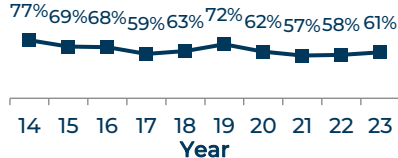
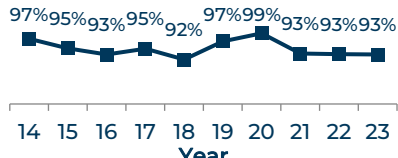
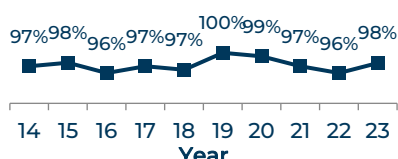
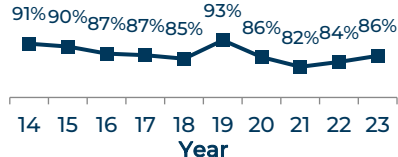


Results for SES Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfaction with water services																									
Overall satisfaction with water supply (Sample size: 150) ²	<table border="1"> <tr><th>Year</th><td>14</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>96%</td><td>94%</td><td>94%</td><td>93%</td><td>91%</td><td>95%</td><td>94%</td><td>91%</td><td>97%</td><td>94%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	96%	94%	94%	93%	91%	95%	94%	91%	97%	94%	95% to 79% Average: 89%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	96%	94%	94%	93%	91%	95%	94%	91%	97%	94%															
Satisfaction with value for money																									
Satisfied with value for money of water 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>73%</td><td>74%</td><td>71%</td><td>69%</td><td>67%</td><td>75%</td><td>73%</td><td>72%</td><td>70%</td><td>76%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	73%	74%	71%	69%	67%	75%	73%	72%	70%	76%	76% to 59% Average: 68%	Significantly higher than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	73%	74%	71%	69%	67%	75%	73%	72%	70%	76%															
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 143)	<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>60%</td><td>59%</td><td>56%</td><td>56%</td><td>65%</td><td>65%</td><td>58%</td><td>58%</td><td>51%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	74%	60%	59%	56%	56%	65%	65%	58%	58%	51%	62% to 49% Average: 55%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	74%	60%	59%	56%	56%	65%	65%	58%	58%	51%															
Agree water and sewerage charges are affordable (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>86%</td><td>76%</td><td>75%</td><td>72%</td><td>72%</td><td>80%</td><td>81%</td><td>73%</td><td>78%</td><td>74%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	86%	76%	75%	72%	72%	80%	81%	73%	78%	74%	77% to 65% Average: 74%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	86%	76%	75%	72%	72%	80%	81%	73%	78%	74%															
Care and trust																									
Agree company cares about service given to customers (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>77%</td><td>72%</td><td>68%</td><td>66%</td><td>61%</td><td>67%</td><td>57%</td><td>55%</td><td>51%</td><td>57%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	77%	72%	68%	66%	61%	67%	57%	55%	51%	57%	57% to 39% Average: 49%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	77%	72%	68%	66%	61%	67%	57%	55%	51%	57%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (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>Score</th><td>7.90</td><td>7.61</td><td>7.26</td><td>7.82</td><td>7.52</td><td>7.58</td><td>7.63</td><td>7.23</td><td>7.07</td><td>6.72</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Score	7.90	7.61	7.26	7.82	7.52	7.58	7.63	7.23	7.07	6.72	6.93 to 5.49 Average: 6.33	
Year	14	15	16	17	18	19	20	21	22	23															
Score	7.90	7.61	7.26	7.82	7.52	7.58	7.63	7.23	7.07	6.72															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 143)	<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>64%</td><td>64%</td><td>71%</td><td>66%</td><td>79%</td><td>69%</td><td>68%</td><td>76%</td><td>65%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	70%	64%	64%	71%	66%	79%	69%	68%	76%	65%	71% to 63% Average: 66%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	70%	64%	64%	71%	66%	79%	69%	68%	76%	65%															

Results for SES 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>14%</td><td>12%</td><td>7%</td><td>14%</td><td>8%</td><td>11%</td><td>9%</td><td>11%</td><td>9%</td><td>13%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	14%	12%	7%	14%	8%	11%	9%	11%	9%	13%	19% to 9% Average: 16%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	14%	12%	7%	14%	8%	11%	9%	11%	9%	13%															
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 150*) 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></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>35%</td><td>47%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage									35%	47%	49% to 39% Average: 45%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage									35%	47%															
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>51%</td><td>46%</td><td>42%</td><td>44%</td><td>36%</td><td>42%</td><td>42%</td><td>39%</td><td>36%</td><td>57%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	51%	46%	42%	44%	36%	42%	42%	39%	36%	57%	61% to 45% Average: 52%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	51%	46%	42%	44%	36%	42%	42%	39%	36%	57%															
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>13%</td><td>12%</td><td>19%</td><td>19%</td><td>18%</td><td>21%</td><td>15%</td><td>15%</td><td>21%</td><td>21%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	13%	12%	19%	19%	18%	21%	15%	15%	21%	21%	33% to 16% Average: 22%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	13%	12%	19%	19%	18%	21%	15%	15%	21%	21%															
Reason for contacting water company was to complain (Sample size: 32 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>11%</td><td>0%</td><td>7%</td><td>0%</td><td>3%</td><td>9%</td><td>0%</td><td>0%</td><td>3%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	0%	11%	0%	7%	0%	3%	9%	0%	0%	3%	6% to 0% Average: 2%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	0%	11%	0%	7%	0%	3%	9%	0%	0%	3%															
Satisfaction with way query handled (Sample size: 32 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>84%</td><td>94%</td><td>83%</td><td>76%</td><td>72%</td><td>78%</td><td>67%</td><td>78%</td><td>58%</td><td>78%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	84%	94%	83%	76%	72%	78%	67%	78%	58%	78%	84% to 62% Average: 74%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	84%	94%	83%	76%	72%	78%	67%	78%	58%	78%															
Water on tap																									
Satisfied with colour and appearance of tap water (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>96%</td><td>95%</td><td>97%</td><td>95%</td><td>94%</td><td>96%</td><td>95%</td><td>95%</td><td>94%</td><td>93%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	96%	95%	97%	95%	94%	96%	95%	95%	94%	93%	94% to 83% Average: 90%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	96%	95%	97%	95%	94%	96%	95%	95%	94%	93%															
Satisfied with taste and smell (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>98%</td><td>92%</td><td>94%</td><td>91%</td><td>90%</td><td>95%</td><td>93%</td><td>93%</td><td>89%</td><td>88%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	98%	92%	94%	91%	90%	95%	93%	93%	89%	88%	88% to 80% Average: 83%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	98%	92%	94%	91%	90%	95%	93%	93%	89%	88%															

Results for SES Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfied with hardness/softness (Sample size: 142)	 <table border="1"> <caption>Satisfaction with hardness/softness (2014-2023)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>14</td><td>77%</td></tr> <tr><td>15</td><td>69%</td></tr> <tr><td>16</td><td>68%</td></tr> <tr><td>17</td><td>59%</td></tr> <tr><td>18</td><td>63%</td></tr> <tr><td>19</td><td>72%</td></tr> <tr><td>20</td><td>62%</td></tr> <tr><td>21</td><td>57%</td></tr> <tr><td>22</td><td>58%</td></tr> <tr><td>23</td><td>61%</td></tr> </tbody> </table>	Year	Percentage	14	77%	15	69%	16	68%	17	59%	18	63%	19	72%	20	62%	21	57%	22	58%	23	61%	63% to 35% Average: 47%	Significantly higher than WoC average
Year	Percentage																								
14	77%																								
15	69%																								
16	68%																								
17	59%																								
18	63%																								
19	72%																								
20	62%																								
21	57%																								
22	58%																								
23	61%																								
Satisfied with safety (Sample size: 144)	 <table border="1"> <caption>Satisfaction with safety (2014-2023)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>14</td><td>97%</td></tr> <tr><td>15</td><td>95%</td></tr> <tr><td>16</td><td>93%</td></tr> <tr><td>17</td><td>95%</td></tr> <tr><td>18</td><td>92%</td></tr> <tr><td>19</td><td>97%</td></tr> <tr><td>20</td><td>99%</td></tr> <tr><td>21</td><td>93%</td></tr> <tr><td>22</td><td>93%</td></tr> <tr><td>23</td><td>93%</td></tr> </tbody> </table>	Year	Percentage	14	97%	15	95%	16	93%	17	95%	18	92%	19	97%	20	99%	21	93%	22	93%	23	93%	93% to 85% Average: 86%	Significantly higher than WoC average
Year	Percentage																								
14	97%																								
15	95%																								
16	93%																								
17	95%																								
18	92%																								
19	97%																								
20	99%																								
21	93%																								
22	93%																								
23	93%																								
Satisfied with reliability of supply (Sample size: 150)	 <table border="1"> <caption>Satisfaction with reliability of supply (2014-2023)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>14</td><td>97%</td></tr> <tr><td>15</td><td>98%</td></tr> <tr><td>16</td><td>96%</td></tr> <tr><td>17</td><td>97%</td></tr> <tr><td>18</td><td>97%</td></tr> <tr><td>19</td><td>100%</td></tr> <tr><td>20</td><td>99%</td></tr> <tr><td>21</td><td>97%</td></tr> <tr><td>22</td><td>96%</td></tr> <tr><td>23</td><td>98%</td></tr> </tbody> </table>	Year	Percentage	14	97%	15	98%	16	96%	17	97%	18	97%	19	100%	20	99%	21	97%	22	96%	23	98%	98% to 86% Average: 94%	Significantly higher than WoC average
Year	Percentage																								
14	97%																								
15	98%																								
16	96%																								
17	97%																								
18	97%																								
19	100%																								
20	99%																								
21	97%																								
22	96%																								
23	98%																								
Satisfied with water pressure (Sample size: 148)	 <table border="1"> <caption>Satisfaction with water pressure (2014-2023)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>14</td><td>91%</td></tr> <tr><td>15</td><td>90%</td></tr> <tr><td>16</td><td>87%</td></tr> <tr><td>17</td><td>87%</td></tr> <tr><td>18</td><td>85%</td></tr> <tr><td>19</td><td>93%</td></tr> <tr><td>20</td><td>86%</td></tr> <tr><td>21</td><td>82%</td></tr> <tr><td>22</td><td>84%</td></tr> <tr><td>23</td><td>86%</td></tr> </tbody> </table>	Year	Percentage	14	91%	15	90%	16	87%	17	87%	18	85%	19	93%	20	86%	21	82%	22	84%	23	86%	88% to 81% Average: 84%	
Year	Percentage																								
14	91%																								
15	90%																								
16	87%																								
17	87%																								
18	85%																								
19	93%																								
20	86%																								
21	82%																								
22	84%																								
23	86%																								

SES Water sewerage services are provided by Southern Water (31 respondents) and Thames Water (107 respondents)⁴



Results for sewerage service provider(s) for SES 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: 137) 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>92%</td><td>82%</td><td>84%</td><td>78%</td><td>82%</td><td>81%</td><td>70%</td><td>76%</td><td>53%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	92%	92%	82%	84%	78%	82%	81%	70%	76%	53%	72% to 33% Average: 60%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	92%	92%	82%	84%	78%	82%	81%	70%	76%	53%															
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (Sample size: 131)	<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>76%</td><td>73%</td><td>66%</td><td>64%</td><td>76%</td><td>69%</td><td>72%</td><td>70%</td><td>75%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	73%	76%	73%	66%	64%	76%	69%	72%	70%	75%	75% to 47% Average: 67%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	73%	76%	73%	66%	64%	76%	69%	72%	70%	75%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 95)	<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>79%</td><td>60%</td><td>68%</td><td>60%</td><td>82%</td><td>77%</td><td>67%</td><td>69%</td><td>54%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	82%	79%	60%	68%	60%	82%	77%	67%	69%	54%	65% to 31% Average: 55%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	82%	79%	60%	68%	60%	82%	77%	67%	69%	54%															
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>85%</td><td>85%</td><td>73%</td><td>70%</td><td>70%</td><td>79%</td><td>77%</td><td>57%</td><td>67%</td><td>51%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	85%	85%	73%	70%	70%	79%	77%	57%	67%	51%	65% to 32% Average: 53%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	85%	85%	73%	70%	70%	79%	77%	57%	67%	51%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 112)	<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>85%</td><td>69%</td><td>77%</td><td>69%</td><td>66%</td><td>69%</td><td>36%</td><td>40%</td><td>27%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	92%	85%	69%	77%	69%	66%	69%	36%	40%	27%	42% to 11% Average: 30%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	92%	85%	69%	77%	69%	66%	69%	36%	40%	27%															
Satisfied with company actions to minimise sewer flooding (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>80%</td><td>82%</td><td>70%</td><td>68%</td><td>60%</td><td>62%</td><td>71%</td><td>50%</td><td>50%</td><td>32%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	80%	82%	70%	68%	60%	62%	71%	50%	50%	32%	55% to 15% Average: 37%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	80%	82%	70%	68%	60%	62%	71%	50%	50%	32%															

Sample Profile

Sample profile for SES Water	(Sample size: 150*)
Gender	
Male	51%
Female	49%
Age	
18-29	1%
30-44	10%
45-59	35%
60-74	38%
75+	17%
SEC	
Higher managerial, administrative & professional occupations	53%
Intermediate occupations	26%
Routine & manual occupations	15%
Never worked and long-term unemployed/Full-time students	3%
Refused	2%
Water Meter	
Proportion having a water meter	64%

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

⁴ There is no differentiation between sewerage service providers within the results.

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