

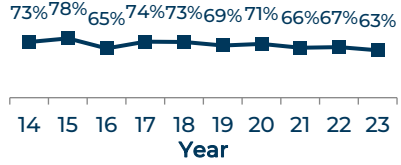
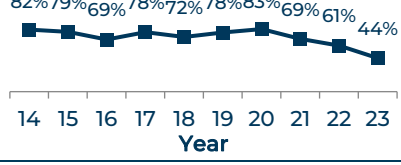
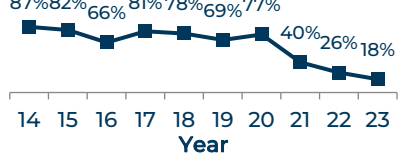
Results for South East Water	Percentage of household customers	Range and average for all WoCs <sup>1</sup>	Comments or points of interest																						
<b>Satisfaction with water services</b>																									
Overall satisfaction with water supply (Sample size: 150) <sup>2</sup>	<table 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>90%</td><td>87%</td><td>91%</td><td>93%</td><td>86%</td><td>93%</td><td>90%</td><td>89%</td><td>79%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	91%	90%	87%	91%	93%	86%	93%	90%	89%	79%	95% to 79% Average: 89%	Significant change since last year. Significantly lower than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	91%	90%	87%	91%	93%	86%	93%	90%	89%	79%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of water services (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>72%</td><td>83%</td><td>67%</td><td>74%</td><td>69%</td><td>70%</td><td>70%</td><td>66%</td><td>65%</td><td>59%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	72%	83%	67%	74%	69%	70%	70%	66%	65%	59%	76% to 59% Average: 68%	Significantly lower than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	72%	83%	67%	74%	69%	70%	70%	66%	65%	59%															
<b>Views on fairness and affordability of charges</b>																									
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>66%</td><td>64%</td><td>60%</td><td>59%</td><td>61%</td><td>62%</td><td>64%</td><td>56%</td><td>58%</td><td>50%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	66%	64%	60%	59%	61%	62%	64%	56%	58%	50%	62% to 49% Average: 55%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	66%	64%	60%	59%	61%	62%	64%	56%	58%	50%															
Agree water and sewerage charges are affordable (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>80%</td><td>78%</td><td>74%</td><td>67%</td><td>75%</td><td>78%</td><td>82%</td><td>76%</td><td>74%</td><td>74%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	80%	78%	74%	67%	75%	78%	82%	76%	74%	74%	77% to 65% Average: 74%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	80%	78%	74%	67%	75%	78%	82%	76%	74%	74%															
<b>Care and trust</b>																									
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>69%</td><td>70%</td><td>59%</td><td>72%</td><td>60%</td><td>60%</td><td>61%</td><td>52%</td><td>50%</td><td>41%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	69%	70%	59%	72%	60%	60%	61%	52%	50%	41%	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	69%	70%	59%	72%	60%	60%	61%	52%	50%	41%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (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>Score</th><td>7.66</td><td>7.87</td><td>7.21</td><td>7.44</td><td>7.39</td><td>7.36</td><td>7.60</td><td>6.63</td><td>6.58</td><td>5.49</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Score	7.66	7.87	7.21	7.44	7.39	7.36	7.60	6.63	6.58	5.49	6.93 to 5.49 Average: 6.33	Significantly lower than WoC average. Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Score	7.66	7.87	7.21	7.44	7.39	7.36	7.60	6.63	6.58	5.49															
<b>Awareness of consumer rights and responsibilities</b>																									
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>76%</td><td>74%</td><td>73%</td><td>76%</td><td>74%</td><td>76%</td><td>76%</td><td>65%</td><td>67%</td><td>70%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	76%	74%	73%	76%	74%	76%	76%	65%	67%	70%	71% to 63% Average: 66%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	76%	74%	73%	76%	74%	76%	76%	65%	67%	70%															

Results for South East Water	Percentage of household customers	Range and average for all WoCs <sup>1</sup>	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>11%</td><td>2%</td><td>13%</td><td>11%</td><td>6%</td><td>10%</td><td>11%</td><td>10%</td><td>9%</td><td>19%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	11%	2%	13%	11%	6%	10%	11%	10%	9%	19%	19% to 9% Average: 16%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	11%	2%	13%	11%	6%	10%	11%	10%	9%	19%															
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 150*) <sup>3</sup>	<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>43%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage									35%	43%	49% to 39% Average: 45%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage									35%	43%															
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>59%</td><td>52%</td><td>42%</td><td>41%</td><td>50%</td><td>40%</td><td>49%</td><td>40%</td><td>48%</td><td>61%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	59%	52%	42%	41%	50%	40%	49%	40%	48%	61%	61% to 45% Average: 52%	Significantly higher than WoC average. Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	59%	52%	42%	41%	50%	40%	49%	40%	48%	61%															
<b>Contact</b>																									
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>15%</td><td>16%</td><td>25%</td><td>22%</td><td>22%</td><td>21%</td><td>17%</td><td>17%</td><td>21%</td><td>30%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	15%	16%	25%	22%	22%	21%	17%	17%	21%	30%	33% to 16% Average: 22%	Significantly higher than WoC average. Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	15%	16%	25%	22%	22%	21%	17%	17%	21%	30%															
Reason for contacting water company was to complain (Sample size: 45 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>4%</td><td>1%</td><td>3%</td><td>12%</td><td>0%</td><td>15%</td><td>0%</td><td>3%</td><td>0%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	0%	4%	1%	3%	12%	0%	15%	0%	3%	0%	6% to 0% Average: 2%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	0%	4%	1%	3%	12%	0%	15%	0%	3%	0%															
Satisfaction with way query handled (Sample size: 45 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>83%</td><td>82%</td><td>88%</td><td>74%</td><td>77%</td><td>72%</td><td>76%</td><td>69%</td><td>62%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	68%	83%	82%	88%	74%	77%	72%	76%	69%	62%	84% to 62% Average: 74%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	68%	83%	82%	88%	74%	77%	72%	76%	69%	62%															
<b>Water on tap</b>																									
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>89%</td><td>89%</td><td>90%</td><td>89%</td><td>89%</td><td>90%</td><td>95%</td><td>93%</td><td>91%</td><td>90%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	89%	89%	90%	89%	89%	90%	95%	93%	91%	90%	94% to 83% Average: 90%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	89%	89%	90%	89%	89%	90%	95%	93%	91%	90%															
Satisfied with taste and smell (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>84%</td><td>80%</td><td>82%</td><td>84%</td><td>78%</td><td>84%</td><td>87%</td><td>87%</td><td>84%</td><td>81%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	84%	80%	82%	84%	78%	84%	87%	87%	84%	81%	88% to 80% Average: 83%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	84%	80%	82%	84%	78%	84%	87%	87%	84%	81%															

Results for South East Water	Percentage of household customers	Range and average for all WoCs <sup>1</sup>	Comments or points of interest																						
Satisfied with hardness/softness (Sample size: 144)	<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>61%</td></tr> <tr><td>15</td><td>54%</td></tr> <tr><td>16</td><td>57%</td></tr> <tr><td>17</td><td>54%</td></tr> <tr><td>18</td><td>57%</td></tr> <tr><td>19</td><td>57%</td></tr> <tr><td>20</td><td>55%</td></tr> <tr><td>21</td><td>58%</td></tr> <tr><td>22</td><td>52%</td></tr> <tr><td>23</td><td>54%</td></tr> </tbody> </table>	Year	Percentage	14	61%	15	54%	16	57%	17	54%	18	57%	19	57%	20	55%	21	58%	22	52%	23	54%	63% to 35% Average: 47%	Significantly higher than WoC average
Year	Percentage																								
14	61%																								
15	54%																								
16	57%																								
17	54%																								
18	57%																								
19	57%																								
20	55%																								
21	58%																								
22	52%																								
23	54%																								
Satisfied with safety (Sample size: 146)	<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>93%</td></tr> <tr><td>15</td><td>93%</td></tr> <tr><td>16</td><td>87%</td></tr> <tr><td>17</td><td>92%</td></tr> <tr><td>18</td><td>92%</td></tr> <tr><td>19</td><td>89%</td></tr> <tr><td>20</td><td>95%</td></tr> <tr><td>21</td><td>88%</td></tr> <tr><td>22</td><td>89%</td></tr> <tr><td>23</td><td>86%</td></tr> </tbody> </table>	Year	Percentage	14	93%	15	93%	16	87%	17	92%	18	92%	19	89%	20	95%	21	88%	22	89%	23	86%	93% to 85% Average: 86%	
Year	Percentage																								
14	93%																								
15	93%																								
16	87%																								
17	92%																								
18	92%																								
19	89%																								
20	95%																								
21	88%																								
22	89%																								
23	86%																								
Satisfied with reliability of supply (Sample size: 149)	<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>99%</td></tr> <tr><td>16</td><td>97%</td></tr> <tr><td>17</td><td>98%</td></tr> <tr><td>18</td><td>95%</td></tr> <tr><td>19</td><td>93%</td></tr> <tr><td>20</td><td>98%</td></tr> <tr><td>21</td><td>92%</td></tr> <tr><td>22</td><td>92%</td></tr> <tr><td>23</td><td>86%</td></tr> </tbody> </table>	Year	Percentage	14	97%	15	99%	16	97%	17	98%	18	95%	19	93%	20	98%	21	92%	22	92%	23	86%	98% to 86% Average: 94%	Significantly lower than WoC average
Year	Percentage																								
14	97%																								
15	99%																								
16	97%																								
17	98%																								
18	95%																								
19	93%																								
20	98%																								
21	92%																								
22	92%																								
23	86%																								
Satisfied with water pressure (Sample size: 149)	<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>92%</td></tr> <tr><td>15</td><td>89%</td></tr> <tr><td>16</td><td>85%</td></tr> <tr><td>17</td><td>85%</td></tr> <tr><td>18</td><td>87%</td></tr> <tr><td>19</td><td>85%</td></tr> <tr><td>20</td><td>89%</td></tr> <tr><td>21</td><td>85%</td></tr> <tr><td>22</td><td>85%</td></tr> <tr><td>23</td><td>81%</td></tr> </tbody> </table>	Year	Percentage	14	92%	15	89%	16	85%	17	85%	18	87%	19	85%	20	89%	21	85%	22	85%	23	81%	88% to 81% Average: 84%	
Year	Percentage																								
14	92%																								
15	89%																								
16	85%																								
17	85%																								
18	87%																								
19	85%																								
20	89%																								
21	85%																								
22	85%																								
23	81%																								

South East Water sewerage services are provided by Southern Water (93 respondents) and Thames Water (38 respondents)<sup>4</sup>



Results for sewerage service provider(s) for South East Water	Percentage of household customers	Range and average for all WoCs <sup>1</sup>	Comments or points of interest																						
<b>Satisfaction with sewerage services</b>																									
Overall satisfaction with sewerage services (Sample size: 132) <sup>5</sup>	 <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>81%</td><td>89%</td><td>82%</td><td>80%</td><td>81%</td><td>62%</td><td>63%</td><td>49%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	92%	91%	81%	89%	82%	80%	81%	62%	63%	49%	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	92%	91%	81%	89%	82%	80%	81%	62%	63%	49%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of sewerage services (Sample size: 128)	 <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>78%</td><td>65%</td><td>74%</td><td>73%</td><td>69%</td><td>71%</td><td>66%</td><td>67%</td><td>63%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	73%	78%	65%	74%	73%	69%	71%	66%	67%	63%	75% to 47% Average: 67%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	73%	78%	65%	74%	73%	69%	71%	66%	67%	63%															
<b>A sewerage system that works</b>																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 104)	 <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>69%</td><td>78%</td><td>72%</td><td>78%</td><td>83%</td><td>69%</td><td>61%</td><td>44%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	82%	79%	69%	78%	72%	78%	83%	69%	61%	44%	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	82%	79%	69%	78%	72%	78%	83%	69%	61%	44%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 113)	 <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>84%</td><td>68%</td><td>83%</td><td>69%</td><td>73%</td><td>79%</td><td>65%</td><td>60%</td><td>42%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	84%	84%	68%	83%	69%	73%	79%	65%	60%	42%	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	84%	84%	68%	83%	69%	73%	79%	65%	60%	42%															
Satisfied with company cleaning of waste water before releasing it back into the environment (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>87%</td><td>82%</td><td>66%</td><td>81%</td><td>78%</td><td>69%</td><td>77%</td><td>40%</td><td>26%</td><td>18%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	87%	82%	66%	81%	78%	69%	77%	40%	26%	18%	42% to 11% Average: 30%	Significantly lower than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	87%	82%	66%	81%	78%	69%	77%	40%	26%	18%															
Satisfied with company actions to minimise sewer flooding (Sample size: 118)	 <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>80%</td><td>68%</td><td>79%</td><td>69%</td><td>68%</td><td>75%</td><td>50%</td><td>43%</td><td>29%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	83%	80%	68%	79%	69%	68%	75%	50%	43%	29%	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	83%	80%	68%	79%	69%	68%	75%	50%	43%	29%															

## Sample Profile

Sample profile for South East Water	(Sample size: 150*)
<b>Gender</b>	
Male	49%
Female	51%
<b>Age</b>	
18-29	1%
30-44	12%
45-59	31%
60-74	38%
75+	17%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	48%
Intermediate occupations	23%
Routine & manual occupations	15%
Never worked and long-term unemployed/Full-time students	11%
Refused	3%
<b>Water Meter</b>	
Proportion having a water meter	77%

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

<sup>1</sup> Average (mean) proportion for all WoCs is based on weighted data. All other data is unweighted.

<sup>2</sup> Sample size is shown in brackets and excludes don't knows unless followed by an asterisk \*.

<sup>3</sup> Question changed to Yes/No option in 2021 so data not comparable with previous years.

<sup>4</sup> There is no differentiation between sewerage service providers within the results.

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