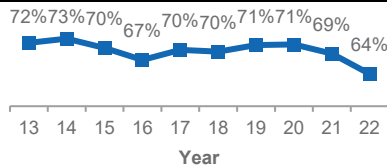
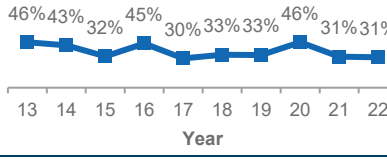
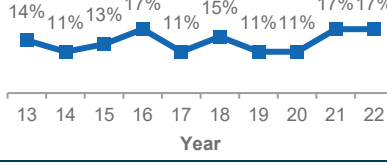
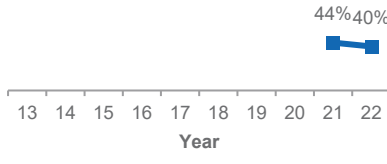
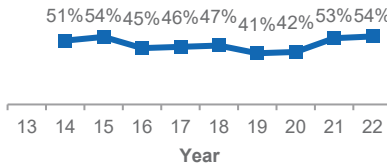
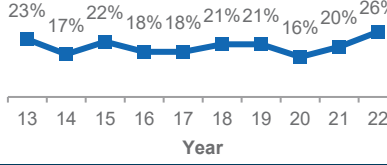
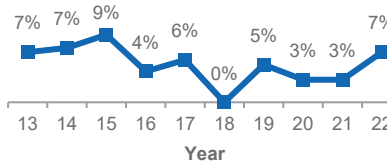
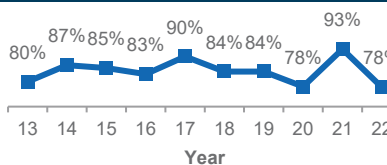
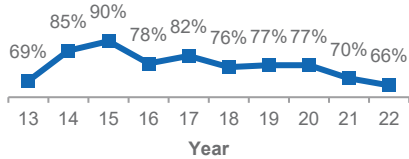


Results for Anglian Water <sup>1</sup>	Percentage of household customers	Range and average for all WASCs <sup>2</sup>	Comments or points of interest																						
<b>Satisfaction with water and sewerage services</b>																									
Overall satisfaction with water supply (Sample size: 350) <sup>3</sup>	<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>92%</td><td>93%</td><td>91%</td><td>92%</td><td>94%</td><td>87%</td><td>88%</td><td>91%</td><td>94%</td><td>91%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	92%	93%	91%	92%	94%	87%	88%	91%	94%	91%	98% to 83% Average: 92%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	92%	93%	91%	92%	94%	87%	88%	91%	94%	91%															
Overall satisfaction with sewerage services (Sample size: 333)	<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>86%</td><td>91%</td><td>92%</td><td>88%</td><td>89%</td><td>81%</td><td>85%</td><td>86%</td><td>82%</td><td>84%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	86%	91%	92%	88%	89%	81%	85%	86%	82%	84%	87% to 62% Average: 80%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	86%	91%	92%	88%	89%	81%	85%	86%	82%	84%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of water services (Sample size: 348)	<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>71%</td><td>74%</td><td>77%</td><td>73%</td><td>79%</td><td>72%</td><td>74%</td><td>76%</td><td>76%</td><td>79%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	71%	74%	77%	73%	79%	72%	74%	76%	76%	79%	86% to 67% Average: 75%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	71%	74%	77%	73%	79%	72%	74%	76%	76%	79%															
Satisfied with value for money of sewerage services (Sample size: 324)	<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>76%</td><td>80%</td><td>76%</td><td>78%</td><td>74%</td><td>75%</td><td>76%</td><td>78%</td><td>82%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	72%	76%	80%	76%	78%	74%	75%	76%	78%	82%	84% to 64% Average: 79%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	72%	76%	80%	76%	78%	74%	75%	76%	78%	82%															
<b>Views on fairness and affordability of charges</b>																									
Agree water and sewerage charges are affordable (Sample size: 348)	<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>78%</td><td>78%</td><td>75%</td><td>81%</td><td>73%</td><td>76%</td><td>84%</td><td>77%</td><td>80%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	67%	78%	78%	75%	81%	73%	76%	84%	77%	80%	85% to 68% Average: 76%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	67%	78%	78%	75%	81%	73%	76%	84%	77%	80%															
Agree charges are fair (Sample size: 336)	<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>54%</td><td>68%</td><td>64%</td><td>64%</td><td>67%</td><td>62%</td><td>65%</td><td>72%</td><td>67%</td><td>68%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	54%	68%	64%	64%	67%	62%	65%	72%	67%	68%	76% to 53% Average: 65%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	54%	68%	64%	64%	67%	62%	65%	72%	67%	68%															
<b>Care and trust</b>																									
Agree company cares about service given to customers (Sample size: 335)	<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>59%</td><td>75%</td><td>77%</td><td>68%</td><td>73%</td><td>69%</td><td>69%</td><td>71%</td><td>69%</td><td>63%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	59%	75%	77%	68%	73%	69%	69%	71%	69%	63%	76% to 49% Average: 66%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	59%	75%	77%	68%	73%	69%	69%	71%	69%	63%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 350)	<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>Mean Score</th><td>7.20</td><td>7.90</td><td>7.79</td><td>7.60</td><td>7.93</td><td>7.72</td><td>7.69</td><td>7.89</td><td>7.66</td><td>7.30</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Mean Score	7.20	7.90	7.79	7.60	7.93	7.72	7.69	7.89	7.66	7.30	7.81 to 6.26 Average: 7.27	Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Mean Score	7.20	7.90	7.79	7.60	7.93	7.72	7.69	7.89	7.66	7.30															
<b>Awareness of consumer rights and responsibilities</b>																									
Likely to contact company if worried about paying bill (Sample size: 345)	<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>78%</td><td>77%</td><td>74%</td><td>72%</td><td>77%</td><td>74%</td><td>78%</td><td>74%</td><td>70%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	68%	78%	77%	74%	72%	77%	74%	78%	74%	70%	76% to 67% Average: 71%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	68%	78%	77%	74%	72%	77%	74%	78%	74%	70%															

Results for Anglian Water <sup>1</sup>	Percentage of household customers	Range and average for all WASCs <sup>2</sup>	Comments or points of interest																						
Aware of free meter option (Sample size: 77*) <sup>4</sup>	 <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>73%</td><td>70%</td><td>67%</td><td>70%</td><td>70%</td><td>71%</td><td>71%</td><td>69%</td><td>64%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	72%	73%	70%	67%	70%	70%	71%	71%	69%	64%	76% to 47% Average: 64%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	72%	73%	70%	67%	70%	70%	71%	71%	69%	64%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 77*) <sup>4</sup>	 <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>46%</td><td>43%</td><td>32%</td><td>45%</td><td>30%</td><td>33%</td><td>33%</td><td>46%</td><td>31%</td><td>31%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	46%	43%	32%	45%	30%	33%	33%	46%	31%	31%	37% to 10% Average: 23%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	46%	43%	32%	45%	30%	33%	33%	46%	31%	31%															
Aware of WaterSure tariff (Sample size: 351*)	 <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>14%</td><td>11%</td><td>13%</td><td>17%</td><td>11%</td><td>15%</td><td>11%</td><td>11%</td><td>17%</td><td>17%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	14%	11%	13%	17%	11%	15%	11%	11%	17%	17%	17% to 9% Average: 12%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	14%	11%	13%	17%	11%	15%	11%	11%	17%	17%															
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 351*) <sup>5</sup>	 <table border="1"> <tr><th>Year</th><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>44%</td><td>40%</td></tr> </table>	Year	21	22	Percentage	44%	40%	50% to 32% Average: 37%																	
Year	21	22																							
Percentage	44%	40%																							
Aware of Priority services (Sample size: 351*) <sup>6</sup>	 <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>51%</td><td>54%</td><td>45%</td><td>46%</td><td>47%</td><td>41%</td><td>42%</td><td>53%</td><td>54%</td><td></td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	51%	54%	45%	46%	47%	41%	42%	53%	54%		54% to 39% Average: 48%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	51%	54%	45%	46%	47%	41%	42%	53%	54%																
<b>Contact</b>																									
Contacted water company with query in last 12 months (Sample size: 349*)	 <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>23%</td><td>17%</td><td>22%</td><td>18%</td><td>18%</td><td>21%</td><td>21%</td><td>16%</td><td>20%</td><td>26%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	23%	17%	22%	18%	18%	21%	21%	16%	20%	26%	26% to 15% Average: 23%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	23%	17%	22%	18%	18%	21%	21%	16%	20%	26%															
Reason for contacting water company was to complain (Sample size: 90 who made contact)	 <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>7%</td><td>7%</td><td>9%</td><td>4%</td><td>6%</td><td>0%</td><td>5%</td><td>3%</td><td>3%</td><td>7%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	7%	7%	9%	4%	6%	0%	5%	3%	3%	7%	7% to 0% Average: 3%	Low base size
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	7%	7%	9%	4%	6%	0%	5%	3%	3%	7%															
Satisfaction with way query handled (Sample size: 90 who made contact)	 <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>80%</td><td>87%</td><td>85%</td><td>83%</td><td>90%</td><td>84%</td><td>84%</td><td>78%</td><td>93%</td><td>78%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	80%	87%	85%	83%	90%	84%	84%	78%	93%	78%	93% to 65% Average: 77%	Low base size. Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	80%	87%	85%	83%	90%	84%	84%	78%	93%	78%															

Results for Anglian Water <sup>1</sup>	Percentage of household customers	Range and average for all WASCs <sup>2</sup>	Comments or points of interest																						
<b>Water on tap</b>																									
Satisfied with colour and appearance of tap water (Sample size: 350)	<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>95%</td><td>95%</td><td>94%</td><td>92%</td><td>95%</td><td>92%</td><td>90%</td><td>92%</td><td>93%</td><td>93%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	95%	95%	94%	92%	95%	92%	90%	92%	93%	93%	97% to 90% Average: 93%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	95%	95%	94%	92%	95%	92%	90%	92%	93%	93%															
Satisfied with taste and smell (Sample size: 346)	<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>86%</td><td>87%</td><td>88%</td><td>84%</td><td>89%</td><td>83%</td><td>81%</td><td>84%</td><td>85%</td><td>84%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	86%	87%	88%	84%	89%	83%	81%	84%	85%	84%	93% to 79% Average: 87%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	86%	87%	88%	84%	89%	83%	81%	84%	85%	84%															
Satisfied with hardness/softness (Sample size: 341)	<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>70%</td><td>57%</td><td>53%</td><td>57%</td><td>50%</td><td>44%</td><td>51%</td><td>46%</td><td>46%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	50%	70%	57%	53%	57%	50%	44%	51%	46%	46%	92% to 46% Average: 69%	Significantly lower than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	50%	70%	57%	53%	57%	50%	44%	51%	46%	46%															
Satisfied with safety (Sample size: 341)	<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>92%</td><td>95%</td><td>93%</td><td>88%</td><td>94%</td><td>91%</td><td>91%</td><td>93%</td><td>92%</td><td>89%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	92%	95%	93%	88%	94%	91%	91%	93%	92%	89%	95% to 84% Average: 91%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	92%	95%	93%	88%	94%	91%	91%	93%	92%	89%															
Satisfied with reliability of supply (Sample size: 351)	<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>98%</td><td>98%</td><td>96%</td><td>95%</td><td>98%</td><td>96%</td><td>96%</td><td>97%</td><td>97%</td><td>91%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	98%	98%	96%	95%	98%	96%	96%	97%	97%	91%	100% to 91% Average: 95%	Significantly lower than WaSC average. Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	98%	98%	96%	95%	98%	96%	96%	97%	97%	91%															
Satisfied with water pressure (Sample size: 350)	<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>91%</td><td>90%</td><td>87%</td><td>90%</td><td>85%</td><td>87%</td><td>86%</td><td>86%</td><td>84%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	89%	91%	90%	87%	90%	85%	87%	86%	86%	84%	96% to 84% Average: 88%	Significantly lower than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	89%	91%	90%	87%	90%	85%	87%	86%	86%	84%															
<b>A sewerage system that works</b>																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 262)	<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>82%</td><td>82%</td><td>73%</td><td>78%</td><td>76%</td><td>75%</td><td>79%</td><td>79%</td><td>73%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	63%	82%	82%	73%	78%	76%	75%	79%	79%	73%	82% to 64% Average: 74%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	63%	82%	82%	73%	78%	76%	75%	79%	79%	73%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 280)	<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>86%</td><td>91%</td><td>79%</td><td>83%</td><td>79%</td><td>82%</td><td>81%</td><td>78%</td><td>73%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	70%	86%	91%	79%	83%	79%	82%	81%	78%	73%	81% to 61% Average: 75%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	70%	86%	91%	79%	83%	79%	82%	81%	78%	73%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 271)	<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>75%</td><td>89%</td><td>89%</td><td>75%</td><td>84%</td><td>78%</td><td>79%</td><td>79%</td><td>62%</td><td>55%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	75%	89%	89%	75%	84%	78%	79%	79%	62%	55%	69% to 32% Average: 57%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	75%	89%	89%	75%	84%	78%	79%	79%	62%	55%															

Results for Anglian Water <sup>1</sup>	Percentage of household customers	Range and average for all WASCs <sup>2</sup>	Comments or points of interest
Satisfied with company actions to minimise sewer flooding (Sample size: 283)		73% to 47% Average: 63%	

#### Sample Profile

Regional sample profile for Anglian Water		(Sample size: 351*)
<b>Gender</b>		
Male		43%
Female		57%
<b>Age</b>		
18-29		5%
30-44		13%
45-59		37%
60-74		31%
75+		15%
<b>SEC</b>		
Higher managerial, administrative & professional occupations		50%
Intermediate occupations		20%
Routine & manual occupations		23%
Never worked and long-term unemployed/Full-time students		6%
Refused		1%
<b>Water Meter</b>		
Proportion having a water meter		80%

Statistical reliability on sample size of 351 is +/- 5.06%

<sup>1</sup> Hartlepool customers included in Anglian Water data from 2021.

<sup>2</sup> Average (mean) proportion for all WaSCs is based on weighted data. All other data is unweighted.

<sup>3</sup> Sample size is shown in brackets and excludes don't knows unless followed by an asterisk \*.

<sup>4</sup> Question filtered on unmetered households as per the main report and not stated removed.

<sup>5</sup> Question changed to Yes/No option in 2021 so data not comparable with previous years.

<sup>6</sup> Question wording changed in 2014.