

Results for Affinity Water East	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																						
<b>Satisfaction with water services</b>																									
Overall, satisfied with their water supply (Sample size: 150) <sup>2</sup>	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>84%</td><td>89%</td><td>97%</td><td>92%</td><td>91%</td><td>91%</td><td>90%</td><td>87%</td><td>89%</td><td>87%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	84%	89%	97%	92%	91%	91%	90%	87%	89%	87%	95% to 87% Average: 91%	
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	84%	89%	97%	92%	91%	91%	90%	87%	89%	87%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of water services (Sample size: 146)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>71%</td><td>77%</td><td>78%</td><td>71%</td><td>67%</td><td>71%</td><td>64%</td><td>75%</td><td>74%</td><td>68%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	71%	77%	78%	71%	67%	71%	64%	75%	74%	68%	79% to 66% Average: 71%	
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	71%	77%	78%	71%	67%	71%	64%	75%	74%	68%															
<b>Views on fairness and affordability of charges</b>																									
Agree that water and sewerage charges are affordable (Sample size: 148) <sup>3</sup>	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>64%</td><td>78%</td><td>72%</td><td>76%</td><td>76%</td><td>71%</td><td>80%</td><td>79%</td><td>70%</td><td></td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	64%	78%	72%	76%	76%	71%	80%	79%	70%		86% to 69% Average: 75%	
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	64%	78%	72%	76%	76%	71%	80%	79%	70%																
Agree that charges are fair (Sample size: 140)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>59%</td><td>56%</td><td>70%</td><td>61%</td><td>61%</td><td>59%</td><td>57%</td><td>65%</td><td>67%</td><td>56%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	59%	56%	70%	61%	61%	59%	57%	65%	67%	56%	69% to 52% Average: 59%	Significant change since last year
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	59%	56%	70%	61%	61%	59%	57%	65%	67%	56%															
<b>Care and trust</b>																									
Agree their water company cares about the service they provide to customers (Sample size: 145)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>59%</td><td>64%</td><td>71%</td><td>68%</td><td>62%</td><td>67%</td><td>63%</td><td>71%</td><td>72%</td><td>61%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	59%	64%	71%	68%	62%	67%	63%	71%	72%	61%	75% to 52% Average: 60%	
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	59%	64%	71%	68%	62%	67%	63%	71%	72%	61%															
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 147)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Score</th><td>7.13</td><td>7.38</td><td>7.85</td><td>7.22</td><td>7.54</td><td>7.83</td><td>7.59</td><td>7.59</td><td>7.82</td><td>7.10</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Score	7.13	7.38	7.85	7.22	7.54	7.83	7.59	7.59	7.82	7.10	7.48 to 6.63 Average: 7.07	Significant change since last year
Year	12	13	14	15	16	17	18	19	20	21															
Score	7.13	7.38	7.85	7.22	7.54	7.83	7.59	7.59	7.82	7.10															
<b>Awareness of consumer rights and responsibilities</b>																									
Likely to contact company if worried about paying bill (Sample size: 146)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>70%</td><td>72%</td><td>71%</td><td>69%</td><td>80%</td><td>75%</td><td>72%</td><td>75%</td><td>73%</td><td>68%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	70%	72%	71%	69%	80%	75%	72%	75%	73%	68%	72% to 64% Average: 68%	
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	70%	72%	71%	69%	80%	75%	72%	75%	73%	68%															
Aware of option to have a free water meter (Sample size: 42*) <sup>4</sup>	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>61%</td><td>76%</td><td>60%</td><td>62%</td><td>56%</td><td>67%</td><td>70%</td><td>78%</td><td>73%</td><td>67%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	61%	76%	60%	62%	56%	67%	70%	78%	73%	67%	77% to 42% Average: 71%	Low base size
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	61%	76%	60%	62%	56%	67%	70%	78%	73%	67%															

Results for Affinity Water East	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																						
Aware of option for customers who ask for a meter to be fitted to go back to rateable value charge within 24 <sup>5</sup> months (Sample size: 42*) <sup>4</sup>	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>26%</td><td>39%</td><td>44%</td><td>27%</td><td>25%</td><td>27%</td><td>23%</td><td>38%</td><td>31%</td><td>19%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	26%	39%	44%	27%	25%	27%	23%	38%	31%	19%	32% to 0% Average: 26%	Low base size
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	26%	39%	44%	27%	25%	27%	23%	38%	31%	19%															
Aware of, or on WaterSure tariff (Sample size: 150*)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>16%</td><td>22%</td><td>18%</td><td>16%</td><td>20%</td><td>11%</td><td>18%</td><td>16%</td><td>12%</td><td>19%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	16%	22%	18%	16%	20%	11%	18%	16%	12%	19%	19% to 9% Average: 13%	Significantly higher than WoC average
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	16%	22%	18%	16%	20%	11%	18%	16%	12%	19%															
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 142) <sup>6</sup>	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>0%</td><td>0%</td><td>0%</td><td>0%</td><td>0%</td><td>0%</td><td>0%</td><td>0%</td><td>0%</td><td>42%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	0%	0%	0%	0%	0%	0%	0%	0%	0%	42%	50% to 25% Average: 40%	
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	0%	0%	0%	0%	0%	0%	0%	0%	0%	42%															
Aware of Priority Services (Sample size: 150*) <sup>7</sup>	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>0%</td><td>0%</td><td>51%</td><td>53%</td><td>42%</td><td>44%</td><td>50%</td><td>48%</td><td>52%</td><td>57%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	0%	0%	51%	53%	42%	44%	50%	48%	52%	57%	57% to 38% Average: 45%	Significantly higher than WoC average
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	0%	0%	51%	53%	42%	44%	50%	48%	52%	57%															
<b>Contact</b>																									
Contacted water company with a query in last 12 months (Sample size: 149)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>18%</td><td>19%</td><td>11%</td><td>16%</td><td>19%</td><td>14%</td><td>21%</td><td>21%</td><td>17%</td><td>13%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	18%	19%	11%	16%	19%	14%	21%	21%	17%	13%	27% to 13% Average: 19%	Significantly lower than WoC average
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	18%	19%	11%	16%	19%	14%	21%	21%	17%	13%															
Reason for contacting water company was to complain (Sample size: 19 who contacted)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>15%</td><td>7%</td><td>6%</td><td>6%</td><td>4%</td><td>10%</td><td>6%</td><td>6%</td><td>4%</td><td>5%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	15%	7%	6%	6%	4%	10%	6%	6%	4%	5%	5% to 0% Average: 1%	Low base size
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	15%	7%	6%	6%	4%	10%	6%	6%	4%	5%															
Overall, satisfied with the way their query was handled (Sample size: 18 who contacted)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>67%</td><td>79%</td><td>87%</td><td>87%</td><td>79%</td><td>90%</td><td>73%</td><td>87%</td><td>83%</td><td>78%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	67%	79%	87%	87%	79%	90%	73%	87%	83%	78%	91% to 68% Average: 78%	Low base size
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	67%	79%	87%	87%	79%	90%	73%	87%	83%	78%															

Results for Affinity Water East	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																						
<b>Water on tap</b>																									
Satisfied with colour and appearance of tap water (Sample size: 149)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>87%</td><td>95%</td><td>98%</td><td>91%</td><td>93%</td><td>95%</td><td>91%</td><td>93%</td><td>93%</td><td>89%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	87%	95%	98%	91%	93%	95%	91%	93%	93%	89%	97% to 89% Average: 92%	
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	87%	95%	98%	91%	93%	95%	91%	93%	93%	89%															
Satisfied with taste and smell (Sample size: 148)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>81%</td><td>91%</td><td>96%</td><td>90%</td><td>93%</td><td>85%</td><td>80%</td><td>82%</td><td>83%</td><td>82%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	81%	91%	96%	90%	93%	85%	80%	82%	83%	82%	93% to 82% Average: 85%	
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	81%	91%	96%	90%	93%	85%	80%	82%	83%	82%															
Satisfied with hardness/softness (Sample size: 147)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>50%</td><td>55%</td><td>69%</td><td>52%</td><td>52%</td><td>54%</td><td>51%</td><td>47%</td><td>55%</td><td>35%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	50%	55%	69%	52%	52%	54%	51%	47%	55%	35%	61% to 35% Average: 49%	Significantly lower than WoC average Significant change since last year
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	50%	55%	69%	52%	52%	54%	51%	47%	55%	35%															
Satisfied with safety (Sample size: 149)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>90%</td><td>93%</td><td>95%</td><td>93%</td><td>88%</td><td>93%</td><td>87%</td><td>87%</td><td>89%</td><td>85%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	90%	93%	95%	93%	88%	93%	87%	87%	89%	85%	93% to 85% Average: 90%	Significantly lower than WoC average
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	90%	93%	95%	93%	88%	93%	87%	87%	89%	85%															
Satisfied with reliability of supply (Sample size: 150)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>93%</td><td>95%</td><td>99%</td><td>98%</td><td>98%</td><td>99%</td><td>97%</td><td>97%</td><td>99%</td><td>95%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	93%	95%	99%	98%	98%	99%	97%	97%	99%	95%	99% to 92% Average: 96%	Significant change since last year
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	93%	95%	99%	98%	98%	99%	97%	97%	99%	95%															
Satisfied with water pressure (Sample size: 149)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>84%</td><td>83%</td><td>91%</td><td>83%</td><td>81%</td><td>79%</td><td>85%</td><td>80%</td><td>85%</td><td>79%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	84%	83%	91%	83%	81%	79%	85%	80%	85%	79%	91% to 79% Average: 85%	Significantly lower than WoC average
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	84%	83%	91%	83%	81%	79%	85%	80%	85%	79%															
<b>Likelihood to recommend as a provider of water services (NPS score)</b>																									
Extremely likely to recommend Affinity Water East to friends and family as a provider (Sample size: 146) <sup>7,8</sup>	<table border="1"> <tr><th>Year</th><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>42%</td><td>35%</td><td>33%</td><td>38%</td><td>37%</td><td>46%</td><td>38%</td><td>29%</td></tr> </table>	Year	14	15	16	17	18	19	20	21	Percentage	42%	35%	33%	38%	37%	46%	38%	29%	43% to 20% Average: 28%					
Year	14	15	16	17	18	19	20	21																	
Percentage	42%	35%	33%	38%	37%	46%	38%	29%																	

Affinity Water East sewerage services are provided by Anglian Water (133 respondents) or Thames Water (3 respondents).<sup>9</sup>



Results for sewerage service providers for Affinity Water East	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																						
<b>Satisfaction with sewerage services</b>																									
Overall, satisfied with their sewerage services (Sample size: 137)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>81%</td><td>81%</td><td>94%</td><td>89%</td><td>85%</td><td>81%</td><td>82%</td><td>89%</td><td>86%</td><td>76%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	81%	81%	94%	89%	85%	81%	82%	89%	86%	76%	79% to 54% Average: 71%	Significant change since last year
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	81%	81%	94%	89%	85%	81%	82%	89%	86%	76%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of sewerage services (Sample size: 133)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>69%</td><td>70%</td><td>82%</td><td>70%</td><td>70%</td><td>69%</td><td>76%</td><td>75%</td><td>74%</td><td>68%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	69%	70%	82%	70%	70%	69%	76%	75%	74%	68%	81% to 59% Average: 70%	
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	69%	70%	82%	70%	70%	69%	76%	75%	74%	68%															
<b>A sewerage system that works</b>																									
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 107)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>77%</td><td>62%</td><td>86%</td><td>80%</td><td>75%</td><td>74%</td><td>79%</td><td>83%</td><td>79%</td><td>76%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	77%	62%	86%	80%	75%	74%	79%	83%	79%	76%	79% to 53% Average: 69%	
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	77%	62%	86%	80%	75%	74%	79%	83%	79%	76%															
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 109)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>79%</td><td>70%</td><td>90%</td><td>82%</td><td>72%</td><td>79%</td><td>80%</td><td>81%</td><td>81%</td><td>75%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	79%	70%	90%	82%	72%	79%	80%	81%	81%	75%	83% to 51% Average: 70%	
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	79%	70%	90%	82%	72%	79%	80%	81%	81%	75%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 100)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>77%</td><td>73%</td><td>92%</td><td>80%</td><td>72%</td><td>77%</td><td>85%</td><td>85%</td><td>73%</td><td>52%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	77%	73%	92%	80%	72%	77%	85%	85%	73%	52%	58% to 17% Average: 46%	Significant change since last year
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	77%	73%	92%	80%	72%	77%	85%	85%	73%	52%															
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 115)	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>78%</td><td>71%</td><td>91%</td><td>82%</td><td>77%</td><td>78%</td><td>82%</td><td>80%</td><td>72%</td><td>67%</td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	78%	71%	91%	82%	77%	78%	82%	80%	72%	67%	67% to 40% Average: 57%	Significantly higher than WoC average
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	78%	71%	91%	82%	77%	78%	82%	80%	72%	67%															
<b>Likelihood to recommend as a provider of sewerage services</b>																									
Extremely likely to recommend to friends and family as a provider of sewerage services (Sample size: 139) <sup>7,8</sup>	<table border="1"> <tr><th>Year</th><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><th>Percentage</th><td>45%</td><td>34%</td><td>32%</td><td>30%</td><td>34%</td><td>46%</td><td>38%</td><td>25%</td><td></td><td></td></tr> </table>	Year	12	13	14	15	16	17	18	19	20	21	Percentage	45%	34%	32%	30%	34%	46%	38%	25%			35% to 14% Average: 23%	
Year	12	13	14	15	16	17	18	19	20	21															
Percentage	45%	34%	32%	30%	34%	46%	38%	25%																	

## Sample Profile

Sample profile for Affinity Water East	(Sample size: 150*)
<b>Gender</b>	
Male	48%
Female	52%
<b>Age</b>	
18-44	11%
45-59	27%
60-74	40%
75+	22%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	48%
Intermediate occupations	18%
Routine & manual occupations	23%
Never worked and long-term unemployed/ Full-time students	11%
Refused	1%
<b>Water meter</b>	
Proportion having a water meter	72%

- Statistical reliability on sample size of 150 is +/- 7.89%

<sup>1</sup> Average (mean) proportion for all WoCs based on weighted data. All other data is unweighted.

<sup>2</sup> Sample size excludes don't knows unless followed by an asterisk \*.

<sup>3</sup> Question not asked in all years.

<sup>4</sup> Question filtered on unmetered households as per the main report.

<sup>5</sup> Question text amended in 2018 to '24 months' (prior to this was '12 months').

<sup>6</sup> Question changed to Yes/No option in 2021 so data not comparable with previous years.

<sup>7</sup> Wording change in 2014.

<sup>8</sup> Extremely likely to recommend is based on the proportion of customers scoring 9 or 10.

<sup>9</sup> There is no differentiation between sewerage service providers within the results.