

Results for Bristol Water	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: 300) <sup>2</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>95%</td><td>94%</td><td>95%</td><td>89%</td><td>95%</td><td>97%</td><td>94%</td><td>93%</td><td>92%</td><td>95%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	95%	94%	95%	89%	95%	97%	94%	93%	92%	95%	97% to 89% Average: 93%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	95%	94%	95%	89%	95%	97%	94%	93%	92%	95%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of water services (Sample size: 298)	<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>70%</td><td>82%</td><td>62%</td><td>77%</td><td>75%</td><td>80%</td><td>84%</td><td>77%</td><td>80%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	72%	70%	82%	62%	77%	75%	80%	84%	77%	80%	80% to 65% Average: 75%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	72%	70%	82%	62%	77%	75%	80%	84%	77%	80%															
<b>Views on fairness and affordability of charges</b>																									
Agree that water and sewerage charges are affordable (Sample size: 298)	<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>74%</td><td>74%</td><td>66%</td><td>77%</td><td>78%</td><td>80%</td><td>81%</td><td>79%</td><td>78%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	67%	74%	74%	66%	77%	78%	80%	81%	79%	78%	88% to 70% Average: 77%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	67%	74%	74%	66%	77%	78%	80%	81%	79%	78%															
Agree that charges are fair (Sample size: 289)	<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>64%</td><td>59%</td><td>51%</td><td>67%</td><td>68%</td><td>72%</td><td>71%</td><td>69%</td><td>69%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	51%	64%	59%	51%	67%	68%	72%	71%	69%	69%	73% to 58% Average: 64%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	51%	64%	59%	51%	67%	68%	72%	71%	69%	69%															
<b>Care and trust</b>																									
Agree their water company cares about the service they provide to customers (Sample size: 286)	<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>77%</td><td>77%</td><td>65%</td><td>81%</td><td>74%</td><td>82%</td><td>80%</td><td>75%</td><td>70%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	72%	77%	77%	65%	81%	74%	82%	80%	75%	70%	70% to 50% Average: 59%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	72%	77%	77%	65%	81%	74%	82%	80%	75%	70%															
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 298)	<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>7.66</td><td>7.73</td><td>7.81</td><td>7.32</td><td>8.05</td><td>8.12</td><td>8.15</td><td>8.22</td><td>7.48</td><td>7.54</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Score	7.66	7.73	7.81	7.32	8.05	8.12	8.15	8.22	7.48	7.54	7.54 to 6.58 Average: 7.01	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Score	7.66	7.73	7.81	7.32	8.05	8.12	8.15	8.22	7.48	7.54															
<b>Awareness of consumer rights and responsibilities</b>																									
Likely to contact company if worried about paying bill (Sample size: 284)	<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>74%</td><td>76%</td><td>67%</td><td>70%</td><td>74%</td><td>70%</td><td>77%</td><td>67%</td><td>67%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	68%	74%	76%	67%	70%	74%	70%	77%	67%	67%	76% to 64% Average: 69%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	68%	74%	76%	67%	70%	74%	70%	77%	67%	67%															
Aware of option to have a free water meter (Sample size: 143*) <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>69%</td><td>58%</td><td>70%</td><td>68%</td><td>70%</td><td>72%</td><td>77%</td><td>81%</td><td>78%</td><td>75%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	69%	58%	70%	68%	70%	72%	77%	81%	78%	75%	75% to 57% Average: 69%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	69%	58%	70%	68%	70%	72%	77%	81%	78%	75%															

Results for Bristol Water	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 months (Sample size: 143*) <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>37%</td><td>30%</td><td>29%</td><td>19%</td><td>22%</td><td>33%</td><td>27%</td><td>30%</td><td>32%</td><td>36%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	37%	30%	29%	19%	22%	33%	27%	30%	32%	36%	45% to 8% Average: 28%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	37%	30%	29%	19%	22%	33%	27%	30%	32%	36%															
Aware of, or on WaterSure tariff (Sample size: 300*)	<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>9%</td><td>11%</td><td>8%</td><td>11%</td><td>7%</td><td>13%</td><td>9%</td><td>10%</td><td>12%</td><td>13%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	9%	11%	8%	11%	7%	13%	9%	10%	12%	13%	14% to 8% Average: 11%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	9%	11%	8%	11%	7%	13%	9%	10%	12%	13%															
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 300*) <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></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>41%</td><td>39%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage									41%	39%	39% to 33% Average: 36%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage									41%	39%															
Aware of Priority services (Sample size: 300*) <sup>5</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>55%</td><td>53%</td><td>52%</td><td>48%</td><td>52%</td><td>44%</td><td>55%</td><td>57%</td><td>54%</td><td></td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	55%	53%	52%	48%	52%	44%	55%	57%	54%		54% to 36% Average: 45%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	55%	53%	52%	48%	52%	44%	55%	57%	54%																
<b>Contact</b>																									
Contacted water company with a query in last 12 months (Sample size: 298*)	<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>19%</td><td>13%</td><td>17%</td><td>17%</td><td>20%</td><td>15%</td><td>17%</td><td>18%</td><td>16%</td><td>14%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	19%	13%	17%	17%	20%	15%	17%	18%	16%	14%	24% to 14% Average: 20%	Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	19%	13%	17%	17%	20%	15%	17%	18%	16%	14%															
Reason for contacting water company was to complain (Sample size: 41 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>13%</td><td>7%</td><td>7%</td><td>0%</td><td>3%</td><td>2%</td><td>2%</td><td>0%</td><td>0%</td><td>0%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	13%	7%	7%	0%	3%	2%	2%	0%	0%	0%	5% to 0% Average: 2%	Low base size
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	13%	7%	7%	0%	3%	2%	2%	0%	0%	0%															
Overall, satisfied with the way their query was handled (Sample size: 41 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>88%</td><td>77%</td><td>92%</td><td>84%</td><td>86%</td><td>90%</td><td>85%</td><td>91%</td><td>91%</td><td>85%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	88%	77%	92%	84%	86%	90%	85%	91%	91%	85%	85% to 58% Average: 74%	Low base size
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	88%	77%	92%	84%	86%	90%	85%	91%	91%	85%															

Results for Bristol Water	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: 300)	<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>93%</td><td>92%</td><td>94%</td><td>91%</td><td>97%</td><td>94%</td><td>94%</td><td>95%</td><td>93%</td><td>95%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	93%	92%	94%	91%	97%	94%	94%	95%	93%	95%	95% to 89% Average: 92%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	93%	92%	94%	91%	97%	94%	94%	95%	93%	95%															
Satisfied with taste and smell (Sample size: 295)	<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>90%</td><td>86%</td><td>87%</td><td>85%</td><td>92%</td><td>85%</td><td>87%</td><td>90%</td><td>87%</td><td>88%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	90%	86%	87%	85%	92%	85%	87%	90%	87%	88%	89% to 82% Average: 85%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	90%	86%	87%	85%	92%	85%	87%	90%	87%	88%															
Satisfied with hardness/softness (Sample size: 284)	<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>68%</td><td>66%</td><td>63%</td><td>58%</td><td>59%</td><td>60%</td><td>64%</td><td>58%</td><td>61%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	69%	68%	66%	63%	58%	59%	60%	64%	58%	61%	63% to 42% Average: 52%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	69%	68%	66%	63%	58%	59%	60%	64%	58%	61%															
Satisfied with safety (Sample size: 291)	<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>94%</td><td>93%</td><td>95%</td><td>86%</td><td>92%</td><td>94%</td><td>93%</td><td>94%</td><td>93%</td><td>94%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	94%	93%	95%	86%	92%	94%	93%	94%	93%	94%	94% to 86% Average: 90%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	94%	93%	95%	86%	92%	94%	93%	94%	93%	94%															
Satisfied with reliability of supply (Sample size: 300)	<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>99%</td><td>98%</td><td>98%</td><td>95%</td><td>99%</td><td>98%</td><td>98%</td><td>99%</td><td>99%</td><td>97%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	99%	98%	98%	95%	99%	98%	98%	99%	99%	97%	99% to 92% Average: 96%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	99%	98%	98%	95%	99%	98%	98%	99%	99%	97%															
Satisfied with water pressure (Sample size: 299)	<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>91%</td><td>87%</td><td>88%</td><td>89%</td><td>91%</td><td>91%</td><td>90%</td><td>87%</td><td>90%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	91%	91%	87%	88%	89%	91%	91%	90%	87%	90%	92% to 84% Average: 87%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	91%	91%	87%	88%	89%	91%	91%	90%	87%	90%															

### Bristol Water sewerage services are provided by Wessex Water (274 respondents)



Results for sewerage service providers for Bristol Water	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: 277)	<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>92%</td><td>91%</td><td>85%</td><td>93%</td><td>91%</td><td>92%</td><td>91%</td><td>79%</td><td>82%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	88%	92%	91%	85%	93%	91%	92%	91%	79%	82%	82% to 48% Average: 73%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	88%	92%	91%	85%	93%	91%	92%	91%	79%	82%															
Satisfied with value for money of sewerage services (Sample size: 273)	<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>76%</td><td>70%</td><td>81%</td><td>63%</td><td>82%</td><td>76%</td><td>83%</td><td>82%</td><td>81%</td><td>81%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	76%	70%	81%	63%	82%	76%	83%	82%	81%	81%	81% to 57% Average: 72%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	76%	70%	81%	63%	82%	76%	83%	82%	81%	81%															
<b>A sewerage system that works</b>																									
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 209)	<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>73%</td><td>89%</td><td>85%</td><td>70%</td><td>81%</td><td>78%</td><td>84%</td><td>85%</td><td>77%</td><td>80%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	73%	89%	85%	70%	81%	78%	84%	85%	77%	80%	80% to 50% Average: 69%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	73%	89%	85%	70%	81%	78%	84%	85%	77%	80%															
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 213)	<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>79%</td><td>92%</td><td>89%</td><td>75%</td><td>83%</td><td>84%</td><td>84%</td><td>87%</td><td>83%</td><td>82%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	79%	92%	89%	75%	83%	84%	84%	87%	83%	82%	82% to 49% Average: 70%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	79%	92%	89%	75%	83%	84%	84%	87%	83%	82%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 203)	<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>91%</td><td>92%</td><td>71%</td><td>84%</td><td>81%</td><td>79%</td><td>78%</td><td>50%</td><td>53%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	80%	91%	92%	71%	84%	81%	79%	78%	50%	53%	58% to 18% Average: 41%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	80%	91%	92%	71%	84%	81%	79%	78%	50%	53%															
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 223)	<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>73%</td><td>88%</td><td>86%</td><td>76%</td><td>86%</td><td>85%</td><td>83%</td><td>83%</td><td>64%</td><td>64%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	73%	88%	86%	76%	86%	85%	83%	83%	64%	64%	64% to 29% Average: 50%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	73%	88%	86%	76%	86%	85%	83%	83%	64%	64%															

**Sample Profile**

Regional sample profile for Bristol Water	(Sample size: 300*)
<b>Gender</b>	
Male	48%
Female	52%
<b>Age</b>	
18-29	2%
30-44	9%
45-59	33%
60-74	33%
75+	23%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	45%
Intermediate occupations	23%
Routine & manual occupations	25%
Never worked and long-term unemployed/ Full-time students	6%
Refused	1%
<b>Water meter</b>	
Proportion having a water meter	52%

- Statistical reliability on sample size of 300 is +/- 5.54%

<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 filtered on unmetered households as per the main report.

<sup>4</sup> Question changed to Yes/No option in 2021 so data not comparable with previous years.

<sup>5</sup> Question wording changed in 2014.