

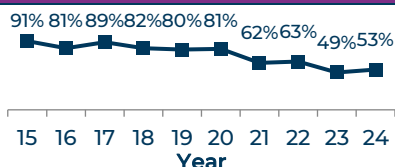
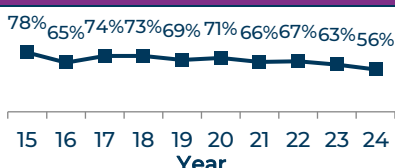
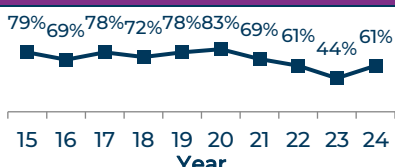
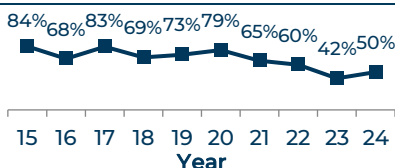
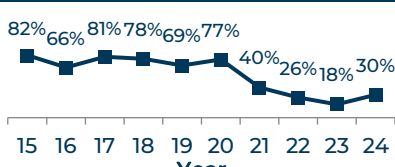
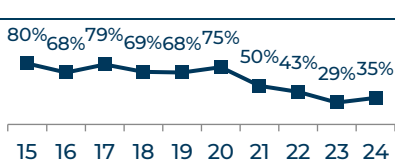
Results for South East Water	Percentage of household customers	Range and average for all WoCs <sup>1</sup>	Comments or points of interest																						
Satisfaction with water services																									
Overall satisfaction with water supply (Sample size: 150) <sup>2</sup>	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>90%</td></tr><tr><td>16</td><td>87%</td></tr><tr><td>17</td><td>91%</td></tr><tr><td>18</td><td>93%</td></tr><tr><td>19</td><td>86%</td></tr><tr><td>20</td><td>93%</td></tr><tr><td>21</td><td>90%</td></tr><tr><td>22</td><td>89%</td></tr><tr><td>23</td><td>79%</td></tr><tr><td>24</td><td>86%</td></tr></table>	Year	Percentage	15	90%	16	87%	17	91%	18	93%	19	86%	20	93%	21	90%	22	89%	23	79%	24	86%	96% to 86% Average: 90%	
Year	Percentage																								
15	90%																								
16	87%																								
17	91%																								
18	93%																								
19	86%																								
20	93%																								
21	90%																								
22	89%																								
23	79%																								
24	86%																								
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 149)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>83%</td></tr><tr><td>16</td><td>67%</td></tr><tr><td>17</td><td>74%</td></tr><tr><td>18</td><td>69%</td></tr><tr><td>19</td><td>70%</td></tr><tr><td>20</td><td>70%</td></tr><tr><td>21</td><td>66%</td></tr><tr><td>22</td><td>65%</td></tr><tr><td>23</td><td>59%</td></tr><tr><td>24</td><td>58%</td></tr></table>	Year	Percentage	15	83%	16	67%	17	74%	18	69%	19	70%	20	70%	21	66%	22	65%	23	59%	24	58%	68% to 58% Average: 65%	Significantly lower than WoC average
Year	Percentage																								
15	83%																								
16	67%																								
17	74%																								
18	69%																								
19	70%																								
20	70%																								
21	66%																								
22	65%																								
23	59%																								
24	58%																								
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 147)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>64%</td></tr><tr><td>16</td><td>60%</td></tr><tr><td>17</td><td>59%</td></tr><tr><td>18</td><td>61%</td></tr><tr><td>19</td><td>62%</td></tr><tr><td>20</td><td>64%</td></tr><tr><td>21</td><td>56%</td></tr><tr><td>22</td><td>58%</td></tr><tr><td>23</td><td>50%</td></tr><tr><td>24</td><td>48%</td></tr></table>	Year	Percentage	15	64%	16	60%	17	59%	18	61%	19	62%	20	64%	21	56%	22	58%	23	50%	24	48%	58% to 47% Average: 52%	
Year	Percentage																								
15	64%																								
16	60%																								
17	59%																								
18	61%																								
19	62%																								
20	64%																								
21	56%																								
22	58%																								
23	50%																								
24	48%																								
Agree water and sewerage charges are affordable (Sample size: 149)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>78%</td></tr><tr><td>16</td><td>74%</td></tr><tr><td>17</td><td>67%</td></tr><tr><td>18</td><td>75%</td></tr><tr><td>19</td><td>78%</td></tr><tr><td>20</td><td>82%</td></tr><tr><td>21</td><td>76%</td></tr><tr><td>22</td><td>74%</td></tr><tr><td>23</td><td>74%</td></tr><tr><td>24</td><td>78%</td></tr></table>	Year	Percentage	15	78%	16	74%	17	67%	18	75%	19	78%	20	82%	21	76%	22	74%	23	74%	24	78%	80% to 70% Average: 74%	
Year	Percentage																								
15	78%																								
16	74%																								
17	67%																								
18	75%																								
19	78%																								
20	82%																								
21	76%																								
22	74%																								
23	74%																								
24	78%																								
Care and trust																									
Agree company cares about service given to customers (Sample size: 148)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>70%</td></tr><tr><td>16</td><td>59%</td></tr><tr><td>17</td><td>72%</td></tr><tr><td>18</td><td>60%</td></tr><tr><td>19</td><td>60%</td></tr><tr><td>20</td><td>61%</td></tr><tr><td>21</td><td>52%</td></tr><tr><td>22</td><td>50%</td></tr><tr><td>23</td><td>41%</td></tr><tr><td>24</td><td>43%</td></tr></table>	Year	Percentage	15	70%	16	59%	17	72%	18	60%	19	60%	20	61%	21	52%	22	50%	23	41%	24	43%	60% to 43% Average: 53%	Significantly lower than WaSC average
Year	Percentage																								
15	70%																								
16	59%																								
17	72%																								
18	60%																								
19	60%																								
20	61%																								
21	52%																								
22	50%																								
23	41%																								
24	43%																								
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>7.87</td></tr><tr><td>16</td><td>7.21</td></tr><tr><td>17</td><td>7.44</td></tr><tr><td>18</td><td>7.39</td></tr><tr><td>19</td><td>7.36</td></tr><tr><td>20</td><td>7.60</td></tr><tr><td>21</td><td>6.63</td></tr><tr><td>22</td><td>6.58</td></tr><tr><td>23</td><td>5.49</td></tr><tr><td>24</td><td>5.81</td></tr></table>	Year	Mean Score	15	7.87	16	7.21	17	7.44	18	7.39	19	7.36	20	7.60	21	6.63	22	6.58	23	5.49	24	5.81	6.83 to 5.81 Average: 6.49	Significantly lower than WoC average
Year	Mean Score																								
15	7.87																								
16	7.21																								
17	7.44																								
18	7.39																								
19	7.36																								
20	7.60																								
21	6.63																								
22	6.58																								
23	5.49																								
24	5.81																								
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 149)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>74%</td></tr><tr><td>16</td><td>73%</td></tr><tr><td>17</td><td>76%</td></tr><tr><td>18</td><td>74%</td></tr><tr><td>19</td><td>76%</td></tr><tr><td>20</td><td>76%</td></tr><tr><td>21</td><td>65%</td></tr><tr><td>22</td><td>67%</td></tr><tr><td>23</td><td>70%</td></tr><tr><td>24</td><td>69%</td></tr></table>	Year	Percentage	15	74%	16	73%	17	76%	18	74%	19	76%	20	76%	21	65%	22	67%	23	70%	24	69%	73% to 65% Average: 68%	
Year	Percentage																								
15	74%																								
16	73%																								
17	76%																								
18	74%																								
19	76%																								
20	76%																								
21	65%																								
22	67%																								
23	70%																								
24	69%																								

Results for South East Water	Percentage of household customers	Range and average for all WoCs <sup>1</sup>	Comments or points of interest																						
Aware of WaterSure tariff <sup>3</sup> (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>Percentage</th><td>2%</td><td>13%</td><td>11%</td><td>6%</td><td>10%</td><td>11%</td><td>10%</td><td>9%</td><td>19%</td><td>20%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	2%	13%	11%	6%	10%	11%	10%	9%	19%	20%	24% to 17% Average: 20%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	2%	13%	11%	6%	10%	11%	10%	9%	19%	20%															
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 150) <sup>4</sup>	<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></td><td></td><td></td><td></td><td></td><td></td><td></td><td>35%</td><td>43%</td><td>58%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage								35%	43%	58%	58% to 47% Average: 52%	Significant change since last year
Year	15	16	17	18	19	20	21	22	23	24															
Percentage								35%	43%	58%															
Aware of Priority services (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>Percentage</th><td>52%</td><td>42%</td><td>41%</td><td>50%</td><td>40%</td><td>49%</td><td>40%</td><td>48%</td><td>61%</td><td>53%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	52%	42%	41%	50%	40%	49%	40%	48%	61%	53%	61% to 45% Average: 53%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	52%	42%	41%	50%	40%	49%	40%	48%	61%	53%															
Contact																									
Contacted water company with query in last 12 months (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>Percentage</th><td>16%</td><td>25%</td><td>22%</td><td>22%</td><td>21%</td><td>17%</td><td>17%</td><td>21%</td><td>30%</td><td>23%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	16%	25%	22%	22%	21%	17%	17%	21%	30%	23%	28% to 17% Average: 22%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	16%	25%	22%	22%	21%	17%	17%	21%	30%	23%															
Reason for contacting water company was to complain (Sample size: 35 who made contact)	<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>4%</td><td>1%</td><td>3%</td><td>12%</td><td>0%</td><td>15%</td><td>0%</td><td>3%</td><td>0%</td><td>3%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	4%	1%	3%	12%	0%	15%	0%	3%	0%	3%	4% to 0% Average: 2%	Low base size
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	4%	1%	3%	12%	0%	15%	0%	3%	0%	3%															
Satisfaction with way query handled (Sample size: 35 who made contact)	<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>83%</td><td>82%</td><td>88%</td><td>74%</td><td>77%</td><td>72%</td><td>76%</td><td>69%</td><td>62%</td><td>56%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	83%	82%	88%	74%	77%	72%	76%	69%	62%	56%	95% to 55% Average: 72%	Significantly lower than WoC average Low base size
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	83%	82%	88%	74%	77%	72%	76%	69%	62%	56%															
Water on tap																									
Satisfied with colour and appearance of tap water (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>89%</td><td>90%</td><td>89%</td><td>89%</td><td>90%</td><td>95%</td><td>93%</td><td>91%</td><td>90%</td><td>88%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	89%	90%	89%	89%	90%	95%	93%	91%	90%	88%	94% to 88% Average: 90%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	89%	90%	89%	89%	90%	95%	93%	91%	90%	88%															
Satisfied with taste and smell (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>80%</td><td>82%</td><td>84%</td><td>78%</td><td>84%</td><td>87%</td><td>87%</td><td>84%</td><td>81%</td><td>82%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	80%	82%	84%	78%	84%	87%	87%	84%	81%	82%	87% to 81% Average: 82%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	80%	82%	84%	78%	84%	87%	87%	84%	81%	82%															

Results for South East Water	Percentage of household customers	Range and average for all WoCs <sup>1</sup>	Comments or points of interest																						
Satisfied with hardness/softness (Sample size: 145)	<table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>15</td><td>54%</td></tr><tr><td>16</td><td>57%</td></tr><tr><td>17</td><td>54%</td></tr><tr><td>18</td><td>57%</td></tr><tr><td>19</td><td>57%</td></tr><tr><td>20</td><td>55%</td></tr><tr><td>21</td><td>58%</td></tr><tr><td>22</td><td>52%</td></tr><tr><td>23</td><td>54%</td></tr><tr><td>24</td><td>56%</td></tr></tbody></table>	Year	Percentage	15	54%	16	57%	17	54%	18	57%	19	57%	20	55%	21	58%	22	52%	23	54%	24	56%	66% to 37% Average: 47%	Significantly higher than WoC average
Year	Percentage																								
15	54%																								
16	57%																								
17	54%																								
18	57%																								
19	57%																								
20	55%																								
21	58%																								
22	52%																								
23	54%																								
24	56%																								
Satisfied with safety (Sample size: 149)	<table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>15</td><td>93%</td></tr><tr><td>16</td><td>87%</td></tr><tr><td>17</td><td>92%</td></tr><tr><td>18</td><td>92%</td></tr><tr><td>19</td><td>89%</td></tr><tr><td>20</td><td>95%</td></tr><tr><td>21</td><td>88%</td></tr><tr><td>22</td><td>89%</td></tr><tr><td>23</td><td>86%</td></tr><tr><td>24</td><td>84%</td></tr></tbody></table>	Year	Percentage	15	93%	16	87%	17	92%	18	92%	19	89%	20	95%	21	88%	22	89%	23	86%	24	84%	92% to 83% Average: 85%	
Year	Percentage																								
15	93%																								
16	87%																								
17	92%																								
18	92%																								
19	89%																								
20	95%																								
21	88%																								
22	89%																								
23	86%																								
24	84%																								
Satisfied with reliability of supply (Sample size: 150)	<table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>15</td><td>99%</td></tr><tr><td>16</td><td>97%</td></tr><tr><td>17</td><td>98%</td></tr><tr><td>18</td><td>95%</td></tr><tr><td>19</td><td>93%</td></tr><tr><td>20</td><td>98%</td></tr><tr><td>21</td><td>92%</td></tr><tr><td>22</td><td>92%</td></tr><tr><td>23</td><td>86%</td></tr><tr><td>24</td><td>87%</td></tr></tbody></table>	Year	Percentage	15	99%	16	97%	17	98%	18	95%	19	93%	20	98%	21	92%	22	92%	23	86%	24	87%	99% to 87% Average: 95%	Significantly lower than WoC average
Year	Percentage																								
15	99%																								
16	97%																								
17	98%																								
18	95%																								
19	93%																								
20	98%																								
21	92%																								
22	92%																								
23	86%																								
24	87%																								
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>85%</td></tr><tr><td>17</td><td>85%</td></tr><tr><td>18</td><td>87%</td></tr><tr><td>19</td><td>85%</td></tr><tr><td>20</td><td>89%</td></tr><tr><td>21</td><td>85%</td></tr><tr><td>22</td><td>85%</td></tr><tr><td>23</td><td>81%</td></tr><tr><td>24</td><td>86%</td></tr></tbody></table>	Year	Percentage	15	89%	16	85%	17	85%	18	87%	19	85%	20	89%	21	85%	22	85%	23	81%	24	86%	89% to 81% Average: 84%	
Year	Percentage																								
15	89%																								
16	85%																								
17	85%																								
18	87%																								
19	85%																								
20	89%																								
21	85%																								
22	85%																								
23	81%																								
24	86%																								

South East Water sewerage services are provided by Thames Water (37 respondents) and Southern Water (93 respondents)<sup>5</sup>



Results for sewerage service provider(s) for South East Water	Percentage of household customers	Range and average for all WoCs <sup>1</sup>	Comments or points of interest																						
Satisfaction with sewerage services																									
Overall satisfaction with sewerage services (Sample size: 130)	 <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>91%</td><td>81%</td><td>89%</td><td>82%</td><td>80%</td><td>81%</td><td>62%</td><td>63%</td><td>49%</td><td>53%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	91%	81%	89%	82%	80%	81%	62%	63%	49%	53%	68% to 36% Average: 58%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	91%	81%	89%	82%	80%	81%	62%	63%	49%	53%															
Satisfaction with value for money																									
Satisfied with value for money of sewerage services (Sample size: 129)	 <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>78%</td><td>65%</td><td>74%</td><td>73%</td><td>69%</td><td>71%</td><td>66%</td><td>67%</td><td>63%</td><td>56%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	78%	65%	74%	73%	69%	71%	66%	67%	63%	56%	69% to 47% Average: 62%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	78%	65%	74%	73%	69%	71%	66%	67%	63%	56%															
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 110)	 <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>79%</td><td>69%</td><td>78%</td><td>72%</td><td>78%</td><td>83%</td><td>69%</td><td>61%</td><td>44%</td><td>61%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	79%	69%	78%	72%	78%	83%	69%	61%	44%	61%	68% to 40% Average: 58%	Significant change since last year
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	79%	69%	78%	72%	78%	83%	69%	61%	44%	61%															
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 115)	 <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>68%</td><td>83%</td><td>69%</td><td>73%</td><td>79%</td><td>65%</td><td>60%</td><td>42%</td><td>50%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	84%	68%	83%	69%	73%	79%	65%	60%	42%	50%	69% to 36% Average: 56%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	84%	68%	83%	69%	73%	79%	65%	60%	42%	50%															
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 120)	 <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>82%</td><td>66%</td><td>81%</td><td>78%</td><td>69%</td><td>77%</td><td>40%</td><td>26%</td><td>18%</td><td>30%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	82%	66%	81%	78%	69%	77%	40%	26%	18%	30%	39% to 16% Average: 30%	Significant change since last year
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	82%	66%	81%	78%	69%	77%	40%	26%	18%	30%															
Satisfied with company actions to minimise sewer flooding (Sample size: 122)	 <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>80%</td><td>68%</td><td>79%</td><td>69%</td><td>68%</td><td>75%</td><td>50%</td><td>43%</td><td>29%</td><td>35%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	80%	68%	79%	69%	68%	75%	50%	43%	29%	35%	50% to 17% Average: 37%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	80%	68%	79%	69%	68%	75%	50%	43%	29%	35%															

## Sample Profile

Sample profile for South East Water	(Sample size: 150)
<b>Gender</b>	
Male	47%
Female	53%
<b>Age</b>	
18-29	1%
30-44	11%
45-59	25%
60-64	15%
65-74	29%
75+	19%
<b>SEC<sup>6</sup></b>	
Higher managerial, administrative & professional occupations	53%
Intermediate occupations	23%
Routine & manual occupations	15%
Never worked and long-term unemployed/Full-time students	5%
Refused	3%
<b>Water Meter</b>	
Proportion having a water meter	83%

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

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

<sup>5</sup> There is no differentiation between sewerage service providers within the results.

<sup>6</sup> Percentages do not add to 100% due to rounding