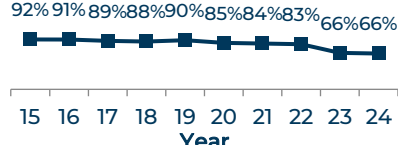
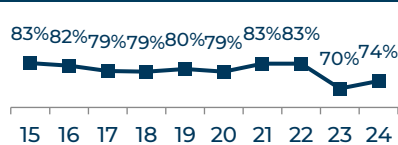
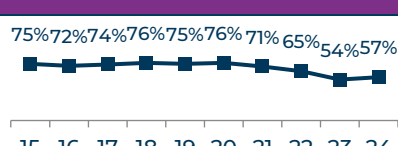
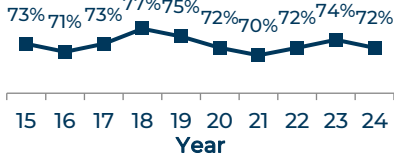
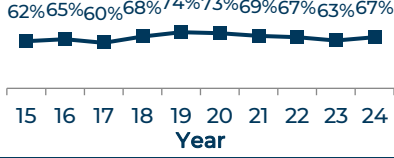
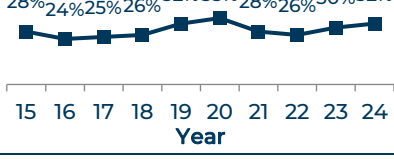
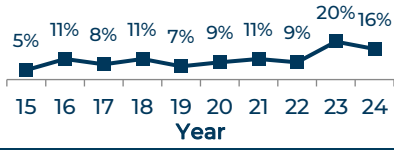
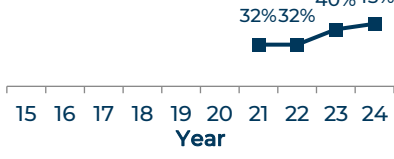
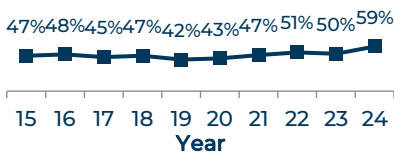
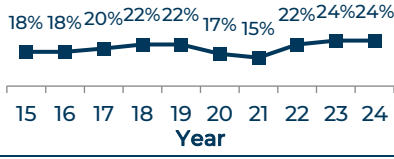

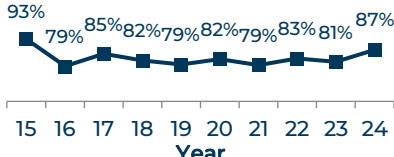
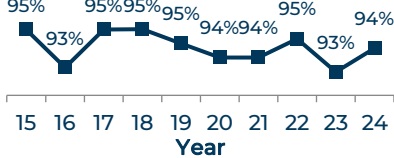
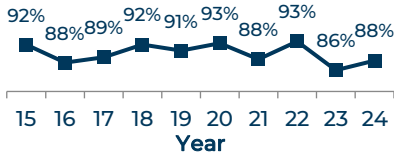
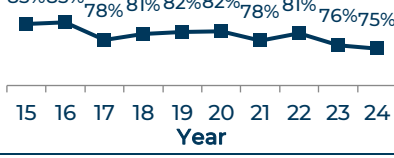
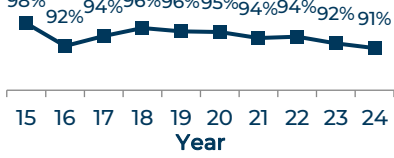
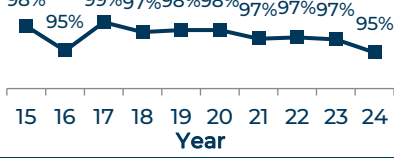
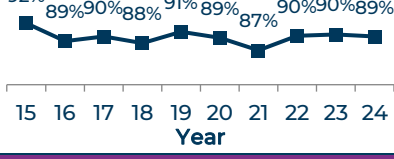
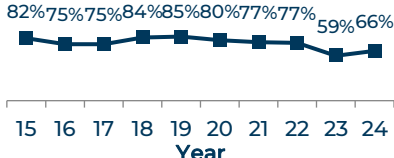
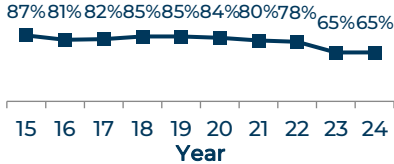
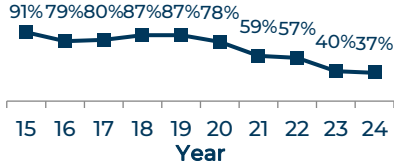
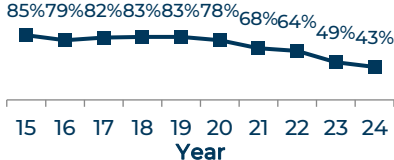


Results for Yorkshire Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfaction with water and sewerage services																									
Overall satisfaction with water supply (Sample size: 399) ²	 <table><tr><th>Year</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>95%</td><td>93%</td><td>94%</td><td>95%</td><td>94%</td><td>94%</td><td>92%</td><td>96%</td><td>92%</td><td>93%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	95%	93%	94%	95%	94%	94%	92%	96%	92%	93%	96% to 81% Average: 90%	Significantly higher than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	95%	93%	94%	95%	94%	94%	92%	96%	92%	93%															
Overall satisfaction with sewerage services (Sample size: 379)	 <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>92%</td><td>91%</td><td>89%</td><td>88%</td><td>90%</td><td>85%</td><td>84%</td><td>83%</td><td>66%</td><td>66%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	92%	91%	89%	88%	90%	85%	84%	83%	66%	66%	75% to 47% Average: 65%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	92%	91%	89%	88%	90%	85%	84%	83%	66%	66%															
Satisfaction with value for money																									
Satisfied with value for money of water services (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>82%</td><td>79%</td><td>76%</td><td>77%</td><td>79%</td><td>77%</td><td>79%</td><td>80%</td><td>70%</td><td>71%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	82%	79%	76%	77%	79%	77%	79%	80%	70%	71%	74% to 55% Average: 65%	Significantly higher than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	82%	79%	76%	77%	79%	77%	79%	80%	70%	71%															
Satisfied with value for money of sewerage services (Sample size: 377)	 <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>82%</td><td>79%</td><td>79%</td><td>80%</td><td>79%</td><td>83%</td><td>83%</td><td>70%</td><td>74%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	83%	82%	79%	79%	80%	79%	83%	83%	70%	74%	75% to 51% Average: 68%	Significantly higher than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	83%	82%	79%	79%	80%	79%	83%	83%	70%	74%															
Views on fairness and affordability of charges																									
Agree charges are fair (Sample size: 392)	 <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>67%</td><td>71%</td><td>65%</td><td>69%</td><td>75%</td><td>72%</td><td>66%</td><td>67%</td><td>59%</td><td>60%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	67%	71%	65%	69%	75%	72%	66%	67%	59%	60%	65% to 42% Average: 54%	Significantly higher than WaSC average
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	67%	71%	65%	69%	75%	72%	66%	67%	59%	60%															
Agree water and sewerage charges are affordable (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>Percentage</td><td>79%</td><td>77%</td><td>76%</td><td>76%</td><td>83%</td><td>82%</td><td>79%</td><td>77%</td><td>78%</td><td>76%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	79%	77%	76%	76%	83%	82%	79%	77%	78%	76%	79% to 68% Average: 74%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	79%	77%	76%	76%	83%	82%	79%	77%	78%	76%															
Care and trust																									
Agree company cares about service given to customers (Sample size: 382)	 <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>75%</td><td>72%</td><td>74%</td><td>76%</td><td>75%</td><td>76%</td><td>71%</td><td>65%</td><td>54%</td><td>57%</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Percentage	75%	72%	74%	76%	75%	76%	71%	65%	54%	57%	68% to 37% Average: 53%	
Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024															
Percentage	75%	72%	74%	76%	75%	76%	71%	65%	54%	57%															
Trust company (mean score – where 10 is trust completely and 1 is do not trust at all) (Sample size: 399)	 <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>8.05</td><td>7.72</td><td>7.99</td><td>7.94</td><td>8.06</td><td>8.06</td><td>7.68</td><td>7.50</td><td>6.63</td><td>6.50</td></tr></table>	Year	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Mean Score	8.05	7.72	7.99	7.94	8.06	8.06	7.68	7.50	6.63	6.50	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	8.05	7.72	7.99	7.94	8.06	8.06	7.68	7.50	6.63	6.50															

Results for Yorkshire 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: 389)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>73%</td></tr><tr><td>16</td><td>71%</td></tr><tr><td>17</td><td>73%</td></tr><tr><td>18</td><td>77%</td></tr><tr><td>19</td><td>75%</td></tr><tr><td>20</td><td>72%</td></tr><tr><td>21</td><td>70%</td></tr><tr><td>22</td><td>72%</td></tr><tr><td>23</td><td>74%</td></tr><tr><td>24</td><td>72%</td></tr></table>	Year	Percentage	15	73%	16	71%	17	73%	18	77%	19	75%	20	72%	21	70%	22	72%	23	74%	24	72%	79% to 59% Average: 70%	
Year	Percentage																								
15	73%																								
16	71%																								
17	73%																								
18	77%																								
19	75%																								
20	72%																								
21	70%																								
22	72%																								
23	74%																								
24	72%																								
Aware of free meter option (Sample size: 133) ³	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>62%</td></tr><tr><td>16</td><td>65%</td></tr><tr><td>17</td><td>60%</td></tr><tr><td>18</td><td>68%</td></tr><tr><td>19</td><td>74%</td></tr><tr><td>20</td><td>73%</td></tr><tr><td>21</td><td>69%</td></tr><tr><td>22</td><td>67%</td></tr><tr><td>23</td><td>63%</td></tr><tr><td>24</td><td>67%</td></tr></table>	Year	Percentage	15	62%	16	65%	17	60%	18	68%	19	74%	20	73%	21	69%	22	67%	23	63%	24	67%	82% to 51% Average: 66%	
Year	Percentage																								
15	62%																								
16	65%																								
17	60%																								
18	68%																								
19	74%																								
20	73%																								
21	69%																								
22	67%																								
23	63%																								
24	67%																								
Aware of option to go back to rateable value charge within 24 months (Sample size: 133) ⁴	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>28%</td></tr><tr><td>16</td><td>24%</td></tr><tr><td>17</td><td>25%</td></tr><tr><td>18</td><td>26%</td></tr><tr><td>19</td><td>32%</td></tr><tr><td>20</td><td>35%</td></tr><tr><td>21</td><td>28%</td></tr><tr><td>22</td><td>26%</td></tr><tr><td>23</td><td>30%</td></tr><tr><td>24</td><td>32%</td></tr></table>	Year	Percentage	15	28%	16	24%	17	25%	18	26%	19	32%	20	35%	21	28%	22	26%	23	30%	24	32%	35% to 11% Average: 25%	
Year	Percentage																								
15	28%																								
16	24%																								
17	25%																								
18	26%																								
19	32%																								
20	35%																								
21	28%																								
22	26%																								
23	30%																								
24	32%																								
Aware of WaterSure tariff (Sample size: 400*) ⁴	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>5%</td></tr><tr><td>16</td><td>11%</td></tr><tr><td>17</td><td>8%</td></tr><tr><td>18</td><td>11%</td></tr><tr><td>19</td><td>7%</td></tr><tr><td>20</td><td>9%</td></tr><tr><td>21</td><td>11%</td></tr><tr><td>22</td><td>9%</td></tr><tr><td>23</td><td>20%</td></tr><tr><td>24</td><td>16%</td></tr></table>	Year	Percentage	15	5%	16	11%	17	8%	18	11%	19	7%	20	9%	21	11%	22	9%	23	20%	24	16%	24% to 11% Average: 18%	
Year	Percentage																								
15	5%																								
16	11%																								
17	8%																								
18	11%																								
19	7%																								
20	9%																								
21	11%																								
22	9%																								
23	20%																								
24	16%																								
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>15</td><td>32%</td></tr><tr><td>16</td><td>32%</td></tr><tr><td>17</td><td>40%</td></tr><tr><td>18</td><td>43%</td></tr></table>	Year	Percentage	15	32%	16	32%	17	40%	18	43%	57% to 38% Average: 48%													
Year	Percentage																								
15	32%																								
16	32%																								
17	40%																								
18	43%																								
Aware of Priority services (Sample size: 400*) ⁵	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>47%</td></tr><tr><td>16</td><td>48%</td></tr><tr><td>17</td><td>45%</td></tr><tr><td>18</td><td>47%</td></tr><tr><td>19</td><td>42%</td></tr><tr><td>20</td><td>43%</td></tr><tr><td>21</td><td>47%</td></tr><tr><td>22</td><td>51%</td></tr><tr><td>23</td><td>50%</td></tr><tr><td>24</td><td>59%</td></tr></table>	Year	Percentage	15	47%	16	48%	17	45%	18	47%	19	42%	20	43%	21	47%	22	51%	23	50%	24	59%	62% to 49% Average: 56%	Significant change since last year
Year	Percentage																								
15	47%																								
16	48%																								
17	45%																								
18	47%																								
19	42%																								
20	43%																								
21	47%																								
22	51%																								
23	50%																								
24	59%																								
Contact																									
Contacted water company with query in last 12 months (Sample size: 395*)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>18%</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>22%</td></tr><tr><td>20</td><td>17%</td></tr><tr><td>21</td><td>15%</td></tr><tr><td>22</td><td>22%</td></tr><tr><td>23</td><td>24%</td></tr><tr><td>24</td><td>24%</td></tr></table>	Year	Percentage	15	18%	16	18%	17	20%	18	22%	19	22%	20	17%	21	15%	22	22%	23	24%	24	24%	37% to 19% Average: 28%	
Year	Percentage																								
15	18%																								
16	18%																								
17	20%																								
18	22%																								
19	22%																								
20	17%																								
21	15%																								
22	22%																								
23	24%																								
24	24%																								
Reason for contacting water company was to complain (Sample size: 94 who made contact)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>6%</td></tr><tr><td>16</td><td>1%</td></tr><tr><td>17</td><td>4%</td></tr><tr><td>18</td><td>1%</td></tr><tr><td>19</td><td>7%</td></tr><tr><td>20</td><td>1%</td></tr><tr><td>21</td><td>3%</td></tr><tr><td>22</td><td>0%</td></tr><tr><td>23</td><td>2%</td></tr><tr><td>24</td><td>0%</td></tr></table>	Year	Percentage	15	6%	16	1%	17	4%	18	1%	19	7%	20	1%	21	3%	22	0%	23	2%	24	0%	5% to 0% Average: 2%	
Year	Percentage																								
15	6%																								
16	1%																								
17	4%																								
18	1%																								
19	7%																								
20	1%																								
21	3%																								
22	0%																								
23	2%																								
24	0%																								

Results for Yorkshire Water	Percentage of household customers	Range and average for all WaSCs ¹	Comments or points of interest																						
Satisfaction with way query handled (Sample size: 94 who made contact)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>93%</td></tr><tr><td>16</td><td>79%</td></tr><tr><td>17</td><td>85%</td></tr><tr><td>18</td><td>82%</td></tr><tr><td>19</td><td>79%</td></tr><tr><td>20</td><td>82%</td></tr><tr><td>21</td><td>79%</td></tr><tr><td>22</td><td>83%</td></tr><tr><td>23</td><td>81%</td></tr><tr><td>24</td><td>87%</td></tr></table>	Year	Percentage	15	93%	16	79%	17	85%	18	82%	19	79%	20	82%	21	79%	22	83%	23	81%	24	87%	87% to 67% Average: 76%	Significantly higher than WaSC average
Year	Percentage																								
15	93%																								
16	79%																								
17	85%																								
18	82%																								
19	79%																								
20	82%																								
21	79%																								
22	83%																								
23	81%																								
24	87%																								
Water on tap																									
Satisfied with colour and appearance of tap water (Sample size: 399)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>95%</td></tr><tr><td>16</td><td>93%</td></tr><tr><td>17</td><td>95%</td></tr><tr><td>18</td><td>95%</td></tr><tr><td>19</td><td>95%</td></tr><tr><td>20</td><td>94%</td></tr><tr><td>21</td><td>94%</td></tr><tr><td>22</td><td>95%</td></tr><tr><td>23</td><td>93%</td></tr><tr><td>24</td><td>94%</td></tr></table>	Year	Percentage	15	95%	16	93%	17	95%	18	95%	19	95%	20	94%	21	94%	22	95%	23	93%	24	94%	94% to 89% Average: 91%	Significantly higher than WaSC average
Year	Percentage																								
15	95%																								
16	93%																								
17	95%																								
18	95%																								
19	95%																								
20	94%																								
21	94%																								
22	95%																								
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24	94%																								
Satisfied with taste and smell (Sample size: 396)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>92%</td></tr><tr><td>16</td><td>88%</td></tr><tr><td>17</td><td>89%</td></tr><tr><td>18</td><td>92%</td></tr><tr><td>19</td><td>91%</td></tr><tr><td>20</td><td>93%</td></tr><tr><td>21</td><td>88%</td></tr><tr><td>22</td><td>93%</td></tr><tr><td>23</td><td>86%</td></tr><tr><td>24</td><td>88%</td></tr></table>	Year	Percentage	15	92%	16	88%	17	89%	18	92%	19	91%	20	93%	21	88%	22	93%	23	86%	24	88%	90% to 75% Average: 83%	Significantly higher than WaSC average
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22	93%																								
23	86%																								
24	88%																								
Satisfied with hardness/softness (Sample size: 380)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>85%</td></tr><tr><td>16</td><td>85%</td></tr><tr><td>17</td><td>78%</td></tr><tr><td>18</td><td>81%</td></tr><tr><td>19</td><td>82%</td></tr><tr><td>20</td><td>82%</td></tr><tr><td>21</td><td>78%</td></tr><tr><td>22</td><td>81%</td></tr><tr><td>23</td><td>76%</td></tr><tr><td>24</td><td>75%</td></tr></table>	Year	Percentage	15	85%	16	85%	17	78%	18	81%	19	82%	20	82%	21	78%	22	81%	23	76%	24	75%	90% to 41% Average: 66%	Significantly higher than WaSC average
Year	Percentage																								
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20	82%																								
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22	81%																								
23	76%																								
24	75%																								
Satisfied with safety (Sample size: 394)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>98%</td></tr><tr><td>16</td><td>92%</td></tr><tr><td>17</td><td>94%</td></tr><tr><td>18</td><td>96%</td></tr><tr><td>19</td><td>96%</td></tr><tr><td>20</td><td>95%</td></tr><tr><td>21</td><td>94%</td></tr><tr><td>22</td><td>94%</td></tr><tr><td>23</td><td>92%</td></tr><tr><td>24</td><td>91%</td></tr></table>	Year	Percentage	15	98%	16	92%	17	94%	18	96%	19	96%	20	95%	21	94%	22	94%	23	92%	24	91%	92% to 75% Average: 85%	Significantly higher than WaSC average
Year	Percentage																								
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20	95%																								
21	94%																								
22	94%																								
23	92%																								
24	91%																								
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>95%</td></tr><tr><td>17</td><td>99%</td></tr><tr><td>18</td><td>97%</td></tr><tr><td>19</td><td>98%</td></tr><tr><td>20</td><td>98%</td></tr><tr><td>21</td><td>97%</td></tr><tr><td>22</td><td>97%</td></tr><tr><td>23</td><td>97%</td></tr><tr><td>24</td><td>95%</td></tr></table>	Year	Percentage	15	98%	16	95%	17	99%	18	97%	19	98%	20	98%	21	97%	22	97%	23	97%	24	95%	98% to 91% Average: 94%	
Year	Percentage																								
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20	98%																								
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22	97%																								
23	97%																								
24	95%																								
Satisfied with water pressure (Sample size: 400)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>92%</td></tr><tr><td>16</td><td>89%</td></tr><tr><td>17</td><td>90%</td></tr><tr><td>18</td><td>88%</td></tr><tr><td>19</td><td>91%</td></tr><tr><td>20</td><td>89%</td></tr><tr><td>21</td><td>87%</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	89%	17	90%	18	88%	19	91%	20	89%	21	87%	22	90%	23	90%	24	89%	96% to 79% Average: 86%	
Year	Percentage																								
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22	90%																								
23	90%																								
24	89%																								
A sewerage system that works																									
Satisfied with company actions to reduce smells from sewerage treatment works (Sample size: 296)	 <table><tr><th>Year</th><th>Percentage</th></tr><tr><td>15</td><td>82%</td></tr><tr><td>16</td><td>75%</td></tr><tr><td>17</td><td>75%</td></tr><tr><td>18</td><td>84%</td></tr><tr><td>19</td><td>85%</td></tr><tr><td>20</td><td>80%</td></tr><tr><td>21</td><td>77%</td></tr><tr><td>22</td><td>77%</td></tr><tr><td>23</td><td>59%</td></tr><tr><td>24</td><td>66%</td></tr></table>	Year	Percentage	15	82%	16	75%	17	75%	18	84%	19	85%	20	80%	21	77%	22	77%	23	59%	24	66%	70% to 52% Average: 64%	
Year	Percentage																								
15	82%																								
16	75%																								
17	75%																								
18	84%																								
19	85%																								
20	80%																								
21	77%																								
22	77%																								
23	59%																								
24	66%																								

Results for Yorkshire 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: 316)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>15</td><td>87%</td></tr><tr><td>16</td><td>81%</td></tr><tr><td>17</td><td>82%</td></tr><tr><td>18</td><td>85%</td></tr><tr><td>19</td><td>85%</td></tr><tr><td>20</td><td>84%</td></tr><tr><td>21</td><td>80%</td></tr><tr><td>22</td><td>78%</td></tr><tr><td>23</td><td>65%</td></tr><tr><td>24</td><td>65%</td></tr></tbody></table>	Year	Percentage	15	87%	16	81%	17	82%	18	85%	19	85%	20	84%	21	80%	22	78%	23	65%	24	65%	<p>77% to 48% Average: 64%</p>	
Year	Percentage																								
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19	85%																								
20	84%																								
21	80%																								
22	78%																								
23	65%																								
24	65%																								
Satisfied with company cleaning of waste water before releasing it back into the environment (Sample size: 335)	 <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>79%</td></tr><tr><td>17</td><td>80%</td></tr><tr><td>18</td><td>87%</td></tr><tr><td>19</td><td>87%</td></tr><tr><td>20</td><td>78%</td></tr><tr><td>21</td><td>59%</td></tr><tr><td>22</td><td>57%</td></tr><tr><td>23</td><td>40%</td></tr><tr><td>24</td><td>37%</td></tr></tbody></table>	Year	Percentage	15	91%	16	79%	17	80%	18	87%	19	87%	20	78%	21	59%	22	57%	23	40%	24	37%	<p>51% to 22% Average: 40%</p>	
Year	Percentage																								
15	91%																								
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17	80%																								
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19	87%																								
20	78%																								
21	59%																								
22	57%																								
23	40%																								
24	37%																								
Satisfied with company actions to minimise sewer flooding (Sample size: 345)	 <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>15</td><td>85%</td></tr><tr><td>16</td><td>79%</td></tr><tr><td>17</td><td>82%</td></tr><tr><td>18</td><td>83%</td></tr><tr><td>19</td><td>83%</td></tr><tr><td>20</td><td>78%</td></tr><tr><td>21</td><td>68%</td></tr><tr><td>22</td><td>64%</td></tr><tr><td>23</td><td>49%</td></tr><tr><td>24</td><td>43%</td></tr></tbody></table>	Year	Percentage	15	85%	16	79%	17	82%	18	83%	19	83%	20	78%	21	68%	22	64%	23	49%	24	43%	<p>57% to 30% Average: 48%</p>	
Year	Percentage																								
15	85%																								
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19	83%																								
20	78%																								
21	68%																								
22	64%																								
23	49%																								
24	43%																								

Sample Profile

Regional sample profile for Yorkshire Water	(Sample size: 400*)
Gender	
Male	44%
Female	56%
Age⁶	
18-29	3%
30-44	15%
45-59	27%
60-64	8%
65-74	26%
75+	20%
SEC	
Higher managerial, administrative & professional occupations	52%
Intermediate occupations	22%
Routine & manual occupations	20%
Never worked and long-term unemployed/Full-time students	5%
Refused	1%
Water Meter	
Proportion having a water meter	67%

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.