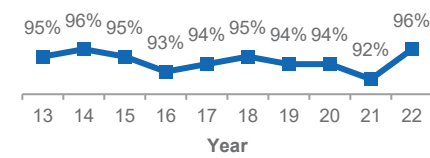
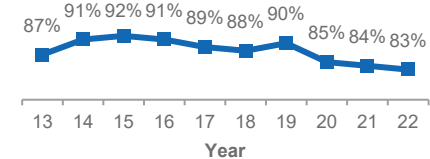
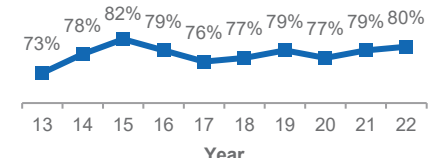
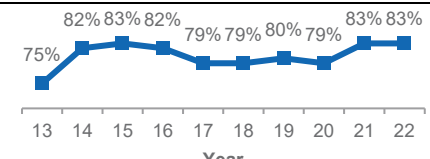
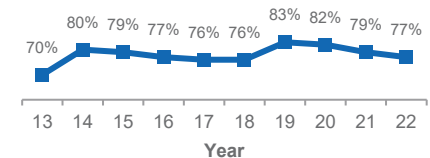
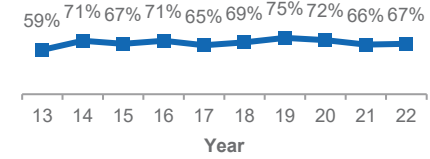
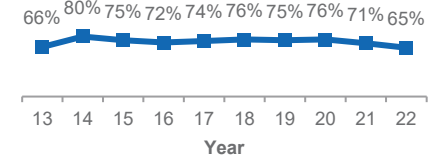
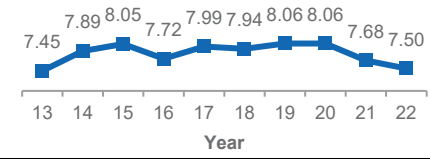
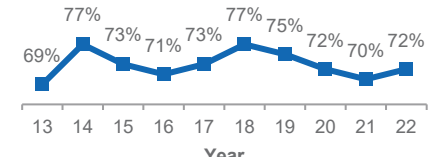
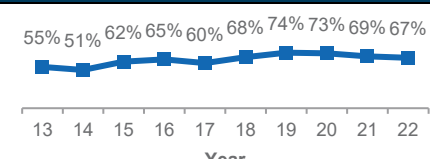
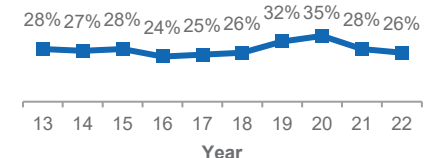
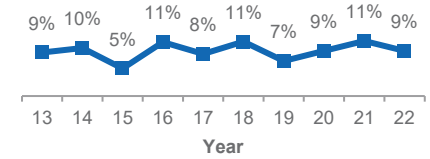
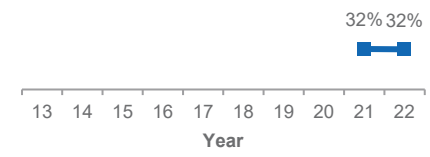
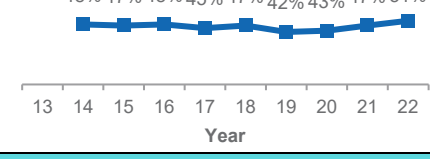
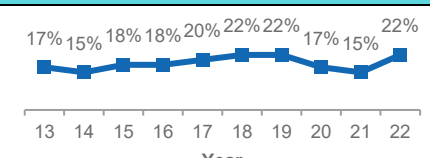
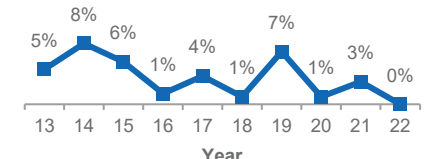
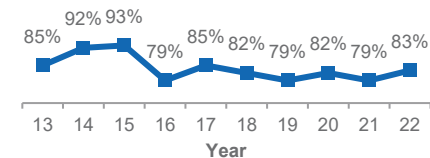
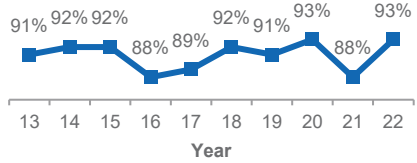
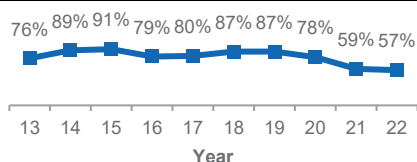
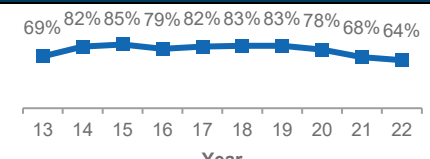


Results for Yorkshire Water	Percentage of household customers	Range and average for all WASCs <sup>1</sup>	Comments or points of interest																						
<b>Satisfaction with water and sewerage services</b>																									
Overall satisfaction with water supply (Sample size: 400) <sup>2</sup>	 <table border="1"> <caption>Overall satisfaction with water supply</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>96%</td></tr> <tr><td>15</td><td>95%</td></tr> <tr><td>16</td><td>93%</td></tr> <tr><td>17</td><td>94%</td></tr> <tr><td>18</td><td>95%</td></tr> <tr><td>19</td><td>94%</td></tr> <tr><td>20</td><td>94%</td></tr> <tr><td>21</td><td>92%</td></tr> <tr><td>22</td><td>96%</td></tr> </tbody> </table>	Year	Percentage	13	95%	14	96%	15	95%	16	93%	17	94%	18	95%	19	94%	20	94%	21	92%	22	96%	98% to 83% Average: 92%	Significantly higher than WaSC average.
Year	Percentage																								
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14	96%																								
15	95%																								
16	93%																								
17	94%																								
18	95%																								
19	94%																								
20	94%																								
21	92%																								
22	96%																								
Overall satisfaction with sewerage services (Sample size: 380)	 <table border="1"> <caption>Overall satisfaction with sewerage services</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>87%</td></tr> <tr><td>14</td><td>91%</td></tr> <tr><td>15</td><td>92%</td></tr> <tr><td>16</td><td>91%</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>85%</td></tr> <tr><td>21</td><td>84%</td></tr> <tr><td>22</td><td>83%</td></tr> </tbody> </table>	Year	Percentage	13	87%	14	91%	15	92%	16	91%	17	89%	18	88%	19	90%	20	85%	21	84%	22	83%	87% to 82% Average: 80%	
Year	Percentage																								
13	87%																								
14	91%																								
15	92%																								
16	91%																								
17	89%																								
18	88%																								
19	90%																								
20	85%																								
21	84%																								
22	83%																								
<b>Satisfaction with value for money</b>																									
Satisfied with value for money of water services (Sample size: 399)	 <table border="1"> <caption>Satisfied with value for money of water services</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>73%</td></tr> <tr><td>14</td><td>78%</td></tr> <tr><td>15</td><td>82%</td></tr> <tr><td>16</td><td>79%</td></tr> <tr><td>17</td><td>76%</td></tr> <tr><td>18</td><td>77%</td></tr> <tr><td>19</td><td>79%</td></tr> <tr><td>20</td><td>77%</td></tr> <tr><td>21</td><td>79%</td></tr> <tr><td>22</td><td>80%</td></tr> </tbody> </table>	Year	Percentage	13	73%	14	78%	15	82%	16	79%	17	76%	18	77%	19	79%	20	77%	21	79%	22	80%	86% to 67% Average: 75%	Significantly higher than WaSC average.
Year	Percentage																								
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14	78%																								
15	82%																								
16	79%																								
17	76%																								
18	77%																								
19	79%																								
20	77%																								
21	79%																								
22	80%																								
Satisfied with value for money of sewerage services (Sample size: 375)	 <table border="1"> <caption>Satisfied with value for money of sewerage services</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>82%</td></tr> <tr><td>15</td><td>83%</td></tr> <tr><td>16</td><td>82%</td></tr> <tr><td>17</td><td>79%</td></tr> <tr><td>18</td><td>79%</td></tr> <tr><td>19</td><td>80%</td></tr> <tr><td>20</td><td>79%</td></tr> <tr><td>21</td><td>83%</td></tr> <tr><td>22</td><td>83%</td></tr> </tbody> </table>	Year	Percentage	13	75%	14	82%	15	83%	16	82%	17	79%	18	79%	19	80%	20	79%	21	83%	22	83%	84% to 64% Average: 79%	
Year	Percentage																								
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16	82%																								
17	79%																								
18	79%																								
19	80%																								
20	79%																								
21	83%																								
22	83%																								
<b>Views on fairness and affordability of charges</b>																									
Agree water and sewerage charges are affordable (Sample size: 397)	 <table border="1"> <caption>Agree water and sewerage charges are affordable</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>70%</td></tr> <tr><td>14</td><td>80%</td></tr> <tr><td>15</td><td>79%</td></tr> <tr><td>16</td><td>77%</td></tr> <tr><td>17</td><td>76%</td></tr> <tr><td>18</td><td>76%</td></tr> <tr><td>19</td><td>83%</td></tr> <tr><td>20</td><td>82%</td></tr> <tr><td>21</td><td>79%</td></tr> <tr><td>22</td><td>77%</td></tr> </tbody> </table>	Year	Percentage	13	70%	14	80%	15	79%	16	77%	17	76%	18	76%	19	83%	20	82%	21	79%	22	77%	85% to 68% Average: 76%	
Year	Percentage																								
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15	79%																								
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18	76%																								
19	83%																								
20	82%																								
21	79%																								
22	77%																								
Agree charges are fair (Sample size: 385)	 <table border="1"> <caption>Agree charges are fair</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>71%</td></tr> <tr><td>15</td><td>67%</td></tr> <tr><td>16</td><td>71%</td></tr> <tr><td>17</td><td>65%</td></tr> <tr><td>18</td><td>69%</td></tr> <tr><td>19</td><td>75%</td></tr> <tr><td>20</td><td>72%</td></tr> <tr><td>21</td><td>66%</td></tr> <tr><td>22</td><td>67%</td></tr> </tbody> </table>	Year	Percentage	13	59%	14	71%	15	67%	16	71%	17	65%	18	69%	19	75%	20	72%	21	66%	22	67%	76% to 53% Average: 65%	
Year	Percentage																								
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14	71%																								
15	67%																								
16	71%																								
17	65%																								
18	69%																								
19	75%																								
20	72%																								
21	66%																								
22	67%																								
<b>Care and trust</b>																									
Agree company cares about service given to customers (Sample size: 388)	 <table border="1"> <caption>Agree company cares about service given to customers</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>66%</td></tr> <tr><td>14</td><td>80%</td></tr> <tr><td>15</td><td>75%</td></tr> <tr><td>16</td><td>72%</td></tr> <tr><td>17</td><td>74%</td></tr> <tr><td>18</td><td>76%</td></tr> <tr><td>19</td><td>75%</td></tr> <tr><td>20</td><td>76%</td></tr> <tr><td>21</td><td>71%</td></tr> <tr><td>22</td><td>65%</td></tr> </tbody> </table>	Year	Percentage	13	66%	14	80%	15	75%	16	72%	17	74%	18	76%	19	75%	20	76%	21	71%	22	65%	76% to 49% Average: 66%	
Year	Percentage																								
13	66%																								
14	80%																								
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16	72%																								
17	74%																								
18	76%																								
19	75%																								
20	76%																								
21	71%																								
22	65%																								
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 397)	 <table border="1"> <caption>Trust company (mean score)</caption> <thead> <tr><th>Year</th><th>Mean Score</th></tr> </thead> <tbody> <tr><td>13</td><td>7.45</td></tr> <tr><td>14</td><td>7.89</td></tr> <tr><td>15</td><td>8.05</td></tr> <tr><td>16</td><td>7.72</td></tr> <tr><td>17</td><td>7.99</td></tr> <tr><td>18</td><td>7.94</td></tr> <tr><td>19</td><td>8.06</td></tr> <tr><td>20</td><td>8.06</td></tr> <tr><td>21</td><td>7.68</td></tr> <tr><td>22</td><td>7.50</td></tr> </tbody> </table>	Year	Mean Score	13	7.45	14	7.89	15	8.05	16	7.72	17	7.99	18	7.94	19	8.06	20	8.06	21	7.68	22	7.50	7.81 to 6.26 Average: 7.27	Significantly higher than WaSC average
Year	Mean Score																								
13	7.45																								
14	7.89																								
15	8.05																								
16	7.72																								
17	7.99																								
18	7.94																								
19	8.06																								
20	8.06																								
21	7.68																								
22	7.50																								
<b>Awareness of consumer rights and responsibilities</b>																									
Likely to contact company if worried about paying bill (Sample size: 392)	 <table border="1"> <caption>Likely to contact company if worried about paying bill</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>13</td><td>69%</td></tr> <tr><td>14</td><td>77%</td></tr> <tr><td>15</td><td>73%</td></tr> <tr><td>16</td><td>71%</td></tr> <tr><td>17</td><td>73%</td></tr> <tr><td>18</td><td>77%</td></tr> <tr><td>19</td><td>75%</td></tr> <tr><td>20</td><td>72%</td></tr> <tr><td>21</td><td>70%</td></tr> <tr><td>22</td><td>72%</td></tr> </tbody> </table>	Year	Percentage	13	69%	14	77%	15	73%	16	71%	17	73%	18	77%	19	75%	20	72%	21	70%	22	72%	76% to 67% Average: 71%	
Year	Percentage																								
13	69%																								
14	77%																								
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22	72%																								

Results for Yorkshire Water	Percentage of household customers	Range and average for all WASCs <sup>1</sup>	Comments or points of interest																						
Aware of free meter option (Sample size: 146*) <sup>3</sup>	 <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>55%</td><td>51%</td><td>62%</td><td>65%</td><td>60%</td><td>68%</td><td>74%</td><td>73%</td><td>69%</td><td>67%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	55%	51%	62%	65%	60%	68%	74%	73%	69%	67%	76% to 47% Average: 64%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	55%	51%	62%	65%	60%	68%	74%	73%	69%	67%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 148*) <sup>3</sup>	 <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>28%</td><td>27%</td><td>28%</td><td>24%</td><td>25%</td><td>26%</td><td>32%</td><td>35%</td><td>28%</td><td>26%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	28%	27%	28%	24%	25%	26%	32%	35%	28%	26%	37% to 10% Average: 23%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	28%	27%	28%	24%	25%	26%	32%	35%	28%	26%															
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>9%</td><td>10%</td><td>5%</td><td>11%</td><td>8%</td><td>11%</td><td>7%</td><td>9%</td><td>11%</td><td>9%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	9%	10%	5%	11%	8%	11%	7%	9%	11%	9%	17% to 9% Average: 12%	Significantly lower than WaSC average.
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	9%	10%	5%	11%	8%	11%	7%	9%	11%	9%															
Aware of other schemes offered which provide lower charges to help customers who struggle to afford their bills (Sample size: 400*) <sup>4</sup>	 <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>0%</td><td>0%</td><td>0%</td><td>0%</td><td>0%</td><td>0%</td><td>0%</td><td>0%</td><td>32%</td><td>32%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	0%	0%	0%	0%	0%	0%	0%	0%	32%	32%	50% to 32% Average: 37%	Significantly lower than WaSC average.
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	0%	0%	0%	0%	0%	0%	0%	0%	32%	32%															
Aware of Priority Services. (Sample size: 400*) <sup>5</sup>	 <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>47%</td><td>48%</td><td>45%</td><td>47%</td><td>42%</td><td>43%</td><td>47%</td><td>51%</td><td></td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	48%	47%	48%	45%	47%	42%	43%	47%	51%		54% to 39% Average: 48%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	48%	47%	48%	45%	47%	42%	43%	47%	51%																
<b>Contact</b>																									
Contacted water company with query in last 12 months (Sample size: 395*)	 <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>17%</td><td>15%</td><td>18%</td><td>18%</td><td>20%</td><td>22%</td><td>22%</td><td>17%</td><td>15%</td><td>22%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	17%	15%	18%	18%	20%	22%	22%	17%	15%	22%	26% to 15% Average: 23%	Significant change since last year.
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	17%	15%	18%	18%	20%	22%	22%	17%	15%	22%															
Reason for contacting water company was to complain (Sample size: 87 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>5%</td><td>8%</td><td>6%</td><td>1%</td><td>4%</td><td>1%</td><td>7%</td><td>1%</td><td>3%</td><td>0%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	5%	8%	6%	1%	4%	1%	7%	1%	3%	0%	7% to 0% Average: 3%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	5%	8%	6%	1%	4%	1%	7%	1%	3%	0%															
Satisfaction with way query handled (Sample size: 86 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>85%</td><td>92%</td><td>93%</td><td>79%</td><td>85%</td><td>82%</td><td>79%</td><td>82%</td><td>79%</td><td>83%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	85%	92%	93%	79%	85%	82%	79%	82%	79%	83%	93% to 65% Average: 77%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	85%	92%	93%	79%	85%	82%	79%	82%	79%	83%															

Results for Yorkshire Water	Percentage of household customers	Range and average for all WASCs <sup>1</sup>	Comments or points of interest																						
<b>Water on tap</b>																									
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>94%</td><td>95%</td><td>95%</td><td>93%</td><td>95%</td><td>95%</td><td>95%</td><td>94%</td><td>94%</td><td>95%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	94%	95%	95%	93%	95%	95%	95%	94%	94%	95%	97% to 90% Average: 93%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	94%	95%	95%	93%	95%	95%	95%	94%	94%	95%															
Satisfied with taste and smell (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>91%</td><td>92%</td><td>92%</td><td>88%</td><td>89%</td><td>92%</td><td>91%</td><td>93%</td><td>88%</td><td>93%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	91%	92%	92%	88%	89%	92%	91%	93%	88%	93%	93% to 79% Average: 87%	Significantly higher than WaSC average. Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	91%	92%	92%	88%	89%	92%	91%	93%	88%	93%															
Satisfied with hardness/softness (Sample size: 379)	 <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>86%</td><td>85%</td><td>85%</td><td>78%</td><td>81%</td><td>82%</td><td>82%</td><td>78%</td><td>81%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	79%	86%	85%	85%	78%	81%	82%	82%	78%	81%	92% to 46% Average: 69%	Significantly higher than WaSC average
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	79%	86%	85%	85%	78%	81%	82%	82%	78%	81%															
Satisfied with safety (Sample size: 394)	 <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>96%</td><td>98%</td><td>92%</td><td>94%</td><td>96%</td><td>96%</td><td>95%</td><td>94%</td><td>94%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	94%	96%	98%	92%	94%	96%	96%	95%	94%	94%	95% to 84% Average: 91%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	94%	96%	98%	92%	94%	96%	96%	95%	94%	94%															
Satisfied with reliability of supply (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>97%</td><td>98%</td><td>98%</td><td>95%</td><td>99%</td><td>97%</td><td>98%</td><td>98%</td><td>97%</td><td>97%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	97%	98%	98%	95%	99%	97%	98%	98%	97%	97%	100% to 91% Average: 95%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	97%	98%	98%	95%	99%	97%	98%	98%	97%	97%															
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>93%</td><td>92%</td><td>89%</td><td>90%</td><td>88%</td><td>91%</td><td>89%</td><td>87%</td><td>90%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	91%	93%	92%	89%	90%	88%	91%	89%	87%	90%	96% to 84% Average: 88%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	91%	93%	92%	89%	90%	88%	91%	89%	87%	90%															
<b>A sewerage system that works</b>																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 307)	 <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>84%</td><td>82%</td><td>75%</td><td>75%</td><td>84%</td><td>85%</td><td>80%</td><td>77%</td><td>77%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	68%	84%	82%	75%	75%	84%	85%	80%	77%	77%	82% to 64% Average: 74%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	68%	84%	82%	75%	75%	84%	85%	80%	77%	77%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 326)	 <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>86%</td><td>87%</td><td>81%</td><td>82%</td><td>85%</td><td>85%</td><td>84%</td><td>80%</td><td>78%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	74%	86%	87%	81%	82%	85%	85%	84%	80%	78%	81% to 61% Average: 75%	
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	74%	86%	87%	81%	82%	85%	85%	84%	80%	78%															
Satisfied with company cleaning of waste water before releasing it back into the environment (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>76%</td><td>89%</td><td>91%</td><td>79%</td><td>80%</td><td>87%</td><td>87%</td><td>78%</td><td>59%</td><td>57%</td></tr> </table>	Year	13	14	15	16	17	18	19	20	21	22	Percentage	76%	89%	91%	79%	80%	87%	87%	78%	59%	57%	69% to 32% Average: 57%	Significant change since last year
Year	13	14	15	16	17	18	19	20	21	22															
Percentage	76%	89%	91%	79%	80%	87%	87%	78%	59%	57%															

Results for Yorkshire Water	Percentage of household customers	Range and average for all WASCs <sup>1</sup>	Comments or points of interest
Satisfied with company actions to minimise sewer flooding (Sample size: 320)		73% to 47% Average: 63%	Significant change since last year

#### Sample Profile

Regional sample profile for Yorkshire Water	(Sample size: 400*)
<b>Gender</b>	
Male	43%
Female	58%
<b>Age</b>	
18-29	3%
30-44	16%
45-59	33%
60-74	32%
75+	15%
<b>SEC</b>	
Higher managerial, administrative & professional occupations	48%
Intermediate occupations	24%
Routine & manual occupations	21%
Never worked and long-term unemployed/ Full-time students	7%
Refused	2%
<b>Water meter</b>	
Proportion having a water meter	63%

Statistical reliability on sample size of 400 is +/- 4.90%

<sup>1</sup> Average (mean) proportion for all WaSCs based on weighted data. All other data is unweighted

<sup>2</sup> Sample size is shown in brackets and excludes don't knows unless followed by an asterisk \*

<sup>3</sup> Question filtered on unmetered households as per the 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.