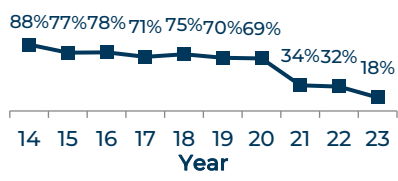
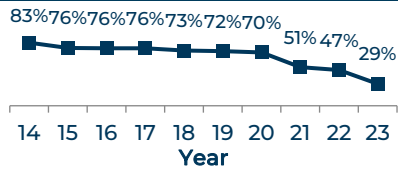


Results for Southern Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfaction with water and sewerage services																									
Overall satisfaction with water supply (Sample size: 400) ²	<table border="1"> <tr><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>92%</td><td>87%</td><td>91%</td><td>86%</td><td>88%</td><td>89%</td><td>91%</td><td>90%</td><td>90%</td><td>88%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	92%	87%	91%	86%	88%	89%	91%	90%	90%	88%	96% to 82% Average: 89%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	92%	87%	91%	86%	88%	89%	91%	90%	90%	88%															
Overall satisfaction with sewerage services (Sample size: 372)	<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>85%</td><td>89%</td><td>83%</td><td>86%</td><td>83%</td><td>81%</td><td>63%</td><td>62%</td><td>45%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	91%	85%	89%	83%	86%	83%	81%	63%	62%	45%	74% to 45% Average: 66%	Significant change since last year. Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	91%	85%	89%	83%	86%	83%	81%	63%	62%	45%															
Satisfaction with value for money																									
Satisfied with value for money of water services (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>70%</td><td>66%</td><td>72%</td><td>61%</td><td>62%</td><td>67%</td><td>70%</td><td>66%</td><td>67%</td><td>61%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	70%	66%	72%	61%	62%	67%	70%	66%	67%	61%	77% to 60% Average: 69%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	70%	66%	72%	61%	62%	67%	70%	66%	67%	61%															
Satisfied with value for money of sewerage services (Sample size: 361)	<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>69%</td><td>73%</td><td>68%</td><td>63%</td><td>74%</td><td>71%</td><td>68%</td><td>67%</td><td>52%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	72%	69%	73%	68%	63%	74%	71%	68%	67%	52%	78% to 52% Average: 71%	Significant change since last year. Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	72%	69%	73%	68%	63%	74%	71%	68%	67%	52%															
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 384)	<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>53%</td><td>67%</td><td>62%</td><td>60%</td><td>59%</td><td>61%</td><td>56%</td><td>60%</td><td>46%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	68%	53%	67%	62%	60%	59%	61%	56%	60%	46%	64% to 42% Average: 55%	Significant change since last year. Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	68%	53%	67%	62%	60%	59%	61%	56%	60%	46%															
Agree water and sewerage charges are affordable (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>79%</td><td>68%</td><td>77%</td><td>71%</td><td>70%</td><td>78%</td><td>82%</td><td>72%</td><td>74%</td><td>72%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	79%	68%	77%	71%	70%	78%	82%	72%	74%	72%	81% to 63% Average: 72%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	79%	68%	77%	71%	70%	78%	82%	72%	74%	72%															
Care and trust																									
Agree company cares about service given to customers (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>68%</td><td>68%</td><td>67%</td><td>61%</td><td>62%</td><td>62%</td><td>62%</td><td>49%</td><td>49%</td><td>37%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	68%	68%	67%	61%	62%	62%	62%	49%	49%	37%	62% to 37% Average: 51%	Significant change since last year. Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	68%	68%	67%	61%	62%	62%	62%	49%	49%	37%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 399)	<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>7.35</td><td>7.28</td><td>7.37</td><td>7.31</td><td>7.13</td><td>7.38</td><td>7.31</td><td>6.53</td><td>6.26</td><td>5.44</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Score	7.35	7.28	7.37	7.31	7.13	7.38	7.31	6.53	6.26	5.44	6.94 to 5.44 Average: 6.38	Significant change since last year. Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Score	7.35	7.28	7.37	7.31	7.13	7.38	7.31	6.53	6.26	5.44															

Results for Southern 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: 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>81%</td><td>77%</td><td>65%</td><td>72%</td><td>79%</td><td>76%</td><td>71%</td><td>70%</td><td>67%</td><td>68%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	81%	77%	65%	72%	79%	76%	71%	70%	67%	68%	74% to 64% Average: 68%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	81%	77%	65%	72%	79%	76%	71%	70%	67%	68%															
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>12%</td><td>10%</td><td>14%</td><td>10%</td><td>14%</td><td>11%</td><td>10%</td><td>13%</td><td>12%</td><td>18%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	12%	10%	14%	10%	14%	11%	10%	13%	12%	18%	20% to 14% Average: 17%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	12%	10%	14%	10%	14%	11%	10%	13%	12%	18%															
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 400*) 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>34%</td><td>46%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage									34%	46%	52% to 39% Average: 45%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage									34%	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>51%</td><td>52%</td><td>39%</td><td>43%</td><td>42%</td><td>39%</td><td>37%</td><td>46%</td><td>46%</td><td>48%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	51%	52%	39%	43%	42%	39%	37%	46%	46%	48%	57% to 40% Average: 49%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	51%	52%	39%	43%	42%	39%	37%	46%	46%	48%															
Contact																									
Contacted water company with query in last 12 months (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>14%</td><td>26%</td><td>26%</td><td>19%</td><td>23%</td><td>18%</td><td>16%</td><td>18%</td><td>22%</td><td>23%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	14%	26%	26%	19%	23%	18%	16%	18%	22%	23%	33% to 16% Average: 25%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	14%	26%	26%	19%	23%	18%	16%	18%	22%	23%															
Reason for contacting water company was to complain (Sample size: 91 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>21%</td><td>15%</td><td>0%</td><td>11%</td><td>2%</td><td>3%</td><td>5%</td><td>1%</td><td>0%</td><td>4%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	21%	15%	0%	11%	2%	3%	5%	1%	0%	4%	8% to 0% Average: 3%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	21%	15%	0%	11%	2%	3%	5%	1%	0%	4%															
Satisfaction with way query handled (Sample size: 91 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>69%</td><td>66%</td><td>71%</td><td>70%</td><td>77%</td><td>72%</td><td>58%</td><td>69%</td><td>74%</td><td>52%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	69%	66%	71%	70%	77%	72%	58%	69%	74%	52%	94% to 52% Average: 74%	Significant change since last year. Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	69%	66%	71%	70%	77%	72%	58%	69%	74%	52%															

Results for Southern Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Water on tap																									
Satisfied with colour and appearance of tap water (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>95%</td><td>92%</td><td>92%</td><td>90%</td><td>89%</td><td>92%</td><td>91%</td><td>93%</td><td>90%</td><td>90%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	95%	92%	92%	90%	89%	92%	91%	93%	90%	90%	94% to 85% Average: 91%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	95%	92%	92%	90%	89%	92%	91%	93%	90%	90%															
Satisfied with taste and smell (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>89%</td><td>89%</td><td>85%</td><td>83%</td><td>84%</td><td>88%</td><td>84%</td><td>87%</td><td>85%</td><td>82%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	89%	89%	85%	83%	84%	88%	84%	87%	85%	82%	90% to 79% Average: 84%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	89%	89%	85%	83%	84%	88%	84%	87%	85%	82%															
Satisfied with hardness/softness (Sample size: 387)	<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>58%</td><td>60%</td><td>51%</td><td>55%</td><td>53%</td><td>56%</td><td>51%</td><td>52%</td><td>48%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	64%	58%	60%	51%	55%	53%	56%	51%	52%	48%	87% to 40% Average: 64%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	64%	58%	60%	51%	55%	53%	56%	51%	52%	48%															
Satisfied with safety (Sample size: 386)	<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>92%</td><td>87%</td><td>92%</td><td>93%</td><td>92%</td><td>89%</td><td>91%</td><td>89%</td><td>87%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	93%	92%	87%	92%	93%	92%	89%	91%	89%	87%	95% to 81% Average: 88%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	93%	92%	87%	92%	93%	92%	89%	91%	89%	87%															
Satisfied with reliability of supply (Sample size: 399)	<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>96%</td><td>97%</td><td>96%</td><td>96%</td><td>97%</td><td>95%</td><td>96%</td><td>93%</td><td>91%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	98%	96%	97%	96%	96%	97%	95%	96%	93%	91%	97% to 91% Average: 94%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	98%	96%	97%	96%	96%	97%	95%	96%	93%	91%															
Satisfied with water pressure (Sample size: 399)	<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>90%</td><td>87%</td><td>85%</td><td>86%</td><td>90%</td><td>89%</td><td>89%</td><td>86%</td><td>85%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	94%	90%	87%	85%	86%	90%	89%	89%	86%	85%	94% to 75% Average: 85%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	94%	90%	87%	85%	86%	90%	89%	89%	86%	85%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 294)	<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>75%</td><td>75%</td><td>74%</td><td>75%</td><td>73%</td><td>76%</td><td>65%</td><td>64%</td><td>46%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	82%	75%	75%	74%	75%	73%	76%	65%	64%	46%	65% to 46% Average: 60%	Significant change since last year. Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	82%	75%	75%	74%	75%	73%	76%	65%	64%	46%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 318)	<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>83%</td><td>81%</td><td>77%</td><td>72%</td><td>76%</td><td>77%</td><td>62%</td><td>61%</td><td>42%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	89%	83%	81%	77%	72%	76%	77%	62%	61%	42%	69% to 42% Average: 61%	Significant change since last year. Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	89%	83%	81%	77%	72%	76%	77%	62%	61%	42%															

Results for Southern Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 337)	 <table border="1" style="display: none;"> <caption>Satisfaction with waste water cleaning</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>88%</td></tr> <tr><td>15</td><td>77%</td></tr> <tr><td>16</td><td>78%</td></tr> <tr><td>17</td><td>71%</td></tr> <tr><td>18</td><td>75%</td></tr> <tr><td>19</td><td>70%</td></tr> <tr><td>20</td><td>69%</td></tr> <tr><td>21</td><td>34%</td></tr> <tr><td>22</td><td>32%</td></tr> <tr><td>23</td><td>18%</td></tr> </tbody> </table>	Year	Percentage	14	88%	15	77%	16	78%	17	71%	18	75%	19	70%	20	69%	21	34%	22	32%	23	18%	<p style="text-align: center;">46% to 18% Average: 36%</p>	<p style="text-align: center;">Significant change since last year. Significantly lower than WaSC average</p>
Year	Percentage																								
14	88%																								
15	77%																								
16	78%																								
17	71%																								
18	75%																								
19	70%																								
20	69%																								
21	34%																								
22	32%																								
23	18%																								
Satisfied with company actions to minimise sewer flooding (Sample size: 332)	 <table border="1" style="display: none;"> <caption>Satisfaction with sewer flooding actions</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>83%</td></tr> <tr><td>15</td><td>76%</td></tr> <tr><td>16</td><td>76%</td></tr> <tr><td>17</td><td>76%</td></tr> <tr><td>18</td><td>73%</td></tr> <tr><td>19</td><td>72%</td></tr> <tr><td>20</td><td>70%</td></tr> <tr><td>21</td><td>51%</td></tr> <tr><td>22</td><td>47%</td></tr> <tr><td>23</td><td>29%</td></tr> </tbody> </table>	Year	Percentage	14	83%	15	76%	16	76%	17	76%	18	73%	19	72%	20	70%	21	51%	22	47%	23	29%	<p style="text-align: center;">54% to 29% Average: 44%</p>	<p style="text-align: center;">Significant change since last year. Significantly lower than WaSC average</p>
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Sample Profile

Regional sample profile for Southern Water	(Sample size: 400*)
Gender	
Male	43%
Female	57%
Age	
18-29	2%
30-44	11%
45-59	31%
60-74	32%
75+	24%
SEC	
Higher managerial, administrative & professional occupations	49%
Intermediate occupations	24%
Routine & manual occupations	21%
Never worked and long-term unemployed/Full-time students	5%
Refused	2%
Water Meter	
Proportion having a water meter	87%

Statistical reliability on sample size of 400 is +/- 4.7%

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