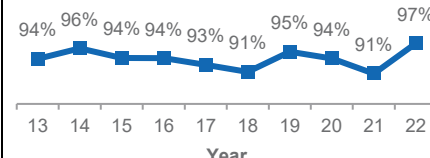
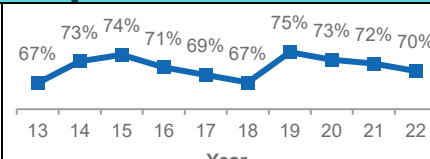
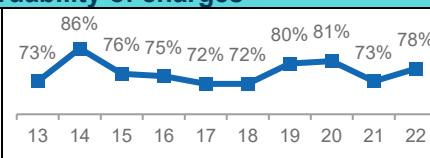
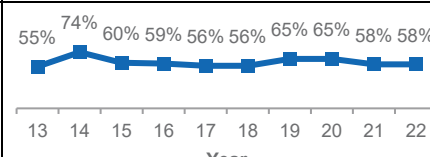
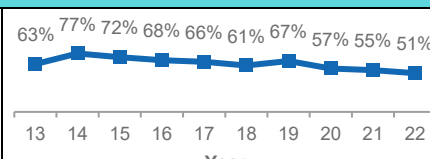
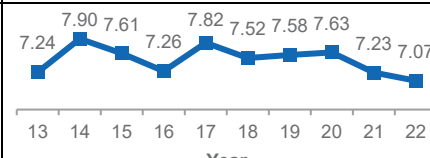
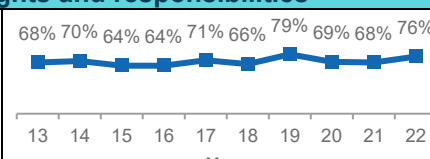
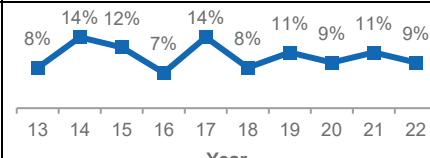
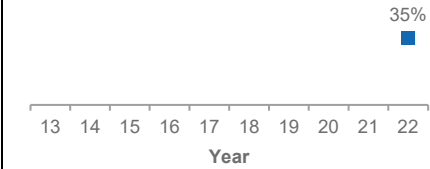
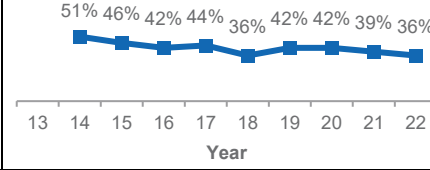
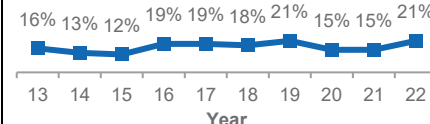
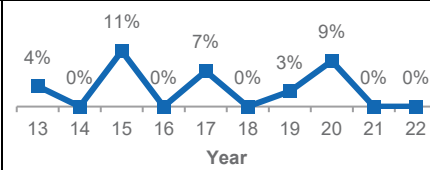
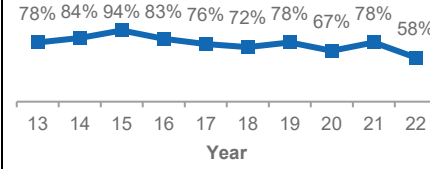
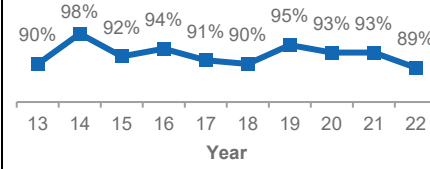
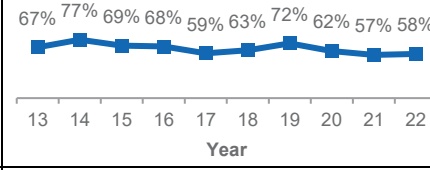
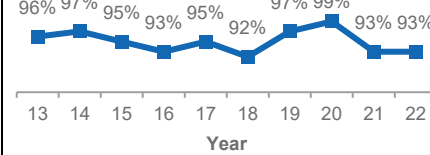
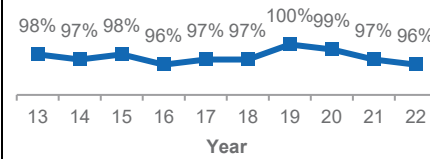
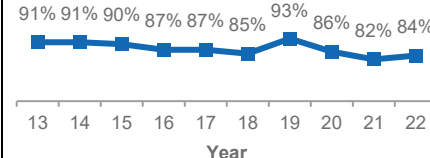


Results for SES Water	Percentage of household customers	Range and average for all water only Companies <sup>1</sup>	Comments or points of interest																						
<b>Satisfaction with water services</b>																									
Overall, satisfied with their water supply (Sample size: 150) <sup>2</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>94%</td><td>96%</td><td>94%</td><td>94%</td><td>93%</td><td>91%</td><td>95%</td><td>94%</td><td>91%</td><td>97%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	94%	96%	94%	94%	93%	91%	95%	94%	91%	97%	97% to 89% Average: 93%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	94%	96%	94%	94%	93%	91%	95%	94%	91%	97%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of water services (Sample size: 145)	 <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>73%</td><td>74%</td><td>71%</td><td>69%</td><td>67%</td><td>75%</td><td>73%</td><td>72%</td><td>70%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	67%	73%	74%	71%	69%	67%	75%	73%	72%	70%	80% to 65% Average: 75%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	67%	73%	74%	71%	69%	67%	75%	73%	72%	70%															
<b>Views on fairness and affordability of charges</b>																									
Agree that water and sewerage charges are affordable (Sample size: 148)	 <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>73%</td><td>86%</td><td>76%</td><td>75%</td><td>72%</td><td>72%</td><td>80%</td><td>81%</td><td>73%</td><td>78%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	73%	86%	76%	75%	72%	72%	80%	81%	73%	78%	88% to 70% Average: 77%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	73%	86%	76%	75%	72%	72%	80%	81%	73%	78%															
Agree that charges are fair (Sample size: 142)	 <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>55%</td><td>74%</td><td>60%</td><td>59%</td><td>56%</td><td>56%</td><td>65%</td><td>65%</td><td>58%</td><td>58%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	55%	74%	60%	59%	56%	56%	65%	65%	58%	58%	73% to 58% Average: 64%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	55%	74%	60%	59%	56%	56%	65%	65%	58%	58%															
<b>Care and trust</b>																									
Agree their water company cares about the service they provide to customers (Sample size: 134)	 <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>77%</td><td>72%</td><td>68%</td><td>66%</td><td>61%</td><td>67%</td><td>57%</td><td>55%</td><td>51%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	63%	77%	72%	68%	66%	61%	67%	57%	55%	51%	70% to 50% Average: 59%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	63%	77%	72%	68%	66%	61%	67%	57%	55%	51%															
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (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>Score</th><td>7.24</td><td>7.90</td><td>7.61</td><td>7.26</td><td>7.82</td><td>7.52</td><td>7.58</td><td>7.63</td><td>7.23</td><td>7.07</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Score	7.24	7.90	7.61	7.26	7.82	7.52	7.58	7.63	7.23	7.07	7.54 to 6.58 Average: 7.01	
Year	13	14	15	16	17	18	19	20	21	22															
Score	7.24	7.90	7.61	7.26	7.82	7.52	7.58	7.63	7.23	7.07															
<b>Awareness of consumer rights and responsibilities</b>																									
Likely to contact company if worried about paying bill (Sample size: 148)	 <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>68%</td><td>70%</td><td>64%</td><td>64%</td><td>71%</td><td>66%</td><td>79%</td><td>69%</td><td>68%</td><td>76%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	68%	70%	64%	64%	71%	66%	79%	69%	68%	76%	76% to 64% Average: 69%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	68%	70%	64%	64%	71%	66%	79%	69%	68%	76%															
Aware of, or on WaterSure tariff (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>8%</td><td>14%</td><td>12%</td><td>7%</td><td>14%</td><td>8%</td><td>11%</td><td>9%</td><td>11%</td><td>9%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	8%	14%	12%	7%	14%	8%	11%	9%	11%	9%	14% to 8% Average: 11%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	8%	14%	12%	7%	14%	8%	11%	9%	11%	9%															

Results for SES Water	Percentage of household customers	Range and average for all water only Companies <sup>1</sup>	Comments or points of interest
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 150) <sup>3</sup>		39% to 33% Average: 36%	
Aware of Priority Services. (Sample size: 150*) <sup>4</sup>		54% to 36% Average: 45%	
<b>Contact</b>			
Contacted water company with a query in last 12 months (Sample size: 149*)		24% to 14% Average: 20%	
Reason for contacting water company was to complain (Sample size: 31 who made contact:)		5% to 0% Average: 2%	Low base size
Overall, satisfied with the way their query was handled (Sample size: 31 who made contact)		85% to 58% Average: 74%	Low base size
<b>Water on tap</b>			
Satisfied with colour and appearance of tap water (Sample size: 150)		95% to 89% Average: 92%	
Satisfied with taste and smell (Sample size: 150)		89% to 82% Average: 85%	
Satisfied with hardness/softness (Sample size: 147)		63% to 42% Average: 52%	
Satisfied with safety (Sample size: 146)		94% to 86% Average: 90%	

Results for SES Water	Percentage of household customers	Range and average for all water only Companies <sup>1</sup>	Comments or points of interest																						
Satisfied with reliability of supply (Sample size: 150)	 <table border="1" style="display: none;"> <caption>Satisfaction with reliability of supply</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>98%</td></tr> <tr><td>14</td><td>97%</td></tr> <tr><td>15</td><td>98%</td></tr> <tr><td>16</td><td>96%</td></tr> <tr><td>17</td><td>97%</td></tr> <tr><td>18</td><td>97%</td></tr> <tr><td>19</td><td>100%</td></tr> <tr><td>20</td><td>99%</td></tr> <tr><td>21</td><td>97%</td></tr> <tr><td>22</td><td>96%</td></tr> </tbody> </table>	Year	Percentage	13	98%	14	97%	15	98%	16	96%	17	97%	18	97%	19	100%	20	99%	21	97%	22	96%	99% to 92% Average: 96%	
Year	Percentage																								
13	98%																								
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16	96%																								
17	97%																								
18	97%																								
19	100%																								
20	99%																								
21	97%																								
22	96%																								
Satisfied with water pressure (Sample size: 150)	 <table border="1" style="display: none;"> <caption>Satisfaction with water pressure</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>91%</td></tr> <tr><td>14</td><td>91%</td></tr> <tr><td>15</td><td>90%</td></tr> <tr><td>16</td><td>87%</td></tr> <tr><td>17</td><td>87%</td></tr> <tr><td>18</td><td>85%</td></tr> <tr><td>19</td><td>93%</td></tr> <tr><td>20</td><td>86%</td></tr> <tr><td>21</td><td>82%</td></tr> <tr><td>22</td><td>84%</td></tr> </tbody> </table>	Year	Percentage	13	91%	14	91%	15	90%	16	87%	17	87%	18	85%	19	93%	20	86%	21	82%	22	84%	92% to 84% Average: 87%	
Year	Percentage																								
13	91%																								
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18	85%																								
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20	86%																								
21	82%																								
22	84%																								

**SES Water sewerage services are provided by Thames Water (135 respondents) or Southern Water (10 respondents)<sup>5</sup>**



Results for sewerage service providers for SES 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: 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>82%</td><td>92%</td><td>92%</td><td>82%</td><td>84%</td><td>78%</td><td>82%</td><td>81%</td><td>70%</td><td>76%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	82%	92%	92%	82%	84%	78%	82%	81%	70%	76%	82% to 48% Average: 73%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	82%	92%	92%	82%	84%	78%	82%	81%	70%	76%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of sewerage services (Sample size: 136)	<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>73%</td><td>76%</td><td>73%</td><td>66%</td><td>64%</td><td>76%</td><td>69%</td><td>72%</td><td>70%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	67%	73%	76%	73%	66%	64%	76%	69%	72%	70%	81% to 57% Average: 72%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	67%	73%	76%	73%	66%	64%	76%	69%	72%	70%															
<b>A sewerage system that works</b>																									
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 116)	<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>54%</td><td>82%</td><td>79%</td><td>60%</td><td>68%</td><td>60%</td><td>82%</td><td>77%</td><td>67%</td><td>69%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	54%	82%	79%	60%	68%	60%	82%	77%	67%	69%	80% to 50% Average: 69%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	54%	82%	79%	60%	68%	60%	82%	77%	67%	69%															
Satisfied with maintenance of sewer pipes & 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>64%</td><td>85%</td><td>85%</td><td>73%</td><td>70%</td><td>70%</td><td>79%</td><td>77%</td><td>57%</td><td>67%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	64%	85%	85%	73%	70%	70%	79%	77%	57%	67%	82% to 49% Average: 70%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	64%	85%	85%	73%	70%	70%	79%	77%	57%	67%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 109)	<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>76%</td><td>92%</td><td>85%</td><td>69%</td><td>77%</td><td>69%</td><td>66%</td><td>69%</td><td>36%</td><td>40%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	76%	92%	85%	69%	77%	69%	66%	69%	36%	40%	58% to 18% Average: 41%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	76%	92%	85%	69%	77%	69%	66%	69%	36%	40%															
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 123)	<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>68%</td><td>80%</td><td>82%</td><td>70%</td><td>68%</td><td>60%</td><td>62%</td><td>71%</td><td>50%</td><td>50%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	68%	80%	82%	70%	68%	60%	62%	71%	50%	50%	64% to 29% Average: 50%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	68%	80%	82%	70%	68%	60%	62%	71%	50%	50%															

**Sample Profile**

Regional sample profile for SES Water	(Sample size: 150*)
<b>Gender</b>	
Male	45%
Female	55%
<b>Age</b>	
18-29	1%
30-44	13%
45-59	37%
60-74	31%
75+	18%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	53%
Intermediate occupations	23%
Routine & manual occupations	17%
Never worked and long-term unemployed/ Full-time students	6%
Refused	2%
<b>Water meter</b>	
Proportion having a water meter	56%

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

<sup>1</sup> Average (mean) proportion for all WoCs is 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 changed to Yes/No option in 2021; but routing error meant that SES Water was excluded. Question asked from 2022.

<sup>4</sup> Question wording changed in 2014.

<sup>5</sup> There is no differentiation between sewerage service providers within the results.