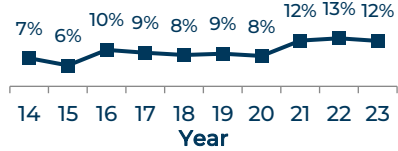
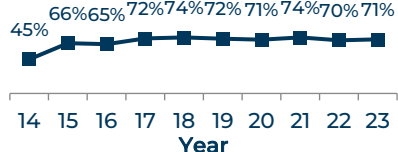
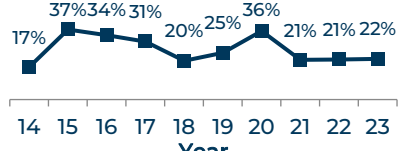
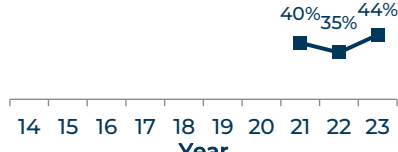
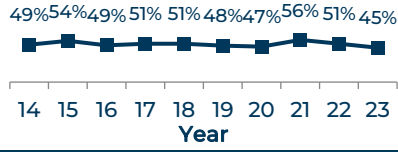
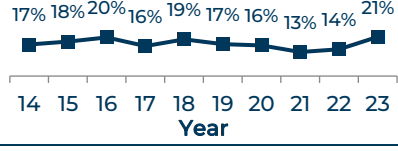

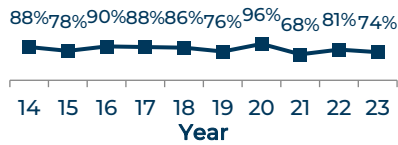


Results for Portsmouth Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfaction with water services																									
Overall satisfaction with water supply (Sample size: 150) ²	 <table border="1"> <tr><th>Year</th><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>94%</td><td>95%</td><td>93%</td><td>95%</td><td>91%</td><td>96%</td><td>93%</td><td>95%</td><td>97%</td><td>95%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	94%	95%	93%	95%	91%	96%	93%	95%	97%	95%	95% to 79% Average: 89%	Significantly higher than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	94%	95%	93%	95%	91%	96%	93%	95%	97%	95%															
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>79%</td><td>81%</td><td>79%</td><td>79%</td><td>77%</td><td>77%</td><td>82%</td><td>79%</td><td>80%</td><td>74%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	79%	81%	79%	79%	77%	77%	82%	79%	80%	74%	76% to 59% Average: 68%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	79%	81%	79%	79%	77%	77%	82%	79%	80%	74%															
Views on fairness and affordability of charges																									
Agree charges are fair (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>75%</td><td>69%</td><td>69%</td><td>72%</td><td>60%</td><td>67%</td><td>72%</td><td>58%</td><td>62%</td><td>49%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	75%	69%	69%	72%	60%	67%	72%	58%	62%	49%	62% to 49% Average: 55%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	75%	69%	69%	72%	60%	67%	72%	58%	62%	49%															
Agree water and sewerage charges are affordable (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>77%</td><td>82%</td><td>81%</td><td>85%</td><td>68%</td><td>77%</td><td>87%</td><td>76%</td><td>76%</td><td>70%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	77%	82%	81%	85%	68%	77%	87%	76%	76%	70%	77% to 65% Average: 74%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	77%	82%	81%	85%	68%	77%	87%	76%	76%	70%															
Care and trust																									
Agree company cares about service given to customers (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>82%</td><td>73%</td><td>74%</td><td>68%</td><td>74%</td><td>67%</td><td>72%</td><td>62%</td><td>56%</td><td>39%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	82%	73%	74%	68%	74%	67%	72%	62%	56%	39%	57% to 39% Average: 49%	Significantly lower than WoC average. Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	82%	73%	74%	68%	74%	67%	72%	62%	56%	39%															
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>8.19</td><td>7.67</td><td>7.64</td><td>8.20</td><td>7.80</td><td>7.87</td><td>8.10</td><td>7.07</td><td>6.85</td><td>5.89</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Score	8.19	7.67	7.64	8.20	7.80	7.87	8.10	7.07	6.85	5.89	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	8.19	7.67	7.64	8.20	7.80	7.87	8.10	7.07	6.85	5.89															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (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>83%</td><td>73%</td><td>73%</td><td>78%</td><td>77%</td><td>75%</td><td>76%</td><td>69%</td><td>64%</td><td>64%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	83%	73%	73%	78%	77%	75%	76%	69%	64%	64%	71% to 63% Average: 66%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	83%	73%	73%	78%	77%	75%	76%	69%	64%	64%															

Results for Portsmouth 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>7%</td><td>6%</td><td>10%</td><td>9%</td><td>8%</td><td>9%</td><td>8%</td><td>12%</td><td>13%</td><td>12%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	7%	6%	10%	9%	8%	9%	8%	12%	13%	12%	19% to 9% Average: 16%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	7%	6%	10%	9%	8%	9%	8%	12%	13%	12%															
Aware of free meter option (Sample size: 94) 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>45%</td><td>66%</td><td>65%</td><td>72%</td><td>74%</td><td>72%</td><td>71%</td><td>74%</td><td>70%</td><td>71%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	45%	66%	65%	72%	74%	72%	71%	74%	70%	71%	79% to 63% Average: 71%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	45%	66%	65%	72%	74%	72%	71%	74%	70%	71%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 93) 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>17%</td><td>37%</td><td>34%</td><td>31%</td><td>20%</td><td>25%</td><td>36%</td><td>21%</td><td>21%</td><td>22%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	17%	37%	34%	31%	20%	25%	36%	21%	21%	22%	30% to 13% Average: 23%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	17%	37%	34%	31%	20%	25%	36%	21%	21%	22%															
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>20</td><td>21</td><td>22</td><td>23</td></tr> <tr><th>Percentage</th><td>40%</td><td>35%</td><td>44%</td><td></td></tr> </table>	Year	20	21	22	23	Percentage	40%	35%	44%		49% to 39% Average: 45%													
Year	20	21	22	23																					
Percentage	40%	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>49%</td><td>54%</td><td>49%</td><td>51%</td><td>51%</td><td>48%</td><td>47%</td><td>56%</td><td>51%</td><td>45%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	49%	54%	49%	51%	51%	48%	47%	56%	51%	45%	61% to 45% Average: 52%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	49%	54%	49%	51%	51%	48%	47%	56%	51%	45%															
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>18%</td><td>20%</td><td>16%</td><td>19%</td><td>17%</td><td>16%</td><td>13%</td><td>14%</td><td>21%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	17%	18%	20%	16%	19%	17%	16%	13%	14%	21%	33% to 16% Average: 22%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	17%	18%	20%	16%	19%	17%	16%	13%	14%	21%															
Reason for contacting water company was to complain (Sample size: 31 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>7%</td><td>0%</td><td>4%</td><td>0%</td><td>8%</td><td>0%</td><td>0%</td><td>5%</td><td>3%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	0%	7%	0%	4%	0%	8%	0%	0%	5%	3%	6% to 0% Average: 2%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	0%	7%	0%	4%	0%	8%	0%	0%	5%	3%															
Satisfaction with way query handled (Sample size: 31 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>88%</td><td>78%</td><td>90%</td><td>88%</td><td>86%</td><td>76%</td><td>96%</td><td>68%</td><td>81%</td><td>74%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	88%	78%	90%	88%	86%	76%	96%	68%	81%	74%	84% to 62% Average: 74%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	88%	78%	90%	88%	86%	76%	96%	68%	81%	74%															

Results for Portsmouth 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>94%</td><td>95%</td><td>95%</td><td>97%</td><td>91%</td><td>92%</td><td>92%</td><td>95%</td><td>95%</td><td>93%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	94%	95%	95%	97%	91%	92%	92%	95%	95%	93%	94% to 83% Average: 90%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	94%	95%	95%	97%	91%	92%	92%	95%	95%	93%															
Satisfied with taste and smell (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>90%</td><td>90%</td><td>85%</td><td>90%</td><td>86%</td><td>89%</td><td>89%</td><td>86%</td><td>88%</td><td>86%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	90%	90%	85%	90%	86%	89%	89%	86%	88%	86%	88% to 80% Average: 83%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	90%	90%	85%	90%	86%	89%	89%	86%	88%	86%															
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>63%</td><td>55%</td><td>49%</td><td>57%</td><td>60%</td><td>57%</td><td>51%</td><td>49%</td><td>44%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	64%	63%	55%	49%	57%	60%	57%	51%	49%	44%	63% to 35% Average: 47%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	64%	63%	55%	49%	57%	60%	57%	51%	49%	44%															
Satisfied with safety (Sample size: 145)	<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>95%</td><td>92%</td><td>91%</td><td>92%</td><td>95%</td><td>93%</td><td>93%</td><td>93%</td><td>86%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	92%	95%	92%	91%	92%	95%	93%	93%	93%	86%	93% to 85% Average: 86%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	92%	95%	92%	91%	92%	95%	93%	93%	93%	86%															
Satisfied with reliability of supply (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>97%</td><td>98%</td><td>100%</td><td>99%</td><td>95%</td><td>99%</td><td>99%</td><td>97%</td><td>96%</td><td>96%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	97%	98%	100%	99%	95%	99%	99%	97%	96%	96%	98% to 86% Average: 94%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	97%	98%	100%	99%	95%	99%	99%	97%	96%	96%															
Satisfied with water pressure (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>90%</td><td>89%</td><td>89%</td><td>89%</td><td>88%</td><td>89%</td><td>89%</td><td>85%</td><td>84%</td><td>87%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	90%	89%	89%	89%	88%	89%	89%	85%	84%	87%	88% to 81% Average: 84%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	90%	89%	89%	89%	88%	89%	89%	85%	84%	87%															



CCW Research Report
Water Matters 2023
Summary of findings for
Portsmouth Water



Portsmouth Water sewerage services are provided by
Southern Water (149 respondents)



Results for sewerage service provider(s) for Portsmouth 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: 148) 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>91%</td><td>88%</td><td>90%</td><td>84%</td><td>80%</td><td>80%</td><td>78%</td><td>54%</td><td>48%</td><td>33%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	91%	88%	90%	84%	80%	80%	78%	54%	48%	33%	72% to 33% Average: 60%	Significant change since last year. Significantly lower than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	91%	88%	90%	84%	80%	80%	78%	54%	48%	33%															
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (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>77%</td><td>73%</td><td>74%</td><td>74%</td><td>69%</td><td>65%</td><td>81%</td><td>60%</td><td>57%</td><td>47%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	77%	73%	74%	74%	69%	65%	81%	60%	57%	47%	75% to 47% Average: 67%	Significantly lower than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	77%	73%	74%	74%	69%	65%	81%	60%	57%	47%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (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>79%</td><td>77%</td><td>79%</td><td>73%</td><td>74%</td><td>72%</td><td>76%</td><td>53%</td><td>50%</td><td>31%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	79%	77%	79%	73%	74%	72%	76%	53%	50%	31%	65% to 31% Average: 55%	Significant change since last year. Significantly lower than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	79%	77%	79%	73%	74%	72%	76%	53%	50%	31%															
Satisfied with maintenance of sewerage pipes & treatment works (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>85%</td><td>84%</td><td>77%</td><td>80%</td><td>76%</td><td>75%</td><td>80%</td><td>51%</td><td>49%</td><td>32%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	85%	84%	77%	80%	76%	75%	80%	51%	49%	32%	65% to 32% Average: 53%	Significant change since last year. Significantly lower than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	85%	84%	77%	80%	76%	75%	80%	51%	49%	32%															
Satisfied with company cleaning of waste water before releasing it back into the environment (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>78%</td><td>77%</td><td>75%</td><td>80%</td><td>69%</td><td>65%</td><td>64%</td><td>17%</td><td>18%</td><td>11%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	78%	77%	75%	80%	69%	65%	64%	17%	18%	11%	42% to 11% Average: 30%	Significantly lower than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	78%	77%	75%	80%	69%	65%	64%	17%	18%	11%															
Satisfied with company actions to minimise sewer flooding (Sample size: 137)	<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>75%</td><td>78%</td><td>78%</td><td>70%</td><td>69%</td><td>73%</td><td>40%</td><td>29%</td><td>15%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	84%	75%	78%	78%	70%	69%	73%	40%	29%	15%	55% to 15% Average: 37%	Significant change since last year. Significantly lower than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	84%	75%	78%	78%	70%	69%	73%	40%	29%	15%															

Sample Profile

Sample profile for Portsmouth Water	(Sample size: 150*)
Gender	
Male	49%
Female	51%
Age	
18-29	2%
30-44	9%
45-59	26%
60-74	43%
75+	19%
SEC	
Higher managerial, administrative & professional occupations	46%
Intermediate occupations	27%
Routine & manual occupations	20%
Never worked and long-term unemployed/Full-time students	5%
Refused	2%
Water Meter	
Proportion having a water meter	38%

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 *.