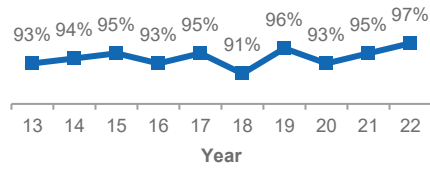
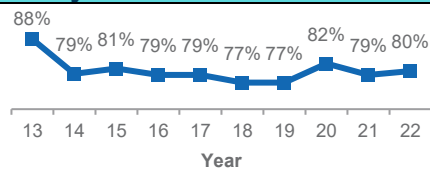
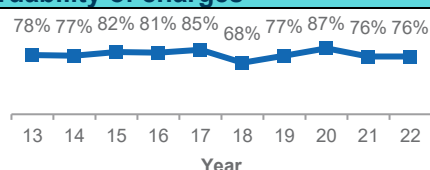
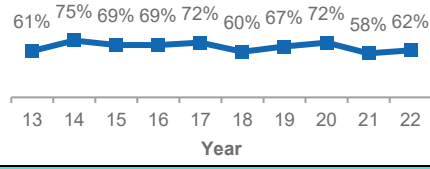
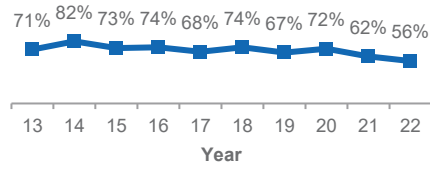
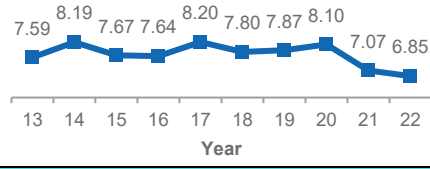
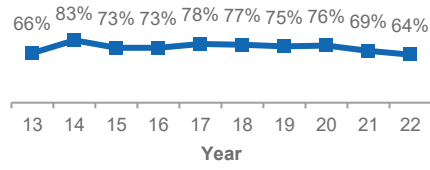
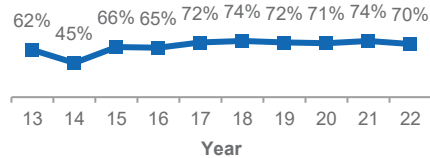
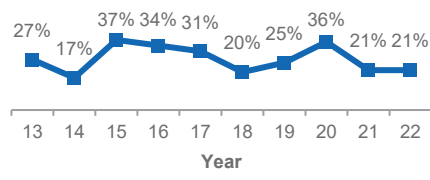
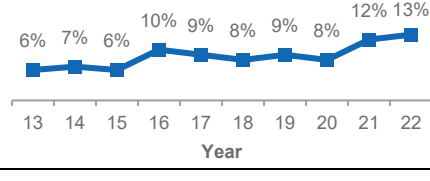
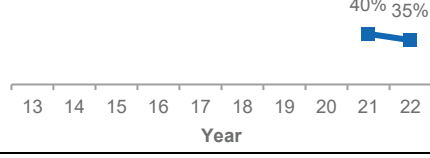
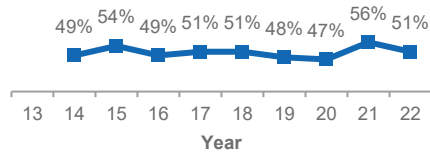
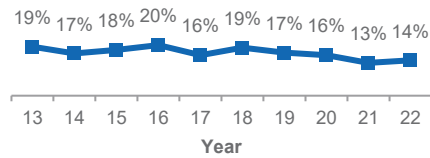
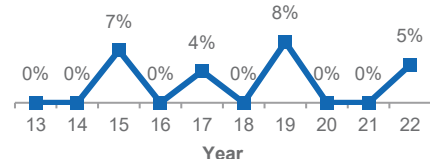
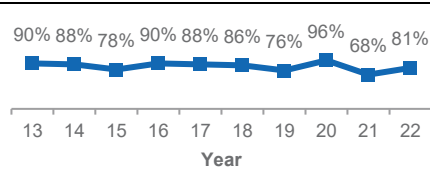
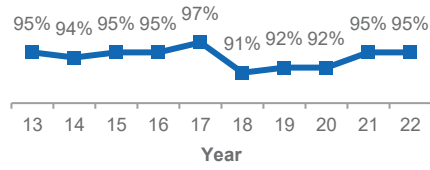
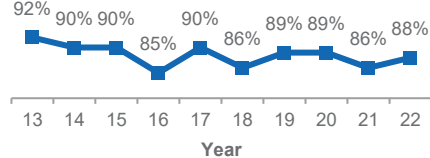
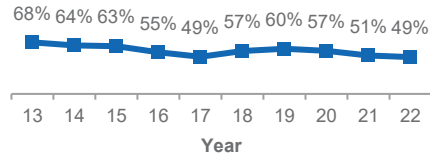
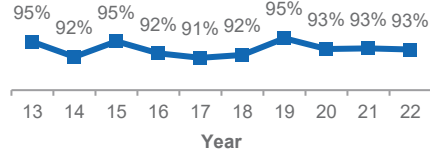
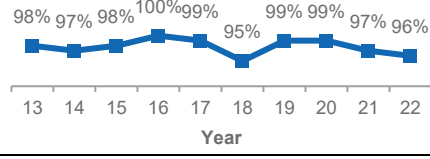
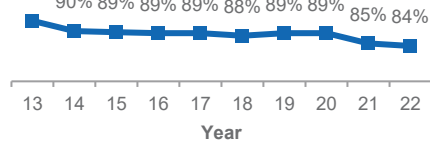


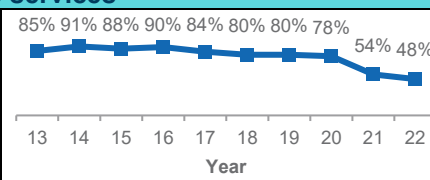
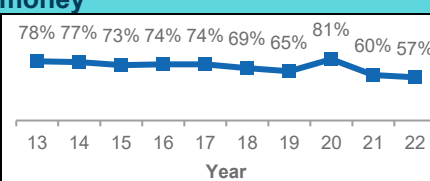
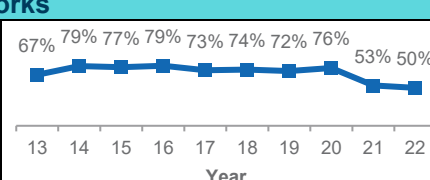
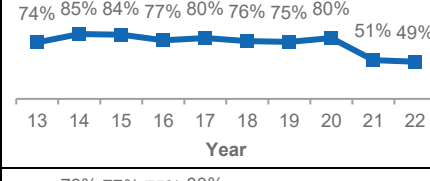
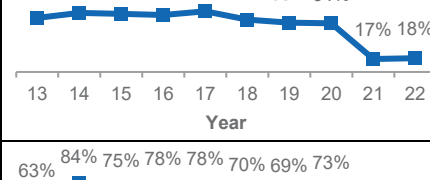

Results for Portsmouth Water	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																						
<b>Satisfaction with water services</b>																									
Overall, satisfied with their water supply (Sample size: 150) <sup>2</sup>	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>95%</td><td>93%</td><td>95%</td><td>91%</td><td>96%</td><td>93%</td><td>95%</td><td>97%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	93%	94%	95%	93%	95%	91%	96%	93%	95%	97%	97% to 89% Average: 93%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	93%	94%	95%	93%	95%	91%	96%	93%	95%	97%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of water services (Sample size: 147)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>79%</td><td>81%</td><td>79%</td><td>79%</td><td>77%</td><td>77%</td><td>82%</td><td>79%</td><td>80%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	88%	79%	81%	79%	79%	77%	77%	82%	79%	80%	80% to 65% Average: 75%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	88%	79%	81%	79%	79%	77%	77%	82%	79%	80%															
<b>Views on fairness and affordability of charges</b>																									
Agree that water and sewerage charges are affordable (Sample size: 147)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>82%</td><td>81%</td><td>85%</td><td>68%</td><td>77%</td><td>87%</td><td>76%</td><td>76%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	78%	77%	82%	81%	85%	68%	77%	87%	76%	76%	88% to 70% Average: 77%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	78%	77%	82%	81%	85%	68%	77%	87%	76%	76%															
Agree that charges are fair (Sample size: 144)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>75%</td><td>69%</td><td>69%</td><td>72%</td><td>60%</td><td>67%</td><td>72%</td><td>58%</td><td>62%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	61%	75%	69%	69%	72%	60%	67%	72%	58%	62%	73% to 58% Average: 64%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	61%	75%	69%	69%	72%	60%	67%	72%	58%	62%															
<b>Care and trust</b>																									
Agree their water company cares about the service they provide to customers (Sample size: 147)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>82%</td><td>73%</td><td>74%</td><td>68%</td><td>74%</td><td>67%</td><td>72%</td><td>62%</td><td>56%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	71%	82%	73%	74%	68%	74%	67%	72%	62%	56%	70% to 50% Average: 59%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	71%	82%	73%	74%	68%	74%	67%	72%	62%	56%															
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 150)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>7.59</td><td>8.19</td><td>7.67</td><td>7.64</td><td>8.20</td><td>7.80</td><td>7.87</td><td>8.10</td><td>7.07</td><td>6.85</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Score	7.59	8.19	7.67	7.64	8.20	7.80	7.87	8.10	7.07	6.85	7.54 to 6.58 Average: 7.01	
Year	13	14	15	16	17	18	19	20	21	22															
Score	7.59	8.19	7.67	7.64	8.20	7.80	7.87	8.10	7.07	6.85															
<b>Awareness of consumer rights and responsibilities</b>																									
Likely to contact company if worried about paying bill (Sample size: 150)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>66%</td><td>83%</td><td>73%</td><td>73%</td><td>78%</td><td>77%</td><td>75%</td><td>76%</td><td>69%</td><td>64%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	66%	83%	73%	73%	78%	77%	75%	76%	69%	64%	76% to 64% Average: 69%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	66%	83%	73%	73%	78%	77%	75%	76%	69%	64%															
Aware of option to have a free water meter (Sample size: 77*) <sup>3</sup>	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>62%</td><td>45%</td><td>66%</td><td>65%</td><td>72%</td><td>74%</td><td>72%</td><td>71%</td><td>74%</td><td>70%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	62%	45%	66%	65%	72%	74%	72%	71%	74%	70%	75% to 57% Average: 69%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	62%	45%	66%	65%	72%	74%	72%	71%	74%	70%															

Results for Portsmouth 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 <sup>4</sup> months (Sample size: 76*) <sup>4</sup>	 <table border="1" style="display: none;"> <caption>Awareness of meter option</caption> <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>27%</td><td>17%</td><td>37%</td><td>34%</td><td>31%</td><td>20%</td><td>25%</td><td>36%</td><td>21%</td><td>21%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	27%	17%	37%	34%	31%	20%	25%	36%	21%	21%	45% to 8% Average: 28%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	27%	17%	37%	34%	31%	20%	25%	36%	21%	21%															
Aware of, or on WaterSure tariff (Sample size: 150*)	 <table border="1" style="display: none;"> <caption>Awareness of WaterSure tariff</caption> <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>6%</td><td>7%</td><td>6%</td><td>10%</td><td>9%</td><td>8%</td><td>9%</td><td>8%</td><td>12%</td><td>13%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	6%	7%	6%	10%	9%	8%	9%	8%	12%	13%	14% to 8% Average: 11%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	6%	7%	6%	10%	9%	8%	9%	8%	12%	13%															
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 150*) <sup>5</sup>	 <table border="1" style="display: none;"> <caption>Awareness of other schemes</caption> <tr><th>Year</th><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>40%</td><td>35%</td></tr> </table>	Year	21	22	Percentage	40%	35%	39% to 33% Average: 36%																	
Year	21	22																							
Percentage	40%	35%																							
Aware of Priority Services (Sample size: 150*) <sup>6</sup>	 <table border="1" style="display: none;"> <caption>Awareness of Priority Services</caption> <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>49%</td><td>54%</td><td>49%</td><td>51%</td><td>51%</td><td>48%</td><td>47%</td><td>56%</td><td>51%</td><td>51%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	49%	54%	49%	51%	51%	48%	47%	56%	51%	51%	54% to 36% Average: 45%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	49%	54%	49%	51%	51%	48%	47%	56%	51%	51%															
<b>Contact</b>																									
Contacted water company with a query in last 12 months (Sample size: 149*)	 <table border="1" style="display: none;"> <caption>Contacted water company</caption> <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>17%</td><td>18%</td><td>20%</td><td>16%</td><td>19%</td><td>17%</td><td>16%</td><td>13%</td><td>14%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	19%	17%	18%	20%	16%	19%	17%	16%	13%	14%	24% to 14% Average: 20%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	19%	17%	18%	20%	16%	19%	17%	16%	13%	14%															
Reason for contacting water company was to complain (Sample size: 21 who made contact)	 <table border="1" style="display: none;"> <caption>Reason for contacting water company</caption> <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>0%</td><td>0%</td><td>7%</td><td>0%</td><td>4%</td><td>0%</td><td>8%</td><td>0%</td><td>0%</td><td>5%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	0%	0%	7%	0%	4%	0%	8%	0%	0%	5%	5% to 0% Average: 2%	Low base size
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	0%	0%	7%	0%	4%	0%	8%	0%	0%	5%															
Overall, satisfied with the way their query was handled (Sample size: 21 who made contact)	 <table border="1" style="display: none;"> <caption>Satisfaction with query handling</caption> <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>88%</td><td>78%</td><td>90%</td><td>88%</td><td>86%</td><td>76%</td><td>96%</td><td>68%</td><td>81%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	90%	88%	78%	90%	88%	86%	76%	96%	68%	81%	85% to 58% Average: 74%	Low base size
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	90%	88%	78%	90%	88%	86%	76%	96%	68%	81%															
<b>Water on tap</b>																									
Satisfied with colour and appearance of tap water (Sample size: 149)	 <table border="1" style="display: none;"> <caption>Satisfaction with tap water appearance</caption> <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>95%</td><td>97%</td><td>91%</td><td>92%</td><td>92%</td><td>95%</td><td>95%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	95%	94%	95%	95%	97%	91%	92%	92%	95%	95%	95% to 89% Average: 92%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	95%	94%	95%	95%	97%	91%	92%	92%	95%	95%															
Satisfied with taste and smell (Sample size: 146)	 <table border="1" style="display: none;"> <caption>Satisfaction with tap water taste and smell</caption> <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>90%</td><td>90%</td><td>85%</td><td>90%</td><td>86%</td><td>89%</td><td>89%</td><td>86%</td><td>88%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	92%	90%	90%	85%	90%	86%	89%	89%	86%	88%	89% to 82% Average: 85%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	92%	90%	90%	85%	90%	86%	89%	89%	86%	88%															

Results for Portsmouth Water	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																						
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>68%</td><td>64%</td><td>63%</td><td>55%</td><td>49%</td><td>57%</td><td>60%</td><td>57%</td><td>51%</td><td>49%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	68%	64%	63%	55%	49%	57%	60%	57%	51%	49%	63% to 42% Average: 52%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	68%	64%	63%	55%	49%	57%	60%	57%	51%	49%															
Satisfied with safety (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>95%</td><td>92%</td><td>95%</td><td>92%</td><td>91%</td><td>92%</td><td>95%</td><td>93%</td><td>93%</td><td>93%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	95%	92%	95%	92%	91%	92%	95%	93%	93%	93%	94% to 86% Average: 90%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	95%	92%	95%	92%	91%	92%	95%	93%	93%	93%															
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>98%</td><td>97%</td><td>98%</td><td>100%</td><td>99%</td><td>95%</td><td>99%</td><td>99%</td><td>97%</td><td>96%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	98%	97%	98%	100%	99%	95%	99%	99%	97%	96%	99% to 92% Average: 96%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	98%	97%	98%	100%	99%	95%	99%	99%	97%	96%															
Satisfied with water pressure (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>94%</td><td>90%</td><td>89%</td><td>89%</td><td>89%</td><td>88%</td><td>89%</td><td>89%</td><td>85%</td><td>84%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	94%	90%	89%	89%	89%	88%	89%	89%	85%	84%	92% to 84% Average: 87%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	94%	90%	89%	89%	89%	88%	89%	89%	85%	84%															

**Portsmouth Water's sewerage services are provided by Southern Water (138 respondents)  
or South West Water (6 respondents)**



Results for sewerage service providers for Portsmouth 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: 143)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>91%</td><td>88%</td><td>90%</td><td>84%</td><td>80%</td><td>80%</td><td>78%</td><td>54%</td><td>48%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	85%	91%	88%	90%	84%	80%	80%	78%	54%	48%	82% to 48% Average: 73%	Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	85%	91%	88%	90%	84%	80%	80%	78%	54%	48%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of sewerage services (Sample size: 141)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>73%</td><td>74%</td><td>74%</td><td>69%</td><td>65%</td><td>81%</td><td>60%</td><td>57%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	78%	77%	73%	74%	74%	69%	65%	81%	60%	57%	81% to 57% Average: 72%	Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	78%	77%	73%	74%	74%	69%	65%	81%	60%	57%															
<b>A sewerage system that works</b>																									
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 118)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>77%</td><td>79%</td><td>73%</td><td>74%</td><td>72%</td><td>76%</td><td>53%</td><td>50%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	67%	79%	77%	79%	73%	74%	72%	76%	53%	50%	80% to 50% Average: 69%	Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	67%	79%	77%	79%	73%	74%	72%	76%	53%	50%															
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 121)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>84%</td><td>77%</td><td>80%</td><td>76%</td><td>75%</td><td>80%</td><td>51%</td><td>49%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	74%	85%	84%	77%	80%	76%	75%	80%	51%	49%	82% to 49% Average: 70%	Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	74%	85%	84%	77%	80%	76%	75%	80%	51%	49%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 133)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>78%</td><td>77%</td><td>75%</td><td>80%</td><td>69%</td><td>65%</td><td>64%</td><td>17%</td><td>18%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	71%	78%	77%	75%	80%	69%	65%	64%	17%	18%	58% to 18% Average: 41%	Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	71%	78%	77%	75%	80%	69%	65%	64%	17%	18%															
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 135)	 <table border="1" style="font-size: x-small; margin-top: 5px;"> <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>84%</td><td>75%</td><td>78%</td><td>78%</td><td>70%</td><td>69%</td><td>73%</td><td>40%</td><td>29%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	63%	84%	75%	78%	78%	70%	69%	73%	40%	29%	64% to 29% Average: 50%	Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	63%	84%	75%	78%	78%	70%	69%	73%	40%	29%															

## Sample Profile

Regional sample profile for Portsmouth Water	(Sample size: 150*)
<b>Gender</b>	
Male	48%
Female	52%
<b>Age</b>	
18-29	0%
30-44	7%
45-59	34%
60-74	39%
75+	20%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	53%
Intermediate occupations	23%
Routine & manual occupations	19%
Never worked and long-term unemployed/Full-time students	5%
Refused	1%
<b>Water meter</b>	
Proportion having a water meter	49%

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

<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 text amended in 2018 to '24 months' (prior to this was '12 months')

<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.