

Results for Severn Trent	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>94%</td><td>95%</td><td>92%</td><td>91%</td><td>94%</td><td>92%</td><td>95%</td><td>94%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	94%	94%	94%	95%	92%	91%	94%	92%	95%	94%	98% to 83% Average: 92%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	94%	94%	94%	95%	92%	91%	94%	92%	95%	94%															
Overall satisfaction with 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>92%</td><td>92%</td><td>93%</td><td>89%</td><td>86%</td><td>88%</td><td>91%</td><td>90%</td><td>86%</td><td>83%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	92%	92%	93%	89%	86%	88%	91%	90%	86%	83%	87% to 62% Average: 80%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	92%	92%	93%	89%	86%	88%	91%	90%	86%	83%															
Satisfaction with value for money																									
Satisfied with value for money of water services (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>72%</td><td>77%</td><td>75%</td><td>78%</td><td>72%</td><td>78%</td><td>78%</td><td>84%</td><td>80%</td><td>76%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	72%	77%	75%	78%	72%	78%	78%	84%	80%	76%	86% to 67% Average: 75%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	72%	77%	75%	78%	72%	78%	78%	84%	80%	76%															
Satisfied with value for money of sewerage services (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>74%</td><td>79%</td><td>79%</td><td>80%</td><td>75%</td><td>79%</td><td>80%</td><td>87%</td><td>81%</td><td>84%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	74%	79%	79%	80%	75%	79%	80%	87%	81%	84%	84% to 64% Average: 79%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	74%	79%	79%	80%	75%	79%	80%	87%	81%	84%															
Views on fairness and affordability of charges																									
Agree water and sewerage charges are affordable (Sample size: 199)	<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>74%</td><td>77%</td><td>78%</td><td>75%</td><td>77%</td><td>77%</td><td>85%</td><td>80%</td><td>76%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	70%	74%	77%	78%	75%	77%	77%	85%	80%	76%	85% to 68% Average: 76%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	70%	74%	77%	78%	75%	77%	77%	85%	80%	76%															
Agree charges are fair (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>59%</td><td>69%</td><td>64%</td><td>69%</td><td>58%</td><td>68%</td><td>69%</td><td>77%</td><td>68%</td><td>67%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	59%	69%	64%	69%	58%	68%	69%	77%	68%	67%	76% to 53% Average: 65%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	59%	69%	64%	69%	58%	68%	69%	77%	68%	67%															
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>65%</td><td>75%</td><td>72%</td><td>74%</td><td>69%</td><td>72%</td><td>74%</td><td>76%</td><td>66%</td><td>70%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	65%	75%	72%	74%	69%	72%	74%	76%	66%	70%	76% to 49% Average: 66%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	65%	75%	72%	74%	69%	72%	74%	76%	66%	70%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (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>Mean Score</th><td>7.36</td><td>7.85</td><td>7.69</td><td>7.70</td><td>7.60</td><td>7.79</td><td>7.74</td><td>8.04</td><td>7.61</td><td>7.54</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Mean Score	7.36	7.85	7.69	7.70	7.60	7.79	7.74	8.04	7.61	7.54	7.81 to 6.26 Average: 7.27	
Year	13	14	15	16	17	18	19	20	21	22															
Mean Score	7.36	7.85	7.69	7.70	7.60	7.79	7.74	8.04	7.61	7.54															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (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>70%</td><td>78%</td><td>75%</td><td>71%</td><td>75%</td><td>67%</td><td>76%</td><td>73%</td><td>71%</td><td>73%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	70%	78%	75%	71%	75%	67%	76%	73%	71%	73%	76% to 67% Average: 71%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	70%	78%	75%	71%	75%	67%	76%	73%	71%	73%															

Results for Severn Trent	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Aware of free meter option (Sample size: 90*) 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>58%</td><td>46%</td><td>64%</td><td>56%</td><td>67%</td><td>61%</td><td>66%</td><td>62%</td><td>60%</td><td>66%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	58%	46%	64%	56%	67%	61%	66%	62%	60%	66%	76% to 47% Average: 64%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	58%	46%	64%	56%	67%	61%	66%	62%	60%	66%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 90*) 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>26%</td><td>26%</td><td>23%</td><td>17%</td><td>20%</td><td>20%</td><td>21%</td><td>26%</td><td>20%</td><td>22%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	26%	26%	23%	17%	20%	20%	21%	26%	20%	22%	37% to 10% Average: 23%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	26%	26%	23%	17%	20%	20%	21%	26%	20%	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>5%</td><td>8%</td><td>7%</td><td>10%</td><td>7%</td><td>10%</td><td>10%</td><td>8%</td><td>10%</td><td>14%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	5%	8%	7%	10%	7%	10%	10%	8%	10%	14%	17% to 9% Average: 12%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	5%	8%	7%	10%	7%	10%	10%	8%	10%	14%															
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>21</td><td>22</td></tr> <tr><th>Percentage</th><td>36%</td><td>40%</td></tr> </table>	Year	21	22	Percentage	36%	40%	50% to 32% Average: 37%																	
Year	21	22																							
Percentage	36%	40%																							
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>47%</td><td>51%</td><td>48%</td><td>46%</td><td>41%</td><td>47%</td><td>38%</td><td>48%</td><td>50%</td><td></td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	47%	51%	48%	46%	41%	47%	38%	48%	50%		54% to 39% Average: 48%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	47%	51%	48%	46%	41%	47%	38%	48%	50%																
Contact																									
Contacted water company with query in last 12 months (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>14%</td><td>13%</td><td>14%</td><td>16%</td><td>20%</td><td>20%</td><td>19%</td><td>18%</td><td>17%</td><td>25%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	14%	13%	14%	16%	20%	20%	19%	18%	17%	25%	26% to 15% Average: 23%	Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	14%	13%	14%	16%	20%	20%	19%	18%	17%	25%															
Reason for contacting water company was to complain (Sample size: 50 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>9%</td><td>12%</td><td>6%</td><td>6%</td><td>5%</td><td>5%</td><td>5%</td><td>3%</td><td>0%</td><td>4%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	9%	12%	6%	6%	5%	5%	5%	3%	0%	4%	7% to 0% Average: 3%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	9%	12%	6%	6%	5%	5%	5%	3%	0%	4%															
Satisfaction with way query handled (Sample size: 49 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>86%</td><td>88%</td><td>82%</td><td>91%</td><td>77%</td><td>88%</td><td>82%</td><td>85%</td><td>82%</td><td>82%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	86%	88%	82%	91%	77%	88%	82%	85%	82%	82%	93% to 65% Average: 77%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	86%	88%	82%	91%	77%	88%	82%	85%	82%	82%															

Results for Severn Trent	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>93%</td><td>93%</td><td>93%</td><td>95%</td><td>90%</td><td>92%</td><td>94%</td><td>94%</td><td>91%</td><td>92%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	93%	93%	93%	95%	90%	92%	94%	94%	91%	92%	97% to 90% Average: 93%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	93%	93%	93%	95%	90%	92%	94%	94%	91%	92%															
Satisfied with taste and smell (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>86%</td><td>90%</td><td>89%</td><td>85%</td><td>85%</td><td>84%</td><td>86%</td><td>88%</td><td>87%</td><td>87%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	86%	90%	89%	85%	85%	84%	86%	88%	87%	87%	93% to 79% Average: 87%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	86%	90%	89%	85%	85%	84%	86%	88%	87%	87%															
Satisfied with hardness/softness (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>73%</td><td>81%</td><td>76%</td><td>79%</td><td>71%</td><td>69%</td><td>72%</td><td>76%</td><td>74%</td><td>74%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	73%	81%	76%	79%	71%	69%	72%	76%	74%	74%	92% to 46% Average: 69%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	73%	81%	76%	79%	71%	69%	72%	76%	74%	74%															
Satisfied with safety (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>94%</td><td>95%</td><td>94%</td><td>90%</td><td>91%</td><td>91%</td><td>95%</td><td>94%</td><td>93%</td><td>94%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	94%	95%	94%	90%	91%	91%	95%	94%	93%	94%	95% to 84% Average: 91%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	94%	95%	94%	90%	91%	91%	95%	94%	93%	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>97%</td><td>97%</td><td>94%</td><td>97%</td><td>98%</td><td>97%</td><td>94%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	98%	98%	99%	97%	97%	94%	97%	98%	97%	94%	100% to 91% Average: 95%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	98%	98%	99%	97%	97%	94%	97%	98%	97%	94%															
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>91%</td><td>93%</td><td>91%</td><td>91%</td><td>88%</td><td>84%</td><td>89%</td><td>88%</td><td>92%</td><td>88%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	91%	93%	91%	91%	88%	84%	89%	88%	92%	88%	96% to 84% Average: 88%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	91%	93%	91%	91%	88%	84%	89%	88%	92%	88%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 156)	<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>76%</td><td>87%</td><td>84%</td><td>75%</td><td>82%</td><td>84%</td><td>83%</td><td>84%</td><td>83%</td><td>80%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	76%	87%	84%	75%	82%	84%	83%	84%	83%	80%	82% to 64% Average: 74%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	76%	87%	84%	75%	82%	84%	83%	84%	83%	80%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 172)	<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>89%</td><td>79%</td><td>81%</td><td>84%</td><td>83%</td><td>87%</td><td>81%</td><td>81%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	80%	88%	89%	79%	81%	84%	83%	87%	81%	81%	81% to 61% Average: 75%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	80%	88%	89%	79%	81%	84%	83%	87%	81%	81%															
Satisfied with company cleaning of waste water before releasing it back into the environment (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>79%</td><td>91%</td><td>88%</td><td>79%</td><td>80%</td><td>86%</td><td>83%</td><td>85%</td><td>67%</td><td>68%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	79%	91%	88%	79%	80%	86%	83%	85%	67%	68%	69% to 32% Average: 57%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	79%	91%	88%	79%	80%	86%	83%	85%	67%	68%															

Results for Severn Trent	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: 173)	<table border="1"> <caption>Satisfaction with company actions to minimise sewer flooding (2013-2022)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2013</td><td>75%</td></tr> <tr><td>2014</td><td>86%</td></tr> <tr><td>2015</td><td>87%</td></tr> <tr><td>2016</td><td>77%</td></tr> <tr><td>2017</td><td>83%</td></tr> <tr><td>2018</td><td>80%</td></tr> <tr><td>2019</td><td>81%</td></tr> <tr><td>2020</td><td>82%</td></tr> <tr><td>2021</td><td>73%</td></tr> <tr><td>2022</td><td>68%</td></tr> </tbody> </table>	Year	Percentage	2013	75%	2014	86%	2015	87%	2016	77%	2017	83%	2018	80%	2019	81%	2020	82%	2021	73%	2022	68%	73% to 47% Average: 63%	
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Sample Profile

Regional sample profile for Severn Trent	(Sample size: 200*)
Gender	
Male	47%
Female	53%
Age	
18-29	5%
30-44	21%
45-59	35%
60-74	26%
75+	15%
SEC	
Higher managerial, administrative & professional occupations	52%
Intermediate occupations	19%
Routine & manual occupations	21%
Never worked and long-term unemployed/full-time students	6%
Refused	4%
Water meter	
Proportion having a water meter	55%

- 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.