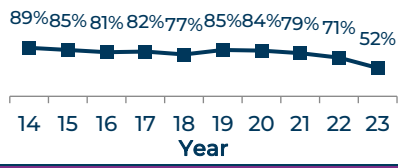
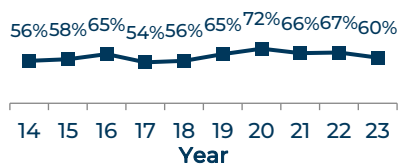
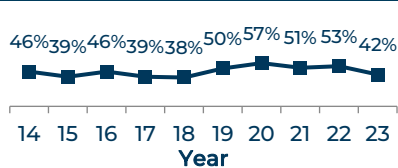
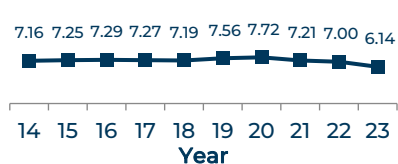
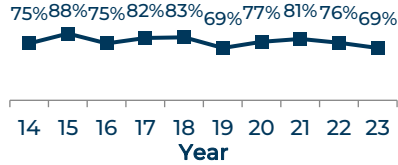

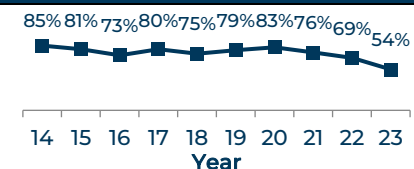
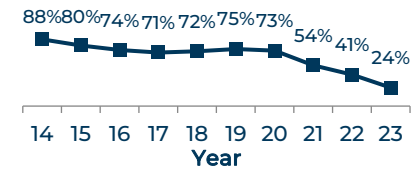
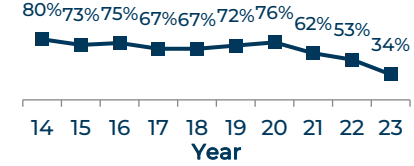


Results for South West Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfaction with water and sewerage services																									
Overall satisfaction with water supply (Sample size: 400) ²	 <table border="1"> <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>93%</td><td>93%</td><td>94%</td><td>90%</td><td>93%</td><td>90%</td><td>93%</td><td>94%</td><td>91%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	93%	93%	93%	94%	90%	93%	90%	93%	94%	91%	96% to 82% Average: 89%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	93%	93%	93%	94%	90%	93%	90%	93%	94%	91%															
Overall satisfaction with sewerage services (Sample size: 338)	 <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>85%</td><td>81%</td><td>82%</td><td>77%</td><td>85%</td><td>84%</td><td>79%</td><td>71%</td><td>52%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	89%	85%	81%	82%	77%	85%	84%	79%	71%	52%	74% to 45% Average: 66%	Significantly lower than WaSC average. Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	89%	85%	81%	82%	77%	85%	84%	79%	71%	52%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 395)	 <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>56%</td><td>58%</td><td>65%</td><td>54%</td><td>56%</td><td>65%</td><td>72%</td><td>66%</td><td>67%</td><td>60%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	56%	58%	65%	54%	56%	65%	72%	66%	67%	60%	77% to 60% Average: 69%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	56%	58%	65%	54%	56%	65%	72%	66%	67%	60%															
Satisfied with value for money of sewerage services (Sample size: 334)	 <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>53%</td><td>61%</td><td>60%</td><td>58%</td><td>57%</td><td>66%</td><td>67%</td><td>65%</td><td>64%</td><td>57%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	53%	61%	60%	58%	57%	66%	67%	65%	64%	57%	78% to 52% Average: 71%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	53%	61%	60%	58%	57%	66%	67%	65%	64%	57%															
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 392)	 <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>46%</td><td>39%</td><td>46%</td><td>39%</td><td>38%</td><td>50%</td><td>57%</td><td>51%</td><td>53%</td><td>42%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	46%	39%	46%	39%	38%	50%	57%	51%	53%	42%	64% to 42% Average: 55%	Significantly lower than WaSC average. Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	46%	39%	46%	39%	38%	50%	57%	51%	53%	42%															
Agree water and sewerage charges are affordable (Sample size: 396)	 <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>58%</td><td>61%</td><td>62%</td><td>61%</td><td>57%</td><td>66%</td><td>75%</td><td>67%</td><td>68%</td><td>63%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	58%	61%	62%	61%	57%	66%	75%	67%	68%	63%	81% to 63% Average: 72%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	58%	61%	62%	61%	57%	66%	75%	67%	68%	63%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 388)	 <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>66%</td><td>62%</td><td>62%</td><td>62%</td><td>71%</td><td>63%</td><td>63%</td><td>43%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	67%	66%	66%	62%	62%	62%	71%	63%	63%	43%	62% to 37% Average: 51%	Significantly lower than WaSC average. Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	67%	66%	66%	62%	62%	62%	71%	63%	63%	43%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 398)	 <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>7.16</td><td>7.25</td><td>7.29</td><td>7.27</td><td>7.19</td><td>7.56</td><td>7.72</td><td>7.21</td><td>7.00</td><td>6.14</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Score	7.16	7.25	7.29	7.27	7.19	7.56	7.72	7.21	7.00	6.14	6.94 to 5.44 Average: 6.38	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Score	7.16	7.25	7.29	7.27	7.19	7.56	7.72	7.21	7.00	6.14															

Results for South West Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 391)	 <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>74%</td><td>69%</td><td>80%</td><td>73%</td><td>73%</td><td>77%</td><td>67%</td><td>73%</td><td>68%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	75%	74%	69%	80%	73%	73%	77%	67%	73%	68%	74% to 64% Average: 68%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	75%	74%	69%	80%	73%	73%	77%	67%	73%	68%															
Aware of free meter option (Sample size: 96) 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>75%</td><td>88%</td><td>75%</td><td>82%</td><td>83%</td><td>69%</td><td>77%</td><td>81%</td><td>76%</td><td>69%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	75%	88%	75%	82%	83%	69%	77%	81%	76%	69%	74% to 54% Average: 66%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	75%	88%	75%	82%	83%	69%	77%	81%	76%	69%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 93) 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>39%</td><td>49%</td><td>41%</td><td>35%</td><td>35%</td><td>25%</td><td>39%</td><td>25%</td><td>27%</td><td>19%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	39%	49%	41%	35%	35%	25%	39%	25%	27%	19%	35% to 12% Average: 27%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	39%	49%	41%	35%	35%	25%	39%	25%	27%	19%															
Aware of WaterSure tariff (Sample size: 400*)	 <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>18%</td><td>17%</td><td>20%</td><td>18%</td><td>17%</td><td>19%</td><td>15%</td><td>15%</td><td>17%</td><td>20%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	18%	17%	20%	18%	17%	19%	15%	15%	17%	20%	20% to 14% Average: 17%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	18%	17%	20%	18%	17%	19%	15%	15%	17%	20%															
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 400*) 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>44%</td><td>42%</td><td>46%</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	44%	42%	46%								52% to 39% Average: 45%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	44%	42%	46%																						
Aware of Priority services (Sample size: 400*)	 <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>58%</td><td>59%</td><td>45%</td><td>52%</td><td>48%</td><td>44%</td><td>44%</td><td>55%</td><td>51%</td><td>51%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	58%	59%	45%	52%	48%	44%	44%	55%	51%	51%	57% to 40% Average: 49%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	58%	59%	45%	52%	48%	44%	44%	55%	51%	51%															
Contact																									
Contacted water company with query in last 12 months (Sample size: 396*)	 <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>20%</td><td>22%</td><td>24%</td><td>18%</td><td>27%</td><td>24%</td><td>15%</td><td>22%</td><td>24%</td><td>24%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	20%	22%	24%	18%	27%	24%	15%	22%	24%	24%	33% to 16% Average: 25%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	20%	22%	24%	18%	27%	24%	15%	22%	24%	24%															
Reason for contacting water company was to complain (Sample size: 95 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>5%</td><td>6%</td><td>2%</td><td>6%</td><td>8%</td><td>2%</td><td>0%</td><td>3%</td><td>0%</td><td>1%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	5%	6%	2%	6%	8%	2%	0%	3%	0%	1%	8% to 0% Average: 3%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	5%	6%	2%	6%	8%	2%	0%	3%	0%	1%															

Results for South West Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest
Satisfaction with way query handled (Sample size: 95 who made contact)	 <p>82% 78% 85% 81% 77% 81% 69% 76% 73% 72%</p> <p>Year</p>	94% to 52% Average: 74%	
Water on tap			
Satisfied with colour and appearance of tap water (Sample size: 400)	 <p>94% 95% 97% 94% 89% 92% 95% 93% 94% 90%</p> <p>Year</p>	94% to 85% Average: 91%	
Satisfied with taste and smell (Sample size: 397)	 <p>88% 86% 88% 87% 81% 87% 85% 89% 86% 86%</p> <p>Year</p>	90% to 79% Average: 84%	
Satisfied with hardness/softness (Sample size: 385)	 <p>87% 88% 91% 90% 85% 86% 89% 83% 80% 76%</p> <p>Year</p>	87% to 40% Average: 64%	Significantly higher than WaSC average
Satisfied with safety (Sample size: 388)	 <p>93% 94% 94% 95% 90% 93% 91% 94% 94% 91%</p> <p>Year</p>	95% to 81% Average: 88%	
Satisfied with reliability of supply (Sample size: 400)	 <p>97% 97% 98% 98% 93% 96% 97% 96% 96% 93%</p> <p>Year</p>	97% to 91% Average: 94%	
Satisfied with water pressure (Sample size: 400)	 <p>94% 90% 93% 91% 88% 87% 91% 89% 89% 89%</p> <p>Year</p>	94% to 75% Average: 85%	
A sewerage system that works			
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 276)	 <p>78% 77% 73% 77% 75% 81% 80% 75% 69% 52%</p> <p>Year</p>	65% to 46% Average: 60%	Significant change since last year

Results for South West Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 291)	 <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>85%</td></tr> <tr><td>15</td><td>81%</td></tr> <tr><td>16</td><td>73%</td></tr> <tr><td>17</td><td>80%</td></tr> <tr><td>18</td><td>75%</td></tr> <tr><td>19</td><td>79%</td></tr> <tr><td>20</td><td>83%</td></tr> <tr><td>21</td><td>76%</td></tr> <tr><td>22</td><td>69%</td></tr> <tr><td>23</td><td>54%</td></tr> </tbody> </table>	Year	Percentage	14	85%	15	81%	16	73%	17	80%	18	75%	19	79%	20	83%	21	76%	22	69%	23	54%	69% to 42% Average: 61%	Significant change since last year
Year	Percentage																								
14	85%																								
15	81%																								
16	73%																								
17	80%																								
18	75%																								
19	79%																								
20	83%																								
21	76%																								
22	69%																								
23	54%																								
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 300)	 <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>88%</td></tr> <tr><td>15</td><td>80%</td></tr> <tr><td>16</td><td>74%</td></tr> <tr><td>17</td><td>71%</td></tr> <tr><td>18</td><td>72%</td></tr> <tr><td>19</td><td>75%</td></tr> <tr><td>20</td><td>73%</td></tr> <tr><td>21</td><td>54%</td></tr> <tr><td>22</td><td>41%</td></tr> <tr><td>23</td><td>24%</td></tr> </tbody> </table>	Year	Percentage	14	88%	15	80%	16	74%	17	71%	18	72%	19	75%	20	73%	21	54%	22	41%	23	24%	46% to 18% Average: 36%	Significantly lower than WaSC average. Significant change since last year
Year	Percentage																								
14	88%																								
15	80%																								
16	74%																								
17	71%																								
18	72%																								
19	75%																								
20	73%																								
21	54%																								
22	41%																								
23	24%																								
Satisfied with company actions to minimise sewer flooding (Sample size: 298)	 <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>80%</td></tr> <tr><td>15</td><td>73%</td></tr> <tr><td>16</td><td>75%</td></tr> <tr><td>17</td><td>67%</td></tr> <tr><td>18</td><td>67%</td></tr> <tr><td>19</td><td>72%</td></tr> <tr><td>20</td><td>76%</td></tr> <tr><td>21</td><td>62%</td></tr> <tr><td>22</td><td>53%</td></tr> <tr><td>23</td><td>34%</td></tr> </tbody> </table>	Year	Percentage	14	80%	15	73%	16	75%	17	67%	18	67%	19	72%	20	76%	21	62%	22	53%	23	34%	54% to 29% Average: 44%	Significantly lower than WaSC average. Significant change since last year
Year	Percentage																								
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16	75%																								
17	67%																								
18	67%																								
19	72%																								
20	76%																								
21	62%																								
22	53%																								
23	34%																								

Sample Profile

Regional sample profile for South West Water	(Sample size: 400*)
Gender	
Male	43%
Female	57%
Age	
18-29	2%
30-44	12%
45-59	29%
60-74	37%
75+	20%
SEC	
Higher managerial, administrative & professional occupations	45%
Intermediate occupations	24%
Routine & manual occupations	21%
Never worked and long-term unemployed/Full-time students	8%
Refused	2%
Water Meter	
Proportion having a water meter	77%

Statistical reliability on sample size of 200 is +/- 6.79%

¹ Average (mean) proportion for all WaSCs 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.