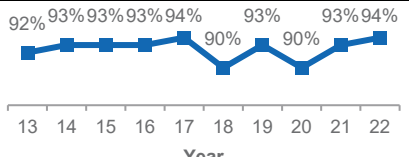
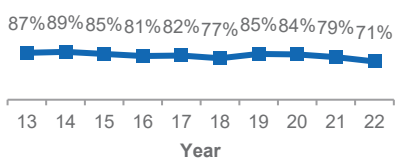
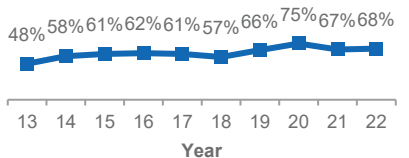
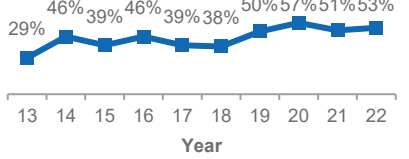
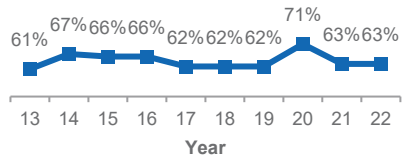
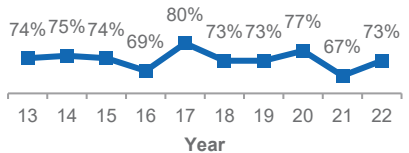
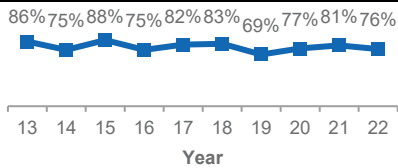
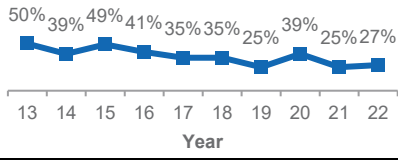
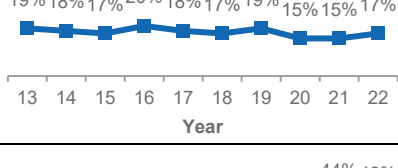
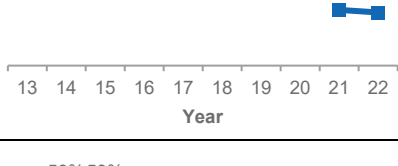
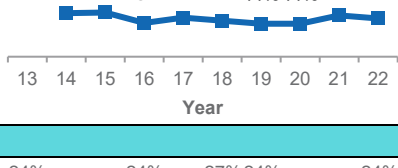
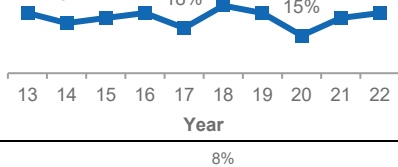
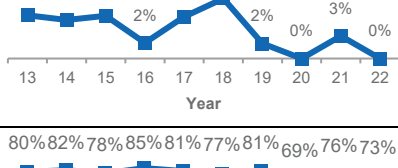

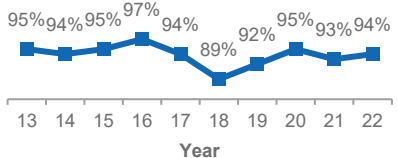
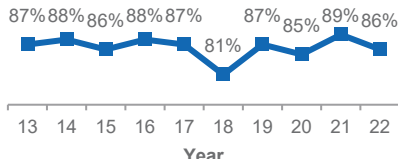
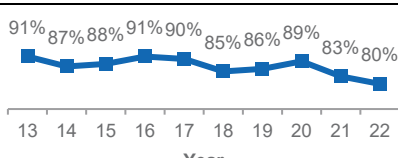
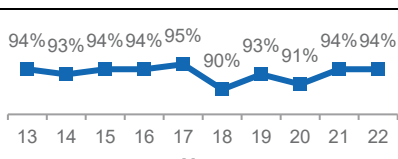
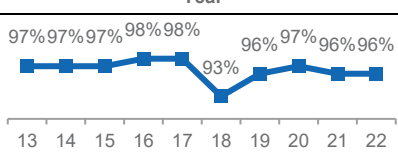
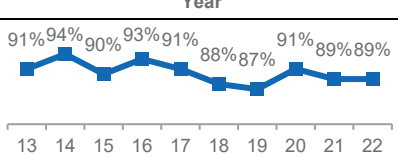
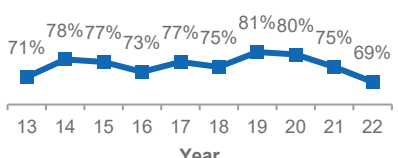
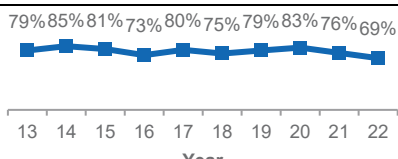
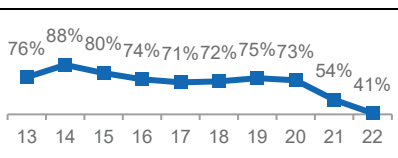
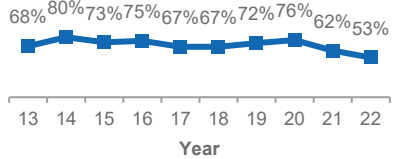


Results for South West Water ¹	Percentage of household customers	Range and average for all WASCs ²	Comments or points of interest																						
Satisfaction with water and sewerage services																									
Overall satisfaction with water supply (Sample size: 400) ³	 <table border="1"> <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>92%</td><td>93%</td><td>93%</td><td>93%</td><td>94%</td><td>90%</td><td>93%</td><td>90%</td><td>93%</td><td>94%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	92%	93%	93%	93%	94%	90%	93%	90%	93%	94%	98% to 83% Average: 92%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	92%	93%	93%	93%	94%	90%	93%	90%	93%	94%															
Overall satisfaction with sewerage services (Sample size: 336)	 <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>87%</td><td>89%</td><td>85%</td><td>81%</td><td>82%</td><td>77%</td><td>85%</td><td>84%</td><td>79%</td><td>71%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	87%	89%	85%	81%	82%	77%	85%	84%	79%	71%	87% to 62% Average: 80%	Significantly lower than WaSC average. Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	87%	89%	85%	81%	82%	77%	85%	84%	79%	71%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 397)	 <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>51%</td><td>56%</td><td>58%</td><td>65%</td><td>54%</td><td>56%</td><td>65%</td><td>72%</td><td>66%</td><td>67%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	51%	56%	58%	65%	54%	56%	65%	72%	66%	67%	86% to 67% Average: 75%	Significantly lower than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	51%	56%	58%	65%	54%	56%	65%	72%	66%	67%															
Satisfied with value for money of sewerage services (Sample size: 334)	 <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>54%</td><td>53%</td><td>61%</td><td>60%</td><td>58%</td><td>57%</td><td>66%</td><td>67%</td><td>65%</td><td>64%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	54%	53%	61%	60%	58%	57%	66%	67%	65%	64%	84% to 64% Average: 79%	Significantly lower than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	54%	53%	61%	60%	58%	57%	66%	67%	65%	64%															
Views on fairness and affordability of charges																									
Agree water and sewerage charges are affordable (Sample size: 400)	 <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>48%</td><td>58%</td><td>61%</td><td>62%</td><td>61%</td><td>57%</td><td>66%</td><td>75%</td><td>67%</td><td>68%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	48%	58%	61%	62%	61%	57%	66%	75%	67%	68%	85% to 68% Average: 76%	Significantly lower than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	48%	58%	61%	62%	61%	57%	66%	75%	67%	68%															
Agree charges are fair (Sample size: 390)	 <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>29%</td><td>46%</td><td>39%</td><td>46%</td><td>39%</td><td>38%</td><td>50%</td><td>57%</td><td>51%</td><td>53%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	29%	46%	39%	46%	39%	38%	50%	57%	51%	53%	76% to 53% Average: 65%	Significantly lower than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	29%	46%	39%	46%	39%	38%	50%	57%	51%	53%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 381)	 <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>61%</td><td>67%</td><td>66%</td><td>66%</td><td>62%</td><td>62%</td><td>62%</td><td>71%</td><td>63%</td><td>63%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	61%	67%	66%	66%	62%	62%	62%	71%	63%	63%	76% to 49% Average: 66%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	61%	67%	66%	66%	62%	62%	62%	71%	63%	63%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 396)	 <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>6.89</td><td>7.16</td><td>7.25</td><td>7.29</td><td>7.27</td><td>7.19</td><td>7.56</td><td>7.72</td><td>7.21</td><td>7.00</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Mean Score	6.89	7.16	7.25	7.29	7.27	7.19	7.56	7.72	7.21	7.00	7.81 to 6.26 Average: 7.27	Significantly lower than WaSC average.
Year	13	14	15	16	17	18	19	20	21	22															
Mean Score	6.89	7.16	7.25	7.29	7.27	7.19	7.56	7.72	7.21	7.00															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 393)	 <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>75%</td><td>74%</td><td>69%</td><td>80%</td><td>73%</td><td>73%</td><td>77%</td><td>67%</td><td>73%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	74%	75%	74%	69%	80%	73%	73%	77%	67%	73%	76% to 67% Average: 71%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	74%	75%	74%	69%	80%	73%	73%	77%	67%	73%															

Results for South West Water ¹	Percentage of household customers	Range and average for all WASCs ²	Comments or points of interest																								
Aware of free meter option (Sample size: 109*) ⁴	 <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>75%</td><td>88%</td><td>75%</td><td>82%</td><td>83%</td><td>69%</td><td>77%</td><td>81%</td><td>76%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	86%	75%	88%	75%	82%	83%	69%	77%	81%	76%	76% to 47% Average: 64%	Significantly higher than WaSC average		
Year	13	14	15	16	17	18	19	20	21	22																	
Percentage	86%	75%	88%	75%	82%	83%	69%	77%	81%	76%																	
Aware of option to go back to rateable value charge within 24 months (Sample size: 107*) ⁴	 <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>39%</td><td>49%</td><td>41%</td><td>35%</td><td>35%</td><td>25%</td><td>39%</td><td>25%</td><td>27%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	50%	39%	49%	41%	35%	35%	25%	39%	25%	27%	37% to 10% Average: 23%			
Year	13	14	15	16	17	18	19	20	21	22																	
Percentage	50%	39%	49%	41%	35%	35%	25%	39%	25%	27%																	
Aware of WaterSure tariff (Sample size: 400*)	 <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>19%</td><td>18%</td><td>17%</td><td>20%</td><td>18%</td><td>17%</td><td>19%</td><td>15%</td><td>15%</td><td>17%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	19%	18%	17%	20%	18%	17%	19%	15%	15%	17%	17% to 9% Average: 12%	Significantly higher than WaSC average		
Year	13	14	15	16	17	18	19	20	21	22																	
Percentage	19%	18%	17%	20%	18%	17%	19%	15%	15%	17%																	
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 400) 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>19%</td><td>18%</td><td>17%</td><td>20%</td><td>18%</td><td>17%</td><td>19%</td><td>15%</td><td>15%</td><td>17%</td><td>44%</td><td>42%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	19%	18%	17%	20%	18%	17%	19%	15%	15%	17%	44%	42%	50% to 32% Average: 37%	
Year	13	14	15	16	17	18	19	20	21	22																	
Percentage	19%	18%	17%	20%	18%	17%	19%	15%	15%	17%	44%	42%															
Aware of Priority Services. (Sample size: 400*) ⁶	 <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>59%</td><td>45%</td><td>52%</td><td>48%</td><td>44%</td><td>44%</td><td>55%</td><td>51%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	58%	59%	45%	52%	48%	44%	44%	55%	51%	54% to 39% Average: 48%				
Year	13	14	15	16	17	18	19	20	21	22																	
Percentage	58%	59%	45%	52%	48%	44%	44%	55%	51%																		
Contact																											
Contacted water company with query in last 12 months (Sample size: 398*)	 <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>24%</td><td>20%</td><td>22%</td><td>24%</td><td>18%</td><td>27%</td><td>24%</td><td>15%</td><td>22%</td><td>24%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	24%	20%	22%	24%	18%	27%	24%	15%	22%	24%	26% to 15% Average: 23%			
Year	13	14	15	16	17	18	19	20	21	22																	
Percentage	24%	20%	22%	24%	18%	27%	24%	15%	22%	24%																	
Reason for contacting water company was to complain (Sample size: 95 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>6%</td><td>5%</td><td>6%</td><td>2%</td><td>6%</td><td>8%</td><td>2%</td><td>0%</td><td>3%</td><td>0%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	6%	5%	6%	2%	6%	8%	2%	0%	3%	0%	7% to 0% Average: 3%	Low base size		
Year	13	14	15	16	17	18	19	20	21	22																	
Percentage	6%	5%	6%	2%	6%	8%	2%	0%	3%	0%																	
Satisfaction with way query handled (Sample size: 95 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>80%</td><td>82%</td><td>78%</td><td>85%</td><td>81%</td><td>77%</td><td>81%</td><td>69%</td><td>76%</td><td>73%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	80%	82%	78%	85%	81%	77%	81%	69%	76%	73%	93% to 65% Average: 77%	Low base size		
Year	13	14	15	16	17	18	19	20	21	22																	
Percentage	80%	82%	78%	85%	81%	77%	81%	69%	76%	73%																	

Results for South West Water ¹	Percentage of household customers	Range and average for all WASCs ²	Comments or points of interest																						
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 399)	 <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>94%</td><td>95%</td><td>97%</td><td>94%</td><td>89%</td><td>92%</td><td>95%</td><td>93%</td><td>94%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	95%	94%	95%	97%	94%	89%	92%	95%	93%	94%	97% to 90% Average: 93%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	95%	94%	95%	97%	94%	89%	92%	95%	93%	94%															
Satisfied with taste and smell (Sample size: 396)	 <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>87%</td><td>88%</td><td>86%</td><td>88%</td><td>87%</td><td>81%</td><td>87%</td><td>85%</td><td>89%</td><td>86%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	87%	88%	86%	88%	87%	81%	87%	85%	89%	86%	93% to 79% Average: 87%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	87%	88%	86%	88%	87%	81%	87%	85%	89%	86%															
Satisfied with hardness/softness (Sample size: 391)	 <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>87%</td><td>88%</td><td>91%</td><td>90%</td><td>85%</td><td>86%</td><td>89%</td><td>83%</td><td>80%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	91%	87%	88%	91%	90%	85%	86%	89%	83%	80%	92% to 46% Average: 69%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	91%	87%	88%	91%	90%	85%	86%	89%	83%	80%															
Satisfied with safety (Sample size: 388)	 <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>93%</td><td>94%</td><td>94%</td><td>95%</td><td>90%</td><td>93%</td><td>91%</td><td>94%</td><td>94%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	94%	93%	94%	94%	95%	90%	93%	91%	94%	94%	95% to 84% Average: 91%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	94%	93%	94%	94%	95%	90%	93%	91%	94%	94%															
Satisfied with reliability of supply (Sample size: 400)	 <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>97%</td><td>98%</td><td>98%</td><td>93%</td><td>96%</td><td>97%</td><td>96%</td><td>96%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	97%	97%	97%	98%	98%	93%	96%	97%	96%	96%	100% to 91% Average: 95%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	97%	97%	97%	98%	98%	93%	96%	97%	96%	96%															
Satisfied with water pressure (Sample size: 399)	 <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>94%</td><td>90%</td><td>93%</td><td>91%</td><td>88%</td><td>87%</td><td>91%</td><td>89%</td><td>89%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	91%	94%	90%	93%	91%	88%	87%	91%	89%	89%	96% to 84% Average: 88%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	91%	94%	90%	93%	91%	88%	87%	91%	89%	89%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 259)	 <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>78%</td><td>77%</td><td>73%</td><td>77%</td><td>75%</td><td>81%</td><td>80%</td><td>75%</td><td>69%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	71%	78%	77%	73%	77%	75%	81%	80%	75%	69%	82% to 64% Average: 74%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	71%	78%	77%	73%	77%	75%	81%	80%	75%	69%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 274)	 <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>85%</td><td>81%</td><td>73%</td><td>80%</td><td>75%</td><td>79%</td><td>83%</td><td>76%</td><td>69%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	79%	85%	81%	73%	80%	75%	79%	83%	76%	69%	81% to 61% Average: 75%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	79%	85%	81%	73%	80%	75%	79%	83%	76%	69%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 283)	 <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>88%</td><td>80%</td><td>74%</td><td>71%</td><td>72%</td><td>75%</td><td>73%</td><td>54%</td><td>41%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	76%	88%	80%	74%	71%	72%	75%	73%	54%	41%	69% to 32% Average: 57%	Significantly lower than WaSC average. Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	76%	88%	80%	74%	71%	72%	75%	73%	54%	41%															

Results for South West Water ¹	Percentage of household customers	Range and average for all WASCs ²	Comments or points of interest																						
Satisfied with company actions to minimise sewer flooding (Sample size: 295)	 <table border="1"> <caption>Percentage of household customers satisfied with company actions to minimise sewer flooding (2013-2022)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>13</td><td>68%</td></tr> <tr><td>14</td><td>80%</td></tr> <tr><td>15</td><td>73%</td></tr> <tr><td>16</td><td>75%</td></tr> <tr><td>17</td><td>67%</td></tr> <tr><td>18</td><td>67%</td></tr> <tr><td>19</td><td>72%</td></tr> <tr><td>20</td><td>76%</td></tr> <tr><td>21</td><td>62%</td></tr> <tr><td>22</td><td>53%</td></tr> </tbody> </table>	Year	Percentage	13	68%	14	80%	15	73%	16	75%	17	67%	18	67%	19	72%	20	76%	21	62%	22	53%	73% to 47% Average: 63%	Significantly lower than WaSC average.
Year	Percentage																								
13	68%																								
14	80%																								
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19	72%																								
20	76%																								
21	62%																								
22	53%																								

Sample Profile

Regional sample profile for South West Water	(Sample size: 400*)
Gender	
Male	43%
Female	57%
Age	
18-29	2%
30-44	12%
45-59	39%
60-74	31%
75+	17%
SEC	
Higher managerial, administrative & professional occupations	47%
Intermediate occupations	21%
Routine & manual occupations	24%
Never worked and long-term unemployed/ Full-time students	8%
Refused	1%
Water meter	
Proportion having a water meter	73%

- Statistical reliability on sample size of 400 is +/- 4.72%

¹ Bournemouth customers included in South West Water data from 2021.

² Range (mean) proportion for all WaSCs is based on weighted data. All other data is unweighted

³ Sample size is shown in brackets and excludes don't know unless followed by an asterisk *

⁴ Question filtered on unmetered households as per the main report.

⁵ Question changed to Yes/No option in 2021 so data not comparable with previous years.

⁶ Question wording changed in 2014.