

Results for Wessex 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: 200) ²	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>93%</td><td>95%</td><td>93%</td><td>91%</td><td>91%</td><td>91%</td><td>93%</td><td>95%</td><td>93%</td><td>94%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	93%	95%	93%	91%	91%	91%	93%	95%	93%	94%	98% to 83% Average: 92%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	93%	95%	93%	91%	91%	91%	93%	95%	93%	94%															
Overall satisfaction with sewerage services (Sample size: 178)	<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>94%</td><td>93%</td><td>91%</td><td>90%</td><td>87%</td><td>93%</td><td>87%</td><td>78%</td><td>84%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	90%	94%	93%	91%	90%	87%	93%	87%	78%	84%	87% to 62% Average: 80%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	90%	94%	93%	91%	90%	87%	93%	87%	78%	84%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 198)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>74%</td><td>78%</td><td>76%</td><td>75%</td><td>76%</td><td>75%</td><td>79%</td><td>76%</td><td>76%</td><td>78%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	74%	78%	76%	75%	76%	75%	79%	76%	76%	78%	86% to 67% Average: 75%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	74%	78%	76%	75%	76%	75%	79%	76%	76%	78%															
Satisfied with value for money of sewerage services (Sample size: 179)	<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>79%</td><td>81%</td><td>80%</td><td>78%</td><td>79%</td><td>83%</td><td>79%</td><td>75%</td><td>79%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	73%	79%	81%	80%	78%	79%	83%	79%	75%	79%	84% to 64% Average: 79%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	73%	79%	81%	80%	78%	79%	83%	79%	75%	79%															
Views on fairness and affordability of charges																									
Agree water and sewerage charges are affordable (Sample size: 198)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>66%</td><td>80%</td><td>80%</td><td>80%</td><td>78%</td><td>76%</td><td>79%</td><td>87%</td><td>74%</td><td>78%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	66%	80%	80%	80%	78%	76%	79%	87%	74%	78%	85% to 68% Average: 76%	Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	66%	80%	80%	80%	78%	76%	79%	87%	74%	78%															
Agree charges are fair (Sample size: 192)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>57%</td><td>69%</td><td>65%</td><td>67%</td><td>67%</td><td>62%</td><td>65%</td><td>76%</td><td>66%</td><td>68%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	57%	69%	65%	67%	67%	62%	65%	76%	66%	68%	76% to 53% Average: 65%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	57%	69%	65%	67%	67%	62%	65%	76%	66%	68%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 189)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>66%</td><td>78%</td><td>77%</td><td>74%</td><td>74%</td><td>70%</td><td>75%</td><td>80%</td><td>64%</td><td>68%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	66%	78%	77%	74%	74%	70%	75%	80%	64%	68%	76% to 49% Average: 66%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	66%	78%	77%	74%	74%	70%	75%	80%	64%	68%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 200)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Mean Score</th><td>7.45</td><td>7.94</td><td>7.97</td><td>7.75</td><td>7.86</td><td>8.08</td><td>8.19</td><td>8.31</td><td>7.43</td><td>7.46</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Mean Score	7.45	7.94	7.97	7.75	7.86	8.08	8.19	8.31	7.43	7.46	7.81 to 6.26 Average: 7.27	
Year	13	14	15	16	17	18	19	20	21	22															
Mean Score	7.45	7.94	7.97	7.75	7.86	8.08	8.19	8.31	7.43	7.46															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 196)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>72%</td><td>77%</td><td>76%</td><td>71%</td><td>71%</td><td>74%</td><td>79%</td><td>79%</td><td>72%</td><td>70%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	72%	77%	76%	71%	71%	74%	79%	79%	72%	70%	76% to 67% Average: 71%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	72%	77%	76%	71%	71%	74%	79%	79%	72%	70%															

Results for Wessex Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Aware of free meter option (Sample size: 84*) 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>67%</td><td>59%</td><td>65%</td><td>70%</td><td>81%</td><td>83%</td><td>78%</td><td>75%</td><td>64%</td><td>70%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	67%	59%	65%	70%	81%	83%	78%	75%	64%	70%	76% to 47% Average: 64%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	67%	59%	65%	70%	81%	83%	78%	75%	64%	70%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 84*) 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>32%</td><td>30%</td><td>26%</td><td>32%</td><td>34%</td><td>43%</td><td>37%</td><td>29%</td><td>23%</td><td>37%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	32%	30%	26%	32%	34%	43%	37%	29%	23%	37%	37% to 10% Average: 23%	Significantly higher than WaSC average. Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	32%	30%	26%	32%	34%	43%	37%	29%	23%	37%															
Aware of WaterSure tariff (Sample size: 200*)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>11%</td><td>11%</td><td>6%</td><td>14%</td><td>8%</td><td>9%</td><td>8%</td><td>6%</td><td>10%</td><td>16%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	11%	11%	6%	14%	8%	9%	8%	6%	10%	16%	17% to 9% Average: 12%	Significantly higher than WaSC average. Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	11%	11%	6%	14%	8%	9%	8%	6%	10%	16%															
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 200*) ⁴	<table border="1"> <tr><th>Year</th><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>41%</td><td>50%</td></tr> </table>	Year	21	22	Percentage	41%	50%	50% to 32% Average: 37%	Significantly higher than WaSC average.																
Year	21	22																							
Percentage	41%	50%																							
Aware of Priority Services (Sample size: 200*) ⁵	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>52%</td><td>57%</td><td>47%</td><td>43%</td><td>49%</td><td>43%</td><td>44%</td><td>49%</td><td>53%</td><td></td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	52%	57%	47%	43%	49%	43%	44%	49%	53%		54% to 39% Average: 48%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	52%	57%	47%	43%	49%	43%	44%	49%	53%																
Contact																									
Contacted water company with query in last 12 months (Sample size: 199*)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>21%</td><td>16%</td><td>16%</td><td>18%</td><td>14%</td><td>24%</td><td>17%</td><td>21%</td><td>18%</td><td>15%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	21%	16%	16%	18%	14%	24%	17%	21%	18%	15%	26% to 15% Average: 23%	Significantly lower than WaSC average.
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	21%	16%	16%	18%	14%	24%	17%	21%	18%	15%															
Reason for contacting water company was to complain (Sample size: 30 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>3%</td><td>2%</td><td>6%</td><td>0%</td><td>2%</td><td>12%</td><td>0%</td><td>6%</td><td>0%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	6%	3%	2%	6%	0%	2%	12%	0%	6%	0%	7% to 0% Average: 3%	Low base size
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	6%	3%	2%	6%	0%	2%	12%	0%	6%	0%															
Satisfaction with way query handled (Sample size: 30 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>83%</td><td>96%</td><td>86%</td><td>86%</td><td>89%</td><td>84%</td><td>85%</td><td>88%</td><td>89%</td><td>93%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	83%	96%	86%	86%	89%	84%	85%	88%	89%	93%	93% to 65% Average: 77%	Significantly higher than WaSC average. Low base size
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	83%	96%	86%	86%	89%	84%	85%	88%	89%	93%															

Results for Wessex Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 200)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>95%</td><td>95%</td><td>93%</td><td>94%</td><td>93%</td><td>92%</td><td>95%</td><td>98%</td><td>92%</td><td>92%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	95%	95%	93%	94%	93%	92%	95%	98%	92%	92%	97% to 90% Average: 93%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	95%	95%	93%	94%	93%	92%	95%	98%	92%	92%															
Satisfied with taste and smell (Sample size: 195)	<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>88%</td><td>87%</td><td>85%</td><td>86%</td><td>85%</td><td>90%</td><td>88%</td><td>87%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	89%	90%	88%	87%	85%	86%	85%	90%	88%	87%	93% to 79% Average: 87%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	89%	90%	88%	87%	85%	86%	85%	90%	88%	87%															
Satisfied with hardness/softness (Sample size: 193)	<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>70%</td><td>62%</td><td>60%</td><td>57%</td><td>55%</td><td>62%</td><td>64%</td><td>59%</td><td>53%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	58%	70%	62%	60%	57%	55%	62%	64%	59%	53%	92% to 46% Average: 69%	Significantly lower than WaSC average.
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	58%	70%	62%	60%	57%	55%	62%	64%	59%	53%															
Satisfied with safety (Sample size: 195)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>94%</td><td>94%</td><td>95%</td><td>91%</td><td>92%</td><td>95%</td><td>96%</td><td>93%</td><td>92%</td><td>91%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	94%	94%	95%	91%	92%	95%	96%	93%	92%	91%	95% to 84% Average: 91%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	94%	94%	95%	91%	92%	95%	96%	93%	92%	91%															
Satisfied with reliability of supply (Sample size: 200)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>98%</td><td>98%</td><td>98%</td><td>97%</td><td>95%</td><td>98%</td><td>97%</td><td>97%</td><td>97%</td><td>96%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	98%	98%	98%	97%	95%	98%	97%	97%	97%	96%	100% to 91% Average: 95%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	98%	98%	98%	97%	95%	98%	97%	97%	97%	96%															
Satisfied with water pressure (Sample size: 200)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>92%</td><td>91%</td><td>89%</td><td>90%</td><td>87%</td><td>91%</td><td>93%</td><td>90%</td><td>86%</td><td>89%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	92%	91%	89%	90%	87%	91%	93%	90%	86%	89%	96% to 84% Average: 88%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	92%	91%	89%	90%	87%	91%	93%	90%	86%	89%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 135)	<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>84%</td><td>86%</td><td>78%</td><td>77%</td><td>79%</td><td>89%</td><td>83%</td><td>78%</td><td>69%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	69%	84%	86%	78%	77%	79%	89%	83%	78%	69%	82% to 64% Average: 74%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	69%	84%	86%	78%	77%	79%	89%	83%	78%	69%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 147)	<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>78%</td><td>91%</td><td>91%</td><td>83%</td><td>84%</td><td>81%</td><td>89%</td><td>86%</td><td>75%</td><td>73%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	78%	91%	91%	83%	84%	81%	89%	86%	75%	73%	81% to 61% Average: 75%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	78%	91%	91%	83%	84%	81%	89%	86%	75%	73%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 154)	<table border="1"> <tr><th>Year</th><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><th>Percentage</th><td>80%</td><td>88%</td><td>89%</td><td>80%</td><td>84%</td><td>82%</td><td>82%</td><td>80%</td><td>50%</td><td>56%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	80%	88%	89%	80%	84%	82%	82%	80%	50%	56%	69% to 32% Average: 57%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	80%	88%	89%	80%	84%	82%	82%	80%	50%	56%															

Results for Wessex Water	Percentage of household customers	Range and average for all WASCs ¹	Comments or points of interest																						
Satisfied with company actions to minimise sewer flooding (Sample size: 152)	<table border="1"> <caption>Percentage of household customers satisfied with company actions to minimise sewer flooding</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>13</td><td>71%</td></tr> <tr><td>14</td><td>86%</td></tr> <tr><td>15</td><td>88%</td></tr> <tr><td>16</td><td>81%</td></tr> <tr><td>17</td><td>82%</td></tr> <tr><td>18</td><td>76%</td></tr> <tr><td>19</td><td>85%</td></tr> <tr><td>20</td><td>76%</td></tr> <tr><td>21</td><td>66%</td></tr> <tr><td>22</td><td>64%</td></tr> </tbody> </table>	Year	Percentage	13	71%	14	86%	15	88%	16	81%	17	82%	18	76%	19	85%	20	76%	21	66%	22	64%	73% to 47% Average: 63%	
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Sample Profile

Regional sample profile for Wessex Water	(Sample size: 200*)
Gender	
Male	41%
Female	59%
Age	
18-29	3%
30-44	13%
45-59	39%
60-74	29%
75+	17%
SEC	
Higher managerial, administrative & professional occupations	49%
Intermediate occupations	15%
Routine & manual occupations	28%
Never worked and long-term unemployed/ Full-time students	5%
Refused	4%
Water meter	
Proportion having a water meter	59%

- Statistical reliability on sample size of 200 is +/- 6.93%

¹ Average (mean) proportion for all WaSCs based on weighted data. All other data is unweighted
² Sample size is shown in brackets and excludes don't knows unless followed by an asterisk *
³ Question filtered on unmetered households as per the main report.
⁴ Question changed to Yes/No option in 2021 so data not comparable with previous years.
⁵ Question wording changed in 2014.