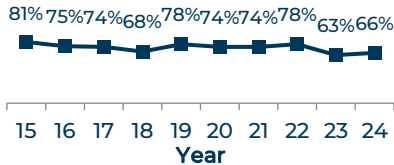
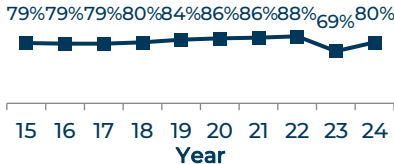
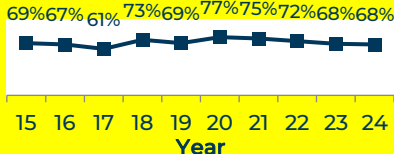
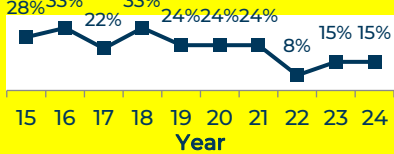
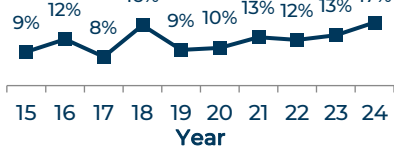
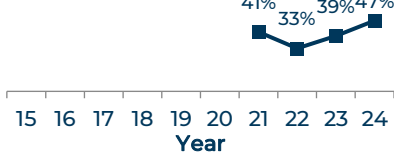
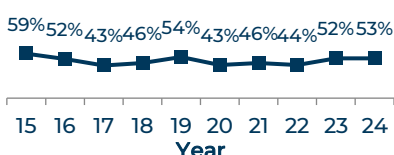
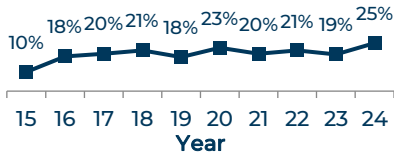
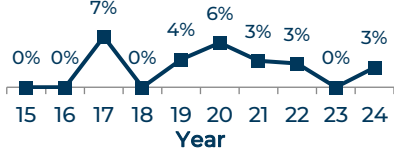
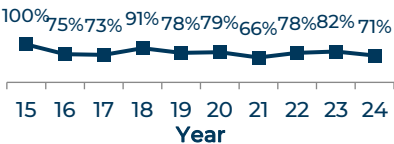
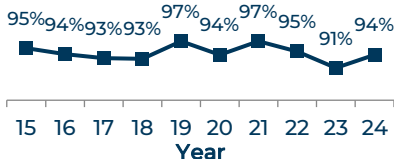
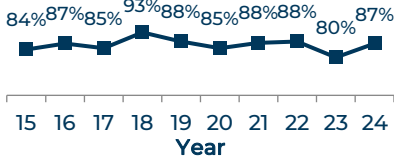
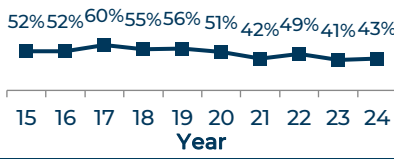
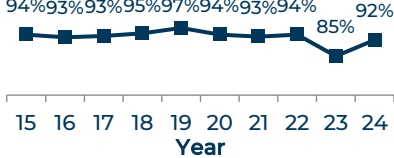
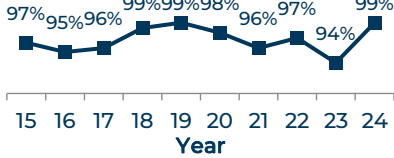
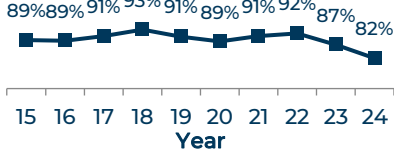


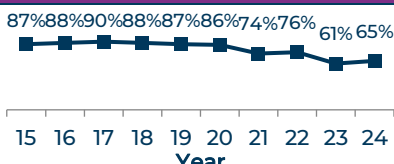
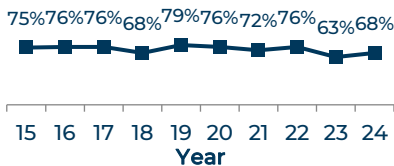
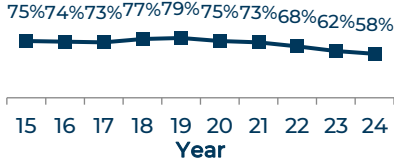
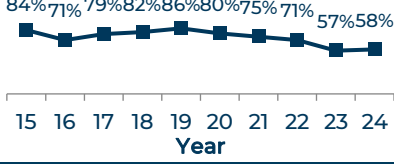
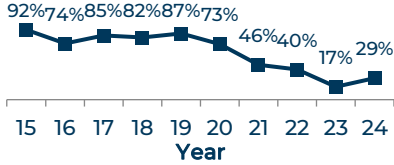
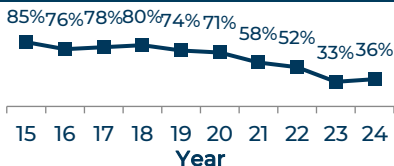
Results for Cambridge Water	Percentage of household customers	Range and average for all WoCs <sup>1</sup>	Comments or points of interest																						
Satisfaction with water services																									
Overall satisfaction with water supply (Sample size: 150) <sup>2</sup>	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>93%</td></tr><tr><td>16</td><td>98%</td></tr><tr><td>17</td><td>95%</td></tr><tr><td>18</td><td>96%</td></tr><tr><td>19</td><td>96%</td></tr><tr><td>20</td><td>92%</td></tr><tr><td>21</td><td>92%</td></tr><tr><td>22</td><td>93%</td></tr><tr><td>23</td><td>89%</td></tr><tr><td>24</td><td>96%</td></tr></table>	Year	Percentage	15	93%	16	98%	17	95%	18	96%	19	96%	20	92%	21	92%	22	93%	23	89%	24	96%	96% to 86% Average: 90%	Significant change since last year. Significantly higher than WaSC average
Year	Percentage																								
15	93%																								
16	98%																								
17	95%																								
18	96%																								
19	96%																								
20	92%																								
21	92%																								
22	93%																								
23	89%																								
24	96%																								
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>15</td><td>81%</td></tr><tr><td>16</td><td>75%</td></tr><tr><td>17</td><td>74%</td></tr><tr><td>18</td><td>68%</td></tr><tr><td>19</td><td>78%</td></tr><tr><td>20</td><td>74%</td></tr><tr><td>21</td><td>74%</td></tr><tr><td>22</td><td>78%</td></tr><tr><td>23</td><td>63%</td></tr><tr><td>24</td><td>66%</td></tr></table>	Year	Percentage	15	81%	16	75%	17	74%	18	68%	19	78%	20	74%	21	74%	22	78%	23	63%	24	66%	74% to 58% Average: 65%	
Year	Percentage																								
15	81%																								
16	75%																								
17	74%																								
18	68%																								
19	78%																								
20	74%																								
21	74%																								
22	78%																								
23	63%																								
24	66%																								
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 142)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>67%</td></tr><tr><td>16</td><td>67%</td></tr><tr><td>17</td><td>66%</td></tr><tr><td>18</td><td>63%</td></tr><tr><td>19</td><td>77%</td></tr><tr><td>20</td><td>69%</td></tr><tr><td>21</td><td>65%</td></tr><tr><td>22</td><td>70%</td></tr><tr><td>23</td><td>50%</td></tr><tr><td>24</td><td>56%</td></tr></table>	Year	Percentage	15	67%	16	67%	17	66%	18	63%	19	77%	20	69%	21	65%	22	70%	23	50%	24	56%	58% to 47% Average: 52%	
Year	Percentage																								
15	67%																								
16	67%																								
17	66%																								
18	63%																								
19	77%																								
20	69%																								
21	65%																								
22	70%																								
23	50%																								
24	56%																								
Agree water and sewerage charges are affordable (Sample size: 148)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>79%</td></tr><tr><td>16</td><td>79%</td></tr><tr><td>17</td><td>79%</td></tr><tr><td>18</td><td>80%</td></tr><tr><td>19</td><td>84%</td></tr><tr><td>20</td><td>86%</td></tr><tr><td>21</td><td>86%</td></tr><tr><td>22</td><td>88%</td></tr><tr><td>23</td><td>69%</td></tr><tr><td>24</td><td>80%</td></tr></table>	Year	Percentage	15	79%	16	79%	17	79%	18	80%	19	84%	20	86%	21	86%	22	88%	23	69%	24	80%	80% to 70% Average: 74%	Significant change since last year
Year	Percentage																								
15	79%																								
16	79%																								
17	79%																								
18	80%																								
19	84%																								
20	86%																								
21	86%																								
22	88%																								
23	69%																								
24	80%																								
Care and trust																									
Agree company cares about service given to customers (Sample size: 142)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>77%</td></tr><tr><td>16</td><td>72%</td></tr><tr><td>17</td><td>65%</td></tr><tr><td>18</td><td>74%</td></tr><tr><td>19</td><td>68%</td></tr><tr><td>20</td><td>72%</td></tr><tr><td>21</td><td>64%</td></tr><tr><td>22</td><td>58%</td></tr><tr><td>23</td><td>50%</td></tr><tr><td>24</td><td>53%</td></tr></table>	Year	Percentage	15	77%	16	72%	17	65%	18	74%	19	68%	20	72%	21	64%	22	58%	23	50%	24	53%	60% to 43% Average: 53%	
Year	Percentage																								
15	77%																								
16	72%																								
17	65%																								
18	74%																								
19	68%																								
20	72%																								
21	64%																								
22	58%																								
23	50%																								
24	53%																								
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 149)	 <table><tr><th>Year</th><th>Mean Score</th></tr><tr><td>15</td><td>7.71</td></tr><tr><td>16</td><td>7.63</td></tr><tr><td>17</td><td>7.90</td></tr><tr><td>18</td><td>8.11</td></tr><tr><td>19</td><td>7.99</td></tr><tr><td>20</td><td>7.73</td></tr><tr><td>21</td><td>7.46</td></tr><tr><td>22</td><td>7.34</td></tr><tr><td>23</td><td>6.37</td></tr><tr><td>24</td><td>6.77</td></tr></table>	Year	Mean Score	15	7.71	16	7.63	17	7.90	18	8.11	19	7.99	20	7.73	21	7.46	22	7.34	23	6.37	24	6.77	6.83 to 5.81 Average: 6.49	Significantly higher than WaSC average
Year	Mean Score																								
15	7.71																								
16	7.63																								
17	7.90																								
18	8.11																								
19	7.99																								
20	7.73																								
21	7.46																								
22	7.34																								
23	6.37																								
24	6.77																								
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 146)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>73%</td></tr><tr><td>16</td><td>68%</td></tr><tr><td>17</td><td>71%</td></tr><tr><td>18</td><td>74%</td></tr><tr><td>19</td><td>76%</td></tr><tr><td>20</td><td>73%</td></tr><tr><td>21</td><td>70%</td></tr><tr><td>22</td><td>71%</td></tr><tr><td>23</td><td>64%</td></tr><tr><td>24</td><td>73%</td></tr></table>	Year	Percentage	15	73%	16	68%	17	71%	18	74%	19	76%	20	73%	21	70%	22	71%	23	64%	24	73%	73% to 65% Average: 68%	
Year	Percentage																								
15	73%																								
16	68%																								
17	71%																								
18	74%																								
19	76%																								
20	73%																								
21	70%																								
22	71%																								
23	64%																								
24	73%																								

Results for Cambridge Water	Percentage of household customers	Range and average for all WoCs <sup>1</sup>	Comments or points of interest																						
Aware of free meter option (Sample size: 40) <sup>3</sup>	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>69%</td></tr><tr><td>16</td><td>67%</td></tr><tr><td>17</td><td>61%</td></tr><tr><td>18</td><td>73%</td></tr><tr><td>19</td><td>69%</td></tr><tr><td>20</td><td>77%</td></tr><tr><td>21</td><td>75%</td></tr><tr><td>22</td><td>72%</td></tr><tr><td>23</td><td>68%</td></tr><tr><td>24</td><td>68%</td></tr></table>	Year	Percentage	15	69%	16	67%	17	61%	18	73%	19	69%	20	77%	21	75%	22	72%	23	68%	24	68%	83% to 65% Average: 73%	
Year	Percentage																								
15	69%																								
16	67%																								
17	61%																								
18	73%																								
19	69%																								
20	77%																								
21	75%																								
22	72%																								
23	68%																								
24	68%																								
Aware of option to go back to rateable value charge within 24 months (Sample size: 40) <sup>4</sup>	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>28%</td></tr><tr><td>16</td><td>33%</td></tr><tr><td>17</td><td>22%</td></tr><tr><td>18</td><td>33%</td></tr><tr><td>19</td><td>24%</td></tr><tr><td>20</td><td>24%</td></tr><tr><td>21</td><td>24%</td></tr><tr><td>22</td><td>8%</td></tr><tr><td>23</td><td>15%</td></tr><tr><td>24</td><td>15%</td></tr></table>	Year	Percentage	15	28%	16	33%	17	22%	18	33%	19	24%	20	24%	21	24%	22	8%	23	15%	24	15%	39% to 15% Average: 29%	
Year	Percentage																								
15	28%																								
16	33%																								
17	22%																								
18	33%																								
19	24%																								
20	24%																								
21	24%																								
22	8%																								
23	15%																								
24	15%																								
Aware of WaterSure tariff <sup>4</sup> (Sample size: 150)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>9%</td></tr><tr><td>16</td><td>12%</td></tr><tr><td>17</td><td>8%</td></tr><tr><td>18</td><td>16%</td></tr><tr><td>19</td><td>9%</td></tr><tr><td>20</td><td>10%</td></tr><tr><td>21</td><td>13%</td></tr><tr><td>22</td><td>12%</td></tr><tr><td>23</td><td>13%</td></tr><tr><td>24</td><td>17%</td></tr></table>	Year	Percentage	15	9%	16	12%	17	8%	18	16%	19	9%	20	10%	21	13%	22	12%	23	13%	24	17%	24% to 17% Average: 20%	
Year	Percentage																								
15	9%																								
16	12%																								
17	8%																								
18	16%																								
19	9%																								
20	10%																								
21	13%																								
22	12%																								
23	13%																								
24	17%																								
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 150) <sup>5</sup>	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>41%</td></tr><tr><td>16</td><td>33%</td></tr><tr><td>17</td><td>39%</td></tr><tr><td>18</td><td>47%</td></tr></table>	Year	Percentage	15	41%	16	33%	17	39%	18	47%	58% to 47% Average: 52%													
Year	Percentage																								
15	41%																								
16	33%																								
17	39%																								
18	47%																								
Aware of Priority services (Sample size: 150)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>59%</td></tr><tr><td>16</td><td>52%</td></tr><tr><td>17</td><td>43%</td></tr><tr><td>18</td><td>46%</td></tr><tr><td>19</td><td>54%</td></tr><tr><td>20</td><td>43%</td></tr><tr><td>21</td><td>46%</td></tr><tr><td>22</td><td>44%</td></tr><tr><td>23</td><td>52%</td></tr><tr><td>24</td><td>53%</td></tr></table>	Year	Percentage	15	59%	16	52%	17	43%	18	46%	19	54%	20	43%	21	46%	22	44%	23	52%	24	53%	61% to 45% Average: 53%	
Year	Percentage																								
15	59%																								
16	52%																								
17	43%																								
18	46%																								
19	54%																								
20	43%																								
21	46%																								
22	44%																								
23	52%																								
24	53%																								
Contact																									
Contacted water company with query in last 12 months (Sample size: 150*)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>10%</td></tr><tr><td>16</td><td>18%</td></tr><tr><td>17</td><td>20%</td></tr><tr><td>18</td><td>21%</td></tr><tr><td>19</td><td>18%</td></tr><tr><td>20</td><td>23%</td></tr><tr><td>21</td><td>20%</td></tr><tr><td>22</td><td>21%</td></tr><tr><td>23</td><td>19%</td></tr><tr><td>24</td><td>25%</td></tr></table>	Year	Percentage	15	10%	16	18%	17	20%	18	21%	19	18%	20	23%	21	20%	22	21%	23	19%	24	25%	28% to 17% Average: 22%	
Year	Percentage																								
15	10%																								
16	18%																								
17	20%																								
18	21%																								
19	18%																								
20	23%																								
21	20%																								
22	21%																								
23	19%																								
24	25%																								
Reason for contacting water company was to complain (Sample size: 38 who made contact)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>0%</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>4%</td></tr><tr><td>20</td><td>6%</td></tr><tr><td>21</td><td>3%</td></tr><tr><td>22</td><td>3%</td></tr><tr><td>23</td><td>0%</td></tr><tr><td>24</td><td>3%</td></tr></table>	Year	Percentage	15	0%	16	0%	17	7%	18	0%	19	4%	20	6%	21	3%	22	3%	23	0%	24	3%	4% to 0% Average: 2%	Low base size
Year	Percentage																								
15	0%																								
16	0%																								
17	7%																								
18	0%																								
19	4%																								
20	6%																								
21	3%																								
22	3%																								
23	0%																								
24	3%																								
Satisfaction with way query handled (Sample size: 38 who made contact)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>100%</td></tr><tr><td>16</td><td>75%</td></tr><tr><td>17</td><td>73%</td></tr><tr><td>18</td><td>91%</td></tr><tr><td>19</td><td>78%</td></tr><tr><td>20</td><td>79%</td></tr><tr><td>21</td><td>66%</td></tr><tr><td>22</td><td>78%</td></tr><tr><td>23</td><td>82%</td></tr><tr><td>24</td><td>71%</td></tr></table>	Year	Percentage	15	100%	16	75%	17	73%	18	91%	19	78%	20	79%	21	66%	22	78%	23	82%	24	71%	95% to 55% Average: 72%	Low base size
Year	Percentage																								
15	100%																								
16	75%																								
17	73%																								
18	91%																								
19	78%																								
20	79%																								
21	66%																								
22	78%																								
23	82%																								
24	71%																								

Results for Cambridge Water	Percentage of household customers	Range and average for all WoCs <sup>1</sup>	Comments or points of interest																						
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 150)	 <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>95%</td><td>94%</td><td>93%</td><td>93%</td><td>97%</td><td>94%</td><td>97%</td><td>95%</td><td>91%</td><td>94%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	95%	94%	93%	93%	97%	94%	97%	95%	91%	94%	94% to 88% Average: 90%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	95%	94%	93%	93%	97%	94%	97%	95%	91%	94%															
Satisfied with taste and smell (Sample size: 148)	 <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>84%</td><td>87%</td><td>85%</td><td>93%</td><td>88%</td><td>85%</td><td>88%</td><td>88%</td><td>80%</td><td>87%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	84%	87%	85%	93%	88%	85%	88%	88%	80%	87%	87% to 81% Average: 82%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	84%	87%	85%	93%	88%	85%	88%	88%	80%	87%															
Satisfied with hardness/softness (Sample size: 145)	 <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>52%</td><td>52%</td><td>60%</td><td>55%</td><td>56%</td><td>51%</td><td>42%</td><td>49%</td><td>41%</td><td>43%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	52%	52%	60%	55%	56%	51%	42%	49%	41%	43%	66% to 37% Average: 47%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	52%	52%	60%	55%	56%	51%	42%	49%	41%	43%															
Satisfied with safety (Sample size: 146)	 <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>94%</td><td>93%</td><td>93%</td><td>95%</td><td>97%</td><td>94%</td><td>93%</td><td>94%</td><td>85%</td><td>92%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	94%	93%	93%	95%	97%	94%	93%	94%	85%	92%	92% to 83% Average: 85%	Significantly higher than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	94%	93%	93%	95%	97%	94%	93%	94%	85%	92%															
Satisfied with reliability of supply (Sample size: 150)	 <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>97%</td><td>95%</td><td>96%</td><td>99%</td><td>99%</td><td>98%</td><td>96%</td><td>97%</td><td>94%</td><td>99%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	97%	95%	96%	99%	99%	98%	96%	97%	94%	99%	99% to 87% Average: 95%	Significant change since last year. Significantly higher than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	97%	95%	96%	99%	99%	98%	96%	97%	94%	99%															
Satisfied with water pressure (Sample size: 150)	 <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>89%</td><td>89%</td><td>91%</td><td>93%</td><td>91%</td><td>89%</td><td>91%</td><td>92%</td><td>87%</td><td>82%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	89%	89%	91%	93%	91%	89%	91%	92%	87%	82%	89% to 81% Average: 84%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	89%	89%	91%	93%	91%	89%	91%	92%	87%	82%															

Cambridge Water sewerage services are provided by Anglian Water (145 respondents)<sup>6</sup>



Results for sewerage service provider(s) for Cambridge 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: 144)	 <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>90%</td></tr><tr><td>18</td><td>88%</td></tr><tr><td>19</td><td>87%</td></tr><tr><td>20</td><td>86%</td></tr><tr><td>21</td><td>74%</td></tr><tr><td>22</td><td>76%</td></tr><tr><td>23</td><td>61%</td></tr><tr><td>24</td><td>65%</td></tr></table>	Year	Percentage	15	87%	16	88%	17	90%	18	88%	19	87%	20	86%	21	74%	22	76%	23	61%	24	65%	68% to 36% Average: 58%	
Year	Percentage																								
15	87%																								
16	88%																								
17	90%																								
18	88%																								
19	87%																								
20	86%																								
21	74%																								
22	76%																								
23	61%																								
24	65%																								
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (Sample size: 135)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>75%</td></tr><tr><td>16</td><td>76%</td></tr><tr><td>17</td><td>76%</td></tr><tr><td>18</td><td>68%</td></tr><tr><td>19</td><td>79%</td></tr><tr><td>20</td><td>76%</td></tr><tr><td>21</td><td>72%</td></tr><tr><td>22</td><td>76%</td></tr><tr><td>23</td><td>63%</td></tr><tr><td>24</td><td>68%</td></tr></table>	Year	Percentage	15	75%	16	76%	17	76%	18	68%	19	79%	20	76%	21	72%	22	76%	23	63%	24	68%	69% to 47% Average: 62%	
Year	Percentage																								
15	75%																								
16	76%																								
17	76%																								
18	68%																								
19	79%																								
20	76%																								
21	72%																								
22	76%																								
23	63%																								
24	68%																								
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 107)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>75%</td></tr><tr><td>16</td><td>74%</td></tr><tr><td>17</td><td>73%</td></tr><tr><td>18</td><td>77%</td></tr><tr><td>19</td><td>79%</td></tr><tr><td>20</td><td>75%</td></tr><tr><td>21</td><td>73%</td></tr><tr><td>22</td><td>68%</td></tr><tr><td>23</td><td>62%</td></tr><tr><td>24</td><td>58%</td></tr></table>	Year	Percentage	15	75%	16	74%	17	73%	18	77%	19	79%	20	75%	21	73%	22	68%	23	62%	24	58%	68% to 40% Average: 58%	
Year	Percentage																								
15	75%																								
16	74%																								
17	73%																								
18	77%																								
19	79%																								
20	75%																								
21	73%																								
22	68%																								
23	62%																								
24	58%																								
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 118)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>84%</td></tr><tr><td>16</td><td>71%</td></tr><tr><td>17</td><td>79%</td></tr><tr><td>18</td><td>82%</td></tr><tr><td>19</td><td>86%</td></tr><tr><td>20</td><td>80%</td></tr><tr><td>21</td><td>75%</td></tr><tr><td>22</td><td>71%</td></tr><tr><td>23</td><td>57%</td></tr><tr><td>24</td><td>58%</td></tr></table>	Year	Percentage	15	84%	16	71%	17	79%	18	82%	19	86%	20	80%	21	75%	22	71%	23	57%	24	58%	69% to 36% Average: 56%	
Year	Percentage																								
15	84%																								
16	71%																								
17	79%																								
18	82%																								
19	86%																								
20	80%																								
21	75%																								
22	71%																								
23	57%																								
24	58%																								
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 118)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>92%</td></tr><tr><td>16</td><td>74%</td></tr><tr><td>17</td><td>85%</td></tr><tr><td>18</td><td>82%</td></tr><tr><td>19</td><td>87%</td></tr><tr><td>20</td><td>73%</td></tr><tr><td>21</td><td>46%</td></tr><tr><td>22</td><td>40%</td></tr><tr><td>23</td><td>17%</td></tr><tr><td>24</td><td>29%</td></tr></table>	Year	Percentage	15	92%	16	74%	17	85%	18	82%	19	87%	20	73%	21	46%	22	40%	23	17%	24	29%	39% to 16% Average: 30%	
Year	Percentage																								
15	92%																								
16	74%																								
17	85%																								
18	82%																								
19	87%																								
20	73%																								
21	46%																								
22	40%																								
23	17%																								
24	29%																								
Satisfied with company actions to minimise sewer flooding (Sample size: 120)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>85%</td></tr><tr><td>16</td><td>76%</td></tr><tr><td>17</td><td>78%</td></tr><tr><td>18</td><td>80%</td></tr><tr><td>19</td><td>74%</td></tr><tr><td>20</td><td>71%</td></tr><tr><td>21</td><td>58%</td></tr><tr><td>22</td><td>52%</td></tr><tr><td>23</td><td>33%</td></tr><tr><td>24</td><td>36%</td></tr></table>	Year	Percentage	15	85%	16	76%	17	78%	18	80%	19	74%	20	71%	21	58%	22	52%	23	33%	24	36%	50% to 17% Average: 37%	
Year	Percentage																								
15	85%																								
16	76%																								
17	78%																								
18	80%																								
19	74%																								
20	71%																								
21	58%																								
22	52%																								
23	33%																								
24	36%																								

## Sample Profile

Sample profile for Cambridge Water	(Sample size: 150)
<b>Gender</b>	
Male	51%
Female	49%
<b>Age</b>	
18-29	1%
30-44	6%
45-59	35%
60-64	9%
65-74	24%
75+	25%
<b>SEC<sup>7</sup></b>	
Higher managerial, administrative & professional occupations	61%
Intermediate occupations	18%
Routine & manual occupations	17%
Never worked and long-term unemployed/Full-time students	3%
Refused	1%
<b>Water Meter</b>	
Proportion having a water meter	71%

Statistical reliability on sample size of 150 is +/- 6.2%

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

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

<sup>3</sup> Question filtered on unmetered households as per the main report and not stated removed.

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

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

<sup>6</sup> There is no differentiation between sewerage service providers within the results.

<sup>7</sup> Percentages do not add to 100% due to rounding