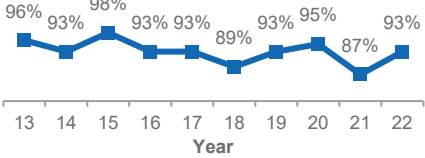
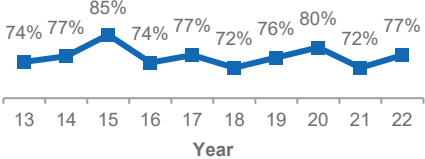
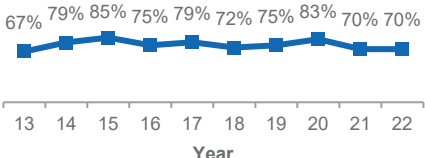
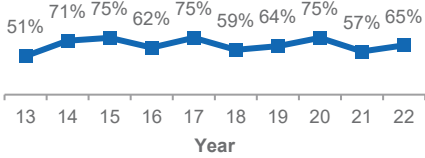
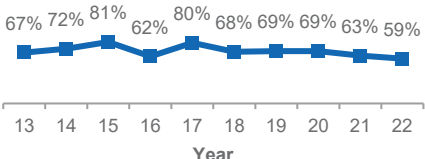
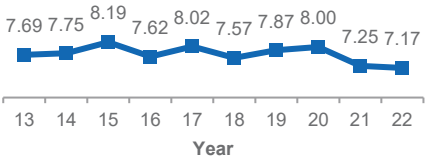
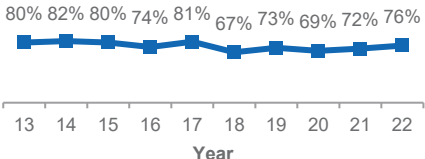
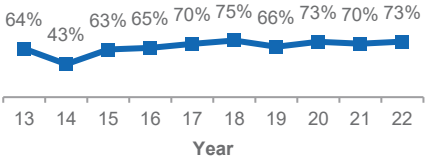
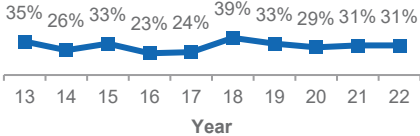
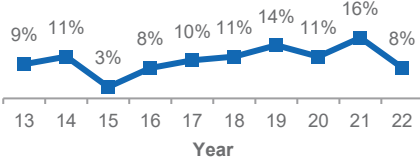
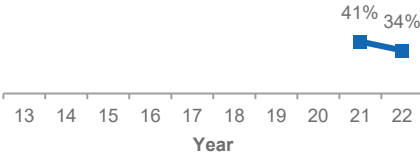
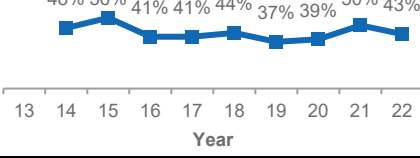
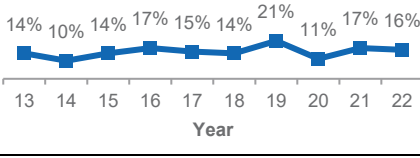
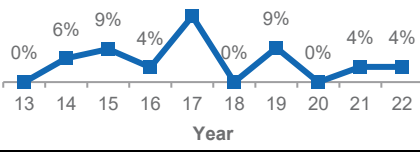
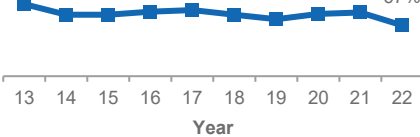
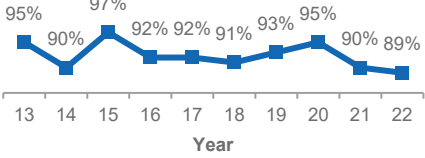
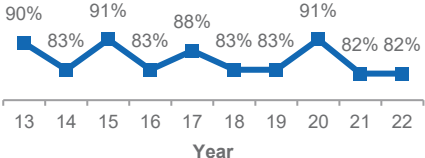
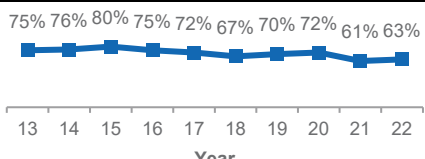
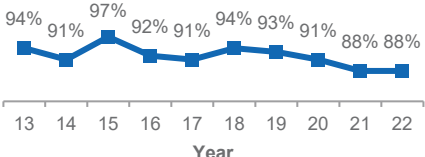
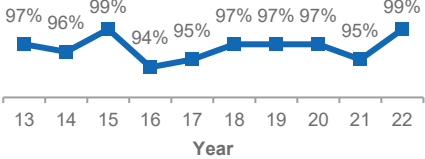
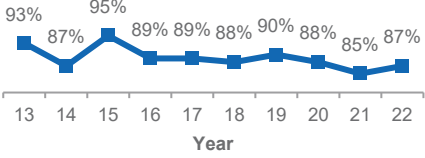


Results for South Staffs Water	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																					
<b>Satisfaction with water services</b>																								
Overall, satisfied with their water supply (Sample size: 149) <sup>2</sup>	 <table border="1"> <caption>Satisfaction with water supply (%)</caption> <thead> <tr><th>Year</th><th>2013</th><th>2014</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th><th>2021</th><th>2022</th></tr> </thead> <tbody> <tr><td>96%</td><td>93%</td><td>98%</td><td>93%</td><td>93%</td><td>89%</td><td>93%</td><td>95%</td><td>87%</td><td>93%</td></tr> </tbody> </table>	Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	96%	93%	98%	93%	93%	89%	93%	95%	87%	93%	97% to 89% Average: 93%	
Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022														
96%	93%	98%	93%	93%	89%	93%	95%	87%	93%															
<b>Satisfaction with value for money</b>																								
Satisfied with value for money of water services (Sample size: 146)	 <table border="1"> <caption>Satisfaction with value for money (%)</caption> <thead> <tr><th>Year</th><th>2013</th><th>2014</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th><th>2021</th><th>2022</th></tr> </thead> <tbody> <tr><td>74%</td><td>77%</td><td>85%</td><td>74%</td><td>77%</td><td>72%</td><td>76%</td><td>80%</td><td>72%</td><td>77%</td></tr> </tbody> </table>	Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	74%	77%	85%	74%	77%	72%	76%	80%	72%	77%	80% to 65% Average: 75%	
Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022														
74%	77%	85%	74%	77%	72%	76%	80%	72%	77%															
<b>Views on fairness and affordability of charges</b>																								
Agree that water and sewerage charges are affordable (Sample size: 148)	 <table border="1"> <caption>Agree that charges are affordable (%)</caption> <thead> <tr><th>Year</th><th>2013</th><th>2014</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th><th>2021</th><th>2022</th></tr> </thead> <tbody> <tr><td>67%</td><td>79%</td><td>85%</td><td>75%</td><td>79%</td><td>72%</td><td>75%</td><td>83%</td><td>70%</td><td>70%</td></tr> </tbody> </table>	Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	67%	79%	85%	75%	79%	72%	75%	83%	70%	70%	88% to 70% Average: 77%	Significantly lower than WoC average
Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022														
67%	79%	85%	75%	79%	72%	75%	83%	70%	70%															
Agree that charges are fair (Sample size: 147)	 <table border="1"> <caption>Agree that charges are fair (%)</caption> <thead> <tr><th>Year</th><th>2013</th><th>2014</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th><th>2021</th><th>2022</th></tr> </thead> <tbody> <tr><td>51%</td><td>71%</td><td>75%</td><td>62%</td><td>75%</td><td>59%</td><td>64%</td><td>75%</td><td>57%</td><td>65%</td></tr> </tbody> </table>	Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	51%	71%	75%	62%	75%	59%	64%	75%	57%	65%	73% to 58% Average: 64%	
Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022														
51%	71%	75%	62%	75%	59%	64%	75%	57%	65%															
<b>Care and trust</b>																								
Agree their water company cares about the service they provide to customers (Sample size: 147)	 <table border="1"> <caption>Agree company cares about service (%)</caption> <thead> <tr><th>Year</th><th>2013</th><th>2014</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th><th>2021</th><th>2022</th></tr> </thead> <tbody> <tr><td>67%</td><td>72%</td><td>81%</td><td>62%</td><td>80%</td><td>68%</td><td>69%</td><td>69%</td><td>63%</td><td>59%</td></tr> </tbody> </table>	Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	67%	72%	81%	62%	80%	68%	69%	69%	63%	59%	70% to 50% Average: 59%	
Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022														
67%	72%	81%	62%	80%	68%	69%	69%	63%	59%															
Trust their water company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 148)	 <table border="1"> <caption>Trust score (mean)</caption> <thead> <tr><th>Year</th><th>2013</th><th>2014</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th><th>2021</th><th>2022</th></tr> </thead> <tbody> <tr><td>7.69</td><td>7.75</td><td>8.19</td><td>7.62</td><td>8.02</td><td>7.57</td><td>7.87</td><td>8.00</td><td>7.25</td><td>7.17</td></tr> </tbody> </table>	Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	7.69	7.75	8.19	7.62	8.02	7.57	7.87	8.00	7.25	7.17	7.54 to 6.58 Average: 7.01	
Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022														
7.69	7.75	8.19	7.62	8.02	7.57	7.87	8.00	7.25	7.17															
<b>Awareness of consumer rights and responsibilities</b>																								
Likely to contact company if worried about paying bill (Sample size: 147)	 <table border="1"> <caption>Likely to contact company if worried (%)</caption> <thead> <tr><th>Year</th><th>2013</th><th>2014</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th><th>2021</th><th>2022</th></tr> </thead> <tbody> <tr><td>80%</td><td>82%</td><td>80%</td><td>74%</td><td>81%</td><td>67%</td><td>73%</td><td>69%</td><td>72%</td><td>76%</td></tr> </tbody> </table>	Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	80%	82%	80%	74%	81%	67%	73%	69%	72%	76%	76% to 64% Average: 69%	
Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022														
80%	82%	80%	74%	81%	67%	73%	69%	72%	76%															
Aware of option to have a free water meter (Sample size: 85*) <sup>3</sup>	 <table border="1"> <caption>Aware of free water meter option (%)</caption> <thead> <tr><th>Year</th><th>2013</th><th>2014</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th><th>2021</th><th>2022</th></tr> </thead> <tbody> <tr><td>64%</td><td>43%</td><td>63%</td><td>65%</td><td>70%</td><td>75%</td><td>66%</td><td>73%</td><td>70%</td><td>73%</td></tr> </tbody> </table>	Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	64%	43%	63%	65%	70%	75%	66%	73%	70%	73%	75% to 57% Average: 69%	
Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022														
64%	43%	63%	65%	70%	75%	66%	73%	70%	73%															

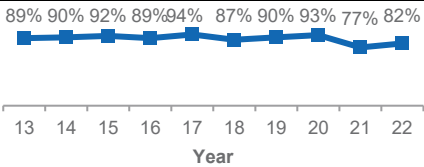
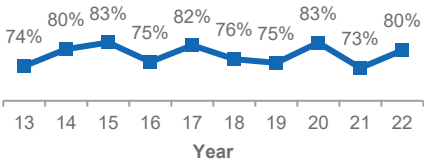
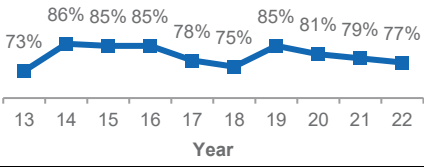
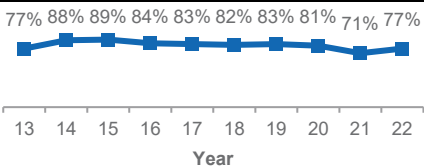
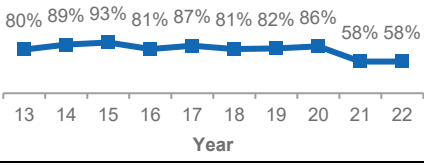
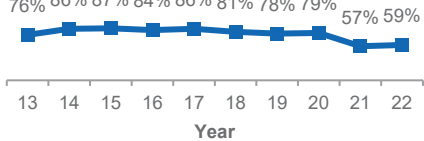
Results for South Staffs Water	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																						
Aware of option for customers who ask for a meter to be fitted to go back to rateable value charge within 24 months (Sample size: 84*) <sup>4</sup>	 <table border="1"> <caption>Awareness of meter option (Sample size: 84*)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>35%</td></tr> <tr><td>14</td><td>26%</td></tr> <tr><td>15</td><td>33%</td></tr> <tr><td>16</td><td>23%</td></tr> <tr><td>17</td><td>24%</td></tr> <tr><td>18</td><td>39%</td></tr> <tr><td>19</td><td>33%</td></tr> <tr><td>20</td><td>29%</td></tr> <tr><td>21</td><td>31%</td></tr> <tr><td>22</td><td>31%</td></tr> </tbody> </table>	Year	Percentage	13	35%	14	26%	15	33%	16	23%	17	24%	18	39%	19	33%	20	29%	21	31%	22	31%	45% to 8% Average: 28%	
Year	Percentage																								
13	35%																								
14	26%																								
15	33%																								
16	23%																								
17	24%																								
18	39%																								
19	33%																								
20	29%																								
21	31%																								
22	31%																								
Aware of, or on WaterSure tariff (Sample size: 150*)	 <table border="1"> <caption>Awareness of WaterSure tariff (Sample size: 150*)</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>11%</td></tr> <tr><td>15</td><td>3%</td></tr> <tr><td>16</td><td>8%</td></tr> <tr><td>17</td><td>10%</td></tr> <tr><td>18</td><td>11%</td></tr> <tr><td>19</td><td>14%</td></tr> <tr><td>20</td><td>11%</td></tr> <tr><td>21</td><td>16%</td></tr> <tr><td>22</td><td>8%</td></tr> </tbody> </table>	Year	Percentage	13	9%	14	11%	15	3%	16	8%	17	10%	18	11%	19	14%	20	11%	21	16%	22	8%	14% to 8% Average: 11%	Significant change since last year
Year	Percentage																								
13	9%																								
14	11%																								
15	3%																								
16	8%																								
17	10%																								
18	11%																								
19	14%																								
20	11%																								
21	16%																								
22	8%																								
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 150*) <sup>4</sup>	 <table border="1"> <caption>Awareness of other schemes (Sample size: 150*)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>39%</td></tr> <tr><td>14</td><td>33%</td></tr> <tr><td>15</td><td>29%</td></tr> <tr><td>16</td><td>31%</td></tr> <tr><td>17</td><td>31%</td></tr> <tr><td>21</td><td>41%</td></tr> <tr><td>22</td><td>34%</td></tr> </tbody> </table>	Year	Percentage	13	39%	14	33%	15	29%	16	31%	17	31%	21	41%	22	34%	39% to 33% Average: 36%							
Year	Percentage																								
13	39%																								
14	33%																								
15	29%																								
16	31%																								
17	31%																								
21	41%																								
22	34%																								
Aware of Priority Services. (Sample size: 150*) <sup>5</sup>	 <table border="1"> <caption>Awareness of Priority Services (Sample size: 150*)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>48%</td></tr> <tr><td>14</td><td>56%</td></tr> <tr><td>15</td><td>41%</td></tr> <tr><td>16</td><td>41%</td></tr> <tr><td>17</td><td>44%</td></tr> <tr><td>18</td><td>37%</td></tr> <tr><td>19</td><td>39%</td></tr> <tr><td>20</td><td>50%</td></tr> <tr><td>21</td><td>43%</td></tr> <tr><td>22</td><td>43%</td></tr> </tbody> </table>	Year	Percentage	13	48%	14	56%	15	41%	16	41%	17	44%	18	37%	19	39%	20	50%	21	43%	22	43%	54% to 36% Average: 45%	
Year	Percentage																								
13	48%																								
14	56%																								
15	41%																								
16	41%																								
17	44%																								
18	37%																								
19	39%																								
20	50%																								
21	43%																								
22	43%																								
<b>Contact</b>																									
Contacted water company with a query in last 12 months (Sample size: 150*)	 <table border="1"> <caption>Contacted water company (Sample size: 150*)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>14%</td></tr> <tr><td>14</td><td>10%</td></tr> <tr><td>15</td><td>14%</td></tr> <tr><td>16</td><td>17%</td></tr> <tr><td>17</td><td>15%</td></tr> <tr><td>18</td><td>14%</td></tr> <tr><td>19</td><td>21%</td></tr> <tr><td>20</td><td>11%</td></tr> <tr><td>21</td><td>17%</td></tr> <tr><td>22</td><td>16%</td></tr> </tbody> </table>	Year	Percentage	13	14%	14	10%	15	14%	16	17%	17	15%	18	14%	19	21%	20	11%	21	17%	22	16%	24% to 14% Average: 20%	
Year	Percentage																								
13	14%																								
14	10%																								
15	14%																								
16	17%																								
17	15%																								
18	14%																								
19	21%																								
20	11%																								
21	17%																								
22	16%																								
Reason for contacting water company was to complain (Sample size: 24 who made contact:)	 <table border="1"> <caption>Reason for contacting water company (Sample size: 24)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>0%</td></tr> <tr><td>14</td><td>6%</td></tr> <tr><td>15</td><td>9%</td></tr> <tr><td>16</td><td>4%</td></tr> <tr><td>17</td><td>17%</td></tr> <tr><td>18</td><td>0%</td></tr> <tr><td>19</td><td>9%</td></tr> <tr><td>20</td><td>0%</td></tr> <tr><td>21</td><td>4%</td></tr> <tr><td>22</td><td>4%</td></tr> </tbody> </table>	Year	Percentage	13	0%	14	6%	15	9%	16	4%	17	17%	18	0%	19	9%	20	0%	21	4%	22	4%	5% to 0% Average: 2%	Low base size
Year	Percentage																								
13	0%																								
14	6%																								
15	9%																								
16	4%																								
17	17%																								
18	0%																								
19	9%																								
20	0%																								
21	4%																								
22	4%																								
Overall, satisfied with the way their query was handled (Sample size: 24 who made contact:)	 <table border="1"> <caption>Satisfaction with query handling (Sample size: 24)</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>95%</td></tr> <tr><td>14</td><td>81%</td></tr> <tr><td>15</td><td>81%</td></tr> <tr><td>16</td><td>85%</td></tr> <tr><td>17</td><td>87%</td></tr> <tr><td>18</td><td>81%</td></tr> <tr><td>19</td><td>75%</td></tr> <tr><td>20</td><td>82%</td></tr> <tr><td>21</td><td>84%</td></tr> <tr><td>22</td><td>67%</td></tr> </tbody> </table>	Year	Percentage	13	95%	14	81%	15	81%	16	85%	17	87%	18	81%	19	75%	20	82%	21	84%	22	67%	85% to 58% Average: 74%	Low base size
Year	Percentage																								
13	95%																								
14	81%																								
15	81%																								
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22	67%																								

# CCW Research Report Water Matters 2022 Summary of Research Findings for South Staffs Water

Results for South Staffs Water	Percentage of household customers	Range and average for all Water only Companies <sup>1</sup>	Comments or points of interest																						
<b>Water on tap</b>																									
Satisfied with colour and appearance of tap water (Sample size: 150)	 <table border="1"> <caption>Satisfaction with colour and appearance of tap water</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>95%</td></tr> <tr><td>14</td><td>90%</td></tr> <tr><td>15</td><td>97%</td></tr> <tr><td>16</td><td>92%</td></tr> <tr><td>17</td><td>92%</td></tr> <tr><td>18</td><td>91%</td></tr> <tr><td>19</td><td>93%</td></tr> <tr><td>20</td><td>95%</td></tr> <tr><td>21</td><td>90%</td></tr> <tr><td>22</td><td>89%</td></tr> </tbody> </table>	Year	Percentage	13	95%	14	90%	15	97%	16	92%	17	92%	18	91%	19	93%	20	95%	21	90%	22	89%	95% to 89% Average: 92%	
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Satisfied with taste and smell (Sample size: 148)	 <table border="1"> <caption>Satisfaction with taste and smell</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>90%</td></tr> <tr><td>14</td><td>83%</td></tr> <tr><td>15</td><td>91%</td></tr> <tr><td>16</td><td>83%</td></tr> <tr><td>17</td><td>88%</td></tr> <tr><td>18</td><td>83%</td></tr> <tr><td>19</td><td>83%</td></tr> <tr><td>20</td><td>91%</td></tr> <tr><td>21</td><td>82%</td></tr> <tr><td>22</td><td>82%</td></tr> </tbody> </table>	Year	Percentage	13	90%	14	83%	15	91%	16	83%	17	88%	18	83%	19	83%	20	91%	21	82%	22	82%	89% to 82% Average: 85%	
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Satisfied with hardness/softness (Sample size: 146)	 <table border="1"> <caption>Satisfaction with hardness/softness</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>75%</td></tr> <tr><td>14</td><td>76%</td></tr> <tr><td>15</td><td>80%</td></tr> <tr><td>16</td><td>75%</td></tr> <tr><td>17</td><td>72%</td></tr> <tr><td>18</td><td>67%</td></tr> <tr><td>19</td><td>70%</td></tr> <tr><td>20</td><td>72%</td></tr> <tr><td>21</td><td>61%</td></tr> <tr><td>22</td><td>63%</td></tr> </tbody> </table>	Year	Percentage	13	75%	14	76%	15	80%	16	75%	17	72%	18	67%	19	70%	20	72%	21	61%	22	63%	63% to 42% Average: 52%	Significantly higher than WoC average
Year	Percentage																								
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Satisfied with safety (Sample size: 149)	 <table border="1"> <caption>Satisfaction with safety</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>94%</td></tr> <tr><td>14</td><td>91%</td></tr> <tr><td>15</td><td>97%</td></tr> <tr><td>16</td><td>92%</td></tr> <tr><td>17</td><td>91%</td></tr> <tr><td>18</td><td>94%</td></tr> <tr><td>19</td><td>93%</td></tr> <tr><td>20</td><td>91%</td></tr> <tr><td>21</td><td>88%</td></tr> <tr><td>22</td><td>88%</td></tr> </tbody> </table>	Year	Percentage	13	94%	14	91%	15	97%	16	92%	17	91%	18	94%	19	93%	20	91%	21	88%	22	88%	94% to 86% Average: 90%	
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Satisfied with reliability of supply (Sample size: 150)	 <table border="1"> <caption>Satisfaction with reliability of supply</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>97%</td></tr> <tr><td>14</td><td>96%</td></tr> <tr><td>15</td><td>99%</td></tr> <tr><td>16</td><td>94%</td></tr> <tr><td>17</td><td>95%</td></tr> <tr><td>18</td><td>97%</td></tr> <tr><td>19</td><td>97%</td></tr> <tr><td>20</td><td>97%</td></tr> <tr><td>21</td><td>95%</td></tr> <tr><td>22</td><td>99%</td></tr> </tbody> </table>	Year	Percentage	13	97%	14	96%	15	99%	16	94%	17	95%	18	97%	19	97%	20	97%	21	95%	22	99%	99% to 92% Average: 96%	
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22	99%																								
Satisfied with water pressure (Sample size: 150)	 <table border="1"> <caption>Satisfaction with water pressure</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>93%</td></tr> <tr><td>14</td><td>87%</td></tr> <tr><td>15</td><td>95%</td></tr> <tr><td>16</td><td>89%</td></tr> <tr><td>17</td><td>89%</td></tr> <tr><td>18</td><td>88%</td></tr> <tr><td>19</td><td>90%</td></tr> <tr><td>20</td><td>88%</td></tr> <tr><td>21</td><td>85%</td></tr> <tr><td>22</td><td>87%</td></tr> </tbody> </table>	Year	Percentage	13	93%	14	87%	15	95%	16	89%	17	89%	18	88%	19	90%	20	88%	21	85%	22	87%	92% to 84% Average: 87%	
Year	Percentage																								
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South Staffs Water sewerage services are provided by Severn Trent Water (137 respondents) or Anglian Water (6 respondents)



Results for sewerage service providers for South Staffs 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: 141)	 <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>89%</td><td>90%</td><td>92%</td><td>89%</td><td>94%</td><td>87%</td><td>90%</td><td>93%</td><td>77%</td><td>82%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	89%	90%	92%	89%	94%	87%	90%	93%	77%	82%	82% to 48% Average: 73%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	89%	90%	92%	89%	94%	87%	90%	93%	77%	82%															
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of sewerage services (Sample size: 136)	 <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>80%</td><td>83%</td><td>75%</td><td>82%</td><td>76%</td><td>75%</td><td>83%</td><td>73%</td><td>80%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	74%	80%	83%	75%	82%	76%	75%	83%	73%	80%	81% to 57% Average: 72%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	74%	80%	83%	75%	82%	76%	75%	83%	73%	80%															
<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"> <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>85%</td><td>85%</td><td>78%</td><td>75%</td><td>85%</td><td>81%</td><td>79%</td><td>77%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	73%	86%	85%	85%	78%	75%	85%	81%	79%	77%	80% to 50% Average: 69%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	73%	86%	85%	85%	78%	75%	85%	81%	79%	77%															
Satisfied with maintenance of sewer pipes & treatment works (Sample size: 125)	 <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>77%</td><td>88%</td><td>89%</td><td>84%</td><td>83%</td><td>82%</td><td>83%</td><td>81%</td><td>71%</td><td>77%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	77%	88%	89%	84%	83%	82%	83%	81%	71%	77%	82% to 49% Average: 70%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	77%	88%	89%	84%	83%	82%	83%	81%	71%	77%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 109)	 <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>89%</td><td>93%</td><td>81%</td><td>87%</td><td>81%</td><td>82%</td><td>86%</td><td>58%</td><td>58%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	80%	89%	93%	81%	87%	81%	82%	86%	58%	58%	58% to 18% Average: 41%	Significantly higher than WoC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	80%	89%	93%	81%	87%	81%	82%	86%	58%	58%															
Satisfied with sewerage company actions to minimise sewer flooding (Sample size: 120)	 <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>86%</td><td>87%</td><td>84%</td><td>86%</td><td>81%</td><td>78%</td><td>79%</td><td>57%</td><td>59%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	76%	86%	87%	84%	86%	81%	78%	79%	57%	59%	64% to 29% Average: 50%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	76%	86%	87%	84%	86%	81%	78%	79%	57%	59%															

## Sample Profile

Regional sample profile for South Staffs Water	(Sample size: 150*)
<b>Gender</b>	
Male	4%
Female	56%
<b>Age</b>	
18-29	3%
30-44	9%
45-59	37%
60-74	34%
75+	17%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	51%
Intermediate occupations	17%
Routine & manual occupations	29%
Never worked and long-term unemployed/ Full-time students	3%
Refused	1%
<b>Water meter</b>	
Proportion having a water meter	43%

- 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 main report.

<sup>4</sup> Question changed to Yes/No option in 2021 so data not comparable with previous years.

<sup>5</sup> Question wording changed in 2014.