

Results for Essex & Suffolk 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"> <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>93%</td><td>89%</td><td>91%</td><td>91%</td><td>91%</td><td>91%</td><td>96%</td><td>89%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	91%	92%	93%	89%	91%	91%	91%	91%	96%	89%	95% to 79% Average: 89%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	91%	92%	93%	89%	91%	91%	91%	91%	96%	89%															
Satisfaction with value for money																									
Satisfied with value for money of water services (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>75%</td><td>70%</td><td>67%</td><td>71%</td><td>71%</td><td>76%</td><td>77%</td><td>73%</td><td>79%</td><td>69%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	75%	70%	67%	71%	71%	76%	77%	73%	79%	69%	76% to 59% Average: 68%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	75%	70%	67%	71%	71%	76%	77%	73%	79%	69%															
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 146)	<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>63%</td><td>58%</td><td>58%</td><td>57%</td><td>61%</td><td>68%</td><td>72%</td><td>65%</td><td>73%</td><td>62%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	63%	58%	58%	57%	61%	68%	72%	65%	73%	62%	62% to 49% Average: 55%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	63%	58%	58%	57%	61%	68%	72%	65%	73%	62%															
Agree water and sewerage charges are affordable (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>78%</td><td>73%</td><td>66%</td><td>72%</td><td>69%</td><td>81%</td><td>86%</td><td>77%</td><td>78%</td><td>77%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	78%	73%	66%	72%	69%	81%	86%	77%	78%	77%	77% to 65% Average: 74%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	78%	73%	66%	72%	69%	81%	86%	77%	78%	77%															
Care and trust																									
Agree company cares about service given to customers (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>67%</td><td>66%</td><td>68%</td><td>67%</td><td>69%</td><td>64%</td><td>74%</td><td>64%</td><td>65%</td><td>56%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	67%	66%	68%	67%	69%	64%	74%	64%	65%	56%	57% to 39% Average: 49%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	67%	66%	68%	67%	69%	64%	74%	64%	65%	56%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (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>Score</th><td>7.63</td><td>7.93</td><td>7.48</td><td>7.55</td><td>7.59</td><td>7.59</td><td>8.14</td><td>7.29</td><td>7.23</td><td>6.93</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Score	7.63	7.93	7.48	7.55	7.59	7.59	8.14	7.29	7.23	6.93	6.93 to 5.49 Average: 6.33	
Year	14	15	16	17	18	19	20	21	22	23															
Score	7.63	7.93	7.48	7.55	7.59	7.59	8.14	7.29	7.23	6.93															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (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>74%</td><td>76%</td><td>73%</td><td>74%</td><td>75%</td><td>79%</td><td>75%</td><td>67%</td><td>70%</td><td>63%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	74%	76%	73%	74%	75%	79%	75%	67%	70%	63%	71% to 63% Average: 66%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	74%	76%	73%	74%	75%	79%	75%	67%	70%	63%															

Results for Essex & Suffolk Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Aware of WaterSure tariff (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>10%</td><td>7%</td><td>12%</td><td>6%</td><td>11%</td><td>13%</td><td>13%</td><td>17%</td><td>14%</td><td>19%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	10%	7%	12%	6%	11%	13%	13%	17%	14%	19%	19% to 9% Average: 16%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	10%	7%	12%	6%	11%	13%	13%	17%	14%	19%															
Aware of free meter option (Sample size: 43) 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>64%</td><td>76%</td><td>75%</td><td>69%</td><td>77%</td><td>65%</td><td>77%</td><td>63%</td><td>57%</td><td>79%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	64%	76%	75%	69%	77%	65%	77%	63%	57%	79%	79% to 63% Average: 71%	Significant change since last year. Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	64%	76%	75%	69%	77%	65%	77%	63%	57%	79%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 43) 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>28%</td><td>24%</td><td>32%</td><td>24%</td><td>20%</td><td>29%</td><td>38%</td><td>24%</td><td>19%</td><td>30%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	28%	24%	32%	24%	20%	29%	38%	24%	19%	30%	30% to 13% Average: 23%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	28%	24%	32%	24%	20%	29%	38%	24%	19%	30%															
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 150*) ⁴	<table border="1"> <tr><th>Year</th><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>39%</td><td>35%</td><td>44%</td></tr> </table>	Year	21	22	23	Percentage	39%	35%	44%	49% to 39% Average: 45%															
Year	21	22	23																						
Percentage	39%	35%	44%																						
Aware of Priority services (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>50%</td><td>54%</td><td>44%</td><td>48%</td><td>49%</td><td>49%</td><td>50%</td><td>45%</td><td>45%</td><td>58%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	50%	54%	44%	48%	49%	49%	50%	45%	45%	58%	61% to 45% Average: 52%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	50%	54%	44%	48%	49%	49%	50%	45%	45%	58%															
Contact																									
Contacted water company with query in last 12 months (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>17%</td><td>15%</td><td>16%</td><td>19%</td><td>19%</td><td>22%</td><td>18%</td><td>18%</td><td>21%</td><td>22%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	17%	15%	16%	19%	19%	22%	18%	18%	21%	22%	33% to 16% Average: 22%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	17%	15%	16%	19%	19%	22%	18%	18%	21%	22%															
Reason for contacting water company was to complain (Sample size: 33 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>4%</td><td>4%</td><td>4%</td><td>3%</td><td>0%</td><td>0%</td><td>0%</td><td>3%</td><td>6%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	8%	4%	4%	4%	3%	0%	0%	0%	3%	6%	6% to 0% Average: 2%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	8%	4%	4%	4%	3%	0%	0%	0%	3%	6%															
Satisfaction with way query handled (Sample size: 33 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>68%</td><td>91%</td><td>79%</td><td>91%</td><td>90%</td><td>87%</td><td>80%</td><td>70%</td><td>81%</td><td>79%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	68%	91%	79%	91%	90%	87%	80%	70%	81%	79%	84% to 62% Average: 74%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	68%	91%	79%	91%	90%	87%	80%	70%	81%	79%															

Results for Essex & Suffolk 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: 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>93%</td><td>92%</td><td>96%</td><td>91%</td><td>92%</td><td>93%</td><td>93%</td><td>91%</td><td>90%</td><td>91%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	93%	92%	96%	91%	92%	93%	93%	91%	90%	91%	94% to 83% Average: 90%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	93%	92%	96%	91%	92%	93%	93%	91%	90%	91%															
Satisfied with taste and smell (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>89%</td><td>86%</td><td>90%</td><td>87%</td><td>89%</td><td>88%</td><td>85%</td><td>84%</td><td>84%</td><td>84%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	89%	86%	90%	87%	89%	88%	85%	84%	84%	84%	88% to 80% Average: 83%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	89%	86%	90%	87%	89%	88%	85%	84%	84%	84%															
Satisfied with hardness/softness (Sample size: 147)	<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>58%</td><td>54%</td><td>54%</td><td>50%</td><td>50%</td><td>49%</td><td>40%</td><td>54%</td><td>42%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	64%	58%	54%	54%	50%	50%	49%	40%	54%	42%	63% to 35% Average: 47%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	64%	58%	54%	54%	50%	50%	49%	40%	54%	42%															
Satisfied with safety (Sample size: 141)	<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>90%</td><td>87%</td><td>91%</td><td>96%</td><td>92%</td><td>92%</td><td>87%</td><td>86%</td><td>88%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	94%	90%	87%	91%	96%	92%	92%	87%	86%	88%	93% to 85% Average: 86%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	94%	90%	87%	91%	96%	92%	92%	87%	86%	88%															
Satisfied with reliability of supply (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>97%</td><td>99%</td><td>97%</td><td>96%</td><td>97%</td><td>97%</td><td>98%</td><td>96%</td><td>98%</td><td>95%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	97%	99%	97%	96%	97%	97%	98%	96%	98%	95%	98% to 86% Average: 94%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	97%	99%	97%	96%	97%	97%	98%	96%	98%	95%															
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>91%</td><td>85%</td><td>89%</td><td>85%</td><td>85%</td><td>89%</td><td>90%</td><td>83%</td><td>86%</td><td>81%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	91%	85%	89%	85%	85%	89%	90%	83%	86%	81%	88% to 81% Average: 84%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	91%	85%	89%	85%	85%	89%	90%	83%	86%	81%															

Essex & Suffolk Water sewerage services are provided by Anglian Water (126 respondents) and Thames Water (18 respondents)⁵



Results for sewerage service provider(s) for Essex & Suffolk 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: 142) ⁶	<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>91%</td><td>83%</td><td>84%</td><td>86%</td><td>87%</td><td>88%</td><td>74%</td><td>77%</td><td>68%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	86%	91%	83%	84%	86%	87%	88%	74%	77%	68%	72% to 33% Average: 60%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	86%	91%	83%	84%	86%	87%	88%	74%	77%	68%															
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (Sample size: 142)	<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>70%</td><td>70%</td><td>72%</td><td>66%</td><td>74%</td><td>76%</td><td>78%</td><td>75%</td><td>72%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	74%	70%	70%	72%	66%	74%	76%	78%	75%	72%	75% to 47% Average: 67%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	74%	70%	70%	72%	66%	74%	76%	78%	75%	72%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 110)	<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>76%</td><td>65%</td><td>71%</td><td>77%</td><td>77%</td><td>78%</td><td>68%</td><td>71%</td><td>65%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	77%	76%	65%	71%	77%	77%	78%	68%	71%	65%	65% to 31% Average: 55%	Significantly higher than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	77%	76%	65%	71%	77%	77%	78%	68%	71%	65%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 117)	<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>84%</td><td>88%</td><td>67%</td><td>77%</td><td>79%</td><td>84%</td><td>81%</td><td>71%</td><td>70%</td><td>65%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	84%	88%	67%	77%	79%	84%	81%	71%	70%	65%	65% to 32% Average: 53%	Significantly higher than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	84%	88%	67%	77%	79%	84%	81%	71%	70%	65%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 123)	<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>80%</td><td>85%</td><td>69%</td><td>78%</td><td>71%</td><td>78%</td><td>79%</td><td>47%</td><td>49%</td><td>45%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	80%	85%	69%	78%	71%	78%	79%	47%	49%	45%	42% to 11% Average: 30%	Significantly higher than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	80%	85%	69%	78%	71%	78%	79%	47%	49%	45%															
Satisfied with company actions to minimise sewer flooding (Sample size: 124)	<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>67%</td><td>72%</td><td>72%</td><td>85%</td><td>74%</td><td>63%</td><td>57%</td><td>44%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	83%	79%	67%	72%	72%	85%	74%	63%	57%	44%	55% to 15% Average: 37%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	83%	79%	67%	72%	72%	85%	74%	63%	57%	44%															

Sample Profile

Sample profile for Essex & Suffolk Water	(Sample size: 150*)
Gender	
Male	40%
Female	60%
Age	
18-29	3%
30-44	14%
45-59	25%
60-74	36%
75+	23%
SEC	
Higher managerial, administrative & professional occupations	41%
Intermediate occupations	22%
Routine & manual occupations	25%
Never worked and long-term unemployed/Full-time students	9%
Refused	2%
Water Meter	
Proportion having a water meter	70%

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

⁶ Sample size is shown in brackets and excludes don't knows unless followed by an asterisk *.