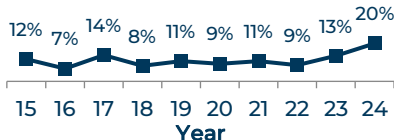
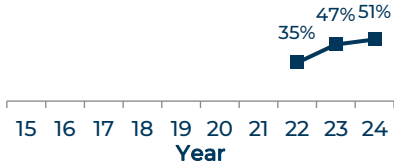
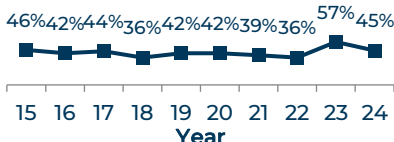
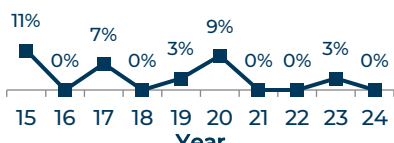
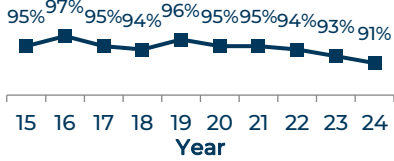
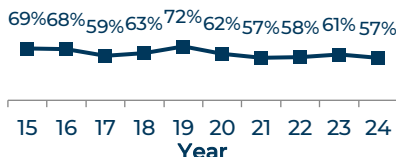
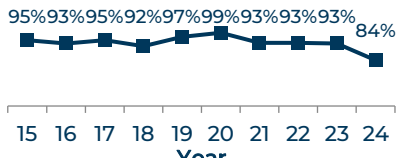
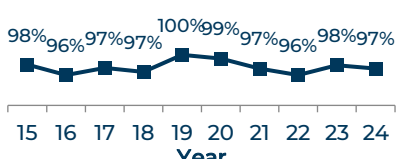
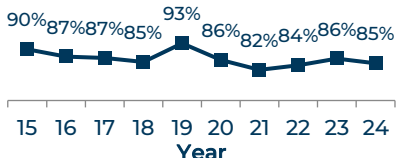


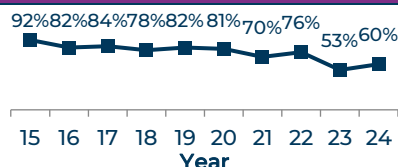
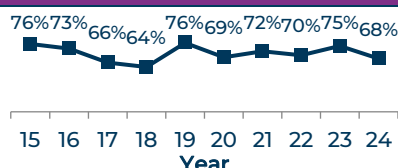
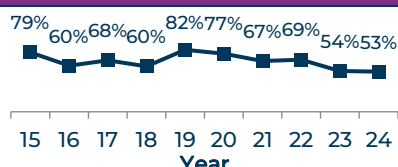
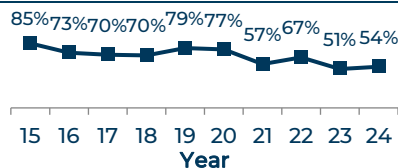
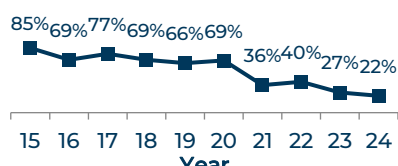
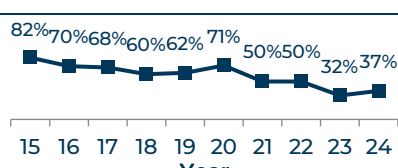
Results for SES Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfaction with water services																									
Overall satisfaction with water supply (Sample size: 150) ²	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>94%</td></tr><tr><td>16</td><td>94%</td></tr><tr><td>17</td><td>93%</td></tr><tr><td>18</td><td>91%</td></tr><tr><td>19</td><td>95%</td></tr><tr><td>20</td><td>94%</td></tr><tr><td>21</td><td>91%</td></tr><tr><td>22</td><td>97%</td></tr><tr><td>23</td><td>94%</td></tr><tr><td>24</td><td>90%</td></tr></table>	Year	Percentage	15	94%	16	94%	17	93%	18	91%	19	95%	20	94%	21	91%	22	97%	23	94%	24	90%	96% to 86% Average: 90%	
Year	Percentage																								
15	94%																								
16	94%																								
17	93%																								
18	91%																								
19	95%																								
20	94%																								
21	91%																								
22	97%																								
23	94%																								
24	90%																								
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 144)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>74%</td></tr><tr><td>16</td><td>71%</td></tr><tr><td>17</td><td>69%</td></tr><tr><td>18</td><td>67%</td></tr><tr><td>19</td><td>75%</td></tr><tr><td>20</td><td>73%</td></tr><tr><td>21</td><td>72%</td></tr><tr><td>22</td><td>70%</td></tr><tr><td>23</td><td>76%</td></tr><tr><td>24</td><td>74%</td></tr></table>	Year	Percentage	15	74%	16	71%	17	69%	18	67%	19	75%	20	73%	21	72%	22	70%	23	76%	24	74%	74% to 58% Average: 65%	Significantly higher than WoC average
Year	Percentage																								
15	74%																								
16	71%																								
17	69%																								
18	67%																								
19	75%																								
20	73%																								
21	72%																								
22	70%																								
23	76%																								
24	74%																								
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 144)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>60%</td></tr><tr><td>16</td><td>59%</td></tr><tr><td>17</td><td>56%</td></tr><tr><td>18</td><td>56%</td></tr><tr><td>19</td><td>65%</td></tr><tr><td>20</td><td>65%</td></tr><tr><td>21</td><td>58%</td></tr><tr><td>22</td><td>58%</td></tr><tr><td>23</td><td>51%</td></tr><tr><td>24</td><td>55%</td></tr></table>	Year	Percentage	15	60%	16	59%	17	56%	18	56%	19	65%	20	65%	21	58%	22	58%	23	51%	24	55%	58% to 47% Average: 52%	
Year	Percentage																								
15	60%																								
16	59%																								
17	56%																								
18	56%																								
19	65%																								
20	65%																								
21	58%																								
22	58%																								
23	51%																								
24	55%																								
Agree water and sewerage charges are affordable (Sample size: 147)	 <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>72%</td></tr><tr><td>18</td><td>72%</td></tr><tr><td>19</td><td>80%</td></tr><tr><td>20</td><td>81%</td></tr><tr><td>21</td><td>73%</td></tr><tr><td>22</td><td>78%</td></tr><tr><td>23</td><td>74%</td></tr><tr><td>24</td><td>78%</td></tr></table>	Year	Percentage	15	76%	16	75%	17	72%	18	72%	19	80%	20	81%	21	73%	22	78%	23	74%	24	78%	80% to 70% Average: 74%	
Year	Percentage																								
15	76%																								
16	75%																								
17	72%																								
18	72%																								
19	80%																								
20	81%																								
21	73%																								
22	78%																								
23	74%																								
24	78%																								
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>72%</td></tr><tr><td>16</td><td>68%</td></tr><tr><td>17</td><td>66%</td></tr><tr><td>18</td><td>61%</td></tr><tr><td>19</td><td>67%</td></tr><tr><td>20</td><td>57%</td></tr><tr><td>21</td><td>55%</td></tr><tr><td>22</td><td>51%</td></tr><tr><td>23</td><td>57%</td></tr><tr><td>24</td><td>56%</td></tr></table>	Year	Percentage	15	72%	16	68%	17	66%	18	61%	19	67%	20	57%	21	55%	22	51%	23	57%	24	56%	60% to 43% Average: 53%	
Year	Percentage																								
15	72%																								
16	68%																								
17	66%																								
18	61%																								
19	67%																								
20	57%																								
21	55%																								
22	51%																								
23	57%																								
24	56%																								
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 146)	 <table><tr><th>Year</th><th>Mean Score</th></tr><tr><td>15</td><td>7.61</td></tr><tr><td>16</td><td>7.26</td></tr><tr><td>17</td><td>7.82</td></tr><tr><td>18</td><td>7.52</td></tr><tr><td>19</td><td>7.58</td></tr><tr><td>20</td><td>7.63</td></tr><tr><td>21</td><td>7.23</td></tr><tr><td>22</td><td>7.07</td></tr><tr><td>23</td><td>6.72</td></tr><tr><td>24</td><td>6.63</td></tr></table>	Year	Mean Score	15	7.61	16	7.26	17	7.82	18	7.52	19	7.58	20	7.63	21	7.23	22	7.07	23	6.72	24	6.63	6.83 to 5.81 Average: 6.49	
Year	Mean Score																								
15	7.61																								
16	7.26																								
17	7.82																								
18	7.52																								
19	7.58																								
20	7.63																								
21	7.23																								
22	7.07																								
23	6.72																								
24	6.63																								
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>64%</td></tr><tr><td>16</td><td>64%</td></tr><tr><td>17</td><td>71%</td></tr><tr><td>18</td><td>66%</td></tr><tr><td>19</td><td>79%</td></tr><tr><td>20</td><td>69%</td></tr><tr><td>21</td><td>68%</td></tr><tr><td>22</td><td>76%</td></tr><tr><td>23</td><td>65%</td></tr><tr><td>24</td><td>66%</td></tr></table>	Year	Percentage	15	64%	16	64%	17	71%	18	66%	19	79%	20	69%	21	68%	22	76%	23	65%	24	66%	73% to 65% Average: 68%	
Year	Percentage																								
15	64%																								
16	64%																								
17	71%																								
18	66%																								
19	79%																								
20	69%																								
21	68%																								
22	76%																								
23	65%																								
24	66%																								

Results for SES Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Aware of WaterSure tariff ³ (Sample size: 150)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>12%</td></tr><tr><td>16</td><td>7%</td></tr><tr><td>17</td><td>14%</td></tr><tr><td>18</td><td>8%</td></tr><tr><td>19</td><td>11%</td></tr><tr><td>20</td><td>9%</td></tr><tr><td>21</td><td>11%</td></tr><tr><td>22</td><td>9%</td></tr><tr><td>23</td><td>13%</td></tr><tr><td>24</td><td>20%</td></tr></table>	Year	Percentage	15	12%	16	7%	17	14%	18	8%	19	11%	20	9%	21	11%	22	9%	23	13%	24	20%	24% to 17% Average: 20%	
Year	Percentage																								
15	12%																								
16	7%																								
17	14%																								
18	8%																								
19	11%																								
20	9%																								
21	11%																								
22	9%																								
23	13%																								
24	20%																								
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 150) ⁴	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>22</td><td>35%</td></tr><tr><td>23</td><td>47%</td></tr><tr><td>24</td><td>51%</td></tr></table>	Year	Percentage	22	35%	23	47%	24	51%	58% to 47% Average: 52%															
Year	Percentage																								
22	35%																								
23	47%																								
24	51%																								
Aware of Priority services (Sample size: 150)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>46%</td></tr><tr><td>16</td><td>42%</td></tr><tr><td>17</td><td>44%</td></tr><tr><td>18</td><td>36%</td></tr><tr><td>19</td><td>42%</td></tr><tr><td>20</td><td>42%</td></tr><tr><td>21</td><td>39%</td></tr><tr><td>22</td><td>36%</td></tr><tr><td>23</td><td>57%</td></tr><tr><td>24</td><td>45%</td></tr></table>	Year	Percentage	15	46%	16	42%	17	44%	18	36%	19	42%	20	42%	21	39%	22	36%	23	57%	24	45%	61% to 45% Average: 53%	Significant change since last year
Year	Percentage																								
15	46%																								
16	42%																								
17	44%																								
18	36%																								
19	42%																								
20	42%																								
21	39%																								
22	36%																								
23	57%																								
24	45%																								
Contact																									
Contacted water company with query in last 12 months (Sample size: 148*)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>12%</td></tr><tr><td>16</td><td>19%</td></tr><tr><td>17</td><td>19%</td></tr><tr><td>18</td><td>18%</td></tr><tr><td>19</td><td>21%</td></tr><tr><td>20</td><td>15%</td></tr><tr><td>21</td><td>15%</td></tr><tr><td>22</td><td>21%</td></tr><tr><td>23</td><td>21%</td></tr><tr><td>24</td><td>28%</td></tr></table>	Year	Percentage	15	12%	16	19%	17	19%	18	18%	19	21%	20	15%	21	15%	22	21%	23	21%	24	28%	28% to 17% Average: 22%	
Year	Percentage																								
15	12%																								
16	19%																								
17	19%																								
18	18%																								
19	21%																								
20	15%																								
21	15%																								
22	21%																								
23	21%																								
24	28%																								
Reason for contacting water company was to complain (Sample size: 42 who made contact)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>11%</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>3%</td></tr><tr><td>20</td><td>9%</td></tr><tr><td>21</td><td>0%</td></tr><tr><td>22</td><td>0%</td></tr><tr><td>23</td><td>3%</td></tr><tr><td>24</td><td>0%</td></tr></table>	Year	Percentage	15	11%	16	0%	17	7%	18	0%	19	3%	20	9%	21	0%	22	0%	23	3%	24	0%	4% to 0% Average: 2%	Low base size
Year	Percentage																								
15	11%																								
16	0%																								
17	7%																								
18	0%																								
19	3%																								
20	9%																								
21	0%																								
22	0%																								
23	3%																								
24	0%																								
Satisfaction with way query handled (Sample size: 42 who made contact)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>94%</td></tr><tr><td>16</td><td>83%</td></tr><tr><td>17</td><td>76%</td></tr><tr><td>18</td><td>72%</td></tr><tr><td>19</td><td>78%</td></tr><tr><td>20</td><td>67%</td></tr><tr><td>21</td><td>78%</td></tr><tr><td>22</td><td>58%</td></tr><tr><td>23</td><td>78%</td></tr><tr><td>24</td><td>55%</td></tr></table>	Year	Percentage	15	94%	16	83%	17	76%	18	72%	19	78%	20	67%	21	78%	22	58%	23	78%	24	55%	95% to 55% Average: 72%	Low base size
Year	Percentage																								
15	94%																								
16	83%																								
17	76%																								
18	72%																								
19	78%																								
20	67%																								
21	78%																								
22	58%																								
23	78%																								
24	55%																								
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 150)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>95%</td></tr><tr><td>16</td><td>97%</td></tr><tr><td>17</td><td>95%</td></tr><tr><td>18</td><td>94%</td></tr><tr><td>19</td><td>96%</td></tr><tr><td>20</td><td>95%</td></tr><tr><td>21</td><td>95%</td></tr><tr><td>22</td><td>94%</td></tr><tr><td>23</td><td>93%</td></tr><tr><td>24</td><td>91%</td></tr></table>	Year	Percentage	15	95%	16	97%	17	95%	18	94%	19	96%	20	95%	21	95%	22	94%	23	93%	24	91%	94% to 88% Average: 90%	
Year	Percentage																								
15	95%																								
16	97%																								
17	95%																								
18	94%																								
19	96%																								
20	95%																								
21	95%																								
22	94%																								
23	93%																								
24	91%																								
Satisfied with taste and smell (Sample size: 145)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>92%</td></tr><tr><td>16</td><td>94%</td></tr><tr><td>17</td><td>91%</td></tr><tr><td>18</td><td>90%</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>89%</td></tr><tr><td>23</td><td>88%</td></tr><tr><td>24</td><td>81%</td></tr></table>	Year	Percentage	15	92%	16	94%	17	91%	18	90%	19	95%	20	93%	21	93%	22	89%	23	88%	24	81%	87% to 81% Average: 82%	
Year	Percentage																								
15	92%																								
16	94%																								
17	91%																								
18	90%																								
19	95%																								
20	93%																								
21	93%																								
22	89%																								
23	88%																								
24	81%																								

Results for SES Water	Percentage of household customers	Range and average for all WoCs ¹	Comments or points of interest																						
Satisfied with hardness/softness (Sample size: 145)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>69%</td></tr><tr><td>16</td><td>68%</td></tr><tr><td>17</td><td>59%</td></tr><tr><td>18</td><td>63%</td></tr><tr><td>19</td><td>72%</td></tr><tr><td>20</td><td>62%</td></tr><tr><td>21</td><td>57%</td></tr><tr><td>22</td><td>58%</td></tr><tr><td>23</td><td>61%</td></tr><tr><td>24</td><td>57%</td></tr></table>	Year	Percentage	15	69%	16	68%	17	59%	18	63%	19	72%	20	62%	21	57%	22	58%	23	61%	24	57%	66% to 37% Average: 47%	Significantly higher than WoC average
Year	Percentage																								
15	69%																								
16	68%																								
17	59%																								
18	63%																								
19	72%																								
20	62%																								
21	57%																								
22	58%																								
23	61%																								
24	57%																								
Satisfied with safety (Sample size: 145)	 <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>92%</td></tr><tr><td>19</td><td>97%</td></tr><tr><td>20</td><td>99%</td></tr><tr><td>21</td><td>93%</td></tr><tr><td>22</td><td>93%</td></tr><tr><td>23</td><td>93%</td></tr><tr><td>24</td><td>84%</td></tr></table>	Year	Percentage	15	95%	16	93%	17	95%	18	92%	19	97%	20	99%	21	93%	22	93%	23	93%	24	84%	92% to 83% Average: 85%	Significant change since last year
Year	Percentage																								
15	95%																								
16	93%																								
17	95%																								
18	92%																								
19	97%																								
20	99%																								
21	93%																								
22	93%																								
23	93%																								
24	84%																								
Satisfied with reliability of supply (Sample size: 150)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>98%</td></tr><tr><td>16</td><td>96%</td></tr><tr><td>17</td><td>97%</td></tr><tr><td>18</td><td>97%</td></tr><tr><td>19</td><td>100%</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>98%</td></tr><tr><td>24</td><td>97%</td></tr></table>	Year	Percentage	15	98%	16	96%	17	97%	18	97%	19	100%	20	99%	21	97%	22	96%	23	98%	24	97%	99% to 87% Average: 95%	
Year	Percentage																								
15	98%																								
16	96%																								
17	97%																								
18	97%																								
19	100%																								
20	99%																								
21	97%																								
22	96%																								
23	98%																								
24	97%																								
Satisfied with water pressure (Sample size: 150)	 <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>87%</td></tr><tr><td>18</td><td>85%</td></tr><tr><td>19</td><td>93%</td></tr><tr><td>20</td><td>86%</td></tr><tr><td>21</td><td>82%</td></tr><tr><td>22</td><td>84%</td></tr><tr><td>23</td><td>86%</td></tr><tr><td>24</td><td>85%</td></tr></table>	Year	Percentage	15	90%	16	87%	17	87%	18	85%	19	93%	20	86%	21	82%	22	84%	23	86%	24	85%	89% to 81% Average: 84%	
Year	Percentage																								
15	90%																								
16	87%																								
17	87%																								
18	85%																								
19	93%																								
20	86%																								
21	82%																								
22	84%																								
23	86%																								
24	85%																								

SES Water sewerage services are provided by Thames Water (119 respondents) and Southern Water (21 respondents)⁵



Results for sewerage service provider(s) for SES 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>92%</td></tr><tr><td>16</td><td>82%</td></tr><tr><td>17</td><td>84%</td></tr><tr><td>18</td><td>78%</td></tr><tr><td>19</td><td>82%</td></tr><tr><td>20</td><td>81%</td></tr><tr><td>21</td><td>70%</td></tr><tr><td>22</td><td>76%</td></tr><tr><td>23</td><td>53%</td></tr><tr><td>24</td><td>60%</td></tr></table>	Year	Percentage	15	92%	16	82%	17	84%	18	78%	19	82%	20	81%	21	70%	22	76%	23	53%	24	60%	68% to 36% Average: 58%	
Year	Percentage																								
15	92%																								
16	82%																								
17	84%																								
18	78%																								
19	82%																								
20	81%																								
21	70%																								
22	76%																								
23	53%																								
24	60%																								
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (Sample size: 131)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>76%</td></tr><tr><td>16</td><td>73%</td></tr><tr><td>17</td><td>66%</td></tr><tr><td>18</td><td>64%</td></tr><tr><td>19</td><td>76%</td></tr><tr><td>20</td><td>69%</td></tr><tr><td>21</td><td>72%</td></tr><tr><td>22</td><td>70%</td></tr><tr><td>23</td><td>75%</td></tr><tr><td>24</td><td>68%</td></tr></table>	Year	Percentage	15	76%	16	73%	17	66%	18	64%	19	76%	20	69%	21	72%	22	70%	23	75%	24	68%	69% to 47% Average: 62%	
Year	Percentage																								
15	76%																								
16	73%																								
17	66%																								
18	64%																								
19	76%																								
20	69%																								
21	72%																								
22	70%																								
23	75%																								
24	68%																								
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 102)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>79%</td></tr><tr><td>16</td><td>60%</td></tr><tr><td>17</td><td>68%</td></tr><tr><td>18</td><td>60%</td></tr><tr><td>19</td><td>82%</td></tr><tr><td>20</td><td>77%</td></tr><tr><td>21</td><td>67%</td></tr><tr><td>22</td><td>69%</td></tr><tr><td>23</td><td>54%</td></tr><tr><td>24</td><td>53%</td></tr></table>	Year	Percentage	15	79%	16	60%	17	68%	18	60%	19	82%	20	77%	21	67%	22	69%	23	54%	24	53%	68% to 40% Average: 58%	
Year	Percentage																								
15	79%																								
16	60%																								
17	68%																								
18	60%																								
19	82%																								
20	77%																								
21	67%																								
22	69%																								
23	54%																								
24	53%																								
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 113)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>85%</td></tr><tr><td>16</td><td>73%</td></tr><tr><td>17</td><td>70%</td></tr><tr><td>18</td><td>70%</td></tr><tr><td>19</td><td>79%</td></tr><tr><td>20</td><td>77%</td></tr><tr><td>21</td><td>57%</td></tr><tr><td>22</td><td>67%</td></tr><tr><td>23</td><td>51%</td></tr><tr><td>24</td><td>54%</td></tr></table>	Year	Percentage	15	85%	16	73%	17	70%	18	70%	19	79%	20	77%	21	57%	22	67%	23	51%	24	54%	69% to 36% Average: 56%	
Year	Percentage																								
15	85%																								
16	73%																								
17	70%																								
18	70%																								
19	79%																								
20	77%																								
21	57%																								
22	67%																								
23	51%																								
24	54%																								
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 108)	 <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>77%</td></tr><tr><td>18</td><td>69%</td></tr><tr><td>19</td><td>66%</td></tr><tr><td>20</td><td>69%</td></tr><tr><td>21</td><td>36%</td></tr><tr><td>22</td><td>40%</td></tr><tr><td>23</td><td>27%</td></tr><tr><td>24</td><td>22%</td></tr></table>	Year	Percentage	15	85%	16	69%	17	77%	18	69%	19	66%	20	69%	21	36%	22	40%	23	27%	24	22%	39% to 16% Average: 30%	
Year	Percentage																								
15	85%																								
16	69%																								
17	77%																								
18	69%																								
19	66%																								
20	69%																								
21	36%																								
22	40%																								
23	27%																								
24	22%																								
Satisfied with company actions to minimise sewer flooding (Sample size: 110)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>82%</td></tr><tr><td>16</td><td>70%</td></tr><tr><td>17</td><td>68%</td></tr><tr><td>18</td><td>60%</td></tr><tr><td>19</td><td>62%</td></tr><tr><td>20</td><td>71%</td></tr><tr><td>21</td><td>50%</td></tr><tr><td>22</td><td>50%</td></tr><tr><td>23</td><td>32%</td></tr><tr><td>24</td><td>37%</td></tr></table>	Year	Percentage	15	82%	16	70%	17	68%	18	60%	19	62%	20	71%	21	50%	22	50%	23	32%	24	37%	50% to 17% Average: 37%	
Year	Percentage																								
15	82%																								
16	70%																								
17	68%																								
18	60%																								
19	62%																								
20	71%																								
21	50%																								
22	50%																								
23	32%																								
24	37%																								

Sample Profile

Sample profile for SES Water	(Sample size: 150)
Gender	
Male	51%
Female	49%
Age⁶	
18-29	1%
30-44	9%
45-59	29%
60-64	9%
65-74	28%
75+	23%
SEC	
Higher managerial, administrative & professional occupations	54%
Intermediate occupations	25%
Routine & manual occupations	16%
Never worked and long-term unemployed/Full-time students	3%
Refused	2%
Water Meter	
Proportion having a water meter	73%

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

⁴ Question changed to Yes/No option in 2021 so data not comparable with previous years.

⁵ There is no differentiation between sewerage service providers within the results.

⁶ Percentages do not add to 100% due to rounding.