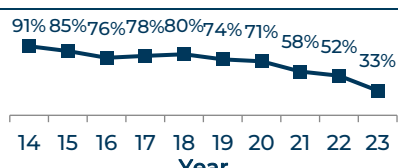
Results for Cambridge Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfaction with water services																									
Overall satisfaction with water supply (Sample size: 150) ²	 <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>94%</td></tr> <tr><td>15</td><td>93%</td></tr> <tr><td>16</td><td>98%</td></tr> <tr><td>17</td><td>95%</td></tr> <tr><td>18</td><td>96%</td></tr> <tr><td>19</td><td>96%</td></tr> <tr><td>20</td><td>92%</td></tr> <tr><td>21</td><td>92%</td></tr> <tr><td>22</td><td>93%</td></tr> <tr><td>23</td><td>89%</td></tr> </tbody> </table>	Year	Percentage	14	94%	15	93%	16	98%	17	95%	18	96%	19	96%	20	92%	21	92%	22	93%	23	89%	95% to 79% Average: 89%	
Year	Percentage																								
14	94%																								
15	93%																								
16	98%																								
17	95%																								
18	96%																								
19	96%																								
20	92%																								
21	92%																								
22	93%																								
23	89%																								
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 145)	 <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>80%</td></tr> <tr><td>15</td><td>81%</td></tr> <tr><td>16</td><td>75%</td></tr> <tr><td>17</td><td>74%</td></tr> <tr><td>18</td><td>68%</td></tr> <tr><td>19</td><td>78%</td></tr> <tr><td>20</td><td>74%</td></tr> <tr><td>21</td><td>74%</td></tr> <tr><td>22</td><td>78%</td></tr> <tr><td>23</td><td>63%</td></tr> </tbody> </table>	Year	Percentage	14	80%	15	81%	16	75%	17	74%	18	68%	19	78%	20	74%	21	74%	22	78%	23	63%	76% to 59% Average: 68%	Significant change since last year
Year	Percentage																								
14	80%																								
15	81%																								
16	75%																								
17	74%																								
18	68%																								
19	78%																								
20	74%																								
21	74%																								
22	78%																								
23	63%																								
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 142)	 <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>72%</td></tr> <tr><td>15</td><td>67%</td></tr> <tr><td>16</td><td>67%</td></tr> <tr><td>17</td><td>66%</td></tr> <tr><td>18</td><td>63%</td></tr> <tr><td>19</td><td>77%</td></tr> <tr><td>20</td><td>69%</td></tr> <tr><td>21</td><td>65%</td></tr> <tr><td>22</td><td>70%</td></tr> <tr><td>23</td><td>50%</td></tr> </tbody> </table>	Year	Percentage	14	72%	15	67%	16	67%	17	66%	18	63%	19	77%	20	69%	21	65%	22	70%	23	50%	62% to 49% Average: 55%	Significant change since last year
Year	Percentage																								
14	72%																								
15	67%																								
16	67%																								
17	66%																								
18	63%																								
19	77%																								
20	69%																								
21	65%																								
22	70%																								
23	50%																								
Agree water and sewerage charges are affordable (Sample size: 150)	 <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>81%</td></tr> <tr><td>15</td><td>79%</td></tr> <tr><td>16</td><td>79%</td></tr> <tr><td>17</td><td>79%</td></tr> <tr><td>18</td><td>80%</td></tr> <tr><td>19</td><td>84%</td></tr> <tr><td>20</td><td>86%</td></tr> <tr><td>21</td><td>86%</td></tr> <tr><td>22</td><td>88%</td></tr> <tr><td>23</td><td>69%</td></tr> </tbody> </table>	Year	Percentage	14	81%	15	79%	16	79%	17	79%	18	80%	19	84%	20	86%	21	86%	22	88%	23	69%	77% to 65% Average: 74%	Significant change since last year
Year	Percentage																								
14	81%																								
15	79%																								
16	79%																								
17	79%																								
18	80%																								
19	84%																								
20	86%																								
21	86%																								
22	88%																								
23	69%																								
Care and trust																									
Agree company cares about service given to customers (Sample size: 146)	 <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>85%</td></tr> <tr><td>15</td><td>77%</td></tr> <tr><td>16</td><td>72%</td></tr> <tr><td>17</td><td>65%</td></tr> <tr><td>18</td><td>74%</td></tr> <tr><td>19</td><td>68%</td></tr> <tr><td>20</td><td>72%</td></tr> <tr><td>21</td><td>64%</td></tr> <tr><td>22</td><td>58%</td></tr> <tr><td>23</td><td>50%</td></tr> </tbody> </table>	Year	Percentage	14	85%	15	77%	16	72%	17	65%	18	74%	19	68%	20	72%	21	64%	22	58%	23	50%	57% to 39% Average: 49%	
Year	Percentage																								
14	85%																								
15	77%																								
16	72%																								
17	65%																								
18	74%																								
19	68%																								
20	72%																								
21	64%																								
22	58%																								
23	50%																								
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 150)	 <table border="1"> <thead> <tr> <th>Year</th> <th>Mean Score</th> </tr> </thead> <tbody> <tr><td>14</td><td>8.19</td></tr> <tr><td>15</td><td>7.71</td></tr> <tr><td>16</td><td>7.63</td></tr> <tr><td>17</td><td>7.90</td></tr> <tr><td>18</td><td>8.11</td></tr> <tr><td>19</td><td>7.99</td></tr> <tr><td>20</td><td>7.73</td></tr> <tr><td>21</td><td>7.46</td></tr> <tr><td>22</td><td>7.34</td></tr> <tr><td>23</td><td>6.37</td></tr> </tbody> </table>	Year	Mean Score	14	8.19	15	7.71	16	7.63	17	7.90	18	8.11	19	7.99	20	7.73	21	7.46	22	7.34	23	6.37	6.93 to 5.49 Average: 6.33	Significant change since last year
Year	Mean Score																								
14	8.19																								
15	7.71																								
16	7.63																								
17	7.90																								
18	8.11																								
19	7.99																								
20	7.73																								
21	7.46																								
22	7.34																								
23	6.37																								
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 147)	 <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>79%</td></tr> <tr><td>15</td><td>73%</td></tr> <tr><td>16</td><td>68%</td></tr> <tr><td>17</td><td>71%</td></tr> <tr><td>18</td><td>74%</td></tr> <tr><td>19</td><td>76%</td></tr> <tr><td>20</td><td>73%</td></tr> <tr><td>21</td><td>70%</td></tr> <tr><td>22</td><td>71%</td></tr> <tr><td>23</td><td>64%</td></tr> </tbody> </table>	Year	Percentage	14	79%	15	73%	16	68%	17	71%	18	74%	19	76%	20	73%	21	70%	22	71%	23	64%	71% to 63% Average: 66%	
Year	Percentage																								
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Results for Cambridge Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Aware of WaterSure tariff (Sample size: 151*)	 <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>9%</td><td>12%</td><td>8%</td><td>16%</td><td>9%</td><td>10%</td><td>13%</td><td>12%</td><td>13%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	9%	9%	12%	8%	16%	9%	10%	13%	12%	13%	19% to 9% Average: 16%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	9%	9%	12%	8%	16%	9%	10%	13%	12%	13%															
Aware of free meter option (Sample size: 47) 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>54%</td><td>69%</td><td>67%</td><td>61%</td><td>73%</td><td>69%</td><td>77%</td><td>75%</td><td>72%</td><td>68%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	54%	69%	67%	61%	73%	69%	77%	75%	72%	68%	79% to 63% Average: 71%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	54%	69%	67%	61%	73%	69%	77%	75%	72%	68%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 47) 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>27%</td><td>28%</td><td>33%</td><td>22%</td><td>33%</td><td>24%</td><td>24%</td><td>24%</td><td>8%</td><td>15%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	27%	28%	33%	22%	33%	24%	24%	24%	8%	15%	30% to 13% Average: 23%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	27%	28%	33%	22%	33%	24%	24%	24%	8%	15%															
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 151*) 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>33%</td><td>39%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage								41%	33%	39%	49% to 39% Average: 45%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage								41%	33%	39%															
Aware of Priority services (Sample size: 151*)	 <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>50%</td><td>59%</td><td>52%</td><td>43%</td><td>46%</td><td>54%</td><td>43%</td><td>46%</td><td>44%</td><td>52%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	50%	59%	52%	43%	46%	54%	43%	46%	44%	52%	61% to 45% Average: 52%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	50%	59%	52%	43%	46%	54%	43%	46%	44%	52%															
Contact																									
Contacted water company with query in last 12 months (Sample size: 149*)	 <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>19%</td><td>10%</td><td>18%</td><td>20%</td><td>21%</td><td>18%</td><td>23%</td><td>20%</td><td>21%</td><td>19%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	19%	10%	18%	20%	21%	18%	23%	20%	21%	19%	33% to 16% Average: 22%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	19%	10%	18%	20%	21%	18%	23%	20%	21%	19%															
Reason for contacting water company was to complain (Sample size: 29 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>0%</td><td>0%</td><td>0%</td><td>7%</td><td>0%</td><td>4%</td><td>6%</td><td>3%</td><td>3%</td><td>0%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	0%	0%	0%	7%	0%	4%	6%	3%	3%	0%	6% to 0% Average: 2%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	0%	0%	0%	7%	0%	4%	6%	3%	3%	0%															
Satisfaction with way query handled (Sample size: 28 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>86%</td><td>100%</td><td>75%</td><td>73%</td><td>91%</td><td>78%</td><td>79%</td><td>66%</td><td>78%</td><td>82%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	86%	100%	75%	73%	91%	78%	79%	66%	78%	82%	84% to 62% Average: 74%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	86%	100%	75%	73%	91%	78%	79%	66%	78%	82%															

Results for Cambridge 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: 151)	 <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>96%</td><td>95%</td><td>94%</td><td>93%</td><td>93%</td><td>97%</td><td>94%</td><td>97%</td><td>95%</td><td>91%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	96%	95%	94%	93%	93%	97%	94%	97%	95%	91%	94% to 83% Average: 90%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	96%	95%	94%	93%	93%	97%	94%	97%	95%	91%															
Satisfied with taste and smell (Sample size: 150)	 <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>84%</td><td>87%</td><td>85%</td><td>93%</td><td>88%</td><td>85%</td><td>88%</td><td>88%</td><td>80%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	93%	84%	87%	85%	93%	88%	85%	88%	88%	80%	88% to 80% Average: 83%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	93%	84%	87%	85%	93%	88%	85%	88%	88%	80%															
Satisfied with hardness/softness (Sample size: 148)	 <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>59%</td><td>52%</td><td>52%</td><td>60%</td><td>55%</td><td>56%</td><td>51%</td><td>42%</td><td>49%</td><td>41%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	59%	52%	52%	60%	55%	56%	51%	42%	49%	41%	63% to 35% Average: 47%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	59%	52%	52%	60%	55%	56%	51%	42%	49%	41%															
Satisfied with safety (Sample size: 144)	 <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>99%</td><td>94%</td><td>93%</td><td>93%</td><td>95%</td><td>97%</td><td>94%</td><td>93%</td><td>94%</td><td>85%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	99%	94%	93%	93%	95%	97%	94%	93%	94%	85%	93% to 85% Average: 86%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	99%	94%	93%	93%	95%	97%	94%	93%	94%	85%															
Satisfied with reliability of supply (Sample size: 151)	 <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>99%</td><td>97%</td><td>95%</td><td>96%</td><td>99%</td><td>99%</td><td>98%</td><td>96%</td><td>97%</td><td>94%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	99%	97%	95%	96%	99%	99%	98%	96%	97%	94%	98% to 86% Average: 94%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	99%	97%	95%	96%	99%	99%	98%	96%	97%	94%															
Satisfied with water pressure (Sample size: 150)	 <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>89%</td><td>89%</td><td>91%</td><td>93%</td><td>91%</td><td>89%</td><td>91%</td><td>92%</td><td>87%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	94%	89%	89%	91%	93%	91%	89%	91%	92%	87%	88% to 81% Average: 84%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	94%	89%	89%	91%	93%	91%	89%	91%	92%	87%															

Cambridge Water sewerage services are provided by
Anglian Water (141 respondents)



Results for sewerage service provider(s) for Cambridge 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: 141) 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>94%</td><td>87%</td><td>88%</td><td>90%</td><td>88%</td><td>87%</td><td>86%</td><td>74%</td><td>76%</td><td>61%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	94%	87%	88%	90%	88%	87%	86%	74%	76%	61%	72% to 33% Average: 60%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	94%	87%	88%	90%	88%	87%	86%	74%	76%	61%															
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (Sample size: 135)	 <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>75%</td><td>76%</td><td>76%</td><td>68%</td><td>79%</td><td>76%</td><td>72%</td><td>76%</td><td>63%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	77%	75%	76%	76%	68%	79%	76%	72%	76%	63%	75% to 47% Average: 67%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	77%	75%	76%	76%	68%	79%	76%	72%	76%	63%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 102)	 <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>75%</td><td>74%</td><td>73%</td><td>77%</td><td>79%</td><td>75%</td><td>73%</td><td>68%</td><td>62%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	82%	75%	74%	73%	77%	79%	75%	73%	68%	62%	65% to 31% Average: 55%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	82%	75%	74%	73%	77%	79%	75%	73%	68%	62%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 114)	 <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>84%</td><td>71%</td><td>79%</td><td>82%</td><td>86%</td><td>80%</td><td>75%</td><td>71%</td><td>57%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	88%	84%	71%	79%	82%	86%	80%	75%	71%	57%	65% to 32% Average: 53%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	88%	84%	71%	79%	82%	86%	80%	75%	71%	57%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 106)	 <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>92%</td><td>74%</td><td>85%</td><td>82%</td><td>87%</td><td>73%</td><td>46%</td><td>40%</td><td>17%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	93%	92%	74%	85%	82%	87%	73%	46%	40%	17%	42% to 11% Average: 30%	Significant change since last year. Significantly lower than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	93%	92%	74%	85%	82%	87%	73%	46%	40%	17%															
Satisfied with company actions to minimise sewer flooding (Sample size: 120)	 <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>85%</td><td>76%</td><td>78%</td><td>80%</td><td>74%</td><td>71%</td><td>58%</td><td>52%</td><td>33%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	91%	85%	76%	78%	80%	74%	71%	58%	52%	33%	55% to 15% Average: 37%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	91%	85%	76%	78%	80%	74%	71%	58%	52%	33%															

Sample Profile

Sample profile for Cambridge Water	(Sample size: 151*)
Gender	
Male	48%
Female	52%
Age	
18-29	1%
30-44	14%
45-59	34%
60-74	32%
75+	20%
SEC	
Higher managerial, administrative & professional occupations	52%
Intermediate occupations	23%
Routine & manual occupations	19%
Never worked and long-term unemployed/Full-time students	5%
Refused	2%
Water Meter	
Proportion having a water meter	68%

Statistical reliability on sample size of 150 is +/- 8.0%

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 *.