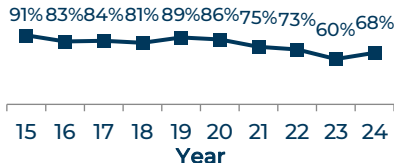
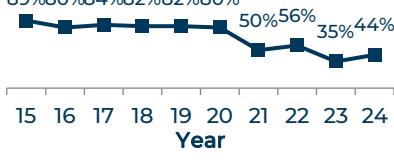
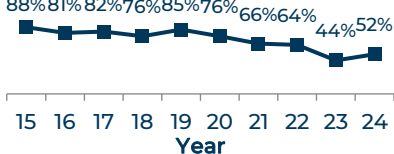


Results for Wessex Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfaction with water and sewerage services																									
Overall satisfaction with water supply (Sample size: 201) ²	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>93%</td></tr><tr><td>16</td><td>91%</td></tr><tr><td>17</td><td>91%</td></tr><tr><td>18</td><td>91%</td></tr><tr><td>19</td><td>93%</td></tr><tr><td>20</td><td>95%</td></tr><tr><td>21</td><td>93%</td></tr><tr><td>22</td><td>94%</td></tr><tr><td>23</td><td>90%</td></tr><tr><td>24</td><td>96%</td></tr></table>	Year	Percentage	15	93%	16	91%	17	91%	18	91%	19	93%	20	95%	21	93%	22	94%	23	90%	24	96%	96% to 81% Average: 90%	Significant change since last year. Significantly higher than WaSC average
Year	Percentage																								
15	93%																								
16	91%																								
17	91%																								
18	91%																								
19	93%																								
20	95%																								
21	93%																								
22	94%																								
23	90%																								
24	96%																								
Overall satisfaction with sewerage services (Sample size: 181)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>93%</td></tr><tr><td>16</td><td>91%</td></tr><tr><td>17</td><td>90%</td></tr><tr><td>18</td><td>87%</td></tr><tr><td>19</td><td>93%</td></tr><tr><td>20</td><td>87%</td></tr><tr><td>21</td><td>78%</td></tr><tr><td>22</td><td>84%</td></tr><tr><td>23</td><td>66%</td></tr><tr><td>24</td><td>73%</td></tr></table>	Year	Percentage	15	93%	16	91%	17	90%	18	87%	19	93%	20	87%	21	78%	22	84%	23	66%	24	73%	75% to 47% Average: 65%	Significantly higher than WaSC average
Year	Percentage																								
15	93%																								
16	91%																								
17	90%																								
18	87%																								
19	93%																								
20	87%																								
21	78%																								
22	84%																								
23	66%																								
24	73%																								
Satisfaction with value for money																									
Satisfied with value for money of water services (Sample size: 200)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>76%</td></tr><tr><td>16</td><td>75%</td></tr><tr><td>17</td><td>76%</td></tr><tr><td>18</td><td>75%</td></tr><tr><td>19</td><td>79%</td></tr><tr><td>20</td><td>76%</td></tr><tr><td>21</td><td>76%</td></tr><tr><td>22</td><td>78%</td></tr><tr><td>23</td><td>63%</td></tr><tr><td>24</td><td>70%</td></tr></table>	Year	Percentage	15	76%	16	75%	17	76%	18	75%	19	79%	20	76%	21	76%	22	78%	23	63%	24	70%	74% to 55% Average: 65%	
Year	Percentage																								
15	76%																								
16	75%																								
17	76%																								
18	75%																								
19	79%																								
20	76%																								
21	76%																								
22	78%																								
23	63%																								
24	70%																								
Satisfied with value for money of sewerage services (Sample size: 172)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>81%</td></tr><tr><td>16</td><td>80%</td></tr><tr><td>17</td><td>78%</td></tr><tr><td>18</td><td>79%</td></tr><tr><td>19</td><td>83%</td></tr><tr><td>20</td><td>79%</td></tr><tr><td>21</td><td>75%</td></tr><tr><td>22</td><td>79%</td></tr><tr><td>23</td><td>70%</td></tr><tr><td>24</td><td>74%</td></tr></table>	Year	Percentage	15	81%	16	80%	17	78%	18	79%	19	83%	20	79%	21	75%	22	79%	23	70%	24	74%	75% to 51% Average: 68%	
Year	Percentage																								
15	81%																								
16	80%																								
17	78%																								
18	79%																								
19	83%																								
20	79%																								
21	75%																								
22	79%																								
23	70%																								
24	74%																								
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 197)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>65%</td></tr><tr><td>16</td><td>67%</td></tr><tr><td>17</td><td>67%</td></tr><tr><td>18</td><td>62%</td></tr><tr><td>19</td><td>65%</td></tr><tr><td>20</td><td>76%</td></tr><tr><td>21</td><td>66%</td></tr><tr><td>22</td><td>68%</td></tr><tr><td>23</td><td>52%</td></tr><tr><td>24</td><td>58%</td></tr></table>	Year	Percentage	15	65%	16	67%	17	67%	18	62%	19	65%	20	76%	21	66%	22	68%	23	52%	24	58%	65% to 42% Average: 54%	
Year	Percentage																								
15	65%																								
16	67%																								
17	67%																								
18	62%																								
19	65%																								
20	76%																								
21	66%																								
22	68%																								
23	52%																								
24	58%																								
Agree water and sewerage charges are affordable (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>80%</td></tr><tr><td>17</td><td>78%</td></tr><tr><td>18</td><td>76%</td></tr><tr><td>19</td><td>79%</td></tr><tr><td>20</td><td>87%</td></tr><tr><td>21</td><td>74%</td></tr><tr><td>22</td><td>78%</td></tr><tr><td>23</td><td>72%</td></tr><tr><td>24</td><td>73%</td></tr></table>	Year	Percentage	15	80%	16	80%	17	78%	18	76%	19	79%	20	87%	21	74%	22	78%	23	72%	24	73%	79% to 68% Average: 74%	
Year	Percentage																								
15	80%																								
16	80%																								
17	78%																								
18	76%																								
19	79%																								
20	87%																								
21	74%																								
22	78%																								
23	72%																								
24	73%																								
Care and trust																									
Agree company cares about service given to customers (Sample size: 195)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>77%</td></tr><tr><td>16</td><td>74%</td></tr><tr><td>17</td><td>74%</td></tr><tr><td>18</td><td>70%</td></tr><tr><td>19</td><td>75%</td></tr><tr><td>20</td><td>80%</td></tr><tr><td>21</td><td>64%</td></tr><tr><td>22</td><td>68%</td></tr><tr><td>23</td><td>53%</td></tr><tr><td>24</td><td>66%</td></tr></table>	Year	Percentage	15	77%	16	74%	17	74%	18	70%	19	75%	20	80%	21	64%	22	68%	23	53%	24	66%	68% to 37% Average: 53%	Significant change since last year. Significantly higher than WaSC average
Year	Percentage																								
15	77%																								
16	74%																								
17	74%																								
18	70%																								
19	75%																								
20	80%																								
21	64%																								
22	68%																								
23	53%																								
24	66%																								
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 201)	 <table><tr><th>Year</th><th>Mean Score</th></tr><tr><td>15</td><td>7.97</td></tr><tr><td>16</td><td>7.75</td></tr><tr><td>17</td><td>7.86</td></tr><tr><td>18</td><td>8.08</td></tr><tr><td>19</td><td>8.19</td></tr><tr><td>20</td><td>8.31</td></tr><tr><td>21</td><td>7.43</td></tr><tr><td>22</td><td>7.46</td></tr><tr><td>23</td><td>6.53</td></tr><tr><td>24</td><td>7.02</td></tr></table>	Year	Mean Score	15	7.97	16	7.75	17	7.86	18	8.08	19	8.19	20	8.31	21	7.43	22	7.46	23	6.53	24	7.02	7.02 to 5.12 Average: 6.23	Significant change since last year. Significantly higher than WaSC average
Year	Mean Score																								
15	7.97																								
16	7.75																								
17	7.86																								
18	8.08																								
19	8.19																								
20	8.31																								
21	7.43																								
22	7.46																								
23	6.53																								
24	7.02																								

Results for Wessex 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>76%</td></tr><tr><td>16</td><td>71%</td></tr><tr><td>17</td><td>71%</td></tr><tr><td>18</td><td>71%</td></tr><tr><td>19</td><td>74%</td></tr><tr><td>20</td><td>79%</td></tr><tr><td>21</td><td>79%</td></tr><tr><td>22</td><td>72%</td></tr><tr><td>23</td><td>70%</td></tr><tr><td>24</td><td>64%</td></tr></table>	Year	Percentage	15	76%	16	71%	17	71%	18	71%	19	74%	20	79%	21	79%	22	72%	23	70%	24	64%	79% to 59% Average: 70%	
Year	Percentage																								
15	76%																								
16	71%																								
17	71%																								
18	71%																								
19	74%																								
20	79%																								
21	79%																								
22	72%																								
23	70%																								
24	64%																								
Aware of free meter option (Sample size: 70) ³	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>65%</td></tr><tr><td>16</td><td>70%</td></tr><tr><td>17</td><td>81%</td></tr><tr><td>18</td><td>83%</td></tr><tr><td>19</td><td>78%</td></tr><tr><td>20</td><td>75%</td></tr><tr><td>21</td><td>64%</td></tr><tr><td>22</td><td>70%</td></tr><tr><td>23</td><td>71%</td></tr><tr><td>24</td><td>76%</td></tr></table>	Year	Percentage	15	65%	16	70%	17	81%	18	83%	19	78%	20	75%	21	64%	22	70%	23	71%	24	76%	82% to 51% Average: 66%	Significantly higher than WaSC average
Year	Percentage																								
15	65%																								
16	70%																								
17	81%																								
18	83%																								
19	78%																								
20	75%																								
21	64%																								
22	70%																								
23	71%																								
24	76%																								
Aware of option to go back to rateable value charge within 24 months (Sample size: 70) ⁴	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>26%</td></tr><tr><td>16</td><td>32%</td></tr><tr><td>17</td><td>34%</td></tr><tr><td>18</td><td>43%</td></tr><tr><td>19</td><td>37%</td></tr><tr><td>20</td><td>29%</td></tr><tr><td>21</td><td>23%</td></tr><tr><td>22</td><td>37%</td></tr><tr><td>23</td><td>32%</td></tr><tr><td>24</td><td>27%</td></tr></table>	Year	Percentage	15	26%	16	32%	17	34%	18	43%	19	37%	20	29%	21	23%	22	37%	23	32%	24	27%	35% to 11% Average: 25%	
Year	Percentage																								
15	26%																								
16	32%																								
17	34%																								
18	43%																								
19	37%																								
20	29%																								
21	23%																								
22	37%																								
23	32%																								
24	27%																								
Aware of WaterSure tariff (Sample size: 201*) ⁴	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>6%</td></tr><tr><td>16</td><td>14%</td></tr><tr><td>17</td><td>8%</td></tr><tr><td>18</td><td>9%</td></tr><tr><td>19</td><td>8%</td></tr><tr><td>20</td><td>6%</td></tr><tr><td>21</td><td>10%</td></tr><tr><td>22</td><td>16%</td></tr><tr><td>23</td><td>19%</td></tr><tr><td>24</td><td>19%</td></tr></table>	Year	Percentage	15	6%	16	14%	17	8%	18	9%	19	8%	20	6%	21	10%	22	16%	23	19%	24	19%	24% to 11% Average: 18%	
Year	Percentage																								
15	6%																								
16	14%																								
17	8%																								
18	9%																								
19	8%																								
20	6%																								
21	10%																								
22	16%																								
23	19%																								
24	19%																								
Aware water company offers reduced charges to some households who struggle to afford their bills (Sample size: 201*) ⁵	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>41%</td></tr><tr><td>16</td><td>50%</td></tr><tr><td>17</td><td>52%</td></tr><tr><td>18</td><td>50%</td></tr></table>	Year	Percentage	15	41%	16	50%	17	52%	18	50%	57% to 38% Average: 48%													
Year	Percentage																								
15	41%																								
16	50%																								
17	52%																								
18	50%																								
Aware of Priority services (Sample size: 201*) ⁵	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>57%</td></tr><tr><td>16</td><td>47%</td></tr><tr><td>17</td><td>43%</td></tr><tr><td>18</td><td>49%</td></tr><tr><td>19</td><td>43%</td></tr><tr><td>20</td><td>44%</td></tr><tr><td>21</td><td>49%</td></tr><tr><td>22</td><td>53%</td></tr><tr><td>23</td><td>57%</td></tr><tr><td>24</td><td>55%</td></tr></table>	Year	Percentage	15	57%	16	47%	17	43%	18	49%	19	43%	20	44%	21	49%	22	53%	23	57%	24	55%	62% to 49% Average: 56%	
Year	Percentage																								
15	57%																								
16	47%																								
17	43%																								
18	49%																								
19	43%																								
20	44%																								
21	49%																								
22	53%																								
23	57%																								
24	55%																								
Contact																									
Contacted water company with query in last 12 months (Sample size: 198*)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>16%</td></tr><tr><td>16</td><td>18%</td></tr><tr><td>17</td><td>14%</td></tr><tr><td>18</td><td>24%</td></tr><tr><td>19</td><td>17%</td></tr><tr><td>20</td><td>21%</td></tr><tr><td>21</td><td>18%</td></tr><tr><td>22</td><td>15%</td></tr><tr><td>23</td><td>19%</td></tr><tr><td>24</td><td>20%</td></tr></table>	Year	Percentage	15	16%	16	18%	17	14%	18	24%	19	17%	20	21%	21	18%	22	15%	23	19%	24	20%	37% to 19% Average: 28%	Significantly lower than WaSC average
Year	Percentage																								
15	16%																								
16	18%																								
17	14%																								
18	24%																								
19	17%																								
20	21%																								
21	18%																								
22	15%																								
23	19%																								
24	20%																								
Reason for contacting water company was to complain (Sample size: 39 who made contact)	<table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>2%</td></tr><tr><td>16</td><td>6%</td></tr><tr><td>17</td><td>0%</td></tr><tr><td>18</td><td>2%</td></tr><tr><td>19</td><td>12%</td></tr><tr><td>20</td><td>0%</td></tr><tr><td>21</td><td>6%</td></tr><tr><td>22</td><td>0%</td></tr><tr><td>23</td><td>3%</td></tr><tr><td>24</td><td>0%</td></tr></table>	Year	Percentage	15	2%	16	6%	17	0%	18	2%	19	12%	20	0%	21	6%	22	0%	23	3%	24	0%	5% to 0% Average: 2%	
Year	Percentage																								
15	2%																								
16	6%																								
17	0%																								
18	2%																								
19	12%																								
20	0%																								
21	6%																								
22	0%																								
23	3%																								
24	0%																								

Results for Wessex Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest
Satisfaction with way query handled (Sample size: 39 who made contact)	<div><div>86%86%89%84%85%88%89%93%73%79%</div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>15161718192021222324</div><div>Year</div></div>	87% to 67% Average: 76%	
Water on tap			
Satisfied with colour and appearance of tap water (Sample size: 201)	<div><div>93%94%93%92%95%98%92%92%92%93%</div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>15161718192021222324</div><div>Year</div></div>	94% to 89% Average: 91%	
Satisfied with taste and smell (Sample size: 196)	<div><div>88%87%85%86%85%90%88%87%82%88%</div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>15161718192021222324</div><div>Year</div></div>	90% to 75% Average: 83%	Significant change since last year. Significantly higher than WaSC average
Satisfied with hardness/softness (Sample size: 196)	<div><div>62%60%57%55%62%64%59%53%54%59%</div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>15161718192021222324</div><div>Year</div></div>	90% to 41% Average: 66%	Significantly lower than WaSC average
Satisfied with safety (Sample size: 198)	<div><div>95%91%92%95%96%93%92%91%89%89%</div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>15161718192021222324</div><div>Year</div></div>	92% to 75% Average: 85%	
Satisfied with reliability of supply (Sample size: 201)	<div><div>98%97%95%98%97%97%97%96%96%97%</div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>15161718192021222324</div><div>Year</div></div>	98% to 91% Average: 94%	
Satisfied with water pressure (Sample size: 200)	<div><div>89%90%87%91%93%90%86%89%86%89%</div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>15161718192021222324</div><div>Year</div></div>	96% to 79% Average: 86%	
A sewerage system that works			
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 139)	<div><div>86%78%77%79%89%83%78%69%59%63%</div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>15161718192021222324</div><div>Year</div></div>	70% to 52% Average: 64%	

Results for Wessex 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: 151)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>15</td><td>91%</td></tr><tr><td>16</td><td>83%</td></tr><tr><td>17</td><td>84%</td></tr><tr><td>18</td><td>81%</td></tr><tr><td>19</td><td>89%</td></tr><tr><td>20</td><td>86%</td></tr><tr><td>21</td><td>75%</td></tr><tr><td>22</td><td>73%</td></tr><tr><td>23</td><td>60%</td></tr><tr><td>24</td><td>68%</td></tr></tbody></table>	Year	Percentage	15	91%	16	83%	17	84%	18	81%	19	89%	20	86%	21	75%	22	73%	23	60%	24	68%	77% to 48% Average: 64%	
Year	Percentage																								
15	91%																								
16	83%																								
17	84%																								
18	81%																								
19	89%																								
20	86%																								
21	75%																								
22	73%																								
23	60%																								
24	68%																								
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 140)	 <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>80%</td></tr><tr><td>17</td><td>84%</td></tr><tr><td>18</td><td>82%</td></tr><tr><td>19</td><td>82%</td></tr><tr><td>20</td><td>80%</td></tr><tr><td>21</td><td>50%</td></tr><tr><td>22</td><td>56%</td></tr><tr><td>23</td><td>35%</td></tr><tr><td>24</td><td>44%</td></tr></tbody></table>	Year	Percentage	15	89%	16	80%	17	84%	18	82%	19	82%	20	80%	21	50%	22	56%	23	35%	24	44%	51% to 22% Average: 40%	
Year	Percentage																								
15	89%																								
16	80%																								
17	84%																								
18	82%																								
19	82%																								
20	80%																								
21	50%																								
22	56%																								
23	35%																								
24	44%																								
Satisfied with company actions to minimise sewer flooding (Sample size: 156)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>15</td><td>88%</td></tr><tr><td>16</td><td>81%</td></tr><tr><td>17</td><td>82%</td></tr><tr><td>18</td><td>76%</td></tr><tr><td>19</td><td>85%</td></tr><tr><td>20</td><td>76%</td></tr><tr><td>21</td><td>66%</td></tr><tr><td>22</td><td>64%</td></tr><tr><td>23</td><td>44%</td></tr><tr><td>24</td><td>52%</td></tr></tbody></table>	Year	Percentage	15	88%	16	81%	17	82%	18	76%	19	85%	20	76%	21	66%	22	64%	23	44%	24	52%	57% to 30% Average: 48%	
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Sample Profile

Regional sample profile for Wessex Water	(Sample size: 201*)
Gender	
Male	47%
Female	53%
Age⁶	
18-29	1%
30-44	11%
45-59	30%
60-64	7%
65-74	30%
75+	20%
SEC⁶	
Higher managerial, administrative & professional occupations	52%
Intermediate occupations	19%
Routine & manual occupations	22%
Never worked and long-term unemployed/Full-time students	5%
Refused	1%
Water Meter	
Proportion having a water meter	65%

Statistical reliability on sample size of 201 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.