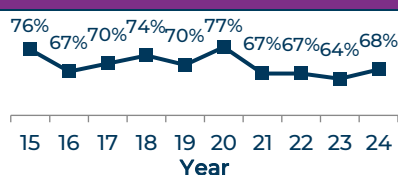
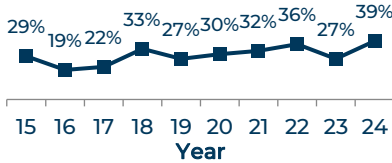
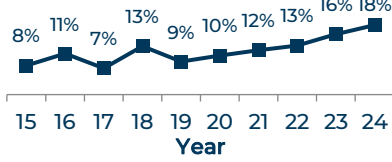
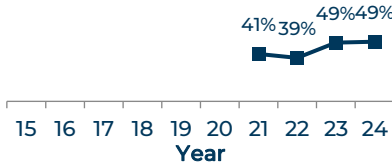
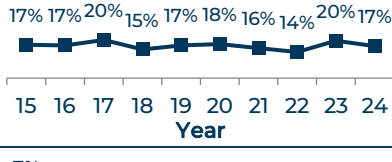
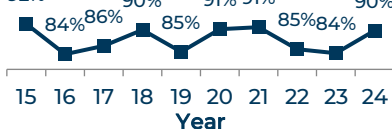
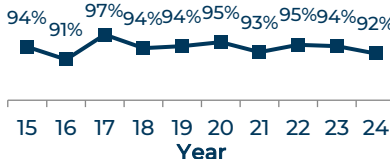
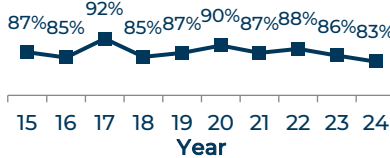
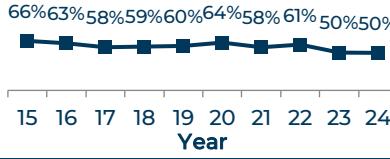
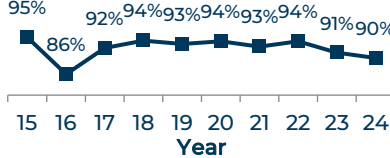
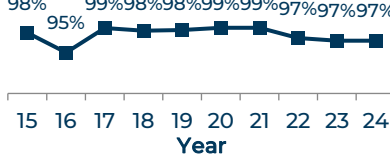
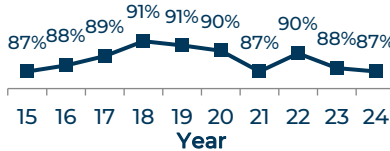


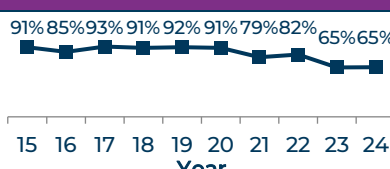
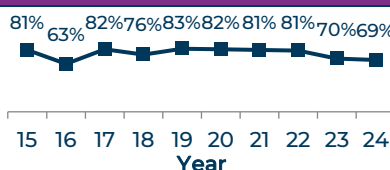
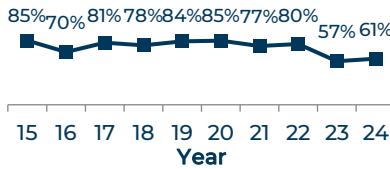
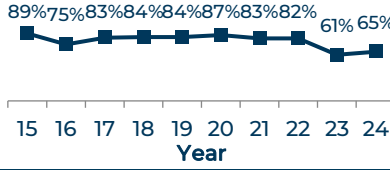
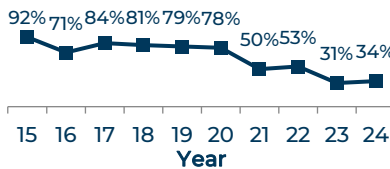
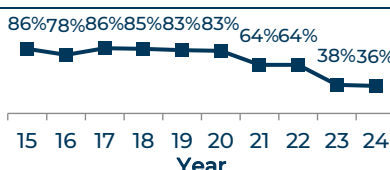
Results for Bristol Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfaction with water services																									
Overall satisfaction with water supply (Sample size: 300) ²	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>95%</td></tr><tr><td>16</td><td>89%</td></tr><tr><td>17</td><td>95%</td></tr><tr><td>18</td><td>97%</td></tr><tr><td>19</td><td>94%</td></tr><tr><td>20</td><td>93%</td></tr><tr><td>21</td><td>92%</td></tr><tr><td>22</td><td>95%</td></tr><tr><td>23</td><td>95%</td></tr><tr><td>24</td><td>90%</td></tr></table>	Year	Percentage	15	95%	16	89%	17	95%	18	97%	19	94%	20	93%	21	92%	22	95%	23	95%	24	90%	96% to 86% Average: 90%	
Year	Percentage																								
15	95%																								
16	89%																								
17	95%																								
18	97%																								
19	94%																								
20	93%																								
21	92%																								
22	95%																								
23	95%																								
24	90%																								
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 295)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>82%</td></tr><tr><td>16</td><td>62%</td></tr><tr><td>17</td><td>77%</td></tr><tr><td>18</td><td>75%</td></tr><tr><td>19</td><td>80%</td></tr><tr><td>20</td><td>84%</td></tr><tr><td>21</td><td>77%</td></tr><tr><td>22</td><td>80%</td></tr><tr><td>23</td><td>74%</td></tr><tr><td>24</td><td>70%</td></tr></table>	Year	Percentage	15	82%	16	62%	17	77%	18	75%	19	80%	20	84%	21	77%	22	80%	23	74%	24	70%	74% to 58% Average: 65%	
Year	Percentage																								
15	82%																								
16	62%																								
17	77%																								
18	75%																								
19	80%																								
20	84%																								
21	77%																								
22	80%																								
23	74%																								
24	70%																								
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 290)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>59%</td></tr><tr><td>16</td><td>51%</td></tr><tr><td>17</td><td>67%</td></tr><tr><td>18</td><td>68%</td></tr><tr><td>19</td><td>72%</td></tr><tr><td>20</td><td>71%</td></tr><tr><td>21</td><td>69%</td></tr><tr><td>22</td><td>69%</td></tr><tr><td>23</td><td>60%</td></tr><tr><td>24</td><td>58%</td></tr></table>	Year	Percentage	15	59%	16	51%	17	67%	18	68%	19	72%	20	71%	21	69%	22	69%	23	60%	24	58%	58% to 47% Average: 52%	
Year	Percentage																								
15	59%																								
16	51%																								
17	67%																								
18	68%																								
19	72%																								
20	71%																								
21	69%																								
22	69%																								
23	60%																								
24	58%																								
Agree water and sewerage charges are affordable (Sample size: 297)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>74%</td></tr><tr><td>16</td><td>66%</td></tr><tr><td>17</td><td>77%</td></tr><tr><td>18</td><td>78%</td></tr><tr><td>19</td><td>80%</td></tr><tr><td>20</td><td>81%</td></tr><tr><td>21</td><td>79%</td></tr><tr><td>22</td><td>78%</td></tr><tr><td>23</td><td>76%</td></tr><tr><td>24</td><td>76%</td></tr></table>	Year	Percentage	15	74%	16	66%	17	77%	18	78%	19	80%	20	81%	21	79%	22	78%	23	76%	24	76%	80% to 70% Average: 74%	
Year	Percentage																								
15	74%																								
16	66%																								
17	77%																								
18	78%																								
19	80%																								
20	81%																								
21	79%																								
22	78%																								
23	76%																								
24	76%																								
Care and trust																									
Agree company cares about service given to customers (Sample size: 283)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>77%</td></tr><tr><td>16</td><td>65%</td></tr><tr><td>17</td><td>81%</td></tr><tr><td>18</td><td>74%</td></tr><tr><td>19</td><td>82%</td></tr><tr><td>20</td><td>80%</td></tr><tr><td>21</td><td>75%</td></tr><tr><td>22</td><td>70%</td></tr><tr><td>23</td><td>55%</td></tr><tr><td>24</td><td>58%</td></tr></table>	Year	Percentage	15	77%	16	65%	17	81%	18	74%	19	82%	20	80%	21	75%	22	70%	23	55%	24	58%	60% to 43% Average: 53%	
Year	Percentage																								
15	77%																								
16	65%																								
17	81%																								
18	74%																								
19	82%																								
20	80%																								
21	75%																								
22	70%																								
23	55%																								
24	58%																								
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 295)	 <table><tr><th>Year</th><th>Mean Score</th></tr><tr><td>15</td><td>7.81</td></tr><tr><td>16</td><td>7.32</td></tr><tr><td>17</td><td>8.05</td></tr><tr><td>18</td><td>8.12</td></tr><tr><td>19</td><td>8.15</td></tr><tr><td>20</td><td>8.22</td></tr><tr><td>21</td><td>7.48</td></tr><tr><td>22</td><td>7.54</td></tr><tr><td>23</td><td>6.54</td></tr><tr><td>24</td><td>6.70</td></tr></table>	Year	Mean Score	15	7.81	16	7.32	17	8.05	18	8.12	19	8.15	20	8.22	21	7.48	22	7.54	23	6.54	24	6.70	6.83 to 5.81 Average: 6.49	Significantly higher than WaSC average
Year	Mean Score																								
15	7.81																								
16	7.32																								
17	8.05																								
18	8.12																								
19	8.15																								
20	8.22																								
21	7.48																								
22	7.54																								
23	6.54																								
24	6.70																								
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 295)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>76%</td></tr><tr><td>16</td><td>67%</td></tr><tr><td>17</td><td>70%</td></tr><tr><td>18</td><td>74%</td></tr><tr><td>19</td><td>70%</td></tr><tr><td>20</td><td>77%</td></tr><tr><td>21</td><td>67%</td></tr><tr><td>22</td><td>67%</td></tr><tr><td>23</td><td>64%</td></tr><tr><td>24</td><td>68%</td></tr></table>	Year	Percentage	15	76%	16	67%	17	70%	18	74%	19	70%	20	77%	21	67%	22	67%	23	64%	24	68%	73% to 65% Average: 68%	
Year	Percentage																								
15	76%																								
16	67%																								
17	70%																								
18	74%																								
19	70%																								
20	77%																								
21	67%																								
22	67%																								
23	64%																								
24	68%																								

Results for Bristol Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Aware of free meter option (Sample size: 98) ³	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>70%</td></tr><tr><td>16</td><td>68%</td></tr><tr><td>17</td><td>70%</td></tr><tr><td>18</td><td>72%</td></tr><tr><td>19</td><td>77%</td></tr><tr><td>20</td><td>81%</td></tr><tr><td>21</td><td>78%</td></tr><tr><td>22</td><td>75%</td></tr><tr><td>23</td><td>66%</td></tr><tr><td>24</td><td>79%</td></tr></table>	Year	Percentage	15	70%	16	68%	17	70%	18	72%	19	77%	20	81%	21	78%	22	75%	23	66%	24	79%	83% to 65% Average: 72%	Significant change since last year
Year	Percentage																								
15	70%																								
16	68%																								
17	70%																								
18	72%																								
19	77%																								
20	81%																								
21	78%																								
22	75%																								
23	66%																								
24	79%																								
Aware of option to go back to rateable value charge within 24 months (Sample size: 98) ³	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>29%</td></tr><tr><td>16</td><td>19%</td></tr><tr><td>17</td><td>22%</td></tr><tr><td>18</td><td>33%</td></tr><tr><td>19</td><td>27%</td></tr><tr><td>20</td><td>30%</td></tr><tr><td>21</td><td>32%</td></tr><tr><td>22</td><td>36%</td></tr><tr><td>23</td><td>27%</td></tr><tr><td>24</td><td>39%</td></tr></table>	Year	Percentage	15	29%	16	19%	17	22%	18	33%	19	27%	20	30%	21	32%	22	36%	23	27%	24	39%	39% to 15% Average: 30%	Significant change since last year
Year	Percentage																								
15	29%																								
16	19%																								
17	22%																								
18	33%																								
19	27%																								
20	30%																								
21	32%																								
22	36%																								
23	27%																								
24	39%																								
Aware of WaterSure tariff ⁴ (Sample size: 300*)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>8%</td></tr><tr><td>16</td><td>11%</td></tr><tr><td>17</td><td>7%</td></tr><tr><td>18</td><td>13%</td></tr><tr><td>19</td><td>9%</td></tr><tr><td>20</td><td>10%</td></tr><tr><td>21</td><td>12%</td></tr><tr><td>22</td><td>13%</td></tr><tr><td>23</td><td>16%</td></tr><tr><td>24</td><td>18%</td></tr></table>	Year	Percentage	15	8%	16	11%	17	7%	18	13%	19	9%	20	10%	21	12%	22	13%	23	16%	24	18%	24% to 17% Average: 20%	
Year	Percentage																								
15	8%																								
16	11%																								
17	7%																								
18	13%																								
19	9%																								
20	10%																								
21	12%																								
22	13%																								
23	16%																								
24	18%																								
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 300*) ⁵	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>21</td><td>41%</td></tr><tr><td>22</td><td>39%</td></tr><tr><td>23</td><td>49%</td></tr><tr><td>24</td><td>49%</td></tr></table>	Year	Percentage	21	41%	22	39%	23	49%	24	49%	58% to 47% Average: 52%													
Year	Percentage																								
21	41%																								
22	39%																								
23	49%																								
24	49%																								
Aware of Priority services (Sample size: 300*)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>53%</td></tr><tr><td>16</td><td>52%</td></tr><tr><td>17</td><td>48%</td></tr><tr><td>18</td><td>52%</td></tr><tr><td>19</td><td>44%</td></tr><tr><td>20</td><td>55%</td></tr><tr><td>21</td><td>57%</td></tr><tr><td>22</td><td>54%</td></tr><tr><td>23</td><td>56%</td></tr><tr><td>24</td><td>61%</td></tr></table>	Year	Percentage	15	53%	16	52%	17	48%	18	52%	19	44%	20	55%	21	57%	22	54%	23	56%	24	61%	61% to 45% Average: 53%	Significantly higher than WaSC average
Year	Percentage																								
15	53%																								
16	52%																								
17	48%																								
18	52%																								
19	44%																								
20	55%																								
21	57%																								
22	54%																								
23	56%																								
24	61%																								
Contact																									
Contacted water company with query in last 12 months (Sample size: 299*)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>17%</td></tr><tr><td>16</td><td>17%</td></tr><tr><td>17</td><td>20%</td></tr><tr><td>18</td><td>15%</td></tr><tr><td>19</td><td>17%</td></tr><tr><td>20</td><td>18%</td></tr><tr><td>21</td><td>16%</td></tr><tr><td>22</td><td>14%</td></tr><tr><td>23</td><td>20%</td></tr><tr><td>24</td><td>17%</td></tr></table>	Year	Percentage	15	17%	16	17%	17	20%	18	15%	19	17%	20	18%	21	16%	22	14%	23	20%	24	17%	28% to 17% Average: 22%	
Year	Percentage																								
15	17%																								
16	17%																								
17	20%																								
18	15%																								
19	17%																								
20	18%																								
21	16%																								
22	14%																								
23	20%																								
24	17%																								
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>7%</td></tr><tr><td>16</td><td>0%</td></tr><tr><td>17</td><td>3%</td></tr><tr><td>18</td><td>2%</td></tr><tr><td>19</td><td>2%</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>0%</td></tr></table>	Year	Percentage	15	7%	16	0%	17	3%	18	2%	19	2%	20	0%	21	0%	22	0%	23	0%	24	0%	4% to 0% Average: 2%	Low base size
Year	Percentage																								
15	7%																								
16	0%																								
17	3%																								
18	2%																								
19	2%																								
20	0%																								
21	0%																								
22	0%																								
23	0%																								
24	0%																								
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>92%</td></tr><tr><td>16</td><td>84%</td></tr><tr><td>17</td><td>86%</td></tr><tr><td>18</td><td>90%</td></tr><tr><td>19</td><td>85%</td></tr><tr><td>20</td><td>91%</td></tr><tr><td>21</td><td>91%</td></tr><tr><td>22</td><td>85%</td></tr><tr><td>23</td><td>84%</td></tr><tr><td>24</td><td>90%</td></tr></table>	Year	Percentage	15	92%	16	84%	17	86%	18	90%	19	85%	20	91%	21	91%	22	85%	23	84%	24	90%	95% to 55% Average: 72%	Significantly higher than WaSC average Low base size
Year	Percentage																								
15	92%																								
16	84%																								
17	86%																								
18	90%																								
19	85%																								
20	91%																								
21	91%																								
22	85%																								
23	84%																								
24	90%																								

Results for Bristol Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 298)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>94%</td></tr><tr><td>16</td><td>91%</td></tr><tr><td>17</td><td>97%</td></tr><tr><td>18</td><td>94%</td></tr><tr><td>19</td><td>94%</td></tr><tr><td>20</td><td>95%</td></tr><tr><td>21</td><td>93%</td></tr><tr><td>22</td><td>95%</td></tr><tr><td>23</td><td>94%</td></tr><tr><td>24</td><td>92%</td></tr></table>	Year	Percentage	15	94%	16	91%	17	97%	18	94%	19	94%	20	95%	21	93%	22	95%	23	94%	24	92%	94% to 88% Average: 90%	
Year	Percentage																								
15	94%																								
16	91%																								
17	97%																								
18	94%																								
19	94%																								
20	95%																								
21	93%																								
22	95%																								
23	94%																								
24	92%																								
Satisfied with taste and smell (Sample size: 294)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>87%</td></tr><tr><td>16</td><td>85%</td></tr><tr><td>17</td><td>92%</td></tr><tr><td>18</td><td>85%</td></tr><tr><td>19</td><td>87%</td></tr><tr><td>20</td><td>90%</td></tr><tr><td>21</td><td>87%</td></tr><tr><td>22</td><td>88%</td></tr><tr><td>23</td><td>86%</td></tr><tr><td>24</td><td>83%</td></tr></table>	Year	Percentage	15	87%	16	85%	17	92%	18	85%	19	87%	20	90%	21	87%	22	88%	23	86%	24	83%	87% to 81% Average: 82%	
Year	Percentage																								
15	87%																								
16	85%																								
17	92%																								
18	85%																								
19	87%																								
20	90%																								
21	87%																								
22	88%																								
23	86%																								
24	83%																								
Satisfied with hardness/softness (Sample size: 290)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>66%</td></tr><tr><td>16</td><td>63%</td></tr><tr><td>17</td><td>58%</td></tr><tr><td>18</td><td>59%</td></tr><tr><td>19</td><td>60%</td></tr><tr><td>20</td><td>64%</td></tr><tr><td>21</td><td>58%</td></tr><tr><td>22</td><td>61%</td></tr><tr><td>23</td><td>50%</td></tr><tr><td>24</td><td>50%</td></tr></table>	Year	Percentage	15	66%	16	63%	17	58%	18	59%	19	60%	20	64%	21	58%	22	61%	23	50%	24	50%	66% to 37% Average: 47%	
Year	Percentage																								
15	66%																								
16	63%																								
17	58%																								
18	59%																								
19	60%																								
20	64%																								
21	58%																								
22	61%																								
23	50%																								
24	50%																								
Satisfied with safety (Sample size: 293)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>95%</td></tr><tr><td>16</td><td>86%</td></tr><tr><td>17</td><td>92%</td></tr><tr><td>18</td><td>94%</td></tr><tr><td>19</td><td>93%</td></tr><tr><td>20</td><td>94%</td></tr><tr><td>21</td><td>93%</td></tr><tr><td>22</td><td>94%</td></tr><tr><td>23</td><td>91%</td></tr><tr><td>24</td><td>90%</td></tr></table>	Year	Percentage	15	95%	16	86%	17	92%	18	94%	19	93%	20	94%	21	93%	22	94%	23	91%	24	90%	92% to 83% Average: 85%	Significantly higher than WaSC average
Year	Percentage																								
15	95%																								
16	86%																								
17	92%																								
18	94%																								
19	93%																								
20	94%																								
21	93%																								
22	94%																								
23	91%																								
24	90%																								
Satisfied with reliability of supply (Sample size: 299)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>98%</td></tr><tr><td>16</td><td>95%</td></tr><tr><td>17</td><td>99%</td></tr><tr><td>18</td><td>98%</td></tr><tr><td>19</td><td>98%</td></tr><tr><td>20</td><td>99%</td></tr><tr><td>21</td><td>99%</td></tr><tr><td>22</td><td>97%</td></tr><tr><td>23</td><td>97%</td></tr><tr><td>24</td><td>97%</td></tr></table>	Year	Percentage	15	98%	16	95%	17	99%	18	98%	19	98%	20	99%	21	99%	22	97%	23	97%	24	97%	99% to 87% Average: 95%	
Year	Percentage																								
15	98%																								
16	95%																								
17	99%																								
18	98%																								
19	98%																								
20	99%																								
21	99%																								
22	97%																								
23	97%																								
24	97%																								
Satisfied with water pressure (Sample size: 299)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>87%</td></tr><tr><td>16</td><td>88%</td></tr><tr><td>17</td><td>89%</td></tr><tr><td>18</td><td>91%</td></tr><tr><td>19</td><td>91%</td></tr><tr><td>20</td><td>90%</td></tr><tr><td>21</td><td>87%</td></tr><tr><td>22</td><td>90%</td></tr><tr><td>23</td><td>88%</td></tr><tr><td>24</td><td>87%</td></tr></table>	Year	Percentage	15	87%	16	88%	17	89%	18	91%	19	91%	20	90%	21	87%	22	90%	23	88%	24	87%	89% to 81% Average: 84%	
Year	Percentage																								
15	87%																								
16	88%																								
17	89%																								
18	91%																								
19	91%																								
20	90%																								
21	87%																								
22	90%																								
23	88%																								
24	87%																								

Bristol Water sewerage services are provided by Wessex Water (269 respondents)⁶



Results for sewerage service provider(s) for Bristol Water	Percentage of household customers	Range and average for all WoCs¹	Comments or points of interest																						
Satisfaction with sewerage services																									
Overall satisfaction with sewerage services (Sample size: 267)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>91%</td></tr><tr><td>16</td><td>85%</td></tr><tr><td>17</td><td>93%</td></tr><tr><td>18</td><td>91%</td></tr><tr><td>19</td><td>92%</td></tr><tr><td>20</td><td>91%</td></tr><tr><td>21</td><td>79%</td></tr><tr><td>22</td><td>82%</td></tr><tr><td>23</td><td>65%</td></tr><tr><td>24</td><td>65%</td></tr></table>	Year	Percentage	15	91%	16	85%	17	93%	18	91%	19	92%	20	91%	21	79%	22	82%	23	65%	24	65%	68% to 36% Average: 58%	Significantly higher than WaSC average
Year	Percentage																								
15	91%																								
16	85%																								
17	93%																								
18	91%																								
19	92%																								
20	91%																								
21	79%																								
22	82%																								
23	65%																								
24	65%																								
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (Sample size: 259)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>81%</td></tr><tr><td>16</td><td>63%</td></tr><tr><td>17</td><td>82%</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>81%</td></tr><tr><td>22</td><td>81%</td></tr><tr><td>23</td><td>70%</td></tr><tr><td>24</td><td>69%</td></tr></table>	Year	Percentage	15	81%	16	63%	17	82%	18	76%	19	83%	20	82%	21	81%	22	81%	23	70%	24	69%	69% to 47% Average: 62%	
Year	Percentage																								
15	81%																								
16	63%																								
17	82%																								
18	76%																								
19	83%																								
20	82%																								
21	81%																								
22	81%																								
23	70%																								
24	69%																								
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 188)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>85%</td></tr><tr><td>16</td><td>70%</td></tr><tr><td>17</td><td>81%</td></tr><tr><td>18</td><td>78%</td></tr><tr><td>19</td><td>84%</td></tr><tr><td>20</td><td>85%</td></tr><tr><td>21</td><td>77%</td></tr><tr><td>22</td><td>80%</td></tr><tr><td>23</td><td>57%</td></tr><tr><td>24</td><td>61%</td></tr></table>	Year	Percentage	15	85%	16	70%	17	81%	18	78%	19	84%	20	85%	21	77%	22	80%	23	57%	24	61%	68% to 40% Average: 58%	
Year	Percentage																								
15	85%																								
16	70%																								
17	81%																								
18	78%																								
19	84%																								
20	85%																								
21	77%																								
22	80%																								
23	57%																								
24	61%																								
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 218)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>89%</td></tr><tr><td>16</td><td>75%</td></tr><tr><td>17</td><td>83%</td></tr><tr><td>18</td><td>84%</td></tr><tr><td>19</td><td>84%</td></tr><tr><td>20</td><td>87%</td></tr><tr><td>21</td><td>83%</td></tr><tr><td>22</td><td>82%</td></tr><tr><td>23</td><td>61%</td></tr><tr><td>24</td><td>65%</td></tr></table>	Year	Percentage	15	89%	16	75%	17	83%	18	84%	19	84%	20	87%	21	83%	22	82%	23	61%	24	65%	69% to 36% Average: 56%	Significantly higher than WaSC average
Year	Percentage																								
15	89%																								
16	75%																								
17	83%																								
18	84%																								
19	84%																								
20	87%																								
21	83%																								
22	82%																								
23	61%																								
24	65%																								
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 231)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>92%</td></tr><tr><td>16</td><td>71%</td></tr><tr><td>17</td><td>84%</td></tr><tr><td>18</td><td>81%</td></tr><tr><td>19</td><td>79%</td></tr><tr><td>20</td><td>78%</td></tr><tr><td>21</td><td>50%</td></tr><tr><td>22</td><td>53%</td></tr><tr><td>23</td><td>31%</td></tr><tr><td>24</td><td>34%</td></tr></table>	Year	Percentage	15	92%	16	71%	17	84%	18	81%	19	79%	20	78%	21	50%	22	53%	23	31%	24	34%	39% to 16% Average: 30%	
Year	Percentage																								
15	92%																								
16	71%																								
17	84%																								
18	81%																								
19	79%																								
20	78%																								
21	50%																								
22	53%																								
23	31%																								
24	34%																								
Satisfied with company actions to minimise sewer flooding (Sample size: 234)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>86%</td></tr><tr><td>16</td><td>78%</td></tr><tr><td>17</td><td>86%</td></tr><tr><td>18</td><td>85%</td></tr><tr><td>19</td><td>83%</td></tr><tr><td>20</td><td>83%</td></tr><tr><td>21</td><td>64%</td></tr><tr><td>22</td><td>64%</td></tr><tr><td>23</td><td>38%</td></tr><tr><td>24</td><td>36%</td></tr></table>	Year	Percentage	15	86%	16	78%	17	86%	18	85%	19	83%	20	83%	21	64%	22	64%	23	38%	24	36%	50% to 17% Average: 37%	
Year	Percentage																								
15	86%																								
16	78%																								
17	86%																								
18	85%																								
19	83%																								
20	83%																								
21	64%																								
22	64%																								
23	38%																								
24	36%																								

Sample Profile

Sample profile for Bristol Water	(Sample size: 300*)
Gender	
Male	50%
Female	50%
Age	
18-29	1%
30-44	7%
45-59	28%
60-64	8%
65-74	30%
75+	26%
SEC	
Higher managerial, administrative & professional occupations	48%
Intermediate occupations	22%
Routine & manual occupations	24%
Never worked and long-term unemployed/Full-time students	5%
Refused	1%
Water Meter	
Proportion having a water meter	67%

Statistical reliability on sample size of 300 is +/- 5.66%

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

⁴ Question wording changed in 2024 to include "Yes, have enquired but not eligible"

⁵ Question changed to Yes/No option in 2021 so data not comparable with previous years.

⁶ There is no differentiation between sewerage service providers within the results.