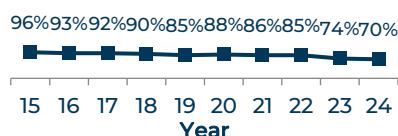
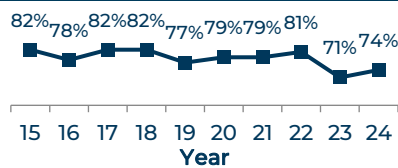
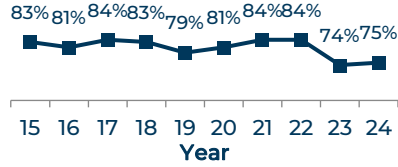
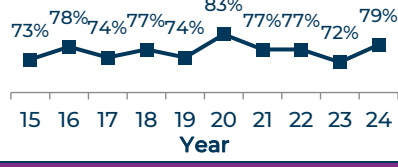
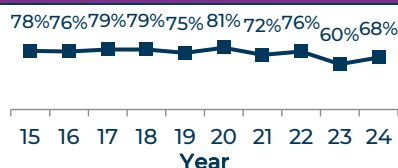
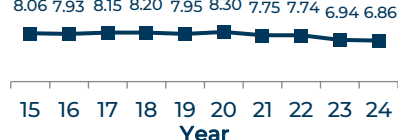
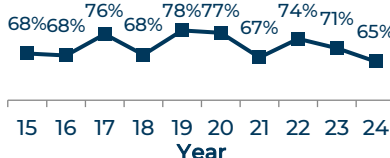
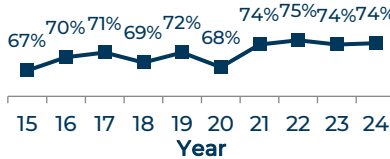
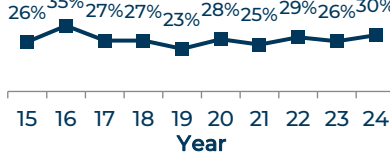
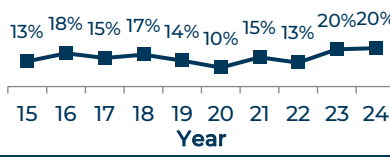
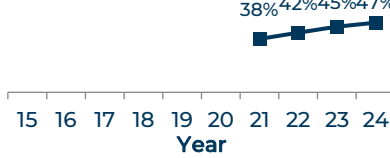
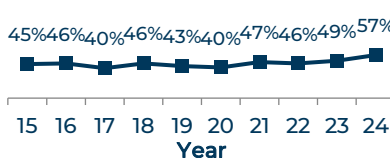
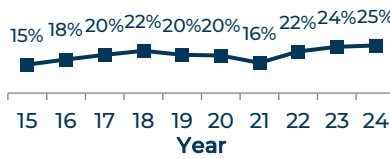
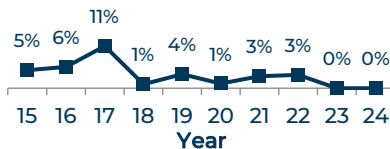
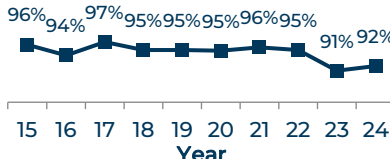
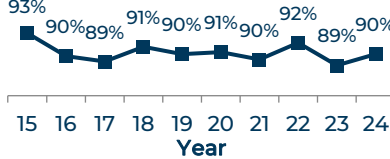
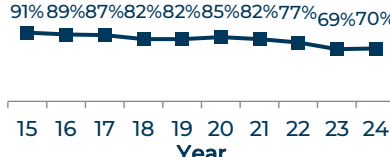
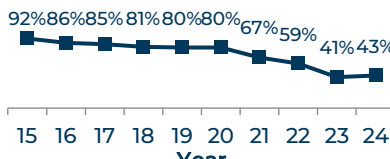
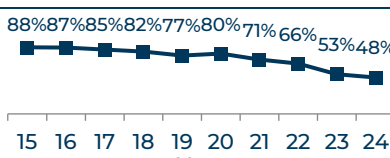


Results for Welsh Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfaction with water and sewerage services																									
Overall satisfaction with water supply (Sample size: 400) ²	 <table><tr><th>Year</th><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>99%</td><td>96%</td><td>96%</td><td>94%</td><td>94%</td><td>96%</td><td>93%</td><td>95%</td><td>93%</td><td>95%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	99%	96%	96%	94%	94%	96%	93%	95%	93%	95%	96% to 81% Average: 90%	Significantly higher than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	99%	96%	96%	94%	94%	96%	93%	95%	93%	95%															
Overall satisfaction with sewerage services (Sample size: 345)	 <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>96%</td><td>93%</td><td>92%</td><td>90%</td><td>85%</td><td>88%</td><td>86%</td><td>85%</td><td>74%</td><td>70%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	96%	93%	92%	90%	85%	88%	86%	85%	74%	70%	75% to 47% Average: 65%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	96%	93%	92%	90%	85%	88%	86%	85%	74%	70%															
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 395)	 <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>78%</td><td>82%</td><td>82%</td><td>77%</td><td>79%</td><td>79%</td><td>81%</td><td>71%</td><td>74%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	82%	78%	82%	82%	77%	79%	79%	81%	71%	74%	74% to 55% Average: 65%	Significantly higher than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	82%	78%	82%	82%	77%	79%	79%	81%	71%	74%															
Satisfied with value for money of sewerage services (Sample size: 342)	 <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>83%</td><td>81%</td><td>84%</td><td>83%</td><td>79%</td><td>81%</td><td>84%</td><td>84%</td><td>74%</td><td>75%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	83%	81%	84%	83%	79%	81%	84%	84%	74%	75%	75% to 51% Average: 68%	Significantly higher than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	83%	81%	84%	83%	79%	81%	84%	84%	74%	75%															
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 386)	 <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>63%</td><td>70%</td><td>64%</td><td>71%</td><td>66%</td><td>72%</td><td>62%</td><td>62%</td><td>59%</td><td>65%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	63%	70%	64%	71%	66%	72%	62%	62%	59%	65%	65% to 42% Average: 54%	Significantly higher than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	63%	70%	64%	71%	66%	72%	62%	62%	59%	65%															
Agree water and sewerage charges are affordable (Sample size: 398)	 <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>73%</td><td>78%</td><td>74%</td><td>77%</td><td>74%</td><td>83%</td><td>77%</td><td>77%</td><td>72%</td><td>79%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	73%	78%	74%	77%	74%	83%	77%	77%	72%	79%	79% to 68% Average: 74%	Significant change since last year. Significantly higher than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	73%	78%	74%	77%	74%	83%	77%	77%	72%	79%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 386)	 <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>76%</td><td>79%</td><td>79%</td><td>75%</td><td>81%</td><td>72%</td><td>76%</td><td>60%</td><td>68%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	78%	76%	79%	79%	75%	81%	72%	76%	60%	68%	68% to 37% Average: 53%	Significant change since last year. Significantly higher than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	78%	76%	79%	79%	75%	81%	72%	76%	60%	68%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 397)	 <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>8.06</td><td>7.93</td><td>8.15</td><td>8.20</td><td>7.95</td><td>8.30</td><td>7.75</td><td>7.74</td><td>6.94</td><td>6.86</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Mean Score	8.06	7.93	8.15	8.20	7.95	8.30	7.75	7.74	6.94	6.86	7.02 to 5.12 Average: 6.23	Significantly higher than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Mean Score	8.06	7.93	8.15	8.20	7.95	8.30	7.75	7.74	6.94	6.86															

Results for Welsh 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: 392)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>68%</td></tr><tr><td>16</td><td>68%</td></tr><tr><td>17</td><td>76%</td></tr><tr><td>18</td><td>68%</td></tr><tr><td>19</td><td>78%</td></tr><tr><td>20</td><td>77%</td></tr><tr><td>21</td><td>67%</td></tr><tr><td>22</td><td>74%</td></tr><tr><td>23</td><td>71%</td></tr><tr><td>24</td><td>65%</td></tr></table>	Year	Percentage	15	68%	16	68%	17	76%	18	68%	19	78%	20	77%	21	67%	22	74%	23	71%	24	65%	79% to 59% Average: 70%	
Year	Percentage																								
15	68%																								
16	68%																								
17	76%																								
18	68%																								
19	78%																								
20	77%																								
21	67%																								
22	74%																								
23	71%																								
24	65%																								
Aware of free meter option (Sample size: 200) ³	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>67%</td></tr><tr><td>16</td><td>70%</td></tr><tr><td>17</td><td>71%</td></tr><tr><td>18</td><td>69%</td></tr><tr><td>19</td><td>72%</td></tr><tr><td>20</td><td>68%</td></tr><tr><td>21</td><td>74%</td></tr><tr><td>22</td><td>75%</td></tr><tr><td>23</td><td>74%</td></tr><tr><td>24</td><td>74%</td></tr></table>	Year	Percentage	15	67%	16	70%	17	71%	18	69%	19	72%	20	68%	21	74%	22	75%	23	74%	24	74%	82% to 51% Average: 66%	Significantly higher than WaSC average
Year	Percentage																								
15	67%																								
16	70%																								
17	71%																								
18	69%																								
19	72%																								
20	68%																								
21	74%																								
22	75%																								
23	74%																								
24	74%																								
Aware of option to go back to rateable value charge within 24 months (Sample size: 200) ⁴	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>26%</td></tr><tr><td>16</td><td>35%</td></tr><tr><td>17</td><td>27%</td></tr><tr><td>18</td><td>27%</td></tr><tr><td>19</td><td>23%</td></tr><tr><td>20</td><td>28%</td></tr><tr><td>21</td><td>25%</td></tr><tr><td>22</td><td>29%</td></tr><tr><td>23</td><td>26%</td></tr><tr><td>24</td><td>30%</td></tr></table>	Year	Percentage	15	26%	16	35%	17	27%	18	27%	19	23%	20	28%	21	25%	22	29%	23	26%	24	30%	35% to 11% Average: 25%	
Year	Percentage																								
15	26%																								
16	35%																								
17	27%																								
18	27%																								
19	23%																								
20	28%																								
21	25%																								
22	29%																								
23	26%																								
24	30%																								
Aware of WaterSure tariff (Sample size: 400*) ⁴	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>13%</td></tr><tr><td>16</td><td>18%</td></tr><tr><td>17</td><td>15%</td></tr><tr><td>18</td><td>17%</td></tr><tr><td>19</td><td>14%</td></tr><tr><td>20</td><td>10%</td></tr><tr><td>21</td><td>15%</td></tr><tr><td>22</td><td>13%</td></tr><tr><td>23</td><td>20%</td></tr><tr><td>24</td><td>20%</td></tr></table>	Year	Percentage	15	13%	16	18%	17	15%	18	17%	19	14%	20	10%	21	15%	22	13%	23	20%	24	20%	24% to 11% Average: 18%	
Year	Percentage																								
15	13%																								
16	18%																								
17	15%																								
18	17%																								
19	14%																								
20	10%																								
21	15%																								
22	13%																								
23	20%																								
24	20%																								
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 400*) ⁵	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>21</td><td>38%</td></tr><tr><td>22</td><td>42%</td></tr><tr><td>23</td><td>45%</td></tr><tr><td>24</td><td>47%</td></tr></table>	Year	Percentage	21	38%	22	42%	23	45%	24	47%	57% to 38% Average: 48%													
Year	Percentage																								
21	38%																								
22	42%																								
23	45%																								
24	47%																								
Aware of Priority services (Sample size: 400*) ⁵	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>45%</td></tr><tr><td>16</td><td>46%</td></tr><tr><td>17</td><td>40%</td></tr><tr><td>18</td><td>46%</td></tr><tr><td>19</td><td>43%</td></tr><tr><td>20</td><td>40%</td></tr><tr><td>21</td><td>47%</td></tr><tr><td>22</td><td>46%</td></tr><tr><td>23</td><td>49%</td></tr><tr><td>24</td><td>57%</td></tr></table>	Year	Percentage	15	45%	16	46%	17	40%	18	46%	19	43%	20	40%	21	47%	22	46%	23	49%	24	57%	62% to 49% Average: 56%	Significant change since last year
Year	Percentage																								
15	45%																								
16	46%																								
17	40%																								
18	46%																								
19	43%																								
20	40%																								
21	47%																								
22	46%																								
23	49%																								
24	57%																								
Contact																									
Contacted water company with query in last 12 months (Sample size: 398*)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>15%</td></tr><tr><td>16</td><td>18%</td></tr><tr><td>17</td><td>20%</td></tr><tr><td>18</td><td>22%</td></tr><tr><td>19</td><td>20%</td></tr><tr><td>20</td><td>20%</td></tr><tr><td>21</td><td>16%</td></tr><tr><td>22</td><td>22%</td></tr><tr><td>23</td><td>24%</td></tr><tr><td>24</td><td>25%</td></tr></table>	Year	Percentage	15	15%	16	18%	17	20%	18	22%	19	20%	20	20%	21	16%	22	22%	23	24%	24	25%	37% to 19% Average: 28%	
Year	Percentage																								
15	15%																								
16	18%																								
17	20%																								
18	22%																								
19	20%																								
20	20%																								
21	16%																								
22	22%																								
23	24%																								
24	25%																								
Reason for contacting water company was to complain (Sample size: 100 who made contact)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>5%</td></tr><tr><td>16</td><td>6%</td></tr><tr><td>17</td><td>11%</td></tr><tr><td>18</td><td>1%</td></tr><tr><td>19</td><td>4%</td></tr><tr><td>20</td><td>1%</td></tr><tr><td>21</td><td>3%</td></tr><tr><td>22</td><td>3%</td></tr><tr><td>23</td><td>0%</td></tr><tr><td>24</td><td>0%</td></tr></table>	Year	Percentage	15	5%	16	6%	17	11%	18	1%	19	4%	20	1%	21	3%	22	3%	23	0%	24	0%	5% to 0% Average: 2%	
Year	Percentage																								
15	5%																								
16	6%																								
17	11%																								
18	1%																								
19	4%																								
20	1%																								
21	3%																								
22	3%																								
23	0%																								
24	0%																								

Results for Welsh Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfaction with way query handled (Sample size: 99 who made contact)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>83%</td></tr><tr><td>16</td><td>85%</td></tr><tr><td>17</td><td>80%</td></tr><tr><td>18</td><td>87%</td></tr><tr><td>19</td><td>81%</td></tr><tr><td>20</td><td>86%</td></tr><tr><td>21</td><td>81%</td></tr><tr><td>22</td><td>84%</td></tr><tr><td>23</td><td>79%</td></tr><tr><td>24</td><td>79%</td></tr></table>	Year	Percentage	15	83%	16	85%	17	80%	18	87%	19	81%	20	86%	21	81%	22	84%	23	79%	24	79%	87% to 67% Average: 76%	
Year	Percentage																								
15	83%																								
16	85%																								
17	80%																								
18	87%																								
19	81%																								
20	86%																								
21	81%																								
22	84%																								
23	79%																								
24	79%																								
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 400)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>98%</td></tr><tr><td>16</td><td>95%</td></tr><tr><td>17</td><td>95%</td></tr><tr><td>18</td><td>95%</td></tr><tr><td>19</td><td>94%</td></tr><tr><td>20</td><td>95%</td></tr><tr><td>21</td><td>95%</td></tr><tr><td>22</td><td>93%</td></tr><tr><td>23</td><td>93%</td></tr><tr><td>24</td><td>94%</td></tr></table>	Year	Percentage	15	98%	16	95%	17	95%	18	95%	19	94%	20	95%	21	95%	22	93%	23	93%	24	94%	94% to 89% Average: 91%	
Year	Percentage																								
15	98%																								
16	95%																								
17	95%																								
18	95%																								
19	94%																								
20	95%																								
21	95%																								
22	93%																								
23	93%																								
24	94%																								
Satisfied with taste and smell (Sample size: 394)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>92%</td></tr><tr><td>16</td><td>93%</td></tr><tr><td>17</td><td>93%</td></tr><tr><td>18</td><td>94%</td></tr><tr><td>19</td><td>92%</td></tr><tr><td>20</td><td>88%</td></tr><tr><td>21</td><td>90%</td></tr><tr><td>22</td><td>90%</td></tr><tr><td>23</td><td>89%</td></tr><tr><td>24</td><td>90%</td></tr></table>	Year	Percentage	15	92%	16	93%	17	93%	18	94%	19	92%	20	88%	21	90%	22	90%	23	89%	24	90%	90% to 75% Average: 83%	Significantly higher than WaSC average
Year	Percentage																								
15	92%																								
16	93%																								
17	93%																								
18	94%																								
19	92%																								
20	88%																								
21	90%																								
22	90%																								
23	89%																								
24	90%																								
Satisfied with hardness/softness (Sample size: 378)	 <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>92%</td></tr><tr><td>18</td><td>93%</td></tr><tr><td>19</td><td>88%</td></tr><tr><td>20</td><td>93%</td></tr><tr><td>21</td><td>95%</td></tr><tr><td>22</td><td>92%</td></tr><tr><td>23</td><td>87%</td></tr><tr><td>24</td><td>90%</td></tr></table>	Year	Percentage	15	92%	16	94%	17	92%	18	93%	19	88%	20	93%	21	95%	22	92%	23	87%	24	90%	90% to 41% Average: 66%	Significantly higher than WaSC average
Year	Percentage																								
15	92%																								
16	94%																								
17	92%																								
18	93%																								
19	88%																								
20	93%																								
21	95%																								
22	92%																								
23	87%																								
24	90%																								
Satisfied with safety (Sample size: 395)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>96%</td></tr><tr><td>16</td><td>94%</td></tr><tr><td>17</td><td>97%</td></tr><tr><td>18</td><td>95%</td></tr><tr><td>19</td><td>95%</td></tr><tr><td>20</td><td>95%</td></tr><tr><td>21</td><td>96%</td></tr><tr><td>22</td><td>95%</td></tr><tr><td>23</td><td>91%</td></tr><tr><td>24</td><td>92%</td></tr></table>	Year	Percentage	15	96%	16	94%	17	97%	18	95%	19	95%	20	95%	21	96%	22	95%	23	91%	24	92%	92% to 75% Average: 85%	Significantly higher than WaSC average
Year	Percentage																								
15	96%																								
16	94%																								
17	97%																								
18	95%																								
19	95%																								
20	95%																								
21	96%																								
22	95%																								
23	91%																								
24	92%																								
Satisfied with reliability of supply (Sample size: 400)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>98%</td></tr><tr><td>16</td><td>98%</td></tr><tr><td>17</td><td>98%</td></tr><tr><td>18</td><td>97%</td></tr><tr><td>19</td><td>97%</td></tr><tr><td>20</td><td>98%</td></tr><tr><td>21</td><td>96%</td></tr><tr><td>22</td><td>97%</td></tr><tr><td>23</td><td>95%</td></tr><tr><td>24</td><td>95%</td></tr></table>	Year	Percentage	15	98%	16	98%	17	98%	18	97%	19	97%	20	98%	21	96%	22	97%	23	95%	24	95%	98% to 91% Average: 94%	
Year	Percentage																								
15	98%																								
16	98%																								
17	98%																								
18	97%																								
19	97%																								
20	98%																								
21	96%																								
22	97%																								
23	95%																								
24	95%																								
Satisfied with water pressure (Sample size: 398)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>93%</td></tr><tr><td>16</td><td>90%</td></tr><tr><td>17</td><td>89%</td></tr><tr><td>18</td><td>91%</td></tr><tr><td>19</td><td>90%</td></tr><tr><td>20</td><td>91%</td></tr><tr><td>21</td><td>90%</td></tr><tr><td>22</td><td>92%</td></tr><tr><td>23</td><td>89%</td></tr><tr><td>24</td><td>90%</td></tr></table>	Year	Percentage	15	93%	16	90%	17	89%	18	91%	19	90%	20	91%	21	90%	22	92%	23	89%	24	90%	96% to 79% Average: 86%	Significantly higher than WaSC average
Year	Percentage																								
15	93%																								
16	90%																								
17	89%																								
18	91%																								
19	90%																								
20	91%																								
21	90%																								
22	92%																								
23	89%																								
24	90%																								
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 261)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>90%</td></tr><tr><td>16</td><td>82%</td></tr><tr><td>17</td><td>81%</td></tr><tr><td>18</td><td>81%</td></tr><tr><td>19</td><td>82%</td></tr><tr><td>20</td><td>83%</td></tr><tr><td>21</td><td>82%</td></tr><tr><td>22</td><td>76%</td></tr><tr><td>23</td><td>65%</td></tr><tr><td>24</td><td>65%</td></tr></table>	Year	Percentage	15	90%	16	82%	17	81%	18	81%	19	82%	20	83%	21	82%	22	76%	23	65%	24	65%	70% to 52% Average: 64%	
Year	Percentage																								
15	90%																								
16	82%																								
17	81%																								
18	81%																								
19	82%																								
20	83%																								
21	82%																								
22	76%																								
23	65%																								
24	65%																								

Results for Welsh 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: 295)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>91%</td></tr><tr><td>16</td><td>89%</td></tr><tr><td>17</td><td>87%</td></tr><tr><td>18</td><td>82%</td></tr><tr><td>19</td><td>82%</td></tr><tr><td>20</td><td>85%</td></tr><tr><td>21</td><td>82%</td></tr><tr><td>22</td><td>77%</td></tr><tr><td>23</td><td>69%</td></tr><tr><td>24</td><td>70%</td></tr></table>	Year	Percentage	15	91%	16	89%	17	87%	18	82%	19	82%	20	85%	21	82%	22	77%	23	69%	24	70%	<p>77% to 48% Average: 64%</p>	Significantly higher than WaSC average
Year	Percentage																								
15	91%																								
16	89%																								
17	87%																								
18	82%																								
19	82%																								
20	85%																								
21	82%																								
22	77%																								
23	69%																								
24	70%																								
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 296)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>92%</td></tr><tr><td>16</td><td>86%</td></tr><tr><td>17</td><td>85%</td></tr><tr><td>18</td><td>81%</td></tr><tr><td>19</td><td>80%</td></tr><tr><td>20</td><td>80%</td></tr><tr><td>21</td><td>67%</td></tr><tr><td>22</td><td>59%</td></tr><tr><td>23</td><td>41%</td></tr><tr><td>24</td><td>43%</td></tr></table>	Year	Percentage	15	92%	16	86%	17	85%	18	81%	19	80%	20	80%	21	67%	22	59%	23	41%	24	43%	<p>51% to 22% Average: 40%</p>	
Year	Percentage																								
15	92%																								
16	86%																								
17	85%																								
18	81%																								
19	80%																								
20	80%																								
21	67%																								
22	59%																								
23	41%																								
24	43%																								
Satisfied with company actions to minimise sewer flooding (Sample size: 302)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>88%</td></tr><tr><td>16</td><td>87%</td></tr><tr><td>17</td><td>85%</td></tr><tr><td>18</td><td>82%</td></tr><tr><td>19</td><td>77%</td></tr><tr><td>20</td><td>80%</td></tr><tr><td>21</td><td>71%</td></tr><tr><td>22</td><td>66%</td></tr><tr><td>23</td><td>53%</td></tr><tr><td>24</td><td>48%</td></tr></table>	Year	Percentage	15	88%	16	87%	17	85%	18	82%	19	77%	20	80%	21	71%	22	66%	23	53%	24	48%	<p>57% to 30% Average: 48%</p>	
Year	Percentage																								
15	88%																								
16	87%																								
17	85%																								
18	82%																								
19	77%																								
20	80%																								
21	71%																								
22	66%																								
23	53%																								
24	48%																								

Sample Profile

Regional sample profile for Welsh Water	(Sample size: 400*)
Gender	
Male	44%
Female	56%
Age⁶	
18-29	1%
30-44	11%
45-59	31%
60-64	10%
65-74	26%
75+	20%
SEC⁶	
Higher managerial, administrative & professional occupations	50%
Intermediate occupations	21%
Routine & manual occupations	23%
Never worked and long-term unemployed/Full-time students	4%
Refused	1%
Water Meter	
Proportion having a water meter	50%

Statistical reliability on sample size of 400 is +/- 4.9%

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.