

Results for Cambridge 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: 150) 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>96%</td><td>94%</td><td>93%</td><td>98%</td><td>95%</td><td>96%</td><td>96%</td><td>92%</td><td>92%</td><td>93%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	96%	94%	93%	98%	95%	96%	96%	92%	92%	93%	97% to 89% Average: 93%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	96%	94%	93%	98%	95%	96%	96%	92%	92%	93%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 148)	<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>80%</td><td>81%</td><td>75%</td><td>74%</td><td>68%</td><td>78%</td><td>74%</td><td>74%</td><td>78%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	75%	80%	81%	75%	74%	68%	78%	74%	74%	78%	80% to 65% Average: 75%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	75%	80%	81%	75%	74%	68%	78%	74%	74%	78%															
Views on fairness and affordability of charges																									
Agree that water and sewerage charges are affordable (Sample size: 146)	<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>81%</td><td>79%</td><td>79%</td><td>79%</td><td>80%</td><td>84%</td><td>86%</td><td>86%</td><td>88%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	80%	81%	79%	79%	79%	80%	84%	86%	86%	88%	88% to 70% Average: 77%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	80%	81%	79%	79%	79%	80%	84%	86%	86%	88%															
Agree that charges are fair (Sample size: 143)	<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>56%</td><td>72%</td><td>67%</td><td>67%</td><td>66%</td><td>63%</td><td>77%</td><td>69%</td><td>65%</td><td>70%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	56%	72%	67%	67%	66%	63%	77%	69%	65%	70%	73% to 58% Average: 64%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	56%	72%	67%	67%	66%	63%	77%	69%	65%	70%															
Care and trust																									
Agree their water company cares about the service they provide to customers (Sample size: 140)	<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>74%</td><td>85%</td><td>77%</td><td>72%</td><td>65%</td><td>74%</td><td>68%</td><td>72%</td><td>64%</td><td>58%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	74%	85%	77%	72%	65%	74%	68%	72%	64%	58%	70% to 50% Average: 59%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	74%	85%	77%	72%	65%	74%	68%	72%	64%	58%															
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 149)	<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>7.47</td><td>8.19</td><td>7.71</td><td>7.63</td><td>7.90</td><td>8.11</td><td>7.99</td><td>7.73</td><td>7.46</td><td>7.34</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Score	7.47	8.19	7.71	7.63	7.90	8.11	7.99	7.73	7.46	7.34	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	7.47	8.19	7.71	7.63	7.90	8.11	7.99	7.73	7.46	7.34															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 150)	<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>79%</td><td>73%</td><td>68%</td><td>71%</td><td>74%</td><td>76%</td><td>73%</td><td>70%</td><td>71%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	67%	79%	73%	68%	71%	74%	76%	73%	70%	71%	76% to 64% Average: 69%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	67%	79%	73%	68%	71%	74%	76%	73%	70%	71%															
Aware of option to have a free water meter (Sample size: 39*) 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>61%</td><td>54%</td><td>69%</td><td>67%</td><td>61%</td><td>73%</td><td>69%</td><td>77%</td><td>75%</td><td>72%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	61%	54%	69%	67%	61%	73%	69%	77%	75%	72%	75% to 57% Average: 69%	Low base size
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	61%	54%	69%	67%	61%	73%	69%	77%	75%	72%															
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: 39*) 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>29%</td><td>33%</td><td>29%</td><td>33%</td><td>22%</td><td>33%</td><td>24%</td><td>24%</td><td>24%</td><td>8%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	29%	33%	29%	33%	22%	33%	24%	24%	24%	8%	45% to 8% Average: 28%	Low base size. Significantly lower than WoC average. Significant change since last year.
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	29%	33%	29%	33%	22%	33%	24%	24%	24%	8%															

Results for Cambridge Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																						
Aware of, or on WaterSure tariff (Sample size: 150*)	<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>10%</td><td>9%</td><td>9%</td><td>12%</td><td>8%</td><td>16%</td><td>9%</td><td>10%</td><td>13%</td><td>12%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	10%	9%	9%	12%	8%	16%	9%	10%	13%	12%	14% to 8% Average: 11%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	10%	9%	9%	12%	8%	16%	9%	10%	13%	12%															
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 150) 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></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>41%</td><td>33%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage									41%	33%	39% to 33% Average: 36%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage									41%	33%															
Aware of Priority Services. (Sample size: 150*) ⁵	<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>59%</td><td>52%</td><td>43%</td><td>46%</td><td>54%</td><td>43%</td><td>46%</td><td>44%</td><td></td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	50%	59%	52%	43%	46%	54%	43%	46%	44%		54% to 36% Average: 45%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	50%	59%	52%	43%	46%	54%	43%	46%	44%																
Contact																									
Contacted water company with a query in last 12 months (Sample size: 150)	<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>21%</td><td>19%</td><td>10%</td><td>18%</td><td>20%</td><td>21%</td><td>18%</td><td>23%</td><td>20%</td><td>21%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	21%	19%	10%	18%	20%	21%	18%	23%	20%	21%	24% to 14% Average: 20%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	21%	19%	10%	18%	20%	21%	18%	23%	20%	21%															
Reason for contacting water company was to complain (Sample size: 32 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>3%</td><td>0%</td><td>0%</td><td>0%</td><td>7%</td><td>0%</td><td>4%</td><td>6%</td><td>3%</td><td>3%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	3%	0%	0%	0%	7%	0%	4%	6%	3%	3%	5% to 0% Average: 2%	Low base size
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	3%	0%	0%	0%	7%	0%	4%	6%	3%	3%															
Overall, satisfied with the way their query was handled (Sample size: 32 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>77%</td><td>86%</td><td>100%</td><td>75%</td><td>73%</td><td>91%</td><td>78%</td><td>79%</td><td>66%</td><td>78%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	77%	86%	100%	75%	73%	91%	78%	79%	66%	78%	85% to 58% Average: 74%	Low base size
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	77%	86%	100%	75%	73%	91%	78%	79%	66%	78%															

Results for Cambridge 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: 150)	<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>97%</td><td>96%</td><td>95%</td><td>94%</td><td>93%</td><td>93%</td><td>97%</td><td>94%</td><td>97%</td><td>95%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	97%	96%	95%	94%	93%	93%	97%	94%	97%	95%	95% to 89% Average: 92%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	97%	96%	95%	94%	93%	93%	97%	94%	97%	95%															
Satisfied with taste and smell (Sample size: 147)	<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>93%</td><td>84%</td><td>87%</td><td>85%</td><td>93%</td><td>88%</td><td>85%</td><td>88%</td><td>88%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	91%	93%	84%	87%	85%	93%	88%	85%	88%	88%	89% to 82% Average: 85%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	91%	93%	84%	87%	85%	93%	88%	85%	88%	88%															
Satisfied with hardness/softness (Sample size: 146)	<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>52%</td><td>59%</td><td>52%</td><td>52%</td><td>60%</td><td>55%</td><td>56%</td><td>51%</td><td>42%</td><td>49%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	52%	59%	52%	52%	60%	55%	56%	51%	42%	49%	63% to 42% Average: 52%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	52%	59%	52%	52%	60%	55%	56%	51%	42%	49%															
Satisfied with safety (Sample size: 149)	<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>99%</td><td>94%</td><td>93%</td><td>93%</td><td>95%</td><td>97%</td><td>94%</td><td>93%</td><td>94%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	96%	99%	94%	93%	93%	95%	97%	94%	93%	94%	94% to 86% Average: 90%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	96%	99%	94%	93%	93%	95%	97%	94%	93%	94%															
Satisfied with reliability of supply (Sample size: 150)	<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>99%</td><td>97%</td><td>95%</td><td>96%</td><td>99%</td><td>99%</td><td>98%</td><td>96%</td><td>97%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	99%	99%	97%	95%	96%	99%	99%	98%	96%	97%	99% to 92% Average: 96%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	99%	99%	97%	95%	96%	99%	99%	98%	96%	97%															
Satisfied with water pressure (Sample size: 149)	<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>94%</td><td>89%</td><td>89%</td><td>91%</td><td>93%</td><td>91%</td><td>89%</td><td>91%</td><td>92%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	93%	94%	89%	89%	91%	93%	91%	89%	91%	92%	92% to 84% Average: 87%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	93%	94%	89%	89%	91%	93%	91%	89%	91%	92%															

Sewerage services for Cambridge Water's customers are provided by
Anglian Water (145 respondents)



Results for sewerage service providers for Cambridge 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: 141)	<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>87%</td><td>94%</td><td>87%</td><td>88%</td><td>90%</td><td>88%</td><td>87%</td><td>86%</td><td>74%</td><td>76%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	87%	94%	87%	88%	90%	88%	87%	86%	74%	76%	82% to 48% Average: 73%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	87%	94%	87%	88%	90%	88%	87%	86%	74%	76%															
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (Sample size: 139)	<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>77%</td><td>75%</td><td>76%</td><td>76%</td><td>68%</td><td>79%</td><td>76%</td><td>72%</td><td>76%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	69%	77%	75%	76%	76%	68%	79%	76%	72%	76%	81% to 57% Average: 72%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	69%	77%	75%	76%	76%	68%	79%	76%	72%	76%															
A sewerage system that works																									
Satisfied with sewerage company actions to reduce smells from sewerage treatment works (Sample size: 111)	<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>64%</td><td>82%</td><td>75%</td><td>74%</td><td>73%</td><td>77%</td><td>79%</td><td>75%</td><td>73%</td><td>68%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	64%	82%	75%	74%	73%	77%	79%	75%	73%	68%	80% to 50% Average: 69%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	64%	82%	75%	74%	73%	77%	79%	75%	73%	68%															
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 118)	<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>88%</td><td>84%</td><td>71%</td><td>79%</td><td>82%</td><td>86%</td><td>80%</td><td>75%</td><td>71%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	71%	88%	84%	71%	79%	82%	86%	80%	75%	71%	82% to 49% Average: 70%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	71%	88%	84%	71%	79%	82%	86%	80%	75%	71%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 98)	<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>93%</td><td>92%</td><td>74%</td><td>85%</td><td>82%</td><td>87%</td><td>73%</td><td>46%</td><td>40%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	79%	93%	92%	74%	85%	82%	87%	73%	46%	40%	58% to 18% Average: 41%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	79%	93%	92%	74%	85%	82%	87%	73%	46%	40%															
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 121)	<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>91%</td><td>85%</td><td>76%</td><td>78%</td><td>80%</td><td>74%</td><td>71%</td><td>58%</td><td>52%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	72%	91%	85%	76%	78%	80%	74%	71%	58%	52%	64% to 29% Average: 50%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	72%	91%	85%	76%	78%	80%	74%	71%	58%	52%															

Sample Profile

Regional sample profile for Cambridge Water Company plc	(Sample size: 150*)
Gender	
Male	46%
Female	54%
Age	
18-29	0%
30-44	16%
45-59	35%
60-74	29%
75+	19%
SEC	
Higher managerial, administrative & professional occupations	59%
Intermediate occupations	15%
Routine & manual occupations	21%
Never worked and long-term unemployed/ Full-time students	4%
Refused	1%
Water meter	
Proportion having a water meter	71%

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

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 filtered on unmetered households as per the main report.

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

⁵ Question wording changed in 2014.