

Results for Southern Water	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: 398) 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>92%</td><td>87%</td><td>91%</td><td>86%</td><td>88%</td><td>89%</td><td>91%</td><td>90%</td><td>90%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	91%	92%	87%	91%	86%	88%	89%	91%	90%	90%	98% to 83% Average: 92%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	91%	92%	87%	91%	86%	88%	89%	91%	90%	90%															
Overall satisfaction with sewerage services (Sample size: 375)	<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>91%</td><td>85%</td><td>89%</td><td>83%</td><td>86%</td><td>83%</td><td>81%</td><td>63%</td><td>62%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	86%	91%	85%	89%	83%	86%	83%	81%	63%	62%	87% to 62% Average: 80%	Significantly lower than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	86%	91%	85%	89%	83%	86%	83%	81%	63%	62%															
Satisfaction with value for money																									
Satisfied with value for money of water services (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>68%</td><td>70%</td><td>66%</td><td>72%</td><td>61%</td><td>62%</td><td>67%</td><td>70%</td><td>66%</td><td>67%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	68%	70%	66%	72%	61%	62%	67%	70%	66%	67%	86% to 67% Average: 75%	Significantly lower than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	68%	70%	66%	72%	61%	62%	67%	70%	66%	67%															
Satisfied with value for money of sewerage services (Sample size: 371)	<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>72%</td><td>69%</td><td>73%</td><td>68%</td><td>63%</td><td>74%</td><td>71%</td><td>68%</td><td>67%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	74%	72%	69%	73%	68%	63%	74%	71%	68%	67%	84% to 64% Average: 79%	Significantly lower than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	74%	72%	69%	73%	68%	63%	74%	71%	68%	67%															
Views on fairness and affordability of charges																									
Agree water and sewerage charges are affordable (Sample size: 392)	<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>69%</td><td>79%</td><td>68%</td><td>77%</td><td>71%</td><td>70%</td><td>78%</td><td>82%</td><td>72%</td><td>74%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	69%	79%	68%	77%	71%	70%	78%	82%	72%	74%	85% to 68% Average: 76%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	69%	79%	68%	77%	71%	70%	78%	82%	72%	74%															
Agree charges are fair (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>57%</td><td>68%</td><td>53%</td><td>67%</td><td>62%</td><td>60%</td><td>59%</td><td>61%</td><td>56%</td><td>60%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	57%	68%	53%	67%	62%	60%	59%	61%	56%	60%	76% to 53% Average: 65%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	57%	68%	53%	67%	62%	60%	59%	61%	56%	60%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 380)	<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>68%</td><td>68%</td><td>67%</td><td>61%</td><td>62%</td><td>62%</td><td>62%</td><td>49%</td><td>49%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	58%	68%	68%	67%	61%	62%	62%	62%	49%	49%	76% to 49% Average: 66%	Significantly lower than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	58%	68%	68%	67%	61%	62%	62%	62%	49%	49%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (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>Score</th><td>6.96</td><td>7.35</td><td>7.28</td><td>7.37</td><td>7.31</td><td>7.13</td><td>7.38</td><td>7.31</td><td>6.53</td><td>6.26</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Score	6.96	7.35	7.28	7.37	7.31	7.13	7.38	7.31	6.53	6.26	7.81 to 6.26 Average: 7.27	Significantly lower than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Score	6.96	7.35	7.28	7.37	7.31	7.13	7.38	7.31	6.53	6.26															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 392)	<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>77%</td><td>65%</td><td>72%</td><td>79%</td><td>76%</td><td>71%</td><td>70%</td><td>67%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	73%	81%	77%	65%	72%	79%	76%	71%	70%	67%	76% to 67% Average: 71%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	73%	81%	77%	65%	72%	79%	76%	71%	70%	67%															

Results for Southern Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest
Aware of WaterSure tariff (Sample size: 400*)		17% to 9% Average: 12%	
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 400) ³		50% to 32% Average: 37%	
Aware of Priority Services (Sample size: 400*) ⁴		54% to 39% Average: 48%	
Contact			
Contacted water company with query in last 12 months (Sample size: 400*)		26% to 15% Average: 23%	
Reason for contacting water company was to complain (Sample size: 88 who made contact)		7% to 0% Average: 3%	Low base size
Satisfaction with way query handled (Sample size: 87 who made contact)		93% to 65% Average: 77%	Low base size
Water on tap			
Satisfied with colour and appearance of tap water (Sample size: 398)		97% to 90% Average: 93%	
Satisfied with taste and smell (Sample size: 388)		93% to 79% Average: 87%	
Satisfied with hardness/softness (Sample size: 390)		92% to 46% Average: 69%	Significantly lower than WaSC average

Results for Southern Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Satisfied with safety (Sample size: 385)	<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>92%</td><td>87%</td><td>92%</td><td>93%</td><td>92%</td><td>89%</td><td>91%</td><td>89%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	93%	93%	92%	87%	92%	93%	92%	89%	91%	89%	95% to 84% Average: 91%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	93%	93%	92%	87%	92%	93%	92%	89%	91%	89%															
Satisfied with reliability of supply (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>97%</td><td>98%</td><td>96%</td><td>97%</td><td>96%</td><td>96%</td><td>97%</td><td>95%</td><td>96%</td><td>93%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	97%	98%	96%	97%	96%	96%	97%	95%	96%	93%	100% to 91% Average: 95%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	97%	98%	96%	97%	96%	96%	97%	95%	96%	93%															
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>95%</td><td>94%</td><td>90%</td><td>87%</td><td>85%</td><td>86%</td><td>90%</td><td>89%</td><td>89%</td><td>86%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	95%	94%	90%	87%	85%	86%	90%	89%	89%	86%	96% to 84% Average: 88%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	95%	94%	90%	87%	85%	86%	90%	89%	89%	86%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 299)	<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>82%</td><td>75%</td><td>74%</td><td>75%</td><td>73%</td><td>76%</td><td>65%</td><td>64%</td><td></td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	64%	82%	75%	74%	75%	73%	76%	65%	64%		82% to 64% Average: 74%	Significantly lower than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	64%	82%	75%	74%	75%	73%	76%	65%	64%																
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 303)	<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>89%</td><td>83%</td><td>81%</td><td>77%</td><td>72%</td><td>76%</td><td>77%</td><td>62%</td><td>61%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	73%	89%	83%	81%	77%	72%	76%	77%	62%	61%	81% to 61% Average: 75%	Significantly lower than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	73%	89%	83%	81%	77%	72%	76%	77%	62%	61%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 325)	<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>88%</td><td>77%</td><td>78%</td><td>71%</td><td>75%</td><td>70%</td><td>69%</td><td>34%</td><td>32%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	71%	88%	77%	78%	71%	75%	70%	69%	34%	32%	69% to 32% Average: 57%	Significantly lower than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	71%	88%	77%	78%	71%	75%	70%	69%	34%	32%															
Satisfied with company actions to minimise sewer flooding (Sample size: 327)	<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>66%</td><td>83%</td><td>76%</td><td>76%</td><td>76%</td><td>73%</td><td>72%</td><td>70%</td><td>51%</td><td>47%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	66%	83%	76%	76%	76%	73%	72%	70%	51%	47%	73% to 47% Average: 63%%	Significantly lower than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	66%	83%	76%	76%	76%	73%	72%	70%	51%	47%															

Sample Profile

Regional sample profile for Southern Water	(Sample size: 400*)
Gender	
Male	47%
Female	53%
Age	
18-29	2%
30-44	14%
45-59	41%
60-74	27%
75+	17%
SEC	
Higher managerial, administrative & professional occupations	48%
Intermediate occupations	26%
Routine & manual occupations	21%
Never worked and long-term unemployed/ Full-time students	6%
Refused	1%
Water meter	
Proportion having a water meter	83%

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

¹ Range and 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 changed to Yes/No option in 2021; but routing error meant that Southern Water was excluded. Question asked from 2022.

⁴ Question wording changed in 2014.