

Results for Northumbrian Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Satisfaction with water and sewerage services																									
Overall satisfaction with water supply (Sample size: 200) 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>94%</td><td>94%</td><td>96%</td><td>95%</td><td>95%</td><td>92%</td><td>93%</td><td>96%</td><td>93%</td><td>98%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	94%	94%	96%	95%	95%	92%	93%	96%	93%	98%	98% to 83% Average: 92%	Significantly higher than WaSC average. Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	94%	94%	96%	95%	95%	92%	93%	96%	93%	98%															
Overall satisfaction with sewerage services (Sample size: 198)	<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>90%</td><td>91%</td><td>90%</td><td>92%</td><td>90%</td><td>91%</td><td>89%</td><td>84%</td><td>82%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	90%	90%	91%	90%	92%	90%	91%	89%	84%	82%	87% to 62% Average: 80%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	90%	90%	91%	90%	92%	90%	91%	89%	84%	82%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 198)	<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>78%</td><td>77%</td><td>77%</td><td>84%</td><td>78%</td><td>75%</td><td>79%</td><td>79%</td><td>81%</td><td>86%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	78%	77%	77%	84%	78%	75%	79%	79%	81%	86%	86% to 67% Average: 75%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	78%	77%	77%	84%	78%	75%	79%	79%	81%	86%															
Satisfied with value for money of sewerage services (Sample size: 190)	<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>84%</td><td>77%</td><td>80%</td><td>80%</td><td>78%</td><td>78%</td><td>84%</td><td>81%</td><td>83%</td><td>83%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	84%	77%	80%	80%	78%	78%	84%	81%	83%	83%	84% to 64% Average: 79%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	84%	77%	80%	80%	78%	78%	84%	81%	83%	83%															
Views on fairness and affordability of charges																									
Agree water and sewerage charges are affordable (Sample size: 200)	<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>84%</td><td>74%</td><td>83%</td><td>81%</td><td>75%</td><td>74%</td><td>85%</td><td>81%</td><td>85%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	71%	84%	74%	83%	81%	75%	74%	85%	81%	85%	85% to 68% Average: 76%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	71%	84%	74%	83%	81%	75%	74%	85%	81%	85%															
Agree charges are fair (Sample size: 191)	<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>76%</td><td>66%</td><td>73%</td><td>64%</td><td>63%</td><td>60%</td><td>72%</td><td>71%</td><td>76%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	63%	76%	66%	73%	64%	63%	60%	72%	71%	76%	76% to 53% Average: 65%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	63%	76%	66%	73%	64%	63%	60%	72%	71%	76%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 192)	<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>78%</td><td>77%</td><td>79%</td><td>73%</td><td>75%</td><td>71%</td><td>76%</td><td>73%</td><td>68%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	72%	78%	77%	79%	73%	75%	71%	76%	73%	68%	76% to 49% Average: 66%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	72%	78%	77%	79%	73%	75%	71%	76%	73%	68%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 195)	<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>7.69</td><td>8.18</td><td>8.15</td><td>7.95</td><td>8.01</td><td>7.96</td><td>7.96</td><td>8.16</td><td>7.70</td><td>7.81</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Score	7.69	8.18	8.15	7.95	8.01	7.96	7.96	8.16	7.70	7.81	7.81 to 6.26 Average: 7.27	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Score	7.69	8.18	8.15	7.95	8.01	7.96	7.96	8.16	7.70	7.81															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 190)	<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>77%</td><td>67%</td><td>75%</td><td>71%</td><td>69%</td><td>71%</td><td>78%</td><td>68%</td><td>71%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	67%	77%	67%	75%	71%	69%	71%	78%	68%	71%	76% to 47% Average: 64%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	67%	77%	67%	75%	71%	69%	71%	78%	68%	71%															

Results for Northumbrian Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Aware of free meter option (Sample size: 98*) 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>42%</td><td>60%</td><td>68%</td><td>69%</td><td>64%</td><td>62%</td><td>60%</td><td>66%</td><td>68%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	61%	42%	60%	68%	69%	64%	62%	60%	66%	68%	37% to 10% Average: 23%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	61%	42%	60%	68%	69%	64%	62%	60%	66%	68%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 97*) 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>31%</td><td>23%</td><td>24%</td><td>34%</td><td>28%</td><td>20%</td><td>21%</td><td>23%</td><td>23%</td><td>22%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	31%	23%	24%	34%	28%	20%	21%	23%	23%	22%	17% to 9% Average: 12%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	31%	23%	24%	34%	28%	20%	21%	23%	23%	22%															
Aware of WaterSure tariff (Sample size: 200*)	<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>9%</td><td>12%</td><td>6%</td><td>8%</td><td>10%</td><td>7%</td><td>11%</td><td>9%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	9%	11%	9%	12%	6%	8%	10%	7%	11%	9%	50% to 32% Average: 37%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	9%	11%	9%	12%	6%	8%	10%	7%	11%	9%															
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 200*) 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>34%</td><td>38%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage									34%	38%	54% to 39% Average: 48%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage									34%	38%															
Aware of Priority Services (Sample size: 200*) 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>43%</td><td>50%</td><td>44%</td><td>42%</td><td>45%</td><td>41%</td><td>42%</td><td>51%</td><td>44%</td><td></td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	43%	50%	44%	42%	45%	41%	42%	51%	44%		55% to 46% Average: 49%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	43%	50%	44%	42%	45%	41%	42%	51%	44%																
Contact																									
Contacted water company with query in last 12 months (Sample size: 198*)	<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>17%</td><td>9%</td><td>14%</td><td>16%</td><td>15%</td><td>20%</td><td>22%</td><td>13%</td><td>18%</td><td>20%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	17%	9%	14%	16%	15%	20%	22%	13%	18%	20%	26% to 15% Average: 23%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	17%	9%	14%	16%	15%	20%	22%	13%	18%	20%															
Reason for contacting water company was to complain (Sample size: 40 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>12%</td><td>11%</td><td>17%</td><td>0%</td><td>5%</td><td>3%</td><td>5%</td><td>0%</td><td>0%</td><td>3%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	12%	11%	17%	0%	5%	3%	5%	0%	0%	3%	7% to 0% Average: 3%	Low base size
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	12%	11%	17%	0%	5%	3%	5%	0%	0%	3%															
Satisfaction with way query handled (Sample size: 40 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>84%</td><td>82%</td><td>86%</td><td>87%</td><td>81%</td><td>88%</td><td>76%</td><td>92%</td><td>77%</td><td>90%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	84%	82%	86%	87%	81%	88%	76%	92%	77%	90%	93% to 65% Average: 77%	Low base size
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	84%	82%	86%	87%	81%	88%	76%	92%	77%	90%															

Results for Northumbrian Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 200)	<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>96%</td><td>97%</td><td>95%</td><td>93%</td><td>97%</td><td>97%</td><td>92%</td><td>97%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	95%	95%	96%	97%	95%	93%	97%	97%	92%	97%	97% to 90% Average: 93%	Significantly higher than WaSC average. Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	95%	95%	96%	97%	95%	93%	97%	97%	92%	97%															
Satisfied with taste and smell (Sample size: 194)	<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>94%</td><td>91%</td><td>94%</td><td>92%</td><td>87%</td><td>87%</td><td>88%</td><td>85%</td><td>91%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	90%	94%	91%	94%	92%	87%	87%	88%	85%	91%	93% to 79% Average: 87%	Significantly higher than WaSC average. Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	90%	94%	91%	94%	92%	87%	87%	88%	85%	91%															
Satisfied with hardness/softness (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>85%</td><td>94%</td><td>89%</td><td>88%</td><td>87%</td><td>85%</td><td>85%</td><td>82%</td><td>80%</td><td>87%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	85%	94%	89%	88%	87%	85%	85%	82%	80%	87%	92% to 46% Average: 69%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	85%	94%	89%	88%	87%	85%	85%	82%	80%	87%															
Satisfied with safety (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>95%</td><td>97%</td><td>95%</td><td>95%</td><td>96%</td><td>94%</td><td>92%</td><td>94%</td><td>92%</td><td>94%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	95%	97%	95%	95%	96%	94%	92%	94%	92%	94%	95% to 84% Average: 91%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	95%	97%	95%	95%	96%	94%	92%	94%	92%	94%															
Satisfied with reliability of supply (Sample size: 200)	<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>99%</td><td>98%</td><td>98%</td><td>97%</td><td>99%</td><td>99%</td><td>98%</td><td>100%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	98%	98%	99%	98%	98%	97%	99%	99%	98%	100%	100% to 91% Average: 95%	Significantly higher than WaSC average. Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	98%	98%	99%	98%	98%	97%	99%	99%	98%	100%															
Satisfied with water pressure (Sample size: 200)	<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>91%</td><td>94%</td><td>93%</td><td>89%</td><td>94%</td><td>93%</td><td>94%</td><td>88%</td><td>96%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	93%	91%	94%	93%	89%	94%	93%	94%	88%	96%	96% to 84% Average: 88%	Significantly higher than WaSC average. Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	93%	91%	94%	93%	89%	94%	93%	94%	88%	96%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 160)	<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>87%</td><td>87%</td><td>82%</td><td>81%</td><td>81%</td><td>82%</td><td>88%</td><td>86%</td><td>76%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	73%	87%	87%	82%	81%	81%	82%	88%	86%	76%	82% to 64% Average: 74%	Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	73%	87%	87%	82%	81%	81%	82%	88%	86%	76%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 161)	<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>88%</td><td>91%</td><td>88%</td><td>86%</td><td>85%</td><td>87%</td><td>86%</td><td>83%</td><td>80%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	80%	88%	91%	88%	86%	85%	87%	86%	83%	80%	81% to 61% Average: 75%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	80%	88%	91%	88%	86%	85%	87%	86%	83%	80%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 153)	<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>78%</td><td>89%</td><td>90%</td><td>86%</td><td>85%</td><td>86%</td><td>82%</td><td>87%</td><td>68%</td><td>61%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	78%	89%	90%	86%	85%	86%	82%	87%	68%	61%	69% to 32% Average: 57%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	78%	89%	90%	86%	85%	86%	82%	87%	68%	61%															

Results for Northumbrian Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest
Satisfied with company actions to minimise sewer flooding (Sample size: 169)	<p>75% 87% 87% 87% 82% 83% 81% 87% 73% 72%</p> <p>Year</p>	73% to 47% Average: 63%	Significantly higher than WaSC average

Sample Profile

Regional sample profile for Northumbrian Water	(Sample size: 200*)
Gender	
Male	41%
Female	59%
Age	
18-29	3%
30-44	15%
45-59	33%
60-74	32%
75+	18%
SEC	
Higher managerial, administrative & professional occupations	50%
Intermediate occupations	17%
Routine & manual occupations	27%
Never worked and long-term unemployed/ Full-time students	6%
Refused	2%
Water meter	
Proportion having a water meter	52%

- Statistical reliability on sample size of 200 is +/- 6.8%

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

² Sample size is shown in brackets and 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.