



CCW Research Report Water Matters 2025 Summary of findings for Thames Water



Results for Thames 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: 200) ²	<table><tr><th>Year</th><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr><tr><th>Percentage</th><td>89%</td><td>88%</td><td>86%</td><td>84%</td><td>87%</td><td>87%</td><td>86%</td><td>83%</td><td>82%</td><td>81%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	89%	88%	86%	84%	87%	87%	86%	83%	82%	81%	96% to 81% Average: 90%	Significantly lower than WaSC average
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	89%	88%	86%	84%	87%	87%	86%	83%	82%	81%															
Overall satisfaction with sewerage services (Sample size: 193)	<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>86%</td><td>83%</td><td>84%</td><td>76%</td><td>79%</td><td>78%</td><td>66%</td><td>74%</td><td>65%</td><td>58%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	86%	83%	84%	76%	79%	78%	66%	74%	65%	58%	75% to 47% Average: 65%	Significantly lower than WaSC average
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	86%	83%	84%	76%	79%	78%	66%	74%	65%	58%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 200)	<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>74%</td><td>70%</td><td>66%</td><td>65%</td><td>75%</td><td>70%</td><td>75%</td><td>67%</td><td>62%</td><td>57%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	74%	70%	66%	65%	75%	70%	75%	67%	62%	57%	74% to 55% Average: 65%	Significantly lower than WaSC average
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	74%	70%	66%	65%	75%	70%	75%	67%	62%	57%															
Satisfied with value for money of sewerage services (Sample size: 194)	<table><tr><th>Year</th><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr><tr><th>Percentage</th><td>76%</td><td>78%</td><td>69%</td><td>70%</td><td>75%</td><td>72%</td><td>70%</td><td>72%</td><td>67%</td><td>64%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	76%	78%	69%	70%	75%	72%	70%	72%	67%	64%	75% to 51% Average: 68%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	76%	78%	69%	70%	75%	72%	70%	72%	67%	64%															
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 199)	<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>60%</td><td>58%</td><td>61%</td><td>61%</td><td>65%</td><td>62%</td><td>61%</td><td>60%</td><td>48%</td><td>45%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	60%	58%	61%	61%	65%	62%	61%	60%	48%	45%	65% to 42% Average: 54%	Significantly lower than WaSC average
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	60%	58%	61%	61%	65%	62%	61%	60%	48%	45%															
Agree water and sewerage charges are affordable (Sample size: 198)	<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>67%</td><td>69%</td><td>69%</td><td>71%</td><td>76%</td><td>76%</td><td>76%</td><td>73%</td><td>65%</td><td>69%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	67%	69%	69%	71%	76%	76%	76%	73%	65%	69%	79% to 68% Average: 74%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	67%	69%	69%	71%	76%	76%	76%	73%	65%	69%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 196)	<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>67%</td><td>61%</td><td>61%</td><td>60%</td><td>60%</td><td>60%</td><td>53%</td><td>60%</td><td>40%</td><td>37%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	67%	61%	61%	60%	60%	60%	53%	60%	40%	37%	68% to 37% Average: 53%	Significantly lower than WaSC average
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	67%	61%	61%	60%	60%	60%	53%	60%	40%	37%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 200)	<table><tr><th>Year</th><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr><tr><th>Mean Score</th><td>7.40</td><td>7.31</td><td>7.17</td><td>7.57</td><td>7.04</td><td>7.20</td><td>6.86</td><td>6.72</td><td>5.79</td><td>5.12</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Mean Score	7.40	7.31	7.17	7.57	7.04	7.20	6.86	6.72	5.79	5.12	7.02 to 5.12 Average: 6.23	Significant change since last year. Significantly lower than WaSC average
Year	15	16	17	18	19	20	21	22	23	24															
Mean Score	7.40	7.31	7.17	7.57	7.04	7.20	6.86	6.72	5.79	5.12															



CCW Research Report Water Matters 2025 Summary of findings for Thames Water



Results for Thames 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: 191)	<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>68%</td><td>72%</td><td>65%</td><td>79%</td><td>68%</td><td>64%</td><td>72%</td><td>71%</td><td>67%</td><td>68%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	68%	72%	65%	79%	68%	64%	72%	71%	67%	68%	79% to 59% Average: 70%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	68%	72%	65%	79%	68%	64%	72%	71%	67%	68%															
Aware of free meter option (Sample size: 80) ³	<table><tr><th>Year</th><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr><tr><th>Percentage</th><td>58%</td><td>60%</td><td>66%</td><td>63%</td><td>47%</td><td>54%</td><td>50%</td><td>47%</td><td>54%</td><td>51%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	58%	60%	66%	63%	47%	54%	50%	47%	54%	51%	82% to 51% Average: 66%	Significantly lower than WaSC average
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	58%	60%	66%	63%	47%	54%	50%	47%	54%	51%															
Aware of option to go back to rateable value charge within 24 months (Sample size: 80) ⁴	<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>28%</td><td>26%</td><td>24%</td><td>28%</td><td>16%</td><td>27%</td><td>11%</td><td>10%</td><td>12%</td><td>11%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	28%	26%	24%	28%	16%	27%	11%	10%	12%	11%	35% to 11% Average: 25%	Significantly lower than WaSC average
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	28%	26%	24%	28%	16%	27%	11%	10%	12%	11%															
Aware of WaterSure tariff (Sample size: 200*) ⁴	<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>8%</td><td>15%</td><td>9%</td><td>14%</td><td>11%</td><td>10%</td><td>18%</td><td>11%</td><td>18%</td><td>15%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	8%	15%	9%	14%	11%	10%	18%	11%	18%	15%	24% to 11% Average: 18%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	8%	15%	9%	14%	11%	10%	18%	11%	18%	15%															
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 200*) ⁵	<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>34%</td><td>37%</td><td>50%</td><td>43%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage							34%	37%	50%	43%	57% to 38% Average: 48%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage							34%	37%	50%	43%															
Aware of Priority services (Sample size: 200*) ⁵	<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>41%</td><td>37%</td><td>37%</td><td>41%</td><td>35%</td><td>43%</td><td>49%</td><td>39%</td><td>47%</td><td>49%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	41%	37%	37%	41%	35%	43%	49%	39%	47%	49%	62% to 49% Average: 56%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	41%	37%	37%	41%	35%	43%	49%	39%	47%	49%															
Contact																									
Contacted water company with query in last 12 months (Sample size: 199*)	<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>14%</td><td>20%</td><td>18%</td><td>24%</td><td>25%</td><td>25%</td><td>25%</td><td>26%</td><td>33%</td><td>37%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	14%	20%	18%	24%	25%	25%	25%	26%	33%	37%	37% to 19% Average: 28%	Significantly higher than WaSC average
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	14%	20%	18%	24%	25%	25%	25%	26%	33%	37%															
Reason for contacting water company was to complain (Sample size: 73 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>7%</td><td>8%</td><td>0%</td><td>4%</td><td>6%</td><td>4%</td><td>6%</td><td>4%</td><td>8%</td><td>4%</td></tr></table>	Year	15	16	17	18	19	20	21	22	23	24	Percentage	7%	8%	0%	4%	6%	4%	6%	4%	8%	4%	5% to 0% Average: 2%	
Year	15	16	17	18	19	20	21	22	23	24															
Percentage	7%	8%	0%	4%	6%	4%	6%	4%	8%	4%															



CCW Research Report Water Matters 2025 Summary of findings for Thames Water



Results for Thames Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfaction with way query handled (Sample size: 73 who made contact)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>74%</td></tr><tr><td>16</td><td>69%</td></tr><tr><td>17</td><td>80%</td></tr><tr><td>18</td><td>73%</td></tr><tr><td>19</td><td>71%</td></tr><tr><td>20</td><td>67%</td></tr><tr><td>21</td><td>72%</td></tr><tr><td>22</td><td>65%</td></tr><tr><td>23</td><td>69%</td></tr><tr><td>24</td><td>67%</td></tr></table>	Year	Percentage	15	74%	16	69%	17	80%	18	73%	19	71%	20	67%	21	72%	22	65%	23	69%	24	67%	87% to 67% Average: 76%	
Year	Percentage																								
15	74%																								
16	69%																								
17	80%																								
18	73%																								
19	71%																								
20	67%																								
21	72%																								
22	65%																								
23	69%																								
24	67%																								
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 200)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>90%</td></tr><tr><td>16</td><td>91%</td></tr><tr><td>17</td><td>86%</td></tr><tr><td>18</td><td>91%</td></tr><tr><td>19</td><td>92%</td></tr><tr><td>20</td><td>90%</td></tr><tr><td>21</td><td>91%</td></tr><tr><td>22</td><td>92%</td></tr><tr><td>23</td><td>85%</td></tr><tr><td>24</td><td>90%</td></tr></table>	Year	Percentage	15	90%	16	91%	17	86%	18	91%	19	92%	20	90%	21	91%	22	92%	23	85%	24	90%	94% to 89% Average: 91%	
Year	Percentage																								
15	90%																								
16	91%																								
17	86%																								
18	91%																								
19	92%																								
20	90%																								
21	91%																								
22	92%																								
23	85%																								
24	90%																								
Satisfied with taste and smell (Sample size: 198)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>79%</td></tr><tr><td>16</td><td>85%</td></tr><tr><td>17</td><td>81%</td></tr><tr><td>18</td><td>81%</td></tr><tr><td>19</td><td>83%</td></tr><tr><td>20</td><td>86%</td></tr><tr><td>21</td><td>81%</td></tr><tr><td>22</td><td>79%</td></tr><tr><td>23</td><td>79%</td></tr><tr><td>24</td><td>75%</td></tr></table>	Year	Percentage	15	79%	16	85%	17	81%	18	81%	19	83%	20	86%	21	81%	22	79%	23	79%	24	75%	90% to 75% Average: 83%	Significantly lower than WaSC average
Year	Percentage																								
15	79%																								
16	85%																								
17	81%																								
18	81%																								
19	83%																								
20	86%																								
21	81%																								
22	79%																								
23	79%																								
24	75%																								
Satisfied with hardness/softness (Sample size: 197)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>55%</td></tr><tr><td>16</td><td>55%</td></tr><tr><td>17</td><td>45%</td></tr><tr><td>18</td><td>49%</td></tr><tr><td>19</td><td>53%</td></tr><tr><td>20</td><td>47%</td></tr><tr><td>21</td><td>40%</td></tr><tr><td>22</td><td>46%</td></tr><tr><td>23</td><td>40%</td></tr><tr><td>24</td><td>41%</td></tr></table>	Year	Percentage	15	55%	16	55%	17	45%	18	49%	19	53%	20	47%	21	40%	22	46%	23	40%	24	41%	90% to 41% Average: 66%	Significantly lower than WaSC average
Year	Percentage																								
15	55%																								
16	55%																								
17	45%																								
18	49%																								
19	53%																								
20	47%																								
21	40%																								
22	46%																								
23	40%																								
24	41%																								
Satisfied with safety (Sample size: 192)	<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>86%</td></tr><tr><td>18</td><td>91%</td></tr><tr><td>19</td><td>90%</td></tr><tr><td>20</td><td>90%</td></tr><tr><td>21</td><td>87%</td></tr><tr><td>22</td><td>84%</td></tr><tr><td>23</td><td>81%</td></tr><tr><td>24</td><td>75%</td></tr></table>	Year	Percentage	15	89%	16	85%	17	86%	18	91%	19	90%	20	90%	21	87%	22	84%	23	81%	24	75%	92% to 75% Average: 85%	Significantly lower than WaSC average
Year	Percentage																								
15	89%																								
16	85%																								
17	86%																								
18	91%																								
19	90%																								
20	90%																								
21	87%																								
22	84%																								
23	81%																								
24	75%																								
Satisfied with reliability of supply (Sample size: 199)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>93%</td></tr><tr><td>16</td><td>94%</td></tr><tr><td>17</td><td>96%</td></tr><tr><td>18</td><td>92%</td></tr><tr><td>19</td><td>93%</td></tr><tr><td>20</td><td>93%</td></tr><tr><td>21</td><td>94%</td></tr><tr><td>22</td><td>93%</td></tr><tr><td>23</td><td>93%</td></tr><tr><td>24</td><td>92%</td></tr></table>	Year	Percentage	15	93%	16	94%	17	96%	18	92%	19	93%	20	93%	21	94%	22	93%	23	93%	24	92%	98% to 91% Average: 94%	
Year	Percentage																								
15	93%																								
16	94%																								
17	96%																								
18	92%																								
19	93%																								
20	93%																								
21	94%																								
22	93%																								
23	93%																								
24	92%																								
Satisfied with water pressure (Sample size: 200)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>80%</td></tr><tr><td>16</td><td>87%</td></tr><tr><td>17</td><td>81%</td></tr><tr><td>18</td><td>81%</td></tr><tr><td>19</td><td>85%</td></tr><tr><td>20</td><td>82%</td></tr><tr><td>21</td><td>82%</td></tr><tr><td>22</td><td>86%</td></tr><tr><td>23</td><td>75%</td></tr><tr><td>24</td><td>79%</td></tr></table>	Year	Percentage	15	80%	16	87%	17	81%	18	81%	19	85%	20	82%	21	82%	22	86%	23	75%	24	79%	96% to 79% Average: 86%	Significantly lower than WaSC average
Year	Percentage																								
15	80%																								
16	87%																								
17	81%																								
18	81%																								
19	85%																								
20	82%																								
21	82%																								
22	86%																								
23	75%																								
24	79%																								
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 166)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>78%</td></tr><tr><td>16</td><td>68%</td></tr><tr><td>17</td><td>70%</td></tr><tr><td>18</td><td>65%</td></tr><tr><td>19</td><td>81%</td></tr><tr><td>20</td><td>72%</td></tr><tr><td>21</td><td>60%</td></tr><tr><td>22</td><td>71%</td></tr><tr><td>23</td><td>61%</td></tr><tr><td>24</td><td>57%</td></tr></table>	Year	Percentage	15	78%	16	68%	17	70%	18	65%	19	81%	20	72%	21	60%	22	71%	23	61%	24	57%	70% to 52% Average: 64%	
Year	Percentage																								
15	78%																								
16	68%																								
17	70%																								
18	65%																								
19	81%																								
20	72%																								
21	60%																								
22	71%																								
23	61%																								
24	57%																								



CCW Research Report Water Matters 2025 Summary of findings for Thames Water



Results for Thames Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfied with maintenance of sewerage pipes & treatment works (Sample size: 175)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>86%</td></tr><tr><td>16</td><td>67%</td></tr><tr><td>17</td><td>73%</td></tr><tr><td>18</td><td>74%</td></tr><tr><td>19</td><td>77%</td></tr><tr><td>20</td><td>76%</td></tr><tr><td>21</td><td>62%</td></tr><tr><td>22</td><td>71%</td></tr><tr><td>23</td><td>62%</td></tr><tr><td>24</td><td>54%</td></tr></table>	Year	Percentage	15	86%	16	67%	17	73%	18	74%	19	77%	20	76%	21	62%	22	71%	23	62%	24	54%	77% to 48% Average: 64%	Significantly lower than WaSC average
Year	Percentage																								
15	86%																								
16	67%																								
17	73%																								
18	74%																								
19	77%																								
20	76%																								
21	62%																								
22	71%																								
23	62%																								
24	54%																								
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 175)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>80%</td></tr><tr><td>16</td><td>70%</td></tr><tr><td>17</td><td>67%</td></tr><tr><td>18</td><td>68%</td></tr><tr><td>19</td><td>69%</td></tr><tr><td>20</td><td>70%</td></tr><tr><td>21</td><td>45%</td></tr><tr><td>22</td><td>54%</td></tr><tr><td>23</td><td>39%</td></tr><tr><td>24</td><td>32%</td></tr></table>	Year	Percentage	15	80%	16	70%	17	67%	18	68%	19	69%	20	70%	21	45%	22	54%	23	39%	24	32%	51% to 22% Average: 40%	Significantly lower than WaSC average
Year	Percentage																								
15	80%																								
16	70%																								
17	67%																								
18	68%																								
19	69%																								
20	70%																								
21	45%																								
22	54%																								
23	39%																								
24	32%																								
Satisfied with company actions to minimise sewer flooding (Sample size: 185)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>77%</td></tr><tr><td>16</td><td>70%</td></tr><tr><td>17</td><td>74%</td></tr><tr><td>18</td><td>68%</td></tr><tr><td>19</td><td>73%</td></tr><tr><td>20</td><td>68%</td></tr><tr><td>21</td><td>54%</td></tr><tr><td>22</td><td>56%</td></tr><tr><td>23</td><td>43%</td></tr><tr><td>24</td><td>44%</td></tr></table>	Year	Percentage	15	77%	16	70%	17	74%	18	68%	19	73%	20	68%	21	54%	22	56%	23	43%	24	44%	57% to 30% Average: 48%	
Year	Percentage																								
15	77%																								
16	70%																								
17	74%																								
18	68%																								
19	73%																								
20	68%																								
21	54%																								
22	56%																								
23	43%																								
24	44%																								



CCW Research Report
Water Matters 2025
Summary of findings for
Thames Water



Sample Profile

Regional sample profile for Thames Water	(Sample size: 200*)
Gender	
Male	44%
Female	56%
Age⁶	
18-29	13%
30-44	26%
45-59	37%
60-64	5%
65-74	11%
75+	9%
SEC⁶	
Higher managerial, administrative & professional occupations	59%
Intermediate occupations	21%
Routine & manual occupations	15%
Never worked and long-term unemployed/Full-time students	5%
Refused	1%
Water Meter	
Proportion having a water meter	57%

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 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.