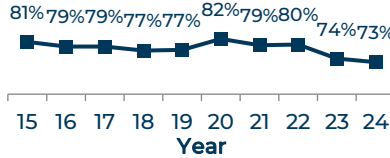
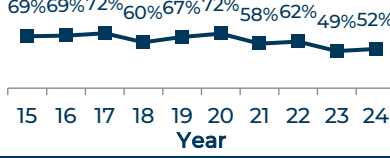
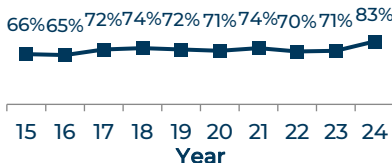
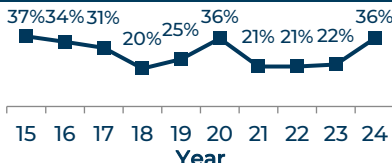
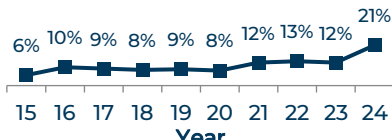
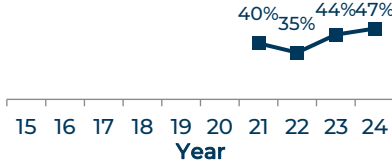
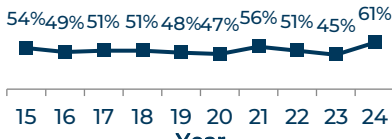
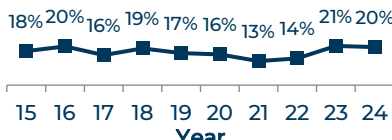

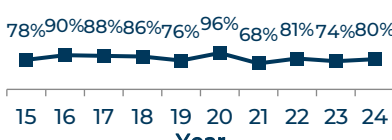
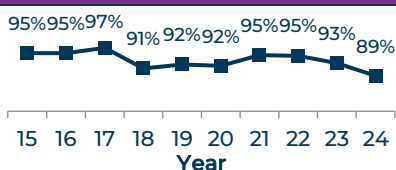
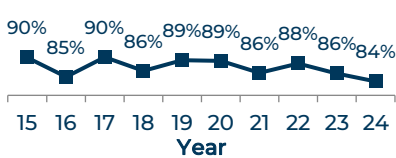
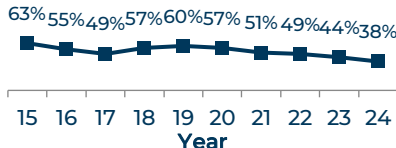
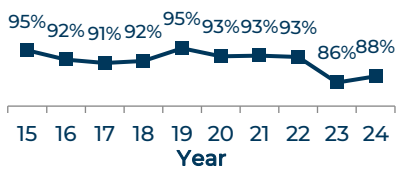
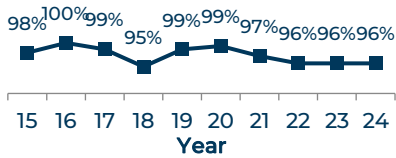
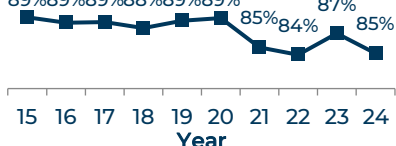


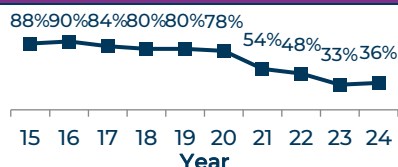
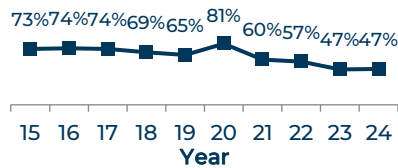
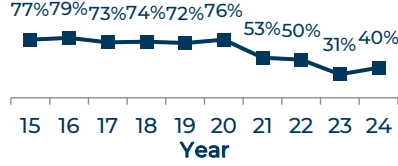
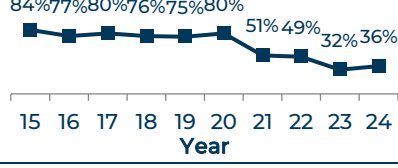
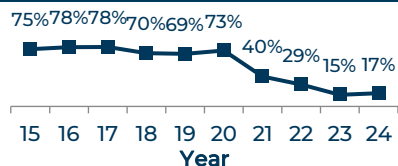
Results for Portsmouth Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfaction with water services																									
Overall satisfaction with water supply (Sample size: 150) ²	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>95%</td></tr><tr><td>16</td><td>93%</td></tr><tr><td>17</td><td>95%</td></tr><tr><td>18</td><td>91%</td></tr><tr><td>19</td><td>96%</td></tr><tr><td>20</td><td>93%</td></tr><tr><td>21</td><td>95%</td></tr><tr><td>22</td><td>97%</td></tr><tr><td>23</td><td>95%</td></tr><tr><td>24</td><td>91%</td></tr></table>	Year	Percentage	15	95%	16	93%	17	95%	18	91%	19	96%	20	93%	21	95%	22	97%	23	95%	24	91%	96% to 86% Average: 90%	
Year	Percentage																								
15	95%																								
16	93%																								
17	95%																								
18	91%																								
19	96%																								
20	93%																								
21	95%																								
22	97%																								
23	95%																								
24	91%																								
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 150)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>81%</td></tr><tr><td>16</td><td>79%</td></tr><tr><td>17</td><td>79%</td></tr><tr><td>18</td><td>77%</td></tr><tr><td>19</td><td>77%</td></tr><tr><td>20</td><td>82%</td></tr><tr><td>21</td><td>79%</td></tr><tr><td>22</td><td>80%</td></tr><tr><td>23</td><td>74%</td></tr><tr><td>24</td><td>73%</td></tr></table>	Year	Percentage	15	81%	16	79%	17	79%	18	77%	19	77%	20	82%	21	79%	22	80%	23	74%	24	73%	74% to 58% Average: 65%	
Year	Percentage																								
15	81%																								
16	79%																								
17	79%																								
18	77%																								
19	77%																								
20	82%																								
21	79%																								
22	80%																								
23	74%																								
24	73%																								
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 149)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>69%</td></tr><tr><td>16</td><td>69%</td></tr><tr><td>17</td><td>72%</td></tr><tr><td>18</td><td>60%</td></tr><tr><td>19</td><td>67%</td></tr><tr><td>20</td><td>72%</td></tr><tr><td>21</td><td>58%</td></tr><tr><td>22</td><td>62%</td></tr><tr><td>23</td><td>49%</td></tr><tr><td>24</td><td>52%</td></tr></table>	Year	Percentage	15	69%	16	69%	17	72%	18	60%	19	67%	20	72%	21	58%	22	62%	23	49%	24	52%	58% to 47% Average: 52%	
Year	Percentage																								
15	69%																								
16	69%																								
17	72%																								
18	60%																								
19	67%																								
20	72%																								
21	58%																								
22	62%																								
23	49%																								
24	52%																								
Agree water and sewerage charges are affordable (Sample size: 149)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>82%</td></tr><tr><td>16</td><td>81%</td></tr><tr><td>17</td><td>85%</td></tr><tr><td>18</td><td>68%</td></tr><tr><td>19</td><td>77%</td></tr><tr><td>20</td><td>87%</td></tr><tr><td>21</td><td>76%</td></tr><tr><td>22</td><td>76%</td></tr><tr><td>23</td><td>70%</td></tr><tr><td>24</td><td>73%</td></tr></table>	Year	Percentage	15	82%	16	81%	17	85%	18	68%	19	77%	20	87%	21	76%	22	76%	23	70%	24	73%	80% to 70% Average: 74%	
Year	Percentage																								
15	82%																								
16	81%																								
17	85%																								
18	68%																								
19	77%																								
20	87%																								
21	76%																								
22	76%																								
23	70%																								
24	73%																								
Care and trust																									
Agree company cares about service given to customers (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>74%</td></tr><tr><td>17</td><td>68%</td></tr><tr><td>18</td><td>74%</td></tr><tr><td>19</td><td>67%</td></tr><tr><td>20</td><td>72%</td></tr><tr><td>21</td><td>62%</td></tr><tr><td>22</td><td>56%</td></tr><tr><td>23</td><td>39%</td></tr><tr><td>24</td><td>60%</td></tr></table>	Year	Percentage	15	73%	16	74%	17	68%	18	74%	19	67%	20	72%	21	62%	22	56%	23	39%	24	60%	60% to 43% Average: 53%	Significant change since last year
Year	Percentage																								
15	73%																								
16	74%																								
17	68%																								
18	74%																								
19	67%																								
20	72%																								
21	62%																								
22	56%																								
23	39%																								
24	60%																								
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><th>Mean Score</th></tr><tr><td>15</td><td>7.67</td></tr><tr><td>16</td><td>7.64</td></tr><tr><td>17</td><td>8.20</td></tr><tr><td>18</td><td>7.80</td></tr><tr><td>19</td><td>7.87</td></tr><tr><td>20</td><td>8.10</td></tr><tr><td>21</td><td>7.07</td></tr><tr><td>22</td><td>6.85</td></tr><tr><td>23</td><td>5.89</td></tr><tr><td>24</td><td>6.83</td></tr></table>	Year	Mean Score	15	7.67	16	7.64	17	8.20	18	7.80	19	7.87	20	8.10	21	7.07	22	6.85	23	5.89	24	6.83	6.83 to 5.81 Average: 6.49	Significant change since last year. Significantly higher than WoC average
Year	Mean Score																								
15	7.67																								
16	7.64																								
17	8.20																								
18	7.80																								
19	7.87																								
20	8.10																								
21	7.07																								
22	6.85																								
23	5.89																								
24	6.83																								
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 144)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>73%</td></tr><tr><td>16</td><td>73%</td></tr><tr><td>17</td><td>78%</td></tr><tr><td>18</td><td>77%</td></tr><tr><td>19</td><td>75%</td></tr><tr><td>20</td><td>76%</td></tr><tr><td>21</td><td>69%</td></tr><tr><td>22</td><td>64%</td></tr><tr><td>23</td><td>64%</td></tr><tr><td>24</td><td>69%</td></tr></table>	Year	Percentage	15	73%	16	73%	17	78%	18	77%	19	75%	20	76%	21	69%	22	64%	23	64%	24	69%	73% to 65% Average: 68%	
Year	Percentage																								
15	73%																								
16	73%																								
17	78%																								
18	77%																								
19	75%																								
20	76%																								
21	69%																								
22	64%																								
23	64%																								
24	69%																								

Results for Portsmouth Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Aware of free meter option (Sample size: 77) ³	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>66%</td></tr><tr><td>16</td><td>65%</td></tr><tr><td>17</td><td>72%</td></tr><tr><td>18</td><td>74%</td></tr><tr><td>19</td><td>72%</td></tr><tr><td>20</td><td>71%</td></tr><tr><td>21</td><td>74%</td></tr><tr><td>22</td><td>70%</td></tr><tr><td>23</td><td>71%</td></tr><tr><td>24</td><td>83%</td></tr></table>	Year	Percentage	15	66%	16	65%	17	72%	18	74%	19	72%	20	71%	21	74%	22	70%	23	71%	24	83%	83% to 65% Average: 73%	Significant change since last year. Significantly higher than WoC average
Year	Percentage																								
15	66%																								
16	65%																								
17	72%																								
18	74%																								
19	72%																								
20	71%																								
21	74%																								
22	70%																								
23	71%																								
24	83%																								
Aware of option to go back to rateable value charge within 24 months (Sample size: 77) ⁴	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>37%</td></tr><tr><td>16</td><td>34%</td></tr><tr><td>17</td><td>31%</td></tr><tr><td>18</td><td>20%</td></tr><tr><td>19</td><td>25%</td></tr><tr><td>20</td><td>36%</td></tr><tr><td>21</td><td>21%</td></tr><tr><td>22</td><td>21%</td></tr><tr><td>23</td><td>22%</td></tr><tr><td>24</td><td>36%</td></tr></table>	Year	Percentage	15	37%	16	34%	17	31%	18	20%	19	25%	20	36%	21	21%	22	21%	23	22%	24	36%	39% to 15% Average: 29%	Significant change since last year
Year	Percentage																								
15	37%																								
16	34%																								
17	31%																								
18	20%																								
19	25%																								
20	36%																								
21	21%																								
22	21%																								
23	22%																								
24	36%																								
Aware of WaterSure tariff ⁴ (Sample size: 150)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>6%</td></tr><tr><td>16</td><td>10%</td></tr><tr><td>17</td><td>9%</td></tr><tr><td>18</td><td>8%</td></tr><tr><td>19</td><td>9%</td></tr><tr><td>20</td><td>8%</td></tr><tr><td>21</td><td>12%</td></tr><tr><td>22</td><td>13%</td></tr><tr><td>23</td><td>12%</td></tr><tr><td>24</td><td>21%</td></tr></table>	Year	Percentage	15	6%	16	10%	17	9%	18	8%	19	9%	20	8%	21	12%	22	13%	23	12%	24	21%	24% to 17% Average: 20%	Significant change since last year
Year	Percentage																								
15	6%																								
16	10%																								
17	9%																								
18	8%																								
19	9%																								
20	8%																								
21	12%																								
22	13%																								
23	12%																								
24	21%																								
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 150) ⁵	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>21</td><td>40%</td></tr><tr><td>22</td><td>35%</td></tr><tr><td>23</td><td>44%</td></tr><tr><td>24</td><td>47%</td></tr></table>	Year	Percentage	21	40%	22	35%	23	44%	24	47%	58% to 47% Average: 52%													
Year	Percentage																								
21	40%																								
22	35%																								
23	44%																								
24	47%																								
Aware of Priority services (Sample size: 150)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>54%</td></tr><tr><td>16</td><td>49%</td></tr><tr><td>17</td><td>51%</td></tr><tr><td>18</td><td>51%</td></tr><tr><td>19</td><td>48%</td></tr><tr><td>20</td><td>47%</td></tr><tr><td>21</td><td>56%</td></tr><tr><td>22</td><td>51%</td></tr><tr><td>23</td><td>45%</td></tr><tr><td>24</td><td>61%</td></tr></table>	Year	Percentage	15	54%	16	49%	17	51%	18	51%	19	48%	20	47%	21	56%	22	51%	23	45%	24	61%	61% to 45% Average: 53%	Significant change since last year
Year	Percentage																								
15	54%																								
16	49%																								
17	51%																								
18	51%																								
19	48%																								
20	47%																								
21	56%																								
22	51%																								
23	45%																								
24	61%																								
Contact																									
Contacted water company with query in last 12 months (Sample size: 149*)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>18%</td></tr><tr><td>16</td><td>20%</td></tr><tr><td>17</td><td>16%</td></tr><tr><td>18</td><td>19%</td></tr><tr><td>19</td><td>17%</td></tr><tr><td>20</td><td>16%</td></tr><tr><td>21</td><td>13%</td></tr><tr><td>22</td><td>14%</td></tr><tr><td>23</td><td>21%</td></tr><tr><td>24</td><td>20%</td></tr></table>	Year	Percentage	15	18%	16	20%	17	16%	18	19%	19	17%	20	16%	21	13%	22	14%	23	21%	24	20%	28% to 17% Average: 22%	
Year	Percentage																								
15	18%																								
16	20%																								
17	16%																								
18	19%																								
19	17%																								
20	16%																								
21	13%																								
22	14%																								
23	21%																								
24	20%																								
Reason for contacting water company was to complain (Sample size: 30 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>4%</td></tr><tr><td>18</td><td>0%</td></tr><tr><td>19</td><td>8%</td></tr><tr><td>20</td><td>0%</td></tr><tr><td>21</td><td>0%</td></tr><tr><td>22</td><td>5%</td></tr><tr><td>23</td><td>3%</td></tr><tr><td>24</td><td>3%</td></tr></table>	Year	Percentage	15	7%	16	0%	17	4%	18	0%	19	8%	20	0%	21	0%	22	5%	23	3%	24	3%	4% to 0% Average: 2%	Low base size
Year	Percentage																								
15	7%																								
16	0%																								
17	4%																								
18	0%																								
19	8%																								
20	0%																								
21	0%																								
22	5%																								
23	3%																								
24	3%																								
Satisfaction with way query handled (Sample size: 30 who made contact)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>78%</td></tr><tr><td>16</td><td>90%</td></tr><tr><td>17</td><td>88%</td></tr><tr><td>18</td><td>86%</td></tr><tr><td>19</td><td>76%</td></tr><tr><td>20</td><td>96%</td></tr><tr><td>21</td><td>68%</td></tr><tr><td>22</td><td>81%</td></tr><tr><td>23</td><td>74%</td></tr><tr><td>24</td><td>80%</td></tr></table>	Year	Percentage	15	78%	16	90%	17	88%	18	86%	19	76%	20	96%	21	68%	22	81%	23	74%	24	80%	95% to 55% Average: 72%	Low base size
Year	Percentage																								
15	78%																								
16	90%																								
17	88%																								
18	86%																								
19	76%																								
20	96%																								
21	68%																								
22	81%																								
23	74%																								
24	80%																								

Results for Portsmouth 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: 150)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>15</td><td>95%</td></tr><tr><td>16</td><td>95%</td></tr><tr><td>17</td><td>97%</td></tr><tr><td>18</td><td>91%</td></tr><tr><td>19</td><td>92%</td></tr><tr><td>20</td><td>92%</td></tr><tr><td>21</td><td>95%</td></tr><tr><td>22</td><td>95%</td></tr><tr><td>23</td><td>93%</td></tr><tr><td>24</td><td>89%</td></tr></tbody></table>	Year	Percentage	15	95%	16	95%	17	97%	18	91%	19	92%	20	92%	21	95%	22	95%	23	93%	24	89%	94% to 88% Average: 90%	
Year	Percentage																								
15	95%																								
16	95%																								
17	97%																								
18	91%																								
19	92%																								
20	92%																								
21	95%																								
22	95%																								
23	93%																								
24	89%																								
Satisfied with taste and smell (Sample size: 147)	 <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>85%</td></tr><tr><td>17</td><td>90%</td></tr><tr><td>18</td><td>86%</td></tr><tr><td>19</td><td>89%</td></tr><tr><td>20</td><td>89%</td></tr><tr><td>21</td><td>86%</td></tr><tr><td>22</td><td>88%</td></tr><tr><td>23</td><td>86%</td></tr><tr><td>24</td><td>84%</td></tr></tbody></table>	Year	Percentage	15	90%	16	85%	17	90%	18	86%	19	89%	20	89%	21	86%	22	88%	23	86%	24	84%	87% to 81% Average: 82%	
Year	Percentage																								
15	90%																								
16	85%																								
17	90%																								
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21	86%																								
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24	84%																								
Satisfied with hardness/softness (Sample size: 143)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>15</td><td>63%</td></tr><tr><td>16</td><td>55%</td></tr><tr><td>17</td><td>49%</td></tr><tr><td>18</td><td>57%</td></tr><tr><td>19</td><td>60%</td></tr><tr><td>20</td><td>57%</td></tr><tr><td>21</td><td>51%</td></tr><tr><td>22</td><td>49%</td></tr><tr><td>23</td><td>44%</td></tr><tr><td>24</td><td>38%</td></tr></tbody></table>	Year	Percentage	15	63%	16	55%	17	49%	18	57%	19	60%	20	57%	21	51%	22	49%	23	44%	24	38%	66% to 37% Average: 47%	Significantly lower than WoC average
Year	Percentage																								
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20	57%																								
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22	49%																								
23	44%																								
24	38%																								
Satisfied with safety (Sample size: 140)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>15</td><td>95%</td></tr><tr><td>16</td><td>92%</td></tr><tr><td>17</td><td>91%</td></tr><tr><td>18</td><td>92%</td></tr><tr><td>19</td><td>95%</td></tr><tr><td>20</td><td>93%</td></tr><tr><td>21</td><td>93%</td></tr><tr><td>22</td><td>93%</td></tr><tr><td>23</td><td>86%</td></tr><tr><td>24</td><td>88%</td></tr></tbody></table>	Year	Percentage	15	95%	16	92%	17	91%	18	92%	19	95%	20	93%	21	93%	22	93%	23	86%	24	88%	92% to 83% Average: 85%	
Year	Percentage																								
15	95%																								
16	92%																								
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18	92%																								
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20	93%																								
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22	93%																								
23	86%																								
24	88%																								
Satisfied with reliability of supply (Sample size: 149)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>15</td><td>98%</td></tr><tr><td>16</td><td>100%</td></tr><tr><td>17</td><td>99%</td></tr><tr><td>18</td><td>95%</td></tr><tr><td>19</td><td>99%</td></tr><tr><td>20</td><td>99%</td></tr><tr><td>21</td><td>97%</td></tr><tr><td>22</td><td>96%</td></tr><tr><td>23</td><td>96%</td></tr><tr><td>24</td><td>96%</td></tr></tbody></table>	Year	Percentage	15	98%	16	100%	17	99%	18	95%	19	99%	20	99%	21	97%	22	96%	23	96%	24	96%	99% to 87% Average: 95%	
Year	Percentage																								
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22	96%																								
23	96%																								
24	96%																								
Satisfied with water pressure (Sample size: 150)	 <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>89%</td></tr><tr><td>17</td><td>89%</td></tr><tr><td>18</td><td>88%</td></tr><tr><td>19</td><td>89%</td></tr><tr><td>20</td><td>89%</td></tr><tr><td>21</td><td>85%</td></tr><tr><td>22</td><td>84%</td></tr><tr><td>23</td><td>87%</td></tr><tr><td>24</td><td>85%</td></tr></tbody></table>	Year	Percentage	15	89%	16	89%	17	89%	18	88%	19	89%	20	89%	21	85%	22	84%	23	87%	24	85%	89% to 81% Average: 84%	
Year	Percentage																								
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23	87%																								
24	85%																								

Portsmouth Water sewerage services are provided by
Southern Water (147 respondents)



Results for sewerage service provider(s) for Portsmouth 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: 145)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>88%</td></tr><tr><td>16</td><td>90%</td></tr><tr><td>17</td><td>84%</td></tr><tr><td>18</td><td>80%</td></tr><tr><td>19</td><td>80%</td></tr><tr><td>20</td><td>78%</td></tr><tr><td>21</td><td>54%</td></tr><tr><td>22</td><td>48%</td></tr><tr><td>23</td><td>33%</td></tr><tr><td>24</td><td>36%</td></tr></table>	Year	Percentage	15	88%	16	90%	17	84%	18	80%	19	80%	20	78%	21	54%	22	48%	23	33%	24	36%	68% to 36% Average: 58%	Significantly lower than WoC average
Year	Percentage																								
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17	84%																								
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19	80%																								
20	78%																								
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22	48%																								
23	33%																								
24	36%																								
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (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>74%</td></tr><tr><td>17</td><td>74%</td></tr><tr><td>18</td><td>69%</td></tr><tr><td>19</td><td>65%</td></tr><tr><td>20</td><td>81%</td></tr><tr><td>21</td><td>60%</td></tr><tr><td>22</td><td>57%</td></tr><tr><td>23</td><td>47%</td></tr><tr><td>24</td><td>47%</td></tr></table>	Year	Percentage	15	73%	16	74%	17	74%	18	69%	19	65%	20	81%	21	60%	22	57%	23	47%	24	47%	69% to 47% Average: 62%	Significantly lower than WoC average
Year	Percentage																								
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17	74%																								
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20	81%																								
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22	57%																								
23	47%																								
24	47%																								
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 123)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>77%</td></tr><tr><td>16</td><td>79%</td></tr><tr><td>17</td><td>73%</td></tr><tr><td>18</td><td>74%</td></tr><tr><td>19</td><td>72%</td></tr><tr><td>20</td><td>76%</td></tr><tr><td>21</td><td>53%</td></tr><tr><td>22</td><td>50%</td></tr><tr><td>23</td><td>31%</td></tr><tr><td>24</td><td>40%</td></tr></table>	Year	Percentage	15	77%	16	79%	17	73%	18	74%	19	72%	20	76%	21	53%	22	50%	23	31%	24	40%	68% to 40% Average: 58%	Significantly lower than WoC average
Year	Percentage																								
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19	72%																								
20	76%																								
21	53%																								
22	50%																								
23	31%																								
24	40%																								
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 129)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>84%</td></tr><tr><td>16</td><td>77%</td></tr><tr><td>17</td><td>80%</td></tr><tr><td>18</td><td>76%</td></tr><tr><td>19</td><td>75%</td></tr><tr><td>20</td><td>80%</td></tr><tr><td>21</td><td>51%</td></tr><tr><td>22</td><td>49%</td></tr><tr><td>23</td><td>32%</td></tr><tr><td>24</td><td>36%</td></tr></table>	Year	Percentage	15	84%	16	77%	17	80%	18	76%	19	75%	20	80%	21	51%	22	49%	23	32%	24	36%	69% to 36% Average: 56%	Significantly lower than WoC average
Year	Percentage																								
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19	75%																								
20	80%																								
21	51%																								
22	49%																								
23	32%																								
24	36%																								
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 140)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>77%</td></tr><tr><td>16</td><td>75%</td></tr><tr><td>17</td><td>80%</td></tr><tr><td>18</td><td>69%</td></tr><tr><td>19</td><td>65%</td></tr><tr><td>20</td><td>64%</td></tr><tr><td>21</td><td>17%</td></tr><tr><td>22</td><td>18%</td></tr><tr><td>23</td><td>11%</td></tr><tr><td>24</td><td>16%</td></tr></table>	Year	Percentage	15	77%	16	75%	17	80%	18	69%	19	65%	20	64%	21	17%	22	18%	23	11%	24	16%	39% to 16% Average: 30%	Significantly lower than WoC average
Year	Percentage																								
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20	64%																								
21	17%																								
22	18%																								
23	11%																								
24	16%																								
Satisfied with company actions to minimise sewer flooding (Sample size: 140)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>75%</td></tr><tr><td>16</td><td>78%</td></tr><tr><td>17</td><td>78%</td></tr><tr><td>18</td><td>70%</td></tr><tr><td>19</td><td>69%</td></tr><tr><td>20</td><td>73%</td></tr><tr><td>21</td><td>40%</td></tr><tr><td>22</td><td>29%</td></tr><tr><td>23</td><td>15%</td></tr><tr><td>24</td><td>17%</td></tr></table>	Year	Percentage	15	75%	16	78%	17	78%	18	70%	19	69%	20	73%	21	40%	22	29%	23	15%	24	17%	50% to 17% Average: 37%	Significantly lower than WoC average
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21	40%																								
22	29%																								
23	15%																								
24	17%																								

Sample Profile

Sample profile for Portsmouth Water	(Sample size: 150)
Gender	
Male	46%
Female	54%
Age	
18-29	1%
30-44	4%
45-59	25%
60-64	9%
65-74	36%
75+	25%
SEC⁶	
Higher managerial, administrative & professional occupations	43%
Intermediate occupations	25%
Routine & manual occupations	23%
Never worked and long-term unemployed/Full-time students	5%
Refused	3%
Water Meter	
Proportion having a water meter	49%

Statistical reliability on sample size of 150 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 Percentages do not add to 100% due to rounding