Annual Tracking Survey 2011

Report Prepared for:

CONSUMER COUNCIL FOR Water

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CCWater Tracking Research 2011 Executive Summary

1. Understanding views

1.0.1 The Consumer Council for Water (CCWater) represents the interests of water consumers in England and Wales. To be effective in this role, it is essential to have a good understanding of the views and opinions of water consumers.

1.0.2 Since 2006, CCWater has commissioned an annual survey of consumer views on water and sewerage services. This was undertaken by ORC International in 2006, FDS International between 2007 and 2009, and by DJS Research in 2010 and 2011. The survey tracks changes in the views of water and sewerage customers over time.

1.0.3 Up to 2011, the survey was based on nine water and sewerage company regions in England, and the water and sewerage company region in Wales. For the first time in 2011, the survey has been extended to specifically include the customers of water only companies as well. This report sets out findings for each water and sewerage company, and each water only company[1], in England and Wales.

1.0.4 For the 2011 research, a total of 4029 telephone interviews were conducted with water and sewerage bill payers across England and Wales in December 2011. At least 200 interviews took place with customers of each water and sewerage company in England and Wales and 150 with customers of each of the water only companies. Where reference is made to a region in the following findings, this is a water and sewerage company region rather than any other geographic or administrative unit.

1.0.5 This Executive Summary details some of the key findings from the 2011 survey. Where there are significant differences between 2011 and 2010 this is noted. The relevant paragraphs are shown in brackets at the end of each point.

1.1 Headlines

Overall satisfaction with services remains high

1.1.1 Respondents are very satisfied overall with their water supply (92%); only 3% are dissatisfied. (5.1.5)

1.1.2 Almost nine in ten (89%) respondents say that overall they are satisfied with their sewerage services, compared with 91% in 2010. Only 2% say that overall they are dissatisfied with their sewerage services. (6.2.1)

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[1] Cholderton and District Water was excluded from the survey due to its relatively small customer base.

1.1.3 But customers are less satisfied with the value for money of these services. Almost three quarters of respondents (72%) say that they are satisfied with the value for money of their water services, and a similar proportion (73%) say that they are satisfied with the value for money of their sewerage services. These figures have not changed since 2010. However, the proportion saying they are *very* satisfied has changed from 21% to 27% in both instances. (3.1.1)

1.1.4 As in previous years, respondents in the South West are least satisfied with value for money (35% for water services, 39% for sewerage services) and they are significantly less satisfied than they were in 2010 (46% and 53% respectively). Those in Northumbria and Yorkshire are most satisfied. There are no differences between aggregated findings for Water and Sewerage Companies (WaSCs) and Water only Companies (WoCs). (3.1.7 and 3.2.5)

1.1.5 Two thirds of customers (67%) feel that the charges they pay are fair and nearly three quarters (74%) say that their bills are affordable. This is virtually the same as in 2010, when the results were 66% and 75% respectively. Nearly a fifth (19%) of customers disagree charges are fair and 12% disagree bills are affordable. (3.5.1/3.6.1)

Water and sewerage companies are viewed more positively than energy suppliers

1.1.6 For the first time since 2008, customers are more satisfied with the value for money of their water and sewerage services than their energy services. Almost three quarters of respondents across England and Wales say they are satisfied with value for money of water and sewerage services (72% and 73% respectively). This compares with just over two thirds (68%) who say they are satisfied with the value for money offered by their energy supplier. (Paragraphs 3.1.1/3.2.1/3.4.1)

1.1.7 Water and sewerage companies also fare better than energy suppliers when it comes to satisfaction with the service they provide with 92% satisfied with their water supply and 89% satisfied with their sewerage service, compared to 83% who are satisfied with their energy supplier. (7.3.1/7.3.2)

1.1.8 What is more, the gap has widened between water and/or sewerage companies and energy companies when it comes to trust (more customers are likely to trust their water/sewerage supplier – 55% versus 46% rating a high level of trust with a score of 8 to 10) and customer care (more are likely to perceive their water and/or sewerage company cares about them – 62% agree, than their energy supplier – 55% agree). (7.1.1/7.2.2)

Interest in finding out more about WaterSure/Welsh Water Assist and services for elderly and/or disabled customers is decreasing

1.1.9 Awareness of WaterSure and Welsh Water Assist remains in line with 2010 levels (6% aware) but the proportion interested in finding out more about the scheme has fallen (18% to 8%). (4.1.1/4.1.2)

1.1.10 After falling in 2010, the proportion aware of services for the elderly and/or disabled customers has returned to 2009 levels (20%). However, interest in finding out more about these services has decreased (16% to 9%). (4.2.1/4.2.2)

More households are asking to have a water meter fitted

1.1.11 In this sample, one third (36%) of respondents have a water meter. Of these, nearly half (49%) had requested one compared to 38% who had requested one when this question was last asked two years ago. (4.3.1/4.4.5)

1.1.12 Over half of all respondents (57%) know they can have a meter fitted free of charge. This is in line with awareness in 2010 (58%). (4.4.1)

1.1.13 The proportion aware that they can revert to rateable value charging within 12 months of asking to have a meter fitted, has fallen slightly from 37% in 2010 to 35% in 2011. (4.4.3)

The number of households taking action to reduce their water usage has fallen

1.1.14 In 2011 the number claiming they have done something in the last 12 months to save water has fallen to 67%, the same as 2009 levels (compared to 76% in 2010). (5.3.2)

1.1.15 This is perhaps surprising as awareness of 'using water wisely' campaigns has increased (47% to 55%). This increase in awareness could be linked to the fact that on December 1st, 2011 and during interviewing for this survey, an Environment Agency statement highlighted drought fears should there be low winter rainfall. (5.4.1)

One in four water customers believe it is acceptable to dispose of tissues down the toilet, sink or drain

1.1.16 Every year, a list of items is read out to respondents and they are asked to name any they feel are acceptable to dispose of down the toilet, sink or drain. In 2010, a fifth (20%) of customers were confused about what could be disposed of in this way. On a like for like basis, this figure has fallen to 13% in 2011, which is the third consecutive fall in this figure in as many years. (6.1.1/6.1.2)

1.1.17 However, in 2011, tissues and baby wipes were added to the list and when these are taken into consideration it is clear that there is confusion as to how they should be disposed of. A quarter of respondents (26%) think, incorrectly, that it is acceptable to flush tissues down the toilet. (Chart 6.1)

Awareness of the transfer of private sewers and drains to the water and sewerage companies could be higher

1.1.18 On October 1st 2011, the ownership of private sewers and drains was transferred to the sewerage companies. Sewerage companies informed customers of the transfer in the months leading up to the transfer date. However, only 31% of customers believe their sewerage company is responsible for the ex-private sewers and drains, which shows that further communication is needed to raise awareness of the new arrangements. (6.4.1)

Over three quarters prefer tap water to still bottled water

1.1.19 Over three quarters (77%) agree that they prefer to drink tap water to still bottled water. This compares to 79% when the question was last asked two years ago. (5.5.1)

1.1.20 Respondents who are dissatisfied with the hardness/softness of their water supply are more likely to disagree they drink tap water rather than still bottled water, especially in the Eastern, Thames and Southern regions. (5.5.5)

1.2 Differences in results between Wales and the English regions

1.2.1 When comparing results for customers in Wales against England, the overall picture is very similar. However, there are some minor differences in customers' views:

- Customers in Wales are far more satisfied with the hardness/softness of their water (86% compared to 65% in England). (5.1.3)

- Customers in England are more likely to be aware of campaigns to use water wisely than Wales (56% compared to 48% in Wales). (5.4.2)

- Metered customers in Wales are more likely to have asked for their meter to be fitted (69% compared to 47% in England), whereas metered customers in England say that the meter was already installed in their property when they moved in (43% compared to 29% in Wales). (4.4.6)

- Customers in Wales are significantly more likely to know they could have a meter fitted free of charge than those in England (66% in Wales compared to 56% in England). (4.4.2)

- Customers in Wales are also significantly more likely to know they then have 12 months to decide whether or not they want to continue to be charged on a metered basis or switch back than those in England (46% in Wales compared to 35% in England). (4.4.4)

- Respondents in Wales are less confused about what they can dispose of down the toilet, sink or drain than those in England (72% said none of the items on the list read out to them could be disposed of in this way compared to 66% of respondents in England). (6.1.4)

- Respondents in Wales are equally split between thinking that they are responsible for the maintenance of sewers and drains within their property's boundaries and that their sewerage company is (36% and 35% respectively), whereas in England fewer respondents think the sewerage company is responsible (31%). (6.4.3)

1.3 Other Key Findings

Value for money

1.3.1 Customers in the South West are least likely to agree that their charges are fair and affordable whereas those in Northumbria are most likely to agree they are fair and those in Yorkshire that they are affordable. This trend continues throughout the research. Again, there are no differences between WaSCs and WoCs. (3.5.6/3.6.2)

1.3.2 Four fifths of customers (79%) agree that their water and sewerage bill makes it clear how much needs to be paid and when. Slightly fewer (73%) agree that it is clear how the final amount of their bill was reached. There has been little change in customers' opinions of this since 2010. (3.3.2/3.3.7)

1.3.3 Encouragingly, over three quarters (77%) would be likely to contact their water company if they were worried about paying their bills. However, this has decreased by 3% in the last year. (3.6.7)

Consumer rights and responsibilities

1.3.4 One third (36%) of respondents in this sample have a water meter; respondents in the Eastern and South West regions are the most likely to be metered, and those in the Midlands and Northumbria the least likely. (4.3.1)

1.3.5 Customers in England are more likely to be aware of campaigns to use water wisely than Wales (56% compared to 48% in Wales). (4.4.4)

1.3.6 Customers in Wales are significantly more likely to know they then have 12 months to decide whether or not they want to continue to be charged on a metered basis or switch back than those in England (46% in Wales compared to 35% in England). (5.4.2)

1.3.7 In part, due to compulsory metering, the number of respondents with a meter is particularly high for Veolia Water South East customers (86%) and is increasing in the Southern Water region (up from 36% in 2010 to 47% in 2011). (4.3.2/4.3.3)

1.3.8 A high proportion of customers in the South West have requested a meter be fitted (64%) which is understandable given the high levels of unmetered charges. High levels of meter optants can also be seen in Wales (69%). Although only 24% of the Northumbria sample have water meters, almost two thirds of these had opted for a meter. (4.4.7)

1.3.9 As seen in previous years, levels of metering are significantly higher among older respondents and smaller households. (4.4.10)

1.3.10 Two-fifths (40%) claim to be aware that under certain circumstances they may be entitled to compensation for service failures. This has increased significantly since 2010 (35%) and is now more in line with 2009 when it was 41%. (4.6.1)

1.3.11 Overall 10% of respondents say that they have contacted their water and/or sewerage company to make an enquiry and 4% have made a complaint in the past 12 months. Contact levels have been significantly lower over the last two years of the survey. (4.7.1/4.8.1)

1.3.12 Of those contacting their water and/or sewerage company, 69% say that overall they are satisfied with the contact, which is in line with 2010 (70%). (4.9.1)

Water on tap

1.3.13 There are high levels of satisfaction for all aspects of water supply, with customers most satisfied with the reliability of their water supply (96%) and least satisfied with the hardness/softness of their water (67%). (5.1.1)

- There are wide ranging regional variations in satisfaction with hardness/softness of water which are likely to reflect regional differences in the type of tap water people receive. Satisfaction ranges from 51% in the Eastern region to 88% in the South West. (5.1.3)

1.3.14 Three fifths (61%) of respondents say, correctly, that they are responsible for the maintenance of the water pipes within their property's boundaries. However, almost one fifth of respondents think that the water company is responsible (18%). Six per cent of respondents said they did not know who was responsible. (5.6.1)

A sewerage system that works

1.3.15 Satisfaction with different elements of sewerage services has increased over the past year, significantly so for maintenance of sewerage pipes and treatment works (from 79% to 82%), the cleaning of waste water before it is released into the environment (from 80% to 84%) and minimising sewer flooding (from 79% to 83%). The proportion of respondents who are "very" satisfied has increased significantly for all attributes, and is at its highest for four years. Comparatively few (between 4% and 8%) are dissatisfied with any aspect of their sewerage services. (6.2.5)

Speaking up for water companies

1.3.16 Nearly all customers (93%) agree that it is important to have a consumer body representing their interests in the water and sewerage industry. (8.1.1)

1.3.17 Over one third of respondents say they would use an online search engine to find the contact details for CCWater. Just less than one fifth would use a telephone directory or look on the back of their water bill. (8.1.3)

1.4 Next steps

1.4.1 CCWater will use the findings of this research to:

- Further improve our understanding of customers’ views about their water and sewerage services.

- To identify where we need to work with the water industry on areas of service where there is potential for improvement in customer perceptions or customer knowledge.

- Help measure how our activities with the water industry have made a difference to customers’ perceptions.

- Help us ensure we communicate effectively with consumers.

2 Introduction

2.0.1 The Consumer Council for Water (CCWater) was set up in 2005 to represent the interests of water and sewerage consumers in England and Wales. The water industry is different from other utilities in that, as far as household customers are concerned, it is a regional monopoly and there is no choice of supplier. However, it is also a highly regulated industry which has to meet standards in terms of drinking water quality, environmental impact and the prices it is allowed to charge customers.

2.0.2 Understanding the views and opinions of consumers is essential for CCWater in meeting its business objectives, and ensuring that it continues to provide a strong voice for water industry consumers in the nations of England and Wales.

2.0.3 To effectively represent water consumers, CCWater needs to have an up-to-date understanding of how they view water and sewerage services; the companies that provide these services; and other issues which affect their services and the bills that they pay.

2.0.4 Since 2006, CCWater has commissioned an annual survey of customer views on water and sewerage services. In 2006 this was undertaken by ORC International, by FDS International between 2007 and 2009 and by DJS Research in 2010 and 2011. The surveys track changes in the views of water and sewerage customers over time.

2.1 Research Aims

2.1.1 The tracking research is designed to identify customer views on their water and sewerage services in order to provide an impartial, consistent and justifiable platform on which CCWater can base its future policy and activity.

2.1.2 The main objectives of this research are to:-

- Understand customers' views about all aspects of water and sewerage services.
- Measure how customers' views change over time.
- In 2011, for the first time, to establish benchmark views of water only company customers.
- Determine consumer perception of the need for CCWater's services and whether customers know how to contact them.
- Help CCWater develop an effective communications strategy.

2.2 Approach

2.2.1 To be consistent with previous tracking surveys, a quantitative methodology was followed, using telephone interviewing to survey a random representative sample of households across England and Wales.

2.2.2 In previous years, 200 interviews were conducted at Water and Sewerage Company (WaSC) region level. This means that the sample for each WaSC region included a small proportion of customers who received water services from a Water only Company (WoC) and their sewerage services from the WaSC for the region. However, this year, the survey has been extended to include the views of customers of the WoCs in their own right by setting minimum quotas of 150 interviews for each WoC, in addition to 200 for each WaSC (at company rather than region level).

2.3 Fieldwork

2.3.1 The study was carried out using CATI (Computer Aided Telephone Interviewing) from DJS's in-house telephone unit.

2.3.2 A total of 4,029 interviews were achieved across England and Wales. Interviewing took place in December 2011.

2.4 Sample

2.4.1 A random digit dialling (RDD) sample of residential telephone numbers across England and Wales was purchased from a DJS approved supplier, Sample Answers.

2.4.2 Interview quotas were set for each water (and sewerage) company and age of respondents. The sample was stratified by water and sewerage company to ensure robust numbers were achieved for each, i.e. an equal number of interviews were achieved for each WaSC and WoC to enable sub-group analysis, rather than setting targets proportionate to the size of their customer base.

2.4.3 As in previous years, a quota of 200 respondents was set for each of the ten WaSCs in England and Wales. For each WoC, a quota of 150 respondents was set. Respondents were screened to ensure that we only interviewed householders who were solely or jointly responsible for paying the water and sewerage bill.

2.4.4 The RDD sample was purchased on a 10:1 basis (10 leads to achieve 1 interview). The sample was also designed to be representative of households across England and Wales, rather than of individuals.

2.4.5 The opening questions of the survey ask respondents which company provides their water and/or sewerage services. However, just under a quarter (23%) of WoC customers receiving sewerage services aren't aware that these are provided by a different company to the one that provides their water supply service. Therefore, during the survey, where respondents weren't aware of this, interviewers prompted them with the name of their sewerage service provider. This information was derived from postcode.

2.5 Questionnaire

2.5.1 In order to understand how customers' views and opinions have developed over time, it is important to maintain a great degree of consistency with the questionnaires used in previous years. Therefore, the 2011 questionnaire is largely based on previous surveys undertaken.

2.5.2 The questionnaire was further developed in liaison with CCWater and additional questions were included.

2.5.3 As in previous years, the questionnaire focused on the following five key themes:

- Value for money.
- Consumer rights and responsibilities.
- Water on tap.
- A sewerage system that works (previously Clearing up).
- Speaking up for water consumers.

2.5.4 The interviews lasted for around 20 minutes and a copy of the questionnaire is included in Appendix 1.

2.6 Data processing and computer tables

2.6.1 Weighting has been applied to the data to ensure that it is representative of household water customers. With a stratified sample (i.e. an equal number of interviews per company, as explained in paragraph 2.4.2), to enable analysis by water region, weighting was required to correct this deliberate unequal distribution of customers. A sample profile is included in Appendix 2 which shows the actual number of interviews achieved against the weighted data.

2.6.2 Weighting has been applied to the data in two ways:

- At a WaSC region level, weighting has been applied based on the total number of connections for sewerage services. This enables direct comparison with data in previous surveys.
- For WaSCs and for WoCs at a total level (i.e. the 10 WaSCs combined and the 13 WoCs combined), weighting has been applied based on the total number of household water connections. This enables comparisons to be made between WaSCs as a group, and between WoCs as a group.

2.6.3 Computer tables have been provided to CCWater with each question analysed by sub-groups agreed with CCWater.

2.7 Interpretation of data

2.7.1 It should be noted that results are based on a national sample of households – not a census of all households. This means all data are subject to sampling tolerances.

2.7.2 Where percentages do not add to 100, this may be due to rounding, the exclusion of 'don't know' categories, or multiple answers. Throughout the report, an asterisk (*) denotes any value less than half a per cent but greater than zero.

2.7.3 The table below shows the statistical reliability of results for total base sample sizes of 4,000, 200 (the number of interviews achieved per WaSC) and 150 (the number of interviews achieved per WoC):

Table 1 Statistical reliability

	Approximate sampling tolerances applicable to percentages at or near these levels		
Base size	**10% or 90%**	**30% or 70%**	**50%**
4,000 (total sample)	± 0.9%	± 1.4%	± 1.6%
200 (200 interviews per WaSC)	± 4.2%	± 6.4%	± 7.0%
150 (150 interviews per WoC)	± 4.8%	± 7.4%	± 8.0%

2.7.4 Differences between social grades are highlighted throughout the report. Social grade is established by asking respondents about their current or previous occupation (if retired) and below is a brief guide to these grades:

A: Professional, very senior managers in business or commerce or top-level civil servants.

B: Middle management, principal officers in civil service, top managers or owners of small businesses.

C1: Junior management, owners of small establishments and all others in non-manual positions.

C2: All skilled manual workers and manual workers with responsibility for other people.

D: All semi-skilled and unskilled manual workers, apprentices and trainees to skilled workers.

E: All those entirely dependent on the state long-term, through sickness, unemployment (for a period of longer than six months), old age or other reasons. This group also includes casual workers and those without a regular income.

2.7.5 Throughout the report, we have also highlighted differences between sub-groups of respondents and between 2010 and 2011 results where they are statistically significant.

2.7.6 Care should be taken when interpreting the results regarding sewerage services for each WoC because some WoC customers receive sewerage services from different WaSCs, e.g. Sembcorp Bournemouth Water customers mainly receive sewerage services from Wessex Water; however a small proportion of customers receive sewerage services from Southern Water. Base sizes are too small to give robust perceptions of the service of the different sewerage providers for each WoC.

2.7.7 WoC customers who receive separate bills for water and sewerage services were asked about each service/bill individually. However, responses were so similar for each bill that the decision was taken to combine these findings as the vast majority of customers were not making any distinction between the two bills.

2.8 Report Structure

2.8.1 The findings are presented in the same way within each section. Firstly, there is a chapter summary, giving an overview of key findings for England and Wales and key significant regional/sub-group differences.

2.8.2 This is followed by more detail at England and Wales level, including significant differences between different customer groups by demographics, e.g. age, socio-economic group.

2.8.3 Findings are then shown at a WaSC region level; this enables a direct comparison to be made with findings in the 2010 survey which were also at WaSC region level.

2.8.4 Finally, specific company differences are highlighted. This data is unweighted to give a comprehensive view of each company's customers.

2.8.5 Appendices 3 and 4 detail the individual results for WaSCs and WoCs at a total level and the spread of responses across the different companies. This data is unweighted.

3. Value for money

3.0.1 Customers were asked for their opinions on a number of issues relating to value for money. This includes billing, value for money from a range of different services, and affordability and fairness of water and sewerage bills.

Summary

- Almost three quarters of respondents (72%) say that they are satisfied with the value for money of their water services, and a similar proportion (73%) say that they are satisfied with the value for money of their sewerage services. Overall satisfaction levels have not changed since 2010, however, those saying they are 'very satisfied', has increased.

- Customers in the South West of England continue to be the least satisfied with the value for money of their water (35%) and sewerage services (39%) and scores have decreased significantly over the past year.

- Two thirds of customers (67%) feel that the charges they pay are fair and three quarters (74%) say that their bills are affordable. This is virtually the same as 2010 when 66% considered their charges to be fair, and 75% affordable.

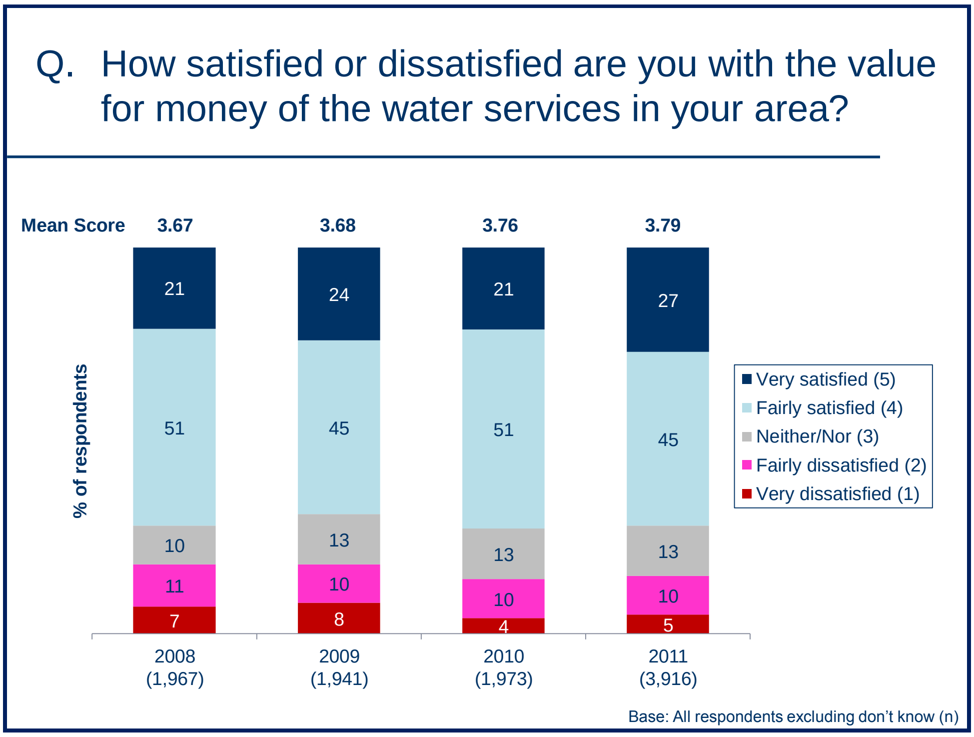
- Encouragingly, over three quarters (77%) would be likely to contact their water company if they were worried about paying their bills. However, this has fallen by 3% in the last year.

- Four fifths of customers (79%) agree that their water and sewerage bill makes it clear how much needs to be paid and when. Slightly fewer (74%) agree that it is clear how the final amount of their bill was reached.

3.1 Value for money from water services

3.1.1 Almost three quarters of respondents (72%) say they are satisfied with the value for money of their water services. As shown in the chart below, this is very consistent with previous years (in 2010 the figure was also 72%). There has been a significant increase in the intensity of satisfaction this year, with 27% of respondents saying they are very satisfied with the value for money of water services (21% in 2010).

Chart 3.1 Satisfaction with value for money of water services



3.1.2 As with previous years, there is a correlation between satisfaction with water supply and satisfaction with value for money of water services. Of those who are satisfied with the value for money of their water supply, 76% are also satisfied with their water services, and just 25% are dissatisfied with their water services. Similarly, customers who are satisfied with their sewerage services are also more likely to be satisfied with value for money than those who are dissatisfied (75% compared with 37%). (Section 5)

3.1.3 Respondents who have made a complaint or an enquiry to their water company are significantly less satisfied with value for money than those who have not (58% who have made an enquiry or complaint compared with 72% who have not). This has been observed in all tracking surveys since 2007.

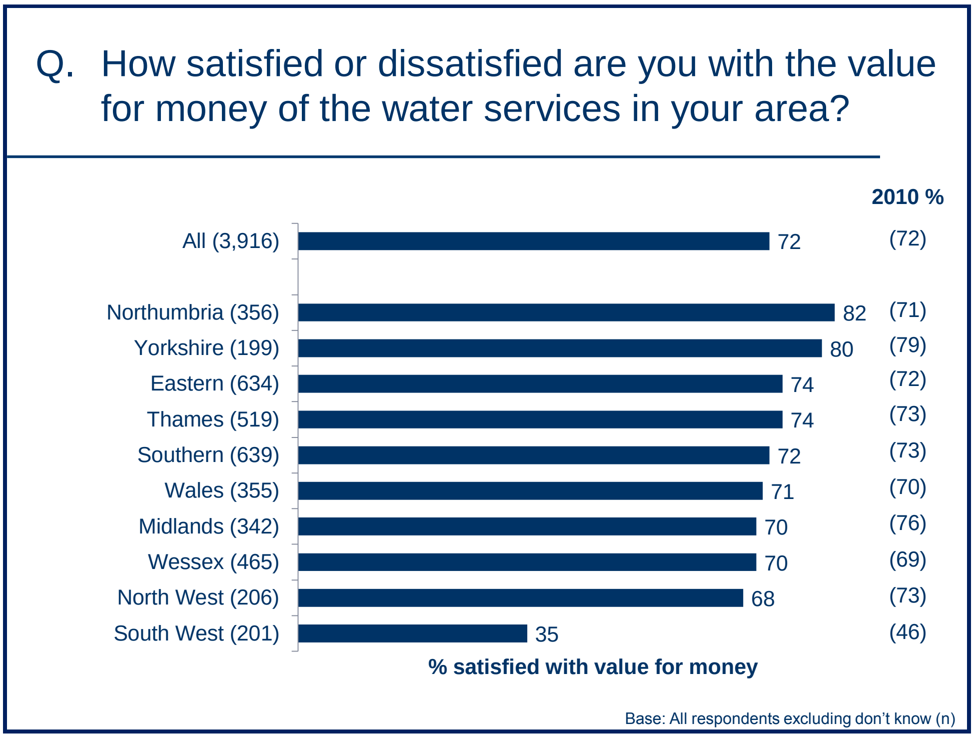
3.1.4 Respondents who have someone in their household with a long-term illness, health problem or disability are significantly less satisfied with the value for money of their water services than those who do not (69% compared with 73%).

3.1.5 Older respondents (those aged 75+) are significantly more satisfied with the value for money of their water services than those aged under 75 (83% compared with 67% to 72% across the other age groups).

3.1.6 Respondents who asked for a meter to be installed were significantly more satisfied with value for money of water services (81%) than those who already had a meter at their property when they moved in (66%) or those who had to have a meter fitted (68%). This is because monetary savings are a key reason why people request a meter to be fitted, and this group of customers are likely to have seen a reduction in their charges by switching to a meter.

3.1.7 When analysed by WaSC region, there are distinct differences in the perceived value for money of water services. Respondents in the South West are significantly less likely to be satisfied with the value for money of their water services (35% are satisfied, 51% dissatisfied).

Chart 3.2 Satisfaction with value for money of water services by region



3.1.8 Dissatisfaction among customers in the South West features on other questions. This is likely to be because the South West has the highest average bills for water and sewerage services in England and Wales.

3.1.9 Respondents in Northumbria are most likely to say that they are satisfied with the value for money from their water services (82%), significantly more so than in 2010 (71%).

3.1.10 The other significant change in satisfaction levels by region since the 2010 survey is in the South West region, where satisfaction with value for money is not only significantly behind other areas, but also now significantly lower than in 2010.

3.1.11 There are no differences when comparing WaSCs versus WoCs as a whole.

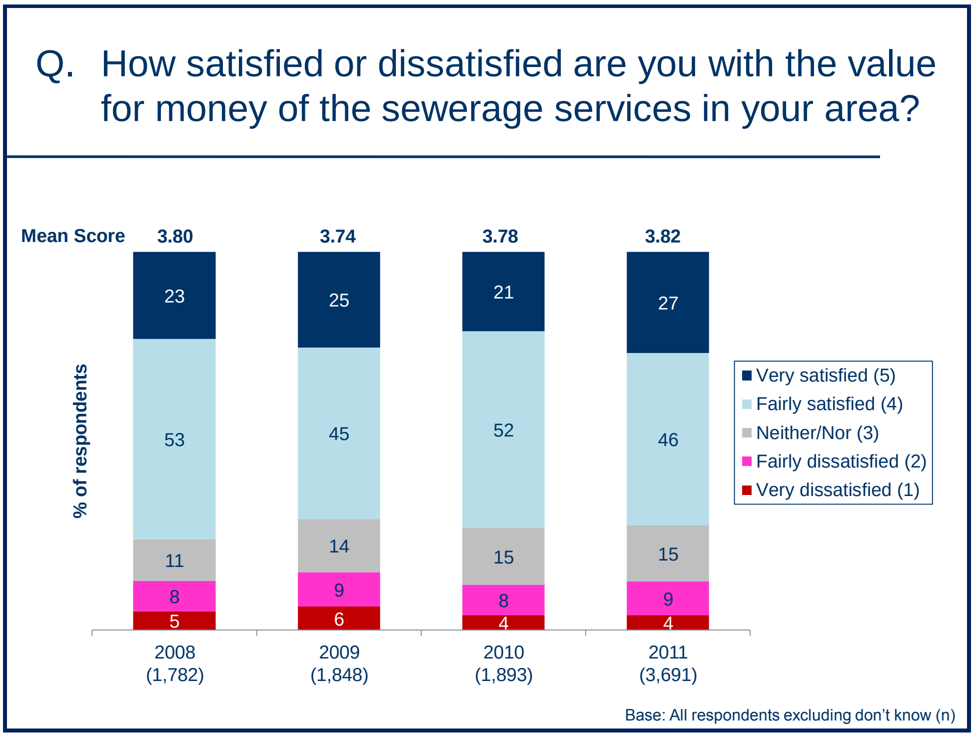
3.1.12 The data for the individual WaSCs follows a similar pattern to the regional data and this is true throughout the survey. Satisfaction with value for money of water services is highest for Northumbrian Water (83%) and lowest for South West Water (35%). (Appendix 3)

3.1.13 The range of findings for individual WoCs is smaller than it is for the WaSCs. Portsmouth Water customers are most satisfied with the value for money of water services (81%); whilst Sembcorp Bournemouth Water and South East Water customers are least satisfied (69% each). (Appendix 4)

3.2 Value for money from sewerage services

3.2.1 Satisfaction with value for money of sewerage services is on a par with water services, with 73% saying that they are satisfied. As with value for money from water services, there has been an increase in the intensity of satisfaction this year, with 27% of respondents saying they are very satisfied with the value for money of sewerage services (21% in 2010).

Chart 3.3 Satisfaction with value for money of sewerage services



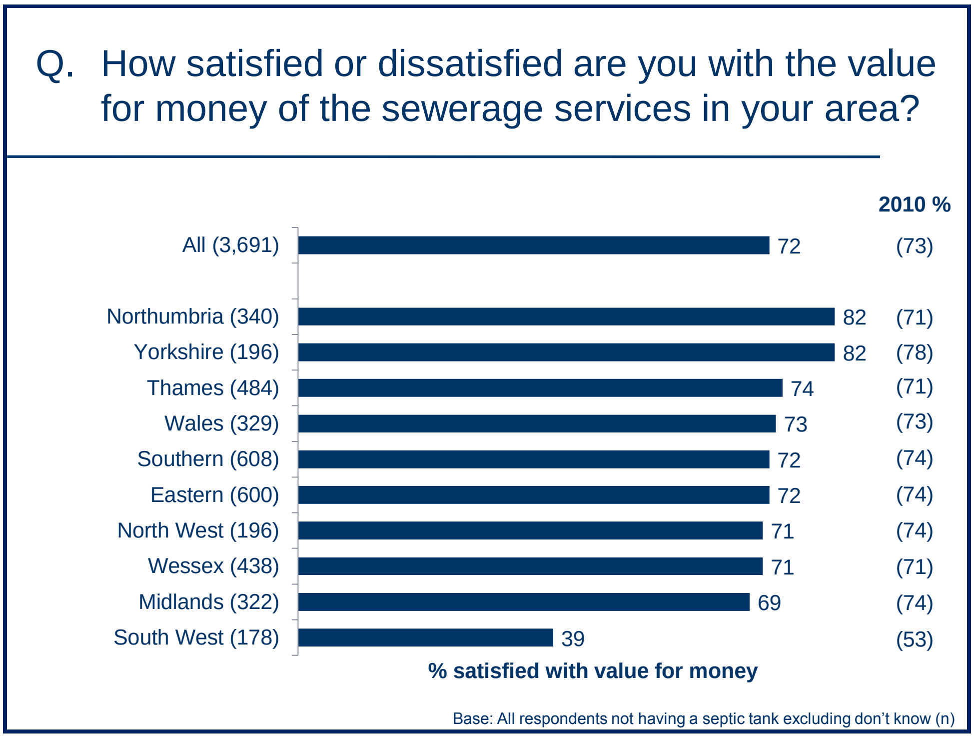
3.2.2 Differences in sub-groups follow a similar pattern as for satisfaction with value for money of water services. Respondents who are satisfied with the value for money of sewerage services are also more likely to be satisfied with the sewerage service itself.

3.2.3 This is also true for respondents who have made an enquiry or a complaint to their water company. Those who have not initiated contact with their water company are significantly more satisfied with the value for money of their sewerage services than those who have had contact (73% compared with 60%). This has been found in previous tracking surveys.

3.2.4 As is the case for satisfaction with value for money of water services, respondents who have asked for a water meter to be installed are significantly more satisfied with the value for money of their sewerage services (79%) than those who already had a meter installed when they moved into their property (66%).

3.2.5 Differences by region for satisfaction with value for money of sewerage services show the same pattern as for water services, i.e. respondents in the South West are significantly less likely to be satisfied with the value for money from their sewerage services (39%), both when comparing results with the other regions and with 2010.

Chart 3.4 Satisfaction with value for money of sewerage services by region



3.2.6 In 2010 there was a significant fall in satisfaction with value for money of sewerage services in the Northumbria WaSC region. However, in 2011, this has been reversed and customers in Northumbria are again the most satisfied with the value for money from their sewerage services, alongside customers in Yorkshire, both showing an increase in the overall satisfaction with value for money of sewerage services.

3.2.7 As with value for money of water services, there are no differences when comparing WaSCs versus WoCs as a whole.

3.2.8 When comparing the individual WaSCs, satisfaction with value for money of sewerage services follows the same pattern as for water services, and is highest for Northumbrian Water (84%) and lowest for South West Water (39%).

3.2.9 WoC customers' scores for satisfaction with value for money of sewerage services are generally not as low as those for WaSC customers. This is because low value for money scores for sewerage services from South West Water pulled down the scores for WaSCs as a whole.

3.3 Clarity of water and sewerage bills

3.3.1 Responses from customers who receive separate bills for their water and sewerage services have been combined with those who receive a single bill as their views don't differ.

3.3.2 Almost four-fifths (79%) of customers agree that their water and/or sewerage bill makes it clear how much needs to be paid and when, 5% disagree and 7% neither agree nor disagree. Eight per cent said 'don't know'. Results are similar year on year.

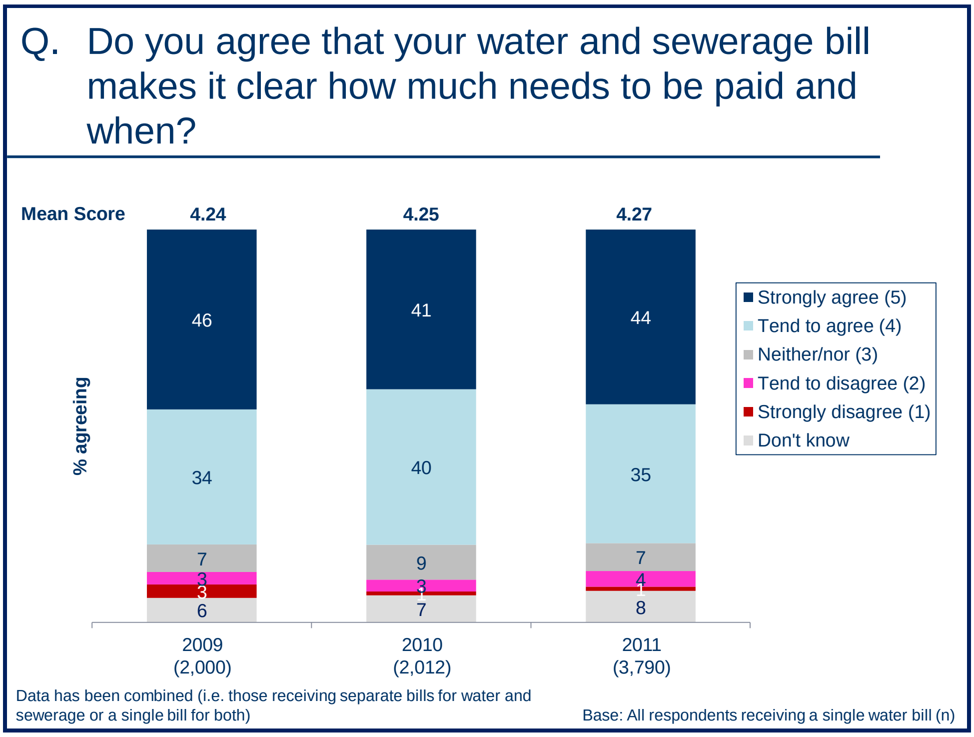
3.3.3 Customers who are satisfied with the value for money of their water services are significantly more likely to agree that the bill makes it clear how much needs to be paid and when than those who are dissatisfied (84% compared with 70%).

3.3.4 The same can be said for customers who are satisfied with the value for money of their sewerage services (85% compared with 69% who are dissatisfied).

3.3.5 Customers who say that their water and sewerage charges are affordable are more likely to say their bill makes it clear how much needs to be paid and when (83% compared with 66% who disagree that their charges are affordable).

3.3.6 In comparison to other WaSCs, Severn Trent Water (81%) customers are slightly less likely to agree that their water bill makes it clear how much needs to be paid and when. Conversely, South West Water and Wessex Water are most likely to agree (both 90%). For the individual WoCs, Dee Valley customers are least likely to agree (75%) and Sembcorp Bournemouth Water customers are most likely to agree (93%).

Chart 3.5 Agreement that the water and sewerage bill makes it clear how much needs to be paid and when



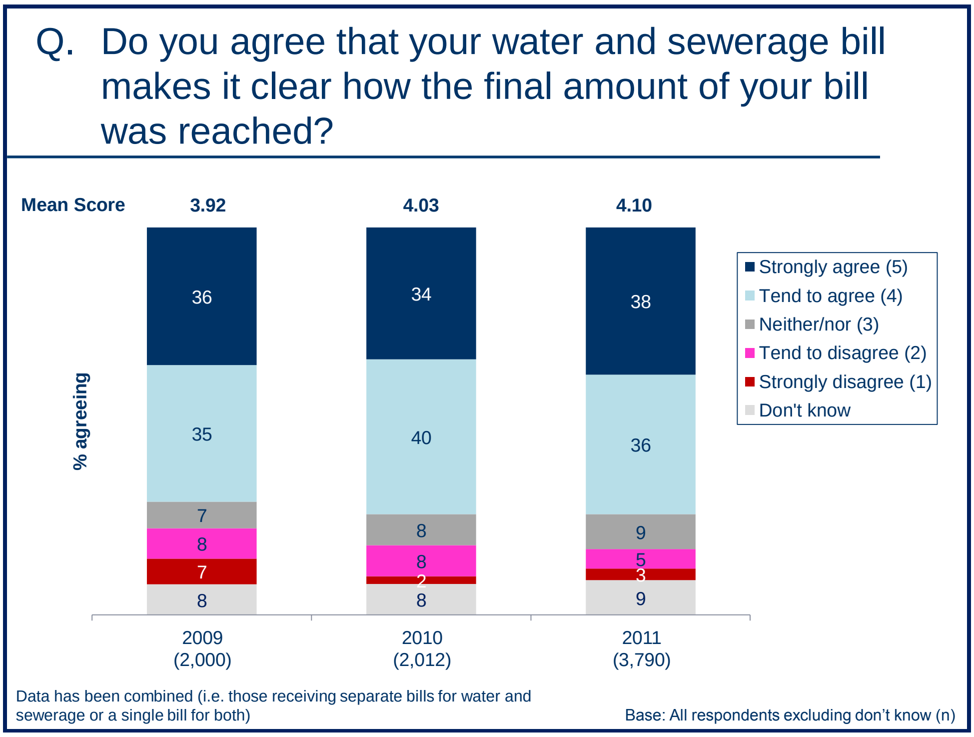
3.3.7 Whilst 79% of respondents find the bill clear regarding how much needs to be paid and when, a smaller proportion (73%[2]) feel it is clear how this amount is reached.

3.3.8 Customers who are satisfied with the value for money of their water services are significantly more likely than customers who are dissatisfied to agree that it is clear how the final amount of the bill was reached (80% compared with 59%).

3.3.9 The same can be said for customers who are satisfied with the value for money of their sewerage services (81% compared with 57% who are dissatisfied).

3.3.10 Customers who say that their water and sewerage charges are affordable to them are more likely to agree that it is clear how the final amount of the bill was reached (79% compared with 57% who disagree that their charges are affordable).

Chart 3.6 Agreement that the water and sewerage bill makes it clear how the final amount of the bill was reached



3.3.11 The following groups of respondents are significantly less likely to agree that their water and sewerage bill makes it clear how the amount payable was reached:

- Unmetered respondents (72%) compared with metered (77%)
- Social renters (69%) compared with owner occupiers (75%)
- Those who had made a query/complaint (69%) compared with those who hadn't (74%)

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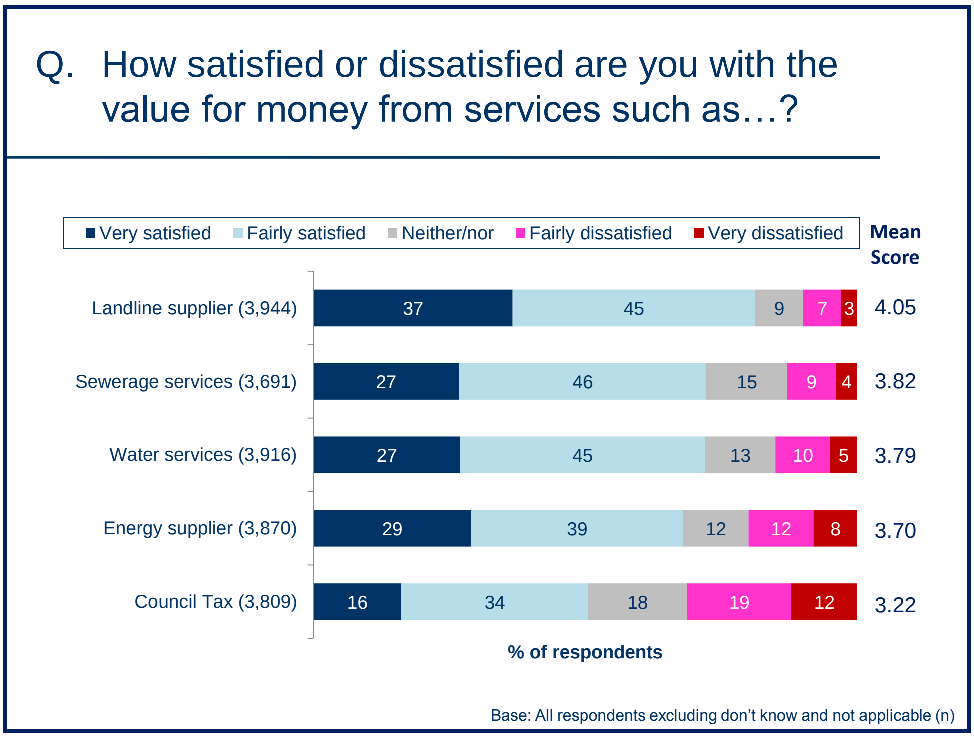
[2] Individual figures add to 74% on chart but net agreement is 73%. This is due to rounding.

- Respondents from black and minority ethnic groups (BMEs) 63% compared to 74% of other respondents.

3.4 Comparative value for money from different services

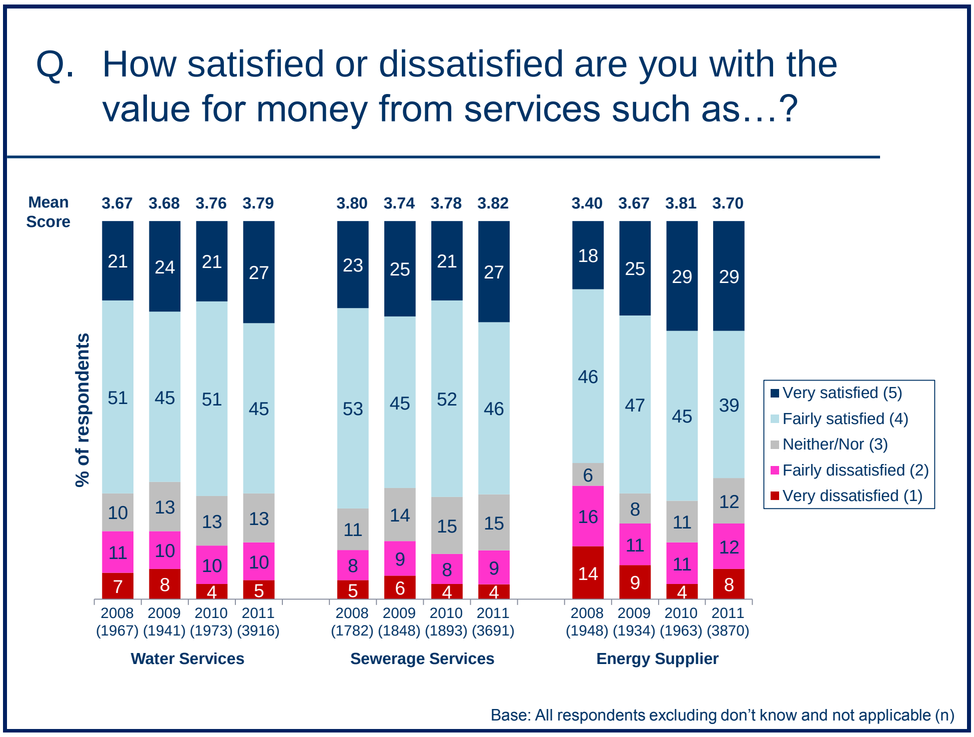
3.4.1 Respondents are most likely to be satisfied with the value for money provided by landline telephone suppliers (82%), followed by sewerage services (73%) and water services (72%). Energy suppliers are in fourth place (68%). As in previous years, respondents are least satisfied with value for money from their council tax (50% say they are satisfied) although this level has increased significantly since 2010.

Chart 3.7 Satisfaction with value for money from different services



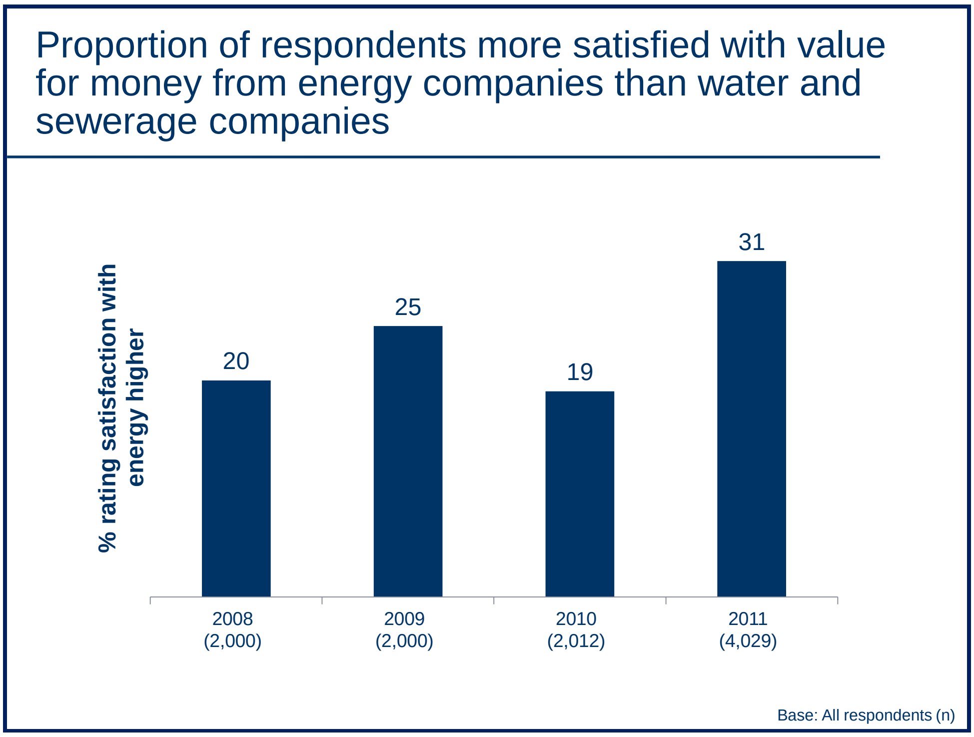
3.4.2 As previously noted, since 2010 satisfaction with value for money has increased for water services and sewerage services. However, the significant increase witnessed for energy suppliers from 2009 to 2010 has now been reversed. This could be linked to rising energy costs and the associated media coverage over the past 12 months.

Chart 3.8 Satisfaction with value for money from different services over time



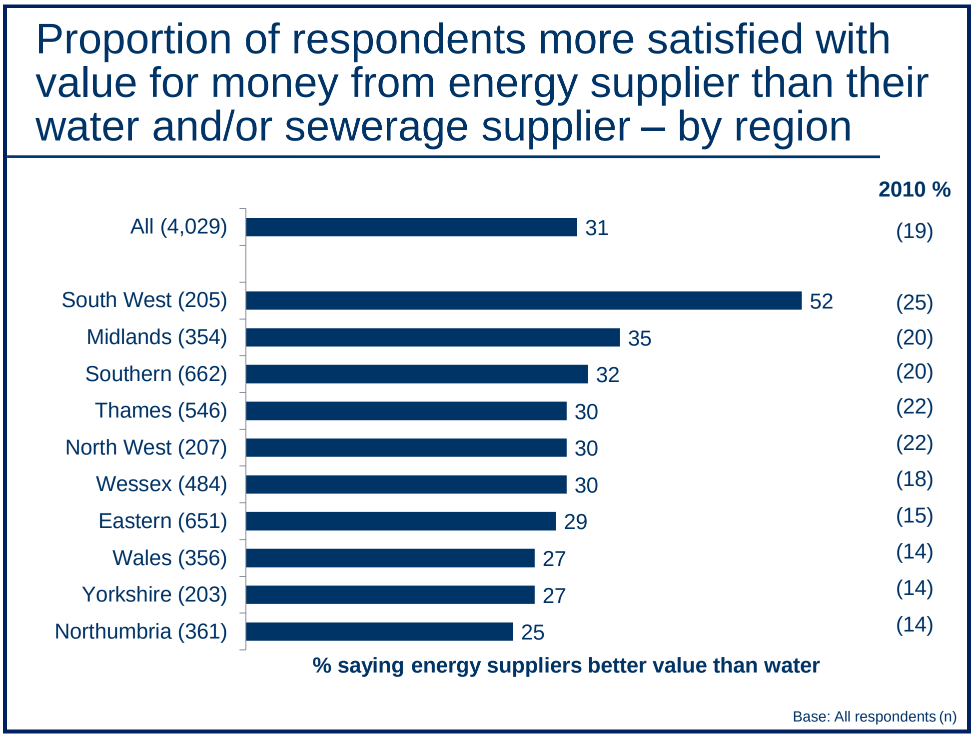
3.4.3 Nearly a third (31%) of respondents feel that they get better value for money from their energy supplier than from their water supplier. Interestingly, this has increased significantly from 19% in 2010.

Chart 3.9 Proportion of respondents more satisfied with value for money from energy supplier than their water and/or sewerage supplier



3.4.4 This increase is especially prominent in the South West region, where over half of respondents (52%) feel that they get better value for money from their energy supplier, compared to 25% in 2010.

Chart 3.10 Proportion of respondents more satisfied with value for money from energy supplier than their water and/or sewerage supplier – by region

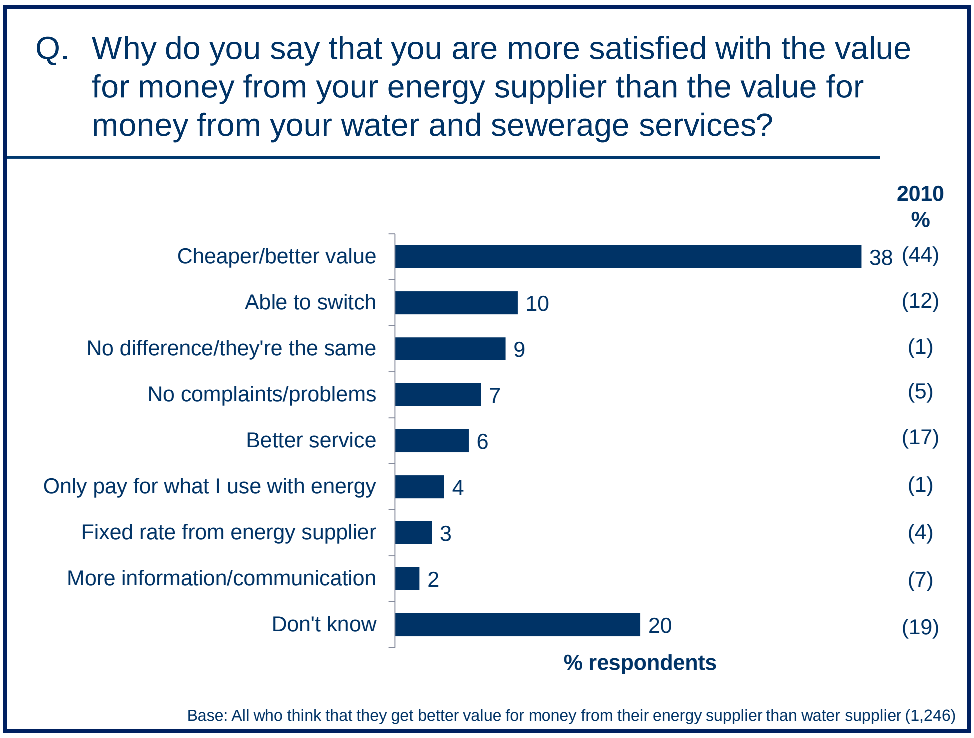


3.4.5 Respondents who have made a query/complaint are significantly more likely to feel they get better value for money from their energy supplier. This could be because the main reason for contact is bill enquiry.

3.4.6 Respondents who have had to have a meter installed, as opposed to choosing to have one, are significantly more likely to feel they get better value for money from their energy supplier (40% compared with 24%).

3.4.7 Cost is the main reason why energy suppliers are perceived as better value than water suppliers, with nearly two-fifths saying they are cheaper/better value (38% - although this proportion has decreased slightly since 2010). A further one in ten (10%) say they are better value because they are able to switch their energy suppliers, thus taking advantage of the competitive marketplace. Other customers state that they get a better service from their energy supplier (6% - although this proportion has decreased significantly since 2010), or that they only pay for what they use with energy (4%).

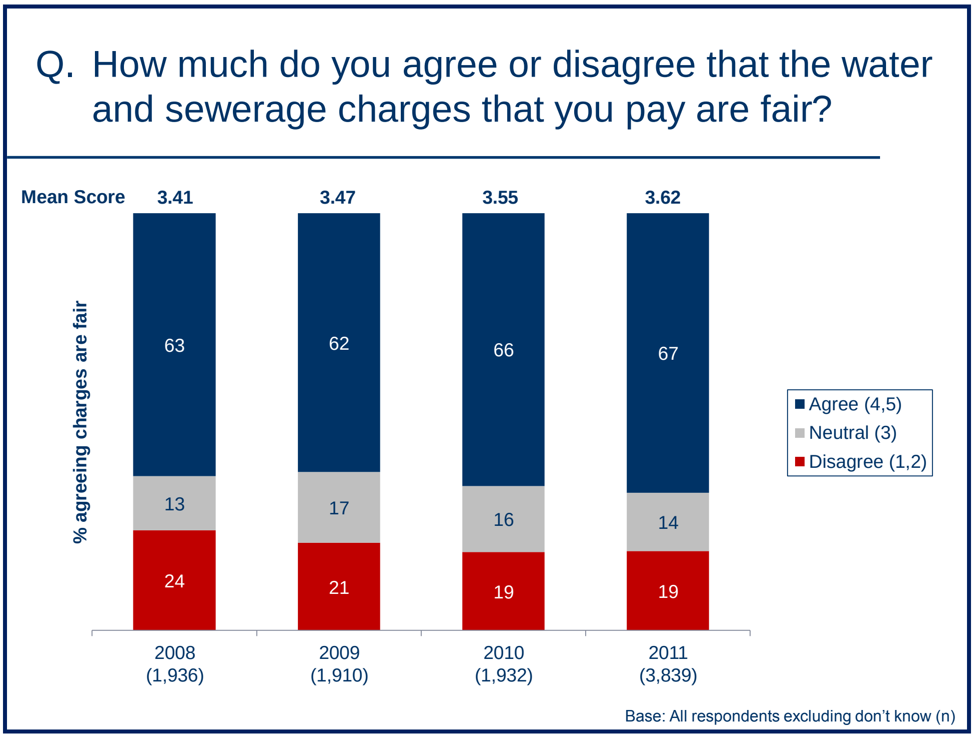
Chart 3.11 Reasons customers think that their energy supplier represents better value for money than their water and/or sewerage supplier



3.5 Fairness of water and sewerage charges

3.5.1 Overall, two thirds (67%) of respondents agree that the water and sewerage charges they pay are fair, whilst nearly a fifth (19%) disagree. As the following chart shows, perceptions of fairness have been quite consistent over the past four years.

Chart 3.12 Agreement that water and sewerage charges are fair

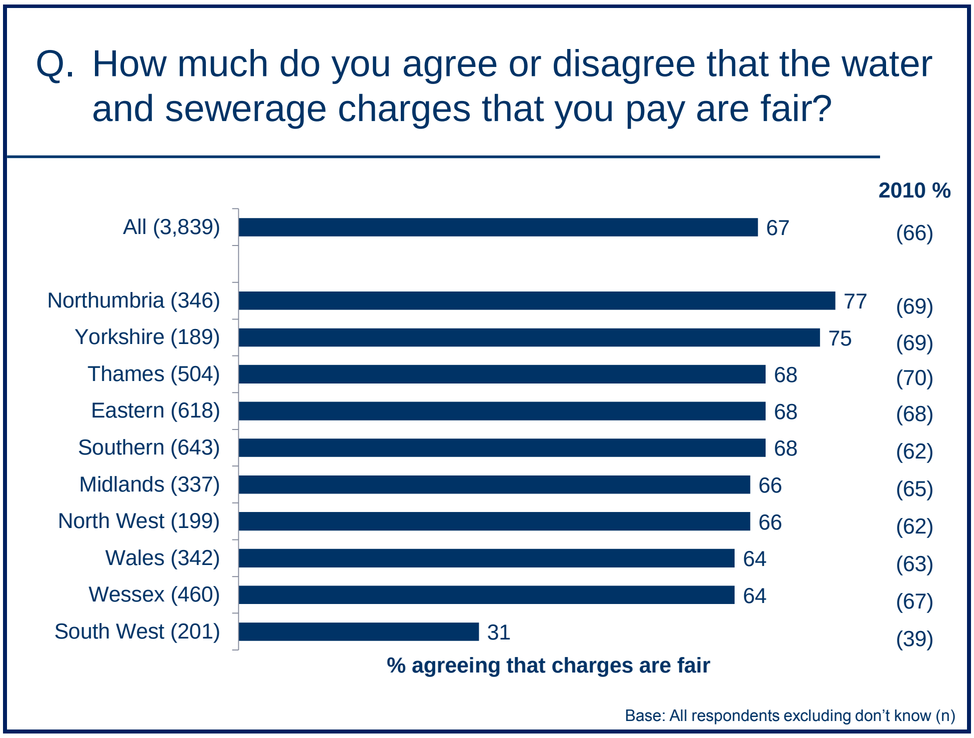


3.5.2 The following groups of respondents are significantly more likely to agree that their water and sewerage charges are fair:

- Aged 75+ (76% compared with 64%-67% for those aged 35-74)
- Without a disability or long term health condition (69% compared with 64%)
- Satisfied with value for money of water services (82% compared with 21% who are dissatisfied)
- Satisfied with sewerage services (81% compared with 24% who are dissatisfied)
- Agree bills are affordable (81% compared with 20% if they disagree)
- Meter optants (74% compared with 64% whose property already had a meter or who had a compulsory installation)
- Non-contactors (68% compared with 54% who did contact their water company in the past 12 months).

3.5.3 As is the case with value for money, respondents in the South West region, which has the highest average water and sewerage bills in England and Wales, are least likely to agree that the charges they pay are fair (31% agree compared to 58% who disagree). This proportion has fallen back to the level witnessed in 2009 (32%) after an increase in 2010 (39%). Other notable increases are for Northumbria (69% to 77%), Yorkshire (69% to 75%) and Southern (62% to 68%).

Chart 3.13 Agreement that water and sewerage charges are fair by region

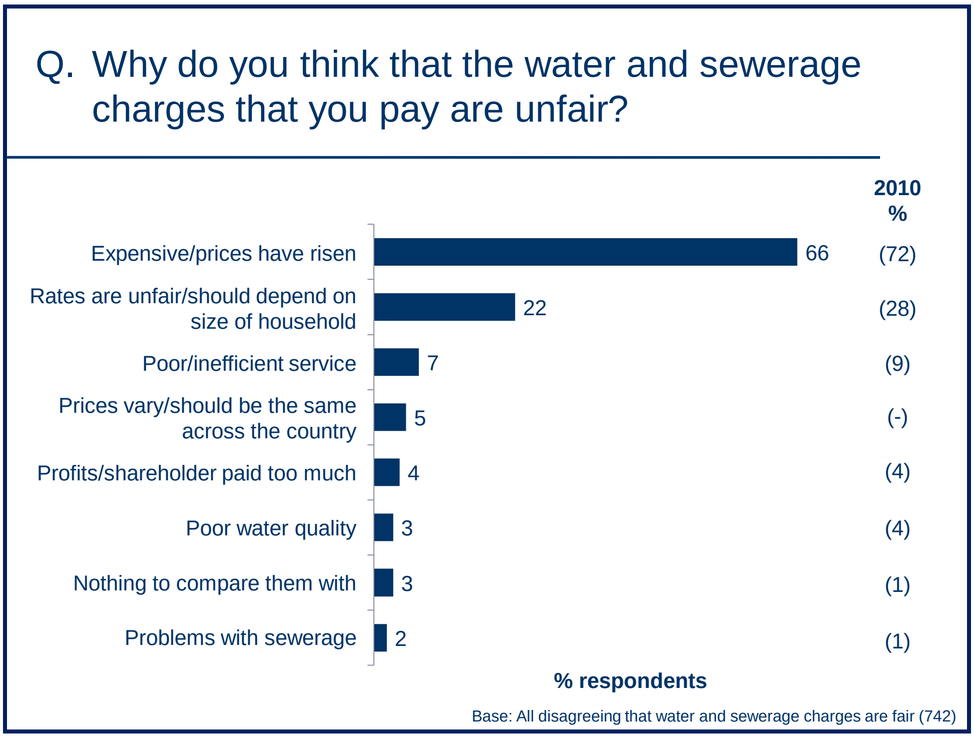


3.5.4 The majority of those who think their water and sewerage charges are unfair link this perception to cost rather than to service (66% say it is because it is expensive/prices have risen). Respondents in the Wessex region are most likely to say their charges are unfair because of cost (85%).

3.5.5 Over one fifth (22%) say it is because rates are unfair and/charges should depend on household size (24% for unmetered customers compared with 18% metered).

3.5.6 Five per cent of respondents said prices vary/should be the same across the country; however, this figure is driven by the South West area where 23% give this as a reason.

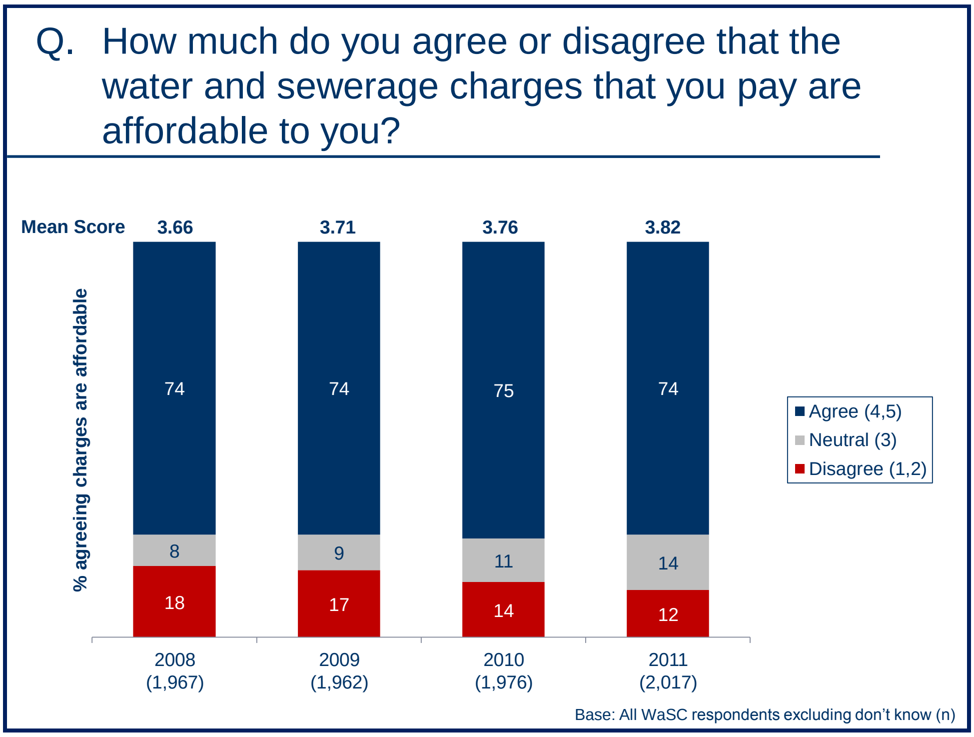
Chart 3.14 Reasons why water and sewerage charges are unfair



3.6 Affordability of water and sewerage charges

3.6.1 Whilst 67% agree that their bills are fair, a significantly higher proportion, 74% say that their bills are affordable and this is consistent with previous years' findings. At England and Wales level, the proportion saying that their charges are unaffordable has decreased steadily, although not significantly, over the past 3 years.

Chart 3.15 Agreement that water and sewerage charges are affordable



3.6.2 As was the case with value for money and fairness of charges, respondents in the South West are the least likely of the regions to agree their bills are affordable (51% agree and 28% disagree) and agreement has fallen back to levels witnessed in 2009 after a brief increase last year. In contrast, 87% of respondents in Yorkshire, the highest for all of the regions, consider their charges to be affordable while 5% feel they are unaffordable.

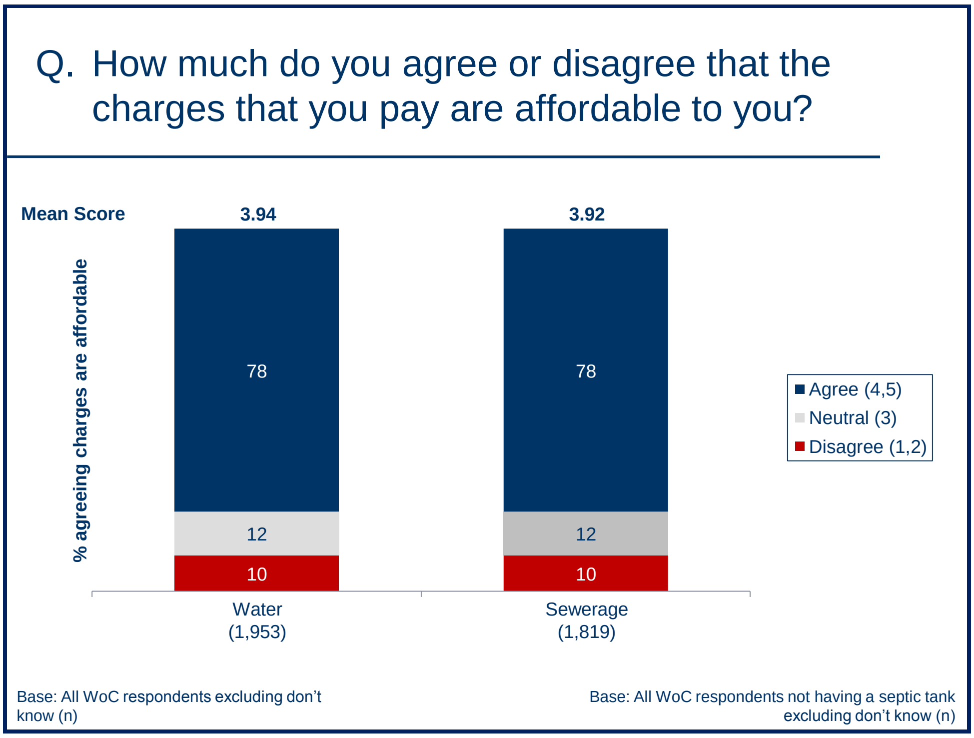
3.6.3 Respondents who have a disability or long term health condition are significantly less likely to agree that their bills are affordable (68% compared with 77% for those who don't). Respondents who have contacted their water company with a query or complaint are also significantly less likely than non-contactors to say their bills are affordable (64% compared with 74%).

3.6.4 Metered respondents are significantly more likely to agree that their bills are affordable than unmetered respondents (78% agree compared with 72% unmetered). This rises to 83% of respondents who requested their meter (compared with 73% for respondents whose home had a meter when they moved in and 67% for those who had to have a meter). Owner occupiers are also significantly more likely than private renters to say their bills are affordable (76% compared with 64%).

3.6.5 In addition, there is a strong correlation between satisfaction and perceived value for money of water and sewerage services.

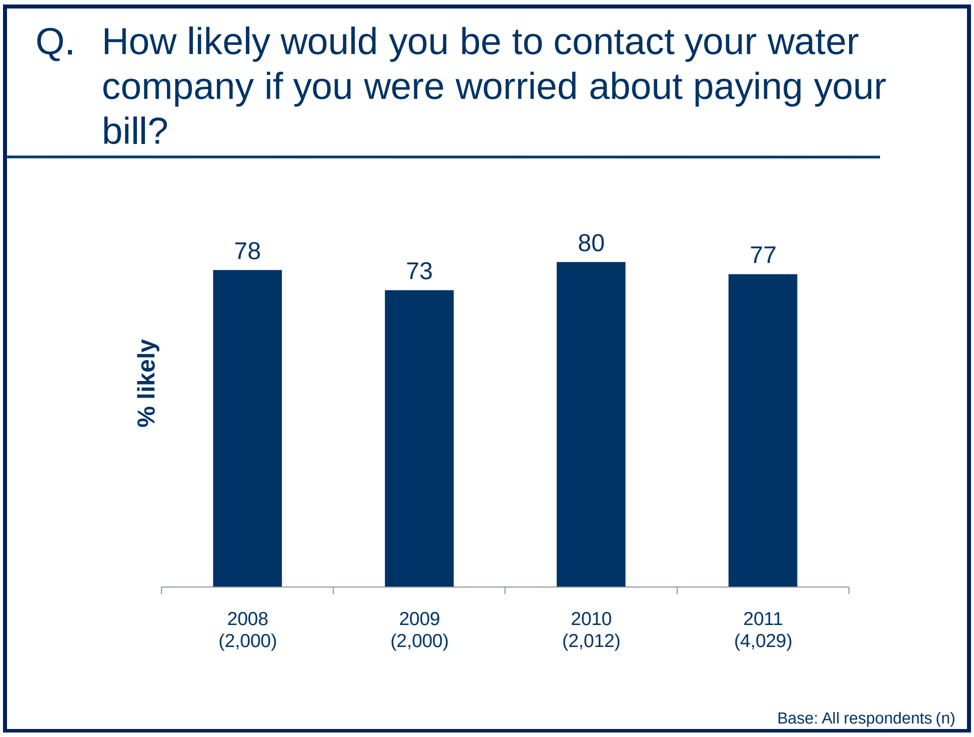
3.6.6 WoC customers were asked about the affordability of water and sewerage charges separately. Chart 3.16 below shows that over three quarters (78%) of WoC customers agree that the charges they pay for both water and sewerage services are affordable to them.

Chart 3.16 Agreement that water and sewerage charges are affordable – Water only Companies



3.6.7 Over three quarters of respondents (77%) would be likely to contact their water and/or sewerage company if they were worried about paying their bills; this proportion has decreased by 3% in the last year.

Chart 3.17 Likelihood of the customers contacting the water company if they are worried about paying their bill



3.6.8 Respondents who are satisfied with the value for money of their water and sewerage services are more likely to contact their water company if they are worried about paying their bill (water: 84% compared with 75% who are dissatisfied; sewerage: 84% compared with 77% dissatisfied).

4. Consumer rights and responsibilities

4.01 This section explores customers' views on a variety of issues relating to the rights and responsibilities of water consumers. This includes the take-up of water meters, awareness of the option to have a water meter fitted free of charge, awareness and take-up of special tariffs, and awareness of consumer rights and issues relating to contacting the water companies.

Summary

- Only 6% of respondents are aware of the WaterSure/Welsh Water Assist Tariff. This remains similar to 2010 (5%).

- One in five respondents (20%) are aware of their water company's services for elderly and/or disabled customers; this is an increase from 13% in 2010.

- Nearly one in ten respondents (8%) who are not aware of the WaterSure/Welsh Water Assist Tariff would like to know more about it, but this has fallen since 2010 (18%).

- One in ten (9%) who are not aware of the services for the elderly/disabled would like to know more. This has also fallen since 2010 (16%).

- Two-fifths are aware that under certain circumstances they may be entitled to compensation for service failures.

- Over one third of respondents (36%) have a water meter and of these nearly half asked for the meter to be fitted (49%).

- Overall 10% of respondents say that they have contacted their water company to make an enquiry in the past 12 months, a further 4% have made a complaint. Taking everything into account, 69% of these respondents say that they are satisfied with their contact.

4.1 WaterSure/Welsh Water Assist Tariff

4.1.1 Six per cent of respondents are aware of the WaterSure/Welsh Water Assist tariff. This remains similar to 2010 (5%).

4.1.2 There has been a decrease in those wanting to know more about the WaterSure/Welsh Water Assist tariff from 18% in 2010 to 8% this year. This has been accompanied by an increase in respondents saying that whilst they were not previously aware of it, they do not need it (from 65% in 2010 to 77% this year).

4.1.3 Metered customers in England are significantly more likely to say they are aware of the WaterSure tariff than unmetered (8% compared with 5% unmetered).

4.1.4 Regional awareness is highest in the South West (17%) where it is significantly higher than all the other regions. The next highest regional awareness is for Eastern (9%). This is likely to be related to the high incidence of metered customers in these two regions, and the fact that WaterSure is only available to metered customers in England. Awareness is lowest in Northumbria (3%).

4.1.5 There are a number of significant differences for awareness of the WaterSure/Welsh Water Assist tariff:

- Younger respondents (18-34) are significantly more likely to say they are not aware of the WaterSure/Welsh Water Assist tariff (91% compared with 84% to 85% across other age groups)

- Respondents with a disability or long-term health condition are significantly more likely to say they are *not* aware of the WaterSure/Welsh Water Assist tariff (87% compared to 83% of those without)

- Respondents in lower social grades are more likely to be aware of the WaterSure/ Welsh Water Assist tariff (9% of DE's compared with 4% of AB's)

- Respondents with a long-term health condition or disability are significantly more likely to say they would like to know more about the WaterSure/Welsh Water Assist tariff (24% compared with 16% of other respondents).

Chart 4.1 Awareness of WaterSure/Welsh Water Assist tariff

Q. Are you aware of or are you currently on the WaterSure/Welsh Water Assist tariff?

	2008 (2,000) %	2009 (2,000) %	2010 (2,012) %	2011 (4,029) %
Aware	**7**	**9**	**5**	**6**
Subscribed	1	2	1	1
Aware but no need to subscribe	6	7	4	5
Not Aware	**91**	**87**	**83**	**85**
No, but would like to know more	14	13	18	8
No, but do not need it	77	74	65	77
Don't know	2	4	12	9

Base: All respondents (n)

4.2 Services for elderly and/or disabled customers

4.2.1 In response to the question *"Are you aware of your water company's services for elderly and/or disabled customers? This includes services for sight impaired people such as large print or Braille leaflets and bills, passwords to ensure company representatives are genuine, or notification of customers on dialysis who need constant availability of supply?*", one in five respondents (20%) say that they are aware. This is significantly higher than in 2010 and more in line with previous years.

4.2.2 One in ten respondents would like to know more about the services available for elderly and/or disabled customers (9%), which is a decrease on last year, but ties in with the higher awareness levels witnessed in 2008 and 2009.

Chart 4.2 Awareness of services for elderly and/or disabled customers

Q. Are you aware of your water company's services for elderly and/or disabled customers?

	2008 (2,000) %	2009 (2,000) %	2010 (2,012) %	2011 (4,029) %
Aware	**25**	**25**	**13**	**20**
Subscribed	1	1	1	2
Aware but no need to subscribe	24	24	12	18
Not Aware	**75**	**75**	**83**	**75**
No, but would like to know more	10	11	16	9
No, but do not need it	65	64	67	66
Don't know	1	1	4	5

Base: All respondents (n)

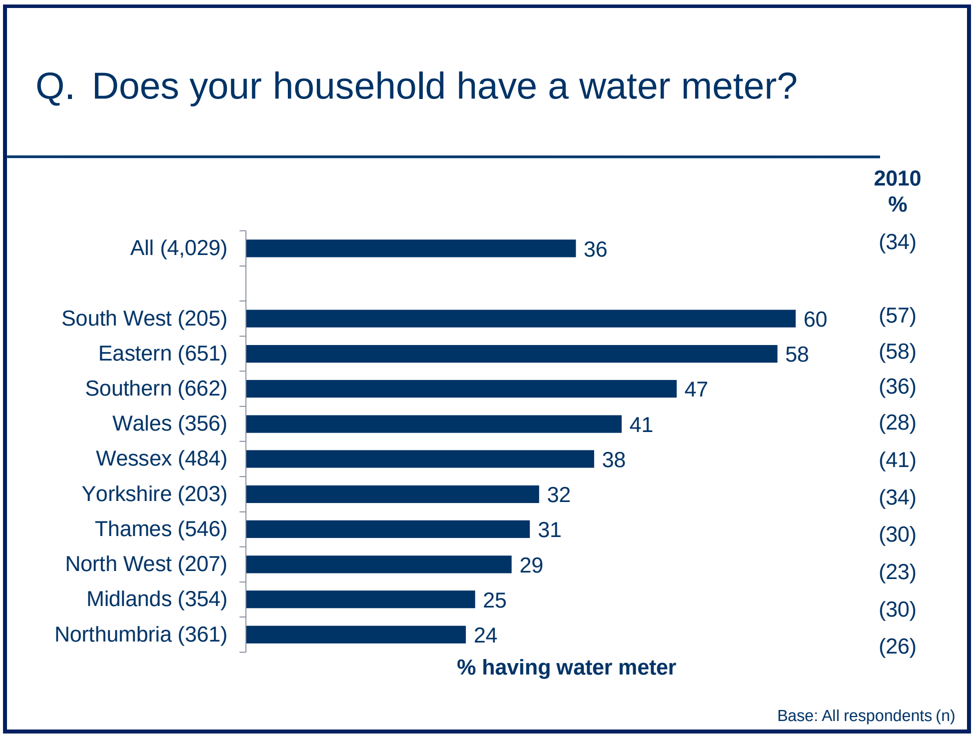
4.2.3 Not surprisingly, those with a disability or long-term health condition are most likely to say that they would like to know more about these services (17% compared with 6%).

4.2.4 Similarly, elderly customers would also like to know more about these services (13% of those aged 61+, compared with 7% of those aged under 45). This has been observed in all tracking surveys.

4.3 Incidence of water meters

4.3.1 Overall, 36% of respondents have a water meter fitted. As in previous years, penetration of water meters varies greatly by region with households in the South West and Eastern regions the most likely, and those in the Midlands and Northumbria the least likely to have a water meter fitted.

Chart 4.3 Proportion of households with a water meter fitted



4.3.2 Respondents in the Southern region are significantly more likely to have a water meter this year than they were in 2010. This is likely to reflect, in part, the compulsory metering programmes being undertaken by some companies in this region.

4.3.3 In this sample, significantly more customers of Veolia Water South East have a water meter than any other company (86%), and levels for Southern Water have increased from 36% in 2010 to 43% in 2011.

4.3.4 Older respondents are more likely to have a water meter for their household than those who are younger; 59% of those aged 75+ and 42% of 61-75 year olds have a meter fitted, compared with 29% of under 60's.

4.3.5 This is because those over the age of 60 tend to live in smaller one or two person households and smaller households (particularly one person) are significantly more likely to have a water meter than larger households (49% of one person households have a meter fitted, compared with 43% of two person households, 24% of one parent and 25% of two parent families). Smaller households often save money by having a water meter fitted.

4.3.6 Respondents in the AB socio economic grouping are significantly more likely to have a water meter than the lower SEGs (44% compared with C1's 32%, C2's 35% and DE's 33%). They are also significantly more likely than the lower SEG group (DE) to request a meter (48% compared with 36%).

4.4 Requesting a water meter

4.4.1 Over half of respondents (57%) knew they could have a meter fitted free of charge and this proportion is similar to 2010 (58%). Awareness of metered respondents is significantly higher at 71% (82% in 2010) than unmetered customers (50%).

4.4.2 Customers in Wales are significantly more likely to know they could have a meter fitted free of charge than those in England (66% in Wales compared to 56% in England).

4.4.3 If a customer asks to have a water meter fitted, they then have 12 months to decide whether or not they want to continue to be charged on a metered basis or switch back to the original rateable value charge for the property at no cost[3]. Over one third of respondents (35%) are aware of this trial period. This compares with 37% in 2010.

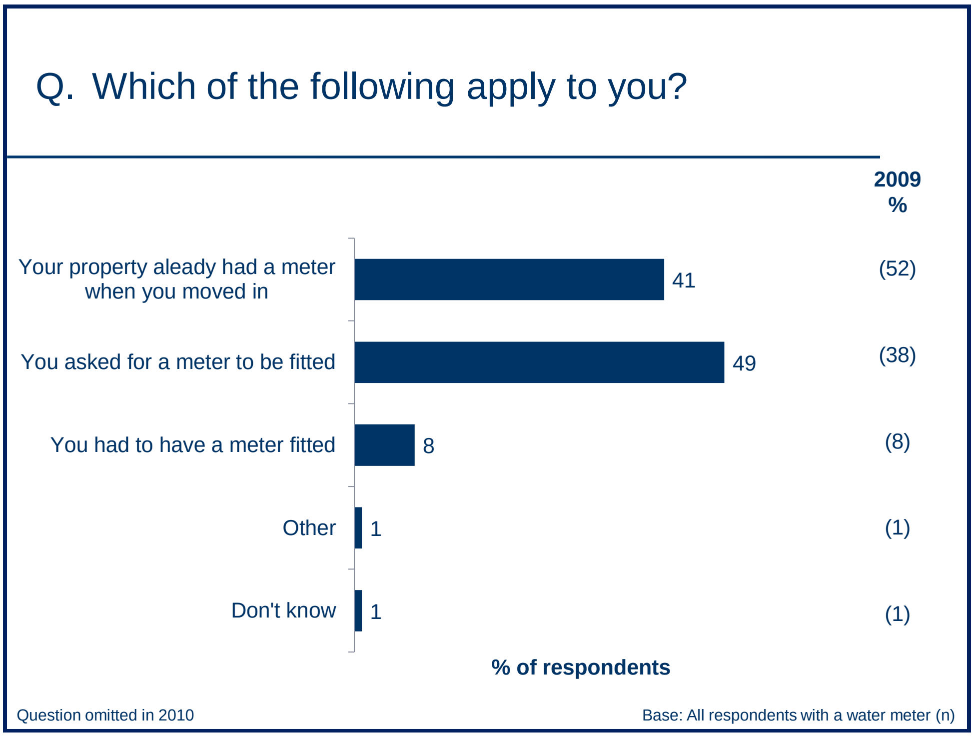
4.4.4 Customers in Wales are significantly more likely to know of this trial period than those in England (46% in Wales compared to 35% in England).

4.4.5 Almost half of the customers who have a meter in the sample asked for it to be fitted (49%). This compares with just 38% two years ago when the question was last asked and reflects recent trends in industry metering programmes. A further two-fifths say that their property already had a meter when they moved in (41%).

4.4.6 Metered customers in Wales are more likely to have asked for their meter to be fitted than those in England (69% compared to 47% in England), whereas metered customers in England are more likely to have moved into a house which already has a meter than those in Wales (43% in England compared to 29% in Wales).

[3]This is the case except where compulsory metering programmes are underway and there is no option to change back to a fixed charge.

Chart 4.4 Metering Profile



4.4.7 A higher proportion of respondents than average in the South West region asked for a meter to be fitted (64%). This is because unmetered charges are highest in the South West. A higher proportion of respondents in the Southern region, compared to the average, had to have a meter fitted (27%). Although only 24% of the Northumbria region have water meters, 61% of these had opted for a one.

4.4.8 There are some notable differences for the individual WaSCs. For example, 64% of South West Water customers had requested a meter, the highest of all the ten companies, whilst Southern Water has the highest proportion of customers who had no choice in having a meter fitted (16%).

4.4.9 There are also some notable differences for the individual WoCs. Around three quarters of Portsmouth Water (79%), Hartlepool Water (74%) and Dee Valley Water (73%) customers had requested a meter to be fitted, whereas nearly half (48%) of Veolia Water South East customers had no choice in having a meter.

4.4.10 Older respondents are significantly more likely to request a meter (65% aged 61+ compared with 33% aged 18-60). The same is true for one or two person households, where 61% have requested a meter (compared with 24% for one or two parent families).

4.4.11 Owner occupiers are more likely to have asked for a meter to be fitted (51%) than both private (36%) or social renters (39%). This could be because they feel they can't have a meter without the permission of their landlord, Local Authority or Housing Association.

4.4.12 Respondents who are satisfied with the value for money of their water and sewerage services are significantly more likely to have asked for a meter to be fitted (54% each) than those who are dissatisfied with the value for money (37% water, 41% sewerage).

Respondents who agree their bills are affordable are also more likely to have asked to have a meter (52%) than those who disagree that their bills are affordable (36%).

4.5 Water meter users' attitudes and behaviour

4.5.1 Throughout the report the differences in attitudes and behaviour of metered and unmetered households are highlighted and it is clear that those who have a water meter fitted are more engaged on some issues affecting their water and sewerage services. Below is a summary of some of the key differences between metered and unmetered respondents. Customers with water meters fitted are significantly:

- More likely to say that their water and sewerage charges are affordable
- More likely to contact their water and/or sewerage company if they are worried about paying their bill
- More likely to be satisfied with different aspects of their water supply, including: the colour and appearance of their water, the taste and smell of their tap water, the safety of their drinking water, the reliability of their water supply and their water pressure
- More likely to be aware of WaterSure/Welsh Water Assist
- More likely to be aware of services for elderly and/or disabled customers
- More likely to be aware of compensation if certain service standards are not met
- More likely to take actions to reduce their use of water, including: turning off the tap when brushing their teeth, only putting the required amount in the kettle; having a water butt in the garden or a Hippo/Save-a-flush device
- More likely to agree that their water and/or sewerage company cares about its customers.

4.5.2 Some differences, such as having a Hippo/Save-a-flush device, appear to have a strong correlation with having a water meter fitted. However, it is important to note that some of these differences are not necessarily a result of having a water meter fitted. It may be that customers who are already concerned about their water usage, or who are already more aware of what services are available to them, then have a meter fitted, rather than that the fitting of the meter brings about concern on water usage or increased levels of awareness.

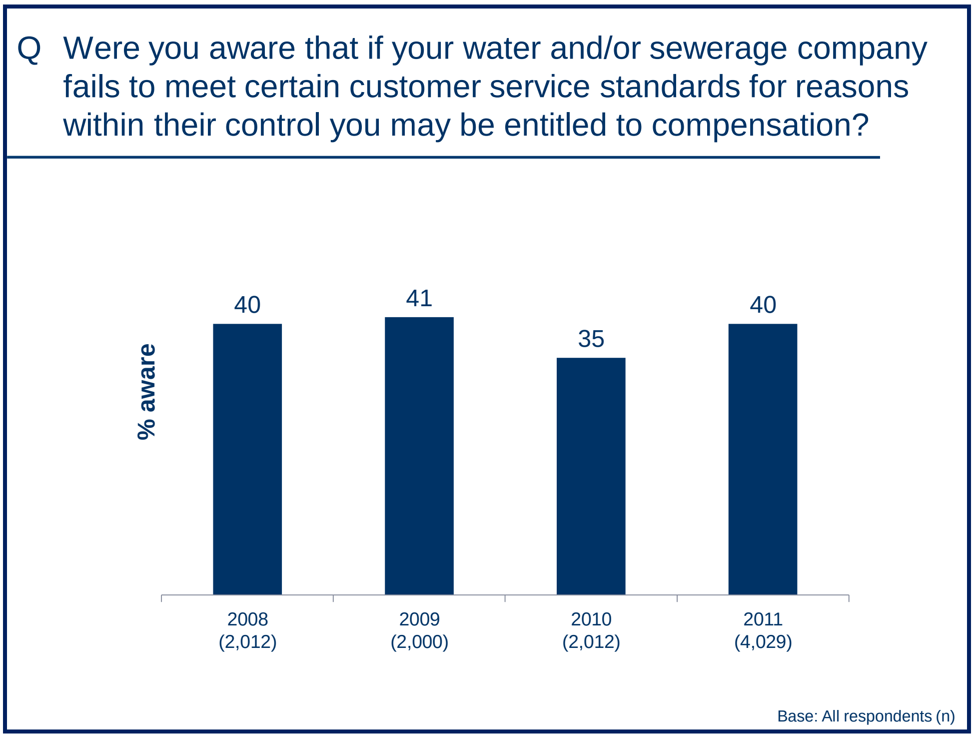
4.5.3 Older bill payers are also more likely to have a water meter than younger bill payers and age is another factor which may affect the differences in attitudes and behaviours between metered and unmetered respondents.

4.6 Service standards and compensation

4.6.1 There are a number of customer service standards which water and sewerage companies must meet. These are set out to protect customers and, if a water or sewerage company fails to meet these standards, for reasons within their control, customers may be entitled to compensation. Over two-fifths of respondents (40%) state they are aware that under certain circumstances they may be entitled to compensation. This is more in line with previous years, following a significant decrease last year.

4.6.2 Respondents in the South West are most likely to be aware that they may be entitled to compensation (47%). This is much higher than the average for England (40%). Respondents in the Northumbria region are least likely to be aware (34%).

Chart 4.5 Aware of compensation rights if the water and/or sewerage company fails to meet service standards for reasons within their control



4.6.3 There are a number of other significant differences by sub-groups of those aware that if water and sewerage companies fail to meet certain customer service standards, for reasons within their control, they may be entitled to compensation:

- Younger respondents (aged 18-34) are the least likely to be aware (23%)
- Respondents of a higher social grade are more likely than others to say that they are aware (46% of AB's, 42% of C1's)
- Owner occupiers are more likely than renters to be aware (43% of owner occupiers compared with 24% of private renters and 32% of social renters)
- Metered customers are more likely to be aware (43% compared with 38% of unmetered).

4.7 Contacting water companies

4.7.1 Overall, one in ten respondents (10%) contacted their water company to make an enquiry in the past 12 months (a similar proportion to 2010 – 9%). Respondents in Northumbria region, who are most satisfied with their water company, are least likely to have made contact (7%).

4.7.2 There are a number of other significant differences by sub-group, as detailed below:

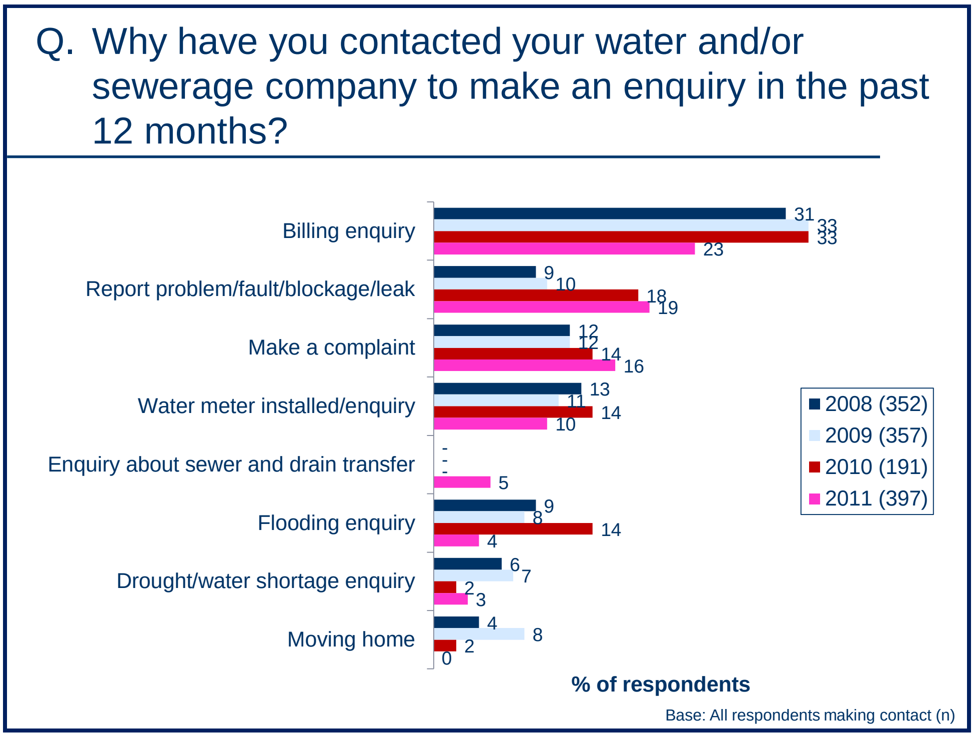
- Respondents who are dissatisfied with their water or sewerage service are more likely to have made an enquiry in the last 12 months (16% compared with 8% who are satisfied with their water or sewerage service)

- Respondents who are dissatisfied with the value for money of their water and/or sewerage service are more likely to have made an enquiry in the last 12 months (16% compared with 8% who are satisfied with value for money)

- Respondents who disagree that their bills are affordable are more likely to have made an enquiry in the last 12 months (18% compared with 8% who agree bills are affordable)

4.7.3 Respondents are most likely to have contacted their water and/or sewerage company with a billing enquiry (although this proportion is lower than in previous years). This is followed by those reporting a problem/fault/blockage or leak. This has been significantly higher over the last 2 years and could be linked to the harsh winters of 2009 and 2010, which led to increased problems with leaking pipes.

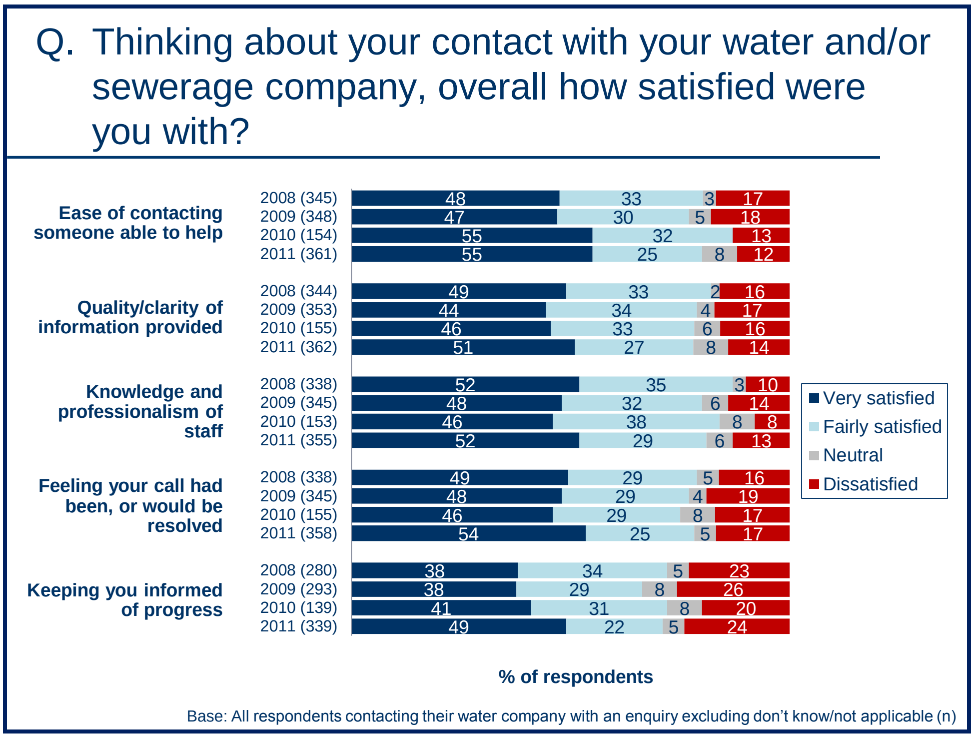
Chart 4.6 Reasons for making contact



4.7.4 Five per cent of respondents contacted their sewerage company with an enquiry about the recent transfer of private sewers and drains. We look a little more closely at this issue later in the report (5.6 and 6.4).

4.7.5 The following chart shows customers' satisfaction with various aspects of contact with their water/sewerage company. The element of service respondents are most likely to be satisfied with is the ease of contacting someone able to help (80% satisfied), although this has decreased significantly since 2010. The aspect of contact customers are least likely to say that they are satisfied with is being kept informed of progress (71% satisfied).

Chart 4.7 Satisfaction with contact



4.8 Making a complaint

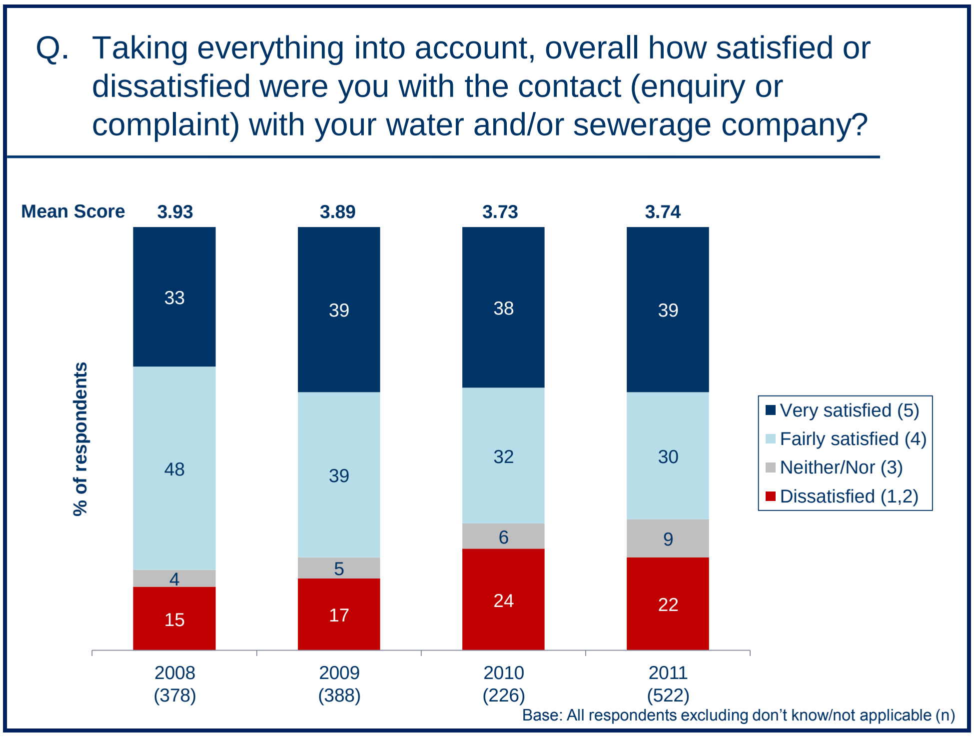
4.8.1 When prompted, 4% of respondents said that they had made a complaint to their water or sewerage company in the last 12 months (this compares to 3% in 2010).

4.8.2 Two-thirds of complainants (65%) say that their complaint is now resolved.

4.9 Overall satisfaction with contact

4.9.1 Including those who have made complaints, 13% of respondents have contacted their water company in the last 12 months. Taking everything into account, 69% of these respondents are satisfied with this contact. However, there has been a steady decline in satisfaction with contact over time (70% in 2010, 78% in 2009 and 81% in 2008), and over a fifth (22%) are dissatisfied (a similar proportion to 2010).

Chart 4.8 Overall satisfaction with contact



4.9.2 Those who are satisfied with contact are significantly more likely to be satisfied with the value for money of their water and sewerage services. This suggests people's experiences of contact with their water company are strongly influenced by their value for money perceptions and vice versa. This has also been apparent over the past four years.

5. Water on tap

5.0.1 Section 5 looks at customers' views on a variety of issues relating to their water service, including their overall satisfaction with their water supply and efforts to encourage customers to use water wisely.

Summary

– There are high levels of satisfaction with all aspects of water service; customers are most satisfied with the reliability of their water supply (96%) and least satisfied with the hardness/ softness of their water (67%).

– Respondents are very satisfied overall with their water supply (92%).

– Two-thirds of respondents (67%) say they have taken specific actions to reduce their use of water over the past year. Disappointingly, this has fallen significantly since 2010.

– Over half (55%) say they have seen campaigns designed to encourage people to use water wisely over the past year.

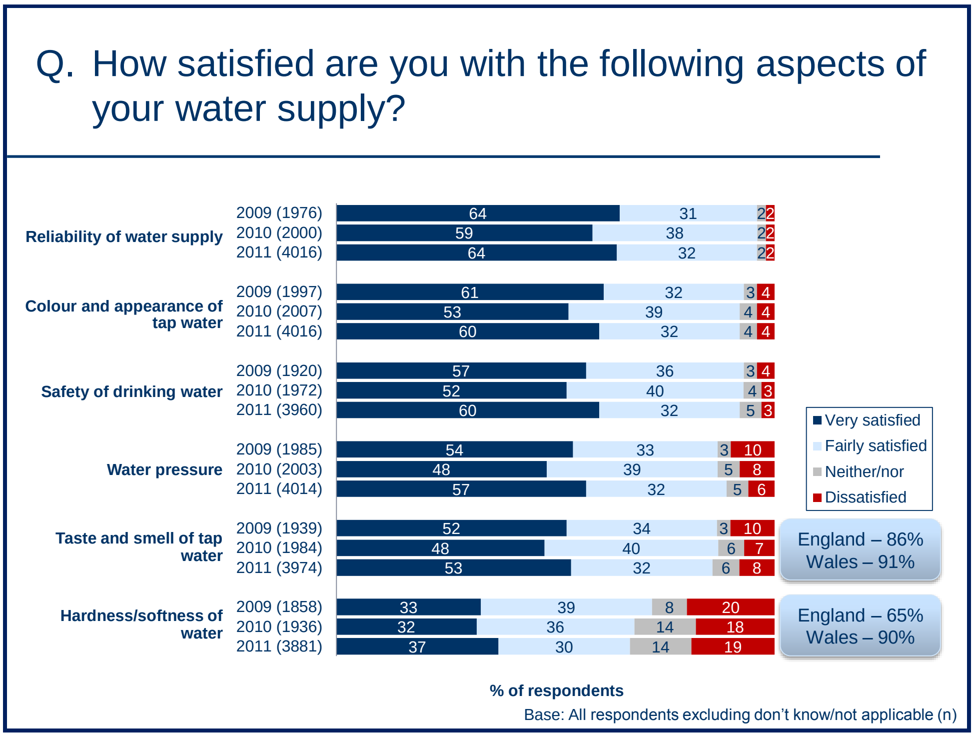
– Over three quarters of respondents agree they drink tap water rather than still bottled water (77%). This compares to 79% when the question was last asked in 2009.

– Three fifths (61%) of respondents correctly say they are responsible for the maintenance of the water pipes within their property's boundaries; just less than one fifth think it is the water company's responsibility (18%).

5.1 Satisfaction with water supply

5.1.1 There are high levels of satisfaction for all aspects of water supply, with customers most satisfied with the reliability of their water supply (96%) and least satisfied with the hardness/softness of their water (67%), but there are large regional differences for this attribute.

Chart 5.1 Satisfaction with various aspects of water supply



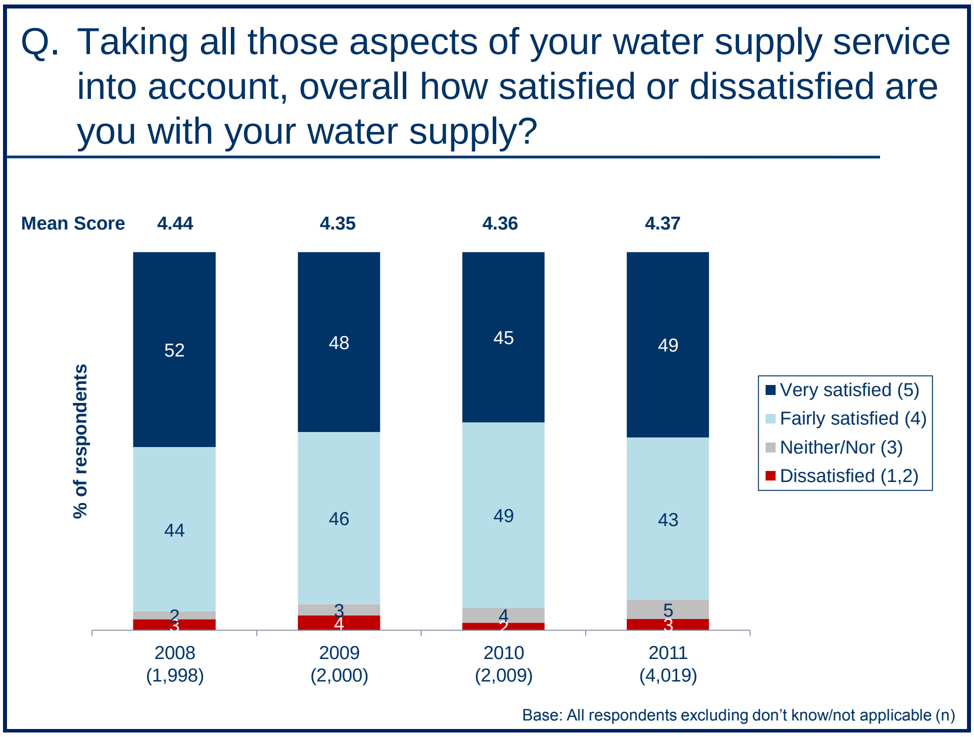
5.1.2 Water and sewerage company customers are significantly more satisfied with the hardness/softness of their water than customers of water only companies (66% compared with 55% respectively). The lower levels of satisfaction shown by the customers of water only companies could be because there is a cluster of water only companies in the South and South East of England where water tends to be harder and so this finding may be more closely linked to geography than company type.

5.1.3 Generally, regions where tap water tends to be hard show lower levels of satisfaction with this aspect of water supply service. Respondents in the Eastern region are least satisfied with the hardness/softness of their water (51%) whereas respondents in the South West are most satisfied (88%). Respondents in Wales are far more satisfied with the hardness/softness of their water than England as a whole (86% compared with 65%).

5.1.4 Respondents' satisfaction with different aspects of their water supply has a strong correlation with their satisfaction for value for money of both water and sewerage services.

5.1.5 Overall, 92% of respondents say that they are satisfied with their water supply and, as the following chart shows, satisfaction ratings have remained stable over time.

Chart 5.2 Overall satisfaction with water supply



5.1.6 Respondents in the Northumbria and Yorkshire regions are most likely to be satisfied with their water supply service (95%), whereas respondents in the South West are least satisfied (86%).

5.1.7 Those who are satisfied with the value for money of water and sewerage services are significantly more likely to be satisfied (96%) with their water supply than those who are dissatisfied with value for money (74%). This again illustrates the link between perceptions of value for money and other aspects of water/sewerage services (Chapter 3).

5.1.8 Respondents who have contacted their water company are less likely to be satisfied with their water supply than those who have not had any contact (respondents who have made an enquiry or complaint: 85% compared with 92% who have not).

5.2 Perception of whether water supply service has improved, stayed the same or got worse over the past year

5.2.1 The majority of respondents say that their water supply service has stayed the same over the past year (92%). Four per cent say it has got better and only three per cent say it has got worse. The remaining one per cent did not know.

5.2.2 Over one third (36%) of respondents who are dissatisfied with their overall water services say that the service has got worse over the past year.

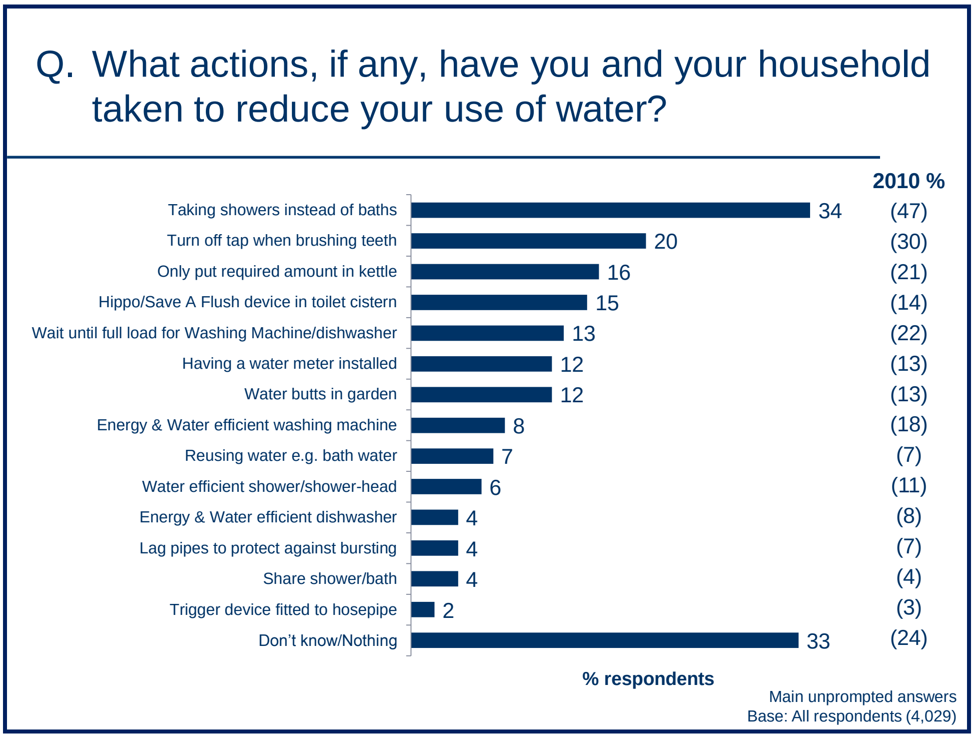
5.3 Using water wisely

5.3.1 Encouraging people to use water wisely is one of CCWater's key areas of work. Respondents were asked "*What actions, if any, have you and your household taken to reduce your use of water?"*

5.3.2 Two-thirds say they are doing something to reduce their use of water but there is still one third (33%) who say that they do nothing or do not know what they could do to reduce their use of water. There has been a 9% decrease in the proportion of respondents who are taking action to reduce their water use since 2010.

5.3.3 The majority of water saving activities are mentioned by fewer customers than they were last year, a reverse of the situation from 2009 to 2010.

Chart 5.3 Actions taken to reduce the use of water



5.3.4 Metered customers are significantly more likely to say they do, or have done, something to reduce their use of water (71% compared with 64% of unmetered customers).

5.3.5 Respondents with a disability or long-term health condition are significantly less likely to have taken action to reduce their use of water (34% compared with 71% who do not). Respondents in rural locations are also significantly less likely to say they have taken action to reduce their use of water (62% compared with 68% urban and 69% suburban/semi-rural).

5.3.6 Having a water meter installed is not a conscious water saving behaviour unless it is accompanied by other water saving activities such as turning the taps off when brushing teeth. Removing respondents who give having a water meter installed as their only water saving activity increases the proportion of respondents who have taken no action to reduce water usage to 37% (27% in 2010).

5.4 Awareness of water saving campaigns

5.4.1 Over half of respondents (55%) have been aware of campaigns to use water wisely in the last 12 months (an increase of 8% from 47% in 2010). Awareness is lowest for Welsh Water (56% unaware) and Bristol Water (57% unaware).

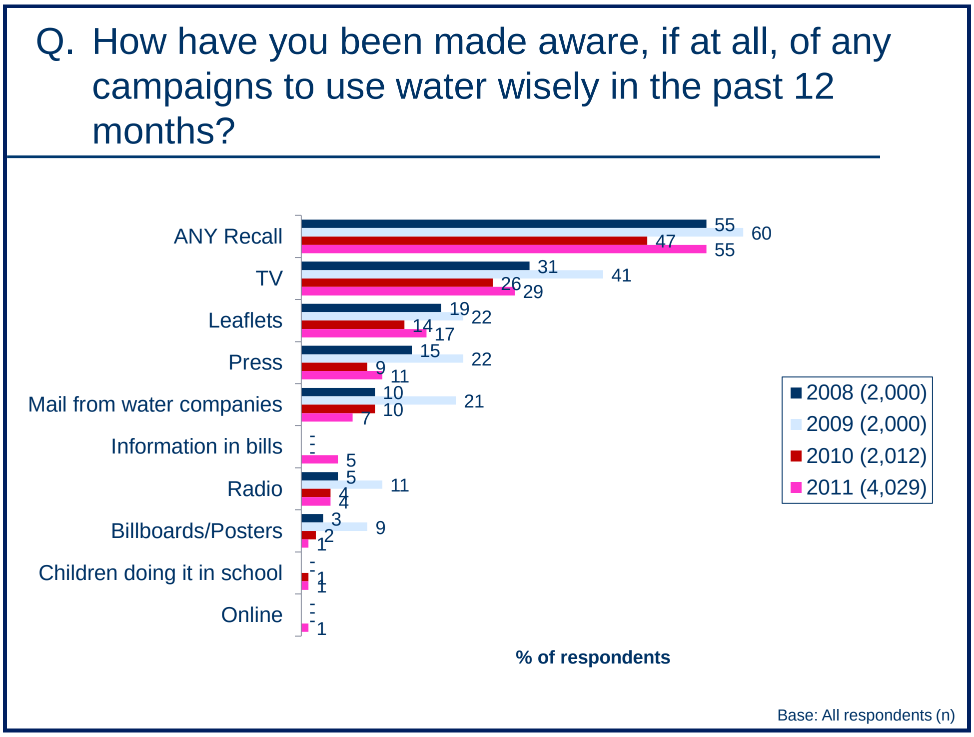
5.4.2 Respondents in England are significantly more likely to be aware of use water wisely campaigns than those in Wales (56% aware compared to 48% for Wales).

5.4.3 During the fieldwork period, an Environment Agency statement highlighted drought fears should there be low winter rain levels. As a result of this statement, numerous press articles ensued about potential drought conditions and using water wisely. There are some WaSC and WoC customers where this press coverage is likely to have had an impact on awareness, increasing it by 6% or more. They are Thames Water, Sembcorp Bournemouth Water, Cambridge Water, Essex & Suffolk Water and Sutton & East Surrey Water.

5.4.4 Awareness is highest (over 60%) for the following WaSCs and WoCs: Anglian Water (62%), Wessex Water (63%); Cambridge Water (68%), South East Water (64%), Essex & Suffolk Water (63%), Veolia Water South East (63%), Portsmouth Water (62%) and Sembcorp Bournemouth Water (61%).

5.4.5 Television remains the main source of information (29%) as in previous years, followed by leaflets and press. There have been no significant increases in awareness of any specific media channels, although information on bills has been mentioned for the first time this year.

Chart 5.4 Awareness of use water wisely campaigns



5.5 Drinking bottled water

5.5.1 A high proportion of respondents agree that they drink tap water rather than still bottled water (77%), with only a small proportion disagreeing (14%). This is consistent with findings in 2009 when the question was last asked (79% agreed[4]).

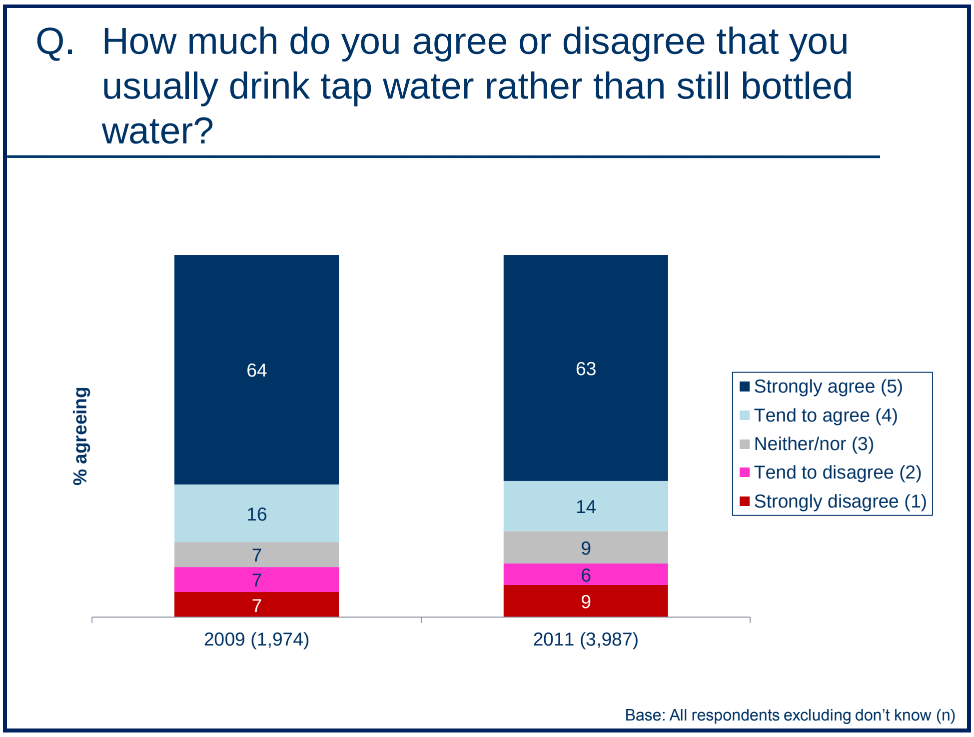
5.5.2 Women are more likely to disagree that they drink tap water rather than still bottled water than men (75% compared with 80%), as are respondents with a disability or long-term health condition (73% compared with 79% who don't).

5.5.3 Older respondents are more likely to agree that they drink tap water than still bottled water (80% aged 61+ compared with 75% aged 35-60).

5.5.4 The only significant regional difference is in the North West region where respondents are more likely to disagree that they drink tap water rather than still bottled water (19%).

5.5.5 There is a correlation between respondents who are dissatisfied with the hardness/softness of their water supply and those who disagree they drink tap water rather than still bottled water, especially in the Eastern, Thames and Southern regions.

Chart 5.5 Drinking tap water rather than still bottled water

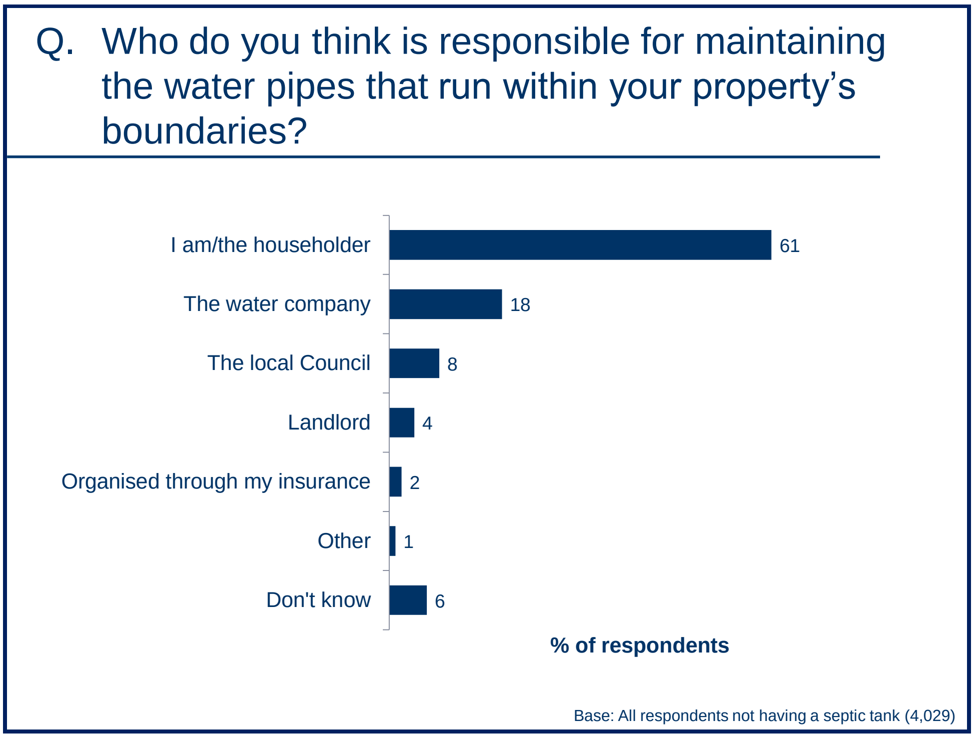


[4] Individual figures add to 80% on chart but net agreement is 79%. This is due to rounding.

5.6 Maintenance of water pipes

5.6.1 Two questions have been added to the survey following the Government's decision to transfer the responsibility for private sewers to the water and sewerage companies. The first question concerns the responsibility for water pipes within a property's boundaries and most respondents know that they are responsible for their maintenance (61%). However, almost one fifth of respondents think incorrectly that the water company is responsible (18%).

Chart 5.6 Responsibility for maintaining water pipes



5.6.2 A similar question was asked in 2008 where the categories I am/the householder, landlord and organised through my insurance were grouped together. When making direct comparisons with this year, significantly more respondents think that the householder or their landlord/insurer are responsible in 2011 than in 2008 (67% compared with 55%). Respondents in 2008 were significantly more likely to think the water company was responsible (33%) than this year (18%), showing an overall improvement from three years ago.

5.6.3 Responsibility for maintaining water pipes varies by household tenure. Owner occupiers are responsible for maintaining pipes within their property boundaries and three-quarters of this group (74%) are aware of this. For rental properties, the landlord is responsible (whether this is the local council or a private landlord). Three in ten (29%) private renters say their landlord is responsible, but a similar proportion (32%) think they themselves are responsible. For social renters, two-fifths (41%) think the local council is responsible, with a further 11% saying the landlord.

5.6.4 Metered respondents are significantly more likely to be aware that they are responsible for maintaining the water pipes within their property's boundaries (67%) than unmetered respondents (58%).

5.6.5 Urban respondents are significantly less likely to say they are responsible for the water pipes within their property's boundaries (57%) than both rural (67%) and suburban/semi-rural (64%) respondents.

6. A sewerage system that works

6.0.1 Section 6 explores customers' views on issues relating to the disposal of waste, including views on what is acceptable to dispose of down the toilet, sink or drain, and overall satisfaction with sewerage services. Awareness of responsibility for the maintenance of sewerage pipes is also investigated.

Summary

– One third of customers (33%) are confused about what can be flushed down the toilet, or disposed of down the sink or drain. Although confusion has increased significantly since 2010, this has been as a direct result of adding tissues and baby wipes to the list of items for consideration rather than a general fall in awareness. If these two options had not been added to the list, awareness would have increased to 87% this year.

– Nearly nine in ten (89%) of respondents say that they are satisfied overall with their sewerage services.

– Satisfaction with different elements of sewerage services has increased slightly over the past year, significantly so for maintenance of sewerage pipes and treatment works, cleaning waste water properly and minimising sewer flooding.

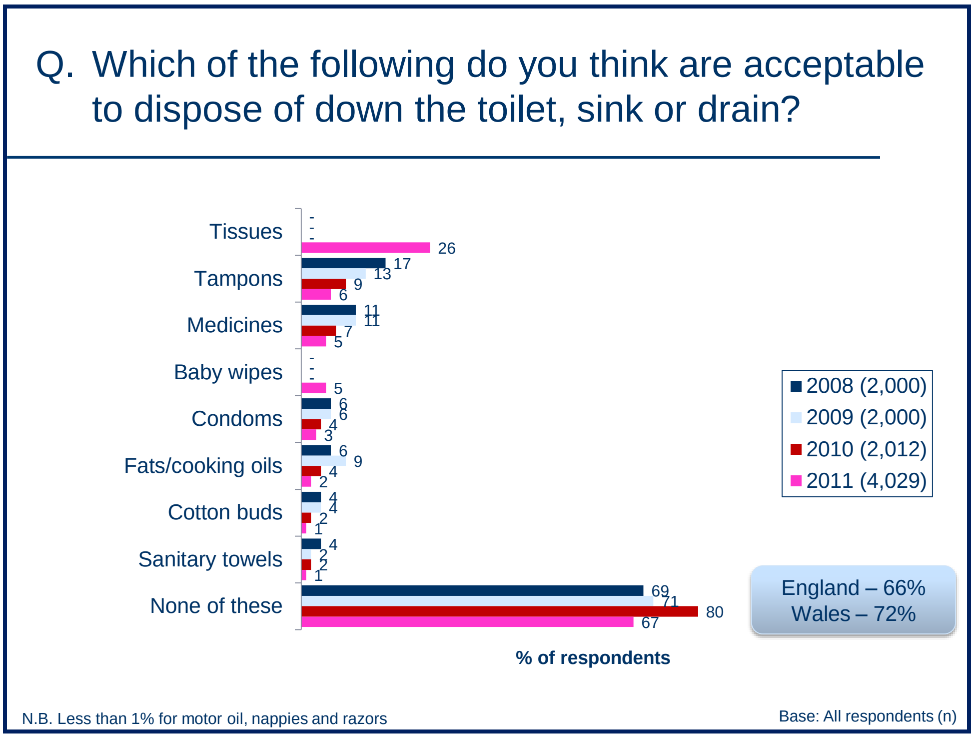
– Only 2% of respondents say that they are overall dissatisfied with their sewerage services.

– There is some confusion as to who is responsible for the maintenance of shared sewerage pipes and drains within a property's boundaries. Thirty seven per cent of respondents think incorrectly that they are responsible for the maintenance, whereas thirty one per cent think correctly that the water and sewerage company is.

6.1 Disposing of waste

6.1.1 None of the items in the chart below should be disposed of down the toilet, sink or drain, mainly because they increase the risk of blockages to sewers and drains. However 33% of respondents still think that some of them are suitable to be disposed of in this way.

Chart 6.1 Awareness of what is acceptable to dispose of down the toilet, sink or drain



6.1.2 Tissues and baby wipes were added to the list of items for consideration in 2011 and this has had a significant impact on responses. Additional analysis shows that respondents who answer either tissues or baby wipes *only* impacts the "none of these" score and increases it to 87%, which is a further significant improvement to the one witnessed from 2009 to 2010. Having said this, some work needs to be done to communicate to consumers that disposing of tissues and baby wipes down the toilet, sink or drain is not acceptable.

6.1.3 This is especially evident in the Thames region where 30% of respondents say it is acceptable to dispose of tissues down the sink, toilet or drain.

6.1.4 Respondents in Wales are more likely to say that none of the items on the list are acceptable to dispose of via the toilet, sink or drain compared to those in England (72% compared with 66% for England).

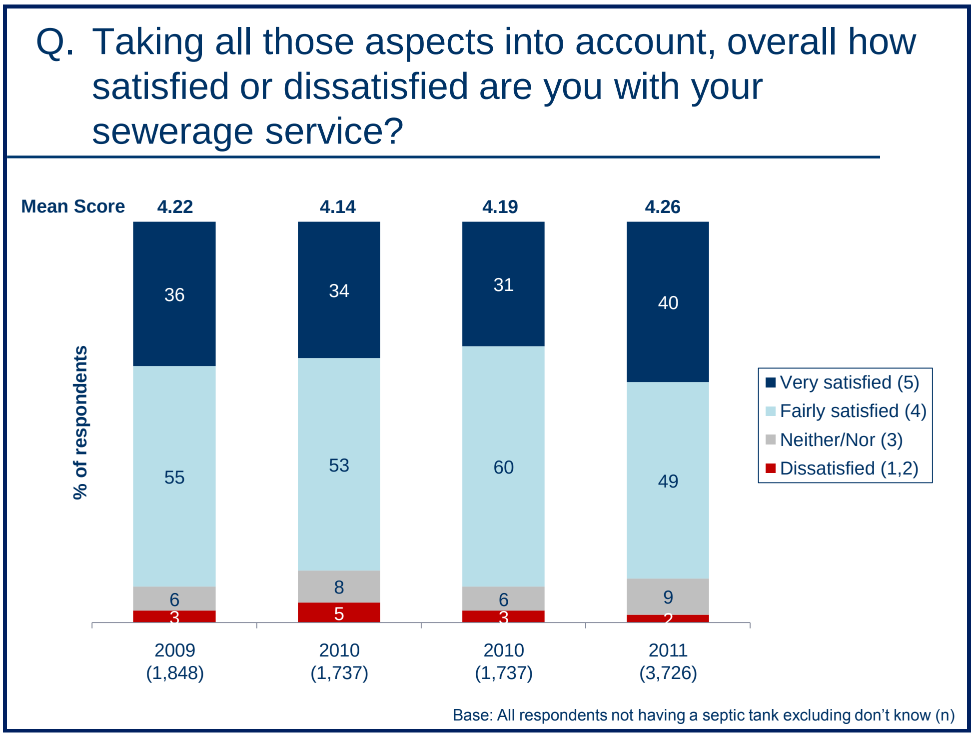
6.1.5 Older respondents are more likely to say that none of the items on the list are acceptable to dispose of via the toilet, sink or drain (71% aged 45+ compared with 55% for those under 45). Men are also more likely than women to say none of these (72% compared with 63%).

6.1.6 Respondents living in rural locations are more likely to say none of the items on the list are acceptable to dispose of via the toilet, sink or drain (72% compared with 64% urban and 66% suburban/semi-rural).

6.2 Satisfaction with sewerage services

6.2.1 In 2011, 89% of respondents are satisfied with sewerage services compared with 91% in 2010. Satisfaction with sewerage services has fluctuated over the past 4 years but, throughout this period, only a small minority have said that they are dissatisfied - in 2011 just 2% were dissatisfied with overall service. Encouragingly, the proportion of respondents saying they are "very" satisfied is at its highest for 4 years at 40%.

Chart 6.2 Overall satisfaction with sewerage service



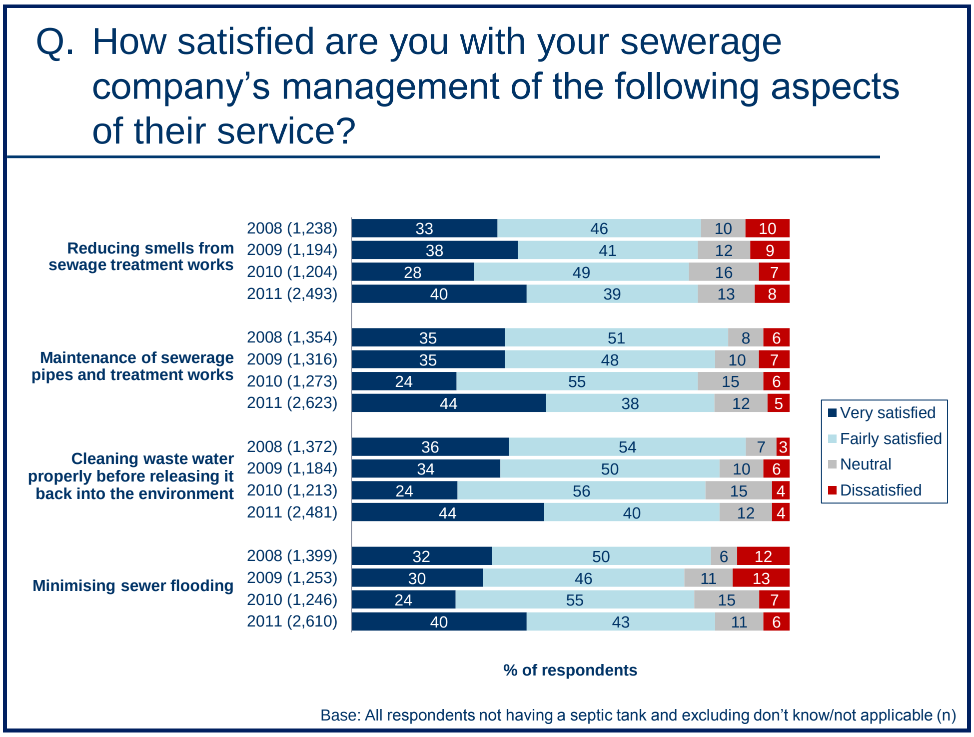
6.2.2 Those over the age of 75 are the most satisfied with their sewerage services with 98% saying this is the case.

6.2.3 Respondents who have made a query or complaint to their water company are significantly less satisfied with their sewerage services than those who have not (80% compared with 89%).

6.2.4 There is a strong correlation between respondents who are satisfied overall with their sewerage service and their satisfaction with value for money of both water and sewerage services.

6.2.5 When examining customer satisfaction with sewerage services in more detail, there has been an increase in the proportion of customers satisfied with individual aspects of service over the past year, significantly so for maintenance of sewerage pipes and treatment works (from 79% to 82%), the cleaning of waste water before it is released into the environment (from 80% to 84%) and minimising sewer flooding (from 79% to 83%). The proportion of respondents who are "very" satisfied has increased significantly for all attributes, and is at its highest for four years.

Chart 6.3 Satisfaction with the management of sewerage services



6.2.6 Respondents in the South West region are the least satisfied with their overall sewerage service (82%), whereas respondents in Yorkshire are generally the most satisfied (94%).

6.3 Whether sewerage services have improved, stayed the same or got worse over the past year

6.3.1 The majority of respondents say that their sewerage service has stayed the same over the past year (91%). Four per cent say it has got better and only 1% say it has got worse. The remaining 4% did not know.

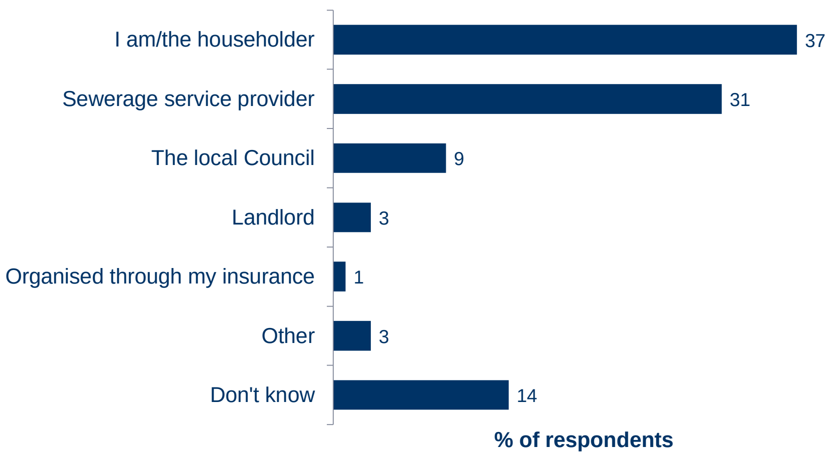
6.3.2 Respondents in the South West region are most likely to say their sewerage services have got worse over the past year but the proportion is still relatively low at 4%.

6.3.3 Sixteen per cent of respondents who are dissatisfied with their sewerage services said that the service has got worse over the past year.

6.4 Responsibility for sewerage pipes

6.4.1 As explained earlier (5.6.1), two questions have been added to the survey following the Government's decision to transfer the responsibility for private sewers to the water and sewerage companies from 1st October 2011. The second question concerns the responsibility for shared sewerage pipes and drains that run within a property's boundaries, and finds that there is some confusion as to who is responsible for their maintenance. Thirty seven per cent of respondents think incorrectly that they are responsible for the maintenance of shared sewerage pipes and drains and a slightly lower proportion (31%) correctly think that it is the company which provides their sewerage services is responsible.

Q. Who do you think is responsible for maintaining any shared sewerage pipes and drains that run within your property's boundaries?



Base: All respondents not having a septic tank (3,842)

6.4.2 When this question was asked in 2008, the categories I am/the household, landlord and organised through my insurance were grouped together. Making direct comparisons this year finds a significant fall in the proportion of respondents who think that householders, landlords or insurers are responsible from 53% in 2008 to 41% this year. In 2011, virtually the same proportion say that the sewerage service provider is responsible as did in 2008 (31% 2011, 32% 2008).

6.4.3 Respondents in the South West region are most likely to say that they are responsible for the maintenance of shared sewerage pipes within their property's boundaries (43%). Respondents in Wales are equally split between thinking they are responsible and the sewerage provider is (36% and 35% respectively).

6.4.4 There is no difference by tenure in those who think that the water and sewerage provider is responsible.

6.4.5 Metered customers are significantly more likely to think that they are responsible than unmetered customers (41% compared with 35% for unmetered).

6.4.6 Respondents with a disability or long-term health condition are significantly less likely to think that they are responsible (31% compared with 40% for those who don't).

6.4.7 Water and sewerage customers were informed in mid-2011, via a letter or leaflet, about the changes that were due to come into force on 1 October 2011. It is evident that this message hasn't reached everyone and some work still needs to be done to inform customers about their rights and responsibilities in this area.

7. Comparisons with other utilities

7.01 Section 7 further examines perceptions of water companies and compares them with other utilities. Comparative value for money has been covered in section 3.4. We now focus on levels of trust, the feeling that companies care about the service they provide, and comparative satisfaction with services.

Summary

– Respondents are more likely to think that their water and sewerage company cares about the service they give than their energy company does – 63% compared with 55%. The 'caring' gap between water and energy has widened since 2010.

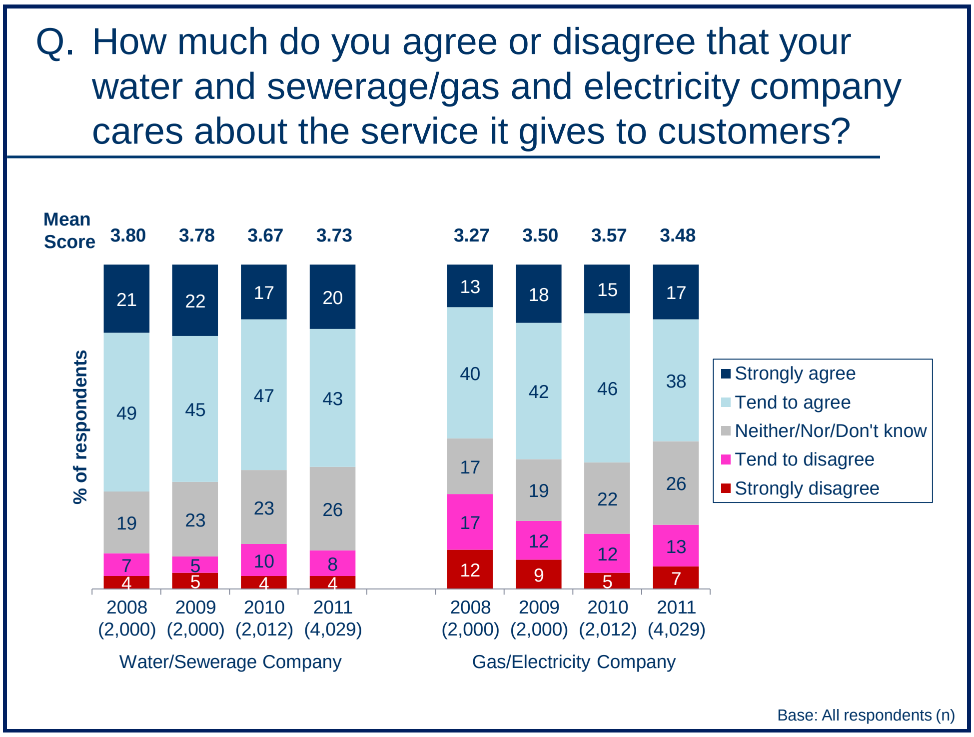
– Respondents are more likely to say that they trust their water and sewerage company than they are their energy company.

– Overall satisfaction for water and sewerage companies and landline suppliers has changed very little since 2008; levels of satisfaction with water and sewerage companies, energy suppliers and landline suppliers are almost aligned this year (89% water & sewerage company compared with 83% energy supplier and 85% landline supplier).

7.1 Companies caring about the service they provide

7.1.1 Although their household customers cannot switch supplier, water and sewerage companies compare favourably with the energy industry where companies do need to consider customer retention as part of their business strategies. The proportion of respondents agreeing that their energy company cares about the service they give has fallen to 55% over the past year, and respondents continue to be significantly more likely to agree that their water and/or sewerage company cares about the service they give to customers (62%[5]).

Chart 7.1 Agreement that companies care about the service they give to customers



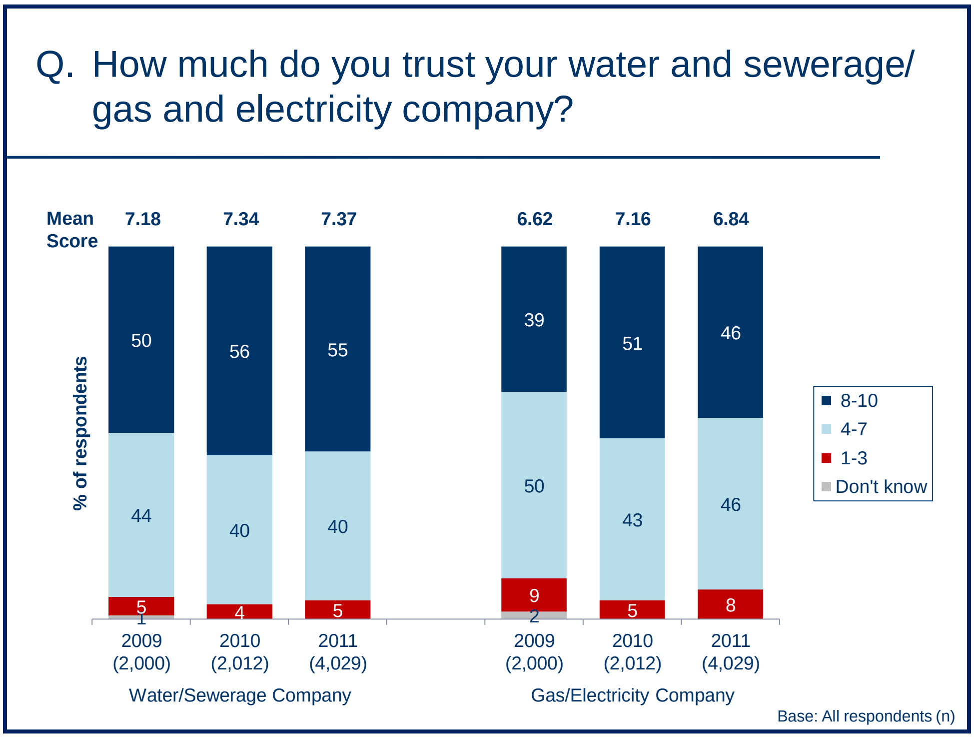
[5] Individual figures add to 63% on chart but net agreement is 62%. This is due to rounding.

7.2 Trust in water and sewerage companies compared to energy companies

7.2.1 Respondents were asked how much they trust their water and/or sewerage company and energy company on a scale of one to ten where ten means that they trust them completely and one means they do not trust them at all.

7.2.2 Customers tend to trust their water and/or sewerage company more than they trust their energy company with 55% giving their water and/or sewerage company a high score of eight to ten, compared with 46% giving their energy company the same high score. The score for energy companies has fluctuated over the past few years.

Chart 7.2 Trust in water and sewerage/gas and electricity companies



7.3 Satisfaction with services

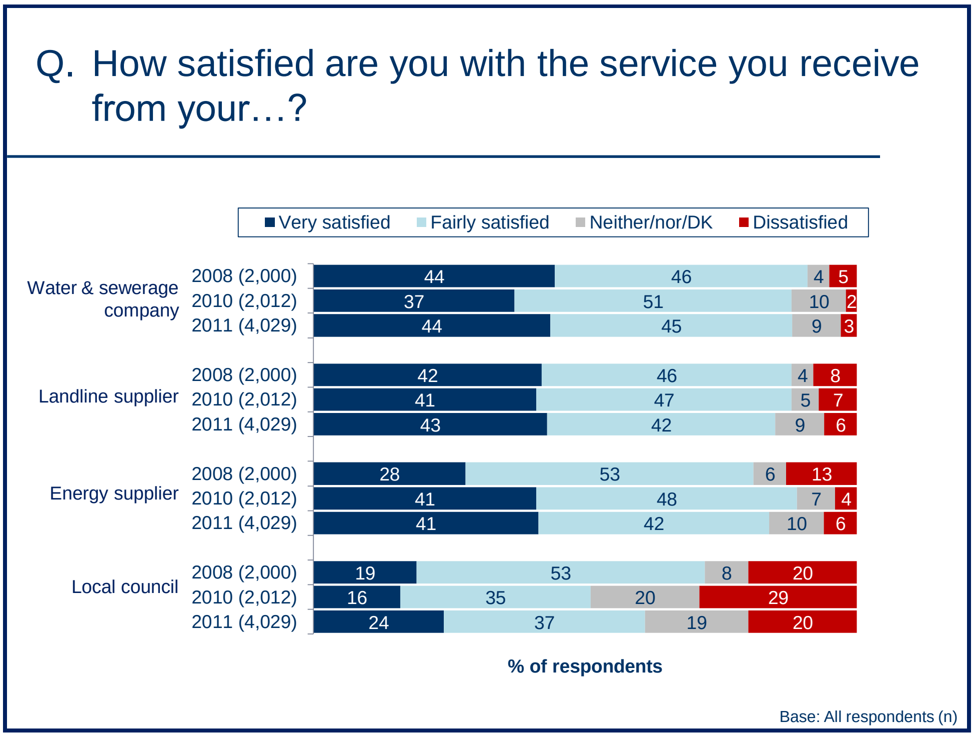
7.3.1 Overall satisfaction with water and sewerage companies has changed very little this year (89% compared with 88%), however, those very satisfied has increased back to 2008 levels (44%).

7.3.2 For energy suppliers satisfaction has decreased significantly, from 89% in 2010 to 83% in 2011. This links in with the significant decrease in satisfaction with value for money for energy suppliers over the past year (68% in 2011 compared with 74% in 2010).

7.3.3 Ratings for landline supplier remained static from 2008 to 2010 at 88%. This year, satisfaction has fallen slightly to 85%. However, dissatisfaction has fallen steadily over time.

7.3.4 Satisfaction with local councils has increased significantly since 2010 (61% compared with 51%); however, this is still lower than the other services.

Chart 7.3 Satisfaction with services



8. Speaking up for water consumers

8.0.1 In this section we investigate customers' views on the perceived importance of CCWater as an organisation and find out how water customers would go about contacting CCWater should they need to.

Summary

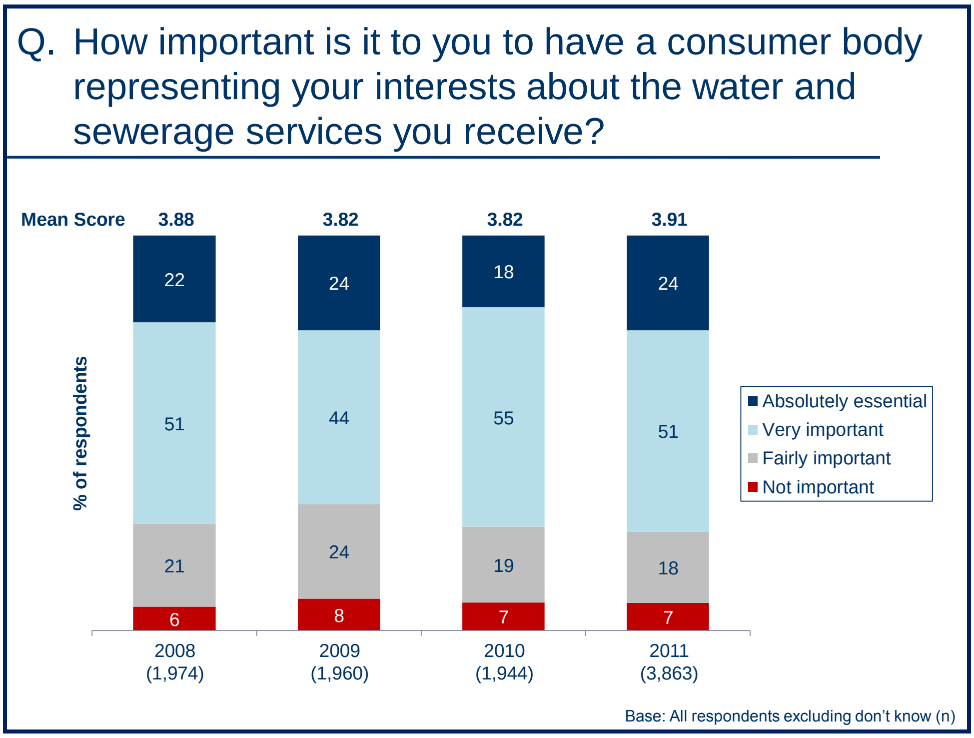
– Nearly all customers (93%) agree that it is important to have a consumer body representing their interests in the water and sewerage industry. Almost one quarter think that it is absolutely essential, 51% think it is very important and 18% think it is fairly important (rounding up to 93% overall).

– Over one third of respondents say they would use an online search engine to find the contact details for CCWater. Just less than one fifth would use a telephone directory or look on the back of their water bill.

8.1 Perceived importance of CCWater

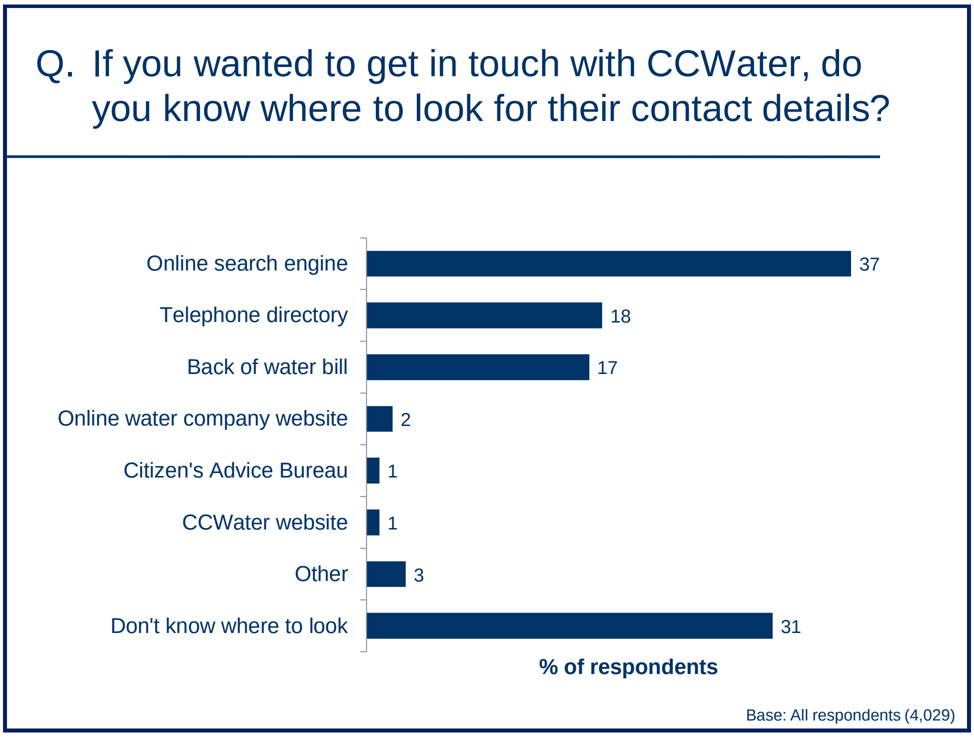
8.1.1 Most respondents think that it is important to have a consumer body representing their interests in relation to the water and sewerage services they receive. As shown in the chart below, almost one quarter (24%) think that it is absolutely essential, 51% think it is very important and 18% think it is fairly important. Only 7% think that it is not important to have a consumer body representing their interests within the water industry. These figures are on a par with previous years.

Chart 8.1 Importance of having a consumer body representing customers' interests



8.1.2 Respondents with a disability or a long-term health condition are significantly more likely to say it is absolutely essential to have a consumer body representing their interests (30% compared with 21% who don't).

8.1.3 A new, unprompted, question has been added to the survey to find out where respondents would look for CCWater's contact details if they should require them. Over a third would go online (37%), followed by looking in the telephone directory (18%) and on the back of their water bill (17%). However, 31% say they would not know where to look.



8.1.4 Younger respondents and ABC1's are more likely to go online and use a search engine to find CCWater's contact details, whereas older respondents and C2DE's are more likely to use a telephone directory.

8.1.5 Older (age 75+) respondents are more likely not to know where to look for CCWater's contact details (43% compared with 25%-32% for the other ranges), as are the lower socio-economic groups (34% C2DE's compared with 27% ABC1's).

9. Conclusions

9.1 The intensity of satisfaction with the value for money of both water and sewerage services has increased significantly since 2010 from one fifth to over one quarter.

9.2 Satisfaction with value for money remains lowest for the South West region where charges are higher than average (35% for water and 39% for sewerage), and highest for Northumbria and Yorkshire regions (82% and 80% respectively for water and 82% each for sewerage).

9.3 Water (72%) and sewerage (73%) services are now perceived to be better value for money than energy (68%) services, which is likely to be linked to the well reported price increases in the energy sector during the latter part of 2011.

9.4 There has been a slight increase over time in the number of customers who perceive water and sewerage charges to be fair (67% compared with 63% in 2008).

9.5 Consistent with 2010 findings, around eight in ten customers agree that their bill makes it clear how much need to be paid and when. There has also been a slight increase in those who agree that their bills make it clear how the final amount was reached (81% from 74% in 2010).

9.6 In line with the 2010 survey, there are low levels of awareness about the availability of the WaterSure/Welsh Water Assist tariffs (6%). The proportion interested in finding out more about this scheme has decreased (from 18% to 8%).

9.7 After falling in 2010, the proportion aware of services for elderly and/or disabled customers has increased back to the 2009 level (20%), and again, those interested in finding out more about these services has decreased (from 16% to 9%).

9.8 The proportion of customers aware of the right to claim compensation if a company fails to meet certain service standards, which had dipped in 2010, has increased back to 2009 levels (40%).

9.9 Conversely, there has been a decrease in those who would contact their water company if they were struggling to pay their bills (77%), back to 2009 levels.

9.10 The survey reflects increased levels of metering in England and Wales (36%). This has been driven by large increases in the Southern region (from 36% to 47%) and Wales (from 28% to 41%). In the former this is in part being driven by compulsory metering schemes and in the latter, a high proportion of respondents have requested a meter.

9.11 Satisfaction with water and sewerage supplies remains high at around 90%; there are no significant regional differences.

9.12 In 2010, there was an increase in the number of households reporting that they did something to save water. However, in 2011 this figure has fallen back to 2009 levels of 67%.

9.13 This is despite awareness of using water wisely campaigns increasing back to 2009 levels of 55%.

9.14 There has been a significant fall in awareness of items which should not be disposed of down the toilet/sink/drain. This is because in 2011, respondents were asked to consider two new items – tissues and baby wipes – and a quarter of respondents believe it is acceptable to dispose of tissues and baby wipes down the toilet. However, when a like for like comparison is made with 2010 findings, awareness has actually increased, indicating that there is a particular issue around wipes and tissues.

9.15 In October 2011, the ownership of private drains and sewers transferred from householders to water and sewerage companies. However, this message has only reached about a third of households, and four in ten incorrectly think that the responsibility for maintaining formerly private drains still sits with the householder.

9.16 Three quarters of respondents say they prefer to drink tap water to bottled water.

9.17 There are some regional differences with those in the Eastern region most likely to drink tap water (80%) and those in the North West least likely (74%).

9.18 However, the decision to drink bottled water is also driven by other factors. For example:

- Those aged under 60 are less likely to agree that they drink tap water than those over 60.

- Those with a long-term health condition or disability are less likely to agree that they drink tap water than those without.

Appendix 1 – Questionnaire

Introduction

Good Morning/Afternoon, my name is… calling from DJS Research on behalf of the Consumer body for the water industry. We are carrying out a survey about water and sewerage services. Could you spare some time to answer some questions?

READ OUT IF NECESSARY The survey should take around 20 minutes and is intended to help ensure that you get a good service from your water company.

We would like you to give your honest opinions as this is completely confidential and we can assure you that our discussion will be undertaken under strict market research codes of conduct.

Firstly I would like to ask you some questions to ensure that you are eligible to take part in the survey:

Q1. Are you the water bill payer in your household? **INTERVIEWER INSTRUCTION: If respondent says that they pay their water bill as part of rent code as 2 (CLOSE). SINGLE CODE**

Yes	1	**Q2**
No	2	**CLOSE**
Don't know	85	**CLOSE**

CLOSE If no/don't know at Q1 ask if there is somebody else in the household who is the bill payer. If yes, interview that person. If no, thank and close

Q2. And which of the following applies to the way you pay your bills… **READ OUT**

Sole bill payer	1
You share payment of the bill with	
- With spouse/partner	2
- As part of shared house	3
Other (specify)	4
Don't know	85

Q3. Do you or any member of your family work in: **READ OUT**

The water industry i.e. work for a water company	1	**CLOSE**
A consumer organisation e.g. Consumer Focus or Consumer Direct Which?, Citizens Advice Bureau	2	**CLOSE**
Market Research	3	**CLOSE**
None of the above	87	

Q4a. Who is your water company? (This may be a company which deals with your sewerage too.)
SINGLE CODE – PROMPT WITH HIGHLIGHTED COMPANIES IF NECESSARY

Anglian Water Services Ltd	1	
Dwr Cymru Cyfyngedig (Welsh Water)	2	
Northumbrian Water Ltd	3	
Severn Trent Water Ltd	4	
South West Water Ltd	5	
Southern Water Services Ltd	6	
Thames Water Utilities Ltd	7	
United Utilities Water Plc (North West Water)	8	
Wessex Water Services Ltd	9	
Yorkshire Water Services Ltd	10	
IF 1-10 ASK Q4b		
Water only companies		
Bournemouth Water Plc (Sembcorp)	11	
Bristol Water Plc	12	
Cambridge Water Company Plc	13	
Cholderton & District Water Company Ltd	14	**CLOSE**
Dee Valley Water Plc	15	
Essex & Suffolk Water	16	
Veolia Water Southeast Ltd (formerly Folkestone & Dover Water Services)	17	
Hartlepool Water Plc	18	
Portsmouth Water Plc	19	
South East Water Plc (including Mid Kent Water Plc)	20	
South Staffordshire Water Plc	21	
Sutton & East Surrey Water Plc	22	
Veolia Water East Ltd (formerly Tendring Hundred Water Services)	23	
Veolia Water Central Ltd (formerly Three Valleys Water)	24	
IF 11-24 ASK Q4c		
Don't know	85	
IF DON'T KNOW: All respondents to check and arrange call back		

RESPONDENTS SAYING DON'T KNOW (Q4a/85)
PILOT 1: READ OUT - YOUR WATER COMPANY IS LIKELY TO BE… [LOOKUP IN POSTCODE FILE]
PILOT 2: THANK & CLOSE

ASK IF 1-10 AT Q4a
Q4b. And do they also provide your sewerage services, or do you have a septic tank?

Provide sewerage services	1	
Have septic tank	2	
A different company provides my sewerage services	3	**CLOSE**
Don't know	85	

ASK IF 11-24 AT Q4a

Q4bi. Do you have a septic tank?

Yes	1	**Q5a**
No	2	**Q4b**

ASK IF 11-24 AT Q4a

Q4bii. Were you aware that your sewerage services are provided by another company?

Yes	1	**Q4c**
No	2	**Q5a**

ASK IF YES AT Q4bi

Q4c. And who is your sewerage company?

ADD IF NECESSARY: the bill from your water company will also say who provides your sewerage services.

SINGLE CODE – PROMPT WITH HIGHLIGHTED COMPANIES IF NECESSARY

Anglian Water Services Ltd	1
Dwr Cymru Cyfyngedig (Welsh Water)	2
Northumbrian Water Ltd	3
Severn Trent Water Ltd	4
South West Water Ltd	5
Southern Water Services Ltd	6
Thames Water Utilities Ltd	7
United Utilities Water Plc (North West Water)	8
Wessex Water Services Ltd	9
Yorkshire Water Services Ltd	10
Don't know	85

SECTION A - COMPANY INFORMATION

ASK ALL WITH SINGLE BILL (NO MATCH ON POSTCODE LOOKUP)

Q5a How much do you agree or disagree that your water and sewerage bill makes it clear how much needs to be paid and when? **SINGLE CODE**

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	85

ASK ALL WITH SEPARATE BILLS (POSTCODE LOOKUP)

Q5ai How much do you agree or disagree that your water bill makes it clear how much needs to be paid and when? **SINGLE CODE**

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	85

ASK ALL WITH SEPARATE BILLS (POSTCODE LOOKUP)

Q5aii How much do you agree or disagree that your sewerage bill makes it clear how much needs to be paid and when? **SINGLE CODE**

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	85

ASK ALL WITH SINGLE BILL (NO MATCH ON POSTCODE LOOKUP)

Q5b. And do you agree or disagree that it is clear how the final amount of your bill was reached? **SINGLE CODE**

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	85

ASK ALL WITH SEPARATE BILLS (POSTCODE LOOKUP)

Q5bi. And do you agree or disagree that it is clear how the final amount of your water bill was reached? **SINGLE CODE**

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	85

ASK ALL WITH SEPARATE BILLS (POSTCODE LOOKUP)

Q5bii. And do you agree or disagree that it is clear how the final amount of your sewerage bill was reached? **SINGLE CODE**

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	85

Q6. How satisfied or dissatisfied are you with the value for money of the water services in your area? **SINGLE CODE**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	85

DO NOT ASK IF CODE 2 AT Q4b OR 1 AT Q4bi (SEPTIC TANK)

Q7. How satisfied or dissatisfied are you with the value for money of the sewerage services in your area? **SINGLE CODE**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	85

ASK ALL

Q9. We would like to ask you a couple of questions about your gas and electricity suppliers. Does the same company provide your gas and electricity?

Yes – both gas and electricity from same company	1
No – gas and electricity from separate companies	2
Don't have mains gas	3
Don't know	85

Q10 How satisfied or dissatisfied are you with the value for money from services such as…?: **READ OUT EACH SERVICE & SINGLE CODE**

Scale: 1= very satisfied, 2= Fairly satisfied, 3= Neither satisfied nor dissatisfied, 4=Fairly dissatisfied, 5= very dissatisfied, 85= don't know 89= not applicable.

a) Your energy supplier (gas and electricity)
b) Your gas supplier **[IF SEPARATE COMPANIES AT Q9]**
c) Your electricity supplier **[IF NO MAINS GAS/SEPARATE COMPANIES AT Q9]**
d) Your telephone landline supplier
e) Council Tax

ASK Q11 IF CODE IS HIGHER FOR Q10a/b/c THAN Q6 OR Q7

Q11 Why do you say that you are more satisfied with the value for money from your energy (gas/electricity – **IF SEPARATE SUPPLIERS/NO MAINS GAS AT Q9)** supplier than the value for money from your water [and sewerage] services? **DO NOT READ OUT. MULTICODE**

Cheaper/better value	1
Able to switch	2
Better service	3
No complaints/problems	4
Fixed rate from energy supplier	5
More information/communication	6
Other (specify)	80
Don't know	85

ASK ALL

Q12 How much do you agree or disagree that the water [and sewerage] charges that you pay are fair? **SINGLE CODE**

Strongly agree	1	**Q14**
Tend to agree	2	**Q14**
Neither agree nor disagree	3	**Q14**
Tend to disagree	4	**Q13**
Strongly disagree	5	**Q13**
Don't know	85	**Q14**

ASK Q13a/b IF DISAGREE AT Q12 (CODES 4-5)

Q13a. Why do you think that the water [and sewerage] charges that you pay are unfair? **PROBE FULLY. RECORD EXACT VERBATIM.**

OPEN QUESTION

INSTRUCTION: INTERVIEWER CODE RESPONSE AT PREVIOUS QUESTION FROM LIST BELOW. MULTICODE

Expensive/prices have risen	1
Rates are unfair/should depend on size of household	2
Profits/shareholder paid too much	3
Poor/inefficient service	4
Poor water quality	5
Other (specify)	80
Don't know	85

ASK ALL WaSCs (Q4a/1-10)

Q14. How much do you agree or disagree that the water and sewerage charges that you pay for are affordable to you? **SINGLE CODE**

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	85

ASK ALL WoCs (Q4a/11-24)

Q14a. How much do you agree or disagree that the <u>water</u> charges that you pay for are affordable to you? **SINGLE CODE**

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	85

ASK ALL WoCs WITHOUT SEPTIC TANK (Q4a/11-24 AND Q4bi/2)

Q14b. How much do you agree or disagree that the <u>sewerage</u> charges that you pay for are affordable to you? **SINGLE CODE**

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	85

SECTION B - CONSUMER RIGHTS & RESPONSIBILITIES

Q15. How likely would you be to contact your water company if you were worried about paying your bill? **READ OUT**

Very likely	1
Fairly likely	2
Not very likely	3
Not at all likely	4
Don't know	85

Q16a. Does your household have a water meter? **SINGLE CODE**

Yes	1
No	2
Don't know	85

RESPONDENTS WITH A METER (Q16a/1)

Q16b. Which of the following apply to you?

Your property already had a meter when you moved in	1
You asked for a meter to be fitted	2
You had to have a meter fitted	3
Other (specify)	80
Don't know	85

Q17. Were you aware that …: **SINGLE CODE FOR EACH STATEMENT**

Scale:

Yes	1
No	2
Don't know	85

a) When requested, water meters are fitted free of charge

b) If you ask for a meter to be fitted, you have 12 months to decide whether or not you like it. If you decide you don't like it, you can go back to a water rate charge for your property. There are no extra charges made for trialling this service. **[DO NOT ASK OF VWSE (17), SOUTHERN WATER (6) OR SOUTH EAST WATER (20) AT Q4a]**

INTERVIEWER NOTE: If asked, the water meter itself stays within the property. Also, if you move into a property that is charged for water via a meter you cannot go back to a water rate charge.

ASK ALL

Q18. Are you aware of or are you currently on the WaterSure tariff (Welsh Water Assist - IF CODE 2 AT Q4a)? This was introduced to help people in low income groups who need to use a lot of water **READ OUT. SINGLE CODE**

Yes, have heard of it but do not need it	1
Yes, have subscribed to it	2
No, but would like to know more	3
No, but do not need it	4
Don't know	85

INTERVIEWER NOTE: If respondent answers 'No, but would like to know more', then please tell them you can give them the telephone number for their water company at the end of the interview

Q19. Are you aware of your water company's services for elderly and/or disabled customers? These might include services for sight impaired people such as large print or Braille leaflets and bills, passwords to ensure callers from the company are genuine, or customers on dialysis who need constant availability of supply.
READ OUT. SINGLE CODE

Yes, have heard of it but do not need it	1
Yes, have subscribed to it	2
No, but would like to know more	3
No, but do not need it	4
Don't know	85

INTERVIEWER NOTE: If respondent answers 'No, but would like to know more', then please tell them you can give them the telephone number for their water company at the end of the interview

Q20. Were you aware that if your water [and/or sewerage] company fails to meet certain customer service standards for reasons within their control you may be entitled to compensation? **SINGLE CODE**

Yes, was aware	1
No, was not aware	2
Don't know	85

INTERVIEWER NOTE: If asked, information on service standards and the occasions when customers may be entitled to compensation can be obtained from your water company or their website

Q20a. Who do you think is responsible for maintaining the water pipes within your property's boundaries? **DO NOT PROMPT, SINGLE CODE.**

I am/the householder	1
Landlord	2
Organised through my insurance	3
The local Council	4
The water company	5
Other (specify)	80
Don't know	85

INTERVIEWER NOTE: If asked after responding, the correct answer is that the homeowner is responsible for the maintenance of water pipes at their home up to the boundary of their property (i.e. where the property meets the public highway) if the property was built after 1937.

DO NOT ASK IF CODE 2 AT Q4b OR 1 AT Q4bi (SEPTIC TANK)

Q20b. Who do you think is responsible for maintaining any shared sewerage pipes and drains that run within your property's boundaries? **DO NOT PROMPT, SINGLE CODE.**

I am/the householder	1
Landlord	2
Organised through my insurance	3
The local Council	4
The water company	5
Other (specify)	80
Don't know	85

INTERVIEWER NOTE: If asked after responding, the correct answer is that the sewerage company is responsible for the maintenance of sewerage pipes and drains which serve more than one property, including those within your property boundary. The homeowner is responsible for maintaining a sewer or drain when it serves their property only and is within the boundary of their property.

Q21. Have you contacted your water [and/or sewerage] company to make an enquiry in the past 12 months? **SINGLE CODE**

Yes – water and sewerage company	1	**Q22**
Yes – water company	2	**Q22**
Yes – sewerage company	3	**Q22**
No	4	**Q23**
Don't know	85	**Q23**

ASK IF YES AT Q21

Q22. Why did you contact them?

DO NOT READ OUT. MULTICODE

To make a complaint	1	**Q28**
To make an enquiry relating to drought/water shortage	2	**Q23**
To make an enquiry relating to flooding	3	**Q23**
To make an enquiry about sewers and drains (transfer)		
Billing enquiry	4	**Q23**
No supply/supply issue	5	**Q23**
To report a leak	6	**Q23**
To change to/ask for a water meter	7	**Q23**
Water quality	8	**Q23**
Water pressure	9	**Q23**
Sewerage problem	10	**Q23**
Other (please specify)	80	**Q23**
Don't know	85	**Q23**

DO NOT ASK THOSE CODED 1 AT Q22

Q23. Have you made a complaint to your water [and/or sewerage] company in the past 12 months?

SINGLE CODE

Yes – water and sewerage company	1	**Q28**
Yes – water company	2	**Q28**
Yes – sewerage company	3	**Q28**
No	4	**Q31**
Don't know	85	**Q31**

ASK IF YES AT Q21

Q24. Thinking about your contact with your water [and/or sewerage] company, overall how satisfied were you with:

Scale: 1= very satisfied, 2= Fairly satisfied, 3= Neither satisfied nor dissatisfied, 4= Fairly dissatisfied, 5= very dissatisfied, 85= don't know 89= not applicable.

READ OUT EACH STATEMENT & SINGLE CODE

a) The ease of contacting someone who was able to help you
b) The quality/ clarity of information provided
c) The knowledge and professionalism of staff
d) The feeling that your query had been, or would be, resolved
e) The way that the water company has kept you informed of progress with your enquiry (and /or) claim

ASK ALL CODED 1 AT Q21

Q25. Taking everything into account, overall how satisfied or dissatisfied were you with the contact with your water [and/or sewerage] company? **SINGLE CODE**

Very satisfied	1	**Q31**
Fairly satisfied	2	**Q31**
Neither satisfied nor dissatisfied	3	**Q26**
Fairly dissatisfied	4	**Q26**
Very dissatisfied	5	**Q26**
Don't know	85	**Q31**

Q28. Overall how satisfied or dissatisfied were you with the way your complaint was handled by your water [and/or sewerage] company?
SINGLE CODE

Very satisfied	1	**Q30a**
Fairly satisfied	2	**Q30a**
Neither satisfied nor dissatisfied	3	**Q29**
Fairly dissatisfied	4	**Q29**
Very dissatisfied	5	**Q29**
Don't know	85	**Q30a**

ASK ALL WHO COMPLAINED (Q22/1 OR Q23/1)

Q30c. In your opinion, do you feel that the complaint has been resolved?

Yes	1
No	2
Don't know	85

ASK IF NO AT Q30c. OTHERS GO TO Q31

Q30d. What further action, if any, did you take?

....

Did not take any further action	1

SECTION C – ENERGY SUPPLIERS

ASK ALL

Q31. Have you made a complaint to your energy [gas or electricity] supplier(s) in the last 12 months?

Yes – Energy	1
Yes – Gas	2
Yes – Electricity	3
No	4
Don't know	85

INTERVIEWER NOTE: IF MORE THAN ONE COMPLAINT MADE, PLEASE ASK RESPONDENT TO CONCENTRATE ON MOST RECENT ONE.

Q34. Overall how satisfied or dissatisfied were you with the way your complaint was handled by your energy company? **SINGLE CODE**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	85

ASK ALL WHO COMPLAINED (Q31/1-3)

Q36a. In your opinion, do you feel that the complaint has been resolved?

Yes	1
No	2
Don't know	85

ASK IF NO AT Q36a. OTHERS GO TO Q37

Q36b. What further action, if any, did you take?

....

Did not take any further action	1

SECTION D – WATER ON TAP

ASK ALL

Q37. How satisfied are you with the following aspects of your water supply: **READ OUT EACH STATEMENT & SINGLE CODE**

Scale: 1= very satisfied, 2= Fairly satisfied, 3= Neither satisfied nor dissatisfied, 4=Fairly dissatisfied, 5= very dissatisfied, 85= don't know 89= not applicable.

The colour and appearance of your tap water	1
Taste and smell of tap water	2
Hardness/softness of your water	3
The safety of your drinking water	4
The reliability of your water supply	5
Your water pressure	6

Q38a. Taking all those aspects of your water supply service into account, overall how satisfied or dissatisfied are you with your water supply? **SINGLE CODE**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	85

Q38b. Do you think your water supply service has got better, worse or stayed the same over the past year? **PROBE TO CODE. SINGLE CODE ONLY.**

Much better	1
Slightly better	2
About the same	3
Slightly worse	4
Much worse	5
Don't know	85

ALL SAYING BETTER/WORSE (Q38b/1,2,4,5)

Q38c Why do you think the service has been [text sub: better/worse]?

OPEN RESPONSE

Don't know	85

Q38d How much do you agree or disagree that you usually drink tap water rather than still bottled water? **READ OUT. SINGLE CODE**

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	85

ASK ALL

Q39. What actions, if any, have you and your household taken to reduce your use of water? **DO NOT READ OUT. MULTICODE.**

Having a water meter installed	1
Taking showers instead of baths	2
Water efficient shower/shower-head	3
Energy & Water efficient dishwasher	4
Energy & Water efficient washing machine	5
Trigger device fitted to hosepipe	6
Hippo/Save A Flush device in toilet cistern	7
Lag pipes to protect against bursting	8
Water butts in garden	9
Turn off tap when brushing teeth	10
Wait until full load for Washing Machine / dishwasher	11
Only put required amount in kettle	12
Reusing water e.g. bath water	13
Share shower/bath	14
Other (specify)	80
Nothing	89
Don't know	85

Q40. How have you been made aware, if at all, of any campaigns to use water wisely in the past 12 months? **READ OUT. MULTICODE**.

Television	1
Billboards	2
Radio	3
Leaflets	4
Mail from water companies	5
Newspapers/magazines	6
Children doing it at school	7
Online	8
Info in bills	9
Other (please specify)	80
Not aware of any campaigns to use water wisely	89
Don't know	85

SECTION E – KEEPING IT CLEAN

Q41. Which of the following do you think are acceptable to dispose of down the toilet, sink or drain? **READ OUT. MULTICODE**

Fats/cooking oils	1
Nappies	2
Sanitary towels	3
Tampons	4
Razors	5
Cotton buds	6
Condoms	7
Motor oil	8
Medicines	9
Tissues	10
Baby wipes	11
None of these – DO NOT READ OUT	87
Don't know – DO NOT READ OUT	85

INTERVIEWER NOTE: If asked, none of these are acceptable

DO NOT ASK IF CODE 2 AT Q4B OR 11 AT Q4C (SEPTIC TANK)

Q42. How satisfied are you with your sewerage company's management of the following aspects of their service:

Scale: 1= very satisfied, 2= Fairly satisfied, 3= Neither satisfied nor dissatisfied, 4= Fairly dissatisfied, 5= very dissatisfied, 85= don't know 89= not applicable.

READ OUT EACH STATEMENT AND SINGLE CODE

a) Reducing smells from sewage treatment works
b) Maintenance of sewerage pipes and treatment works
c) Cleaning waste water properly before releasing it back into the environment
d) Minimising sewer flooding

DO NOT ASK IF CODE 2 AT Q4B OR 11 AT Q4C (SEPTIC TANK)

Q43a. Taking all those aspects into account, overall how satisfied or dissatisfied are you with your sewerage service? **SINGLE CODE**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	85

ASK ALL WITHOUT SEPTIC TANK
Q43ai Do you think your sewerage service has got better, worse or stayed the same over the past year?

Much better	1
Slightly better	2
About the same	3
Slightly worse	4
Much worse	5
Don't know	85

ALL SAYING BETTER/WORSE (Q43ai/1,3)
Q43aii Why do you say that?

OPEN QUESTION

Don't know	85

ASK ALL
Q43b. How satisfied are you with the services you receive from your…? **READ OUT EACH SERVICE & SINGLE CODE**

Scale: 1= very satisfied, 2= Fairly satisfied, 3= Neither satisfied nor dissatisfied, 4=Fairly dissatisfied, 5= very dissatisfied, 85= don't know 89= not applicable.

a) Your energy supplier
b) Your gas supplier **[IF SEPARATE COMPANIES AT Q9]**
c) Your electricity supplier **[IF NO MAINS GAS/SEPARATE COMPANIES AT Q9]**
d) Your telephone landline supplier
e) Council Tax

Q44. How much do you agree or disagree that your water [and sewerage] company cares about the service it gives to customers? **READ OUT. SINGLE CODE**

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	85

Q45. How much do you agree or disagree that your [gas and] electricity company cares about the service it gives to customers? **READ OUT. SINGLE CODE**

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	85

Q46. How much do you trust your water [and sewerage] company. Please give a score on a 1-10 scale where 10 means that you trust them completely and 1 means that you don't trust them at all

[ ] [ ]

Q47. How much do you trust your gas and electricity company. Please give a score on a 1-10 scale where 10 means that you trust them completely and 1 means that you don't trust them at all

[ ] [ ]

SECTION F – SPEAKING UP FOR WATER CONSUMERS

READ OUT: The Consumer Council for Water was set up in October 2005 to represent customers of water and sewerage companies in England and Wales. The Consumer Council for Water provides a national voice for water and sewerage consumers. They want consumers to get (and be able to recognise that they are getting) high standards and good value for money in water and sewerage services, comparing well with the best of other service sectors.

Q51. How important is it to you to have a consumer body representing your interests about the water and sewerage services you receive?
READ OUT

Absolutely essential	1
Very important	2
Fairly important	3
Not very important	4
Not at all important	5
Don't know	85

Q55 If you wanted to get in touch with CCWater, do you know where to look for their contact details?
DO NOT PROMPT. PROBE TO CODE. MULTI-CODE POSSIBLE.

Online – search engine (Google, etc)	1
Online – water company website	2
Online – Ofwat website	3
Online – Consumer Focus	4
Online – CCWater website	5
Back of water bill	6
Telephone directory	7
Citizen's Advice Bureau	8
Other (please specify)	80
Don't know where to look	85

SECTION G – BACKGROUND – ASK ALL

For all respondents:

Q56. Please record the gender of the respondent **DO NOT ASK**

Male	1	
Female	2	

Q57. Which of the following age groups do you fall into? **READ OUT SINGLE CODE**

18-24	1	
25-34	2	
35-44	3	
45-60	4	
61-74	5	**ASK Q57i**
75+	6	**ASK Q57i**
Refused	86	

Q57i. Are you retired?

Yes	1	
No	2	
Refused	3	

Q58. How would you describe your ethnic background? **DO NOT READ OUT SINGLE CODE**

White: British	1	
White: Irish	2	
White: Any other White background	3	
Mixed: White and Black Caribbean	4	
Mixed: White and Black African	5	
Mixed: White and Asian	6	
Mixed: Any other Mixed background	7	
Asian or Asian British: Indian	8	
Asian or Asian British: Pakistani	9	
Asian or Asian British: Bangladeshi	10	
Asian or Asian British: Any other Asian background	11	
Black or Black British: Caribbean	12	
Black or Black British: African	13	
Black or Black British: Any other Black background	14	
Chinese	15	
Other	80	
Refused	86	

Q59. Do you or anyone in your household have a long-term illness, health problem or disability which limits your daily activities or the work you can do?

Yes (self)	1	
Yes (other)	2	
No	3	
Don't know/refused	85	

Q60. How would you describe the composition of your household? **READ OUT SINGLE CODE**

One person household	1
Married couple household	2
Married couple with dependent children (under 16)	3
Married couple with non-dependent children only (16+)	4
Cohabiting couple household	5
Cohabiting couple with dependent children (under 16)	6
Cohabiting couple with non-dependent children only (16+)	7
Lone parent household:	
- with dependent children (under 16)	8
- with non-dependent children only (16+)	9
Other (specify)	80
Refused	86

Q61. What is the occupation of the main income earner in your household? **CLASSIFY ACCORDING TO FOLLOWING OCCUPATIONAL GROUPINGS. IF PENSIONER/RETIRED PROBE FOR PREVIOUS OCCUPATION. SINGLE CODE**

A – Very senior managerial positions (large organisations) and professional occupations	1
B – Senior managerial; business owners. Middle management in large organisations	2
C1 – Small employers; junior management and other non-manual occupations	3
C2 – Skilled manual workers e.g. served apprenticeships, special qualifications or certificates	4
D – Semi skilled and unskilled workers	5
E – Casual workers; unemployed and otherwise not working	6
Refused	86

ASK ALL

Q65. And are you/someone in your household currently receiving any benefits or tax credits?

Yes	1
No	2
Don’t know	85
Refused	86

ASK ALL

Q66. What type of accommodation do you live in?
READ OUT SINGLE CODE

Owner occupied	1
Private rental	2
Council tenant	3
Housing Association tenant	4
Leaseholder	5
Don’t know	85
Refused	86

Q67. Would you say you live in an urban or rural area? **SINGLE CODE**

Urban	1
Rural	2
Suburban/semi-rural	3
Don't know	85

Thank you for sparing the time to take part.
This survey was conducted on behalf of the Consumer Council for Water and is intended to allow them to better understand your requirements and help provide a better service to you, the consumer.
Should you wish to contact the Consumer Council for Water you can call their national enquiries line on 0845 039 2837 or visit their website at www.ccwater.org.uk
Should you want to contact the MRS (the Market Research Society) to verify that DJS Research Ltd comply with the code of conduct you can call them on 0500 39 69 85.

Appendix 2 – Sample Profile

Table 2 Sample Profile

	Unweighted		Weighted	
	No.	%	No.	%
Total	**4029**	**100**	**4029**	**100**
Region				
Eastern	651	16%	454	11%
North West	207	5%	459	11%
Northumbria	361	9%	207	5%
Midlands	354	9%	665	17%
South West	205	5%	119	3%
Southern	662	16%	319	8%
Thames	546	14%	956	24%
Wessex	484	12%	198	5%
Yorkshire	203	5%	366	9%
Wales	356	9%	277	7%
Age				
18-34	313	8%	331	8%
35-44	911	23%	918	23%
45-60	1259	31%	1245	31%
61-74	1035	26%	1050	26%
75+	465	12%	440	11%
Refused	46	1%	45	1%
Gender				
Male	1754	44%	1723	43%
Female	2275	56%	2306	57%
Household composition				
One person household	754	19%	756	19%
Two person household	1334	33%	1311	33%
One parent family	300	7%	295	7%
Two parent family	1512	38%	1533	38%
Other	107	3%	112	3%
Refused	22	1%	21	1%
Meter use				
Meter users	1592	40%	1434	36%
Non users	2408	60%	2563	64%
Don't know	29	1%	32	1%
Social grade				
A	125	3%	126	3%
B	697	17%	687	17%
C1	966	24%	961	24%
C2	876	22%	850	21%
D	641	16%	643	16%
E	602	15%	630	16%
Refused	122	3%	131	3%
Type of water company				
Water and Sewerage Company (WaSC)	2051	51%	2051	51%
Water only Company (WoC)	1978	49%	1978	49%

Appendix 3 – Water and Sewerage Companies (WaSCs): Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)

	Average Proportion for WaSCs	Range for WaSCs	Comments or points of interest
Core Indicators			
Overall satisfaction with water supply (2045)	92%	86% to 95%	Respondents with a disability/ long term health condition less satisfied
Overall satisfaction with sewerage services (1910)	89%	82% to 94%	
Satisfied with value for money of water services (2005)	70%	35% to 83%	Respondents with a disability/ long term health condition less satisfied
Satisfied with value for money of sewerage services (1898)	72%	39% to 84%	Older respondents (75+) most satisfied
Agree charges are affordable (2017)	74%	51% to 87%	Metered respondents more satisfied. Respondents with a disability/long term health condition less satisfied
Value for Money			
Agree charges are fair (1956)	66%	31% to 76%	69% who say charges are unfair (430 respondents) say it is because prices have risen/expensive
Agree it's clear from the bill how much needs to be paid and when (1632)	87%	81% to 90%	
Agree it's clear how the final amount of their bill was reached (1617)	81%	74% to 87%	
Consumer Rights and Responsibilities			
Have a water meter (2051*)	34%	20% to 60%	Property had a meter when moved in – 45%; Asked for a meter – 47%; Had to have a meter – 5%

	Average Proportion for WaSCs	Range for WaSCs	Comments or points of interest
Aware of GSS scheme (2051*)	39%	31% to 47%	Younger (18-44) respondents and C2DE's less aware. Owner occupiers more aware
Likely to contact company if worried about paying bill (1950)	83%	80% to 87%	Metered respondents more likely to contact
Aware of WaterSure tariff (2051*)	6%	3% to 17%	Older (75+) respondents more aware
Aware of services for elderly and/or disabled (2051*)	19%	12% to 25%	18% who have a disability/ long term health condition would like to know more
Contacted water company with query in last 12 months (2051*)	10%	6% to 16%	Mainly contact for a bill query - 24%
Satisfaction with way query handled (182)	75%	52% to 100%	Low base sizes for individual WaSCs
Contacted water company for complaint (2051*)	4%	1% to 6%	
Satisfaction with way complaint handled (88)	58%	33% to 77%	Low base sizes for individual WaSCs; 27% said complaint wasn't resolved
Water on Tap			
Satisfied with colour and appearance of tap water (2045)	92%	91% to 94%	
Satisfied with taste and smell (2023)	86%	81% to 91%	Respondents with a disability/ long term health condition less satisfied
Satisfied with hardness/ softness (1976)	68%	50% to 93%	Wales most satisfied. Urban respondents most satisfied. Respondents with a disability/ long term health condition less satisfied
Satisfied with safety (2022)	92%	89% to 96%	Respondents with a disability/ long term health condition less satisfied
Satisfied with reliability of supply (2044)	96%	94% to 99%	Metered respondents more satisfied than unmetered. Rural respondents least satisfied

	Average Proportion for WaSCs	Range for WaSCs	Comments or points of interest
Satisfied with water pressure (2044)	89%	85% to 94%	Older (75+) and metered respondents most satisfied
Think that water supply service has stayed the same over past year (2051*)	91%	90% to 93%	Small proportion say it has got better (4%) or worse (3%)
Have taken action to reduce water usage (2051*)	68%	65% to 78%	Metered 78%/Unmetered 63%. 3% only having water meter fitted as an action
Aware of Use Water Wisely campaigns (2051*)	55%	44% to 63%	Wales 44%, England 56%
Think householders are responsible for maintaining water supply pipes within property boundary (2051*)	61%	53% to 68%	18% think the water company is responsible
Agree drink tap water rather than still bottled water (2034)	76%	71% to 82%	Respondents with a disability or long term health condition less likely
Clearing Up			
Aware that nothing should be disposed of down the toilet, sink or drain (2051*)	66%	57% to 72%	Tissues (26%) was added to the list in 2011
Satisfied with company actions to reduce smells from sewerage treatment works (1279)	79%	72% to 86%	High proportion of respondents don't know. Older (75+) respondents most satisfied
Satisfied with maintenance of sewerage pipes & treatment works (1362)	81%	76% to 87%	High proportion of respondents don't know
Satisfied with company cleaning of waste water before releasing it back into the environment (1310)	84%	78% to 89%	High proportion of respondents don't know
Satisfied with company actions to minimise sewer flooding (1355)	83%	79% to 86%	High proportion of respondents don't know
Think sewerage service stayed the same over the past year (1974)	91%	87% to 93%	Small proportion say it has got better (4%) or worse (1%)

	Average Proportion for WaSCs	Range for WaSCs	Comments or points of interest
Think Water Company is responsible for maintaining shared sewerage pipes/drains (1969)	32%	26% to 38%	Similar proportion think Householders are responsible (38%)
Speaking Up for Consumers – Importance of having a consumer body representing your interests (1964)			
Agree this is absolutely essential	26%	21% to 34%	Respondents with a disability or long term health condition – 32%
Agree this is very or fairly important	68%	59% to 72%	

Appendix 4 – Water only Companies (WoCs): Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)

	Average Proportion for WoCs	Range for WoCs	Comments or points of interest
Core Indicators			
Overall satisfaction with water supply (1974)	91%	88% to 96%	Respondents with a disability/ long term health condition and younger (18-44) less satisfied
Overall satisfaction with sewerage services (1816)	88%	81% to 91%	
Satisfied with value for money of water services (1911)	73%	69% to 81%	Private renters and older (75+) more satisfied
Satisfied with value for money of sewerage services (1793)	72%	69% to 80%	Older respondents (75+) more satisfied
Agree charges are affordable (1953)	78%	73% to 85%	DE least satisfied. Respondents with a disability/long term health condition less satisfied
Value for Money			
Agree charges are fair (1883)	68%	62% to 77%	66% who say charges are unfair (312 respondents) say it is because prices have risen/expensive
Agree it's clear from the bill how much needs to be paid and when – water (1868)	87%	75% to 93%	Combined scores for single and separate bills
Agree it's clear how the final amount of their bill was reached (1617)	81%	73% to 92%	Combined scores for single and separate bills
Consumer Rights and Responsibilities			
Have a water meter (1978*)	37%	16% to 86%	Property had a meter when moved in – 42%; Asked for a meter – 45%; Had to have a meter – 11%

	Average Proportion for WoCs	Range for WoCs	Comments or points of interest
Aware of GSS scheme (1978*)	38%	33% to 49%	Younger (18-44) respondents and C2DE's less aware. Owner occupiers more aware
Likely to contact company if worried about paying bill (1887)	80%	77% to 87%	Metered respondents more likely to contact
Aware of WaterSure tariff (1978*)	6%	3% to 16%	12% who have a disability/ long term health condition would like to know more
Aware of services for elderly and/or disabled (1978*)	18%	16% to 29%	16% who have a disability/ long term health condition would like to know more
Contacted water company with query in last 12 months (1978*)	9%	7% to 14%	Mainly contact for a bill query - 24%
Satisfaction with way query handled (186)	79%	65% to 100%	Low base sizes for individual WaSCs
Contacted water company for complaint (1978*)	3%	1% to 5%	
Satisfaction with way complaint handled (66)	46%	33% to 100%	Low base sizes for individual WaSCs; 42% said complaint wasn't resolved
Water on Tap			
Satisfied with colour and appearance of tap water (1971)	90%	87% to 97%	BME significantly less satisfied
Satisfied with taste and smell (1951)	84%	78% to 93%	Younger (18-34) least satisfied
Satisfied with hardness/ softness (1905)	57%	43% to 83%	Older (75+) most satisfied
Satisfied with safety (1938)	91%	87% to 96%	Social renters and those who have a disability/long term health condition least satisfied
Satisfied with reliability of supply (1972)	96%	93% to 99%	BME significantly less satisfied
Satisfied with water pressure (1970)	88%	84% to 95%	Younger (18-44), BME and non-metered respondents least satisfied

	Average Proportion for WoCs	Range for WoCs	Comments or points of interest
Think that water supply service has stayed the same over past year (1978*)	92%	89% to 96%	Small proportion say it has got better (4%) or worse (3%)
Have taken action to reduce water usage (1978*)	65%	56% to 81%	Metered 72%/Unmetered 61% 4% only having water meter fitted as an action
Aware of Use Water Wisely campaigns (1978*)	56%	43% to 68%	Older (75+) least aware
Think householders are responsible for maintaining water supply pipes within property boundary (1978*)	61%	41% to 75%	18% think the water company is responsible
Agree drink tap water rather than still bottled water (1953)	78%	71% to 85%	Respondents with a disability or long term health condition less likely
Cleaning Up			
Aware that nothing should be disposed of down the toilet, sink or drain (1978*)	67%	57% to 79%	Tissues (25%) was added to the list in 2011
Satisfied with company actions to reduce smells from sewerage treatment works (1214)	78%	54% to 85%	High proportion of respondents don't know. Metered respondents more satisfied
Satisfied with maintenance of sewerage pipes & treatment works (1261)	85%	77% to 92%	High proportion of respondents don't know. Older (75+) respondents most satisfied
Satisfied with company cleaning of waste water before releasing it back into the environment (1171)	85%	79% to 93%	High proportion of respondents don't know. Older (75+) respondents most satisfied
Satisfied with company actions to minimise sewer flooding (1255)	83%	70% to 93%	High proportion of respondents don't know. Older (75+) respondents most satisfied
Think sewerage service stayed the same over the past year (1874)	90%	84% to 94%	Small proportion say it has got better (5%) or worse (2%)

	Average Proportion for WoCs	Range for WoCs	Comments or points of interest
Think Water Company is responsible for maintaining shared sewerage pipes/drains (1873)	31%	26% to 35%	Similar proportion think Householders are responsible (35%)
Speaking Up for Consumers – Importance of having a consumer body representing your interests (1899)			
Agree this is absolutely essential	22%	14% to 31%	Respondents with a disability or long term health condition – 28%
Agree this is very or fairly important	70%	64% to 78%	

Appendix 5 – Individual Company Ratings: WaSCs

Anglian Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WaSCs is based on weighted data. All other data is unweighted
Observations made under comments or points of interest which are significant differences are shown by §
Base: 204 respondents

	Proportion for Anglian Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (204)	92%	86% to 95%	92%	Suburban/semi-rural are more likely to be satisfied
Overall satisfaction with sewerage services (190)	87%	82% to 94%	89%	Females are more likely to be satisfied
Satisfied with value for money of water services (198)	71%	35% to 83%	70%	Social renters are less likely to be satisfied
Satisfied with value for money of sewerage services (190)	72%	39% to 84%	72%	Older (75+) are more likely to be satisfied
Agree charges are affordable (202)	72%	51% to 87%	74%	Older (75+)are more likely to agree
Value for Money				
Agree charges are fair (196)	64%	31% to 76%	66%	§ Females are more likely to agree
Agree it's clear from the bill how much needs to be paid and when (185)	89%	81% to 90%	87%	ABC1's are more likely to agree
Agree it's clear how the final amount of their bill was reached (186)	84%	75% to 87%	81%	ABC1's are more likely to agree
Consumer Rights and Responsibilities				
Have a water meter (204*)	59%	20% to 60%	34%	Property had a meter when moved in - 45%; Asked for a meter - 48%; Had to have meter - 7%
Aware of GGS scheme (204*)	34%	31% to 47%	39%	§ Older (61+) are more likely to be aware
Likely to contact company if worried about paying bill (193)	87%	80% to 87%	83%	Social renters are more likely to make contact

	Proportion for Anglian Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Aware of WaterSure tariff (204*)	8%	3% to 17%	6%	§ Metered respondents more likely to be aware
Aware of services for elderly and/or disabled (204*)	20%	12% to 24%	19%	
Contacted water company with query in last 12 months (204*)	16%	6% to 16%	10%	Main reason for contact is a bill query - 41%
Satisfaction with way query handled (30)	67%	52% to 100%	75%	Low base sizes for individual WaSCs
Contacted water company for complaint (204*)	6%	1% to 6%	4%	
Satisfaction with way complaint handled (12)	75%	33% to 77%	58%	Low base sizes for individual WaSCs
Water on Tap				
Satisfied with colour and appearance of tap water (203)	92%	91% to 94%	92%	AB's are less likely to be satisfied
Satisfied with taste and smell (202)	82%	81% to 91%	86%	C1's are less likely to be satisfied
Satisfied with hardness/softness (203)	54%	50% to 93%	68%	Respondents with a disability/long-term health condition are less likely to be satisfied
Satisfied with safety (202)	93%	89% to 96%	92%	
Satisfied with reliability of supply (204)	95%	94% to 99%	96%	
Satisfied with water pressure (204)	86%	85% to 94%	89%	§ Respondents with a disability/long-term health condition are less likely to be satisfied
Think that water supply service has stayed the same over past year (204*)	91%	90% to 93%	91%	Small proportions say it has got better (5%) or worse (2%)

	Proportion for Anglian Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Have taken action to reduce water usage (204*)	62%	62% to 72%	68%	65% metered save water versus 55% of unmetered households. 4% gave having a water meter fitted as only action
Aware of Use Water Wisely campaigns (204*)	62%	44% to 63%	55%	Television (25%) and leaflets (24%) main sources of awareness
Think householders are responsible for maintaining water supply pipes within property boundary (204*)	63%	53% to 68%	61%	17% think the water company is responsible
Agree drink tap water rather than still bottled water (202)	77%	71% to 82%	76%	
A Sewerage System that Works				
Aware that nothing should be disposed of down the toilet, sink or drain (204*)	70%	57% to 72%	66%	Tissues were added to the list in 2011 - 24% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (127)	78%	72% to 86%	79%	38% of 204 Anglian Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (138)	83%	76% to 87%	81%	32% of 204 Anglian Water respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into environment (145)	89%	78% to 89%	84%	29% of 204 Anglian Water respondents said don't know
Satisfied with company actions to minimise sewer flooding (140)	86%	79% to 86%	83%	31% of 204 Anglian Water respondents said don't know
Think sewerage service stayed the same over the past year (198)	90%	87% to 93%	90%	Small proportions say it has got better (5%) or worse (1%)

	Proportion for Anglian Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (195)	33%	26% to 38%	32%	Similar proportion think that householders are responsible (36%)
Speaking Up for Consumers - Importance of having a consumer body representing your interests (198)				
Agree this is absolutely essential	25%	21% to 34%	26%	
Agree this is very or fairly important	69%	59% to 72%	68%	

Dŵr Cymru Cyfyngedig (Welsh Water) – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WaSCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest which are significant differences are shown by §
Base: 206 respondents

	Proportion for Welsh Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (205)	94%	86% to 95%	92%	
Overall satisfaction with sewerage services (181)	90%	82% to 94%	89%	§ Respondents in rural areas are more likely to be satisfied
Satisfied with value for money of water services (206)	69%	35% to 83%	70%	§ Respondents in rural areas and females are more likely to be satisfied
Satisfied with value for money of sewerage services (186)	72%	39% to 84%	72%	C1's and § respondents in rural areas are more likely to be satisfied
Agree charges are affordable (205)	72%	51% to 87%	74%	§ Respondents with meters and § those with a disability/long-term health condition are more likely to disagree
Value for Money				
Agree charges are fair (201)	62%	31% to 76%	66%	§ 2 parent families and § males are more likely to disagree
Agree it's clear from the bill how much needs to be paid and when (166)	89%	81% to 90%	87%	Respondents aged 35-44 are less likely to agree
Agree it's clear how the final amount of their bill was reached (165)	87%	75% to 87%	81%	Younger respondents (18-44) are less likely to agree
Consumer Rights and Responsibilities				
Have a water meter (206*)	30%	20% to 60%	34%	Property had a meter when moved in - 40%; asked for a meter - 55%; had to have meter - 3%
Aware of GGS scheme (206*)	39%	31% to 47%	39%	§ Male respondents are more likely to be aware

	Proportion for Welsh Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Likely to contact company if worried about paying bill (202)	80%	80% to 87%	83%	
Aware of WaterSure tariff (206*)	6%	3% to 17%	6%	No AB's are aware
Aware of services for elderly and/or disabled (206*)	12%	12% to 24%	19%	§ ABC1's are less likely to be aware. 1 person households are more likely to be aware
Contacted water company with query in last 12 months (206*)	11%	6% to 16%	10%	Main reason for contact is to make a complaint - 27%
Satisfaction with way query handled (17)	94%	52% to 100%	75%	Low base sizes for individual WaSCs
Contacted water company for complaint (206*)	6%	1% to 6%	4%	
Satisfaction with way complaint handled (13)	77%	33% to 77%	58%	Low base sizes for individual WaSCs
Water on Tap				
Satisfied with colour and appearance of tap water (205)	94%	91% to 94%	92%	§ Male respondents are more likely to be satisfied
Satisfied with taste and smell (202)	91%	81% to 91%	86%	§ Male respondents are more likely to be satisfied
Satisfied with hardness/softness (192)	93%	50% to 93%	68%	§ Male respondents are more likely to be satisfied
Satisfied with safety (200)	94%	89% to 96%	92%	§ Male respondents are more likely to be satisfied
Satisfied with reliability of supply (205)	97%	94% to 99%	96%	
Satisfied with water pressure (205)	88%	85% to 94%	89%	
Think that water supply service has stayed the same over past year (206*)	91%	90% to 93%	91%	Small proportions say it has got better (5%) or worse (3%)

	Proportion for Welsh Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Have taken action to reduce water usage (206*)	66%	62% to 72%	68%	§ 77% metered save water versus 62% of unmetered households
Aware of Use Water Wisely campaigns (206*)	44%	44% to 63%	55%	Television main source of awareness – 25%
Think householders are responsible for maintaining water supply pipes within property boundary (206*)	64%	53% to 68%	61%	19% think the water company is responsible
Agree drink tap water rather than still bottled water (204)	82%	71% to 82%	76%	Older (75+) are more likely to agree
A Sewerage System that Works				
Aware that nothing should be disposed of down the toilet, sink or drain (206*)	72%	57% to 72%	66%	Tissues were added to the list in 2011 - 21% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (122)	84%	72% to 86%	79%	41% of 206 Welsh Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (136)	82%	76% to 87%	81%	34% of 206 Welsh Water respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into environment (119)	83%	78% to 89%	84%	42% of 206 Welsh Water respondents said don't know
Satisfied with company actions to minimise sewer flooding (129)	84%	79% to 86%	83%	39% of 206 Welsh Water respondents said don't know
Think sewerage service stayed the same over the past year (186)	92%	87% to 93%	90%	Small proportions say it has got better (3%) or worse (1%)

	Proportion for Welsh Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (188)	38%	26% to 38%	32%	Similar proportion think that householders are responsible (37%)
Speaking Up for Consumers – Importance of having a consumer body representing your interests (198)				
Agree this is absolutely essential	25%	21% to 34%	26%	§ Only 9% of respondents living in urban locations agree absolutely essential
Agree this is very or fairly important	70%	59% to 72%	68%	

Northumbrian Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WaSCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest which are significant differences are shown by §
Base: 210 respondents

	Proportion for Northumbrian Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (210)	94%	86% to 95%	92%	§ Respondents with a disability/long-term health condition are less likely to be satisfied
Overall satisfaction with sewerage services (204)	90%	82% to 94%	89%	
Satisfied with value for money of water services (209)	83%	35% to 83%	70%	§ Respondents with a disability/long-term health condition are more likely to be dissatisfied
Satisfied with value for money of sewerage services (202)	84%	39% to 84%	72%	§ Respondents with a disability/long-term health condition are more likely to be dissatisfied
Agree charges are affordable (206)	83%	51% to 87%	74%	
Value for Money				
Agree charges are fair (202)	76%	31% to 76%	66%	C1's are more likely to agree
Agree it's clear from the bill how much needs to be paid and when (164)	87%	81% to 90%	87%	§ C1's and females are more likely to agree
Agree it's clear how the final amount of their bill was reached (157)	83%	75% to 87%	81%	§ Respondents aged 61-74 and § ABC1's are more likely to agree
Consumer Rights and Responsibilities				
Have a water meter (210*)	20%	20% to 60%	34%	Property had a meter when moved in - 47%; asked for a meter - 49%; had to have a meter - 2%

	Proportion for Northumbrian Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Aware of GGS scheme (210*)	31%	31% to 47%	39%	Metered customers are more likely to be aware
Likely to contact company if worried about paying bill (199*)	82%	80% to 87%	83%	§ Younger respondents (18-44) and § females are more likely to contact
Aware of WaterSure tariff (210*)	3%	3% to 17%	6%	High proportion of C1 and C2's are less likely to be aware
Aware of services for elderly and/or disabled (210*)	16%	12% to 24%	19%	Older respondents (61+) and § metered are more likely to be aware
Contacted water company with query in last 12 months (210*)	6%	6% to 16%	10%	Main reason for contact is a bill query - 33%
Satisfaction with way query handled (11)	100%	52% to 100%	75%	Low base sizes for individual WaSCs
Contacted water company for complaint (210*)	3%	1% to 6%	4%	
Satisfaction with way complaint handled (6)	67%	33% to 77%	58%	Low base sizes for individual WaSCs
Water on Tap				
Satisfied with colour and appearance of tap water (210)	93%	91% to 94%	92%	Rural respondents are more likely to be satisfied
Satisfied with taste and smell (209)	88%	81% to 91%	86%	§ Respondents with a disability/long-term health condition are more likely to be dissatisfied
Satisfied with hardness/softness (202)	85%	50% to 93%	68%	§ Respondents with a disability/long-term health condition are more likely to be dissatisfied
Satisfied with safety (207)	96%	89% to 96%	92%	§ Respondents without a disability/long-term health condition are more likely to be satisfied

	Proportion for Northumbrian Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Satisfied with reliability of supply (209)	98%	94% to 99%	96%	No respondents are dissatisfied
Satisfied with water pressure (210)	91%	85% to 94%	89%	§ Respondents aged 35-60 are less likely to be satisfied
Think that water supply service has stayed the same over past year (210*)	91%	90% to 93%	91%	Small proportions say it has got better (6%) or worse (2%)
Have taken action to reduce water usage (210*)	65%	62% to 72%	68%	
Aware of Use Water Wisely campaigns (210*)	49%	44% to 63%	55%	§ C1's are less likely to be aware
Think householders are responsible for maintaining water supply pipes within property boundary (210*)	66%	53% to 68%	61%	18% think the water company is responsible
Agree drink tap water rather than still bottled water (208)	75%	71% to 82%	76%	§ Females are more likely to disagree
A Sewerage System that Works				
Aware that nothing should be disposed of down the toilet, sink or drain (210)	67%	57% to 72%	66%	Tissues were added to the list in 2011 - 29% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (144)	84%	72% to 86%	79%	33% of 210 Northumbrian Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (157)	87%	76% to 87%	81%	25% of 210 Northumbrian Water respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into environment (148)	88%	78% to 89%	84%	30% of 210 Northumbrian Water respondents said don't know

	Proportion for Northumbrian Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Satisfied with company actions to minimise sewer flooding (157)	86%	79% to 86%	83%	25% of 210 Northumbrian Water respondents said don't know
Think sewerage service stayed the same over the past year (208)	92%	87% to 93%	90%	Small proportions say it has got better (7%) or worse (1%)
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (208)	33%	26% to 38%	32%	Similar proportion think that householders are responsible (39%)
Speaking Up for Consumers – Importance of having a consumer body representing your interests (205)				
Agree this is absolutely essential	29%	21% to 34%	26%	
Agree this is very or fairly important	66%	59% to 72%	68%	

Severn Trent Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WaSCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest which are significant differences are shown by §
Base: 203 respondents

	Proportion for Severn Trent Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (202)	93%	86% to 95%	92%	
Overall satisfaction with sewerage services (187)	90%	82% to 94%	89%	Unmetered respondents are more likely to be satisfied
Satisfied with value for money of water services (196)	69%	35% to 83%	70%	Respondents aged 45-60 are less likely to be satisfied and metered respondents are more likely to be satisfied
Satisfied with value for money of sewerage services (185)	68%	39% to 84%	72%	§ Respondents aged 61-74 are more likely to be dissatisfied. Suburban/ semi-rural are more likely to be satisfied
Agree charges are affordable (200)	71%	51% to 87%	74%	§ Respondents with meters are more likely to agree
Value for Money				
Agree charges are fair (193)	66%	31% to 76%	66%	§ AB's are more likely to agree more
Agree it's clear from the bill how much needs to be paid and when (172)	81%	81% to 90%	87%	Unmetered respondents are more likely to agree
Agree it's clear how the final amount of their bill was reached (168)	77%	75% to 87%	81%	Respondents with a disability/long-term health condition are more likely to agree
Consumer Rights and Responsibilities				
Have a water meter (203*)	30%	20% to 60%	34%	Property had a meter when moved in - 53%; asked for a meter - 37%; had to have meter - 7%

	Proportion for Severn Trent Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Aware of GGS scheme (203*)	43%	31% to 47%	39%	AB's and § male respondents are more likely to be aware
Likely to contact company if worried about paying bill (189)	84%	80% to 87%	83%	§ Respondents with meters are more likely to contact
Aware of WaterSure tariff (203*)	5%	3% to 17%	6%	§ Rural respondents are more likely to be aware
Aware of services for elderly and/or disabled (203*)	22%	12% to 24%	19%	§ 1 person households less likely to be aware
Contacted water company with query in last 12 months (203*)	8%	6% to 16%	10%	Main reasons for contact are for a bill query - 18% or to complain - 18%
Satisfaction with way query handled (14)	71%	52% to 100%	75%	Low base sizes for individual WaSCs
Contacted water company for complaint (203*)	4%	1% to 6%	4%	
Satisfaction with way complaint handled (9)	33%	33% to 77%	58%	Low base sizes for individual WaSCs
Water on Tap				
Satisfied with colour and appearance of tap water (202)	92%	91% to 94%	92%	§ Respondents in rural areas are less likely to be satisfied
Satisfied with taste and smell (200)	88%	81% to 91%	86%	§ 1 person households are more likely to be dissatisfied
Satisfied with hardness/softness (196)	68%	50% to 93%	68%	§ Respondents aged 35-44 and DE's are less likely to be satisfied
Satisfied with safety (200)	93%	89% to 96%	92%	
Satisfied with reliability of supply (200)	96%	94% to 99%	96%	
Satisfied with water pressure (201)	90%	85% to 94%	89%	§ Respondents aged 45+ are more likely to be satisfied

	Proportion for Severn Trent Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Think that water supply service has stayed the same over past year (203*)	90%	90% to 93%	91%	Small proportions say it has got better (5%) or worse (4%)
Have taken action to reduce water usage (203*)	66%	62% to 72%	68%	73% metered save water versus 63% of unmetered households
Aware of Use Water Wisely campaigns (203*)	56%	44% to 63%	55%	Television is the main source of awareness – 29%
Think householders are responsible for maintaining water supply pipes within property boundary (203*)	62%	53% to 68%	61%	23% think the water company is responsible
Agree drink tap water rather than still bottled water (202)	79%	71% to 82%	76%	
A Sewerage System that Works				
Aware that nothing should be disposed of down the toilet, sink or drain (203*)	68%	57% to 72%	66%	Tissues were added to the list in 2011 - 24% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (129)	81%	72% to 86%	79%	36% of 203 Severn Trent Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (134)	80%	76% to 87%	81%	34% of 203 Severn Trent Water respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into environment (132)	88%	78% to 89%	84%	35% of 203 Severn Trent Water respondents said don't know
Satisfied with company actions to minimise sewer flooding (141)	84%	79% to 86%	83%	31% of 203 Severn Trent Water respondents said don't know

	Proportion for Severn Trent Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Think sewerage service stayed the same over the past year (197)	90%	87% to 93%	90%	Small proportion says it has got better (7%) and no-one says it has got worse
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (197)	34%	26% to 38%	32%	Higher proportion think that householders are responsible (41%)
Speaking Up for Consumers – Importance of having a consumer body representing your interests (193)				
Agree this is absolutely essential	24%	21% to 34%	26%	§ Respondents with a disability/long-term health condition agree absolutely essential - 35%
Agree this is very or fairly important	68%	59% to 72%	68%	

Southern Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WaSCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest which are significant differences are shown by §
Base: 204 respondents

	Proportion for Southern Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (203)	92%	86% to 95%	92%	§ Males are more likely to be satisfied
Overall satisfaction with sewerage services (194)	85%	82% to 94%	89%	§ Respondents in rural areas are more likely to be satisfied
Satisfied with value for money of water services (200)	67%	35% to 83%	70%	
Satisfied with value for money of sewerage services (193)	73%	39% to 84%	72%	
Agree charges are affordable (202)	73%	51% to 87%	74%	Respondents with a disability/long-term health condition are less likely to agree
Value for Money				
Agree charges are fair (196)	66%	31% to 76%	66%	
Agree it's clear from the bill how much needs to be paid and when (228)	87%	81% to 90%	87%	
Agree it's clear how the final amount of their bill was reached (225)	76%	75% to 87%	81%	
Consumer Rights and Responsibilities				
Have a water meter (204*)	43%	20% to 60%	34%	Property had a meter when moved in - 43%; asked for a meter - 39%; had to have meter - 16%
Aware of GGS scheme (204*)	36%	31% to 47%	39%	§ Male respondents are more likely to be aware

	Proportion for Southern Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Likely to contact company if worried about paying bill (195*)	87%	80% to 87%	83%	§ Male respondents are more likely to contact
Aware of WaterSure tariff (204*)	7%	3% to 17%	6%	
Aware of services for elderly and/or disabled (204*)	20%	12% to 24%	19%	§ Respondents with meters are more likely to be aware
Contacted water company with query in last 12 months (204*)	10%	6% to 16%	10%	Main reason for contact is a bill query (35%)
Satisfaction with way query handled (23)	74%	52% to 100%	75%	Low base sizes for individual WaSCs
Contacted water company for complaint (204*)	1%	1% to 6%	4%	
Satisfaction with way complaint handled (3)	67%	33% to 77%	58%	Low base sizes for individual WaSCs
Water on Tap				
Satisfied with colour and appearance of tap water (204)	93%	91% to 94%	92%	
Satisfied with taste and smell (203)	84%	81% to 91%	86%	§ Females are more likely to be dissatisfied
Satisfied with hardness/softness (202)	56%	50% to 93%	68%	Females are less likely to be satisfied
Satisfied with safety (200)	95%	89% to 96%	92%	
Satisfied with reliability of supply (204)	98%	94% to 99%	96%	§ Respondents in rural areas are more likely to be dissatisfied
Satisfied with water pressure (202)	87%	85% to 94%	89%	
Think that water supply service has stayed the same over past year (204*)	93%	90% to 93%	91%	Small proportions say it has got better (3%) or worse (2%)

	Proportion for Southern Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Have taken action to reduce water usage (204*)	72%	62% to 72%	68%	76% metered save water versus 67% unmetered households. 3% gave having a water meter fitted as only action
Aware of Use Water Wisely campaigns (204*)	60%	44% to 63%	55%	Television is main source of awareness – 33%
Think householders are responsible for maintaining water supply pipes within property boundary (204*)	68%	53% to 68%	61%	18% think the water company is responsible
Agree drink tap water rather than still bottled water (199)	72%	71% to 82%	76%	§ Respondents in rural areas are more likely to disagree
A Sewerage System that Works				
Aware that nothing should be disposed of down the toilet, sink or drain (204*)	57%	57% to 72%	66%	Tissues were added to the list in 2011 - 32% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (137)	75%	72% to 86%	79%	33% of 204 Southern Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (143)	87%	76% to 87%	81%	30% of 204 Southern Water respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into environment (133)	84%	78% to 89%	84%	35% of 204 Southern Water respondents said don't know. § Males are more likely to be satisfied
Satisfied with company actions to minimise sewer flooding (140)	85%	79% to 86%	83%	31% of 204 Southern Water respondents said don't know. § Males are more likely to be satisfied
Think sewerage service stayed the same over the past year (199)	93%	87% to 93%	90%	Small proportions say it has got better (3%), or worse (2%)

	Proportion for Southern Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (196)	38%	26% to 38%	32%	Similar proportion think that householders are responsible (40%)
Speaking Up for Consumers – Importance of having a consumer body representing your interests (193)				
Agree this is absolutely essential	34%	21% to 34%	26%	§ AB's are more likely to agree absolutely essential – 43%
Agree this is very or fairly important	59%	59% to 72%	68%	

South West Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WaSCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest which are significant differences are shown by §
Base: 205 respondents

	Proportion for South West Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (205)	86%	86% to 95%	92%	§ Respondents with a disability/long-term health condition are less likely to be satisfied
Overall satisfaction with sewerage services (180)	82%	82% to 94%	89%	Metered respondents are less likely to be satisfied
Satisfied with value for money of water services (201)	35%	35% to 83%	70%	§ Respondents aged 45-60 are more likely to be dissatisfied
Satisfied with value for money of sewerage services (178)	39%	39% to 84%	72%	Respondents with a disability/ long-term health condition are more likely to be dissatisfied
Agree charges are affordable (204)	51%	51% to 87%	74%	§ Respondents aged 45-60 are more likely to disagree
Value for Money				
Agree charges are fair (201)	31%	31% to 76%	66%	§ Respondents with a disability/long-term health condition and § AB's are more likely to be dissatisfied
Agree it's clear from the bill how much needs to be paid and when (187)	90%	81% to 90%	87%	
Agree it's clear how the final amount of their bill was reached (186)	86%	75% to 87%	81%	
Consumer Rights and Responsibilities				
Have a water meter (205*)	60%	20% to 60%	34%	Property had a meter when moved in – 32%; asked for a meter – 64%; had to have meter – 2%
Aware of GGS scheme (205*)	47%	31% to 47%	39%	§ Older respondents (45+) and § males are more likely to be aware

	Proportion for South West Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Likely to contact company if worried about paying bill (201)	85%	80% to 87%	83%	DE's are less likely to contact
Aware of WaterSure tariff (205*)	17%	3% to 17%	6%	
Aware of services for elderly and/or disabled (205*)	24%	12% to 24%	19%	§ AB's are less likely to be aware
Contacted water company with query in last 12 months (205*)	11%	6% to 16%	10%	Main reason for contact is a bill query (27%)
Satisfaction with way query handled (21)	52%	52% to 100%	75%	Low base sizes for individual WaSCs
Contacted water company for complaint (205*)	6%	1% to 6%	4%	
Satisfaction with way complaint handled (13)	54%	33% to 77%	58%	Low base sizes for individual WaSCs
Water on Tap				
Satisfied with colour and appearance of tap water (204)	91%	91% to 94%	92%	§ Metered respondents are more likely to be satisfied
Satisfied with taste and smell (203)	85%	81% to 91%	86%	§ Respondents in urban areas are more likely to be satisfied
Satisfied with hardness/softness (196)	88%	50% to 93%	68%	§ AB's are more likely to be satisfied
Satisfied with safety (204)	91%	89% to 96%	92%	
Satisfied with reliability of supply (205)	96%	94% to 99%	96%	
Satisfied with water pressure (205)	91%	85% to 94%	89%	
Think that water supply service has stayed the same over past year (205*)	90%	90% to 93%	91%	Small proportions say it has got better (3%) or worse (4%)
Have taken action to reduce water usage (205*)	70%	62% to 72%	68%	§ 76% metered save water versus 55% of unmetered households. 7% gave having a water meter fitted as only action

	Proportion for South West Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Aware of Use Water Wisely campaigns (205*)	52%	44% to 63%	55%	Television is main source of awareness - 20%
Think householders are responsible for maintaining water supply pipes within property boundary (205*)	67%	53% to 68%	61%	14% think the water company is responsible
Agree drink tap water rather than still bottled water (205)	79%	71% to 82%	76%	§ Female respondents are more likely to disagree
A Sewerage System that Works				
Aware that nothing should be disposed of down the toilet, sink or drain (205*)	64%	57% to 72%	66%	Tissues (28%) was added to the list in 2011
Satisfied with company actions to reduce smells from sewerage treatment works (113)	72%	72% to 86%	79%	45% of 205 South West Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (118)	76%	76% to 87%	81%	42% of 205 South West Water respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into environment (121)	78%	78% to 89%	84%	41% of 205 South West Water respondents said don't know
Satisfied with company actions to minimise sewer flooding (119)	82%	79% to 86%	83%	42% of 205 South West Water respondents said don't know
Think sewerage service stayed the same over the past year (184)	87%	87% to 93%	90%	Small proportions say it has got better (4%), or worse (4%)
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (184)	26%	26% to 38%	32%	Higher proportion think that householders are responsible (43%)

	Proportion for South West Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Speaking Up for Consumers - Importance of having a consumer body representing your interests (194)				
Agree this is absolutely essential	29%	21% to 34%	26%	§ Rural respondents are more likely to agree absolutely essential – 38%
Agree this is very or fairly important	65%	59% to 72%	68%	

Thames Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WaSCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest which are significant differences are shown by §
Base: 206 respondents

	Proportion for Thames Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (204)	90%	86% to 95%	92%	
Overall satisfaction with sewerage services (197)	87%	82% to 94%	89%	§ DE's are less likely to be satisfied
Satisfied with value for money of water services (193)	72%	35% to 83%	70%	§ Rural respondents are more likely to be satisfied
Satisfied with value for money of sewerage services (187)	73%	39% to 84%	72%	§ Suburban/semi-rural are less likely to be satisfied
Agree charges are affordable (194)	74%	51% to 87%	74%	§ Male and metered respondents are more likely to agree
Value for Money				
Agree charges are fair (186)	66%	31% to 76%	66%	§ Respondents with meters are more likely to agree
Agree it's clear from the bill how much needs to be paid and when (151)	87%	81% to 90%	87%	§ ABC1's and urban respondents are less likely to agree
Agree it's clear how the final amount of their bill was reached (151)	75%	75% to 87%	81%	Metered respondents are more likely to agree
Consumer Rights and Responsibilities				
Have a water meter (206*)	28%	20% to 60%	34%	Property had a meter when moved in - 47%; asked for a meter - 38%; had to have a meter - 9%
Aware of GGS scheme (206*)	41%	31% to 47%	39%	§ Male respondents are more likely to be aware

	Proportion for Thames Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Likely to contact company if worried about paying bill (194)	81%	80% to 87%	83%	§ Respondents with meters are more likely to contact
Aware of WaterSure tariff (206*)	4%	3% to 17%	6%	
Aware of services for elderly and/or disabled (206*)	16%	12% to 24%	19%	§ 19% of respondents with a disability/long-term health condition would like to know more
Contacted water company with query in last 12 months (206*)	11%	6% to 16%	10%	Main reasons for contact are for a bill query (26%) or to make a complaint (22%)
Satisfaction with way query handled (21)	71%	52% to 100%	75%	Low base sizes for individual WaSCs
Contacted water company for complaint (206*)	4%	1% to 6%	4%	
Satisfaction with way complaint handled (8)	63%	33% to 77%	58%	Low base sizes for individual WaSCs
Water on Tap				
Satisfied with colour and appearance of tap water (205)	92%	91% to 94%	92%	
Satisfied with taste and smell (201)	88%	81% to 91%	86%	§ Respondents aged 45-74 are more likely to be dissatisfied
Satisfied with hardness/softness (200)	50%	50% to 93%	68%	§ Respondents aged 45-74 are more likely to be dissatisfied
Satisfied with safety (203)	91%	89% to 96%	92%	§ Male respondents are more likely to be satisfied
Satisfied with reliability of supply (206)	97%	94% to 99%	96%	
Satisfied with water pressure (206)	94%	85% to 94%	89%	

	Proportion for Thames Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Think that water supply service has stayed the same over past year (206*)	91%	90% to 93%	91%	Small proportions say it has got better (4%) or worse (3%)
Have taken action to reduce water usage (206*)	64%	62% to 72%	68%	71% metered save water versus 61% of unmetered households
Aware of Use Water Wisely campaigns (206*)	58%	44% to 63%	55%	Television main source of awareness – 28%
Think householders are responsible for maintaining water supply pipes within property boundary (206*)	53%	53% to 68%	61%	14% think the water company is responsible
Agree drink tap water rather than still bottled water (203)	71%	71% to 82%	76%	§ Female respondents are more likely to disagree
A Sewerage System that Works				
Aware that nothing should be disposed of down the toilet, sink or drain (206*)	60%	57% to 72%	66%	Tissues were added to the list in 2011 - 33% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (127)	76%	72% to 86%	79%	38% of 206 Thames Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (131)	79%	76% to 87%	81%	36% of 206 Thames Water respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into environment (125)	79%	78% to 89%	84%	39% of 206 Thames Water respondents said don't know
Satisfied with company actions to minimise sewer flooding (130)	79%	79% to 86%	83%	37% of 206 Thames Water respondents said don't know
Think sewerage service stayed the same over the past year (204)	90%	87% to 93%	90%	Small proportions say it has got better (4%), or worse (2%)

	Proportion for Thames Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (203)	29%	26% to 38%	32%	Similar proportion think that householders are responsible (33%)
Speaking Up for Consumers - Importance of having a consumer body representing your interests (195)				
Agree this is absolutely essential	30%	21% to 34%	26%	
Agree this is very or fairly important	65%	59% to 72%	68%	

United Utilities – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WaSCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest which are significant differences are shown by §
Base: 207 respondents

	Proportion for United Utilities	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (207)	89%	86% to 95%	92%	Social renters and § those with a disability/long-term health condition are less likely to be satisfied
Overall satisfaction with sewerage services (198)	90%	82% to 94%	89%	
Satisfied with value for money of water services (206)	68%	35% to 83%	70%	§ Respondents in suburban/ semi-rural areas are more likely to be satisfied
Satisfied with value for money of sewerage services (196)	71%	39% to 84%	72%	§ Respondents with a disability/long-term health condition are more likely to disagree
Agree charges are affordable (205)	72%	51% to 87%	74%	§ Respondents with a disability/long-term health condition are more likely to disagree. § Rural respondents are more likely to agree
Value for Money				
Agree charges are fair (199)	66%	31% to 76%	66%	Respondents with a disability/long-term health condition less likely to agree
Agree it's clear from the bill how much needs to be paid and when (165)	89%	81% to 90%	87%	
Agree it's clear how the final amount of their bill was reached (167)	82%	75% to 87%	81%	§ Respondents aged 45+ are more likely to agree
Consumer Rights and Responsibilities				
Have a water meter (207*)	29%	20% to 60%	34%	Property had a meter when moved in - 41%; asked for a meter - 59%

	Proportion for United Utilities	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Aware of GGS scheme (207*)	39%	31% to 47%	39%	§ Male respondents are more likely to be aware
Likely to contact company if worried about paying bill (190*)	81%	80% to 87%	83%	Metered respondents are more likely to contact
Aware of WaterSure tariff (207*)	6%	3% to 17%	6%	§ 13% with a disability/long-term health condition would like to know more
Aware of services for elderly and/or disabled (207*)	19%	12% to 24%	19%	§ 22% with a disability/long-term health condition would like to know more
Contacted water company with query in last 12 months (207*)	8%	6% to 16%	10%	Main reasons for contact are a sewerage problem (29%) or to make a complaint (24%)
Satisfaction with way query handled (15)	73%	52% to 100%	75%	Low base sizes for individual WaSCs
Contacted water company for complaint (207*)	3%	1% to 6%	4%	
Satisfaction with way complaint handled (7)	57%	33% to 77%	58%	Low base sizes for individual WaSCs
Water on Tap				
Satisfied with colour and appearance of tap water (207)	92%	91% to 94%	92%	§ Respondents with a disability/long-term health condition are less likely to be satisfied
Satisfied with taste and smell (202)	81%	81% to 91%	86%	§ Respondents with a disability/long-term health condition are less likely to be satisfied
Satisfied with hardness/softness (191)	78%	50% to 93%	68%	§ Respondents with a disability/long-term health condition are less likely to be satisfied
Satisfied with safety (203)	89%	89% to 96%	92%	§ Respondents with a disability/long-term health condition are less likely to be satisfied

	Proportion for United Utilities	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Satisfied with reliability of supply (207)	94%	94% to 99%	96%	
Satisfied with water pressure (206)	85%	85% to 94%	89%	§ AB's are more likely to be satisfied
Think that water supply service has stayed the same over past year (207*)	93%	90% to 93%	91%	Small proportions say it has got better (4%) or worse (2%)
Have taken action to reduce water usage (207*)	67%	62% to 72%	68%	75% metered save water versus 64% of unmetered households
Aware of Use Water Wisely campaigns (207*)	54%	44% to 63%	55%	§ Respondents in suburban/ semi-rural areas are less likely to be aware
Think householders are responsible for maintaining water supply pipes within property boundary (207*)	57%	53% to 68%	61%	20% think the water company is responsible
Agree drink tap water rather than still bottled water (206)	74%	71% to 82%	76%	§ Metered respondents are more likely to agree
A Sewerage System that Works				
Aware that nothing should be disposed of down the toilet, sink or drain (207*)	71%	57% to 72%	66%	Tissues were added to the list in 2011 - 20% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (124)	73%	72% to 86%	79%	40% of 207 United Utilities respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (130)	76%	76% to 87%	81%	37% of 207 United Utilities respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into environment (123)	79%	78% to 89%	84%	41% of 207 United Utilities respondents said don't know

	Proportion for United Utilities	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Satisfied with company actions to minimise sewer flooding (131)	80%	79% to 86%	83%	37% of 207 United Utilities respondents said don't know
Think sewerage service stayed the same over the past year (203)	93%	87% to 93%	90%	Small proportions say it has got better (4%), or worse (1%)
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (203)	30%	26% to 38%	32%	Higher proportion think that householders are responsible (39%)
Speaking Up for Consumers – Importance of having a consumer body representing your interests (199)				
Agree this is absolutely essential	25%	21% to 34%	26%	§ Those with a disability/long-term health condition are more likely to agree absolutely essential – 39%
Agree this is very or fairly important	72%	59% to 72%	68%	

Wessex Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WaSCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest which are significant differences are shown by §
Base: 203 respondents

	Proportion for Wessex Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (203)	94%	86% to 95%	92%	
Overall satisfaction with sewerage services (189)	89%	82% to 94%	89%	
Satisfied with value for money of water services (197)	64%	35% to 83%	70%	§ Respondents in suburban/ semi-rural areas are more likely to be satisfied
Satisfied with value for money of sewerage services (185)	68%	39% to 84%	72%	§ Respondents in suburban/ semi-rural areas are more likely to be satisfied
Agree charges are affordable (199)	70%	51% to 87%	74%	Metered respondents are more likely to agree
Value for Money				
Agree charges are fair (193)	59%	31% to 76%	66%	§ Respondents in urban areas are less likely to agree
Agree it's clear from the bill how much needs to be paid and when (177)	90%	81% to 90%	87%	
Agree it's clear how the final amount of their bill was reached (174)	84%	75% to 87%	81%	Social renters are more likely to disagree
Consumer Rights and Responsibilities				
Have a water meter (203*)	37%	20% to 60%	34%	Property had a meter when moved in - 55%; asked for a meter - 42%; had to have a meter - 3%
Aware of GGS scheme (203*)	37%	31% to 47%	39%	

	Proportion for Wessex Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Likely to contact company if worried about paying bill (191)	84%	80% to 87%	83%	
Aware of WaterSure tariff (203*)	6%	3% to 17%	6%	§ 18% of respondents with a disability/long-term health condition would like to know more
Aware of services for elderly and/or disabled (203*)	15%	12% to 24%	19%	§ 16% of respondents with a disability/long-term health condition would like to know more
Contacted water company with query in last 12 months (203*)	8%	6% to 16%	10%	Main reason for contact is a bill query (24%)
Satisfaction with way query handled (14)	93%	52% to 100%	75%	Low base sizes for individual WaSCs
Contacted water company for complaint (203*)	3%	1% to 6%	4%	
Satisfaction with way complaint handled (7)	57%	33% to 77%	58%	Low base sizes for individual WaSCs
Water on Tap				
Satisfied with colour and appearance of tap water (202)	93%	91% to 94%	92%	§ Owner occupiers are more likely to be satisfied
Satisfied with taste and smell (200)	88%	81% to 91%	86%	Respondents with a disability/long-term health condition are less likely to be satisfied
Satisfied with hardness/softness (200)	55%	50% to 93%	68%	
Satisfied with safety (200)	92%	89% to 96%	92%	
Satisfied with reliability of supply (202)	99%	94% to 99%	96%	
Satisfied with water pressure (202)	90%	85% to 94%	89%	Urban respondents are more likely to be satisfied

	Proportion for Wessex Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Think that water supply service has stayed the same over past year (203*)	91%	90% to 93%	91%	Small proportions say it has got better (4%) or worse (3%)
Have taken action to reduce water usage (203*)	66%	62% to 72%	68%	
Aware of Use Water Wisely campaigns (203*)	63%	44% to 63%	55%	Television is main source of awareness – 30%
Think householders are responsible for maintaining water supply pipes within property boundary (203*)	62%	53% to 68%	61%	25% think the water company is responsible
Agree drink tap water rather than still bottled water (202)	77%	71% to 82%	76%	Respondents with a disability/long-term health condition are less likely to agree
A Sewerage System that Works				
Aware that nothing should be disposed of down the toilet, sink or drain (203*)	69%	57% to 72%	66%	Tissues were added to the list in 2011 - 26% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (124)	78%	72% to 86%	79%	39% of 203 Wessex Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (132)	84%	76% to 87%	81%	35% of 203 Wessex Water respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into environment (128)	84%	78% to 89%	84%	37% of 203 Wessex Water respondents said don't know
Satisfied with company actions to minimise sewer flooding (135)	83%	79% to 86%	83%	33% of 203 Wessex Water respondents said don't know

	Proportion for Wessex Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Think sewerage service stayed the same over the past year (194)	92%	87% to 93%	90%	Small proportion says it has got better (6%). No-one says it has got worse
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (195)	38%	26% to 38%	32%	Similar proportion think that householders are responsible (35%)
Speaking Up for Consumers - Importance of having a consumer body representing your interests (199)				
Agree this is absolutely essential	26%	21% to 34%	26%	
Agree this is very or fairly important	65%	59% to 72%	68%	

Yorkshire Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WaSCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest which are significant differences are shown by §
Base: 203 respondents

	Proportion for Yorkshire Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (202)	95%	86% to 95%	92%	§ Female respondents are more likely to be satisfied
Overall satisfaction with sewerage services (190)	94%	82% to 94%	89%	
Satisfied with value for money of water services (199)	80%	35% to 83%	70%	§ Respondents aged 61-74 are more likely to be satisfied
Satisfied with value for money of sewerage services (196)	82%	39% to 84%	72%	§ Female respondents are more likely to be satisfied
Agree charges are affordable (200)	87%	51% to 87%	74%	§ Respondents with a disability/long-term health condition are more likely to disagree
Value for Money				
Agree charges are fair (189)	75%	31% to 76%	66%	§ Female respondents are more likely to agree
Agree it's clear from the bill how much needs to be paid and when (166)	84%	81% to 90%	87%	
Agree it's clear how the final amount of their bill was reached (164)	84%	75% to 87%	81%	§ Female respondents are more likely to agree
Consumer Rights and Responsibilities				
Have a water meter (203*)	32%	20% to 60%	34%	Property had a meter when moved in - 44%; asked for a meter - 53%; had to have a meter - 2%
Aware of GGS scheme (203*)	39%	31% to 47%	39%	

	Proportion for Yorkshire Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Likely to contact company if worried about paying bill (196)	83%	80% to 87%	83%	Respondents with a disability/long-term health condition are less likely to contact
Aware of WaterSure tariff (203*)	5%	3% to 17%	6%	
Aware of services for elderly and/or disabled (203*)	20%	12% to 24%	19%	§ 17% with a disability/long-term health condition would like to know more
Contacted water company with query in last 12 months (203*)	9%	6% to 16%	10%	Main reasons for contact are to make a complaint (26%) or for a bill query (21%)
Satisfaction with way query handled (16)	88%	52% to 100%	75%	Low base sizes for individual WaSCs
Contacted water company for complaint (203*)	5%	1% to 6%	4%	
Satisfaction with way complaint handled (10)	50%	33% to 77%	58%	Low base sizes for individual WaSCs
Water on Tap				
Satisfied with colour and appearance of tap water (203)	94%	91% to 94%	92%	
Satisfied with taste and smell (201)	89%	81% to 91%	86%	§ Respondents with a disability/long-term health condition are less likely to be satisfied
Satisfied with hardness/softness (194)	80%	50% to 93%	68%	
Satisfied with safety (203)	94%	89% to 96%	92%	
Satisfied with reliability of supply (202)	96%	94% to 99%	96%	
Satisfied with water pressure (203)	91%	85% to 94%	89%	

	Proportion for Yorkshire Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Think that water supply service has stayed the same over past year (203*)	93%	90% to 93%	91%	Small proportions say it has got better (5%) or worse (2%)
Have taken action to reduce water usage (203*)	62%	62% to 72%	68%	70% metered save water versus 58% of unmetered households. 4% gave having a water meter fitted as only action
Aware of Use Water Wisely campaigns (203*)	53%	44% to 63%	55%	§ Respondents with disability/long-term health condition are less likely to be aware
Think householders are responsible for maintaining water supply pipes within property boundary (203*)	63%	53% to 68%	61%	16% think the water company is responsible
Agree drink tap water rather than still bottled water (203)	77%	71% to 82%	76%	§ Respondents with a disability/long-term health condition are more likely to disagree
A Sewerage System that Works				
Aware that nothing should be disposed of down the toilet, sink or drain (203*)	61%	57% to 72%	66%	Tissues were added to the list in 2011 - 28% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (132)	86%	72% to 86%	79%	35% of 203 Yorkshire Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (143)	85%	76% to 87%	81%	30% of 203 Yorkshire Water respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into environment (136)	85%	78% to 89%	84%	33% of 203 Yorkshire Water respondents said don't know
Satisfied with company actions to minimise sewer flooding (133)	84%	79% to 86%	83%	34% of 203 Yorkshire Water respondents said don't know

	Proportion for Yorkshire Water	Range for WaSCs	Average proportion for all WaSCs#	Comments or points of interest
Think sewerage service stayed the same over the past year (201)	90%	87% to 93%	90%	Small proportions say it has got better (2%), or worse (2%)
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (200)	29%	26% to 38%	32%	Higher proportion think that householders are responsible (39%)
Speaking Up for Consumers - Importance of having a consumer body representing your interests (190)				
Agree this is absolutely essential	21%	21% to 34%	26%	
Agree this is very or fairly important	72%	59% to 72%	68%	

Appendix 6 – Individual Company Ratings: WoCs

Sembcorp Bournemouth Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WoCs based on weighted data. All other data is unweighted.
Observations made under comments or points of interest are based on significant differences§
Base: 150 respondents

	Proportion for Bournemouth Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (150)	96%	88% to 96%	91%	
Overall satisfaction with sewerage services (141)	87%	81% to 91%	88%	
Satisfied with value for money of water services (143)	69%	69% to 81%	73%	
Satisfied with value for money of sewerage services (137)	69%	69% to 80%	72%	§ Female respondents are more likely to be satisfied
Agree water charges are affordable (148)	82%	73% to 85%	78%	Suburban/semi-rural are less likely to be satisfied
Agree sewerage charges are affordable (140)	81%	71% to 82%	78%	Sewerage services are provided by Southern Water for 16% and Wessex Water for 84% of Sembcorp Bournemouth Water sample
Value for Money				
Agree charges are fair (142)	71%	62% to 77%	68%	Respondents with a disability/long-term health condition are less likely to be satisfied
Agree it's clear from the bill how much needs to be paid and when (116)	93%	75% to 93%	87%	
Agree it's clear how the final amount of their bill was reached (111)	92%	73% to 92%	81%	

	Proportion for Bournemouth Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Consumer Rights and Responsibilities				
Have a water meter (150*)	48%	16% to 86%	37%	Property had a meter when moved in - 49%; asked for a meter - 40%; had to have meter - 11%
Aware of GGS scheme (150*)	49%	33% to 49%	38%	§ Urban respondents are less likely to be aware
Likely to contact company if worried about paying bill (143)	87%	74% to 87%	80%	Respondents with a disability/long-term health condition are more likely to make contact
Aware of WaterSure tariff (150*)	7%	3% to 16%	6%	§ 16% of respondents living in a rural area would like to know more
Aware of services for elderly and/or disabled (150*)	21%	16% to 29%	18%	§ Respondents in rural areas are less likely to be aware
Contacted water company with query in last 12 months (150*)	9%	6% to 13%	9%	Main reasons for contact are a bill query (21%); or to report a leak (21%)
Satisfaction with way query handled (11)	91%	65% to 100%	79%	Low base sizes for individual WoCs
Contacted water company to complain (150*)	2%	<1% to 5%	3%	
Satisfaction with way complaint handled (3)	67%	0% to 100%	46%	Low base sizes for individual WoCs
Water on Tap				
Satisfied with colour and appearance of tap water (150)	95%	87% to 97%	90%	
Satisfied with taste and smell (149)	87%	78% to 93%	84%	§ AB's and rural respondents are more likely to be dissatisfied
Satisfied with hardness/ softness (143)	59%	43% to 83%	57%	§ Rural respondents are more likely to be dissatisfied
Satisfied with safety (146)	90%	87% to 96%	91%	§ Suburban/semi-rural respondents are more likely to be satisfied

	Proportion for Bournemouth Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Satisfied with reliability of supply (150)	97%	93% to 99%	96%	
Satisfied with water pressure (148)	92%	84% to 95%	88%	
Think that water supply service has stayed the same over past year (150*)	95%	89% to 96%	92%	Small proportions say it has got better (3%) or worse (1%)
Have taken action to reduce water usage (150*)	69%	52% to 77%	65%	§ 79% metered households save water versus 61% of unmetered households. 3% gave having a water meter fitted as their only action
Aware of campaigns to Use Water Wisely (150*)	61%	43% to 68%	56%	Leaflets and television main sources of awareness (23% each)
Think householders are responsible for maintaining water supply pipes within property boundary (150*)	67%	41% to 75%	61%	15% think the water company is responsible
Agree drink tap water rather than still bottled water (149)	83%	71% to 85%	78%	Unmetered respondents are more likely to agree
A sewerage system that works Sewerage services are provided by Wessex Water (120 respondents) or Southern Water (23 respondents)				
Aware that none of the listed items (tissues, cotton buds etc.) should be disposed of down the toilet, sink or drain (150*)	71%	57% to 79%	67%	Tissues were added to the list in 2011. 22% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (109)	54%	54% to 85%	78%	27% of 150 Bournemouth Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (95)	80%	77% to 92%	85%	37% of 150 Bournemouth Water respondents said don't know

	Proportion for Bournemouth Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Satisfied with company cleaning of waste water before releasing it back into the environment (91)	84%	79% to 93%	85%	39% of 150 Bournemouth Water respondents said don't know; No-one was dissatisfied
Satisfied with company actions to minimise sewer flooding (97)	70%	70% to 93%	83%	35% of 150 Bournemouth Water respondents said don't know
Think sewerage service stayed the same over the past year (143)	94%	84% to 94%	90%	Small proportions say it has got better (3%) or worse (3%)
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (141)	30%	26% to 35%	31%	The biggest proportion (39%) think incorrectly that householders are responsible
Speaking Up for Consumers - Importance of having a consumer body representing your interests (144)				
Agree this is absolutely essential	31%	14% to 31%	22%	§ Respondents who have a disability/long-term health condition are more likely to agree - 44%
Agree this is very or fairly important	67%	64% to 78%	70%	

Bristol Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WoCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest are based on significant differences§
Base: 155 respondents

	Proportion for Bristol Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (155)	93%	88% to 96%	91%	§ Urban respondents are less likely to be satisfied
Overall satisfaction with sewerage services (141)	91%	81% to 91%	88%	
Satisfied with value for money of water services (148)	76%	69% to 81%	73%	
Satisfied with value for money of sewerage services (138)	78%	69% to 80%	72%	§ Male respondents are more likely to be dissatisfied
Agree water charges are affordable (154)	75%	73% to 85%	78%	Metered respondents are less likely to agree
Agree sewerage charges are affordable (144)	76%	71% to 82%	78%	Sewerage services are provided by Wessex Water for Bristol Water sample
Value for Money				
Agree charges are fair (148)	64%	62% to 77%	68%	§ DE's are less likely to agree
Agree it's clear from the bill how much needs to be paid and when (109)	88%	75% to 93%	87%	Metered respondents are less likely to agree
Agree it's clear how the final amount of their bill was reached (111)	78%	73% to 92%	81%	Metered respondents are less likely to agree
Consumer Rights and Responsibilities				
Have a water meter (155*)	30%	16% to 86%	37%	Property had a meter when moved in - 61%; asked for a meter - 28%; had to have meter - 7%
Aware of GGS scheme (155*)	37%	33% to 49%	38%	DE's and females are less likely to be aware

	Proportion for Bristol Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Likely to contact company if worried about paying bill (146)	85%	74% to 87%	80%	Respondents with a disability/long-term health condition are more likely to contact
Aware of WaterSure tariff (155*)	4%	3% to 16%	6%	§ 22% of DE's and § 17% of respondents with a disability/long-term health condition would like to know more
Aware of services for elderly and/or disabled (155*)	17%	16% to 29%	18%	§ 17% of respondents with a disability/long-term health condition would like to know more
Contacted water company with query in last 12 months (155*)	10%	6% to 13%	9%	Main reason for contact is to report a leak (33%)
Satisfaction with way query handled (14)	79%	65% to 100%	79%	Low base sizes for individual WoCs
Contacted water company for complaint (155*)	4%	<1% to 5%	3%	
Satisfaction with way complaint handled (6)	33%	0% to 100%	46%	Low base sizes for individual WoCs
Water on Tap				
Satisfied with colour and appearance of tap water (154)	91%	87% to 97%	90%	
Satisfied with taste and smell (149)	89%	78% to 93%	84%	§ Urban respondents are less likely to be satisfied
Satisfied with hardness/ softness (150)	69%	43% to 83%	57%	Older respondents (75+) are more likely to be satisfied
Satisfied with safety (153)	92%	87% to 96%	91%	§ Urban respondents are less likely to be satisfied
Satisfied with reliability of supply (155)	96%	93% to 99%	96%	
Satisfied with water pressure (153)	86%	84% to 95%	88%	

	Proportion for Bristol Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Think that water supply service has stayed the same over past year (155*)	93%	89% to 96%	92%	Small proportions say it has got better (4%) or worse (2%)
Have taken action to reduce water usage (155*)	61%	52% to 77%	65%	74% metered households save water versus 57% unmetered households
Aware of Use Water Wisely campaigns (155*)	43%	43% to 68%	56%	Television main source of awareness - 22%
Think householders are responsible for maintaining water supply pipes within property boundary (155*)	51%	41% to 75%	61%	25% think the water company is responsible
Agree drink tap water rather than still bottled water (153)	78%	71% to 85%	78%	DE's and § social renters are less likely to agree
A sewerage system that works Sewerage services are provided by Wessex Water				
Aware that nothing should be disposed of down the toilet, sink or drain (155*)	66%	57% to 79%	67%	Tissues were added to the list in 2011. 26% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (77)	81%	54% to 85%	78%	50% of 155 Bristol Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (85)	92%	77% to 92%	85%	45% of 155 Bristol Water respondents said don't know. No respondents dissatisfied
Satisfied with company cleaning of waste water before releasing it back into the environment (74)	89%	79% to 93%	85%	52% of 155 Bristol Water respondents said don't know
Satisfied with company actions to minimise sewer flooding (79)	91%	70% to 93%	83%	49% of 155 Bristol Water respondents said don't know

	Proportion for Bristol Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Think sewerage service stayed the same over the past year (145)	94%	84% to 94%	90%	Small proportions say it has got better (3%) or worse (1%)
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (147)	35%	26% to 35%	31%	Similar proportion think that householders are responsible (29%)
Speaking Up for Consumers - Importance of having a consumer body representing your interests (151)				
Agree this is absolutely essential	28%	14% to 31%	22%	
Agree this is very or fairly important	64%	64% to 78%	70%	

Cambridge Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WoCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest are based on significant differences§
Base: 150 respondents

	Proportion for Cambridge Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (150)	96%	88% to 96%	91%	§ Female respondents are more likely to be satisfied
Overall satisfaction with sewerage services (139)	91%	81% to 91%	88%	
Satisfied with value for money of water services (147)	78%	69% to 81%	73%	
Satisfied with value for money of sewerage services (139)	76%	69% to 80%	72%	§ Metered respondents are more likely to be satisfied
Agree water charges are affordable (148)	85%	73% to 85%	78%	§ Metered respondents are more likely to agree
Agree sewerage charges are affordable (139)	79%	71% to 82%	78%	Sewerage services are provided Anglian Water for Cambridge Water sample
Value for Money				
Agree charges are fair (140)	69%	62% to 77%	68%	
Agree it's clear from the bill how much needs to be paid and when (89)	88%	75% to 93%	87%	Respondents with a disability/long-term health condition are less likely to agree
Agree it's clear how the final amount of their bill was reached (87)	84%	73% to 92%	81%	
Consumer Rights and Responsibilities				
Have a water meter (150*)	57%	16% to 86%	37%	Property had a meter when moved in - 48%; asked for a meter - 42%; had to have meter - 7%
Aware of GGS scheme (150*)	47%	33% to 49%	38%	

	Proportion for Cambridge Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Likely to contact company if worried about paying bill (142)	78%	74% to 87%	80%	§ Female respondents are more likely to contact
Aware of WaterSure tariff (150*)	9%	3% to 16%	6%	
Aware of services for elderly and/or disabled (150*)	29%	16% to 29%	18%	§ 17% of respondents with a disability/long-term health condition would like to know more
Contacted water company with query in last 12 months (150*)	10%	6% to 13%	9%	Main reason for contact is a bill query (31%)
Satisfaction with way query handled (14)	100%	65% to 100%	79%	Low base sizes for individual WoCs
Contacted water company for complaint (150*)	3%	<1% to 5%	3%	
Satisfaction with way complaint handled (5)	100%	0% to 100%	46%	Low base sizes for individual WoCs
Water on Tap				
Satisfied with colour and appearance of tap water (149)	92%	87% to 97%	90%	§ Metered respondents are more likely to be satisfied
Satisfied with taste and smell (149)	85%	78% to 93%	84%	
Satisfied with hardness/ softness (147)	51%	43% to 83%	57%	§ Respondents with a disability/long-term health condition are less likely to be satisfied
Satisfied with safety (146)	96%	87% to 96%	91%	§ Metered respondents are more likely to be satisfied
Satisfied with reliability of supply (147)	99%	93% to 99%	96%	
Satisfied with water pressure (149)	89%	84% to 95%	88%	§ Suburban/semi-rural respondents are more likely to be satisfied
Think that water supply service has stayed the same over past year (150*)	91%	89% to 96%	92%	Small proportions say it has got better (5%) or worse (1%)

	Proportion for Cambridge Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Have taken action to reduce water usage (150*)	67%	52% to 77%	65%	4% gave having a water meter fitted as their only action
Aware of Use Water Wisely campaigns (150*)	68%	43% to 68%	56%	Television is the main source of awareness (39%)
Think householders are responsible for maintaining water supply pipes within property boundary (150*)	65%	41% to 75%	61%	13% think the water company is responsible
Agree drink tap water rather than still bottled water (149)	85%	71% to 85%	78%	Urban respondents more likely to agree
A sewerage system that works Sewerage services provided by Anglian Water				
Aware that nothing should be disposed of down the toilet, sink or drain (150*)	67%	57% to 79%	67%	Tissues were added to the list in 2011. 25% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (105)	73%	54% to 85%	78%	30% of 150 Cambridge Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (106)	84%	77% to 92%	85%	29% of 150 Cambridge Water respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into the environment (101)	81%	79% to 93%	85%	33% of 150 Cambridge Water respondents said don't know
Satisfied with company actions to minimise sewer flooding (104)	83%	70% to 93%	83%	31% of 150 Cambridge Water respondents said don't know
Think sewerage service stayed the same over the past year (143)	92%	84% to 94%	90%	Small proportion says it has got better (5%). No-one says it has got worse

	Proportion for Cambridge Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (142)	28%	26% to 35%	31%	Higher proportion think that householders are responsible (42%)
Speaking Up for Consumers – Importance of having a consumer body representing your interests (146)				
Agree this is absolutely essential	21%	14% to 31%	22%	
Agree this is very or fairly important	72%	64% to 78%	70%	

Dee Valley Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WoCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest are based on significant differences§
Base: 150 respondents

	Proportion for Dee Valley Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (150)	93%	88% to 96%	91%	
Overall satisfaction with sewerage services (140)	89%	81% to 91%	88%	
Satisfied with value for money of water services (149)	74%	69% to 81%	73%	§ Rural respondents and § those with a disability/long-term health condition are less likely to be satisfied
Satisfied with value for money of sewerage services (143)	73%	69% to 80%	72%	§ Rural respondents are more likely to be satisfied
Agree water charges are affordable (150)	75%	73% to 85%	78%	§ Respondents with a disability/long-term health condition are less likely to agree
Agree sewerage charges are affordable (140)	75%	71% to 82%	78%	Sewerage services are provided by Welsh Water for 88% and United Utilities for 13% of Dee Valley Water sample
Value for Money				
Agree charges are fair (141)	71%	62% to 77%	68%	§ Respondents with a disability/long-term health condition are less likely to agree
Agree it's clear from the bill how much needs to be paid and when (116)	75%	75% to 93%	87%	§ Respondents aged 61-74 are less likely to agree
Agree it's clear how the final amount of their bill was reached (113)	73%	73% to 92%	81%	

	Proportion for Dee Valley Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Consumer Rights and Responsibilities				
Have a water meter (150*)	47%	16% to 86%	37%	Property had a meter when moved in - 25%; Asked for a meter - 73%; Had to have meter - 1%
Aware of GGS scheme (150*)	42%	33% to 49%	38%	§ Female respondents are less likely to be aware
Likely to contact company if worried about paying bill (145)	81%	74% to 87%	80%	
Aware of WaterSure tariff (150*)	9%	3% to 16%	6%	
Aware of services for elderly and/or disabled (150*)	23%	16% to 29%	18%	§ 20% of respondents with a disability/long-term health condition who are not aware would like to know more
Contacted water company with query in last 12 months (150*)	12%	6% to 13%	9%	Main reason for contact is to report a leak (33%)
Satisfaction with way query handled (16)	69%	65% to 100%	79%	Low base sizes for individual WoCs
Contacted water company for complaint (150*)	5%	<1% to 5%	3%	
Satisfaction with way complaint handled (8)	63%	0% to 100%	46%	Low base sizes for individual WoCs
Water on Tap				
Satisfied with colour and appearance of tap water (150)	93%	87% to 97%	90%	§ Rural respondents are more likely to be satisfied
Satisfied with taste and smell (148)	89%	78% to 93%	84%	§ Respondents with a disability/long-term health condition are less likely to be satisfied
Satisfied with hardness/ softness (140)	83%	43% to 83%	57%	
Satisfied with safety (148)	89%	87% to 96%	91%	§ Female respondents are less likely to be satisfied

	Proportion for Dee Valley Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Satisfied with reliability of supply (150)	97%	93% to 99%	96%	
Satisfied with water pressure (150)	90%	84% to 95%	88%	§ Respondents in suburban/ semi-rural areas are more likely to be satisfied
Think that water supply service has stayed the same over past year (150*)	92%	89% to 96%	92%	Small proportions say it has got better (5%) or worse (2%)
Have taken action to reduce water usage (150*)	63%	52% to 77%	65%	
Aware of Use Water Wisely campaigns (150*)	51%	43% to 68%	56%	Television is the main source of awareness (21%)
Think householders are responsible for maintaining water supply pipes within property boundary (150*)	57%	41% to 75%	61%	26% think the water company is responsible
Agree drink tap water rather than still bottled water (150)	75%	71% to 85%	78%	
A sewerage system that works Sewerage services are provided by Welsh Water (126 respondents) or United Utilities (18 respondents)				
Aware that nothing should be disposed of down the toilet, sink or drain (150*)	71%	57% to 79%	67%	Tissues (25%) was added to the list in 2011
Satisfied with company actions to reduce smells from sewerage treatment works (94)	72%	54% to 85%	78%	37% of 150 Dee Valley Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (93)	77%	77% to 92%	85%	38% of 150 Dee Valley Water respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into the environment (84)	82%	79% to 93%	85%	44% of 150 Dee Valley Water respondents said don't know

	Proportion for Dee Valley Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Satisfied with company actions to minimise sewer flooding (88)	81%	70% to 93%	83%	41% of 150 Dee Valley Water respondents said don't know
Think sewerage service stayed the same over the past year (144)	90%	84% to 94%	90%	Small proportions say it has got better (4%) or worse (3%)
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (144)	33%	26% to 35%	31%	Similar proportion think that householders are responsible (35%)
Speaking Up for Consumers – Importance of having a consumer body representing your interests (144)				
Agree this is absolutely essential	23%	14% to 31%	22%	
Agree this is very or fairly important	69%	64% to 78%	70%	

Essex & Suffolk Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WoCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest are based on significant differences§
Base: 152 respondents

	Proportion for Essex & Suffolk Water	Range for WoCs	Average proportion for all WoCs	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (152)	93%	88% to 96%	91%	§ Respondents with a disability/long-term health condition are less likely to be satisfied. § Urban respondents are more likely to be satisfied
Overall satisfaction with sewerage services (138)	91%	81% to 91%	88%	
Satisfied with value for money of water services (147)	73%	69% to 81%	73%	Respondents with a disability/long-term health condition are less likely to be satisfied
Satisfied with value for money of sewerage services (138)	69%	69% to 80%	72%	Respondents with a disability/long-term health condition are less likely to be satisfied
Agree water charges are affordable (148)	78%	73% to 85%	78%	§ Respondents with a disability/long-term health condition are less likely to agree
Agree sewerage charges are affordable (139)	76%	71% to 82%	78%	Sewerage services are provided by Anglian Water for 83% and Thames Water for 17% of Essex and Suffolk Water sample
Value for Money				
Agree charges are fair (142)	73%	62% to 77%	68%	§ Respondents in suburban/ semi-rural areas are more likely to disagree
Agree it's clear from the bill how much needs to be paid and when (160)	88%	75% to 93%	87%	

	Proportion for Essex & Suffolk Water	Range for WoCs	Average proportion for all WoCs	Comments or points of interest
Agree it's clear how the final amount of their bill was reached (162)	79%	73% to 92%	81%	Respondents in suburban/ semi-rural areas are less likely to agree
Consumer Rights and Responsibilities				
Have a water meter (152*)	47%	16% to 86%	37%	Property had a meter when moved in - 37%; asked for a meter - 51%; had to have meter - 10%
Aware of GGS scheme (152*)	45%	33% to 49%	38%	§ Female respondents are less likely to be aware
Likely to contact company if worried about paying bill (142)	80%	74% to 87%	80%	Male respondents are less likely to contact
Aware of WaterSure tariff (152*)	7%	3% to 16%	6%	
Aware of services for elderly and/or disabled (152*)	23%	16% to 29%	18%	
Contacted water company with query in last 12 months (152*)	10%	6% to 13%	9%	Main reason for contact is for a bill query (27%)
Satisfaction with way query handled (13)	77%	65% to 100%	79%	Low base sizes for individual WoCs
Contacted water company for complaint (150*)	4%	<1% to 5%	3%	
Satisfaction with way complaint handled (6)	67%	0% to 100%	46%	Low base sizes for individual WoCs
Water on Tap				
Satisfied with colour and appearance of tap water (151)	90%	87% to 97%	90%	§ Respondents with a disability/long-term health condition are less likely to be satisfied
Satisfied with taste and smell (147)	87%	78% to 93%	84%	§ Respondents with a disability/long-term health condition are more likely to be dissatisfied

	Proportion for Essex & Suffolk Water	Range for WoCs	Average proportion for all WoCs	Comments or points of interest
Satisfied with hardness/ softness (147)	56%	43% to 83%	57%	Respondents living in suburban/semi-rural areas are less likely to be satisfied
Satisfied with safety (148)	91%	87% to 96%	91%	§ Respondents living in suburban/semi-rural areas more likely to be dissatisfied
Satisfied with reliability of supply (151)	99%	93% to 99%	96%	
Satisfied with water pressure (152)	90%	84% to 95%	88%	§ Respondents with a disability/long-term health condition are less likely to be satisfied
Think that water supply service has stayed the same over past year (152*)	93%	89% to 96%	92%	Small proportions say it has got better (2%) or worse (4%)
Have taken action to reduce water usage (152*)	61%	52% to 77%	65%	5% gave having a water meter fitted as their only action
Aware of Use Water Wisely campaigns (152*)	63%	43% to 68%	56%	Television is the main source of awareness (34%)
Think householders are responsible for maintaining water supply pipes within property boundary (152*)	64%	41% to 75%	61%	18% think the water company is responsible
Agree drink tap water rather than still bottled water (151)	73%	71% to 85%	78%	Metered respondents are less likely to agree

	Proportion for Essex & Suffolk Water	Range for WoCs	Average proportion for all WoCs	Comments or points of interest
A sewerage system that works Sewerage services are provided by Anglian Water (118 respondents) or Thames Water (25 respondents)				
Aware that nothing should be disposed of down the toilet, sink or drain (152*)	66%	57% to 79%	67%	Tissues (27%) was added to the list in 2011
Satisfied with company actions to reduce smells from sewerage treatment works (101)	77%	54% to 85%	78%	34% of 152 Essex and Suffolk Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (93)	82%	77% to 92%	85%	39% of 152 Essex and Suffolk Water respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into the environment (94)	87%	79% to 93%	85%	38% of 152 Essex and Suffolk Water respondents said don't know
Satisfied with company actions to minimise sewer flooding (99)	84%	70% to 93%	83%	35% of 152 Essex and Suffolk Water respondents said don't know
Think sewerage service stayed the same over the past year (143)	92%	84% to 94%	90%	Small proportions say it has got better (3%) or worse (3%)
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (143)	34%	26% to 35%	31%	The same proportion think that householders are responsible (34%)
Speaking Up for Consumers – Importance of having a consumer body representing your interests (147)				
Agree this is absolutely essential	24%	14% to 31%	22%	Respondents with a disability/long-term health condition and a meter are more likely to agree
Agree this is very or fairly important	67%	64% to 78%	70%	

Hartlepool Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WoCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest are based on significant differences§
Base: 151 respondents

	Proportion for Hartlepool Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (150)	96%	88% to 96%	91%	Urban respondents are less likely to be satisfied
Overall satisfaction with sewerage services (137)	90%	81% to 91%	88%	No respondents are dissatisfied
Satisfied with value for money of water services (147)	80%	69% to 81%	73%	§ Respondents with meters are more likely to disagree
Satisfied with value for money of sewerage services (138)	80%	69% to 80%	72%	
Agree water charges are affordable (150)	83%	73% to 85%	78%	§ Respondents with a disability/long-term health condition are more likely to disagree
Agree sewerage charges are affordable (139)	82%	71% to 82%	78%	Sewerage services are provided by Northumbrian Water for Hartlepool Water sample
Value for Money				
Agree charges are fair (144)	77%	62% to 77%	68%	Respondents with a disability/long-term health condition are less likely to agree
Agree it's clear from the bill how much needs to be paid and when (61)	85%	75% to 93%	87%	Male respondents are more likely to agree
Agree it's clear how the final amount of their bill was reached (60)	82%	73% to 92%	81%	Respondents with a disability/long-term health condition are less likely to agree

	Proportion for Hartlepool Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Consumer Rights and Responsibilities				
Have a water meter (151*)	28%	16% to 86%	37%	Property had a meter when moved in - 19%; asked for a meter - 74%; had to have meter - 5%
Aware of GGS scheme (151*)	38%	33% to 49%	38%	§ Male respondents and § those with a meter are more likely to be aware
Likely to contact company if worried about paying bill (145)	83%	74% to 87%	80%	
Aware of WaterSure tariff (151*)	4%	3% to 16%	6%	
Aware of services for elderly and/or disabled (151*)	24%	16% to 29%	18%	§ Metered respondents are more likely to be aware
Contacted water company with query in last 12 months (151*)	9%	6% to 13%	9%	Main reasons for contact are for a billing enquiry (25%) or to change to/ask for a water meter (25%)
Satisfaction with way query handled (12)	100%	65% to 100%	79%	Low base sizes for individual WoCs
Contacted water company for complaint (150*)	<1%	<1% to 5%	3%	Only one respondent made a complaint
Satisfaction with way complaint handled (1)	100%	0% to 100%	46%	Low base sizes for individual WoCs
Water on Tap				
Satisfied with colour and appearance of tap water (151)	97%	87% to 97%	90%	
Satisfied with taste and smell (151)	93%	78% to 93%	84%	
Satisfied with hardness/ softness (149)	66%	43% to 83%	57%	
Satisfied with safety (149)	96%	87% to 96%	91%	§ Respondents with a disability/long-term health condition are more likely to be dissatisfied

	Proportion for Hartlepool Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Satisfied with reliability of supply (151)	99%	93% to 99%	96%	No respondents are dissatisfied
Satisfied with water pressure (151)	95%	84% to 95%	88%	
Think that water supply service has stayed the same over past year (151*)	92%	89% to 96%	92%	Small proportions say it has got better (5%) or worse (1%)
Have taken action to reduce water usage (151*)	52%	52% to 77%	65%	4% gave having a water meter fitted as their only action
Aware of Use Water Wisely campaigns (151*)	54%	43% to 68%	56%	Television main source of awareness (28%)
Think householders are responsible for maintaining water supply pipes within property boundary (151*)	41%	41% to 75%	61%	34% think the water company is responsible
Agree drink tap water rather than still bottled water (147)	79%	71% to 85%	78%	§ Respondents with a disability/long-term health condition are more likely to disagree
A sewerage system that works Sewerage services are provided by Northumbrian Water				
Aware that nothing should be disposed of down the toilet, sink or drain (151*)	77%	57% to 79%	67%	Tissues were added to the list in 2011. 20% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (99)	84%	54% to 85%	78%	34% of 151 Hartlepool Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (112)	84%	77% to 92%	85%	26% of 151 Hartlepool Water respondents said don't know

	Proportion for Hartlepool Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Satisfied with company cleaning of waste water before releasing it back into the environment (104)	88%	79% to 93%	85%	31% of 151 Hartlepool Water respondents said don't know
Satisfied with company actions to minimise sewer flooding (109)	88%	70% to 93%	83%	28% of 151 Hartlepool Water respondents said don't know
Think sewerage service stayed the same over the past year (143)	92%	84% to 94%	90%	Small proportion says it has got better (6%). No one says it has got worse
Correctly think Water Company is responsible for maintaining shared sewerage pipes/drains (143)	34%	26% to 35%	31%	A similar proportion think that householders are responsible (27%)
Speaking Up for Consumers - Importance of having a consumer body representing your interests (140)				
Agree this is absolutely essential	14%	14% to 31%	22%	
Agree this is very or fairly important	79%	64% to 79%	70%	

Portsmouth Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WoCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest are based on significant differences§
Base: 152 respondents

	Proportion for Portsmouth Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (152)	96%	88% to 96%	91%	
Overall satisfaction with sewerage services (144)	85%	81% to 91%	88%	
Satisfied with value for money of water services (145)	81%	69% to 81%	73%	§ Respondents with a disability/long-term health condition are more likely to disagree
Satisfied with value for money of sewerage services (141)	73%	69% to 80%	72%	§ Female respondents are more likely to agree
Agree water charges are affordable (151)	83%	73% to 85%	78%	
Agree sewerage charges are affordable (146)	82%	71% to 82%	78%	Sewerage services are provided by Southern Water for Portsmouth Water sample
Value for Money				
Agree charges are fair (148)	73%	62% to 77%	68%	
Agree it's clear from the bill how much needs to be paid and when (212)	89%	75% to 93%	87%	§ Suburban/semi-rural respondents are less likely to agree
Agree it's clear how the final amount of their bill was reached (214)	84%	73% to 92%	81%	§ Female respondents are more likely to agree
Consumer Rights and Responsibilities				
Have a water meter (152*)	16%	16% to 86%	37%	Property had a meter when moved in - 13%; asked for a meter - 79%; had to have meter - 8%
Aware of GGS scheme (152*)	43%	33% to 49%	38%	

	Proportion for Portsmouth Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Likely to contact company if worried about paying bill (146)	81%	74% to 87%	80%	
Aware of WaterSure tariff (152*)	5%	3% to 16%	6%	
Aware of services for elderly and/or disabled (152*)	19%	16% to 29%	18%	
Contacted water company with query in last 12 months (152*)	8%	6% to 13%	9%	The main reason for contact is to report a leak (25%)
Satisfaction with way query handled (11)	100%	65% to 100%	79%	Low base sizes for individual WoCs
Contacted water company for complaint (150*)	3%	<1% to 5%	3%	
Satisfaction with way complaint handled (5)	80%	0% to 100%	46%	Low base sizes for individual WoCs
Water on Tap				
Satisfied with colour and appearance of tap water (151)	91%	87% to 97%	90%	Respondents with a disability/long-term health condition are more likely to be satisfied
Satisfied with taste and smell (152)	86%	78% to 93%	84%	§ C1's are less likely to be satisfied
Satisfied with hardness/ softness (149)	51%	43% to 83%	57%	Respondents aged 61-74 are less likely to be dissatisfied
Satisfied with safety (148)	95%	87% to 96%	91%	§ Male respondents are more likely to be satisfied
Satisfied with reliability of supply (152)	98%	93% to 99%	96%	No respondents are dissatisfied
Satisfied with water pressure (151)	87%	84% to 95%	88%	
Think that water supply service has stayed the same over past year (152*)	94%	89% to 96%	92%	Small proportions say it has got better (3%) or worse (3%)

	Proportion for Portsmouth Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Have taken action to reduce water usage (152*)	73%	52% to 77%	65%	
Aware of Use Water Wisely campaigns (152*)	62%	43% to 68%	56%	Television is the main source of awareness (40%)
Think householders are responsible for maintaining water supply pipes within property boundary (152*)	61%	41% to 75%	61%	17% think the water company is responsible
Agree drink tap water rather than still bottled water (150)	79%	71% to 85%	78%	
A sewerage system that works Sewerage services are provided by Southern Water				
Aware that nothing should be disposed of down the toilet, sink or drain (152*)	66%	57% to 79%	67%	Tissues were added to the list in 2011. 25% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (100)	74%	54% to 85%	78%	34% of 152 Portsmouth Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (110)	85%	77% to 92%	85%	28% of 152 Portsmouth Water respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into the environment (105)	81%	79% to 93%	85%	31% of 152 Portsmouth Water respondents said don't know
Satisfied with company actions to minimise sewer flooding (111)	79%	70% to 93%	83%	27% of 152 Portsmouth Water respondents said don't know
Think sewerage service stayed the same over the past year (148)	89%	84% to 94%	90%	Small proportions say it has got better (6%) or worse (2%)

	Proportion for Portsmouth Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (147)	29%	26% to 35%	31%	A higher proportion think that householders are responsible (37%)
Speaking Up for Consumers - Importance of having a consumer body representing your interests (141)				
Agree this is absolutely essential	16%	14% to 31%	22%	
Agree this is very or fairly important	77%	64% to 78%	70%	

South East Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WoCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest are based on significant differences§
Base: 151 respondents

	Proportion for South East Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (151)	90%	88% to 96%	91%	§ Respondents with a disability/long-term health condition are more likely to be dissatisfied
Overall satisfaction with sewerage services (140)	84%	81% to 91%	88%	§ Respondents with a disability/long-term health condition are more likely to be dissatisfied
Satisfied with value for money of water services (145)	69%	69% to 81%	73%	
Satisfied with value for money of sewerage services (136)	69%	69% to 80%	72%	
Agree water charges are affordable (150)	79%	73% to 85%	78%	§ Respondents with a disability/long-term health condition are more likely to be dissatisfied
Agree sewerage charges are affordable (141)	81%	71% to 82%	78%	Sewerage services are provided by Southern Water for 73% and Thames Water for 27% of South East Water sample
Value for Money				
Agree charges are fair (146)	69%	62% to 77%	68%	§ Respondents with a disability/long-term health condition are less likely to be satisfied
Agree it's clear from the bill how much needs to be paid and when (210)	88%	75% to 93%	87%	§ Suburban/semi-rural respondents are less likely to be satisfied

	Proportion for South East Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Agree it's clear how the final amount of their bill was reached (209)	81%	73% to 92%	81%	§ Rural respondents are more likely to be satisfied
Consumer Rights and Responsibilities				
Have a water meter (151*)	48%	16% to 86%	37%	Property had a meter when moved in - 47%; asked for a meter - 39%; had to have meter - 11%
Aware of GGS scheme (151*)	38%	33% to 49%	38%	§ Male respondents are more likely to be aware
Likely to contact company if worried about paying bill (147)	82%	74% to 87%	80%	Female respondents are more likely to contact
Aware of WaterSure tariff (151*)	7%	3% to 16%	6%	§ 17% of respondents with a disability/long-term health condition would like to know more
Aware of services for elderly and/or disabled (151*)	16%	16% to 29%	18%	§ 19% of respondents with a disability/long-term health condition would like to know more
Contacted water company with query in last 12 months (151*)	13%	6% to 13%	9%	Main reason for contact is a bill query (21%)
Satisfaction with way query handled (17)	76%	65% to 100%	79%	Low base sizes for individual WoCs
Contacted water company for complaint (150*)	4%	<1% to 5%	3%	
Satisfaction with way complaint handled (6)	33%	0% to 100%	46%	Low base sizes for individual WoCs
Water on Tap				
Satisfied with colour and appearance of tap water (151)	92%	87% to 97%	90%	
Satisfied with taste and smell (149)	80%	78% to 93%	84%	§ Respondents with a disability/long-term health condition are more likely to be dissatisfied

	Proportion for South East Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Satisfied with hardness/ softness (144)	58%	43% to 83%	57%	§ Respondents with a disability/long-term health condition are more likely to be dissatisfied
Satisfied with safety (148)	90%	87% to 96%	91%	
Satisfied with reliability of supply (151)	95%	93% to 99%	96%	
Satisfied with water pressure (151)	87%	84% to 95%	88%	
Think that water supply service has stayed the same over past year (151*)	93%	89% to 96%	92%	Small proportions say it has got better (3%) or worse (3%)
Have taken action to reduce water usage (151*)	58%	52% to 77%	65%	§ 64% metered households save water versus 53% of unmetered households. 3% gave having a water meter fitted as their only action
Aware of Use Water Wisely campaigns (151*)	64%	43% to 68%	56%	Television is the main source of awareness (29%)
Think householders are responsible for maintaining water supply pipes within property boundary (151*)	62%	41% to 75%	61%	18% think the water company is responsible
Agree drink tap water rather than still bottled water (150)	79%	71% to 85%	78%	

	Proportion for South East Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
A sewerage system that works Sewerage services are provided by Southern Water (103 respondents) or Thames Water (39 respondents)				
Aware that nothing should be disposed of down the toilet, sink or drain (151*)	66%	57% to 79%	67%	Tissues were added to the list in 2011. 28% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (96)	76%	54% to 85%	78%	36% of 151 South East Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (93)	85%	77% to 92%	85%	38% of 151 South East Water respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into the environment (87)	79%	79% to 93%	85%	42% of 151 South East Water respondents said don't know
Satisfied with company actions to minimise sewer flooding (100)	80%	70% to 93%	83%	34% of 151 South East Water respondents said don't know
Think sewerage service stayed the same over the past year (142)	89%	84% to 94%	90%	Small proportions say it has got better (4%) or worse (3%)
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (142)	34%	26% to 35%	31%	Similar proportion think that householders are responsible (37%)
Speaking Up for Consumers - Importance of having a consumer body representing your interests (146)				
Agree this is absolutely essential	15%	14% to 31%	22%	
Agree this is very or fairly important	78%	64% to 78%	70%	

South Staffordshire Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WoCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest are based on significant differences§
Base: 151 respondents

	Proportion for South Staffs Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (150)	88%	88% to 96%	91%	§ Respondents with a disability/long-term health condition are less likely to satisfied
Overall satisfaction with sewerage services (135)	91%	81% to 91%	88%	
Satisfied with value for money of water services (146)	71%	69% to 81%	73%	§ Respondents with a disability/long-term health condition are more likely to be dissatisfied
Satisfied with value for money of sewerage services (137)	71%	69% to 80%	72%	§ Respondents with a disability/long-term health condition are more likely to be dissatisfied
Agree water charges are affordable (148)	76%	73% to 85%	78%	Respondents with a disability/long-term health condition are less likely to satisfied
Agree sewerage charges are affordable (139)	78%	71% to 82%	78%	Sewerage services are provided by Severn Trent Water for South Staffordshire Water sample
Value for Money				
Agree charges are fair (144)	67%	62% to 77%	68%	§ Respondents with a disability/long-term health condition are less likely to satisfied
Agree it's clear from the bill how much needs to be paid and when (124)	89%	75% to 93%	87%	
Agree it's clear how the final amount of their bill was reached (124)	79%	73% to 92%	81%	Rural respondents are less likely to agree

	Proportion for South Staffs Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Consumer Rights and Responsibilities				
Have a water meter (151*)	19%	16% to 86%	37%	Property had a meter when moved in - 36%; asked for a meter - 57%; had to have meter - 4%
Aware of GGS scheme (151*)	35%	33% to 49%	38%	Metered respondents and females are less likely to be aware
Likely to contact company if worried about paying bill (140)	80%	74% to 87%	80%	Metered respondents are more likely to contact
Aware of WaterSure tariff (151*)	5%	3% to 16%	6%	14% of those not aware would like to know more
Aware of services for elderly and/or disabled (151*)	16%	16% to 29%	18%	16% of those not aware would like to know more
Contacted water company with query in last 12 months (151*)	9%	6% to 13%	9%	Main reasons for contact are for a bill query (23%) and to change/ask for a water meter (23%)
Satisfaction with way query handled (13)	92%	65% to 100%	79%	Low base sizes for individual WoCs
Contacted water company for complaint (151*)	4%	<1% to 5%	3%	
Satisfaction with way complaint handled (6)	50%	0% to 100%	46%	Low base sizes for individual WoCs
Water on Tap				
Satisfied with colour and appearance of tap water (149)	88%	87% to 97%	90%	Respondents with a disability/long-term health condition are less likely to satisfied
Satisfied with taste and smell (149)	87%	78% to 93%	84%	
Satisfied with hardness/ softness (141)	72%	43% to 83%	57%	§ Respondents with a disability/long-term health condition are less likely to satisfied
Satisfied with safety (150)	93%	87% to 96%	91%	

	Proportion for South Staffs Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Satisfied with reliability of supply (150)	93%	93% to 99%	96%	§ Respondents with a disability/long-term health condition are less likely to satisfied
Satisfied with water pressure (150)	84%	84% to 95%	88%	
Think that water supply service has stayed the same over past year (151*)	89%	89% to 96%	92%	Small proportions say it has got better (3%) or worse (4%)
Have taken action to reduce water usage (151*)	62%	52% to 77%	65%	
Aware of Use Water Wisely campaigns (151*)	54%	43% to 68%	56%	Television is the main source of awareness (40%)
Think householders are responsible for maintaining water supply pipes within property boundary (151*)	57%	41% to 75%	61%	21% think the water company is responsible
Agree drink tap water rather than still bottled water (146)	78%	71% to 85%	78%	
A sewerage system that works Sewerage services are provided by Severn Trent Water				
Aware that nothing should be disposed of down the toilet, sink or drain (151*)	66%	57% to 79%	67%	Tissues were added to the list in 2011. 23% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (87)	82%	54% to 85%	78%	42% of 151 South Staffordshire Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (87)	87%	77% to 92%	85%	42% of 151 South Staffordshire Water respondents said don't know

	Proportion for South Staffs Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Satisfied with company cleaning of waste water before releasing it back into the environment (82)	93%	79% to 93%	85%	46% of 151 South Staffordshire Water respondents said don't know
Satisfied with company actions to minimise sewer flooding (84)	93%	70% to 93%	83%	44% of 151 South Staffordshire Water respondents said don't know
Think sewerage service stayed the same over the past year (144)	84%	84% to 94%	90%	Small proportions say it has got better (7%) or worse (1%)
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (144)	32%	26% to 35%	31%	Similar proportion think that householders are responsible (33%)
Speaking Up for Consumers – Importance of having a consumer body representing your interests (144)				
Agree this is absolutely essential	25%	14% to 31%	22%	
Agree this is very or fairly important	66%	64% to 78%	70%	

Sutton and East Surrey Water – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WoCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest are based on significant differences§
Base: 152 respondents

	Proportion for Sutton and East Surrey Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (152)	93%	88% to 96%	91%	Respondents with a disability/long-term health condition are more likely to disagree
Overall satisfaction with sewerage services (137)	88%	81% to 91%	88%	
Satisfied with value for money of water services (145)	77%	69% to 81%	73%	§ Male respondents are more likely to be satisfied
Satisfied with value for money of sewerage services (131)	75%	69% to 80%	72%	
Agree water charges are affordable (148)	73%	73% to 85%	78%	Respondents with a disability/long-term health condition are less likely to agree
Agree sewerage charges are affordable (133)	71%	71% to 82%	78%	Sewerage services are provided by Thames Water for 85% or Southern Water for 15% of Sutton and East Surrey Water sample
Value for Money				
Agree charges are fair (144)	72%	62% to 77%	68%	
Agree it's clear from the bill how much needs to be paid and when (121)	86%	75% to 93%	87%	Metered respondents are more likely to agree
Agree it's clear how the final amount of their bill was reached (118)	81%	73% to 92%	81%	Male respondents are more likely to agree

	Proportion for Sutton and East Surrey Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Consumer Rights and Responsibilities				
Have a water meter (152*)	27%	16% to 86%	37%	Property had a meter when moved in - 44%; asked for a meter - 46%; had to have meter - 7%
Aware of GGS scheme (152*)	38%	33% to 49%	38%	Male respondents are more likely to be aware
Likely to contact company if worried about paying bill (147)	78%	74% to 87%	80%	ABC1's are more likely to contact
Aware of WaterSure tariff (152*)	3%	3% to 16%	6%	
Aware of services for elderly and/or disabled (152*)	17%	16% to 29%	18%	
Contacted water company with query in last 12 months (152*)	13%	6% to 13%	9%	Main reason for contact is to report a leak (32%)
Satisfaction with way query handled (17)	65%	65% to 100%	79%	Low base sizes for individual WoCs
Contacted water company for complaint (152*)	3%	<1% to 5%	3%	
Satisfaction with way complaint handled (5)	40%	0% to 100%	46%	Low base sizes for individual WoCs
Water on Tap				
Satisfied with colour and appearance of tap water (152)	93%	87% to 97%	90%	§ Urban respondents are less likely to be satisfied
Satisfied with taste and smell (150)	91%	78% to 93%	84%	
Satisfied with hardness/ softness (147)	72%	43% to 83%	57%	§ Male respondents are more likely to be satisfied
Satisfied with safety (146)	96%	87% to 96%	91%	
Satisfied with reliability of supply (152)	98%	93% to 99%	96%	No respondents are dissatisfied

	Proportion for Sutton and East Surrey Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Satisfied with water pressure (151)	90%	84% to 95%	88%	
Think that water supply service has stayed the same over past year (152*)	95%	89% to 96%	92%	Small proportions say it has got better (3%) or worse (2%)
Have taken action to reduce water usage (152*)	68%	52% to 77%	65%	
Aware of Use Water Wisely campaigns (152*)	53%	43% to 68%	56%	Television is the main source of awareness (24%)
Think householders are responsible for maintaining water supply pipes within property boundary (152*)	61%	41% to 75%	61%	15% think the water company is responsible
Agree drink tap water rather than still bottled water (152)	82%	71% to 85%	78%	§ Metered respondents are less likely to agree
A sewerage system that works Sewerage services are provided by Southern Water (21 respondents) and Thames Water (122 respondents)				
Aware that nothing should be disposed of down the toilet, sink or drain (152*)	57%	57% to 79%	67%	Tissues were added to the list in 2011. 36% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (71)	79%	54% to 85%	78%	53% of 152 Sutton and East Surrey Water respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (72)	83%	77% to 92%	85%	53% of 152 Sutton and East Surrey Water respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into the environment (67)	82%	79% to 93%	85%	56% of 152 Sutton and East Surrey Water respondents said don't know

	Proportion for Sutton and East Surrey Water	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Satisfied with company actions to minimise sewer flooding (71)	77%	70% to 93%	83%	53% of 152 Sutton and East Surrey Water respondents said don't know
Think sewerage service stayed the same over the past year (143)	94%	84% to 94%	90%	Small proportion says it has got better (1%). No one says it has got worse
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (143)	27%	26% to 35%	31%	Higher proportion think that householders are responsible (35%)
Speaking Up for Consumers - Importance of having a consumer body representing your interests (146)				
Agree this is absolutely essential	27%	14% to 31%	22%	Respondents with a disability/long-term health condition are more likely to agree
Agree this is very or fairly important	65%	64% to 78%	70%	

Veolia Water Central – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WoCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest are based on significant differences§
Base: 164 respondents

	Proportion for Veolia Water Central	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (163)	88%	88% to 96%	91%	Rural respondents are less likely to be satisfied
Overall satisfaction with sewerage services (150)	85%	81% to 91%	88%	Metered respondents are more likely to be satisfied
Satisfied with value for money of water services (157)	74%	69% to 81%	73%	§ Female respondents are more likely to be satisfied
Satisfied with value for money of sewerage services (145)	72%	69% to 80%	72%	§ Female respondents are more likely to be satisfied
Agree water charges are affordable (160)	77%	73% to 85%	78%	Female respondents are more likely to disagree
Agree sewerage charges are affordable (142)	77%	71% to 82%	78%	Sewerage services are provided by Thames Water for 86% and Anglian Water for 14% of Veolia Water Central sample
Value for Money				
Agree charges are fair (154)	62%	62% to 77%	68%	§ Male respondents are more likely to disagree
Agree it's clear from the bill how much needs to be paid and when (120)	85%	75% to 93%	87%	§ Suburban/semi-rural respondents are less likely to agree
Agree it's clear how the final amount of their bill was reached (118)	81%	73% to 92%	81%	§ Male respondents are more likely to disagree
Consumer Rights and Responsibilities				
Have a water meter (164*)	33%	16% to 86%	37%	Property had a meter when moved in - 44%; asked for a meter - 44%; had to have meter - 11%

	Proportion for Veolia Water Central	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Aware of GGS scheme (164*)	33%	33% to 49%	38%	§ Metered respondents are more likely to be aware
Likely to contact company if worried about paying bill (155)	74%	74% to 87%	80%	§ Female respondents are more likely to contact
Aware of WaterSure tariff (164*)	4%	3% to 16%	6%	§ Metered respondents are more likely to be aware
Aware of services for elderly and/or disabled (164*)	16%	16% to 29%	18%	§ Metered respondents are more likely to be aware
Contacted water company with query in last 12 months (164*)	6%	6% to 13%	9%	Main reason for contact is for a bill query (30%)
Satisfaction with way query handled (11)	73%	65% to 100%	79%	Low base sizes for individual WoCs
Contacted water company for complaint (164*)	1%	<1% to 5%	3%	Only two respondents had complained
Satisfaction with way complaint handled (2)	0%	0% to 100%	46%	Low base sizes for individual WoCs
Water on Tap				
Satisfied with colour and appearance of tap water (164)	87%	87% to 97%	90%	
Satisfied with taste and smell (163)	78%	78% to 93%	84%	§ Female respondents are more likely to be dissatisfied
Satisfied with hardness/ softness (160)	43%	43% to 83%	57%	§ Female respondents are more likely to be dissatisfied
Satisfied with safety (159)	87%	87% to 96%	91%	§ Female respondents are more likely to be dissatisfied
Satisfied with reliability of supply (164)	93%	93% to 99%	96%	
Satisfied with water pressure (164)	87%	84% to 95%	88%	§ Metered respondents are more likely to be satisfied

	Proportion for Veolia Water Central	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Think that water supply service has stayed the same over past year (164*)	91%	89% to 96%	92%	Small proportions say it has got better (6%) or worse (1%)
Have taken action to reduce water usage (164*)	59%	52% to 77%	65%	3% gave having a water meter fitted as their only action
Aware of Use Water Wisely campaigns (164*)	52%	43% to 68%	56%	Television is the main source of awareness (24%)
Think householders are responsible for maintaining water supply pipes within property boundary (164*)	63%	41% to 75%	61%	13% think the water company is responsible
Agree drink tap water rather than still bottled water (161)	80%	71% to 85%	78%	
A sewerage system that works Sewerage services are provided by Thames Water (132 respondents) or Anglian Water (22 respondents)				
Aware that nothing should be disposed of down the toilet, sink or drain (164*)	70%	57% to 79%	67%	Tissues were added to the list in 2011. 21% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (93)	85%	54% to 85%	78%	43% of 164 Veolia Water Central respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (106)	86%	77% to 92%	85%	35% of 164 Veolia Water Central respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into the environment (94)	85%	79% to 93%	85%	43% of 164 Veolia Water Central respondents said don't know
Satisfied with company actions to minimise sewer flooding (100)	81%	70% to 93%	83%	39% of 164 Veolia Water Central respondents said don't know

	Proportion for Veolia Water Central	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Think sewerage service stayed the same over the past year (154)	90%	84% to 94%	90%	Small proportions say it has got better (4%) or worse (2%)
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (155)	28%	26% to 35%	31%	Higher proportion think that householders are responsible (36%)
Speaking Up for Consumers - Importance of having a consumer body representing your interests (159)				
Agree this is absolutely essential	22%	14% to 31%	22%	§ Respondents with a disability/long-term health condition are less likely to agree
Agree this is very or fairly important	70%	64% to 78%	70%	

Veolia Water East – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WoCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest are based on significant differences§
Base: 150 respondents

	Proportion for Veolia Water East	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (149)	92%	88% to 96%	91%	
Overall satisfaction with sewerage services (139)	88%	81% to 91%	88%	
Satisfied with value for money of water services (147)	75%	69% to 81%	73%	§ Suburban/semi-rural respondents are more likely to be satisfied
Satisfied with value for money of sewerage services (135)	75%	69% to 80%	72%	Suburban/semi-rural respondents are more likely to be satisfied
Agree water charges are affordable (148)	77%	73% to 85%	78%	Respondents with a disability/long-term health condition are less likely to be satisfied
Agree sewerage charges are affordable (137)	75%	71% to 82%	78%	Sewerage services are provided by Anglian Water for Veolia Water East sample
Value for Money				
Agree charges are fair (143)	71%	62% to 77%	68%	Males and suburban/semi-rural respondents are more likely to agree
Agree it's clear from the bill how much needs to be paid and when (108)	88%	75% to 93%	87%	
Agree it's clear how the final amount of their bill was reached (109)	84%	73% to 92%	81%	§ Respondents with a disability/long-term health condition are more likely to agree. Female respondents are less likely to agree

	Proportion for Veolia Water East	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Consumer Rights and Responsibilities				
Have a water meter (150*)	67%	16% to 86%	37%	Property had a meter when moved in - 47%; asked for a meter - 43%; had to have meter - 10%
Aware of GGS scheme (150*)	47%	33% to 49%	38%	§ Female respondents are more likely to be unaware
Likely to contact company if worried about paying bill (144)	84%	74% to 87%	80%	Metered and female respondents are more likely to be aware
Aware of WaterSure tariff (150*)	16%	3% to 16%	6%	Metered respondents are more likely to be aware
Aware of services for elderly and/or disabled (150*)	26%	16% to 29%	18%	Respondents with a disability/long-term health condition are less likely to be aware
Contacted water company with query in last 12 months (150*)	11%	6% to 13%	9%	Main reason for contact is for a bill query (50%)
Satisfaction with way query handled (17)	82%	65% to 100%	79%	Low base sizes for individual WoCs
Contacted water company for complaint (150*)	3%	<1% to 5%	3%	
Satisfaction with way complaint handled (5)	40%	0% to 100%	46%	Low base sizes for individual WoCs
Water on Tap				
Satisfied with colour and appearance of tap water (149)	91%	87% to 97%	90%	
Satisfied with taste and smell (148)	88%	78% to 93%	84%	§ Respondents with a disability/long-term health condition are more likely to be dissatisfied
Satisfied with hardness/ softness (146)	51%	43% to 83%	57%	Respondents with a disability/long-term health condition and females are less likely to be satisfied

	Proportion for Veolia Water East	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Satisfied with safety (147)	93%	87% to 96%	91%	§ Respondents with a disability/long-term health condition are more likely to be dissatisfied
Satisfied with reliability of supply (149)	98%	93% to 99%	96%	
Satisfied with water pressure (150)	87%	84% to 95%	88%	§ Rural respondents are less likely to be satisfied
Think that water supply service has stayed the same over past year (150*)	96%	89% to 96%	92%	Small proportion says it has got better (3%). No one says it has worse
Have taken action to reduce water usage (150*)	65%	52% to 77%	65%	5% gave having a water meter fitted as their only action
Aware of Use Water Wisely campaigns (150*)	56%	43% to 68%	56%	Television is the main source of awareness (27%)
Think householders are responsible for maintaining water supply pipes within property boundary (150*)	75%	41% to 75%	61%	10% think the water company is responsible
Agree drink tap water rather than still bottled water (149)	83%	71% to 85%	78%	Respondents with a disability/long-term health condition are less likely to be agree
A sewerage system that works Sewerage services are provided by Anglian Water (142 respondents)				
Aware that nothing should be disposed of down the toilet, sink or drain (150*)	75%	57% to 79%	67%	Tissues were added to the list in 2011. 20% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (99)	84%	54% to 85%	78%	34% of 150 Veolia Water East respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (105)	84%	77% to 92%	85%	30% of 150 Veolia Water East respondents said don't know

	Proportion for Veolia Water East	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Satisfied with company cleaning of waste water before releasing it back into the environment (100)	89%	79% to 93%	85%	33% of 150 Veolia Water East respondents said don't know
Satisfied with company actions to minimise sewer flooding (113)	89%	70% to 93%	83%	25% of 150 Veolia Water East respondents said don't know
Think sewerage service stayed the same over the past year (142)	89%	84% to 94%	90%	Small proportions say it has got better (5%) or worse (1%)
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (141)	28%	26% to 35%	31%	Higher proportion think that householders are responsible (45%)
Speaking Up for Consumers - Importance of having a consumer body representing your interests (144)				
Agree this is absolutely essential	24%	14% to 31%	22%	§ Male respondents and § rural respondents are more likely to agree
Agree this is very or fairly important	70%	64% to 78%	70%	

Veolia Water South East – Summary

Sample size is shown in brackets and excludes don't knows unless followed by an asterisk (*)
#Average proportion for all WoCs based on weighted data. All other data is unweighted
Observations made under comments or points of interest are based on significant differences§
Base: 150 respondents

	Proportion for Veolia Water South East	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Core Indicators				
Overall satisfaction with water supply (150)	89%	88% to 96%	91%	§ Respondents with a disability/long-term health condition are less likely to be satisfied
Overall satisfaction with sewerage services (135)	81%	81% to 91%	88%	§ Rural respondents are less likely to be satisfied
Satisfied with value for money of water services (145)	74%	69% to 81%	73%	§ Rural respondents are less likely to be satisfied
Satisfied with value for money of sewerage services (135)	74%	69% to 80%	72%	Metered respondents are more likely to be satisfied
Agree water charges are affordable (150)	79%	73% to 85%	78%	Respondents with a disability/long-term health condition are less likely to be satisfied
Agree sewerage charges are affordable (140)	76%	71% to 82%	78%	Sewerage services are provided by Southern Water for Veolia Water South East sample
Value for Money				
Agree charges are fair (147)	69%	62% to 77%	68%	Metered respondents are more likely to be satisfied
Agree it's clear from the bill how much needs to be paid and when (206)	82%	75% to 93%	87%	§ Respondents with a disability/long-term health condition are less likely to agree. § Suburban/semi-rural respondents are more likely to agree
Agree it's clear how the final amount of their bill was reached (201)	78%	73% to 92%	81%	§ Respondents with a disability/long-term health condition are less likely to agree. Male respondents are more likely to agree

	Proportion for Veolia Water South East	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Consumer Rights and Responsibilities				
Have a water meter (150*)	86%	16% to 86%	37%	Property had a meter when moved in - 23%; asked for a meter - 29%; had to have meter - 48%
Aware of GGS scheme (150*)	39%	33% to 49%	38%	Respondents with a disability/long-term health condition are less likely to be aware
Likely to contact company if worried about paying bill (145)	77%	74% to 87%	80%	§ Respondents aged 35-44 and § urban respondents are more likely to contact
Aware of WaterSure tariff (150*)	11%	3% to 16%	6%	§ 16% of respondents with a disability/long-term health condition would like to know more
Aware of services for elderly and/or disabled (150*)	23%	16% to 29%	18%	§ Respondents with a disability/long-term health condition are less likely to be unaware
Contacted water company with query in last 12 months (150*)	13%	6% to 13%	9%	Main reason for contact is for a bill query (65%)
Satisfaction with way query handled (20)	65%	65% to 100%	79%	Low base sizes for individual WoCs
Contacted water company for complaint (150*)	5%	<1% to 5%	3%	
Satisfaction with way complaint handled (8)	63%	0% to 100%	46%	Low base sizes for individual WoCs
Water on Tap				
Satisfied with colour and appearance of tap water (150)	87%	87% to 97%	90%	
Satisfied with taste and smell (147)	80%	78% to 93%	84%	§ Respondents with a disability/long-term health condition are less likely to be satisfied
Satisfied with hardness/ softness (142)	46%	43% to 83%	57%	Females are more likely to be satisfied

	Proportion for Veolia Water South East	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
Satisfied with safety (150)	93%	87% to 96%	91%	
Satisfied with reliability of supply (150)	95%	93% to 99%	96%	
Satisfied with water pressure (150)	86%	84% to 95%	88%	Respondents with a disability/long-term health condition are less likely to be satisfied
Think that water supply service has stayed the same over past year (150*)	89%	89% to 96%	92%	Small proportions say it has got better (3%) or worse (7%)
Have taken action to reduce water usage (150*)	77%	52% to 77%	65%	81% metered households save water versus 53% of unmetered households. 3% gave having a water meter fitted as their only action
Aware of Use Water Wisely campaigns (150*)	63%	43% to 68%	56%	Leaflets main source of awareness (31%)
Think householders are responsible for maintaining water supply pipes within property boundary (150*)	64%	41% to 75%	61%	15% think the water company is responsible
Agree drink tap water rather than still bottled water (146)	71%	71% to 85%	78%	§ Rural respondents are more likely to be dissatisfied

	Proportion for Veolia Water South East	Range for WoCs	Average proportion for all WoCs#	Comments or points of interest
A sewerage system that works Sewerage services are provided by Southern Water (140 respondents)				
Aware that nothing should be disposed of down the toilet, sink or drain (150*)	79%	57% to 79%	67%	Tissues were added to the list in 2011. 15% (the highest proportion) incorrectly think these are OK to flush down the toilet
Satisfied with company actions to reduce smells from sewerage treatment works (83)	78%	54% to 85%	78%	45% of 150 Veolia Water South East respondents said don't know
Satisfied with maintenance of sewerage pipes & treatment works (104)	81%	77% to 92%	85%	31% of 150 Veolia Water South East respondents said don't know
Satisfied with company cleaning of waste water before releasing it back into the environment (88)	80%	79% to 93%	85%	41% of 150 Veolia Water South East respondents said don't know
Satisfied with company actions to minimise sewer flooding (100)	81%	70% to 93%	83%	33% of 150 Veolia Water South East respondents said don't know
Think sewerage service stayed the same over the past year (140)	87%	84% to 94%	90%	Small proportions say it has got better (8%) or worse (3%)
Correctly think Sewerage Company is responsible for maintaining shared sewerage pipes/drains (141)	26%	26% to 35%	31%	Higher proportion think that householders are responsible (39%)
Speaking Up for Consumers - Importance of having a consumer body representing your interests (147)				
Agree this is absolutely essential	19%	14% to 31%	22%	Respondents with a disability/long-term health condition are more likely to agree
Agree this is very or fairly important	75%	64% to 78%	70%	