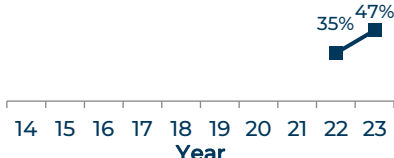
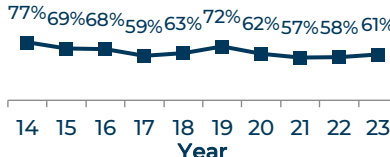
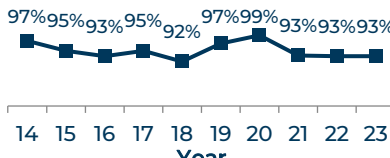
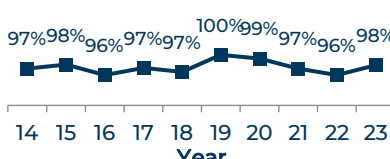
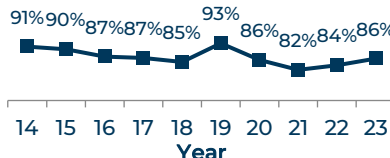


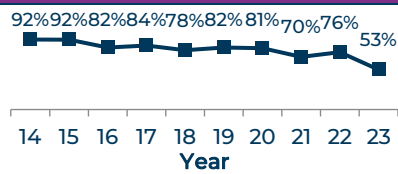
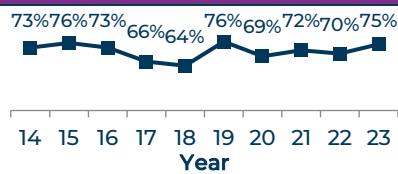
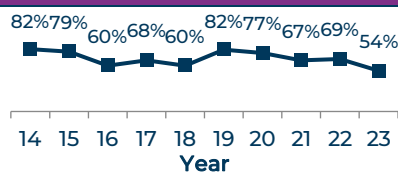
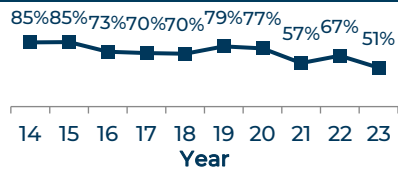
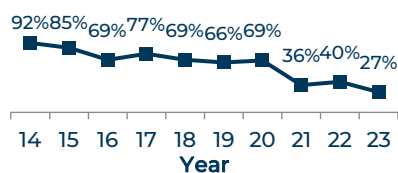
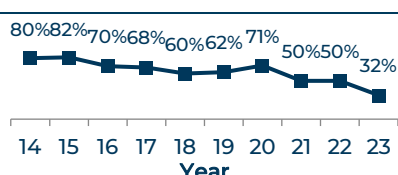
Results for SES Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfaction with water services																									
Overall satisfaction with water supply (Sample size: 150) ²	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>96%</td></tr><tr><td>15</td><td>94%</td></tr><tr><td>16</td><td>94%</td></tr><tr><td>17</td><td>93%</td></tr><tr><td>18</td><td>91%</td></tr><tr><td>19</td><td>95%</td></tr><tr><td>20</td><td>94%</td></tr><tr><td>21</td><td>91%</td></tr><tr><td>22</td><td>97%</td></tr><tr><td>23</td><td>94%</td></tr></table>	Year	Percentage	14	96%	15	94%	16	94%	17	93%	18	91%	19	95%	20	94%	21	91%	22	97%	23	94%	95% to 79% Average: 89%	
Year	Percentage																								
14	96%																								
15	94%																								
16	94%																								
17	93%																								
18	91%																								
19	95%																								
20	94%																								
21	91%																								
22	97%																								
23	94%																								
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 148)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>73%</td></tr><tr><td>15</td><td>74%</td></tr><tr><td>16</td><td>71%</td></tr><tr><td>17</td><td>69%</td></tr><tr><td>18</td><td>67%</td></tr><tr><td>19</td><td>75%</td></tr><tr><td>20</td><td>73%</td></tr><tr><td>21</td><td>72%</td></tr><tr><td>22</td><td>70%</td></tr><tr><td>23</td><td>76%</td></tr></table>	Year	Percentage	14	73%	15	74%	16	71%	17	69%	18	67%	19	75%	20	73%	21	72%	22	70%	23	76%	76% to 59% Average: 68%	Significantly higher than WoC average
Year	Percentage																								
14	73%																								
15	74%																								
16	71%																								
17	69%																								
18	67%																								
19	75%																								
20	73%																								
21	72%																								
22	70%																								
23	76%																								
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 143)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>74%</td></tr><tr><td>15</td><td>60%</td></tr><tr><td>16</td><td>59%</td></tr><tr><td>17</td><td>56%</td></tr><tr><td>18</td><td>56%</td></tr><tr><td>19</td><td>65%</td></tr><tr><td>20</td><td>65%</td></tr><tr><td>21</td><td>58%</td></tr><tr><td>22</td><td>58%</td></tr><tr><td>23</td><td>51%</td></tr></table>	Year	Percentage	14	74%	15	60%	16	59%	17	56%	18	56%	19	65%	20	65%	21	58%	22	58%	23	51%	62% to 49% Average: 55%	
Year	Percentage																								
14	74%																								
15	60%																								
16	59%																								
17	56%																								
18	56%																								
19	65%																								
20	65%																								
21	58%																								
22	58%																								
23	51%																								
Agree water and sewerage charges are affordable (Sample size: 149)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>86%</td></tr><tr><td>15</td><td>76%</td></tr><tr><td>16</td><td>75%</td></tr><tr><td>17</td><td>72%</td></tr><tr><td>18</td><td>72%</td></tr><tr><td>19</td><td>80%</td></tr><tr><td>20</td><td>81%</td></tr><tr><td>21</td><td>73%</td></tr><tr><td>22</td><td>78%</td></tr><tr><td>23</td><td>74%</td></tr></table>	Year	Percentage	14	86%	15	76%	16	75%	17	72%	18	72%	19	80%	20	81%	21	73%	22	78%	23	74%	77% to 65% Average: 74%	
Year	Percentage																								
14	86%																								
15	76%																								
16	75%																								
17	72%																								
18	72%																								
19	80%																								
20	81%																								
21	73%																								
22	78%																								
23	74%																								
Care and trust																									
Agree company cares about service given to customers (Sample size: 145)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>77%</td></tr><tr><td>15</td><td>72%</td></tr><tr><td>16</td><td>68%</td></tr><tr><td>17</td><td>66%</td></tr><tr><td>18</td><td>61%</td></tr><tr><td>19</td><td>67%</td></tr><tr><td>20</td><td>57%</td></tr><tr><td>21</td><td>55%</td></tr><tr><td>22</td><td>51%</td></tr><tr><td>23</td><td>57%</td></tr></table>	Year	Percentage	14	77%	15	72%	16	68%	17	66%	18	61%	19	67%	20	57%	21	55%	22	51%	23	57%	57% to 39% Average: 49%	
Year	Percentage																								
14	77%																								
15	72%																								
16	68%																								
17	66%																								
18	61%																								
19	67%																								
20	57%																								
21	55%																								
22	51%																								
23	57%																								
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 145)	 <table><tr><th>Year</th><th>Mean Score</th></tr><tr><td>14</td><td>7.90</td></tr><tr><td>15</td><td>7.61</td></tr><tr><td>16</td><td>7.26</td></tr><tr><td>17</td><td>7.82</td></tr><tr><td>18</td><td>7.52</td></tr><tr><td>19</td><td>7.58</td></tr><tr><td>20</td><td>7.63</td></tr><tr><td>21</td><td>7.23</td></tr><tr><td>22</td><td>7.07</td></tr><tr><td>23</td><td>6.72</td></tr></table>	Year	Mean Score	14	7.90	15	7.61	16	7.26	17	7.82	18	7.52	19	7.58	20	7.63	21	7.23	22	7.07	23	6.72	6.93 to 5.49 Average: 6.33	
Year	Mean Score																								
14	7.90																								
15	7.61																								
16	7.26																								
17	7.82																								
18	7.52																								
19	7.58																								
20	7.63																								
21	7.23																								
22	7.07																								
23	6.72																								
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 143)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>70%</td></tr><tr><td>15</td><td>64%</td></tr><tr><td>16</td><td>64%</td></tr><tr><td>17</td><td>71%</td></tr><tr><td>18</td><td>66%</td></tr><tr><td>19</td><td>79%</td></tr><tr><td>20</td><td>69%</td></tr><tr><td>21</td><td>68%</td></tr><tr><td>22</td><td>76%</td></tr><tr><td>23</td><td>65%</td></tr></table>	Year	Percentage	14	70%	15	64%	16	64%	17	71%	18	66%	19	79%	20	69%	21	68%	22	76%	23	65%	71% to 63% Average: 66%	Significant change since last year
Year	Percentage																								
14	70%																								
15	64%																								
16	64%																								
17	71%																								
18	66%																								
19	79%																								
20	69%																								
21	68%																								
22	76%																								
23	65%																								

Results for SES Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Aware of WaterSure tariff (Sample size: 150*)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>14%</td></tr><tr><td>15</td><td>12%</td></tr><tr><td>16</td><td>7%</td></tr><tr><td>17</td><td>14%</td></tr><tr><td>18</td><td>8%</td></tr><tr><td>19</td><td>11%</td></tr><tr><td>20</td><td>9%</td></tr><tr><td>21</td><td>11%</td></tr><tr><td>22</td><td>9%</td></tr><tr><td>23</td><td>13%</td></tr></table>	Year	Percentage	14	14%	15	12%	16	7%	17	14%	18	8%	19	11%	20	9%	21	11%	22	9%	23	13%	19% to 9% Average: 16%	
Year	Percentage																								
14	14%																								
15	12%																								
16	7%																								
17	14%																								
18	8%																								
19	11%																								
20	9%																								
21	11%																								
22	9%																								
23	13%																								
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 150*) ³	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>22</td><td>35%</td></tr><tr><td>23</td><td>47%</td></tr></table>	Year	Percentage	22	35%	23	47%	49% to 39% Average: 45%																	
Year	Percentage																								
22	35%																								
23	47%																								
Aware of Priority services (Sample size: 150*)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>51%</td></tr><tr><td>15</td><td>46%</td></tr><tr><td>16</td><td>42%</td></tr><tr><td>17</td><td>44%</td></tr><tr><td>18</td><td>36%</td></tr><tr><td>19</td><td>42%</td></tr><tr><td>20</td><td>42%</td></tr><tr><td>21</td><td>39%</td></tr><tr><td>22</td><td>36%</td></tr><tr><td>23</td><td>57%</td></tr></table>	Year	Percentage	14	51%	15	46%	16	42%	17	44%	18	36%	19	42%	20	42%	21	39%	22	36%	23	57%	61% to 45% Average: 52%	Significant change since last year
Year	Percentage																								
14	51%																								
15	46%																								
16	42%																								
17	44%																								
18	36%																								
19	42%																								
20	42%																								
21	39%																								
22	36%																								
23	57%																								
Contact																									
Contacted water company with query in last 12 months (Sample size: 149*)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>13%</td></tr><tr><td>15</td><td>12%</td></tr><tr><td>16</td><td>19%</td></tr><tr><td>17</td><td>19%</td></tr><tr><td>18</td><td>18%</td></tr><tr><td>19</td><td>21%</td></tr><tr><td>20</td><td>15%</td></tr><tr><td>21</td><td>15%</td></tr><tr><td>22</td><td>21%</td></tr><tr><td>23</td><td>21%</td></tr></table>	Year	Percentage	14	13%	15	12%	16	19%	17	19%	18	18%	19	21%	20	15%	21	15%	22	21%	23	21%	33% to 16% Average: 22%	
Year	Percentage																								
14	13%																								
15	12%																								
16	19%																								
17	19%																								
18	18%																								
19	21%																								
20	15%																								
21	15%																								
22	21%																								
23	21%																								
Reason for contacting water company was to complain (Sample size: 32 who made contact)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>0%</td></tr><tr><td>15</td><td>11%</td></tr><tr><td>16</td><td>0%</td></tr><tr><td>17</td><td>7%</td></tr><tr><td>18</td><td>0%</td></tr><tr><td>19</td><td>3%</td></tr><tr><td>20</td><td>9%</td></tr><tr><td>21</td><td>0%</td></tr><tr><td>22</td><td>0%</td></tr><tr><td>23</td><td>3%</td></tr></table>	Year	Percentage	14	0%	15	11%	16	0%	17	7%	18	0%	19	3%	20	9%	21	0%	22	0%	23	3%	6% to 0% Average: 2%	Low base size
Year	Percentage																								
14	0%																								
15	11%																								
16	0%																								
17	7%																								
18	0%																								
19	3%																								
20	9%																								
21	0%																								
22	0%																								
23	3%																								
Satisfaction with way query handled (Sample size: 32 who made contact)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>84%</td></tr><tr><td>15</td><td>94%</td></tr><tr><td>16</td><td>83%</td></tr><tr><td>17</td><td>76%</td></tr><tr><td>18</td><td>72%</td></tr><tr><td>19</td><td>78%</td></tr><tr><td>20</td><td>67%</td></tr><tr><td>21</td><td>78%</td></tr><tr><td>22</td><td>58%</td></tr><tr><td>23</td><td>78%</td></tr></table>	Year	Percentage	14	84%	15	94%	16	83%	17	76%	18	72%	19	78%	20	67%	21	78%	22	58%	23	78%	84% to 62% Average: 74%	Low base size
Year	Percentage																								
14	84%																								
15	94%																								
16	83%																								
17	76%																								
18	72%																								
19	78%																								
20	67%																								
21	78%																								
22	58%																								
23	78%																								
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 150)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>96%</td></tr><tr><td>15</td><td>95%</td></tr><tr><td>16</td><td>97%</td></tr><tr><td>17</td><td>95%</td></tr><tr><td>18</td><td>94%</td></tr><tr><td>19</td><td>96%</td></tr><tr><td>20</td><td>95%</td></tr><tr><td>21</td><td>95%</td></tr><tr><td>22</td><td>94%</td></tr><tr><td>23</td><td>93%</td></tr></table>	Year	Percentage	14	96%	15	95%	16	97%	17	95%	18	94%	19	96%	20	95%	21	95%	22	94%	23	93%	94% to 83% Average: 90%	
Year	Percentage																								
14	96%																								
15	95%																								
16	97%																								
17	95%																								
18	94%																								
19	96%																								
20	95%																								
21	95%																								
22	94%																								
23	93%																								
Satisfied with taste and smell (Sample size: 148)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>98%</td></tr><tr><td>15</td><td>92%</td></tr><tr><td>16</td><td>94%</td></tr><tr><td>17</td><td>91%</td></tr><tr><td>18</td><td>90%</td></tr><tr><td>19</td><td>95%</td></tr><tr><td>20</td><td>93%</td></tr><tr><td>21</td><td>93%</td></tr><tr><td>22</td><td>89%</td></tr><tr><td>23</td><td>88%</td></tr></table>	Year	Percentage	14	98%	15	92%	16	94%	17	91%	18	90%	19	95%	20	93%	21	93%	22	89%	23	88%	88% to 80% Average: 83%	
Year	Percentage																								
14	98%																								
15	92%																								
16	94%																								
17	91%																								
18	90%																								
19	95%																								
20	93%																								
21	93%																								
22	89%																								
23	88%																								

Results for SES Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfied with hardness/softness (Sample size: 142)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>77%</td></tr><tr><td>15</td><td>69%</td></tr><tr><td>16</td><td>68%</td></tr><tr><td>17</td><td>59%</td></tr><tr><td>18</td><td>63%</td></tr><tr><td>19</td><td>72%</td></tr><tr><td>20</td><td>62%</td></tr><tr><td>21</td><td>57%</td></tr><tr><td>22</td><td>58%</td></tr><tr><td>23</td><td>61%</td></tr></table>	Year	Percentage	14	77%	15	69%	16	68%	17	59%	18	63%	19	72%	20	62%	21	57%	22	58%	23	61%	63% to 35% Average: 47%	Significantly higher than WoC average
Year	Percentage																								
14	77%																								
15	69%																								
16	68%																								
17	59%																								
18	63%																								
19	72%																								
20	62%																								
21	57%																								
22	58%																								
23	61%																								
Satisfied with safety (Sample size: 144)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>97%</td></tr><tr><td>15</td><td>95%</td></tr><tr><td>16</td><td>93%</td></tr><tr><td>17</td><td>95%</td></tr><tr><td>18</td><td>92%</td></tr><tr><td>19</td><td>97%</td></tr><tr><td>20</td><td>99%</td></tr><tr><td>21</td><td>93%</td></tr><tr><td>22</td><td>93%</td></tr><tr><td>23</td><td>93%</td></tr></table>	Year	Percentage	14	97%	15	95%	16	93%	17	95%	18	92%	19	97%	20	99%	21	93%	22	93%	23	93%	93% to 85% Average: 86%	Significantly higher than WoC average
Year	Percentage																								
14	97%																								
15	95%																								
16	93%																								
17	95%																								
18	92%																								
19	97%																								
20	99%																								
21	93%																								
22	93%																								
23	93%																								
Satisfied with reliability of supply (Sample size: 150)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>97%</td></tr><tr><td>15</td><td>98%</td></tr><tr><td>16</td><td>96%</td></tr><tr><td>17</td><td>97%</td></tr><tr><td>18</td><td>97%</td></tr><tr><td>19</td><td>100%</td></tr><tr><td>20</td><td>99%</td></tr><tr><td>21</td><td>97%</td></tr><tr><td>22</td><td>96%</td></tr><tr><td>23</td><td>98%</td></tr></table>	Year	Percentage	14	97%	15	98%	16	96%	17	97%	18	97%	19	100%	20	99%	21	97%	22	96%	23	98%	98% to 86% Average: 94%	Significantly higher than WoC average
Year	Percentage																								
14	97%																								
15	98%																								
16	96%																								
17	97%																								
18	97%																								
19	100%																								
20	99%																								
21	97%																								
22	96%																								
23	98%																								
Satisfied with water pressure (Sample size: 148)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>91%</td></tr><tr><td>15</td><td>90%</td></tr><tr><td>16</td><td>87%</td></tr><tr><td>17</td><td>87%</td></tr><tr><td>18</td><td>85%</td></tr><tr><td>19</td><td>93%</td></tr><tr><td>20</td><td>86%</td></tr><tr><td>21</td><td>82%</td></tr><tr><td>22</td><td>84%</td></tr><tr><td>23</td><td>86%</td></tr></table>	Year	Percentage	14	91%	15	90%	16	87%	17	87%	18	85%	19	93%	20	86%	21	82%	22	84%	23	86%	88% to 81% Average: 84%	
Year	Percentage																								
14	91%																								
15	90%																								
16	87%																								
17	87%																								
18	85%																								
19	93%																								
20	86%																								
21	82%																								
22	84%																								
23	86%																								

SES Water sewerage services are provided by
Southern Water (31 respondents) and Thames Water (107 respondents)⁴



Results for sewerage service provider(s) for SES Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfaction with sewerage services																									
Overall satisfaction with sewerage services (Sample size: 137) ⁵	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>92%</td></tr><tr><td>15</td><td>92%</td></tr><tr><td>16</td><td>82%</td></tr><tr><td>17</td><td>84%</td></tr><tr><td>18</td><td>78%</td></tr><tr><td>19</td><td>82%</td></tr><tr><td>20</td><td>81%</td></tr><tr><td>21</td><td>70%</td></tr><tr><td>22</td><td>76%</td></tr><tr><td>23</td><td>53%</td></tr></table>	Year	Percentage	14	92%	15	92%	16	82%	17	84%	18	78%	19	82%	20	81%	21	70%	22	76%	23	53%	72% to 33% Average: 60%	Significant change since last year
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15	92%																								
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22	76%																								
23	53%																								
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (Sample size: 131)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>73%</td></tr><tr><td>15</td><td>76%</td></tr><tr><td>16</td><td>73%</td></tr><tr><td>17</td><td>66%</td></tr><tr><td>18</td><td>64%</td></tr><tr><td>19</td><td>76%</td></tr><tr><td>20</td><td>69%</td></tr><tr><td>21</td><td>72%</td></tr><tr><td>22</td><td>70%</td></tr><tr><td>23</td><td>75%</td></tr></table>	Year	Percentage	14	73%	15	76%	16	73%	17	66%	18	64%	19	76%	20	69%	21	72%	22	70%	23	75%	75% to 47% Average: 67%	
Year	Percentage																								
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21	72%																								
22	70%																								
23	75%																								
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 95)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>82%</td></tr><tr><td>15</td><td>79%</td></tr><tr><td>16</td><td>60%</td></tr><tr><td>17</td><td>68%</td></tr><tr><td>18</td><td>60%</td></tr><tr><td>19</td><td>82%</td></tr><tr><td>20</td><td>77%</td></tr><tr><td>21</td><td>67%</td></tr><tr><td>22</td><td>69%</td></tr><tr><td>23</td><td>54%</td></tr></table>	Year	Percentage	14	82%	15	79%	16	60%	17	68%	18	60%	19	82%	20	77%	21	67%	22	69%	23	54%	65% to 31% Average: 55%	Significant change since last year
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20	77%																								
21	67%																								
22	69%																								
23	54%																								
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 117)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>85%</td></tr><tr><td>15</td><td>85%</td></tr><tr><td>16</td><td>73%</td></tr><tr><td>17</td><td>70%</td></tr><tr><td>18</td><td>70%</td></tr><tr><td>19</td><td>79%</td></tr><tr><td>20</td><td>77%</td></tr><tr><td>21</td><td>57%</td></tr><tr><td>22</td><td>67%</td></tr><tr><td>23</td><td>51%</td></tr></table>	Year	Percentage	14	85%	15	85%	16	73%	17	70%	18	70%	19	79%	20	77%	21	57%	22	67%	23	51%	65% to 32% Average: 53%	Significant change since last year
Year	Percentage																								
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19	79%																								
20	77%																								
21	57%																								
22	67%																								
23	51%																								
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 112)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>92%</td></tr><tr><td>15</td><td>85%</td></tr><tr><td>16</td><td>69%</td></tr><tr><td>17</td><td>77%</td></tr><tr><td>18</td><td>69%</td></tr><tr><td>19</td><td>66%</td></tr><tr><td>20</td><td>69%</td></tr><tr><td>21</td><td>36%</td></tr><tr><td>22</td><td>40%</td></tr><tr><td>23</td><td>27%</td></tr></table>	Year	Percentage	14	92%	15	85%	16	69%	17	77%	18	69%	19	66%	20	69%	21	36%	22	40%	23	27%	42% to 11% Average: 30%	Significant change since last year
Year	Percentage																								
14	92%																								
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21	36%																								
22	40%																								
23	27%																								
Satisfied with company actions to minimise sewer flooding (Sample size: 114)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>14</td><td>80%</td></tr><tr><td>15</td><td>82%</td></tr><tr><td>16</td><td>70%</td></tr><tr><td>17</td><td>68%</td></tr><tr><td>18</td><td>60%</td></tr><tr><td>19</td><td>62%</td></tr><tr><td>20</td><td>71%</td></tr><tr><td>21</td><td>50%</td></tr><tr><td>22</td><td>50%</td></tr><tr><td>23</td><td>32%</td></tr></table>	Year	Percentage	14	80%	15	82%	16	70%	17	68%	18	60%	19	62%	20	71%	21	50%	22	50%	23	32%	55% to 15% Average: 37%	Significant change since last year
Year	Percentage																								
14	80%																								
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18	60%																								
19	62%																								
20	71%																								
21	50%																								
22	50%																								
23	32%																								

Sample Profile

Sample profile for SES Water	(Sample size: 150*)
Gender	
Male	51%
Female	49%
Age	
18-29	1%
30-44	10%
45-59	35%
60-74	38%
75+	17%
SEC	
Higher managerial, administrative & professional occupations	53%
Intermediate occupations	26%
Routine & manual occupations	15%
Never worked and long-term unemployed/Full-time students	3%
Refused	2%
Water Meter	
Proportion having a water meter	64%

Statistical reliability on sample size of 150 is +/- 8.0%

¹ Average (mean) proportion for all WoCs 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 so data not comparable with previous years.

⁴ There is no differentiation between sewerage service providers within the results.

⁵ Sample size is shown in brackets and excludes don't knows unless followed by an asterisk *.