

Results for Essex & Suffolk 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>95%</td><td>91%</td><td>92%</td><td>93%</td><td>89%</td><td>91%</td><td>91%</td><td>91%</td><td>91%</td><td>96%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	95%	91%	92%	93%	89%	91%	91%	91%	91%	96%	97% to 89% Average: 93%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	95%	91%	92%	93%	89%	91%	91%	91%	91%	96%															
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>72%</td><td>75%</td><td>70%</td><td>67%</td><td>71%</td><td>71%</td><td>76%</td><td>77%</td><td>73%</td><td>79%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	72%	75%	70%	67%	71%	71%	76%	77%	73%	79%	80% to 65% Average: 75%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	72%	75%	70%	67%	71%	71%	76%	77%	73%	79%															
Views on fairness and affordability of charges																									
Agree that water and sewerage charges are affordable (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>73%</td><td>78%</td><td>73%</td><td>66%</td><td>72%</td><td>69%</td><td>81%</td><td>86%</td><td>77%</td><td>78%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	73%	78%	73%	66%	72%	69%	81%	86%	77%	78%	88% to 70% Average: 77%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	73%	78%	73%	66%	72%	69%	81%	86%	77%	78%															
Agree that charges are fair (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>58%</td><td>63%</td><td>58%</td><td>58%</td><td>57%</td><td>61%</td><td>68%</td><td>72%</td><td>65%</td><td>73%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	58%	63%	58%	58%	57%	61%	68%	72%	65%	73%	73% to 58% Average: 64%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	58%	63%	58%	58%	57%	61%	68%	72%	65%	73%															
Care and Trust																									
Agree their water company cares about the service they provide to customers (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>68%</td><td>67%</td><td>66%</td><td>68%</td><td>67%</td><td>69%</td><td>64%</td><td>74%</td><td>64%</td><td>65%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	68%	67%	66%	68%	67%	69%	64%	74%	64%	65%	70% to 50% Average: 59%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	68%	67%	66%	68%	67%	69%	64%	74%	64%	65%															
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (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>Score</th><td>7.38</td><td>7.63</td><td>7.93</td><td>7.48</td><td>7.55</td><td>7.59</td><td>7.59</td><td>8.14</td><td>7.29</td><td>7.23</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Score	7.38	7.63	7.93	7.48	7.55	7.59	7.59	8.14	7.29	7.23	7.54 to 6.58 Average: 7.01	
Year	13	14	15	16	17	18	19	20	21	22															
Score	7.38	7.63	7.93	7.48	7.55	7.59	7.59	8.14	7.29	7.23															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (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>69%</td><td>74%</td><td>76%</td><td>73%</td><td>74%</td><td>75%</td><td>79%</td><td>75%</td><td>67%</td><td>70%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	69%	74%	76%	73%	74%	75%	79%	75%	67%	70%	76% to 64% Average: 69%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	69%	74%	76%	73%	74%	75%	79%	75%	67%	70%															
Aware of option to have a free water meter (Sample size: 47*) 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>70%</td><td>64%</td><td>76%</td><td>75%</td><td>69%</td><td>77%</td><td>65%</td><td>77%</td><td>63%</td><td>57%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	70%	64%	76%	75%	69%	77%	65%	77%	63%	57%	75% to 57% Average: 69%	Low base size. Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	70%	64%	76%	75%	69%	77%	65%	77%	63%	57%															

Results for Essex & Suffolk Water	Percentage of household customers	Range and average for all Water only Companies ¹	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: 47*) 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>33%</td><td>28%</td><td>24%</td><td>32%</td><td>24%</td><td>20%</td><td>29%</td><td>38%</td><td>24%</td><td>19%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	33%	28%	24%	32%	24%	20%	29%	38%	24%	19%	45% to 8% Average: 28%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	33%	28%	24%	32%	24%	20%	29%	38%	24%	19%															
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>14%</td><td>10%</td><td>7%</td><td>12%</td><td>6%</td><td>11%</td><td>13%</td><td>13%</td><td>17%</td><td>14%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	14%	10%	7%	12%	6%	11%	13%	13%	17%	14%	14% to 8% Average: 11%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	14%	10%	7%	12%	6%	11%	13%	13%	17%	14%															
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>39%</td><td>35%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage									39%	35%	39% to 33% Average: 36%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage									39%	35%															
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></td><td>50%</td><td>54%</td><td>44%</td><td>48%</td><td>49%</td><td>49%</td><td>50%</td><td>45%</td><td>45%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage		50%	54%	44%	48%	49%	49%	50%	45%	45%	54% to 36% Average: 45%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage		50%	54%	44%	48%	49%	49%	50%	45%	45%															
Contact																									
Contacted water company with a query in last 12 months (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>18%</td><td>17%</td><td>15%</td><td>16%</td><td>19%</td><td>19%</td><td>22%</td><td>18%</td><td>18%</td><td>21%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	18%	17%	15%	16%	19%	19%	22%	18%	18%	21%	24% to 14% Average: 20%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	18%	17%	15%	16%	19%	19%	22%	18%	18%	21%															
Reason for contacting water company was to complain (Sample size: 31 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>10%</td><td>8%</td><td>4%</td><td>4%</td><td>4%</td><td>3%</td><td>0%</td><td>0%</td><td>0%</td><td>3%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	10%	8%	4%	4%	4%	3%	0%	0%	0%	3%	5% to 0% Average: 2%	Low base size
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	10%	8%	4%	4%	4%	3%	0%	0%	0%	3%															
Overall, satisfied with the way their query was handled (Sample size: 31 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>82%</td><td>68%</td><td>91%</td><td>79%</td><td>91%</td><td>90%</td><td>87%</td><td>80%</td><td>70%</td><td>81%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	82%	68%	91%	79%	91%	90%	87%	80%	70%	81%	85% to 58% Average: 74%	Low base size
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	82%	68%	91%	79%	91%	90%	87%	80%	70%	81%															

Results for Essex & Suffolk 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: 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>94%</td><td>93%</td><td>92%</td><td>96%</td><td>91%</td><td>92%</td><td>93%</td><td>93%</td><td>91%</td><td>90%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	94%	93%	92%	96%	91%	92%	93%	93%	91%	90%	95% to 89% Average: 92%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	94%	93%	92%	96%	91%	92%	93%	93%	91%	90%															
Satisfied with taste and smell (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>92%</td><td>89%</td><td>86%</td><td>90%</td><td>87%</td><td>89%</td><td>88%</td><td>85%</td><td>84%</td><td>84%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	92%	89%	86%	90%	87%	89%	88%	85%	84%	84%	89% to 82% Average: 85%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	92%	89%	86%	90%	87%	89%	88%	85%	84%	84%															
Satisfied with hardness/softness (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>59%</td><td>64%</td><td>58%</td><td>54%</td><td>54%</td><td>50%</td><td>50%</td><td>49%</td><td>40%</td><td>54%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	59%	64%	58%	54%	54%	50%	50%	49%	40%	54%	63% to 42% Average: 52%	Significant change since last year.
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	59%	64%	58%	54%	54%	50%	50%	49%	40%	54%															
Satisfied with safety (Sample size: 145)	<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>94%</td><td>90%</td><td>87%</td><td>91%</td><td>96%</td><td>92%</td><td>92%</td><td>87%</td><td>86%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	94%	94%	90%	87%	91%	96%	92%	92%	87%	86%	94% to 86% Average: 90%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	94%	94%	90%	87%	91%	96%	92%	92%	87%	86%															
Satisfied with reliability of supply (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>97%</td><td>97%</td><td>99%</td><td>97%</td><td>96%</td><td>97%</td><td>97%</td><td>98%</td><td>96%</td><td>98%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	97%	97%	99%	97%	96%	97%	97%	98%	96%	98%	99% to 92% Average: 96%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	97%	97%	99%	97%	96%	97%	97%	98%	96%	98%															
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>91%</td><td>91%</td><td>85%</td><td>89%</td><td>85%</td><td>85%</td><td>89%</td><td>90%</td><td>83%</td><td>86%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	91%	91%	85%	89%	85%	85%	89%	90%	83%	86%	92% to 84% Average: 87%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	91%	91%	85%	89%	85%	85%	89%	90%	83%	86%															

Essex & Suffolk Water sewerage services are provided by Anglian Water (123 respondents) or Thames Water (16 respondents)⁶



Results for sewerage service providers for Essex & Suffolk 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: 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>88%</td><td>86%</td><td>91%</td><td>83%</td><td>84%</td><td>86%</td><td>87%</td><td>88%</td><td>74%</td><td>77%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	88%	86%	91%	83%	84%	86%	87%	88%	74%	77%	82% to 48% Average: 73%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	88%	86%	91%	83%	84%	86%	87%	88%	74%	77%															
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (Sample size: 138)	<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>70%</td><td>70%</td><td>72%</td><td>66%</td><td>74%</td><td>76%</td><td>78%</td><td>75%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	71%	74%	70%	70%	72%	66%	74%	76%	78%	75%	81% to 57% Average: 72%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	71%	74%	70%	70%	72%	66%	74%	76%	78%	75%															
A sewerage system that works																									
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 120)	<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>77%</td><td>76%</td><td>65%</td><td>71%</td><td>77%</td><td>77%</td><td>78%</td><td>68%</td><td>71%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	70%	77%	76%	65%	71%	77%	77%	78%	68%	71%	80% to 50% Average: 69%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	70%	77%	76%	65%	71%	77%	77%	78%	68%	71%															
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 122)	<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>84%</td><td>88%</td><td>67%</td><td>77%</td><td>79%</td><td>84%</td><td>81%</td><td>71%</td><td>70%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	73%	84%	88%	67%	77%	79%	84%	81%	71%	70%	82% to 49% Average: 70%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	73%	84%	88%	67%	77%	79%	84%	81%	71%	70%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 109)	<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>80%</td><td>85%</td><td>69%</td><td>78%</td><td>71%</td><td>78%</td><td>79%</td><td>47%</td><td>49%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	77%	80%	85%	69%	78%	71%	78%	79%	47%	49%	58% to 18% Average: 41%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	77%	80%	85%	69%	78%	71%	78%	79%	47%	49%															
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 123)	<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>83%</td><td>79%</td><td>67%</td><td>72%</td><td>72%</td><td>85%</td><td>74%</td><td>63%</td><td>57%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	71%	83%	79%	67%	72%	72%	85%	74%	63%	57%	64% to 29% Average: 50%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	71%	83%	79%	67%	72%	72%	85%	74%	63%	57%															

Sample Profile

Regional sample profile for Essex & Suffolk Water	(Sample size: 150*)
Gender	
Male	41%
Female	59%
Age	
18-29	1%
30-44	15%
45-59	33%
60-74	32%
75+	19%
SEC	
Higher managerial, administrative & professional occupations	38%
Intermediate occupations	29%
Routine & manual occupations	23%
Never worked and long-term unemployed/ Full-time students	7%
Refused	3%
Water meter	
Proportion having a water meter	67%

- Statistical reliability on sample size of 150 is +/- 7.92%

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.

⁶ There was no differentiation between sewerage service providers.