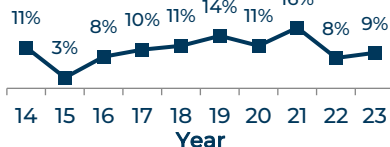
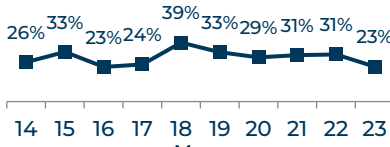
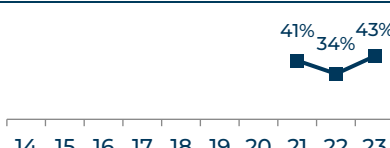
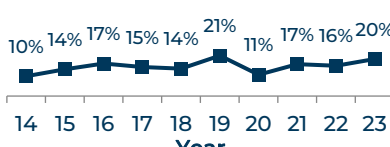
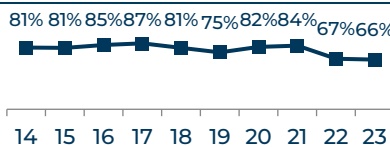
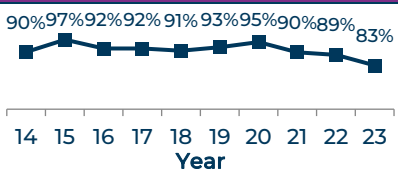
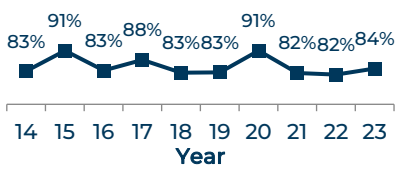
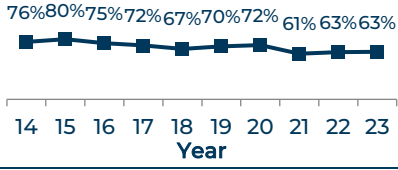
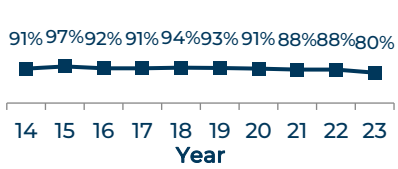
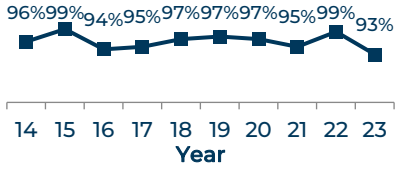
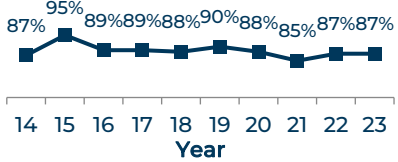


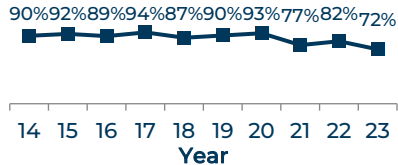
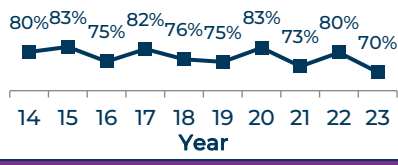
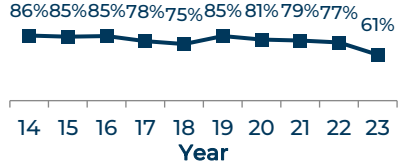
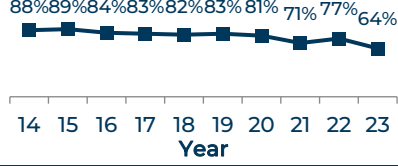
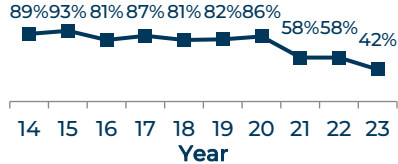
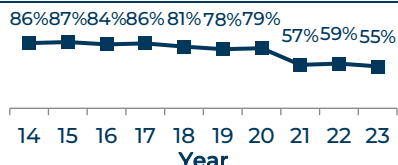
Results for South Staffs Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfaction with water services																									
Overall satisfaction with water supply (Sample size: 150) ²	 <table border="1"> <tr><th>Year</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>93%</td><td>98%</td><td>93%</td><td>93%</td><td>89%</td><td>93%</td><td>95%</td><td>87%</td><td>93%</td><td>87%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	93%	98%	93%	93%	89%	93%	95%	87%	93%	87%	95% to 79% Average: 89%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	93%	98%	93%	93%	89%	93%	95%	87%	93%	87%															
Satisfaction with value for money																									
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>77%</td><td>85%</td><td>74%</td><td>77%</td><td>72%</td><td>76%</td><td>80%</td><td>72%</td><td>77%</td><td>67%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	77%	85%	74%	77%	72%	76%	80%	72%	77%	67%	76% to 59% Average: 68%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	77%	85%	74%	77%	72%	76%	80%	72%	77%	67%															
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>71%</td><td>75%</td><td>62%</td><td>75%</td><td>59%</td><td>64%</td><td>75%</td><td>57%</td><td>65%</td><td>50%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	71%	75%	62%	75%	59%	64%	75%	57%	65%	50%	62% to 49% Average: 55%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	71%	75%	62%	75%	59%	64%	75%	57%	65%	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>79%</td><td>85%</td><td>75%</td><td>79%</td><td>72%</td><td>75%</td><td>83%</td><td>70%</td><td>70%</td><td>65%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	79%	85%	75%	79%	72%	75%	83%	70%	70%	65%	77% to 65% Average: 74%	Significantly lower than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	79%	85%	75%	79%	72%	75%	83%	70%	70%	65%															
Care and trust																									
Agree company cares about service given to customers (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>72%</td><td>81%</td><td>62%</td><td>80%</td><td>68%</td><td>69%</td><td>69%</td><td>63%</td><td>59%</td><td>52%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	72%	81%	62%	80%	68%	69%	69%	63%	59%	52%	57% to 39% Average: 49%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	72%	81%	62%	80%	68%	69%	69%	63%	59%	52%															
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>7.75</td><td>8.19</td><td>7.62</td><td>8.02</td><td>7.57</td><td>7.87</td><td>8.00</td><td>7.25</td><td>7.17</td><td>6.52</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Score	7.75	8.19	7.62	8.02	7.57	7.87	8.00	7.25	7.17	6.52	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	7.75	8.19	7.62	8.02	7.57	7.87	8.00	7.25	7.17	6.52															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (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>82%</td><td>80%</td><td>74%</td><td>81%</td><td>67%</td><td>73%</td><td>69%</td><td>72%</td><td>76%</td><td>71%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	82%	80%	74%	81%	67%	73%	69%	72%	76%	71%	71% to 63% Average: 66%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	82%	80%	74%	81%	67%	73%	69%	72%	76%	71%															

Results for South Staffs 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>11%</td><td>3%</td><td>8%</td><td>10%</td><td>11%</td><td>14%</td><td>11%</td><td>16%</td><td>8%</td><td>9%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	11%	3%	8%	10%	11%	14%	11%	16%	8%	9%	19% to 9% Average: 16%	Significantly lower than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	11%	3%	8%	10%	11%	14%	11%	16%	8%	9%															
Aware of free meter option (Sample size: 77) 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>43%</td><td>63%</td><td>65%</td><td>70%</td><td>75%</td><td>66%</td><td>73%</td><td>70%</td><td>73%</td><td>71%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	43%	63%	65%	70%	75%	66%	73%	70%	73%	71%	79% to 63% Average: 71%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	43%	63%	65%	70%	75%	66%	73%	70%	73%	71%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 78) 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>26%</td><td>33%</td><td>23%</td><td>24%</td><td>39%</td><td>33%</td><td>29%</td><td>31%</td><td>31%</td><td>23%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	26%	33%	23%	24%	39%	33%	29%	31%	31%	23%	30% to 13% Average: 23%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	26%	33%	23%	24%	39%	33%	29%	31%	31%	23%															
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>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>34%</td><td>43%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage								41%	34%	43%	49% to 39% Average: 45%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage								41%	34%	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>48%</td><td>56%</td><td>41%</td><td>41%</td><td>44%</td><td>37%</td><td>39%</td><td>50%</td><td>43%</td><td>45%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	48%	56%	41%	41%	44%	37%	39%	50%	43%	45%	61% to 45% Average: 52%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	48%	56%	41%	41%	44%	37%	39%	50%	43%	45%															
Contact																									
Contacted water company with query in last 12 months (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>10%</td><td>14%</td><td>17%</td><td>15%</td><td>14%</td><td>21%</td><td>11%</td><td>17%</td><td>16%</td><td>20%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	10%	14%	17%	15%	14%	21%	11%	17%	16%	20%	33% to 16% Average: 22%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	10%	14%	17%	15%	14%	21%	11%	17%	16%	20%															
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>6%</td><td>9%</td><td>4%</td><td>17%</td><td>0%</td><td>9%</td><td>0%</td><td>4%</td><td>4%</td><td>3%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	6%	9%	4%	17%	0%	9%	0%	4%	4%	3%	6% to 0% Average: 2%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	6%	9%	4%	17%	0%	9%	0%	4%	4%	3%															
Satisfaction with way query handled (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>81%</td><td>81%</td><td>85%</td><td>87%</td><td>81%</td><td>75%</td><td>82%</td><td>84%</td><td>67%</td><td>66%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	81%	81%	85%	87%	81%	75%	82%	84%	67%	66%	84% to 62% Average: 74%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	81%	81%	85%	87%	81%	75%	82%	84%	67%	66%															

Results for South Staffs 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: 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>90%</td><td>97%</td><td>92%</td><td>92%</td><td>91%</td><td>93%</td><td>95%</td><td>90%</td><td>89%</td><td>83%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	90%	97%	92%	92%	91%	93%	95%	90%	89%	83%	94% to 83% Average: 90%	Significantly lower than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	90%	97%	92%	92%	91%	93%	95%	90%	89%	83%															
Satisfied with taste and smell (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>83%</td><td>91%</td><td>83%</td><td>88%</td><td>83%</td><td>83%</td><td>91%</td><td>82%</td><td>82%</td><td>84%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	83%	91%	83%	88%	83%	83%	91%	82%	82%	84%	88% to 80% Average: 83%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	83%	91%	83%	88%	83%	83%	91%	82%	82%	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>76%</td><td>80%</td><td>75%</td><td>72%</td><td>67%</td><td>70%</td><td>72%</td><td>61%</td><td>63%</td><td>63%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	76%	80%	75%	72%	67%	70%	72%	61%	63%	63%	63% to 35% Average: 47%	Significantly higher than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	76%	80%	75%	72%	67%	70%	72%	61%	63%	63%															
Satisfied with safety (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>91%</td><td>97%</td><td>92%</td><td>91%</td><td>94%</td><td>93%</td><td>91%</td><td>88%</td><td>88%</td><td>80%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	91%	97%	92%	91%	94%	93%	91%	88%	88%	80%	93% to 85% Average: 86%	Significantly lower than WoC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	91%	97%	92%	91%	94%	93%	91%	88%	88%	80%															
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>96%</td><td>99%</td><td>94%</td><td>95%</td><td>97%</td><td>97%</td><td>97%</td><td>95%</td><td>99%</td><td>93%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	96%	99%	94%	95%	97%	97%	97%	95%	99%	93%	98% to 86% Average: 94%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	96%	99%	94%	95%	97%	97%	97%	95%	99%	93%															
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>87%</td><td>95%</td><td>89%</td><td>89%</td><td>88%</td><td>90%</td><td>88%</td><td>85%</td><td>87%</td><td>87%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	87%	95%	89%	89%	88%	90%	88%	85%	87%	87%	88% to 81% Average: 84%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	87%	95%	89%	89%	88%	90%	88%	85%	87%	87%															

South Staffs Water sewerage services are provided by
Severn Trent (144 respondents)



Results for sewerage service provider(s) for South Staffs 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: 145) ⁵	 <p>90% 92% 89% 94% 87% 90% 93% 77% 82% 72%</p> <p>14 15 16 17 18 19 20 21 22 23</p> <p>Year</p>	72% to 33% Average: 60%	Significant change since last year. Significantly higher than WoC average
Satisfaction with value for money			
Satisfied with value for money of sewerage services (Sample size: 139)	 <p>80% 83% 75% 82% 76% 75% 83% 73% 80% 70%</p> <p>14 15 16 17 18 19 20 21 22 23</p> <p>Year</p>	75% to 47% Average: 67%	Significant change since last year
A sewerage system that works			
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 114)	 <p>86% 85% 85% 78% 75% 85% 81% 79% 77% 61%</p> <p>14 15 16 17 18 19 20 21 22 23</p> <p>Year</p>	65% to 31% Average: 55%	Significant change since last year
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 127)	 <p>88% 89% 84% 83% 82% 83% 81% 71% 77% 64%</p> <p>14 15 16 17 18 19 20 21 22 23</p> <p>Year</p>	65% to 32% Average: 53%	Significant change since last year. Significantly higher than WoC average
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 123)	 <p>89% 93% 81% 87% 81% 82% 86% 58% 58% 42%</p> <p>14 15 16 17 18 19 20 21 22 23</p> <p>Year</p>	42% to 11% Average: 30%	Significant change since last year. Significantly higher than WoC average
Satisfied with company actions to minimise sewer flooding (Sample size: 132)	 <p>86% 87% 84% 86% 81% 78% 79% 57% 59% 55%</p> <p>14 15 16 17 18 19 20 21 22 23</p> <p>Year</p>	55% to 15% Average: 37%	Significantly higher than WoC average

Sample Profile

Sample profile for South Staffs Water	(Sample size: 150*)
Gender	
Male	42%
Female	58%
Age	
18-29	4%
30-44	12%
45-59	29%
60-74	33%
75+	21%
SEC	
Higher managerial, administrative & professional occupations	50%
Intermediate occupations	19%
Routine & manual occupations	24%
Never worked and long-term unemployed/Full-time students	5%
Refused	1%
Water Meter	
Proportion having a water meter	49%

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 *.