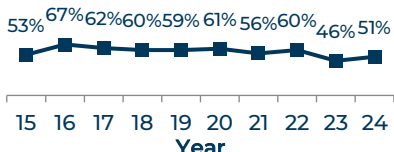
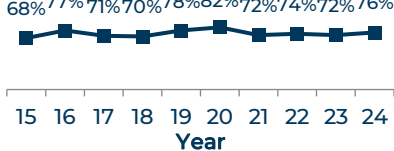
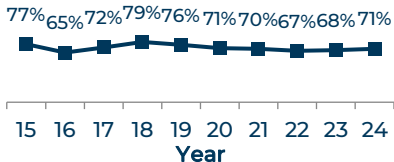
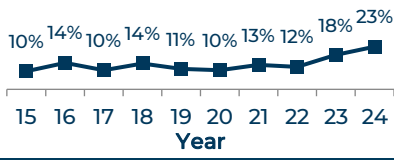

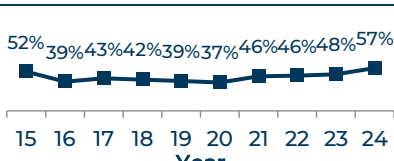
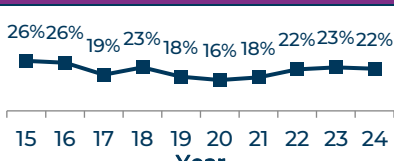
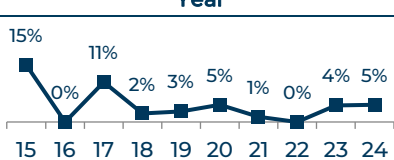
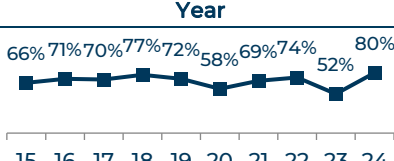
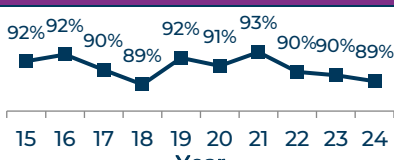
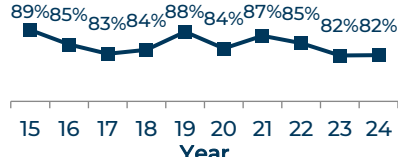
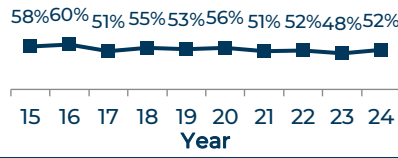
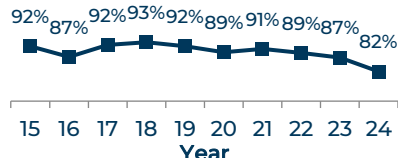
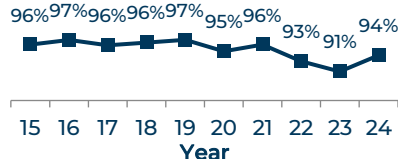
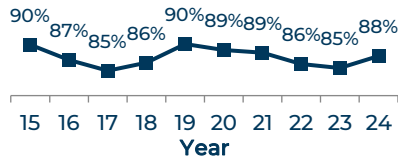
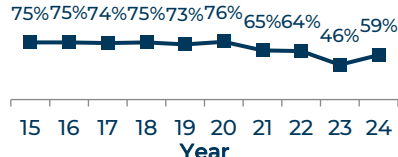
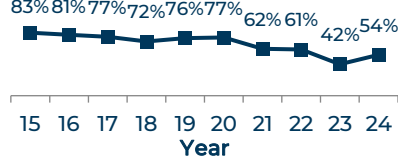
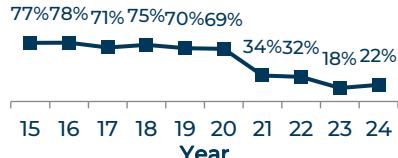
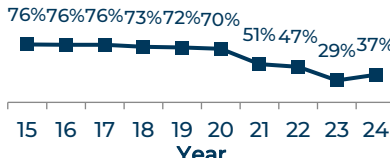


Results for Southern Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfaction with water and sewerage services																									
Overall satisfaction with water supply (Sample size: 199) ²	 <table><tr><th>Year</th><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>87%</td><td>91%</td><td>86%</td><td>88%</td><td>89%</td><td>91%</td><td>90%</td><td>90%</td><td>88%</td><td>85%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	87%	91%	86%	88%	89%	91%	90%	90%	88%	85%	96% to 81% Average: 90%	Significantly lower than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	87%	91%	86%	88%	89%	91%	90%	90%	88%	85%															
Overall satisfaction with sewerage services (Sample size: 185)	 <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>85%</td><td>89%</td><td>83%</td><td>86%</td><td>83%</td><td>81%</td><td>63%</td><td>62%</td><td>45%</td><td>49%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	85%	89%	83%	86%	83%	81%	63%	62%	45%	49%	75% to 47% Average: 65%	Significantly lower than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	85%	89%	83%	86%	83%	81%	63%	62%	45%	49%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 197)	 <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>66%</td><td>72%</td><td>61%</td><td>62%</td><td>67%</td><td>70%</td><td>66%</td><td>67%</td><td>61%</td><td>60%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	66%	72%	61%	62%	67%	70%	66%	67%	61%	60%	74% to 55% Average: 65%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	66%	72%	61%	62%	67%	70%	66%	67%	61%	60%															
Satisfied with value for money of sewerage services (Sample size: 183)	 <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>69%</td><td>73%</td><td>68%</td><td>63%</td><td>74%</td><td>71%</td><td>68%</td><td>67%</td><td>52%</td><td>59%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	69%	73%	68%	63%	74%	71%	68%	67%	52%	59%	75% to 51% Average: 68%	Significantly lower than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	69%	73%	68%	63%	74%	71%	68%	67%	52%	59%															
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 192)	 <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>53%</td><td>67%</td><td>62%</td><td>60%</td><td>59%</td><td>61%</td><td>56%</td><td>60%</td><td>46%</td><td>51%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	53%	67%	62%	60%	59%	61%	56%	60%	46%	51%	65% to 42% Average: 54%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	53%	67%	62%	60%	59%	61%	56%	60%	46%	51%															
Agree water and sewerage charges are affordable (Sample size: 197)	 <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>68%</td><td>77%</td><td>71%</td><td>70%</td><td>78%</td><td>82%</td><td>72%</td><td>74%</td><td>72%</td><td>76%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	68%	77%	71%	70%	78%	82%	72%	74%	72%	76%	79% to 68% Average: 74%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	68%	77%	71%	70%	78%	82%	72%	74%	72%	76%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 189)	 <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>68%</td><td>67%</td><td>61%</td><td>62%</td><td>62%</td><td>62%</td><td>49%</td><td>49%</td><td>37%</td><td>46%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	68%	67%	61%	62%	62%	62%	49%	49%	37%	46%	68% to 37% Average: 53%	Significantly lower than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	68%	67%	61%	62%	62%	62%	49%	49%	37%	46%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 199)	 <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>Mean Score</td><td>7.28</td><td>7.37</td><td>7.31</td><td>7.13</td><td>7.38</td><td>7.31</td><td>6.53</td><td>6.26</td><td>5.44</td><td>5.74</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Mean Score	7.28	7.37	7.31	7.13	7.38	7.31	6.53	6.26	5.44	5.74	7.02 to 5.12 Average: 6.23	Significantly lower than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Mean Score	7.28	7.37	7.31	7.13	7.38	7.31	6.53	6.26	5.44	5.74															

Results for Southern Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Awareness of consumer rights and responsibilities																									
Likely to contact company if worried about paying bill (Sample size: 197)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>77%</td></tr><tr><td>16</td><td>65%</td></tr><tr><td>17</td><td>72%</td></tr><tr><td>18</td><td>79%</td></tr><tr><td>19</td><td>76%</td></tr><tr><td>20</td><td>71%</td></tr><tr><td>21</td><td>70%</td></tr><tr><td>22</td><td>67%</td></tr><tr><td>23</td><td>68%</td></tr><tr><td>24</td><td>71%</td></tr></table>	Year	Percentage	15	77%	16	65%	17	72%	18	79%	19	76%	20	71%	21	70%	22	67%	23	68%	24	71%	79% to 59% Average: 70%	
Year	Percentage																								
15	77%																								
16	65%																								
17	72%																								
18	79%																								
19	76%																								
20	71%																								
21	70%																								
22	67%																								
23	68%																								
24	71%																								
Aware of WaterSure tariff (Sample size: 200*) ³	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>10%</td></tr><tr><td>16</td><td>14%</td></tr><tr><td>17</td><td>10%</td></tr><tr><td>18</td><td>14%</td></tr><tr><td>19</td><td>11%</td></tr><tr><td>20</td><td>10%</td></tr><tr><td>21</td><td>13%</td></tr><tr><td>22</td><td>12%</td></tr><tr><td>23</td><td>18%</td></tr><tr><td>24</td><td>23%</td></tr></table>	Year	Percentage	15	10%	16	14%	17	10%	18	14%	19	11%	20	10%	21	13%	22	12%	23	18%	24	23%	24% to 11% Average: 18%	
Year	Percentage																								
15	10%																								
16	14%																								
17	10%																								
18	14%																								
19	11%																								
20	10%																								
21	13%																								
22	12%																								
23	18%																								
24	23%																								
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 200*) ⁴	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>34%</td></tr><tr><td>16</td><td>46%</td></tr><tr><td>17</td><td>51%</td></tr></table>	Year	Percentage	15	34%	16	46%	17	51%	57% to 38% Average: 48%															
Year	Percentage																								
15	34%																								
16	46%																								
17	51%																								
Aware of Priority services (Sample size: 200*) ⁵	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>52%</td></tr><tr><td>16</td><td>39%</td></tr><tr><td>17</td><td>43%</td></tr><tr><td>18</td><td>42%</td></tr><tr><td>19</td><td>39%</td></tr><tr><td>20</td><td>37%</td></tr><tr><td>21</td><td>46%</td></tr><tr><td>22</td><td>46%</td></tr><tr><td>23</td><td>48%</td></tr><tr><td>24</td><td>57%</td></tr></table>	Year	Percentage	15	52%	16	39%	17	43%	18	42%	19	39%	20	37%	21	46%	22	46%	23	48%	24	57%	62% to 49% Average: 56%	Significant change since last year
Year	Percentage																								
15	52%																								
16	39%																								
17	43%																								
18	42%																								
19	39%																								
20	37%																								
21	46%																								
22	46%																								
23	48%																								
24	57%																								
Contact																									
Contacted water company with query in last 12 months (Sample size: 199*)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>26%</td></tr><tr><td>16</td><td>26%</td></tr><tr><td>17</td><td>19%</td></tr><tr><td>18</td><td>23%</td></tr><tr><td>19</td><td>18%</td></tr><tr><td>20</td><td>16%</td></tr><tr><td>21</td><td>18%</td></tr><tr><td>22</td><td>22%</td></tr><tr><td>23</td><td>23%</td></tr><tr><td>24</td><td>22%</td></tr></table>	Year	Percentage	15	26%	16	26%	17	19%	18	23%	19	18%	20	16%	21	18%	22	22%	23	23%	24	22%	37% to 19% Average: 28%	Significantly lower than WaSC average
Year	Percentage																								
15	26%																								
16	26%																								
17	19%																								
18	23%																								
19	18%																								
20	16%																								
21	18%																								
22	22%																								
23	23%																								
24	22%																								
Reason for contacting water company was to complain (Sample size: 44 who made contact)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>15%</td></tr><tr><td>16</td><td>0%</td></tr><tr><td>17</td><td>11%</td></tr><tr><td>18</td><td>2%</td></tr><tr><td>19</td><td>3%</td></tr><tr><td>20</td><td>5%</td></tr><tr><td>21</td><td>1%</td></tr><tr><td>22</td><td>0%</td></tr><tr><td>23</td><td>4%</td></tr><tr><td>24</td><td>5%</td></tr></table>	Year	Percentage	15	15%	16	0%	17	11%	18	2%	19	3%	20	5%	21	1%	22	0%	23	4%	24	5%	5% to 0% Average: 2%	
Year	Percentage																								
15	15%																								
16	0%																								
17	11%																								
18	2%																								
19	3%																								
20	5%																								
21	1%																								
22	0%																								
23	4%																								
24	5%																								
Satisfaction with way query handled (Sample size: 44 who made contact)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>66%</td></tr><tr><td>16</td><td>71%</td></tr><tr><td>17</td><td>70%</td></tr><tr><td>18</td><td>77%</td></tr><tr><td>19</td><td>72%</td></tr><tr><td>20</td><td>58%</td></tr><tr><td>21</td><td>69%</td></tr><tr><td>22</td><td>74%</td></tr><tr><td>23</td><td>52%</td></tr><tr><td>24</td><td>80%</td></tr></table>	Year	Percentage	15	66%	16	71%	17	70%	18	77%	19	72%	20	58%	21	69%	22	74%	23	52%	24	80%	87% to 67% Average: 76%	Significant change since last year
Year	Percentage																								
15	66%																								
16	71%																								
17	70%																								
18	77%																								
19	72%																								
20	58%																								
21	69%																								
22	74%																								
23	52%																								
24	80%																								
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 199)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>92%</td></tr><tr><td>16</td><td>92%</td></tr><tr><td>17</td><td>90%</td></tr><tr><td>18</td><td>89%</td></tr><tr><td>19</td><td>92%</td></tr><tr><td>20</td><td>91%</td></tr><tr><td>21</td><td>93%</td></tr><tr><td>22</td><td>90%</td></tr><tr><td>23</td><td>90%</td></tr><tr><td>24</td><td>89%</td></tr></table>	Year	Percentage	15	92%	16	92%	17	90%	18	89%	19	92%	20	91%	21	93%	22	90%	23	90%	24	89%	94% to 89% Average: 91%	
Year	Percentage																								
15	92%																								
16	92%																								
17	90%																								
18	89%																								
19	92%																								
20	91%																								
21	93%																								
22	90%																								
23	90%																								
24	89%																								

Results for Southern Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfied with taste and smell (Sample size: 196)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>89%</td></tr><tr><td>16</td><td>85%</td></tr><tr><td>17</td><td>83%</td></tr><tr><td>18</td><td>84%</td></tr><tr><td>19</td><td>88%</td></tr><tr><td>20</td><td>84%</td></tr><tr><td>21</td><td>87%</td></tr><tr><td>22</td><td>85%</td></tr><tr><td>23</td><td>82%</td></tr><tr><td>24</td><td>82%</td></tr></table>	Year	Percentage	15	89%	16	85%	17	83%	18	84%	19	88%	20	84%	21	87%	22	85%	23	82%	24	82%	90% to 75% Average: 83%	
Year	Percentage																								
15	89%																								
16	85%																								
17	83%																								
18	84%																								
19	88%																								
20	84%																								
21	87%																								
22	85%																								
23	82%																								
24	82%																								
Satisfied with hardness/softness (Sample size: 193)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>58%</td></tr><tr><td>16</td><td>60%</td></tr><tr><td>17</td><td>51%</td></tr><tr><td>18</td><td>55%</td></tr><tr><td>19</td><td>53%</td></tr><tr><td>20</td><td>56%</td></tr><tr><td>21</td><td>51%</td></tr><tr><td>22</td><td>52%</td></tr><tr><td>23</td><td>48%</td></tr><tr><td>24</td><td>52%</td></tr></table>	Year	Percentage	15	58%	16	60%	17	51%	18	55%	19	53%	20	56%	21	51%	22	52%	23	48%	24	52%	90% to 41% Average: 66%	Significantly lower than WaSC average
Year	Percentage																								
15	58%																								
16	60%																								
17	51%																								
18	55%																								
19	53%																								
20	56%																								
21	51%																								
22	52%																								
23	48%																								
24	52%																								
Satisfied with safety (Sample size: 197)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>92%</td></tr><tr><td>16</td><td>87%</td></tr><tr><td>17</td><td>92%</td></tr><tr><td>18</td><td>93%</td></tr><tr><td>19</td><td>92%</td></tr><tr><td>20</td><td>89%</td></tr><tr><td>21</td><td>91%</td></tr><tr><td>22</td><td>89%</td></tr><tr><td>23</td><td>87%</td></tr><tr><td>24</td><td>82%</td></tr></table>	Year	Percentage	15	92%	16	87%	17	92%	18	93%	19	92%	20	89%	21	91%	22	89%	23	87%	24	82%	92% to 75% Average: 85%	
Year	Percentage																								
15	92%																								
16	87%																								
17	92%																								
18	93%																								
19	92%																								
20	89%																								
21	91%																								
22	89%																								
23	87%																								
24	82%																								
Satisfied with reliability of supply (Sample size: 199)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>96%</td></tr><tr><td>16</td><td>97%</td></tr><tr><td>17</td><td>96%</td></tr><tr><td>18</td><td>96%</td></tr><tr><td>19</td><td>97%</td></tr><tr><td>20</td><td>95%</td></tr><tr><td>21</td><td>96%</td></tr><tr><td>22</td><td>93%</td></tr><tr><td>23</td><td>91%</td></tr><tr><td>24</td><td>94%</td></tr></table>	Year	Percentage	15	96%	16	97%	17	96%	18	96%	19	97%	20	95%	21	96%	22	93%	23	91%	24	94%	98% to 91% Average: 94%	
Year	Percentage																								
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16	97%																								
17	96%																								
18	96%																								
19	97%																								
20	95%																								
21	96%																								
22	93%																								
23	91%																								
24	94%																								
Satisfied with water pressure (Sample size: 198)	 <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>85%</td></tr><tr><td>18</td><td>86%</td></tr><tr><td>19</td><td>90%</td></tr><tr><td>20</td><td>89%</td></tr><tr><td>21</td><td>89%</td></tr><tr><td>22</td><td>86%</td></tr><tr><td>23</td><td>85%</td></tr><tr><td>24</td><td>88%</td></tr></table>	Year	Percentage	15	90%	16	87%	17	85%	18	86%	19	90%	20	89%	21	89%	22	86%	23	85%	24	88%	96% to 79% Average: 86%	
Year	Percentage																								
15	90%																								
16	87%																								
17	85%																								
18	86%																								
19	90%																								
20	89%																								
21	89%																								
22	86%																								
23	85%																								
24	88%																								
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 143)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>75%</td></tr><tr><td>16</td><td>75%</td></tr><tr><td>17</td><td>74%</td></tr><tr><td>18</td><td>75%</td></tr><tr><td>19</td><td>73%</td></tr><tr><td>20</td><td>76%</td></tr><tr><td>21</td><td>65%</td></tr><tr><td>22</td><td>64%</td></tr><tr><td>23</td><td>46%</td></tr><tr><td>24</td><td>59%</td></tr></table>	Year	Percentage	15	75%	16	75%	17	74%	18	75%	19	73%	20	76%	21	65%	22	64%	23	46%	24	59%	70% to 52% Average: 64%	Significant change since last year
Year	Percentage																								
15	75%																								
16	75%																								
17	74%																								
18	75%																								
19	73%																								
20	76%																								
21	65%																								
22	64%																								
23	46%																								
24	59%																								
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 154)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>83%</td></tr><tr><td>16</td><td>81%</td></tr><tr><td>17</td><td>77%</td></tr><tr><td>18</td><td>72%</td></tr><tr><td>19</td><td>76%</td></tr><tr><td>20</td><td>77%</td></tr><tr><td>21</td><td>62%</td></tr><tr><td>22</td><td>61%</td></tr><tr><td>23</td><td>42%</td></tr><tr><td>24</td><td>54%</td></tr></table>	Year	Percentage	15	83%	16	81%	17	77%	18	72%	19	76%	20	77%	21	62%	22	61%	23	42%	24	54%	77% to 48% Average: 64%	Significant change since last year. Significantly lower than WaSC average
Year	Percentage																								
15	83%																								
16	81%																								
17	77%																								
18	72%																								
19	76%																								
20	77%																								
21	62%																								
22	61%																								
23	42%																								
24	54%																								
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 164)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>77%</td></tr><tr><td>16</td><td>78%</td></tr><tr><td>17</td><td>71%</td></tr><tr><td>18</td><td>75%</td></tr><tr><td>19</td><td>70%</td></tr><tr><td>20</td><td>69%</td></tr><tr><td>21</td><td>34%</td></tr><tr><td>22</td><td>32%</td></tr><tr><td>23</td><td>18%</td></tr><tr><td>24</td><td>22%</td></tr></table>	Year	Percentage	15	77%	16	78%	17	71%	18	75%	19	70%	20	69%	21	34%	22	32%	23	18%	24	22%	51% to 22% Average: 40%	Significantly lower than WaSC average
Year	Percentage																								
15	77%																								
16	78%																								
17	71%																								
18	75%																								
19	70%																								
20	69%																								
21	34%																								
22	32%																								
23	18%																								
24	22%																								

Results for Southern Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfied with company actions to minimise sewer flooding (Sample size: 166)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>15</td><td>76%</td></tr><tr><td>16</td><td>76%</td></tr><tr><td>17</td><td>76%</td></tr><tr><td>18</td><td>73%</td></tr><tr><td>19</td><td>72%</td></tr><tr><td>20</td><td>70%</td></tr><tr><td>21</td><td>51%</td></tr><tr><td>22</td><td>47%</td></tr><tr><td>23</td><td>29%</td></tr><tr><td>24</td><td>37%</td></tr></tbody></table>	Year	Percentage	15	76%	16	76%	17	76%	18	73%	19	72%	20	70%	21	51%	22	47%	23	29%	24	37%	57% to 30% Average: 48%	Significantly lower than WaSC average
Year	Percentage																								
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19	72%																								
20	70%																								
21	51%																								
22	47%																								
23	29%																								
24	37%																								

Sample Profile

Regional sample profile for Southern Water	(Sample size: 200*)
Gender⁵	
Male	47%
Female	52%
Age⁵	
18-29	5%
30-44	13%
45-59	27%
60-64	10%
65-74	24%
75+	22%
SEC⁵	
Higher managerial, administrative & professional occupations	47%
Intermediate occupations	29%
Routine & manual occupations	17%
Never worked and long-term unemployed/Full-time students	6%
Refused	2%
Water Meter	
Proportion having a water meter	80%

Statistical reliability on sample size of 200 is +/- 6.79%

¹ Average (mean) proportion for all WaSCs 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 Percentages do not add to 100% due to rounding.