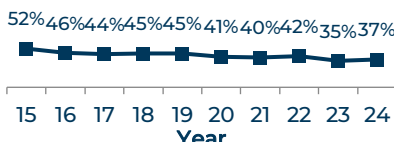
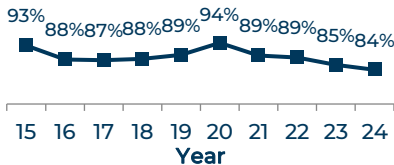
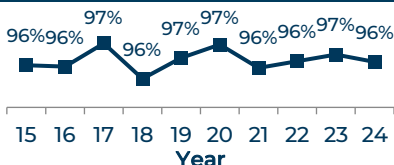
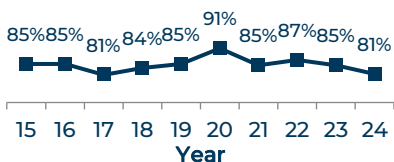


Results for Affinity Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfaction with water services																									
Overall satisfaction with water supply (Sample size: 250) ²	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>92%</td></tr><tr><td>16</td><td>90%</td></tr><tr><td>17</td><td>91%</td></tr><tr><td>18</td><td>86%</td></tr><tr><td>19</td><td>90%</td></tr><tr><td>20</td><td>94%</td></tr><tr><td>21</td><td>92%</td></tr><tr><td>22</td><td>92%</td></tr><tr><td>23</td><td>91%</td></tr><tr><td>24</td><td>91%</td></tr></table>	Year	Percentage	15	92%	16	90%	17	91%	18	86%	19	90%	20	94%	21	92%	22	92%	23	91%	24	91%	96% to 86% Average: 90%	
Year	Percentage																								
15	92%																								
16	90%																								
17	91%																								
18	86%																								
19	90%																								
20	94%																								
21	92%																								
22	92%																								
23	91%																								
24	91%																								
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 245)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>78%</td></tr><tr><td>16</td><td>69%</td></tr><tr><td>17</td><td>64%</td></tr><tr><td>18</td><td>65%</td></tr><tr><td>19</td><td>77%</td></tr><tr><td>20</td><td>72%</td></tr><tr><td>21</td><td>69%</td></tr><tr><td>22</td><td>75%</td></tr><tr><td>23</td><td>68%</td></tr><tr><td>24</td><td>63%</td></tr></table>	Year	Percentage	15	78%	16	69%	17	64%	18	65%	19	77%	20	72%	21	69%	22	75%	23	68%	24	63%	74% to 58% Average: 65%	
Year	Percentage																								
15	78%																								
16	69%																								
17	64%																								
18	65%																								
19	77%																								
20	72%																								
21	69%																								
22	75%																								
23	68%																								
24	63%																								
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 245)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>57%</td></tr><tr><td>16</td><td>59%</td></tr><tr><td>17</td><td>57%</td></tr><tr><td>18</td><td>55%</td></tr><tr><td>19</td><td>67%</td></tr><tr><td>20</td><td>69%</td></tr><tr><td>21</td><td>56%</td></tr><tr><td>22</td><td>61%</td></tr><tr><td>23</td><td>55%</td></tr><tr><td>24</td><td>47%</td></tr></table>	Year	Percentage	15	57%	16	59%	17	57%	18	55%	19	67%	20	69%	21	56%	22	61%	23	55%	24	47%	58% to 47% Average: 52%	Significant change since last year
Year	Percentage																								
15	57%																								
16	59%																								
17	57%																								
18	55%																								
19	67%																								
20	69%																								
21	56%																								
22	61%																								
23	55%																								
24	47%																								
Agree water and sewerage charges are affordable (Sample size: 248)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>75%</td></tr><tr><td>16</td><td>71%</td></tr><tr><td>17</td><td>76%</td></tr><tr><td>18</td><td>65%</td></tr><tr><td>19</td><td>78%</td></tr><tr><td>20</td><td>82%</td></tr><tr><td>21</td><td>74%</td></tr><tr><td>22</td><td>80%</td></tr><tr><td>23</td><td>75%</td></tr><tr><td>24</td><td>73%</td></tr></table>	Year	Percentage	15	75%	16	71%	17	76%	18	65%	19	78%	20	82%	21	74%	22	80%	23	75%	24	73%	80% to 70% Average: 74%	
Year	Percentage																								
15	75%																								
16	71%																								
17	76%																								
18	65%																								
19	78%																								
20	82%																								
21	74%																								
22	80%																								
23	75%																								
24	73%																								
Care and trust																									
Agree company cares about service given to customers (Sample size: 239)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>66%</td></tr><tr><td>16</td><td>60%</td></tr><tr><td>17</td><td>66%</td></tr><tr><td>18</td><td>61%</td></tr><tr><td>19</td><td>65%</td></tr><tr><td>20</td><td>66%</td></tr><tr><td>21</td><td>56%</td></tr><tr><td>22</td><td>57%</td></tr><tr><td>23</td><td>48%</td></tr><tr><td>24</td><td>50%</td></tr></table>	Year	Percentage	15	66%	16	60%	17	66%	18	61%	19	65%	20	66%	21	56%	22	57%	23	48%	24	50%	60% to 43% Average: 53%	
Year	Percentage																								
15	66%																								
16	60%																								
17	66%																								
18	61%																								
19	65%																								
20	66%																								
21	56%																								
22	57%																								
23	48%																								
24	50%																								
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 249)	<table><tr><th>Year</th><th>Mean Score</th></tr><tr><td>15</td><td>7.65</td></tr><tr><td>16</td><td>7.46</td></tr><tr><td>17</td><td>7.41</td></tr><tr><td>18</td><td>7.43</td></tr><tr><td>19</td><td>7.77</td></tr><tr><td>20</td><td>7.82</td></tr><tr><td>21</td><td>6.93</td></tr><tr><td>22</td><td>6.86</td></tr><tr><td>23</td><td>6.35</td></tr><tr><td>24</td><td>6.46</td></tr></table>	Year	Mean Score	15	7.65	16	7.46	17	7.41	18	7.43	19	7.77	20	7.82	21	6.93	22	6.86	23	6.35	24	6.46	6.83 to 5.81 Average: 6.49	
Year	Mean Score																								
15	7.65																								
16	7.46																								
17	7.41																								
18	7.43																								
19	7.77																								
20	7.82																								
21	6.93																								
22	6.86																								
23	6.35																								
24	6.46																								
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 246)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>70%</td></tr><tr><td>16</td><td>70%</td></tr><tr><td>17</td><td>73%</td></tr><tr><td>18</td><td>70%</td></tr><tr><td>19</td><td>71%</td></tr><tr><td>20</td><td>71%</td></tr><tr><td>21</td><td>70%</td></tr><tr><td>22</td><td>66%</td></tr><tr><td>23</td><td>63%</td></tr><tr><td>24</td><td>65%</td></tr></table>	Year	Percentage	15	70%	16	70%	17	73%	18	70%	19	71%	20	71%	21	70%	22	66%	23	63%	24	65%	73% to 65% Average: 68%	
Year	Percentage																								
15	70%																								
16	70%																								
17	73%																								
18	70%																								
19	71%																								
20	71%																								
21	70%																								
22	66%																								
23	63%																								
24	65%																								

Results for Affinity Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Aware of WaterSure tariff ³ (Sample size: 250*)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>6%</td></tr><tr><td>16</td><td>13%</td></tr><tr><td>17</td><td>11%</td></tr><tr><td>18</td><td>12%</td></tr><tr><td>19</td><td>12%</td></tr><tr><td>20</td><td>9%</td></tr><tr><td>21</td><td>12%</td></tr><tr><td>22</td><td>9%</td></tr><tr><td>23</td><td>15%</td></tr><tr><td>24</td><td>19%</td></tr></table>	Year	Percentage	15	6%	16	13%	17	11%	18	12%	19	12%	20	9%	21	12%	22	9%	23	15%	24	19%	24% to 17% Average: 20%	
Year	Percentage																								
15	6%																								
16	13%																								
17	11%																								
18	12%																								
19	12%																								
20	9%																								
21	12%																								
22	9%																								
23	15%																								
24	19%																								
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 250*) ⁴	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>21</td><td>37%</td></tr><tr><td>22</td><td>38%</td></tr><tr><td>23</td><td>47%</td></tr><tr><td>24</td><td>48%</td></tr></table>	Year	Percentage	21	37%	22	38%	23	47%	24	48%	58% to 47% Average: 52%													
Year	Percentage																								
21	37%																								
22	38%																								
23	47%																								
24	48%																								
Aware of Priority services (Sample size: 250*)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>49%</td></tr><tr><td>16</td><td>38%</td></tr><tr><td>17</td><td>41%</td></tr><tr><td>18</td><td>41%</td></tr><tr><td>19</td><td>40%</td></tr><tr><td>20</td><td>44%</td></tr><tr><td>21</td><td>40%</td></tr><tr><td>22</td><td>41%</td></tr><tr><td>23</td><td>46%</td></tr><tr><td>24</td><td>51%</td></tr></table>	Year	Percentage	15	49%	16	38%	17	41%	18	41%	19	40%	20	44%	21	40%	22	41%	23	46%	24	51%	61% to 45% Average: 53%	
Year	Percentage																								
15	49%																								
16	38%																								
17	41%																								
18	41%																								
19	40%																								
20	44%																								
21	40%																								
22	41%																								
23	46%																								
24	51%																								
Contact																									
Contacted water company with query in last 12 months (Sample size: 250*)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>13%</td></tr><tr><td>16</td><td>18%</td></tr><tr><td>17</td><td>16%</td></tr><tr><td>18</td><td>18%</td></tr><tr><td>19</td><td>27%</td></tr><tr><td>20</td><td>19%</td></tr><tr><td>21</td><td>26%</td></tr><tr><td>22</td><td>24%</td></tr><tr><td>23</td><td>19%</td></tr><tr><td>24</td><td>20%</td></tr></table>	Year	Percentage	15	13%	16	18%	17	16%	18	18%	19	27%	20	19%	21	26%	22	24%	23	19%	24	20%	28% to 17% Average: 22%	
Year	Percentage																								
15	13%																								
16	18%																								
17	16%																								
18	18%																								
19	27%																								
20	19%																								
21	26%																								
22	24%																								
23	19%																								
24	20%																								
Reason for contacting water company was to complain (Sample size: 51 who made contact)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>2%</td></tr><tr><td>16</td><td>0%</td></tr><tr><td>17</td><td>9%</td></tr><tr><td>18</td><td>4%</td></tr><tr><td>19</td><td>5%</td></tr><tr><td>20</td><td>0%</td></tr><tr><td>21</td><td>0%</td></tr><tr><td>22</td><td>0%</td></tr><tr><td>23</td><td>0%</td></tr><tr><td>24</td><td>4%</td></tr></table>	Year	Percentage	15	2%	16	0%	17	9%	18	4%	19	5%	20	0%	21	0%	22	0%	23	0%	24	4%	4% to 0% Average: 2%	Low base size
Year	Percentage																								
15	2%																								
16	0%																								
17	9%																								
18	4%																								
19	5%																								
20	0%																								
21	0%																								
22	0%																								
23	0%																								
24	4%																								
Satisfaction with way query handled (Sample size: 51 who made contact)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>82%</td></tr><tr><td>16</td><td>77%</td></tr><tr><td>17</td><td>79%</td></tr><tr><td>18</td><td>73%</td></tr><tr><td>19</td><td>74%</td></tr><tr><td>20</td><td>71%</td></tr><tr><td>21</td><td>78%</td></tr><tr><td>22</td><td>75%</td></tr><tr><td>23</td><td>81%</td></tr><tr><td>24</td><td>69%</td></tr></table>	Year	Percentage	15	82%	16	77%	17	79%	18	73%	19	74%	20	71%	21	78%	22	75%	23	81%	24	69%	95% to 55% Average: 72%	Low base size
Year	Percentage																								
15	82%																								
16	77%																								
17	79%																								
18	73%																								
19	74%																								
20	71%																								
21	78%																								
22	75%																								
23	81%																								
24	69%																								
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 249)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>94%</td></tr><tr><td>16</td><td>92%</td></tr><tr><td>17</td><td>89%</td></tr><tr><td>18</td><td>92%</td></tr><tr><td>19</td><td>90%</td></tr><tr><td>20</td><td>94%</td></tr><tr><td>21</td><td>91%</td></tr><tr><td>22</td><td>92%</td></tr><tr><td>23</td><td>91%</td></tr><tr><td>24</td><td>91%</td></tr></table>	Year	Percentage	15	94%	16	92%	17	89%	18	92%	19	90%	20	94%	21	91%	22	92%	23	91%	24	91%	94% to 88% Average: 90%	
Year	Percentage																								
15	94%																								
16	92%																								
17	89%																								
18	92%																								
19	90%																								
20	94%																								
21	91%																								
22	92%																								
23	91%																								
24	91%																								
Satisfied with taste and smell (Sample size: 243)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>85%</td></tr><tr><td>16</td><td>81%</td></tr><tr><td>17</td><td>79%</td></tr><tr><td>18</td><td>78%</td></tr><tr><td>19</td><td>85%</td></tr><tr><td>20</td><td>87%</td></tr><tr><td>21</td><td>84%</td></tr><tr><td>22</td><td>84%</td></tr><tr><td>23</td><td>81%</td></tr><tr><td>24</td><td>82%</td></tr></table>	Year	Percentage	15	85%	16	81%	17	79%	18	78%	19	85%	20	87%	21	84%	22	84%	23	81%	24	82%	87% to 81% Average: 82%	
Year	Percentage																								
15	85%																								
16	81%																								
17	79%																								
18	78%																								
19	85%																								
20	87%																								
21	84%																								
22	84%																								
23	81%																								
24	82%																								

Results for Affinity Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfied with hardness/softness (Sample size: 248)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>52%</td></tr><tr><td>16</td><td>46%</td></tr><tr><td>17</td><td>44%</td></tr><tr><td>18</td><td>45%</td></tr><tr><td>19</td><td>45%</td></tr><tr><td>20</td><td>41%</td></tr><tr><td>21</td><td>40%</td></tr><tr><td>22</td><td>42%</td></tr><tr><td>23</td><td>35%</td></tr><tr><td>24</td><td>37%</td></tr></table>	Year	Percentage	15	52%	16	46%	17	44%	18	45%	19	45%	20	41%	21	40%	22	42%	23	35%	24	37%	66% to 37% Average: 47%	Significantly lower than WoC average
Year	Percentage																								
15	52%																								
16	46%																								
17	44%																								
18	45%																								
19	45%																								
20	41%																								
21	40%																								
22	42%																								
23	35%																								
24	37%																								
Satisfied with safety (Sample size: 243)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>93%</td></tr><tr><td>16</td><td>88%</td></tr><tr><td>17</td><td>87%</td></tr><tr><td>18</td><td>88%</td></tr><tr><td>19</td><td>89%</td></tr><tr><td>20</td><td>94%</td></tr><tr><td>21</td><td>89%</td></tr><tr><td>22</td><td>89%</td></tr><tr><td>23</td><td>85%</td></tr><tr><td>24</td><td>84%</td></tr></table>	Year	Percentage	15	93%	16	88%	17	87%	18	88%	19	89%	20	94%	21	89%	22	89%	23	85%	24	84%	92% to 83% Average: 85%	
Year	Percentage																								
15	93%																								
16	88%																								
17	87%																								
18	88%																								
19	89%																								
20	94%																								
21	89%																								
22	89%																								
23	85%																								
24	84%																								
Satisfied with reliability of supply (Sample size: 250)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>96%</td></tr><tr><td>16</td><td>96%</td></tr><tr><td>17</td><td>97%</td></tr><tr><td>18</td><td>96%</td></tr><tr><td>19</td><td>97%</td></tr><tr><td>20</td><td>97%</td></tr><tr><td>21</td><td>96%</td></tr><tr><td>22</td><td>96%</td></tr><tr><td>23</td><td>97%</td></tr><tr><td>24</td><td>96%</td></tr></table>	Year	Percentage	15	96%	16	96%	17	97%	18	96%	19	97%	20	97%	21	96%	22	96%	23	97%	24	96%	99% to 87% Average: 95%	
Year	Percentage																								
15	96%																								
16	96%																								
17	97%																								
18	96%																								
19	97%																								
20	97%																								
21	96%																								
22	96%																								
23	97%																								
24	96%																								
Satisfied with water pressure (Sample size: 250)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>85%</td></tr><tr><td>16</td><td>85%</td></tr><tr><td>17</td><td>81%</td></tr><tr><td>18</td><td>84%</td></tr><tr><td>19</td><td>85%</td></tr><tr><td>20</td><td>91%</td></tr><tr><td>21</td><td>85%</td></tr><tr><td>22</td><td>87%</td></tr><tr><td>23</td><td>85%</td></tr><tr><td>24</td><td>81%</td></tr></table>	Year	Percentage	15	85%	16	85%	17	81%	18	84%	19	85%	20	91%	21	85%	22	87%	23	85%	24	81%	89% to 81% Average: 84%	
Year	Percentage																								
15	85%																								
16	85%																								
17	81%																								
18	84%																								
19	85%																								
20	91%																								
21	85%																								
22	87%																								
23	85%																								
24	81%																								

Affinity Water sewerage services are provided by Thames Water (187 respondents), Anglian Water (37 respondents) and Southern Water (12 respondents)⁵



Results for sewerage service provider(s) for Affinity 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: 234)	<table><tr><th>Year</th><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr><tr><th>Percentage</th><td>89%</td><td>85%</td><td>87%</td><td>87%</td><td>87%</td><td>82%</td><td>72%</td><td>73%</td><td>62%</td><td>56%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	89%	85%	87%	87%	87%	82%	72%	73%	62%	56%	68% to 36% Average: 58%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	89%	85%	87%	87%	87%	82%	72%	73%	62%	56%															
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (Sample size: 225)	<table><tr><th>Year</th><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr><tr><th>Percentage</th><td>73%</td><td>75%</td><td>66%</td><td>71%</td><td>78%</td><td>75%</td><td>65%</td><td>72%</td><td>67%</td><td>62%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	73%	75%	66%	71%	78%	75%	65%	72%	67%	62%	69% to 47% Average: 62%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	73%	75%	66%	71%	78%	75%	65%	72%	67%	62%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 170)	<table><tr><th>Year</th><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr><tr><th>Percentage</th><td>79%</td><td>72%</td><td>80%</td><td>84%</td><td>75%</td><td>82%</td><td>65%</td><td>71%</td><td>59%</td><td>52%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	79%	72%	80%	84%	75%	82%	65%	71%	59%	52%	68% to 40% Average: 58%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	79%	72%	80%	84%	75%	82%	65%	71%	59%	52%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 195)	<table><tr><th>Year</th><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr><tr><th>Percentage</th><td>81%</td><td>72%</td><td>83%</td><td>78%</td><td>76%</td><td>78%</td><td>72%</td><td>74%</td><td>53%</td><td>48%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	81%	72%	83%	78%	76%	78%	72%	74%	53%	48%	69% to 36% Average: 56%	Significantly lower than WoC average
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	81%	72%	83%	78%	76%	78%	72%	74%	53%	48%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 198)	<table><tr><th>Year</th><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr><tr><th>Percentage</th><td>86%</td><td>72%</td><td>76%</td><td>79%</td><td>75%</td><td>69%</td><td>53%</td><td>43%</td><td>31%</td><td>25%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	86%	72%	76%	79%	75%	69%	53%	43%	31%	25%	39% to 16% Average: 30%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	86%	72%	76%	79%	75%	69%	53%	43%	31%	25%															
Satisfied with company actions to minimise sewer flooding (Sample size: 205)	<table><tr><th>Year</th><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr><tr><th>Percentage</th><td>84%</td><td>71%</td><td>74%</td><td>72%</td><td>79%</td><td>74%</td><td>60%</td><td>48%</td><td>38%</td><td>33%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	84%	71%	74%	72%	79%	74%	60%	48%	38%	33%	50% to 17% Average: 37%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	84%	71%	74%	72%	79%	74%	60%	48%	38%	33%															

Sample Profile

Sample profile for Affinity Water	(Sample size: 250*)
Gender	
Male	45%
Female	55%
Age	
18-29	2%
30-44	12%
45-59	27%
60-64	8%
65-74	27%
75+	24%
SEC⁶	
Higher managerial, administrative & professional occupations	53%
Intermediate occupations	26%
Routine & manual occupations	17%
Never worked and long-term unemployed/Full-time students	1%
Refused	2%
Water Meter	
Proportion having a water meter	75%

Statistical reliability on sample size of 250 is +/- 6.2%

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 wording changed in 2024 to include "Yes, have enquired but not eligible"

⁴ Question changed to Yes/No option in 2021 so data not comparable with previous years.

⁵ There is no differentiation between sewerage service providers within the results.

⁶ Percentages do not add to 100% due to rounding