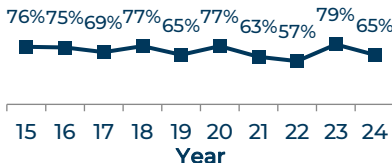
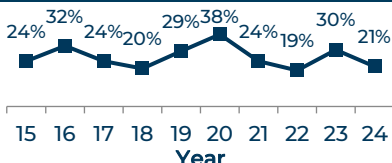
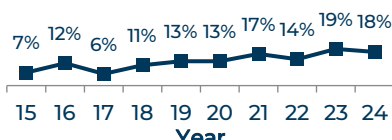
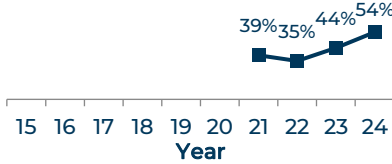
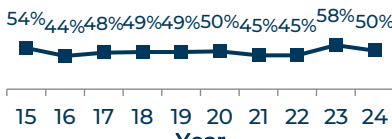
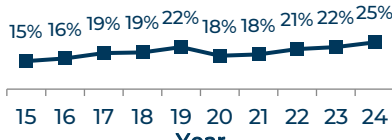
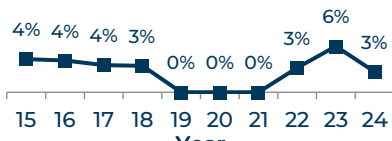
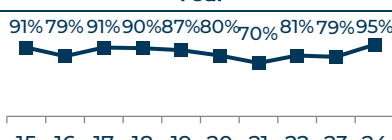
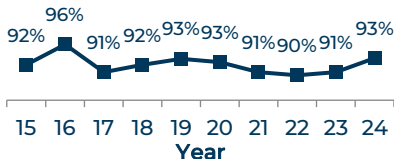
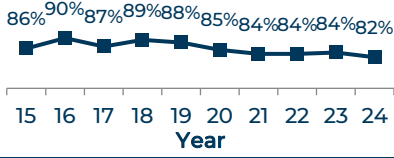
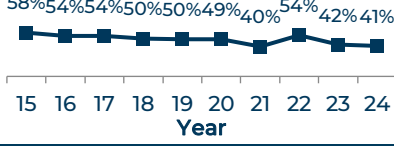
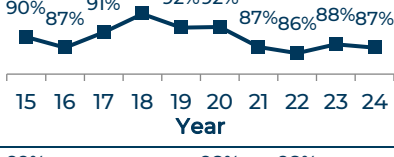
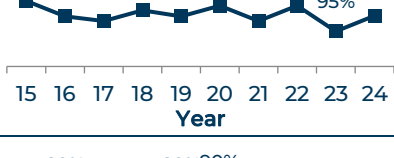
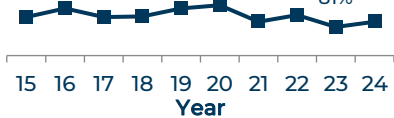


Results for Essex & Suffolk Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfaction with water services																									
Overall satisfaction with water supply (Sample size: 151) ²	<table><tr><th>Year</th><td>15</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>92%</td><td>93%</td><td>89%</td><td>91%</td><td>91%</td><td>91%</td><td>91%</td><td>96%</td><td>89%</td><td>88%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	92%	93%	89%	91%	91%	91%	91%	96%	89%	88%	96% to 86% Average: 90%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	92%	93%	89%	91%	91%	91%	91%	96%	89%	88%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 148)	<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>70%</td><td>67%</td><td>71%</td><td>71%</td><td>76%</td><td>77%</td><td>73%</td><td>79%</td><td>69%</td><td>64%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	70%	67%	71%	71%	76%	77%	73%	79%	69%	64%	74% to 58% Average: 65%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	70%	67%	71%	71%	76%	77%	73%	79%	69%	64%															
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 144)	<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>58%</td><td>58%</td><td>57%</td><td>61%</td><td>68%</td><td>72%</td><td>65%</td><td>73%</td><td>62%</td><td>53%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	58%	58%	57%	61%	68%	72%	65%	73%	62%	53%	58% to 47% Average: 52%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	58%	58%	57%	61%	68%	72%	65%	73%	62%	53%															
Agree water and sewerage charges are affordable (Sample size: 145)	<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>66%</td><td>72%</td><td>69%</td><td>81%</td><td>86%</td><td>77%</td><td>78%</td><td>77%</td><td>70%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	73%	66%	72%	69%	81%	86%	77%	78%	77%	70%	80% to 70% Average: 74%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	73%	66%	72%	69%	81%	86%	77%	78%	77%	70%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 142)	<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>66%</td><td>68%</td><td>67%</td><td>69%</td><td>64%</td><td>74%</td><td>64%</td><td>65%</td><td>56%</td><td>58%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	66%	68%	67%	69%	64%	74%	64%	65%	56%	58%	60% to 43% Average: 53%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	66%	68%	67%	69%	64%	74%	64%	65%	56%	58%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 150)	<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>Mean Score</th><td>7.93</td><td>7.48</td><td>7.55</td><td>7.59</td><td>7.59</td><td>8.14</td><td>7.29</td><td>7.23</td><td>6.93</td><td>6.81</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Mean Score	7.93	7.48	7.55	7.59	7.59	8.14	7.29	7.23	6.93	6.81	6.83 to 5.81 Average: 6.49	Significantly higher than WoC average
Year	15	16	17	18	19	20	21	22	23	24															
Mean Score	7.93	7.48	7.55	7.59	7.59	8.14	7.29	7.23	6.93	6.81															
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 149)	<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>76%</td><td>73%</td><td>74%</td><td>75%</td><td>79%</td><td>75%</td><td>67%</td><td>70%</td><td>63%</td><td>68%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	76%	73%	74%	75%	79%	75%	67%	70%	63%	68%	73% to 65% Average: 68%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	76%	73%	74%	75%	79%	75%	67%	70%	63%	68%															

Results for Essex & Suffolk Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Aware of free meter option (Sample size: 48) ³	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>76%</td></tr><tr><td>16</td><td>75%</td></tr><tr><td>17</td><td>69%</td></tr><tr><td>18</td><td>77%</td></tr><tr><td>19</td><td>65%</td></tr><tr><td>20</td><td>77%</td></tr><tr><td>21</td><td>63%</td></tr><tr><td>22</td><td>57%</td></tr><tr><td>23</td><td>79%</td></tr><tr><td>24</td><td>65%</td></tr></table>	Year	Percentage	15	76%	16	75%	17	69%	18	77%	19	65%	20	77%	21	63%	22	57%	23	79%	24	65%	83% to 65% Average: 73%	
Year	Percentage																								
15	76%																								
16	75%																								
17	69%																								
18	77%																								
19	65%																								
20	77%																								
21	63%																								
22	57%																								
23	79%																								
24	65%																								
Aware of option to go back to rateable value charge within 24 months (Sample size: 48) ⁴	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>24%</td></tr><tr><td>16</td><td>32%</td></tr><tr><td>17</td><td>24%</td></tr><tr><td>18</td><td>20%</td></tr><tr><td>19</td><td>29%</td></tr><tr><td>20</td><td>38%</td></tr><tr><td>21</td><td>24%</td></tr><tr><td>22</td><td>19%</td></tr><tr><td>23</td><td>30%</td></tr><tr><td>24</td><td>21%</td></tr></table>	Year	Percentage	15	24%	16	32%	17	24%	18	20%	19	29%	20	38%	21	24%	22	19%	23	30%	24	21%	39% to 15% Average: 29%	
Year	Percentage																								
15	24%																								
16	32%																								
17	24%																								
18	20%																								
19	29%																								
20	38%																								
21	24%																								
22	19%																								
23	30%																								
24	21%																								
Aware of WaterSure tariff ⁴ (Sample size: 151)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>7%</td></tr><tr><td>16</td><td>12%</td></tr><tr><td>17</td><td>6%</td></tr><tr><td>18</td><td>11%</td></tr><tr><td>19</td><td>13%</td></tr><tr><td>20</td><td>13%</td></tr><tr><td>21</td><td>17%</td></tr><tr><td>22</td><td>14%</td></tr><tr><td>23</td><td>19%</td></tr><tr><td>24</td><td>18%</td></tr></table>	Year	Percentage	15	7%	16	12%	17	6%	18	11%	19	13%	20	13%	21	17%	22	14%	23	19%	24	18%	24% to 17% Average: 20%	
Year	Percentage																								
15	7%																								
16	12%																								
17	6%																								
18	11%																								
19	13%																								
20	13%																								
21	17%																								
22	14%																								
23	19%																								
24	18%																								
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 151) ⁵	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>21</td><td>39%</td></tr><tr><td>22</td><td>35%</td></tr><tr><td>23</td><td>44%</td></tr><tr><td>24</td><td>54%</td></tr></table>	Year	Percentage	21	39%	22	35%	23	44%	24	54%	58% to 47% Average: 52%													
Year	Percentage																								
21	39%																								
22	35%																								
23	44%																								
24	54%																								
Aware of Priority services (Sample size: 151)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>54%</td></tr><tr><td>16</td><td>44%</td></tr><tr><td>17</td><td>48%</td></tr><tr><td>18</td><td>49%</td></tr><tr><td>19</td><td>49%</td></tr><tr><td>20</td><td>50%</td></tr><tr><td>21</td><td>45%</td></tr><tr><td>22</td><td>45%</td></tr><tr><td>23</td><td>58%</td></tr><tr><td>24</td><td>50%</td></tr></table>	Year	Percentage	15	54%	16	44%	17	48%	18	49%	19	49%	20	50%	21	45%	22	45%	23	58%	24	50%	61% to 45% Average: 53%	
Year	Percentage																								
15	54%																								
16	44%																								
17	48%																								
18	49%																								
19	49%																								
20	50%																								
21	45%																								
22	45%																								
23	58%																								
24	50%																								
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>15%</td></tr><tr><td>16</td><td>16%</td></tr><tr><td>17</td><td>19%</td></tr><tr><td>18</td><td>19%</td></tr><tr><td>19</td><td>22%</td></tr><tr><td>20</td><td>18%</td></tr><tr><td>21</td><td>18%</td></tr><tr><td>22</td><td>21%</td></tr><tr><td>23</td><td>22%</td></tr><tr><td>24</td><td>25%</td></tr></table>	Year	Percentage	15	15%	16	16%	17	19%	18	19%	19	22%	20	18%	21	18%	22	21%	23	22%	24	25%	28% to 17% Average: 22%	
Year	Percentage																								
15	15%																								
16	16%																								
17	19%																								
18	19%																								
19	22%																								
20	18%																								
21	18%																								
22	21%																								
23	22%																								
24	25%																								
Reason for contacting water company was to complain (Sample size: 37 who made contact)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>4%</td></tr><tr><td>16</td><td>4%</td></tr><tr><td>17</td><td>4%</td></tr><tr><td>18</td><td>3%</td></tr><tr><td>19</td><td>0%</td></tr><tr><td>20</td><td>0%</td></tr><tr><td>21</td><td>0%</td></tr><tr><td>22</td><td>3%</td></tr><tr><td>23</td><td>6%</td></tr><tr><td>24</td><td>3%</td></tr></table>	Year	Percentage	15	4%	16	4%	17	4%	18	3%	19	0%	20	0%	21	0%	22	3%	23	6%	24	3%	4% to 0% Average: 2%	Low base size
Year	Percentage																								
15	4%																								
16	4%																								
17	4%																								
18	3%																								
19	0%																								
20	0%																								
21	0%																								
22	3%																								
23	6%																								
24	3%																								
Satisfaction with way query handled (Sample size: 37 who made contact)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>91%</td></tr><tr><td>16</td><td>79%</td></tr><tr><td>17</td><td>91%</td></tr><tr><td>18</td><td>90%</td></tr><tr><td>19</td><td>87%</td></tr><tr><td>20</td><td>80%</td></tr><tr><td>21</td><td>70%</td></tr><tr><td>22</td><td>81%</td></tr><tr><td>23</td><td>79%</td></tr><tr><td>24</td><td>95%</td></tr></table>	Year	Percentage	15	91%	16	79%	17	91%	18	90%	19	87%	20	80%	21	70%	22	81%	23	79%	24	95%	95% to 55% Average: 72%	Significantly higher than WoC average. Low base size
Year	Percentage																								
15	91%																								
16	79%																								
17	91%																								
18	90%																								
19	87%																								
20	80%																								
21	70%																								
22	81%																								
23	79%																								
24	95%																								

Results for Essex & Suffolk 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: 149)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>92%</td></tr><tr><td>16</td><td>96%</td></tr><tr><td>17</td><td>91%</td></tr><tr><td>18</td><td>92%</td></tr><tr><td>19</td><td>93%</td></tr><tr><td>20</td><td>93%</td></tr><tr><td>21</td><td>91%</td></tr><tr><td>22</td><td>90%</td></tr><tr><td>23</td><td>91%</td></tr><tr><td>24</td><td>93%</td></tr></table>	Year	Percentage	15	92%	16	96%	17	91%	18	92%	19	93%	20	93%	21	91%	22	90%	23	91%	24	93%	94% to 88% Average: 90%	
Year	Percentage																								
15	92%																								
16	96%																								
17	91%																								
18	92%																								
19	93%																								
20	93%																								
21	91%																								
22	90%																								
23	91%																								
24	93%																								
Satisfied with taste and smell (Sample size: 147)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>86%</td></tr><tr><td>16</td><td>90%</td></tr><tr><td>17</td><td>87%</td></tr><tr><td>18</td><td>89%</td></tr><tr><td>19</td><td>88%</td></tr><tr><td>20</td><td>85%</td></tr><tr><td>21</td><td>84%</td></tr><tr><td>22</td><td>84%</td></tr><tr><td>23</td><td>84%</td></tr><tr><td>24</td><td>82%</td></tr></table>	Year	Percentage	15	86%	16	90%	17	87%	18	89%	19	88%	20	85%	21	84%	22	84%	23	84%	24	82%	87% to 81% Average: 82%	
Year	Percentage																								
15	86%																								
16	90%																								
17	87%																								
18	89%																								
19	88%																								
20	85%																								
21	84%																								
22	84%																								
23	84%																								
24	82%																								
Satisfied with hardness/softness (Sample size: 149)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>58%</td></tr><tr><td>16</td><td>54%</td></tr><tr><td>17</td><td>54%</td></tr><tr><td>18</td><td>50%</td></tr><tr><td>19</td><td>50%</td></tr><tr><td>20</td><td>49%</td></tr><tr><td>21</td><td>40%</td></tr><tr><td>22</td><td>54%</td></tr><tr><td>23</td><td>42%</td></tr><tr><td>24</td><td>41%</td></tr></table>	Year	Percentage	15	58%	16	54%	17	54%	18	50%	19	50%	20	49%	21	40%	22	54%	23	42%	24	41%	66% to 37% Average: 47%	
Year	Percentage																								
15	58%																								
16	54%																								
17	54%																								
18	50%																								
19	50%																								
20	49%																								
21	40%																								
22	54%																								
23	42%																								
24	41%																								
Satisfied with safety (Sample size: 145)	 <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>91%</td></tr><tr><td>18</td><td>96%</td></tr><tr><td>19</td><td>92%</td></tr><tr><td>20</td><td>92%</td></tr><tr><td>21</td><td>87%</td></tr><tr><td>22</td><td>86%</td></tr><tr><td>23</td><td>88%</td></tr><tr><td>24</td><td>87%</td></tr></table>	Year	Percentage	15	90%	16	87%	17	91%	18	96%	19	92%	20	92%	21	87%	22	86%	23	88%	24	87%	92% to 83% Average: 85%	
Year	Percentage																								
15	90%																								
16	87%																								
17	91%																								
18	96%																								
19	92%																								
20	92%																								
21	87%																								
22	86%																								
23	88%																								
24	87%																								
Satisfied with reliability of supply (Sample size: 150)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>99%</td></tr><tr><td>16</td><td>97%</td></tr><tr><td>17</td><td>96%</td></tr><tr><td>18</td><td>97%</td></tr><tr><td>19</td><td>97%</td></tr><tr><td>20</td><td>98%</td></tr><tr><td>21</td><td>96%</td></tr><tr><td>22</td><td>98%</td></tr><tr><td>23</td><td>95%</td></tr><tr><td>24</td><td>97%</td></tr></table>	Year	Percentage	15	99%	16	97%	17	96%	18	97%	19	97%	20	98%	21	96%	22	98%	23	95%	24	97%	99% to 87% Average: 95%	
Year	Percentage																								
15	99%																								
16	97%																								
17	96%																								
18	97%																								
19	97%																								
20	98%																								
21	96%																								
22	98%																								
23	95%																								
24	97%																								
Satisfied with water pressure (Sample size: 150)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>85%</td></tr><tr><td>16</td><td>89%</td></tr><tr><td>17</td><td>85%</td></tr><tr><td>18</td><td>85%</td></tr><tr><td>19</td><td>89%</td></tr><tr><td>20</td><td>90%</td></tr><tr><td>21</td><td>83%</td></tr><tr><td>22</td><td>86%</td></tr><tr><td>23</td><td>81%</td></tr><tr><td>24</td><td>83%</td></tr></table>	Year	Percentage	15	85%	16	89%	17	85%	18	85%	19	89%	20	90%	21	83%	22	86%	23	81%	24	83%	89% to 81% Average: 84%	
Year	Percentage																								
15	85%																								
16	89%																								
17	85%																								
18	85%																								
19	89%																								
20	90%																								
21	83%																								
22	86%																								
23	81%																								
24	83%																								

Essex & Suffolk Water sewerage services are provided by Anglian Water (126 respondents) and Thames Water (13 respondents)⁶



Results for sewerage service provider(s) for Essex & Suffolk 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: 139)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>91%</td></tr><tr><td>16</td><td>83%</td></tr><tr><td>17</td><td>84%</td></tr><tr><td>18</td><td>86%</td></tr><tr><td>19</td><td>87%</td></tr><tr><td>20</td><td>88%</td></tr><tr><td>21</td><td>74%</td></tr><tr><td>22</td><td>77%</td></tr><tr><td>23</td><td>68%</td></tr><tr><td>24</td><td>68%</td></tr></table>	Year	Percentage	15	91%	16	83%	17	84%	18	86%	19	87%	20	88%	21	74%	22	77%	23	68%	24	68%	68% to 36% Average: 58%	Significantly higher than WoC average
Year	Percentage																								
15	91%																								
16	83%																								
17	84%																								
18	86%																								
19	87%																								
20	88%																								
21	74%																								
22	77%																								
23	68%																								
24	68%																								
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (Sample size: 136)	<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>72%</td></tr><tr><td>18</td><td>66%</td></tr><tr><td>19</td><td>74%</td></tr><tr><td>20</td><td>76%</td></tr><tr><td>21</td><td>78%</td></tr><tr><td>22</td><td>75%</td></tr><tr><td>23</td><td>72%</td></tr><tr><td>24</td><td>68%</td></tr></table>	Year	Percentage	15	70%	16	70%	17	72%	18	66%	19	74%	20	76%	21	78%	22	75%	23	72%	24	68%	69% to 47% Average: 62%	
Year	Percentage																								
15	70%																								
16	70%																								
17	72%																								
18	66%																								
19	74%																								
20	76%																								
21	78%																								
22	75%																								
23	72%																								
24	68%																								
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 104)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>76%</td></tr><tr><td>16</td><td>65%</td></tr><tr><td>17</td><td>71%</td></tr><tr><td>18</td><td>77%</td></tr><tr><td>19</td><td>77%</td></tr><tr><td>20</td><td>78%</td></tr><tr><td>21</td><td>68%</td></tr><tr><td>22</td><td>71%</td></tr><tr><td>23</td><td>65%</td></tr><tr><td>24</td><td>68%</td></tr></table>	Year	Percentage	15	76%	16	65%	17	71%	18	77%	19	77%	20	78%	21	68%	22	71%	23	65%	24	68%	68% to 40% Average: 58%	Significantly higher than WoC average
Year	Percentage																								
15	76%																								
16	65%																								
17	71%																								
18	77%																								
19	77%																								
20	78%																								
21	68%																								
22	71%																								
23	65%																								
24	68%																								
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 115)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>88%</td></tr><tr><td>16</td><td>67%</td></tr><tr><td>17</td><td>77%</td></tr><tr><td>18</td><td>79%</td></tr><tr><td>19</td><td>84%</td></tr><tr><td>20</td><td>81%</td></tr><tr><td>21</td><td>71%</td></tr><tr><td>22</td><td>70%</td></tr><tr><td>23</td><td>65%</td></tr><tr><td>24</td><td>69%</td></tr></table>	Year	Percentage	15	88%	16	67%	17	77%	18	79%	19	84%	20	81%	21	71%	22	70%	23	65%	24	69%	69% to 36% Average: 56%	Significantly higher than WoC average
Year	Percentage																								
15	88%																								
16	67%																								
17	77%																								
18	79%																								
19	84%																								
20	81%																								
21	71%																								
22	70%																								
23	65%																								
24	69%																								
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 112)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>85%</td></tr><tr><td>16</td><td>69%</td></tr><tr><td>17</td><td>78%</td></tr><tr><td>18</td><td>71%</td></tr><tr><td>19</td><td>78%</td></tr><tr><td>20</td><td>79%</td></tr><tr><td>21</td><td>47%</td></tr><tr><td>22</td><td>49%</td></tr><tr><td>23</td><td>45%</td></tr><tr><td>24</td><td>38%</td></tr></table>	Year	Percentage	15	85%	16	69%	17	78%	18	71%	19	78%	20	79%	21	47%	22	49%	23	45%	24	38%	39% to 16% Average: 30%	Significantly higher than WoC average
Year	Percentage																								
15	85%																								
16	69%																								
17	78%																								
18	71%																								
19	78%																								
20	79%																								
21	47%																								
22	49%																								
23	45%																								
24	38%																								
Satisfied with company actions to minimise sewer flooding (Sample size: 118)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>79%</td></tr><tr><td>16</td><td>67%</td></tr><tr><td>17</td><td>72%</td></tr><tr><td>18</td><td>72%</td></tr><tr><td>19</td><td>85%</td></tr><tr><td>20</td><td>74%</td></tr><tr><td>21</td><td>63%</td></tr><tr><td>22</td><td>57%</td></tr><tr><td>23</td><td>44%</td></tr><tr><td>24</td><td>49%</td></tr></table>	Year	Percentage	15	79%	16	67%	17	72%	18	72%	19	85%	20	74%	21	63%	22	57%	23	44%	24	49%	50% to 17% Average: 37%	Significantly higher than WoC average
Year	Percentage																								
15	79%																								
16	67%																								
17	72%																								
18	72%																								
19	85%																								
20	74%																								
21	63%																								
22	57%																								
23	44%																								
24	49%																								

Sample Profile

Sample profile for Essex & Suffolk Water	(Sample size: 151)
Gender	
Male	40%
Female	60%
Age	
18-29	2%
30-44	9%
45-59	27%
60-64	11%
65-74	25%
75+	26%
SEC	
Higher managerial, administrative & professional occupations	49%
Intermediate occupations	16%
Routine & manual occupations	26%
Never worked and long-term unemployed/Full-time students	5%
Refused	4%
Water Meter	
Proportion having a water meter	67%

Statistical reliability on sample size of 151 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 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.