

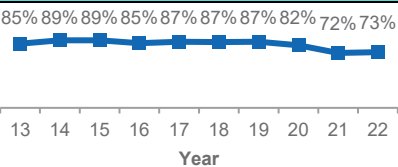
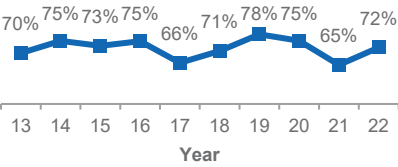
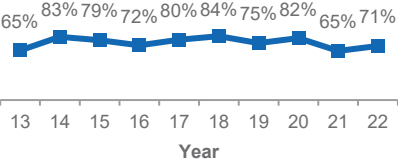
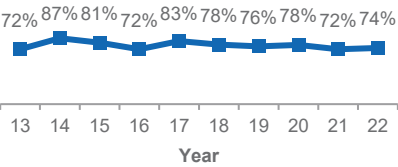
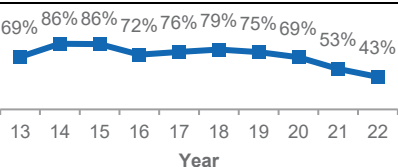
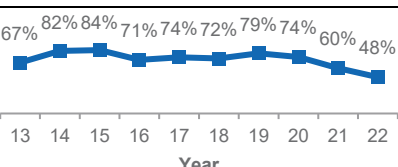
Results for Affinity Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																						
Satisfaction with water services																									
Overall, satisfied with their water supply (Sample size: 250) ²	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>91%</td><td>95%</td><td>92%</td><td>90%</td><td>91%</td><td>86%</td><td>90%</td><td>94%</td><td>92%</td><td>92%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	91%	95%	92%	90%	91%	86%	90%	94%	92%	92%	97% to 89% Average: 93%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	91%	95%	92%	90%	91%	86%	90%	94%	92%	92%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 244)	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>63%</td><td>74%</td><td>78%</td><td>69%</td><td>64%</td><td>65%</td><td>77%</td><td>72%</td><td>69%</td><td>75%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	63%	74%	78%	69%	64%	65%	77%	72%	69%	75%	80% to 65% Average: 75%	Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	63%	74%	78%	69%	64%	65%	77%	72%	69%	75%															
Views on fairness and affordability of charges																									
Agree that total water and sewerage charges are affordable (Sample size: 245)	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>66%</td><td>72%</td><td>75%</td><td>71%</td><td>76%</td><td>65%</td><td>78%</td><td>82%</td><td>74%</td><td>80%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	66%	72%	75%	71%	76%	65%	78%	82%	74%	80%	88% to 70% Average: 77%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	66%	72%	75%	71%	76%	65%	78%	82%	74%	80%															
Agree that charges are fair (Sample size: 237)	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>53%</td><td>62%</td><td>57%</td><td>59%</td><td>57%</td><td>55%</td><td>67%</td><td>69%</td><td>56%</td><td>61%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	53%	62%	57%	59%	57%	55%	67%	69%	56%	61%	73% to 58% Average: 64%	Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	53%	62%	57%	59%	57%	55%	67%	69%	56%	61%															
Care and trust																									
Agree water company cares about the service they provide to customers (Sample size: 240)	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>50%</td><td>69%</td><td>66%</td><td>60%</td><td>66%</td><td>61%</td><td>65%</td><td>66%</td><td>56%</td><td>57%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	50%	69%	66%	60%	66%	61%	65%	66%	56%	57%	70% to 50% Average: 59%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	50%	69%	66%	60%	66%	61%	65%	66%	56%	57%															
Trust water company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 250)	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Score</th><td>7.11</td><td>7.74</td><td>7.65</td><td>7.46</td><td>7.41</td><td>7.43</td><td>7.77</td><td>7.82</td><td>6.93</td><td>6.86</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Score	7.11	7.74	7.65	7.46	7.41	7.43	7.77	7.82	6.93	6.86	7.54 to 6.58 Average: 7.01	
Year	13	14	15	16	17	18	19	20	21	22															
Score	7.11	7.74	7.65	7.46	7.41	7.43	7.77	7.82	6.93	6.86															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 247)	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>68%</td><td>76%</td><td>70%</td><td>70%</td><td>73%</td><td>70%</td><td>71%</td><td>71%</td><td>70%</td><td>66%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	68%	76%	70%	70%	73%	70%	71%	71%	70%	66%	76% to 64% Average: 69%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	68%	76%	70%	70%	73%	70%	71%	71%	70%	66%															
Aware of, or on, WaterSure tariff (Sample size: 250*)	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>8%</td><td>9%</td><td>6%</td><td>13%</td><td>11%</td><td>12%</td><td>12%</td><td>9%</td><td>12%</td><td>9%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	8%	9%	6%	13%	11%	12%	12%	9%	12%	9%	14% to 8% Average: 11%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	8%	9%	6%	13%	11%	12%	12%	9%	12%	9%															

Results for Affinity Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																						
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 250) ³	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>37%</td><td>38%</td><td>37%</td><td>38%</td><td>37%</td><td>38%</td><td>37%</td><td>38%</td><td>37%</td><td>38%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	37%	38%	37%	38%	37%	38%	37%	38%	37%	38%	39% to 33% Average: 36%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	37%	38%	37%	38%	37%	38%	37%	38%	37%	38%															
Aware of Priority Services (Sample size: 250*) ⁴	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>43%</td><td>49%</td><td>38%</td><td>41%</td><td>41%</td><td>40%</td><td>44%</td><td>40%</td><td>41%</td><td>41%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	43%	49%	38%	41%	41%	40%	44%	40%	41%	41%	54% to 36% Average: 45%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	43%	49%	38%	41%	41%	40%	44%	40%	41%	41%															
Contact																									
Contacted water company with a query in last 12 months (Sample size: 248*)	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>20%</td><td>15%</td><td>13%</td><td>18%</td><td>16%</td><td>18%</td><td>27%</td><td>19%</td><td>26%</td><td>24%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	20%	15%	13%	18%	16%	18%	27%	19%	26%	24%	24% to 14% Average: 20%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	20%	15%	13%	18%	16%	18%	27%	19%	26%	24%															
Reason for contacting water company was to complain (Sample size: who made contact: 60)	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>4%</td><td>8%</td><td>2%</td><td>0%</td><td>9%</td><td>4%</td><td>5%</td><td>0%</td><td>0%</td><td>0%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	4%	8%	2%	0%	9%	4%	5%	0%	0%	0%	5% to 0% Average: 2%	Low base size
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	4%	8%	2%	0%	9%	4%	5%	0%	0%	0%															
Overall, satisfied with the way their query was handled (Sample size: who made contact: 59)	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>91%</td><td>73%</td><td>82%</td><td>77%</td><td>79%</td><td>73%</td><td>74%</td><td>71%</td><td>78%</td><td>75%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	91%	73%	82%	77%	79%	73%	74%	71%	78%	75%	85% to 58% Average: 74%	Low base size
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	91%	73%	82%	77%	79%	73%	74%	71%	78%	75%															

Results for Affinity Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																						
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 249)	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>88%</td><td>94%</td><td>94%</td><td>92%</td><td>89%</td><td>92%</td><td>90%</td><td>94%</td><td>91%</td><td>92%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	88%	94%	94%	92%	89%	92%	90%	94%	91%	92%	95% to 89% Average: 92%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	88%	94%	94%	92%	89%	92%	90%	94%	91%	92%															
Satisfied with taste and smell (Sample size: 243)	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>83%</td><td>87%</td><td>85%</td><td>81%</td><td>79%</td><td>78%</td><td>85%</td><td>87%</td><td>84%</td><td>84%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	83%	87%	85%	81%	79%	78%	85%	87%	84%	84%	89% to 82% Average: 85%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	83%	87%	85%	81%	79%	78%	85%	87%	84%	84%															
Satisfied with hardness/softness (Sample size: 241)	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>44%</td><td>61%</td><td>52%</td><td>46%</td><td>44%</td><td>45%</td><td>45%</td><td>41%</td><td>40%</td><td>42%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	44%	61%	52%	46%	44%	45%	45%	41%	40%	42%	63% to 42% Average: 52%	Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	44%	61%	52%	46%	44%	45%	45%	41%	40%	42%															
Satisfied with safety (Sample size: 244)	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>89%</td><td>88%</td><td>93%</td><td>88%</td><td>87%</td><td>88%</td><td>89%</td><td>94%</td><td>89%</td><td>89%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	89%	88%	93%	88%	87%	88%	89%	94%	89%	89%	94% to 86% Average: 90%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	89%	88%	93%	88%	87%	88%	89%	94%	89%	89%															
Satisfied with reliability of supply (Sample size: 250)	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>96%</td><td>97%</td><td>96%</td><td>96%</td><td>97%</td><td>96%</td><td>97%</td><td>97%</td><td>96%</td><td>96%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	96%	97%	96%	96%	97%	96%	97%	97%	96%	96%	99% to 92% Average: 96%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	96%	97%	96%	96%	97%	96%	97%	97%	96%	96%															
Satisfied with water pressure (Sample size: 250)	<table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>81%</td><td>92%</td><td>85%</td><td>85%</td><td>81%</td><td>84%</td><td>85%</td><td>91%</td><td>85%</td><td>87%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	81%	92%	85%	85%	81%	84%	85%	91%	85%	87%	92% to 84% Average: 87%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	81%	92%	85%	85%	81%	84%	85%	91%	85%	87%															

Affinity Water sewerage services are provided by Thames Water (189 respondents), Anglian Water (42 respondents) or Southern Water (8 respondents).⁵



Results for sewerage service providers for Affinity Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																						
Satisfaction with sewerage services																									
Overall, satisfied with their sewerage services (Sample size: 237)	 <table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>85%</td><td>89%</td><td>89%</td><td>85%</td><td>87%</td><td>87%</td><td>87%</td><td>82%</td><td>72%</td><td>73%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	85%	89%	89%	85%	87%	87%	87%	82%	72%	73%	82% to 48% Average: 73%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	85%	89%	89%	85%	87%	87%	87%	82%	72%	73%															
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (Sample size: 224)	 <table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>70%</td><td>75%</td><td>73%</td><td>75%</td><td>66%</td><td>71%</td><td>78%</td><td>75%</td><td>65%</td><td>72%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	70%	75%	73%	75%	66%	71%	78%	75%	65%	72%	81% to 57% Average: 72%	Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	70%	75%	73%	75%	66%	71%	78%	75%	65%	72%															
A sewerage system that works																									
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 175)	 <table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>65%</td><td>83%</td><td>79%</td><td>72%</td><td>80%</td><td>84%</td><td>75%</td><td>82%</td><td>65%</td><td>71%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	65%	83%	79%	72%	80%	84%	75%	82%	65%	71%	80% to 50% Average: 69%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	65%	83%	79%	72%	80%	84%	75%	82%	65%	71%															
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 189)	 <table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>72%</td><td>87%</td><td>81%</td><td>72%</td><td>83%</td><td>78%</td><td>76%</td><td>78%</td><td>72%</td><td>74%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	72%	87%	81%	72%	83%	78%	76%	78%	72%	74%	82% to 49% Average: 70%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	72%	87%	81%	72%	83%	78%	76%	78%	72%	74%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 185)	 <table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>69%</td><td>86%</td><td>86%</td><td>72%</td><td>76%</td><td>79%</td><td>75%</td><td>69%</td><td>53%</td><td>43%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	69%	86%	86%	72%	76%	79%	75%	69%	53%	43%	58% to 18% Average: 41%	Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	69%	86%	86%	72%	76%	79%	75%	69%	53%	43%															
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 196)	 <table border="1"> <tr><th>Year</th><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><td>22</td></tr> <tr><th>Percentage</th><td>67%</td><td>82%</td><td>84%</td><td>71%</td><td>74%</td><td>72%</td><td>79%</td><td>74%</td><td>60%</td><td>48%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	67%	82%	84%	71%	74%	72%	79%	74%	60%	48%	64% to 29% Average: 50%	Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	67%	82%	84%	71%	74%	72%	79%	74%	60%	48%															

Sample Profile

Regional sample profile for Affinity Water	(Sample size: 250*)
Gender	
Male	45%
Female	55%
Age	
18-29	2%
30-44	14%
45-59	34%
60-74	31%
75+	19%
SEC	
Higher managerial, administrative & professional occupations	56%
Intermediate occupations	26%
Routine & manual occupations	13%
Never worked and long-term unemployed/ Full-time students	4%
Refused	2%
Water meter	
Proportion having a water meter	72%

- Statistical reliability on sample size of 250 is +/- 6.2%

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

² Sample size excludes don't knows unless followed by an asterisk *.

³ Question changed to Yes/No option in 2021 so data not comparable with previous years.

⁴ Wording change in 2014.

⁵ There is no differentiation between sewerage service providers within the results.