

Results for Wessex 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: 200) 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>95%</td><td>93%</td><td>91%</td><td>91%</td><td>91%</td><td>93%</td><td>95%</td><td>93%</td><td>94%</td><td>90%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	95%	93%	91%	91%	91%	93%	95%	93%	94%	90%	96% to 82% Average: 89%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	95%	93%	91%	91%	91%	93%	95%	93%	94%	90%															
Overall satisfaction with sewerage services (Sample size: 183)	<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>93%</td><td>91%</td><td>90%</td><td>87%</td><td>93%</td><td>87%</td><td>78%</td><td>84%</td><td>66%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	94%	93%	91%	90%	87%	93%	87%	78%	84%	66%	74% to 45% Average: 66%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	94%	93%	91%	90%	87%	93%	87%	78%	84%	66%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 196)	<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>78%</td><td>76%</td><td>75%</td><td>76%</td><td>75%</td><td>79%</td><td>76%</td><td>76%</td><td>78%</td><td>63%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	78%	76%	75%	76%	75%	79%	76%	76%	78%	63%	77% to 60% Average: 69%	Significantly lower than WaSC average. Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	78%	76%	75%	76%	75%	79%	76%	76%	78%	63%															
Satisfied with value for money of sewerage services (Sample size: 179)	<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>81%</td><td>80%</td><td>78%</td><td>79%</td><td>83%</td><td>79%</td><td>75%</td><td>79%</td><td>70%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	79%	81%	80%	78%	79%	83%	79%	75%	79%	70%	78% to 52% Average: 71%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	79%	81%	80%	78%	79%	83%	79%	75%	79%	70%															
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 195)	<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>65%</td><td>67%</td><td>67%</td><td>62%</td><td>65%</td><td>76%</td><td>66%</td><td>68%</td><td>52%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	69%	65%	67%	67%	62%	65%	76%	66%	68%	52%	64% to 42% Average: 55%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	69%	65%	67%	67%	62%	65%	76%	66%	68%	52%															
Agree water and sewerage charges are affordable (Sample size: 199)	<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>80%</td><td>80%</td><td>78%</td><td>76%</td><td>79%</td><td>87%</td><td>74%</td><td>78%</td><td>72%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	80%	80%	80%	78%	76%	79%	87%	74%	78%	72%	81% to 63% Average: 72%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	80%	80%	80%	78%	76%	79%	87%	74%	78%	72%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 188)	<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>78%</td><td>77%</td><td>74%</td><td>74%</td><td>70%</td><td>75%</td><td>80%</td><td>64%</td><td>68%</td><td>53%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	78%	77%	74%	74%	70%	75%	80%	64%	68%	53%	62% to 37% Average: 51%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	78%	77%	74%	74%	70%	75%	80%	64%	68%	53%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 200)	<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>Mean Score</th><td>7.94</td><td>7.97</td><td>7.75</td><td>7.86</td><td>8.08</td><td>8.19</td><td>8.31</td><td>7.43</td><td>7.46</td><td>6.53</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Mean Score	7.94	7.97	7.75	7.86	8.08	8.19	8.31	7.43	7.46	6.53	6.94 to 5.44 Average: 6.38	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Mean Score	7.94	7.97	7.75	7.86	8.08	8.19	8.31	7.43	7.46	6.53															

Results for Wessex 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: 196)	<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>76%</td><td>71%</td><td>71%</td><td>74%</td><td>79%</td><td>79%</td><td>72%</td><td>70%</td><td>70%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	77%	76%	71%	71%	74%	79%	79%	72%	70%	70%	74% to 64% Average: 68%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	77%	76%	71%	71%	74%	79%	79%	72%	70%	70%															
Aware of free meter option (Sample size: 73) 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>59%</td><td>65%</td><td>70%</td><td>81%</td><td>83%</td><td>78%</td><td>75%</td><td>64%</td><td>70%</td><td>71%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	59%	65%	70%	81%	83%	78%	75%	64%	70%	71%	74% to 54% Average: 66%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	59%	65%	70%	81%	83%	78%	75%	64%	70%	71%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 72) 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>30%</td><td>26%</td><td>32%</td><td>34%</td><td>43%</td><td>37%</td><td>29%</td><td>23%</td><td>37%</td><td>32%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	30%	26%	32%	34%	43%	37%	29%	23%	37%	32%	35% to 12% Average: 27%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	30%	26%	32%	34%	43%	37%	29%	23%	37%	32%															
Aware of WaterSure tariff (Sample size: 200*)	<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>6%</td><td>14%</td><td>8%</td><td>9%</td><td>8%</td><td>6%</td><td>10%</td><td>16%</td><td>19%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	11%	6%	14%	8%	9%	8%	6%	10%	16%	19%	20% to 14% Average: 17%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	11%	6%	14%	8%	9%	8%	6%	10%	16%	19%															
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 200*) 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>50%</td><td>52%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage								41%	50%	52%	52% to 39% Average: 45%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage								41%	50%	52%															
Aware of Priority services (Sample size: 200*)	<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>52%</td><td>57%</td><td>47%</td><td>43%</td><td>49%</td><td>43%</td><td>44%</td><td>49%</td><td>53%</td><td>57%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	52%	57%	47%	43%	49%	43%	44%	49%	53%	57%	57% to 40% Average: 49%	Significantly higher than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	52%	57%	47%	43%	49%	43%	44%	49%	53%	57%															
Contact																									
Contacted water company with query in last 12 months (Sample size: 200*)	<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>16%</td><td>16%</td><td>18%</td><td>14%</td><td>24%</td><td>17%</td><td>21%</td><td>18%</td><td>15%</td><td>19%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	16%	16%	18%	14%	24%	17%	21%	18%	15%	19%	33% to 16% Average: 25%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	16%	16%	18%	14%	24%	17%	21%	18%	15%	19%															
Reason for contacting water company was to complain (Sample size: 37 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>3%</td><td>2%</td><td>6%</td><td>0%</td><td>2%</td><td>12%</td><td>0%</td><td>6%</td><td>0%</td><td>3%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	3%	2%	6%	0%	2%	12%	0%	6%	0%	3%	8% to 0% Average: 3%	Low base size
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	3%	2%	6%	0%	2%	12%	0%	6%	0%	3%															

Results for Wessex Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfaction with way query handled (Sample size: 37 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>96%</td><td>86%</td><td>86%</td><td>89%</td><td>84%</td><td>85%</td><td>88%</td><td>89%</td><td>93%</td><td>73%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	96%	86%	86%	89%	84%	85%	88%	89%	93%	73%	94% to 52% Average: 74%	Low base size. Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	96%	86%	86%	89%	84%	85%	88%	89%	93%	73%															
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 200)	<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>93%</td><td>94%</td><td>93%</td><td>92%</td><td>95%</td><td>98%</td><td>92%</td><td>92%</td><td>92%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	95%	93%	94%	93%	92%	95%	98%	92%	92%	92%	94% to 85% Average: 91%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	95%	93%	94%	93%	92%	95%	98%	92%	92%	92%															
Satisfied with taste and smell (Sample size: 198)	<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>88%</td><td>87%</td><td>85%</td><td>86%</td><td>85%</td><td>90%</td><td>88%</td><td>87%</td><td>82%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	90%	88%	87%	85%	86%	85%	90%	88%	87%	82%	90% to 79% Average: 84%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	90%	88%	87%	85%	86%	85%	90%	88%	87%	82%															
Satisfied with hardness/softness (Sample size: 196)	<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>62%</td><td>60%</td><td>57%</td><td>55%</td><td>62%</td><td>64%</td><td>59%</td><td>53%</td><td>54%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	70%	62%	60%	57%	55%	62%	64%	59%	53%	54%	87% to 40% Average: 64%	Significantly lower than WaSC average
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	70%	62%	60%	57%	55%	62%	64%	59%	53%	54%															
Satisfied with safety (Sample size: 198)	<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>95%</td><td>91%</td><td>92%</td><td>95%</td><td>96%</td><td>93%</td><td>92%</td><td>91%</td><td>89%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	94%	95%	91%	92%	95%	96%	93%	92%	91%	89%	95% to 81% Average: 88%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	94%	95%	91%	92%	95%	96%	93%	92%	91%	89%															
Satisfied with reliability of supply (Sample size: 199)	<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>98%</td><td>97%</td><td>95%</td><td>98%</td><td>97%</td><td>97%</td><td>97%</td><td>96%</td><td>96%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	98%	98%	97%	95%	98%	97%	97%	97%	96%	96%	97% to 91% Average: 94%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	98%	98%	97%	95%	98%	97%	97%	97%	96%	96%															
Satisfied with water pressure (Sample size: 200)	<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>89%</td><td>90%</td><td>87%</td><td>91%</td><td>93%</td><td>90%</td><td>86%</td><td>89%</td><td>86%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	91%	89%	90%	87%	91%	93%	90%	86%	89%	86%	94% to 75% Average: 85%	
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	91%	89%	90%	87%	91%	93%	90%	86%	89%	86%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (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>84%</td><td>86%</td><td>78%</td><td>77%</td><td>79%</td><td>89%</td><td>83%</td><td>78%</td><td>69%</td><td>59%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	22	23	Percentage	84%	86%	78%	77%	79%	89%	83%	78%	69%	59%	65% to 46% Average: 60%	Significant change since last year
Year	14	15	16	17	18	19	20	21	22	23															
Percentage	84%	86%	78%	77%	79%	89%	83%	78%	69%	59%															

Results for Wessex 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: 164)	<table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>91%</td></tr> <tr><td>15</td><td>91%</td></tr> <tr><td>16</td><td>83%</td></tr> <tr><td>17</td><td>84%</td></tr> <tr><td>18</td><td>81%</td></tr> <tr><td>19</td><td>89%</td></tr> <tr><td>20</td><td>86%</td></tr> <tr><td>21</td><td>75%</td></tr> <tr><td>22</td><td>73%</td></tr> <tr><td>23</td><td>60%</td></tr> </tbody> </table>	Year	Percentage	14	91%	15	91%	16	83%	17	84%	18	81%	19	89%	20	86%	21	75%	22	73%	23	60%	69% to 42% Average: 61%	Significant change since last year
Year	Percentage																								
14	91%																								
15	91%																								
16	83%																								
17	84%																								
18	81%																								
19	89%																								
20	86%																								
21	75%																								
22	73%																								
23	60%																								
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 154)	<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>89%</td></tr> <tr><td>16</td><td>80%</td></tr> <tr><td>17</td><td>84%</td></tr> <tr><td>18</td><td>82%</td></tr> <tr><td>19</td><td>82%</td></tr> <tr><td>20</td><td>80%</td></tr> <tr><td>21</td><td>50%</td></tr> <tr><td>22</td><td>56%</td></tr> <tr><td>23</td><td>35%</td></tr> </tbody> </table>	Year	Percentage	14	88%	15	89%	16	80%	17	84%	18	82%	19	82%	20	80%	21	50%	22	56%	23	35%	46% to 18% Average: 36%	Significant change since last year
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Satisfied with company actions to minimise sewer flooding (Sample size: 163)	<table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>14</td><td>86%</td></tr> <tr><td>15</td><td>88%</td></tr> <tr><td>16</td><td>81%</td></tr> <tr><td>17</td><td>82%</td></tr> <tr><td>18</td><td>76%</td></tr> <tr><td>19</td><td>85%</td></tr> <tr><td>20</td><td>76%</td></tr> <tr><td>21</td><td>66%</td></tr> <tr><td>22</td><td>64%</td></tr> <tr><td>23</td><td>44%</td></tr> </tbody> </table>	Year	Percentage	14	86%	15	88%	16	81%	17	82%	18	76%	19	85%	20	76%	21	66%	22	64%	23	44%	54% to 29% Average: 44%	Significant change since last year
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Sample Profile

Regional sample profile for Wessex Water	(Sample size: 200*)
Gender	
Male	44%
Female	55%
Age	
18-29	1%
30-44	12%
45-59	32%
60-74	35%
75+	19%
SEC	
Higher managerial, administrative & professional occupations	47%
Intermediate occupations	20%
Routine & manual occupations	20%
Never worked and long-term unemployed/Full-time students	10%
Refused	1%
Water Meter	
Proportion having a water meter	65%

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.