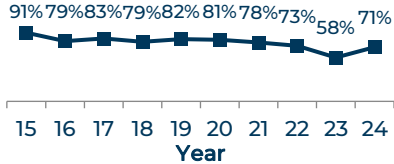
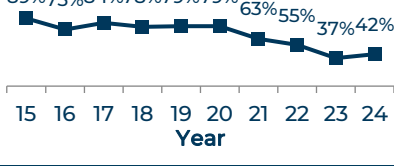
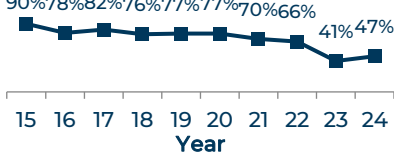


Results for Anglian Water ¹	Percentage of household customers	Range and average for all WaSCs ²	Comments or points of interest																						
Satisfaction with water and sewerage services																									
Overall satisfaction with water supply (Sample size: 200) ³	<table><tr><th>Year</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th><th>2021</th><th>2022</th><th>2023</th><th>2024</th></tr><tr><td>Percentage</td><td>91%</td><td>92%</td><td>94%</td><td>87%</td><td>88%</td><td>91%</td><td>94%</td><td>91%</td><td>94%</td><td>93%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	91%	92%	94%	87%	88%	91%	94%	91%	94%	93%	96% to 81% Average: 90%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	91%	92%	94%	87%	88%	91%	94%	91%	94%	93%															
Overall satisfaction with sewerage services (Sample size: 187)	<table><tr><th>Year</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th><th>2021</th><th>2022</th><th>2023</th><th>2024</th></tr><tr><td>Percentage</td><td>92%</td><td>88%</td><td>89%</td><td>81%</td><td>85%</td><td>86%</td><td>82%</td><td>84%</td><td>72%</td><td>68%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	92%	88%	89%	81%	85%	86%	82%	84%	72%	68%	75% to 47% Average: 65%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	92%	88%	89%	81%	85%	86%	82%	84%	72%	68%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 196)	<table><tr><th>Year</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th><th>2021</th><th>2022</th><th>2023</th><th>2024</th></tr><tr><td>Percentage</td><td>77%</td><td>73%</td><td>79%</td><td>72%</td><td>74%</td><td>76%</td><td>76%</td><td>79%</td><td>76%</td><td>70%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	77%	73%	79%	72%	74%	76%	76%	79%	76%	70%	74% to 55% Average: 65%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	77%	73%	79%	72%	74%	76%	76%	79%	76%	70%															
Satisfied with value for money of sewerage services (Sample size: 180)	<table><tr><th>Year</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th><th>2021</th><th>2022</th><th>2023</th><th>2024</th></tr><tr><td>Percentage</td><td>80%</td><td>76%</td><td>78%</td><td>74%</td><td>75%</td><td>76%</td><td>78%</td><td>82%</td><td>78%</td><td>70%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	80%	76%	78%	74%	75%	76%	78%	82%	78%	70%	75% to 51% Average: 68%	Significant change since last year
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	80%	76%	78%	74%	75%	76%	78%	82%	78%	70%															
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 194)	<table><tr><th>Year</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th><th>2021</th><th>2022</th><th>2023</th><th>2024</th></tr><tr><td>Percentage</td><td>64%</td><td>64%</td><td>67%</td><td>62%</td><td>65%</td><td>72%</td><td>67%</td><td>68%</td><td>64%</td><td>61%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	64%	64%	67%	62%	65%	72%	67%	68%	64%	61%	65% to 42% Average: 54%	Significantly higher than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	64%	64%	67%	62%	65%	72%	67%	68%	64%	61%															
Agree water and sewerage charges are affordable (Sample size: 193)	<table><tr><th>Year</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th><th>2021</th><th>2022</th><th>2023</th><th>2024</th></tr><tr><td>Percentage</td><td>78%</td><td>75%</td><td>81%</td><td>73%</td><td>76%</td><td>84%</td><td>77%</td><td>80%</td><td>81%</td><td>75%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	78%	75%	81%	73%	76%	84%	77%	80%	81%	75%	79% to 68% Average: 74%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	78%	75%	81%	73%	76%	84%	77%	80%	81%	75%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 197)	<table><tr><th>Year</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th><th>2021</th><th>2022</th><th>2023</th><th>2024</th></tr><tr><td>Percentage</td><td>77%</td><td>68%</td><td>73%</td><td>69%</td><td>69%</td><td>71%</td><td>69%</td><td>63%</td><td>54%</td><td>55%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	77%	68%	73%	69%	69%	71%	69%	63%	54%	55%	68% to 37% Average: 53%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	77%	68%	73%	69%	69%	71%	69%	63%	54%	55%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 199)	<table><tr><th>Year</th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th><th>2021</th><th>2022</th><th>2023</th><th>2024</th></tr><tr><td>Mean Score</td><td>7.79</td><td>7.60</td><td>7.93</td><td>7.72</td><td>7.69</td><td>7.89</td><td>7.66</td><td>7.30</td><td>6.45</td><td>6.46</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Mean Score	7.79	7.60	7.93	7.72	7.69	7.89	7.66	7.30	6.45	6.46	7.02 to 5.12 Average: 6.23	Significantly higher than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Mean Score	7.79	7.60	7.93	7.72	7.69	7.89	7.66	7.30	6.45	6.46															

Results for Anglian Water ¹	Percentage of household customers	Range and average for all WaSCs ²	Comments or points of interest																						
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 194)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>77%</td></tr><tr><td>16</td><td>74%</td></tr><tr><td>17</td><td>72%</td></tr><tr><td>18</td><td>77%</td></tr><tr><td>19</td><td>74%</td></tr><tr><td>20</td><td>78%</td></tr><tr><td>21</td><td>74%</td></tr><tr><td>22</td><td>70%</td></tr><tr><td>23</td><td>68%</td></tr><tr><td>24</td><td>79%</td></tr></table>	Year	Percentage	15	77%	16	74%	17	72%	18	77%	19	74%	20	78%	21	74%	22	70%	23	68%	24	79%	79% to 59% Average: 70%	Significant change since last year. Significantly higher than WaSC average
Year	Percentage																								
15	77%																								
16	74%																								
17	72%																								
18	77%																								
19	74%																								
20	78%																								
21	74%																								
22	70%																								
23	68%																								
24	79%																								
Aware of free meter option (Sample size: 30) ⁴	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>70%</td></tr><tr><td>16</td><td>67%</td></tr><tr><td>17</td><td>70%</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>69%</td></tr><tr><td>22</td><td>64%</td></tr><tr><td>23</td><td>56%</td></tr><tr><td>24</td><td>57%</td></tr></table>	Year	Percentage	15	70%	16	67%	17	70%	18	70%	19	71%	20	71%	21	69%	22	64%	23	56%	24	57%	82% to 51% Average: 66%	Low base size
Year	Percentage																								
15	70%																								
16	67%																								
17	70%																								
18	70%																								
19	71%																								
20	71%																								
21	69%																								
22	64%																								
23	56%																								
24	57%																								
Aware of option to go back to rateable value charge within 24 months (Sample size: 30) ⁴	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>32%</td></tr><tr><td>16</td><td>45%</td></tr><tr><td>17</td><td>30%</td></tr><tr><td>18</td><td>33%</td></tr><tr><td>19</td><td>33%</td></tr><tr><td>20</td><td>46%</td></tr><tr><td>21</td><td>31%</td></tr><tr><td>22</td><td>31%</td></tr><tr><td>23</td><td>32%</td></tr><tr><td>24</td><td>33%</td></tr></table>	Year	Percentage	15	32%	16	45%	17	30%	18	33%	19	33%	20	46%	21	31%	22	31%	23	32%	24	33%	35% to 11% Average: 25%	Low base size
Year	Percentage																								
15	32%																								
16	45%																								
17	30%																								
18	33%																								
19	33%																								
20	46%																								
21	31%																								
22	31%																								
23	32%																								
24	33%																								
Aware of WaterSure tariff (Sample size: 200*) ⁵	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>13%</td></tr><tr><td>16</td><td>17%</td></tr><tr><td>17</td><td>11%</td></tr><tr><td>18</td><td>15%</td></tr><tr><td>19</td><td>11%</td></tr><tr><td>20</td><td>11%</td></tr><tr><td>21</td><td>17%</td></tr><tr><td>22</td><td>17%</td></tr><tr><td>23</td><td>20%</td></tr><tr><td>24</td><td>23%</td></tr></table>	Year	Percentage	15	13%	16	17%	17	11%	18	15%	19	11%	20	11%	21	17%	22	17%	23	20%	24	23%	24% to 11% Average: 18%	Significantly higher than WaSC average
Year	Percentage																								
15	13%																								
16	17%																								
17	11%																								
18	15%																								
19	11%																								
20	11%																								
21	17%																								
22	17%																								
23	20%																								
24	23%																								
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 200*) ⁶	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>44%</td></tr><tr><td>16</td><td>40%</td></tr><tr><td>17</td><td>45%</td></tr><tr><td>18</td><td>53%</td></tr></table>	Year	Percentage	15	44%	16	40%	17	45%	18	53%	57% to 38% Average: 48%													
Year	Percentage																								
15	44%																								
16	40%																								
17	45%																								
18	53%																								
Aware of Priority services (Sample size: 200*) ⁵	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>54%</td></tr><tr><td>16</td><td>45%</td></tr><tr><td>17</td><td>46%</td></tr><tr><td>18</td><td>47%</td></tr><tr><td>19</td><td>41%</td></tr><tr><td>20</td><td>42%</td></tr><tr><td>21</td><td>53%</td></tr><tr><td>22</td><td>54%</td></tr><tr><td>23</td><td>51%</td></tr><tr><td>24</td><td>58%</td></tr></table>	Year	Percentage	15	54%	16	45%	17	46%	18	47%	19	41%	20	42%	21	53%	22	54%	23	51%	24	58%	62% to 49% Average: 56%	Significant change since last year
Year	Percentage																								
15	54%																								
16	45%																								
17	46%																								
18	47%																								
19	41%																								
20	42%																								
21	53%																								
22	54%																								
23	51%																								
24	58%																								
Contact																									
Contacted water company with query in last 12 months (Sample size: 200*)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>22%</td></tr><tr><td>16</td><td>18%</td></tr><tr><td>17</td><td>18%</td></tr><tr><td>18</td><td>21%</td></tr><tr><td>19</td><td>21%</td></tr><tr><td>20</td><td>16%</td></tr><tr><td>21</td><td>20%</td></tr><tr><td>22</td><td>26%</td></tr><tr><td>23</td><td>25%</td></tr><tr><td>24</td><td>27%</td></tr></table>	Year	Percentage	15	22%	16	18%	17	18%	18	21%	19	21%	20	16%	21	20%	22	26%	23	25%	24	27%	37% to 19% Average: 28%	
Year	Percentage																								
15	22%																								
16	18%																								
17	18%																								
18	21%																								
19	21%																								
20	16%																								
21	20%																								
22	26%																								
23	25%																								
24	27%																								
Reason for contacting water company was to complain (Sample size: 54 who made contact)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>9%</td></tr><tr><td>16</td><td>4%</td></tr><tr><td>17</td><td>6%</td></tr><tr><td>18</td><td>0%</td></tr><tr><td>19</td><td>5%</td></tr><tr><td>20</td><td>3%</td></tr><tr><td>21</td><td>3%</td></tr><tr><td>22</td><td>7%</td></tr><tr><td>23</td><td>2%</td></tr><tr><td>24</td><td>2%</td></tr></table>	Year	Percentage	15	9%	16	4%	17	6%	18	0%	19	5%	20	3%	21	3%	22	7%	23	2%	24	2%	5% to 0% Average: 2%	Low base size
Year	Percentage																								
15	9%																								
16	4%																								
17	6%																								
18	0%																								
19	5%																								
20	3%																								
21	3%																								
22	7%																								
23	2%																								
24	2%																								

Results for Anglian Water ¹	Percentage of household customers	Range and average for all WaSCs ²	Comments or points of interest																						
Satisfaction with way query handled (Sample size: 53 who made contact)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>85%</td></tr><tr><td>16</td><td>83%</td></tr><tr><td>17</td><td>90%</td></tr><tr><td>18</td><td>84%</td></tr><tr><td>19</td><td>84%</td></tr><tr><td>20</td><td>78%</td></tr><tr><td>21</td><td>93%</td></tr><tr><td>22</td><td>78%</td></tr><tr><td>23</td><td>82%</td></tr><tr><td>24</td><td>77%</td></tr></table>	Year	Percentage	15	85%	16	83%	17	90%	18	84%	19	84%	20	78%	21	93%	22	78%	23	82%	24	77%	87% to 67% Average: 76%	Low base size
Year	Percentage																								
15	85%																								
16	83%																								
17	90%																								
18	84%																								
19	84%																								
20	78%																								
21	93%																								
22	78%																								
23	82%																								
24	77%																								
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 200)	<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>95%</td></tr><tr><td>18</td><td>92%</td></tr><tr><td>19</td><td>90%</td></tr><tr><td>20</td><td>92%</td></tr><tr><td>21</td><td>93%</td></tr><tr><td>22</td><td>93%</td></tr><tr><td>23</td><td>94%</td></tr><tr><td>24</td><td>92%</td></tr></table>	Year	Percentage	15	94%	16	92%	17	95%	18	92%	19	90%	20	92%	21	93%	22	93%	23	94%	24	92%	94% to 89% Average: 91%	
Year	Percentage																								
15	94%																								
16	92%																								
17	95%																								
18	92%																								
19	90%																								
20	92%																								
21	93%																								
22	93%																								
23	94%																								
24	92%																								
Satisfied with taste and smell (Sample size: 198)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>88%</td></tr><tr><td>16</td><td>84%</td></tr><tr><td>17</td><td>89%</td></tr><tr><td>18</td><td>83%</td></tr><tr><td>19</td><td>81%</td></tr><tr><td>20</td><td>84%</td></tr><tr><td>21</td><td>85%</td></tr><tr><td>22</td><td>84%</td></tr><tr><td>23</td><td>90%</td></tr><tr><td>24</td><td>82%</td></tr></table>	Year	Percentage	15	88%	16	84%	17	89%	18	83%	19	81%	20	84%	21	85%	22	84%	23	90%	24	82%	90% to 75% Average: 83%	Significant change since last year
Year	Percentage																								
15	88%																								
16	84%																								
17	89%																								
18	83%																								
19	81%																								
20	84%																								
21	85%																								
22	84%																								
23	90%																								
24	82%																								
Satisfied with hardness/softness (Sample size: 193)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>57%</td></tr><tr><td>16</td><td>53%</td></tr><tr><td>17</td><td>57%</td></tr><tr><td>18</td><td>50%</td></tr><tr><td>19</td><td>44%</td></tr><tr><td>20</td><td>51%</td></tr><tr><td>21</td><td>46%</td></tr><tr><td>22</td><td>46%</td></tr><tr><td>23</td><td>45%</td></tr><tr><td>24</td><td>42%</td></tr></table>	Year	Percentage	15	57%	16	53%	17	57%	18	50%	19	44%	20	51%	21	46%	22	46%	23	45%	24	42%	90% to 41% Average: 66%	Significantly lower than WaSC average
Year	Percentage																								
15	57%																								
16	53%																								
17	57%																								
18	50%																								
19	44%																								
20	51%																								
21	46%																								
22	46%																								
23	45%																								
24	42%																								
Satisfied with safety (Sample size: 193)	<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>94%</td></tr><tr><td>18</td><td>91%</td></tr><tr><td>19</td><td>91%</td></tr><tr><td>20</td><td>93%</td></tr><tr><td>21</td><td>92%</td></tr><tr><td>22</td><td>89%</td></tr><tr><td>23</td><td>95%</td></tr><tr><td>24</td><td>90%</td></tr></table>	Year	Percentage	15	93%	16	88%	17	94%	18	91%	19	91%	20	93%	21	92%	22	89%	23	95%	24	90%	92% to 75% Average: 85%	Significant change since last year. Significantly higher than WaSC average
Year	Percentage																								
15	93%																								
16	88%																								
17	94%																								
18	91%																								
19	91%																								
20	93%																								
21	92%																								
22	89%																								
23	95%																								
24	90%																								
Satisfied with reliability of supply (Sample size: 200)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>96%</td></tr><tr><td>16</td><td>95%</td></tr><tr><td>17</td><td>98%</td></tr><tr><td>18</td><td>96%</td></tr><tr><td>19</td><td>96%</td></tr><tr><td>20</td><td>97%</td></tr><tr><td>21</td><td>97%</td></tr><tr><td>22</td><td>91%</td></tr><tr><td>23</td><td>96%</td></tr><tr><td>24</td><td>98%</td></tr></table>	Year	Percentage	15	96%	16	95%	17	98%	18	96%	19	96%	20	97%	21	97%	22	91%	23	96%	24	98%	98% to 91% Average: 94%	Significantly higher than WaSC average
Year	Percentage																								
15	96%																								
16	95%																								
17	98%																								
18	96%																								
19	96%																								
20	97%																								
21	97%																								
22	91%																								
23	96%																								
24	98%																								
Satisfied with water pressure (Sample size: 200)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>90%</td></tr><tr><td>16</td><td>87%</td></tr><tr><td>17</td><td>90%</td></tr><tr><td>18</td><td>85%</td></tr><tr><td>19</td><td>87%</td></tr><tr><td>20</td><td>86%</td></tr><tr><td>21</td><td>86%</td></tr><tr><td>22</td><td>84%</td></tr><tr><td>23</td><td>87%</td></tr><tr><td>24</td><td>90%</td></tr></table>	Year	Percentage	15	90%	16	87%	17	90%	18	85%	19	87%	20	86%	21	86%	22	84%	23	87%	24	90%	96% to 79% Average: 86%	
Year	Percentage																								
15	90%																								
16	87%																								
17	90%																								
18	85%																								
19	87%																								
20	86%																								
21	86%																								
22	84%																								
23	87%																								
24	90%																								
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 156)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>82%</td></tr><tr><td>16</td><td>73%</td></tr><tr><td>17</td><td>78%</td></tr><tr><td>18</td><td>76%</td></tr><tr><td>19</td><td>75%</td></tr><tr><td>20</td><td>79%</td></tr><tr><td>21</td><td>79%</td></tr><tr><td>22</td><td>73%</td></tr><tr><td>23</td><td>58%</td></tr><tr><td>24</td><td>69%</td></tr></table>	Year	Percentage	15	82%	16	73%	17	78%	18	76%	19	75%	20	79%	21	79%	22	73%	23	58%	24	69%	70% to 52% Average: 64%	Significant change since last year
Year	Percentage																								
15	82%																								
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17	78%																								
18	76%																								
19	75%																								
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CCW Research Report Water Matters 2025 Summary of findings for Anglian Water

Results for Anglian Water ¹	Percentage of household customers	Range and average for all WaSCs ²	Comments or points of interest																						
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 154)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>15</td><td>91%</td></tr><tr><td>16</td><td>79%</td></tr><tr><td>17</td><td>83%</td></tr><tr><td>18</td><td>79%</td></tr><tr><td>19</td><td>82%</td></tr><tr><td>20</td><td>81%</td></tr><tr><td>21</td><td>78%</td></tr><tr><td>22</td><td>73%</td></tr><tr><td>23</td><td>58%</td></tr><tr><td>24</td><td>71%</td></tr></tbody></table>	Year	Percentage	15	91%	16	79%	17	83%	18	79%	19	82%	20	81%	21	78%	22	73%	23	58%	24	71%	<p>77% to 48% Average: 64%</p>	Significant change since last year. Significantly higher than WaSC average
Year	Percentage																								
15	91%																								
16	79%																								
17	83%																								
18	79%																								
19	82%																								
20	81%																								
21	78%																								
22	73%																								
23	58%																								
24	71%																								
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 161)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>15</td><td>89%</td></tr><tr><td>16</td><td>75%</td></tr><tr><td>17</td><td>84%</td></tr><tr><td>18</td><td>78%</td></tr><tr><td>19</td><td>79%</td></tr><tr><td>20</td><td>79%</td></tr><tr><td>21</td><td>63%</td></tr><tr><td>22</td><td>55%</td></tr><tr><td>23</td><td>37%</td></tr><tr><td>24</td><td>42%</td></tr></tbody></table>	Year	Percentage	15	89%	16	75%	17	84%	18	78%	19	79%	20	79%	21	63%	22	55%	23	37%	24	42%	<p>51% to 22% Average: 40%</p>	
Year	Percentage																								
15	89%																								
16	75%																								
17	84%																								
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19	79%																								
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22	55%																								
23	37%																								
24	42%																								
Satisfied with company actions to minimise sewer flooding (Sample size: 170)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>15</td><td>90%</td></tr><tr><td>16</td><td>78%</td></tr><tr><td>17</td><td>82%</td></tr><tr><td>18</td><td>76%</td></tr><tr><td>19</td><td>77%</td></tr><tr><td>20</td><td>77%</td></tr><tr><td>21</td><td>70%</td></tr><tr><td>22</td><td>66%</td></tr><tr><td>23</td><td>41%</td></tr><tr><td>24</td><td>47%</td></tr></tbody></table>	Year	Percentage	15	90%	16	78%	17	82%	18	76%	19	77%	20	77%	21	70%	22	66%	23	41%	24	47%	<p>57% to 30% Average: 48%</p>	
Year	Percentage																								
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22	66%																								
23	41%																								
24	47%																								

Sample Profile

Regional sample profile for Anglian Water	(Sample size: 200*)
Gender⁷	
Male	45%
Female	56%
Age⁷	
18-29	3%
30-44	14%
45-59	31%
60-64	12%
65-74	22%
75+	20%
SEC	
Higher managerial, administrative & professional occupations	48%
Intermediate occupations	28%
Routine & manual occupations	21%
Never worked and long-term unemployed/Full-time students	3%
Refused	2%
Water Meter	
Proportion having a water meter	85%

Statistical reliability on sample size of 200 is +/- 6.79%

¹ Hartlepool customers included in Anglian Water data from 2021.

² Average (mean) proportion for all WaSCs is based on weighted data. All other data is unweighted.

³ Sample size is shown in brackets and excludes don't knows unless followed by an asterisk *.

⁴ Question filtered on unmetered households as per the main report and not stated removed.

⁵ Question wording changed in 2024 to include "Yes, have enquired but not eligible"

⁶ Question changed to Yes/No option in 2021 so data not comparable with previous years.

⁷ Percentages do not add to 100% due to rounding.