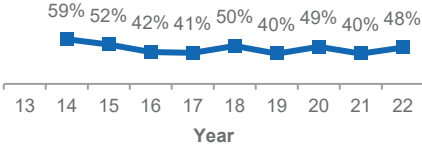
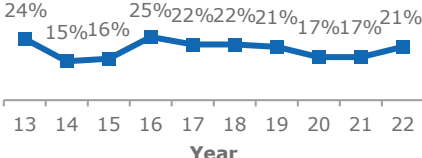
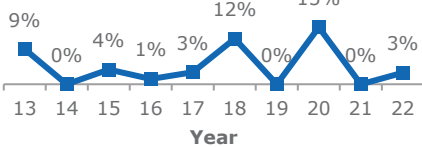
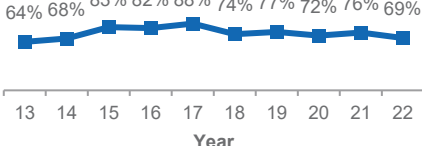


Results for South East Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																						
Satisfaction with water services																									
Overall, satisfied with their water supply (Sample size: 550) ²	 <table border="1"> <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>91%</td><td>91%</td><td>90%</td><td>87%</td><td>91%</td><td>93%</td><td>86%</td><td>93%</td><td>90%</td><td>89%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	91%	91%	90%	87%	91%	93%	86%	93%	90%	89%	97% to 89% Average: 93%	Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	91%	91%	90%	87%	91%	93%	86%	93%	90%	89%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 538)	 <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>64%</td><td>72%</td><td>83%</td><td>67%</td><td>74%</td><td>69%</td><td>70%</td><td>70%</td><td>66%</td><td>65%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	64%	72%	83%	67%	74%	69%	70%	70%	66%	65%	80% to 65% Average: 75%	Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	64%	72%	83%	67%	74%	69%	70%	70%	66%	65%															
Views on fairness and affordability of charges																									
Agree that water and sewerage charges are affordable (Sample size: 546)	 <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>80%</td><td>78%</td><td>74%</td><td>67%</td><td>75%</td><td>78%</td><td>82%</td><td>76%</td><td>74%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	67%	80%	78%	74%	67%	75%	78%	82%	76%	74%	88% to 70% Average: 77%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	67%	80%	78%	74%	67%	75%	78%	82%	76%	74%															
Agree that charges are fair (Sample size: 532)	 <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>50%</td><td>66%</td><td>64%</td><td>60%</td><td>59%</td><td>61%</td><td>62%</td><td>64%</td><td>56%</td><td>58%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	50%	66%	64%	60%	59%	61%	62%	64%	56%	58%	73% to 58% Average: 64%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	50%	66%	64%	60%	59%	61%	62%	64%	56%	58%															
Care and trust																									
Agree their water company cares about the service they provide to customers (Sample size: 525)	 <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>57%</td><td>69%</td><td>70%</td><td>59%</td><td>72%</td><td>60%</td><td>60%</td><td>61%</td><td>52%</td><td>50%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	57%	69%	70%	59%	72%	60%	60%	61%	52%	50%	70% to 50% Average: 59%	Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	57%	69%	70%	59%	72%	60%	60%	61%	52%	50%															
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 546)	 <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>6.83</td><td>7.66</td><td>7.87</td><td>7.21</td><td>7.44</td><td>7.39</td><td>7.36</td><td>7.60</td><td>6.63</td><td>6.58</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Score	6.83	7.66	7.87	7.21	7.44	7.39	7.36	7.60	6.63	6.58	7.54 to 6.58 Average: 7.01	Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Score	6.83	7.66	7.87	7.21	7.44	7.39	7.36	7.60	6.63	6.58															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 537)	 <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>76%</td><td>74%</td><td>73%</td><td>76%</td><td>74%</td><td>76%</td><td>76%</td><td>65%</td><td>67%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	71%	76%	74%	73%	76%	74%	76%	76%	65%	67%	76% to 64% Average: 69%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	71%	76%	74%	73%	76%	74%	76%	76%	65%	67%															
Aware of, or on WaterSure tariff (Sample size: 550*)	 <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>8%</td><td>11%</td><td>2%</td><td>13%</td><td>11%</td><td>6%</td><td>10%</td><td>11%</td><td>10%</td><td>9%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	8%	11%	2%	13%	11%	6%	10%	11%	10%	9%	14% to 8% Average: 11%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	8%	11%	2%	13%	11%	6%	10%	11%	10%	9%															

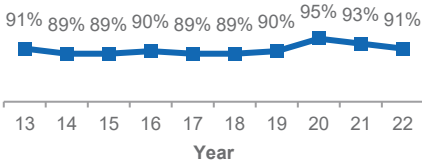
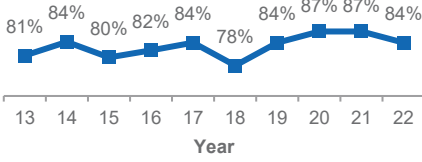
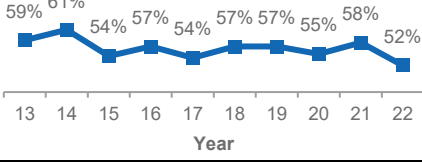
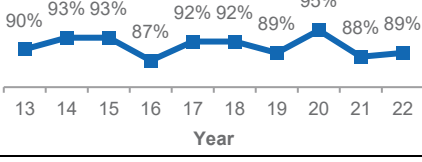
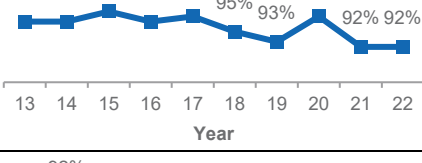
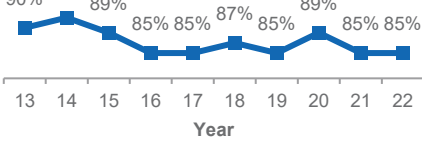
CCW Research Report Water Matters 2022 Summary of Research Findings for South East Water

Results for South East Water	Percentage of household customers	Range and average for all Water only Companies ¹	Comments or points of interest																						
Aware of Priority Services (Sample size: 550*) ³	 <table border="1"> <caption>Aware of Priority Services</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>59%</td></tr> <tr><td>14</td><td>52%</td></tr> <tr><td>15</td><td>42%</td></tr> <tr><td>16</td><td>41%</td></tr> <tr><td>17</td><td>50%</td></tr> <tr><td>18</td><td>40%</td></tr> <tr><td>19</td><td>49%</td></tr> <tr><td>20</td><td>40%</td></tr> <tr><td>21</td><td>48%</td></tr> <tr><td>22</td><td>48%</td></tr> </tbody> </table>	Year	Percentage	13	59%	14	52%	15	42%	16	41%	17	50%	18	40%	19	49%	20	40%	21	48%	22	48%	54% to 36% Average: 45%	
Year	Percentage																								
13	59%																								
14	52%																								
15	42%																								
16	41%																								
17	50%																								
18	40%																								
19	49%																								
20	40%																								
21	48%																								
22	48%																								
Contact																									
Contacted water company with a query in last 12 months (Sample size: 548*)	 <table border="1"> <caption>Contacted water company with a query in last 12 months</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>24%</td></tr> <tr><td>14</td><td>15%</td></tr> <tr><td>15</td><td>16%</td></tr> <tr><td>16</td><td>25%</td></tr> <tr><td>17</td><td>22%</td></tr> <tr><td>18</td><td>22%</td></tr> <tr><td>19</td><td>21%</td></tr> <tr><td>20</td><td>17%</td></tr> <tr><td>21</td><td>17%</td></tr> <tr><td>22</td><td>21%</td></tr> </tbody> </table>	Year	Percentage	13	24%	14	15%	15	16%	16	25%	17	22%	18	22%	19	21%	20	17%	21	17%	22	21%	24% to 14% Average: 20%	
Year	Percentage																								
13	24%																								
14	15%																								
15	16%																								
16	25%																								
17	22%																								
18	22%																								
19	21%																								
20	17%																								
21	17%																								
22	21%																								
Reason for contacting water company was to complain (Sample size: who made contact: 116)	 <table border="1"> <caption>Reason for contacting water company was to complain</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>9%</td></tr> <tr><td>14</td><td>0%</td></tr> <tr><td>15</td><td>4%</td></tr> <tr><td>16</td><td>1%</td></tr> <tr><td>17</td><td>3%</td></tr> <tr><td>18</td><td>12%</td></tr> <tr><td>19</td><td>0%</td></tr> <tr><td>20</td><td>15%</td></tr> <tr><td>21</td><td>0%</td></tr> <tr><td>22</td><td>3%</td></tr> </tbody> </table>	Year	Percentage	13	9%	14	0%	15	4%	16	1%	17	3%	18	12%	19	0%	20	15%	21	0%	22	3%	5% to 0% Average: 2%	
Year	Percentage																								
13	9%																								
14	0%																								
15	4%																								
16	1%																								
17	3%																								
18	12%																								
19	0%																								
20	15%																								
21	0%																								
22	3%																								
Overall, satisfied with the way their query was handled (Sample size: who made contact: 115)	 <table border="1"> <caption>Overall, satisfied with the way their query was handled</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>64%</td></tr> <tr><td>14</td><td>68%</td></tr> <tr><td>15</td><td>83%</td></tr> <tr><td>16</td><td>82%</td></tr> <tr><td>17</td><td>88%</td></tr> <tr><td>18</td><td>74%</td></tr> <tr><td>19</td><td>77%</td></tr> <tr><td>20</td><td>72%</td></tr> <tr><td>21</td><td>76%</td></tr> <tr><td>22</td><td>69%</td></tr> </tbody> </table>	Year	Percentage	13	64%	14	68%	15	83%	16	82%	17	88%	18	74%	19	77%	20	72%	21	76%	22	69%	85% to 58% Average: 74%	
Year	Percentage																								
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CCW Research Report

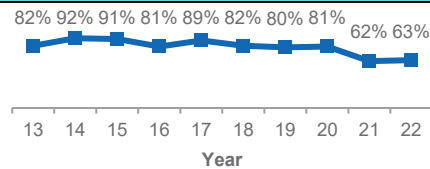
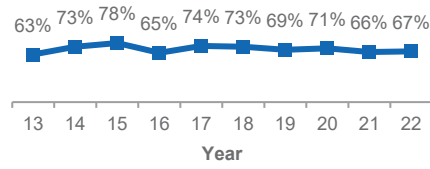
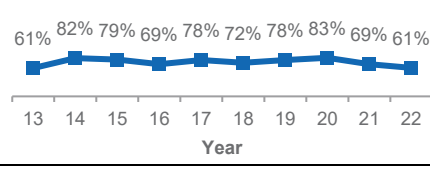
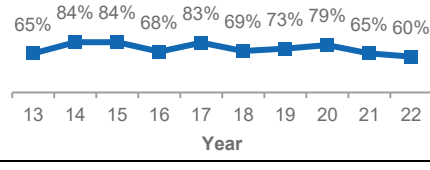
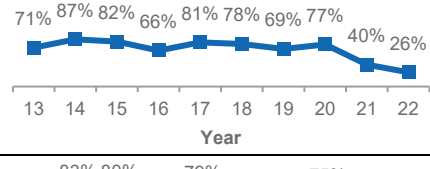
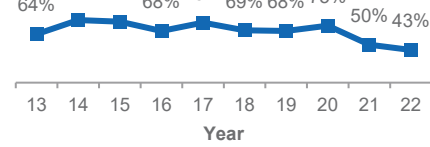
Water Matters 2022

Summary of Research Findings for South East Water

Results for South East 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: 550)	 <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>89%</td><td>89%</td><td>90%</td><td>89%</td><td>89%</td><td>90%</td><td>95%</td><td>93%</td><td>91%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	91%	89%	89%	90%	89%	89%	90%	95%	93%	91%	95% to 89% Average: 92%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	91%	89%	89%	90%	89%	89%	90%	95%	93%	91%															
Satisfied with taste and smell (Sample size: 543)	 <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>81%</td><td>84%</td><td>80%</td><td>82%</td><td>84%</td><td>78%</td><td>84%</td><td>87%</td><td>87%</td><td>84%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	81%	84%	80%	82%	84%	78%	84%	87%	87%	84%	89% to 82% Average: 85%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	81%	84%	80%	82%	84%	78%	84%	87%	87%	84%															
Satisfied with hardness/softness (Sample size: 534)	 <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>61%</td><td>54%</td><td>57%</td><td>54%</td><td>57%</td><td>57%</td><td>55%</td><td>58%</td><td>52%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	59%	61%	54%	57%	54%	57%	57%	55%	58%	52%	63% to 42% Average: 52%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	59%	61%	54%	57%	54%	57%	57%	55%	58%	52%															
Satisfied with safety (Sample size: 535)	 <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>93%</td><td>93%</td><td>87%</td><td>92%</td><td>92%</td><td>89%</td><td>95%</td><td>88%</td><td>89%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	90%	93%	93%	87%	92%	92%	89%	95%	88%	89%	94% to 86% Average: 90%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	90%	93%	93%	87%	92%	92%	89%	95%	88%	89%															
Satisfied with reliability of supply (Sample size: 550)	 <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>98%</td><td>95%</td><td>93%</td><td>98%</td><td>92%</td><td>92%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	97%	97%	99%	97%	98%	95%	93%	98%	92%	92%	99% to 92% Average: 96%	Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	97%	97%	99%	97%	98%	95%	93%	98%	92%	92%															
Satisfied with water pressure (Sample size: 549)	 <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>92%</td><td>89%</td><td>85%</td><td>85%</td><td>87%</td><td>85%</td><td>89%</td><td>85%</td><td>85%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	90%	92%	89%	85%	85%	87%	85%	89%	85%	85%	92% to 84% Average: 87%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	90%	92%	89%	85%	85%	87%	85%	89%	85%	85%															

South East Water sewerage services are provided by Southern Water (378 respondents), Thames Water (115 respondents) or South West Water (15 respondents)⁴



Results for sewerage service providers for South East 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: 506)	 <table border="1"> <caption>Satisfaction with sewerage services (2013-2022)</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>82%</td><td>92%</td><td>91%</td><td>81%</td><td>89%</td><td>82%</td><td>80%</td><td>81%</td><td>62%</td><td>63%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	82%	92%	91%	81%	89%	82%	80%	81%	62%	63%	82% to 48% Average: 73%	Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	82%	92%	91%	81%	89%	82%	80%	81%	62%	63%															
Satisfaction with value for money																									
Satisfied with value for money of sewerage services . (Sample size: 497)	 <table border="1"> <caption>Satisfaction with value for money (2013-2022)</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>63%</td><td>73%</td><td>78%</td><td>65%</td><td>74%</td><td>73%</td><td>69%</td><td>71%</td><td>66%</td><td>67%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	63%	73%	78%	65%	74%	73%	69%	71%	66%	67%	81% to 57% Average: 72%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	63%	73%	78%	65%	74%	73%	69%	71%	66%	67%															
A sewerage system that works																									
Satisfied with sewerage company actions to reduce smells from sewage treatment works (Sample size: 394)	 <table border="1"> <caption>Satisfaction with actions to reduce smells (2013-2022)</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>61%</td><td>82%</td><td>79%</td><td>69%</td><td>78%</td><td>72%</td><td>78%</td><td>83%</td><td>69%</td><td>61%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	61%	82%	79%	69%	78%	72%	78%	83%	69%	61%	80% to 50% Average: 69%	Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	61%	82%	79%	69%	78%	72%	78%	83%	69%	61%															
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 423)	 <table border="1"> <caption>Satisfaction with maintenance of sewer pipes (2013-2022)</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>65%</td><td>84%</td><td>84%</td><td>68%</td><td>83%</td><td>69%</td><td>73%</td><td>79%</td><td>65%</td><td>60%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	65%	84%	84%	68%	83%	69%	73%	79%	65%	60%	82% to 49% Average: 70%	Significantly lower than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	65%	84%	84%	68%	83%	69%	73%	79%	65%	60%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 427)	 <table border="1"> <caption>Satisfaction with cleaning of waste water (2013-2022)</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>71%</td><td>87%</td><td>82%</td><td>66%</td><td>81%</td><td>78%</td><td>69%</td><td>77%</td><td>40%</td><td>26%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	71%	87%	82%	66%	81%	78%	69%	77%	40%	26%	58% to 18% Average: 41%	Significantly lower than WoC average Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	71%	87%	82%	66%	81%	78%	69%	77%	40%	26%															
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 442)	 <table border="1"> <caption>Satisfaction with actions to minimise sewer flooding (2013-2022)</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>64%</td><td>83%</td><td>80%</td><td>68%</td><td>79%</td><td>69%</td><td>68%</td><td>75%</td><td>50%</td><td>43%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	64%	83%	80%	68%	79%	69%	68%	75%	50%	43%	64% to 29% Average: 50%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	64%	83%	80%	68%	79%	69%	68%	75%	50%	43%															

Sample Profile

Regional sample profile for South East Water	(Sample size: 550*)
Gender	
Male	49%
Female	51%
Age	
18-29	1%
30-44	10%
45-59	34%
60-74	39%
75+	16%
SEC	
Higher managerial, administrative & professional occupations	55%
Intermediate occupations	21%
Routine & manual occupations	19%
Never worked and long-term unemployed/ Full-time students	5%
Refused	1%
Water meter	
Proportion having a water meter	84%

- Statistical reliability on sample size of 550 is +/- 3.96%

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 wording changed in 2014.

⁴ There is no differentiation between sewerage service providers within the results.