



Delving into Water 2015:

Performance of the water companies in
England and Wales 2010-11 to 2014-15



The Consumer Council for Water (CCWater) represents the interests of household and non-household water and sewerage consumers.

As part of our monitoring role, we work with water and sewerage companies to identify potential issues that may impact on consumers. To help with this, we collect information from companies on a quarterly basis. This helps us to see where there are potential problems, and acts as an early warning sign. It also helps us to identify best practice which can be shared across the industry.

This report summarises the audited information that we receive from companies.

[Our other reports](#)

This is one of three annual reports about the water industry that we publish.

Since 2006 we have tracked household customer satisfaction with the services they receive and the value for money of those services. The latest report - [Water Matters 2014](#) - is available on our website. You can find information relating to the statistical reliability of Water Matters and the other research quoted in this report at Appendix A.

We also produce [a report on written complaints](#) to the water companies. This is also available on our website, and the key findings are summarised in this report.

We take key data from our household tracking survey, the complaints report and this report and publish it on our website under the banner '[how is my water company doing?](#)'. This presents a more rounded view of customer experience and perception of the water industry in England and Wales.

[Comparability of data](#)

Because water companies vary in size, the data in this report is shown as either per 10,000 connections¹ as of 31st March each year, or as a percentage increase or decrease since 2013/14. This ensures that company performance can be directly compared. Where averages are given, this is taken as the arithmetic average unless otherwise stated.

Due to its small size, Cholderton Water² does not feature in this report and neither do any of the new appointments and variations.

[Future Reporting](#)

The 2014 Price Review introduced performance commitments, or targets, which companies developed with customer input. CCWater has a role in monitoring company performance to ensure that these commitments to customers are met. We intend to consult with the industry about how we might do this. Options include using publicly available information relating to companies' progress against their performance commitments:

- ◆ To challenge companies that are not delivering; and
- ◆ As a baseline for discussion with companies, individually and collectively, and with Ofwat about future performance commitments.

We will also be consulting on our plans to continue to collect quarterly information from companies as comparable information is valuable for us, customers and other stakeholders.

¹ For 2010-11 to 2013-14 data, per 10,000 connections is calculated from the 2013-14 year end connections data as we had not collected the previous years' connections data. For 2014-15, we have used the 2014-15 connections data as this information has been updated.

² Cholderton Water serves approximately 2,000 consumers on the Wiltshire/Hampshire border.



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1. Executive Summary

1.1 Key findings

- Levels of customer satisfaction with the water and sewerage services that they receive are high, and in 2014-15 we have also seen an increase in customers' satisfaction with value for money, affordability and the trust they have in their water company³.
- The industry is performing well in most areas but there are some services where poor performance can have a massive impact on customers.
- We will continue to monitor leakage, sewer flooding and supply interruptions closely as we have not seen the progress we expected in these areas.

1.2 Overview

This report has been produced using information that water and/or sewerage companies have voluntarily provided to the Consumer Council for Water (CCWater). We collect this information to understand and monitor how companies are performing in a number of areas that have a significant impact on consumers. We press the poor performers to improve and encourage the industry leaders to share best practice and to continue to make improvements.

Where appropriate, we have shown the information in a comparable format by using percentages or showing numbers per 10,000 connections.

Table 1: Summary of company performance 2010-11 to 2014-15 (industry level)

Measure	2010-11	2011-12	2012-13	2013-14	2014-15
Contacts and complaints					
Written complaints	185,836	163,046	150,792	123,191	106,692
Unwanted contacts	4,708,106 ⁴	3,697,758	3,134,850	2,701,026	2,416,514
Service Incentive Mechanism (score) - average	68.66	75.05	79.04	82.46	4.24 ⁵
Customer assistance and payment schemes (total number of customers)					
WaterSure/Welsh Water Assist ⁶	63,384	78,835	93,251	109,404	120,477
Social Tariffs	N/A	N/A	N/A	13,444	44326
Water Direct ⁷	173,934	211,948	226,423	253,355	260,224
Special assistance registers	156,794	184,469	222,700	249,918	263,691

³ <http://www.ccwater.org.uk/blog/2015/08/04/water-matters-household-customers-views-on-their-water-and-sewerage-services-2014/>

⁴ The 2010-11 figure does not include data from Sutton and East Surrey as this information is not available.

⁵ Please note that the SIM methodology changed in 2014-15 and so this figure is not comparable with previous years.

⁶ This is the Dŵr Cymru Welsh Water scheme which uses the same eligibility criteria as WaterSure but extends to both measure and unmeasured companies.

⁷ Historical data is not available for all companies.



Operational activities					
Measure	2010-11	2011-12	2012-13	2013-14	2014-15
Total internal sewer flooding incidents	5,626	4,525	8,659	4,959	4,468
Total external sewer flooding incidents	39,504	39,426	52,308	43,307	41,086
Leakage (total megalitres ⁸ per day)	3,381	3,093	3,094	3,113	3,136
Supply interruptions (Average number of hours lost due to water supply interruptions of 3 hours or longer per property served)	0.34 ⁹	0.31	0.27	0.23	0.33
Metered household properties as a % of total properties	41.53%	43.77%	46.70%	49.10%	51.40%
Metered Non-household properties as a % of total properties	88.69%	89.20%	89.37%	89.70%	90.15%
Per capita consumption (pcc) (Average litres per person per day)	147.65	145.78	140.16	141.51	138.53
Drinking water quality (% compliance)	N/A	99.96%	99.96%	99.97%	99.95%

The progress that the industry is making varies between different areas and can be summarised into two broad categories:

Category one: Steady progress with some outliers

Complaints and contacts: There has been a 13.4% overall reduction in complaints and contacts to water companies during 2014-15, compared to the previous year. This is good news, but there are still some issues to be resolved. During 2014-15, four companies saw an increase in the number of complaints that they received. Complaints against Hartlepool and Portsmouth increased by over 40%, though this was from a comparatively low base. Affinity's complaint numbers rose by 15.6%, while Anglian's modest rise (0.65%) reversed the downward trend of prior years. Despite South East seeing the largest reduction in the number of complaints received (-44.5%), they were still the poorest performing water only company. Nevertheless, we recognise that they have taken big strides towards improving their overall position. Southern was once again the worst performing company for complaints per 10,000 connections - a position it has held since 2012/13. It is unacceptable that its complaints per 10,000 connections are more than twice the industry average, despite falling by 13 per cent in 2013/14. Southern has repeatedly pledged to improve its performance but it needs to accelerate its improvement programme to move into line with the rest of the industry. We will continue to work with the company to ensure that it puts in place processes and procedures that will improve its service to customers so that it does not continue to generate high numbers of complaints.

We will continue our work with the poorest performers and with those which bucked the industry trend and reported an increase. The water industry compares well to energy, which saw a 19% increase in complaints to the Big Six providers during 2014-15, compared to the previous year.

⁸ A mega litre is metric unit for measuring large amounts of liquids and is equivalent to a million litres. In comparison an Olympic-sized swimming pool has a capacity of 2.5 megalitres.

⁹ Some companies did not collect this information in 2010-11.



Customer assistance and payment schemes: Although the number of customers who tell us that their water and sewerage bills are not affordable has decreased in the last 12 months¹⁰, this remains a priority for us. The key customer assistance and payment schemes that are part of this report are as follows:

WaterSure: Whilst good progress has already been made, we know that only one in ten customers know about WaterSure¹¹. Companies need to increase their efforts to raise awareness of this and other assistance schemes.

Social Tariffs: We have pushed companies to develop social tariffs based on research of their customers and their levels of support. CCWater is encouraging companies that are introducing new social tariff schemes to take account of neighbouring company schemes to help to reduce confusion for customers, and for those who have schemes in place to review how it relates to others.

Water Direct: On average, the number of customers paying their charges through Water Direct has been increasing at a steady rate over the last five years. There are exceptions to this where we are starting to see a slight downward trend (Dŵr Cymru, South West, Southern, Yorkshire, Cambridge, Portsmouth, Bournemouth, and Sutton and East Surrey). We will be asking these companies to explain why the numbers have fallen.

Special Assistance Registers: The number of customers signed up to special assistance registers has been increasing at a steady rate over the last five years, from 156,794 in 2010-11 to 263,691 in 2014-15. This is a 68% increase across the five year period. However, we are starting to see a downward trend for South Staffs, Sutton and East Surrey and Southern which we will monitor and discuss with the companies to see how the scheme can be better communicated to customers.

Overall, we are pleased to see that the number of customers being helped through the range of company assistance schemes continues to increase, but many customers tell us that they do not know what help is available to them¹². We have worked with companies to identify where communication can be improved, and expect companies to increase the numbers of eligible customers that receive help.

Metering: Whilst most customers generally accept that metering is the fairest way to be charged for the water they use, many do not support compulsory metering because of uncertainty about how it will impact on their bill¹³. However, metering can be one way for customers to manage or reduce their water bill through changes in their consumption habits. There has been an increase in metering across all companies this year, although awareness among customers that meters can be fitted free of charge has decreased¹⁴. This may hinder companies in achieving their meter installation targets over the next five years and so more communication and awareness raising is required.

Daily water consumption: The changing climate and population growth are having an impact on water availability in the UK and will continue to do so. Both water companies and their customers have a role to play in becoming more efficient in their water use.

¹⁰ <http://www.ccwater.org.uk/blog/2015/08/04/water-matters-household-customers-views-on-their-water-and-sewerage-services-2014/>

¹¹ <http://www.ccwater.org.uk/blog/2015/08/04/water-matters-household-customers-views-on-their-water-and-sewerage-services-2014/>

¹² <http://www.ccwater.org.uk/wp-content/uploads/2014/09/Living-with-water-poverty-in-2014-Report-of-research-findings.pdf>

¹³ <http://www.ccwater.org.uk/wp-content/uploads/2013/12/The-Customer-Impact-of-Universal-Metering-Programmes.pdf>

¹⁴ <http://www.ccwater.org.uk/blog/2015/08/04/water-matters-household-customers-views-on-their-water-and-sewerage-services-2014/>



There has been a slight decrease in the amount of water used by customers, but only one in three people has heard about the need to save water and only two in five customers have made a conscious decision to save water¹⁵.

Many companies are a long way off the Government's aspirational target for the UK of 130 litres per person per day. Four companies - Hartlepool, Severn Trent, South Staffs and United Utilities - currently meet the Government's aspirational target. Cambridge and Dee Valley are just above the target, and on current trends should meet it next year. Sutton and East Surrey, Essex & Suffolk and Thames have the highest consumption rate per person, despite all seeing a decrease since last year.

We will be pressing companies and others to do more to communicate how to save water and reasons for doing so.

Category two: Further monitoring is required to understand the driving factors

Leakage: Leakage is a key concern for customers. Company performance in this area can have a big impact on customers' water saving activities, as well as their perceptions of the water companies¹⁶. We highlighted this as an area of concern in our report last year, and there has been a marginal increase in the amount of water that is lost through leakage. This is disappointing. Although all companies have made commitments to reduce or maintain their leakage levels over the next five years, we believe they should do more to drive down leakage to meet their customers' expectations.

In terms of leakage as a percentage of water put into the system each day, Hartlepool, Essex & Suffolk and Bournemouth are all relatively good performers, with less than 15% lost through leakage. This compares well to an industry average of 19.16%. However, 10 companies, some of them water and sewerage companies, are above the industry average. Those with the highest proportion of leakage compared to water put into the system are United Utilities (26%), Thames (25%) and Severn Trent (25%).

Only six companies saw a decrease in actual leakage levels in 2014-15: Dee Valley (-3.84%); Portsmouth (-3.67%); Southern (-3.53%); Dŵr Cymru (-2.3%); ; Anglian (-0.52%); and Bournemouth (-0.19%). Since the low in 2011-12, Sutton and East Surrey has seen a year-on-year increase in actual levels of leakage. Additionally, since 2012-13 three other companies have also seen this year-on-year increase: Bristol; Cambridge and industry leaders Essex & Suffolk.

We will continue to push companies - particularly those that are not performing as well as the industry average, and those that are seeing an upward trend - to improve their performance in this area and meet their customers' expectations about what companies are doing to tackle leakage.

Sewer flooding: Sewer flooding is one of the worst service failures that a customer can experience and can be traumatic, cause damage to properties and seriously impact the quality of life of those affected. Until action is taken to rectify the root cause of the problem, customers can become anxious every time there is heavy rainfall. We are pleased to see a decrease in the numbers of properties and areas affected by sewer flooding. However, the winter of 2014-15 was 'average' compared to the previous 'wet' year. How much of the reduction was due to weather factors or company investment and

¹⁵ http://www.ccwater.org.uk/wp-content/uploads/2015/06/FINAL-Using-water-wisely_full-report_MASTER_FINAL_11-06-15.pdf

¹⁶ <http://www.ccwater.org.uk/wp-content/uploads/2013/12/Research-into-customer-perceptions-of-leakage.pdf>



planning is therefore unclear. Therefore, we will continue to keep a watching brief to understand the driving factors for the year-on-year fluctuations.

Internal sewer flooding: Wessex has generally been a top performer for internal sewer flooding and Dŵr Cymru also is another consistently good performer. United Utilities continues to report relatively poor performance but it has made significant investment in improving the sewerage system: during 2014-15 there was a 24% reduction in the numbers of properties affected by sewer flooding. Yorkshire and Thames were also relatively poor performers in 2014-15.

External sewer flooding: Thames has been one of the best performers in this area for the past five years. Northumbrian has repeatedly performed well, apart from in 2012-13 when it experienced severe weather events. United Utilities has also continued its good performance, following the trend of the past two years. However, despite seeing a 16% decrease in external flooding incidents, Dŵr Cymru is consistently one of the poorest performing companies in this area, and remains above the industry average. Southern has had the worst performance for the past five years, despite seeing a 23% decrease in incidents.

In our last *Delving into Water* report, we highlighted sewer flooding as an area of particular concern. We are pleased to see that companies have demonstrated that they share our concerns and have taken action to reduce sewer flooding. But we will continue to monitor this to:

- Understand whether the reduction is primarily due to weather conditions or company investment and planning; and
- Push those companies that are below the industry average, and those that may be experiencing an upward trend to improve their performance in this area.

Supply interruptions: It is very important to customers to have a reliable supply of water. Interruptions to supplies cause inconvenience, especially if they occur at times of peak demand. If the interruption is without warning, customers cannot plan for this and more inconvenience is caused. Overall (and discounting two significant incidents) supply interruptions have reduced. But this is largely due to substantial improvements (reduction of more than 50%) by a small number of companies.

Bournemouth is the current industry leader on supply interruptions, closely followed by Essex & Suffolk. Bristol Water was the poorest performer for supply interruptions and two separate incidents in the first half of the year led them to missing their targets for 2014-15. Additionally, they have seen a year-on-year increase since 2010-11. Portsmouth also did not meet their targets.

Although we know that interruptions do occur, and in some cases are necessary for maintenance, we will continue to push companies to keep this to a minimum and communicate effectively with customers to avoid unnecessary disruption. We will be monitoring this throughout the year to understand if 2014-15 was a one-off improvement for companies - or if this remains a serious issue for the industry.



2. Dealing with customer complaints and contacts

Key findings:

- There has been a 13.4% overall reduction in complaints and contacts to water companies during 2014-15, compared to the previous year.
- This is good news, but there are still some issues to be resolved.
- We will continue our work with the poorest performers and with those which bucked the industry trend and reported an increase.

2.1 Number of written complaints to water companies

CCWater was formed at a time when complaints to water companies were rising rapidly. In 2007-08 written complaints peaked at 273,000. Since then we have worked with companies on a 'right first time' approach to managing the complaints that they receive. Through our [annual written complaints report](#) we name and shame the poorer performers and praise the companies that are performing better.



Throughout the year, we also visit some companies and assess the processes they have in place for dealing with complaints. In doing this, we aim to help the poorer performers to improve by adopting best practice from industry leaders. This (together with the introduction of the Service Incentive Mechanism - see section 2.2 below) has helped to drive water complaints down 61% from their peak in 2007-08.

Additionally, the water industry compares favourably to the energy industry which saw a 19% increase in complaints¹⁷ for the Big Six¹⁸ providers last year.

Over the past five years, there has been a 42.6% reduction in written complaints from 185,836 to 106,692. Overall, we are pleased to see this continued reduction but there is still work to do - particularly for those companies that have seen an increase during the year and those which are at the bottom of the pack.

Wessex is still the best performer in terms of written complaints per 10,000 connections from the water and sewerage companies. We recognise the company's consistency in good service delivery and strong performance. Cambridge was the best performing water only company, replacing Portsmouth - which saw a small increase in complaints.

During 2014-15, four companies saw an increase in the number of complaints that they received. Complaints against Hartlepool and Portsmouth rose by over 40%, though this was from a comparatively low base. Affinity's complaint numbers increased by 15.6%, while Anglian's modest rise (0.65%) reversed the downward trend of prior years.

¹⁷ <https://www.ofgem.gov.uk/about-us/how-we-work/working-consumers/supplier-performance-consumer-complaints>

¹⁸ The Big Six energy suppliers include British Gas, EDF Energy, Eon, npower, Scottish Power and SSE.



Despite South East seeing the largest reduction in the number of complaints received (-44.5%), they were still the poorest performing water only company. Nevertheless, we recognise that they have taken big strides to try and improve their overall position.

Table 2: Number of written complaints to water companies per 10,000 connections

	2010-11	2011-12	2012-13	2013-14	2014-15	Trend
Weighted Average	60	52.7	48.7	39.8	34.2	
Water and Sewerage Companies						
Anglian	66.1	60.1	56.8	44.5	44.5	
Dwr Cymru	71.5	30.2	25.6	26.4	21.4	
Northumbrian	48.8	39.4	37.9	35.1	27.0	
Severn Trent	56.3	48.2	41.6	43.8	33.8	
South West	75.6	56.9	52.7	55.6	49.7	
Southern	61.1	63.6	112.7	81.1	70.4	
Thames	53.4	60.1	56.2	38.2	35.5	
United Utilities	116.6	81.0	49.3	40.8	34.2	
Wessex	36.9	22.2	20.3	17.1	16.2	
Yorkshire	40.2	35.5	44.8	37.8	30.2	
Water only companies						
Affinity	19.9	16.5	14.9	17.4	20.1	
Bournemouth	23.4	22.8	18.4	18.0	16.7	
Bristol	38.6	23.6	22.2	20.3	18.6	
Cambridge	31.1	20.0	12.4	10.4	10.2	
Dee Valley	58.5	49.9	35.6	29.6	20.9	
Essex and Suffolk	44.0	41.0	34.4	28.7	27.4	
Hartlepool	26.2	29.8	26.0	18.4	27.1	
Portsmouth	6.5	8.0	10.3	7.6	10.8	
South East	98.4	144.4	96.9	69.1	35.5	
South Staffs	47.4	42.7	28.4	22.7	21.0	
Sutton and East Surrey	23.0	19.5	17.7	16.4	15.9	

Key

	Companies that are 25% or more above the average
	Companies that are within +/- 25% of average
	Companies that are 25% or more below the average

Southern was once again the worst performing company for complaints per 10,000 connections - a position it has held since 2012/13. It is unacceptable that its complaints per 10,000 connections are more than twice the industry average, despite falling by 13% since 2013/14. Southern has repeatedly pledged to improve its performance but it needs to accelerate its improvement programme to move into line with the rest of the industry.



We will continue to work with the company to put in place processes and procedures that will improve its service to customers so that it does not continue to generate high levels of complaints.

2.2 The Service Incentive Mechanism

We have previously worked with Ofwat and the industry to change the regulatory reward and penalty system so that incentives drive customer-focused behaviours and outcomes satisfy customers. In 2010, Ofwat introduced the Service Incentive Mechanism (SIM) which assessed all aspects of companies' contact handling processes and included a customer satisfaction survey. Companies' performance was scored out of 100. This method was used until 2014-15 and the table below shows the progress made by the industry in improving SIM scores from an average of 68.66 in 2010-11 to 82.46 in 2013-14.

Table 3: SIM scores for 2010-11 to 2013-14

	2010-11	2011-12	2012-13	2013-14	Trend
Water and Sewerage Companies					
Anglian*	61.00	79.00	85.00	87.00	
Dwr Cymru	N/A	78.00	84.00	84.00	
Northumbrian	73.77	76.81	76.76	84.89	
Severn Trent	68.50	69.90	78.10	81.50	
South West	58.00	67.00	71.00	74.00	
Southern	54.00	65.00	62.00	75.00	
Thames	N/A	62.61	62.90	70.67	
United Utilities	40.50	67.10	78.00	83.20	
Wessex	83.00	85.00	85.00	87.00	
Yorkshire	76.00	77.00	78.00	82.00	
Water only companies					
Affinity	75.00	78.00	80.00	79.00	
Bournemouth	81.55	85.37	86.67	86.76	
Bristol	81.10	84.70	85.60	85.40	
Cambridge	78.00	82.88	86.75	85.79	
Dee Valley	52.00	70.00	76.00	80.00	
Essex and Suffolk	75.17	81.20	84.37	85.59	
Hartlepool	70.00	85.00	90.00	90.00	
Portsmouth	65.00	65.00	68.00	83.00	
South East	56.00	56.00	73.00	75.00	
South Staffs	73.00	83.66	87.61	88.52	
Sutton and East Surrey	83.00	76.90	81.10	83.30	
* Anglian includes Hartlepool					
INDUSTRY AVERAGE	68.66	75.05	79.04	82.46	



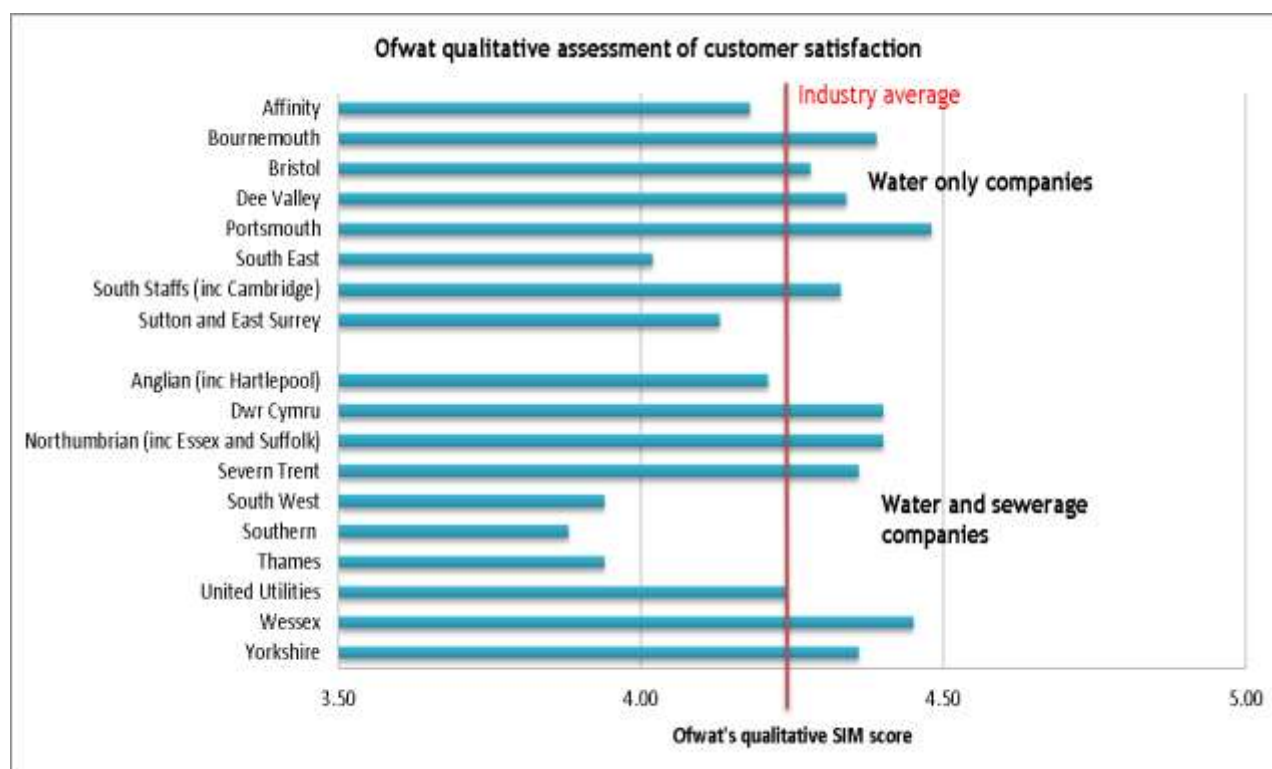
However, in 2014-15 the methodology for the SIM changed in the following ways:

- More weight was given to the customer satisfaction survey;
- Business customers were no longer included;
- The survey no longer focussed on resolved contacts as unresolved contacts were included; and
- Companies were given no pre-warning about when the survey would take place.

During 2014-15, many companies tried to replicate the methodology used by Ofwat for calculating the overall SIM score. However, variances in how this has been done by each company means that the scores are neither comparable with previous years, nor with other companies. Nevertheless, we are able to make comparisons between companies for 2014-15 using the results from Ofwat's SIM survey¹⁹ which checks customer satisfaction in relation to:

- How consumers initially contacted the water company;
- The reason for them making contact;
- How satisfied consumers were with the overall handling of the contact;
- Why they were/were not satisfied, and what the company could do better; and
- Comparing the experience of contacting the water company to recent experiences of contacting other service providers.

Chart 1: Ofwat qualitative assessment of customer satisfaction



Ofwat's survey results concluded that "the inclusion of unresolved contacts has resulted in a slightly reduced customer satisfaction score across the board, with the change having more of an impact on some water companies as opposed to others".

¹⁹ http://www.ofwat.gov.uk/regulating/tools/sim/rpt_com201503sim.pdf

In 2014-15 there were four companies that were more than 5% below the industry average of 4.24. These were: Southern (3.88); Thames (3.94); South West (3.94); and South East (4.02). Sutton and East Surrey (4.13), Affinity (4.18) and Anglian (4.21) were within 5% of the industry average.

We will continue to monitor this as the new system beds in to determine what the poorer performing companies need to do to improve their relationship with customers.

2.3 Unwanted contacts - telephone complaints

An unwanted contact is defined by Ofwat as any contact that is 'not wanted' by the customer. It can include telephone complaints or enquiries but not payments, change of address or the first customer contact to report a leak. Customer telephone contacts to water companies have also fallen from 2.7 million to 2.4 million between 2013-14 and 2014-15. The reduction in this type of contact suggests that the fall in written complaints is not necessarily due to customers choosing to contact their company via telephone.



3. Customer assistance and payment schemes

Key findings:

- The number of customers who tell us that their water and sewerage bills are not affordable has decreased in the last 12 months, but this remains a key focus for us.
- Overall, we are pleased to see that the numbers of customers receiving help through company assistance and payment schemes continues to increase.
- Many customers tell us that they do not know what help is available and so we have worked with companies to identify where communication and awareness can be improved.
- Consequently, we expect companies to increase the numbers of eligible customers that receive help.

Over the last 12 months there has been a decrease in the number of customers that have told us that they find their bills unaffordable²⁰ (21% in 2014 to 12% in 2015). Whilst this is good news for customers, the cost and affordability of water bills is still a key concern for them.

Water companies have a range of different support schemes and strategies to help customers that are struggling to pay their bills and much more help is becoming available with the introduction of company social tariffs (see section 3.2). We continue to work with companies to ensure that the right schemes are available and that customers know where to turn to and what help is available if they are struggling to pay their bill.

Over the next five years, companies expect to help around a million more people in 400,000 households through schemes designed to help them pay their bill²¹.

3.1 WaterSure and Welsh Water Assist

WaterSure is a Government scheme which caps the water bill at the average household bill for the company, although both Bristol and Wessex offer a further reduction and cap the water bill at the average metered charge. Customers are eligible for this assistance if they:

- Are on a water meter (although the Welsh Water Assist scheme historically extended help to unmetered properties);
- Are in receipt of certain benefits; and
- Have three or more children under 19, or someone with a medical condition requiring high water use, living at home.

More information about WaterSure and eligibility for it can be found our website [here](#).

²⁰ <http://www.ccwater.org.uk/blog/2015/08/04/water-matters-household-customers-views-on-their-water-and-sewerage-services-2014/>

²¹ https://www.ofwat.gov.uk/pricereview/pr14/det_pr20141212final.pdf



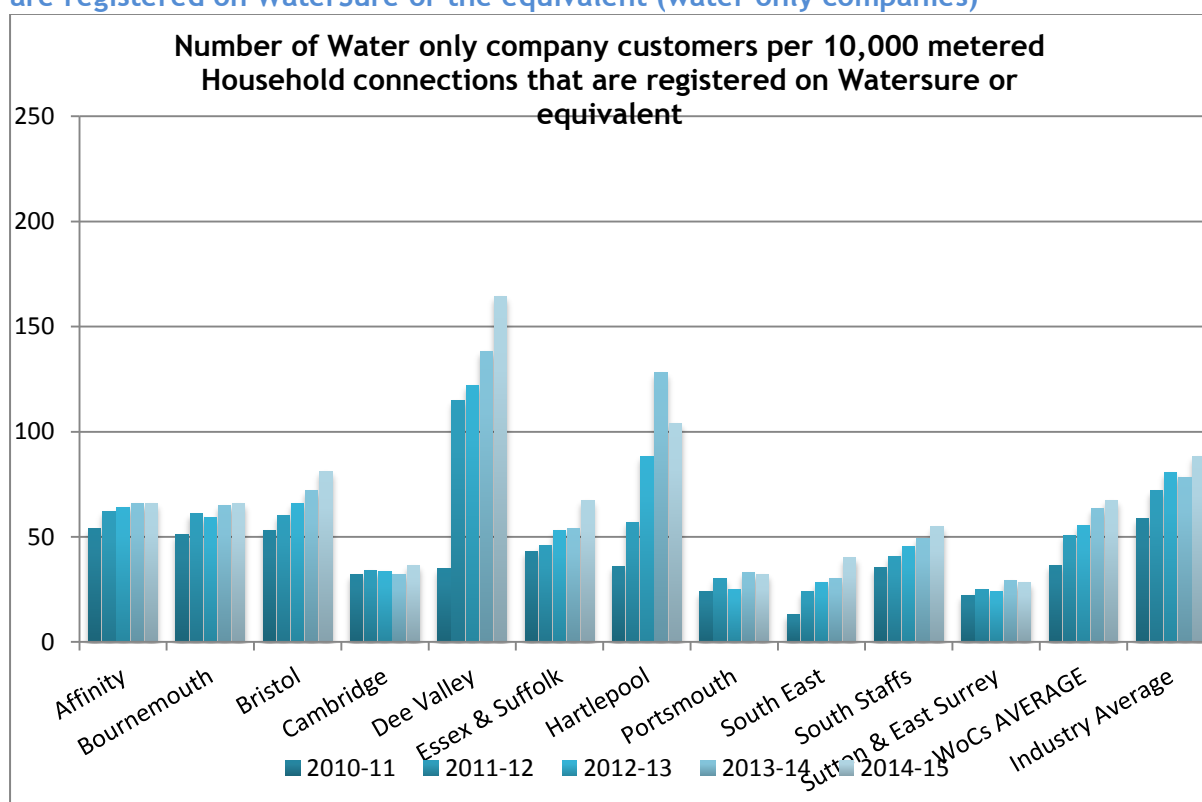
Although the scheme is mandatory only in England, both Dŵr Cymru (Welsh Water) and Dee Valley who operate in Wales have introduced similar schemes on a voluntary basis. In 2014-15, Dŵr Cymru's Welsh Water Assist scheme extended WaterSure type assistance to unmetered customers and charges were capped at a lower level than the average bill. In 2014/15 there were over 9,200 unmeasured customers on Welsh Water Assist, whilst the measured ones came to around 25,400. Welsh Water Assist is currently being phased out and ceased to be offered to new claimants from 1st April 2015, following the introduction of Dŵr Cymru's new social tariff 'HelpU'.

Charts 2a and 2b show how many customers per 10,000 metered connections are registered for WaterSure (or the equivalent scheme in Wales). These figures are for information only and cannot be compared across companies, as the level of charges and the extent of household poverty will vary significantly between companies and will have an impact on uptake of the schemes.

The numbers of customers that have been receiving help through WaterSure and Welsh Water Assist has been increasing at a rapid rate over the last five years. In 2010-11 there were just over 63,000 customers registered for WaterSure, and this has increased by 90% to over 120,000 over the five year period. However, in the eight years since CCWater led an initiative to help improve take-up of the scheme the numbers of customers registered has risen by 486%.

We also note that for some companies the uptake has decreased as customers have been moved onto social tariffs.

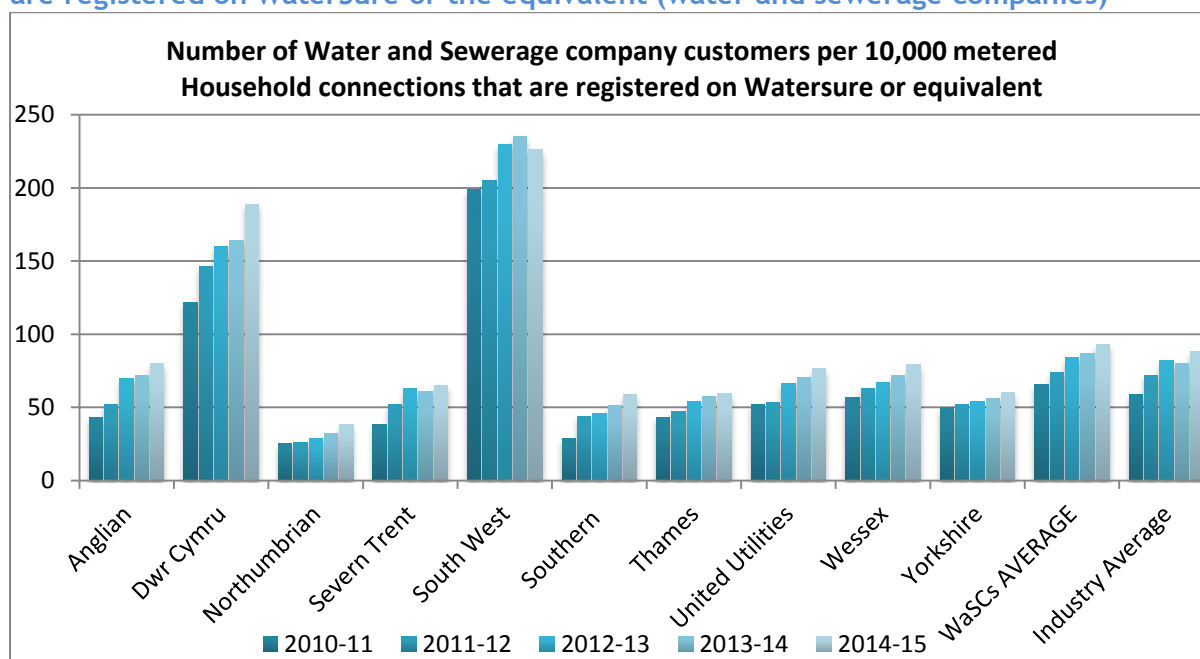
Chart 2a: The number of customers per 10,000 household metered connections that are registered on WaterSure or the equivalent (water only companies)²²



²² Based on metered household water only connections. The 2014-15 figures for Bristol Water and Wessex Water refer to the WaterSure Plus scheme which has the same eligibility criteria as WaterSure, but offers greater financial assistance. Cambridge and South Staffs provided revised data from 2010-2015 in Oct 2015, this new data has been used



Chart 2b: The number of customers per 10,000 household metered connections that are registered on WaterSure or the equivalent (water and sewerage companies)²³



In addition to this, Dwr Cymru also has 25,373 unmetered customers on their Welsh Water Assist scheme.

Whilst good progress has already been made, we know that only one in ten customers knows about WaterSure²⁴. Companies need to increase their efforts to raise awareness of this and other assistance schemes. CCWater is leading the way on this issue. In October 2014 we held an industry seminar to identify ways in which companies could improve the assistance they provide to customers who are struggling to pay, and the ways in which the availability of this help is communicated. The seminar produced a number of recommended actions²⁵ and we are now working with companies to ensure these are implemented.

3.2 Social Tariffs

The Government introduced legislation under the Floods and Water Management Act (2010) which enabled companies to operate local social tariff schemes funded by customers through their bills. These social tariffs provide lower bills for some customers who might otherwise struggle to pay. Government guidance requires companies to consult CCWater on the development of such tariffs, and to test their acceptability with customers. Details of the social tariff schemes which are now available can be found on the CCWater website.²⁶

At the end of 2014-15 there were 44,326 customers receiving help through social tariffs.

²³ Based on metered household connections (water, sewerage and sewerage only). Includes the Dwr Cymru Welsh Water Assist for metered households but not for unmetered.

²⁴ <http://www.cewater.org.uk/blog/2015/08/04/water-matters-household-customers-views-on-their-water-and-sewerage-services-2014/>

²⁵ <http://www.cewater.org.uk/wp-content/uploads/2015/06/LWWP-Recommendations-Final.pdf>

²⁶ <http://www.cewater.org.uk/savewaterandmoney/lower-bills-for-customers-struggling-to-pay/>



Table 4: The number of customers that are registered for customer funded social tariffs²⁷

	2013-14		2014-15	
	Number of customers	Per 10,000 connections	Number of customers	Per 10,000 connections
Affinity	N/A	N/A	20,873	151
Bristol	4,786	98.75	6,200	127
South West	1,100	15.1	2,677	37
Sutton and East Surrey	N/A	N/A	2,851	107
Thames	N/A	N/A	2,682	5
Wessex	7,558	65.02	9,043	77

Following our work with companies, a further seven companies have launched customer funded social tariff schemes and two are offering cost neutral social tariffs. Subject to customer support, we expect further schemes to be launched in 2016.

We have challenged companies to develop social tariffs based on research of their customers and their levels of support. We have noted the potential for inconsistency and confusion for customers who receive their water and sewerage services from different suppliers because the eligibility criteria and levels of help provided by social tariffs may differ between the two companies. CCWater is encouraging companies that are introducing new social tariff schemes to take account of neighbouring company schemes to help to reduce confusion for customers, and for those who have schemes in place to review how it relates to others.

As companies introduce social tariffs they often transfer customers on other schemes, such as WaterSure, to the new tariff if this is beneficial to the customers concerned. This will have an impact on the take-up levels of WaterSure for some companies.

3.3 Water Direct

The Water Direct scheme enables some customers (usually those in arrears with water charges) to have payments taken directly from their benefits. Some customers find this helpful in managing their household budgets. You can find out more about the scheme on our website [here](#).

Charts 3a and 3b below show the number of customers that are paying their water bill through Water Direct for each company. However, this cannot be used to draw direct comparisons between companies as there are several local factors which can affect take-up of the scheme. These include the number of customers that receive benefits locally and the level of customer debt.

²⁷ Based on household connections (water, sewerage and sewerage only) for South West, Thames and Yorkshire. Based on household water only connections for Affinity, Bristol and Sutton and East Surrey.



Chart 3a: The number of customers per 10,000 household connections that are registered on Water Direct (water only companies)²⁸

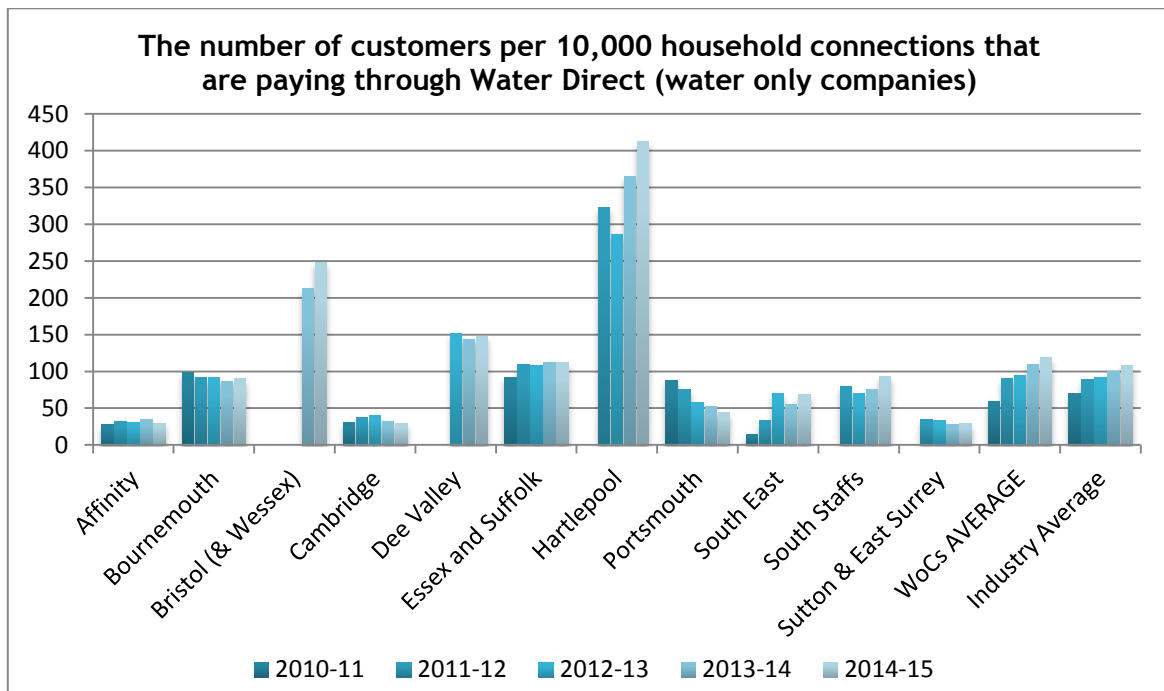
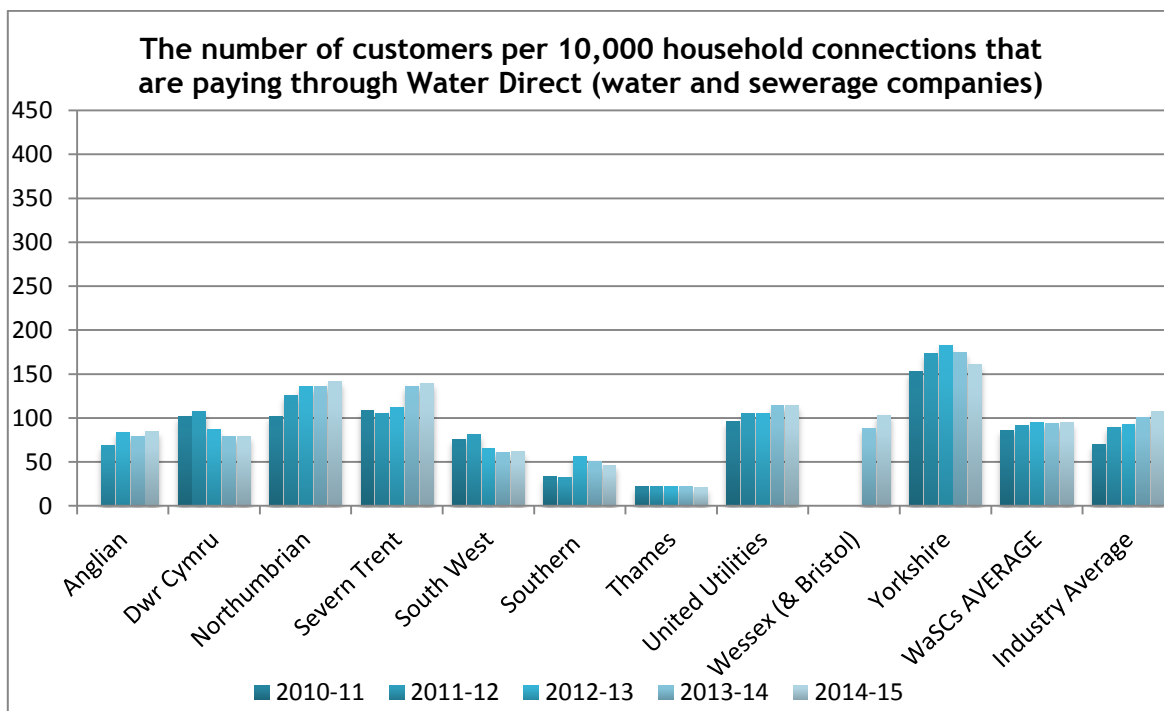


Chart 3b: The number of customers per 10,000 household connections that are registered on Water Direct (water and sewerage companies)²⁹



²⁸ Historic figures are not available for all companies. Based on all household water only connections.

²⁹ Historic figures are not available for all companies. Based on all household connections (water, water and sewerage and sewerage only).



On average, the number of customers paying their charges through Water Direct has been increasing at a steady rate over the last five years. There are exceptions to this where we are starting to see a slight downward trend (Dŵr Cymru, South West, Southern, Yorkshire, Cambridge, Portsmouth, Bournemouth, and Sutton and East Surrey). We will be asking these companies to explain why the numbers have fallen.

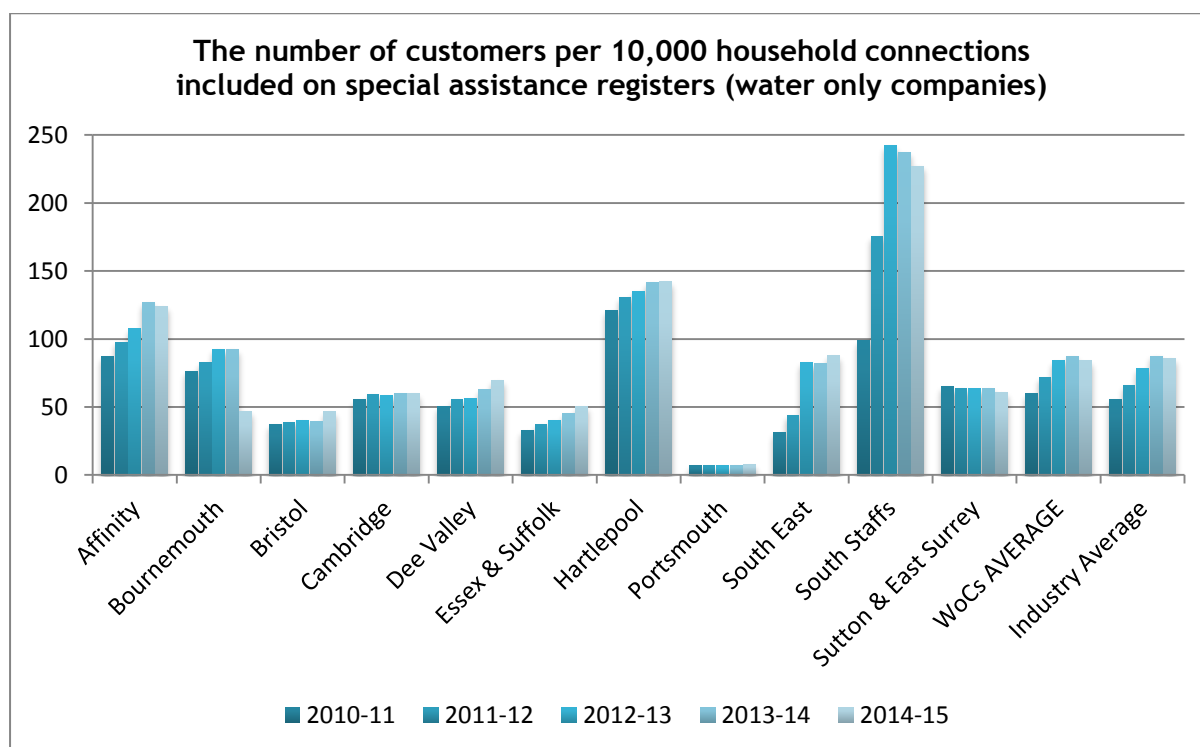
3.4 Special Assistance Registers

Every water company has a ‘special assistance register’ which allows customers to register for additional help in accessing services such as meter reading, help during water supply interruptions, large print, Braille or talking bills. The schemes are open to anybody who needs extra help regardless of age, health or disability. You can find further information about the types of assistance that are available [here](#).

Charts 4a and 4b, below, show the number of customers that have signed up to special assistance registers has been increasing at a steady rate over the last five years, from 156,794 in 2010-11 to 263,691 in 2014-15. This is a 68% increase across the five year period. However, we are starting to see a downward trend for South Staffs, Sutton and East Surrey and Southern which we will monitor and discuss with the companies to see how the scheme can be better communicated to customers.

The slight decrease seen in 2014-15 was largely due to how Bournemouth had previously calculated their numbers. They had counted individual registrations not customers e.g. one customer registering as blind and deaf counted as two on the register. The company’s new billing system counts customers irrespective of number of conditions or services they register for.

Chart 4a: The number of customers per 10,000 household connections that are registered on special assistance registers (water only companies)³⁰



³⁰ Based on all household water only connections.



Chart 4b: The number of customers per 10,000 household connections that are registered on special assistance registers (water and sewerage companies)³¹

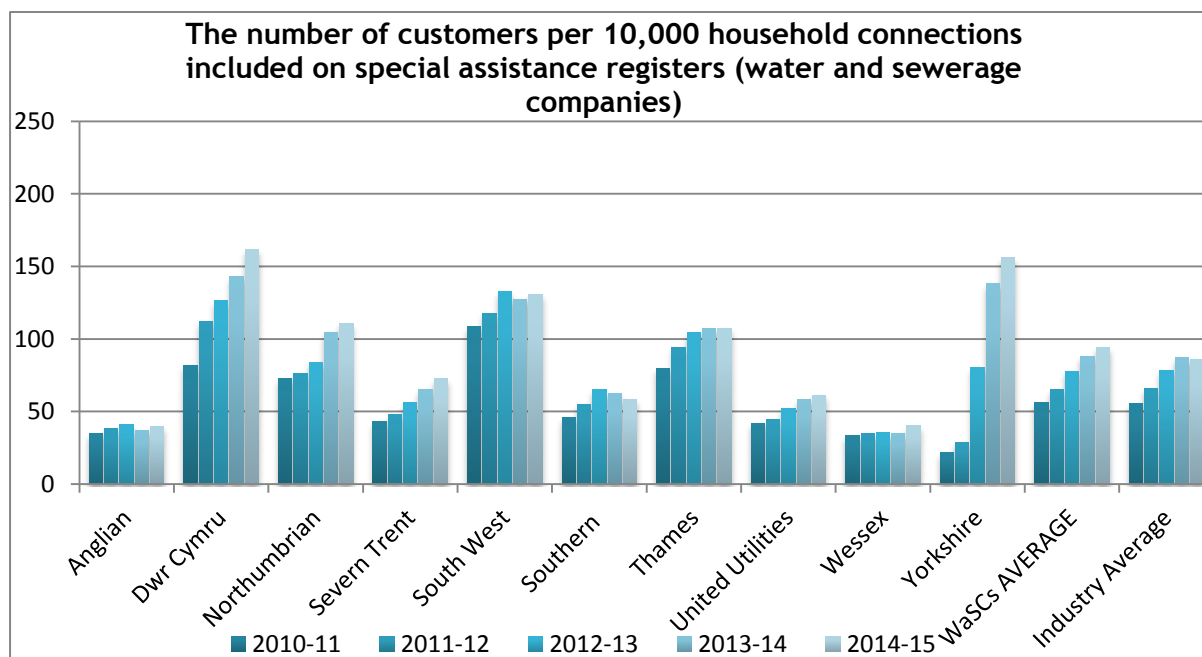
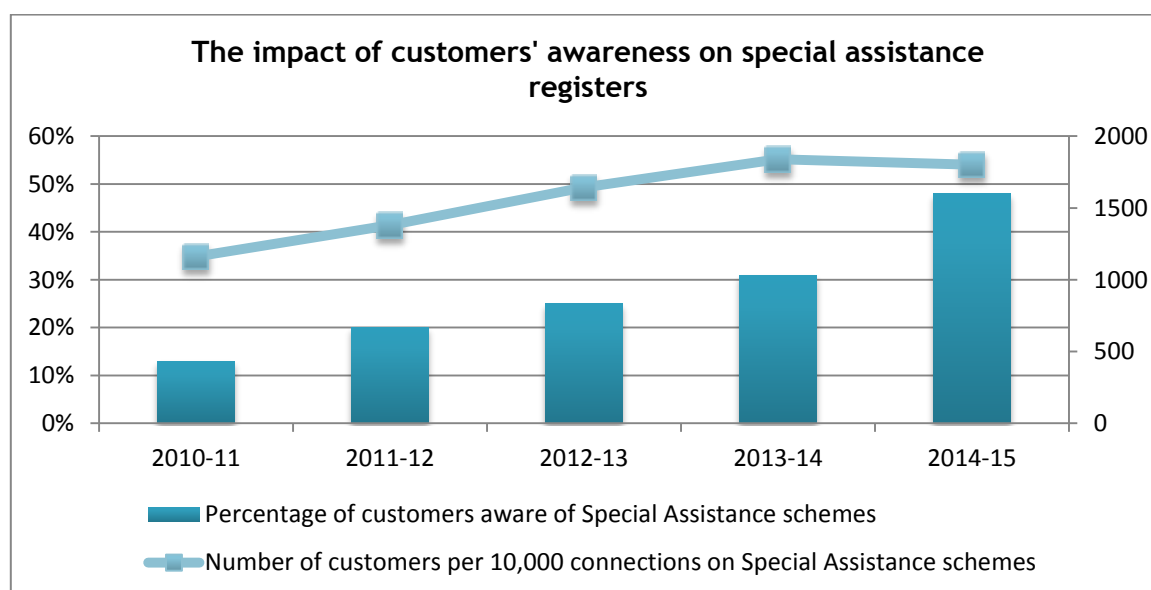


Chart 5, below, shows the impact of customers' awareness on the number of people that are registered for special assistance. It shows an increase in awareness alongside a rise in take up. Awareness of the scheme has increased from 31% to 48% in the last 12 months³². The slight dip in take up for 2014-15 was due to the issues outlined above for Bournemouth. If the graph was remapped to show that Bournemouth had maintained the same amount of customers on the special assistance register, the upward trend would have been visible.

Chart 5: The impact of customers' awareness on the number of customers that are registered for special assistance



³¹ Based on all household connections (water, water and sewerage and sewerage only).

³² <http://www.ccwater.org.uk/blog/2015/08/04/water-matters-household-customers-views-on-their-water-and-sewerage-services-2014/>



4. Sewer Flooding

Key findings:

- We are pleased to see a decrease in the number of properties and areas affected by sewer flooding.
- However, the winter of 2014-15 was 'average' compared to the previous 'wet' year.
- How much of the reduction was due to weather factors and how much to company investment and planning is therefore not clear.
- We will continue to monitor this to understand the driving factors for the fluctuations.

Sewer flooding is one of the worst service failures that a customer can experience. There has been an upwards trend in customer satisfaction with companies' efforts to minimise sewer flooding - this has increased from 68% in 2014 to 86% in 2015³³. Whilst this looks promising, it should be noted that the 2014 survey was undertaken in the winter of 2013-14, which was reported to be amongst one of the wettest winters on record. The latest survey was undertaken at a time when rainfall was at 'average' levels³⁴, which would indicate lower levels of flooding due to severe weather.



Over the next five years the industry is expected to reduce the number of properties flooded from sewers by 33%³⁵.

4.1 Number of properties that have flooded internally

Internal sewer flooding can be very traumatic for customers. Not only does it damage properties and belongings but it can seriously impact the quality of life for those affected. Until action is taken to rectify the root cause of the problem, customers can become anxious every time there is heavy rainfall.

Sewer flooding is heavily influenced by the weather and so the number of incidents can vary dramatically across the years. We know that both 2010-11 and 2011-12 were relatively dry periods, and lower levels of sewer flooding were reported in these years. Last year saw average rainfall, and again lower levels of flooding with an average of 1.7 properties per 10,000 connections experiencing a discharge from a local sewer.

With the exception of the wet year of 2012-13, Wessex has generally been a top performer for internal sewer flooding (1.03 properties per 10,000 connections). Dŵr Cymru has also consistently had good performance in this area (1.06 properties per 10,000 connections).

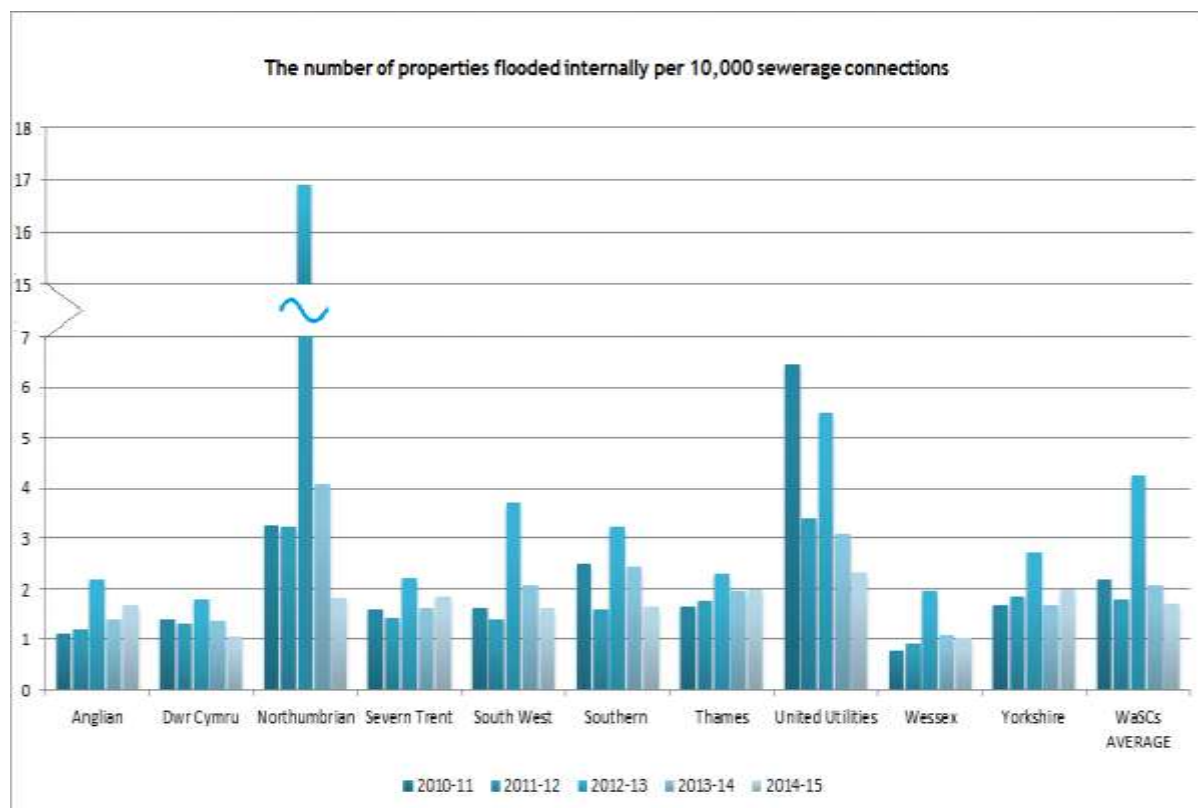
³³ <http://www.ccwater.org.uk/blog/2015/08/04/water-matters-household-customers-views-on-their-water-and-sewerage-services-2014/>

³⁴ <http://www.metoffice.gov.uk/climate/uk/summaries/2015/winter>

³⁵ https://www.ofwat.gov.uk/pricereview/pr14/det_pr20141212final.pdf

Northumbrian and Southern saw the largest percentage reduction in properties flooded internally (53% and 33% respectively). Northumbrian, however, is still above the industry average.

Chart 6: The number of properties flooded internally per 10,000 sewerage connections³⁶



United Utilities continues to report relatively poor performance (2.33 properties flooded per 10,000 connections), but it has made significant investment in improving the sewerage system: during 2014-15 there was a 24% reduction in the numbers of properties affected by sewer flooding. The region has one of the oldest and largest sewer networks in the UK, and typically has more rainfall. These factors mean that the company started from a low base in trying to overcome flooding issues.

Yorkshire and Thames were also relatively poor performers in 2014-15 (1.98 properties flooded per 10,000 connections).

- ◆ Yorkshire experienced exceptionally wet weather in August 2014. This led to an 18% increase in the number of sewer flooding incidents recorded in 2013-14. It recognised this as a potential area of risk and identified a number of measures it will implement to address the problem (including a review of investment prioritisation, more extensive mitigation to prevent repeat sewer flooding, asset inspection and CCTV surveys to identify and resolve blockages).

³⁶ Based on the total number of water and sewerage and sewerage only connections. Information relates to public sewers and does not include those which have transferred to companies from private ownership as these were not included in the targets set for companies at the 2009 price review period.



- Thames has consistently poor performance in internal sewer flooding and saw a marginal increase in properties flooded (2%) in 2014-15. To try to address this they have identified and implemented improvements and additional resources, such as better prioritisation of jobs and enhancements to fast response vehicles and flood protection equipment.

Severn Trent, which had been a better than industry average performer, reported a 14% increase in sewer flooding incidents, taking them to 1.84 internal sewer flooding incidents per 10,000 connections. It attributes this to capacity problems during the 2014 summer storms.

Anglian reported a 19% increase in the number of properties flooded internally. This was largely due to a rainstorm on Canvey Island which flooded more than 1,000 properties. Anglian has now agreed to provide £8.4 million of partnership funding for projects across the region over the next five years, which allows the company to deliver more for less including reducing flooding.

In our last *Delving into Water* report, we highlighted sewer flooding as an area of particular concern. We are pleased to see that companies have demonstrated that they share our concerns and have taken action to reduce sewer flooding. But we will continue to monitor this to:

- Understand whether the reduction is primarily due to weather conditions or company investment and planning; and
- Push those companies that are below the industry average, and those that may be trending upwards to improve their performance in this area.

4.2 Number of areas that have flooded externally

External flooding may not be as traumatic or as damaging as internal flooding, but the presence of sewage in gardens, roads and public spaces is unpleasant and can have implications for public health. The flooding of external areas is typically nine times greater than for internal flooding, largely because the sewerage system is designed to overflow from manhole covers and other areas before it impacts properties.

Overall, there was a 5.1% reduction in external flooding. Seven companies reported a fall in flooding incidents.

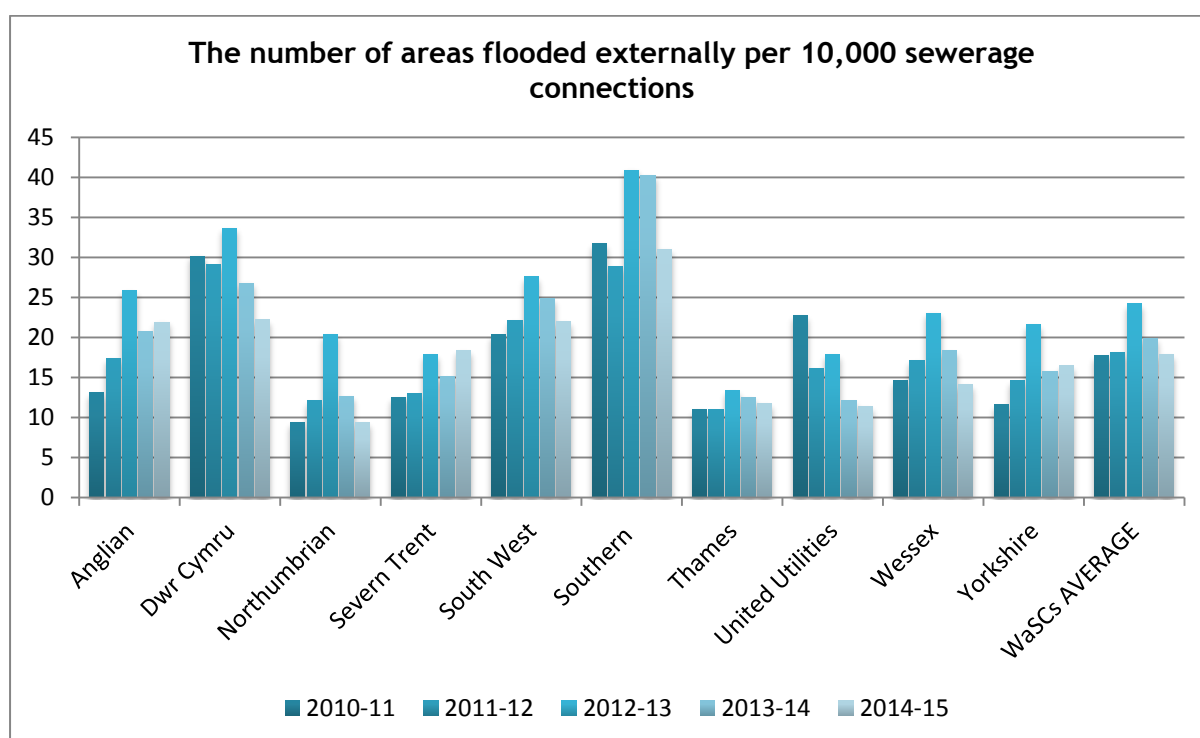
- Northumbrian has repeatedly performed well apart from in 2012-13 when it experienced severe weather events. It has acknowledged the need to improve its performance with respect to sewer flooding and has undertaken a major programme of work in the last five years to address this. In 2014-15, it reduced the number of external flooding incidents by 26%.
- United Utilities has also continued its good performance, following the trend of the past two years.
- Thames Water has been one of the best performers in this area for the past five years.
- Wessex has made significant improvements in 2014-15, reducing the number of external flooding incidents by 23%.
- South West (21.97 external flooding incidents per 10,000 connections) has recovered well after the extreme weather seen in 2012 and 2013, with an 11% decrease in the number of areas flooded. But it still saw higher than average external sewer flooding. To help to prevent sewer flooding, South West is increasing the capacity of its sewers, investing in the separation of storm water



from waste water from properties, and other capital schemes. In 2014-15 it completed a £3.5 million scheme to upgrade the sewerage network in Truro, Cornwall, and a £2 million flood alleviation scheme to protect homes in the Colebrook area of Plymouth (jointly funded by South West Water, the Environment Agency and Plymouth City Council).

- ◆ Despite seeing a 16% decrease in external flooding incidents, Dŵr Cymru is consistently one of the poorest performers (22.28 external flooding incidents per 10,000 connections), and remains above the industry average. The company recognise that they need to do better, and are investing heavily in a number of schemes. Its £15 million award-winning ‘Rainscape’ scheme in Llanelli and Gowerton is aimed at removing surface water from the sewer network, so that in times of heavy rainfall the sewers do not become overwhelmed and have to discharge to, and pollute, the Loughor estuary.
- ◆ At 31.05 external flooding incidents per 10,000 connections, Southern have had the worst performance for the past five years, despite seeing a 23% decrease. During the year, it completed the latest phase of its £12 million programme to survey and seal sewers to tackle groundwater flooding and completed its £30 million project to improve the resilience of the network in Portsmouth. The company has informed us that so far this year external flooding incidents have continued to fall and we will continue to monitor their progress.

Chart 7: The number of areas flooded externally per 10,000 sewerage connections³⁷



Other companies that performed worse than the 2014-15 industry average (17.86 external flooding incidents per 10,000 connections) include:

³⁷ Based on the total number of water and sewerage and sewerage only connections. Information relates to public sewers and does not include those which have transferred to companies from private ownership as these were not included in the targets set for companies at the 2009 price review period.



- Anglian has seen a 7% increase (21.92 external flooding incidents per 10,000 connections). As noted above, it has agreed to provide £8.4 million of partnership funding for projects across the region over the next five years. However, the number of external flooding incidents for Anglian customers is starting to show an increasing trend, with 2014-15 figures exceeding those reported for 2010-11.
- Severn Trent's (18.43 external flooding incidents per 10,000 connections) performance has seen the greatest increase (22%) in flooding in 2014-15 due to summer storms. Again, the number of external flooding incidents for Severn Trent customers also starting to show an increasing trend, with 2014-15 figures exceeding those reported for 2010-11.
- Whilst Yorkshire is below the industry average with 16.44 external flooding incidents per 10,000 connections, it is also showing an upward trend as its 2014-15 incidents are in excess of those reported in 2010-11.

As with internal flooding, whilst we are pleased to see that external flooding incidents are decreasing across the industry, we will continue to monitor this area to:

- Understand whether the reduction is primarily due to weather conditions or company investment and planning; and
- Push the companies that are below the industry average, and those that are seeing an upward trend to improve their performance in this area.

21st Century Drainage

The sewerage companies recognise that drainage and sewerage systems across the UK will not be able to cope with the intense rainfall that is predicted to occur because of climate change. As such, under the umbrella of Water UK, 12 sewerage companies (including Scottish Water and Northern Ireland Water) have created a project group to look at what they need to do to improve drainage systems now and over the next 25-50 years. The outcome will be drainage systems that can handle the water that flows through them, and thus limit incidents of flooding from sewers.

This group also includes representatives from UK and devolved Governments, regulators, environmental groups and CCWater. We consider this group to be forward thinking and focussed on getting the right outcome for customers and the environment.



5. Leaks

Key findings:

- We highlighted leakage as an area of concern in our report last year, and there has been a marginal increase in the amount of water that is lost through leakage.
- Although all companies have made commitments to reduce or maintain their leakage levels over the next five years, we believe they should do more to drive down leakage to meet their customers' expectations.
- We will continue to monitor this area to push companies to improve their performance in this area and meet their customers' expectations about what they are doing to tackle leakage.

Through our research, many customers have told us that leakage is a key concern for them, and that companies' performance in this area can have a big impact on their own water saving activities as well as their perceptions of the water companies³⁸. However, many customers accept that leakage will happen due to the sheer size and age of the water network. But they expect companies to do more to tackle leakage and fix leaks.

In our last *Delving into Water* report we commented that even though companies were meeting their targets they needed to do more to reduce leakage. Leakage levels have been rising since the low in 2011-12 and this pattern has continued into 2014-15. It is disappointing that there has been an overall increase of 0.7%, with less than half of the companies reducing leakage levels in the year.

In terms of leakage as a percentage of water put into the system each day, Hartlepool, Essex & Suffolk and Bournemouth are all relatively good performers, with less than 15% lost through leakage. This compares well to an industry average of 19.16%.



³⁸ <http://www.ccwater.org.uk/wp-content/uploads/2013/12/Research-into-customer-perceptions-of-leakage.pdf>

Chart 8a: Total daily leakage as a percentage of water put into the system (water only companies)

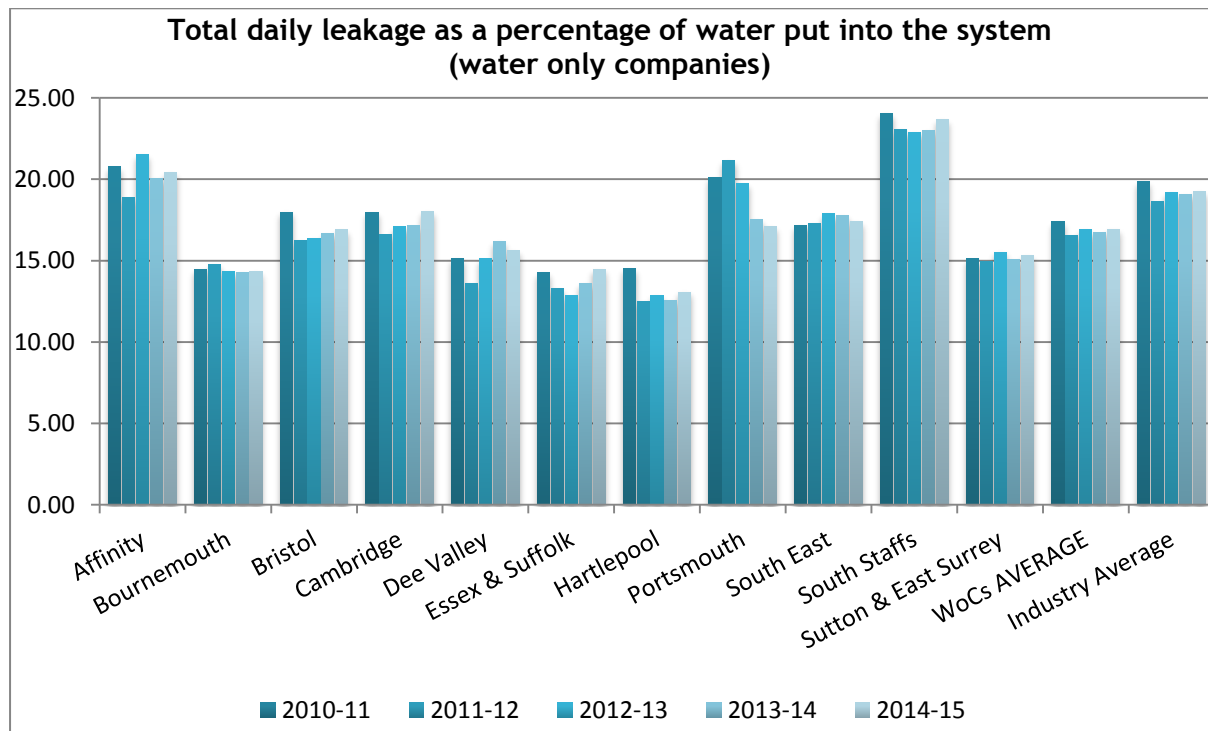
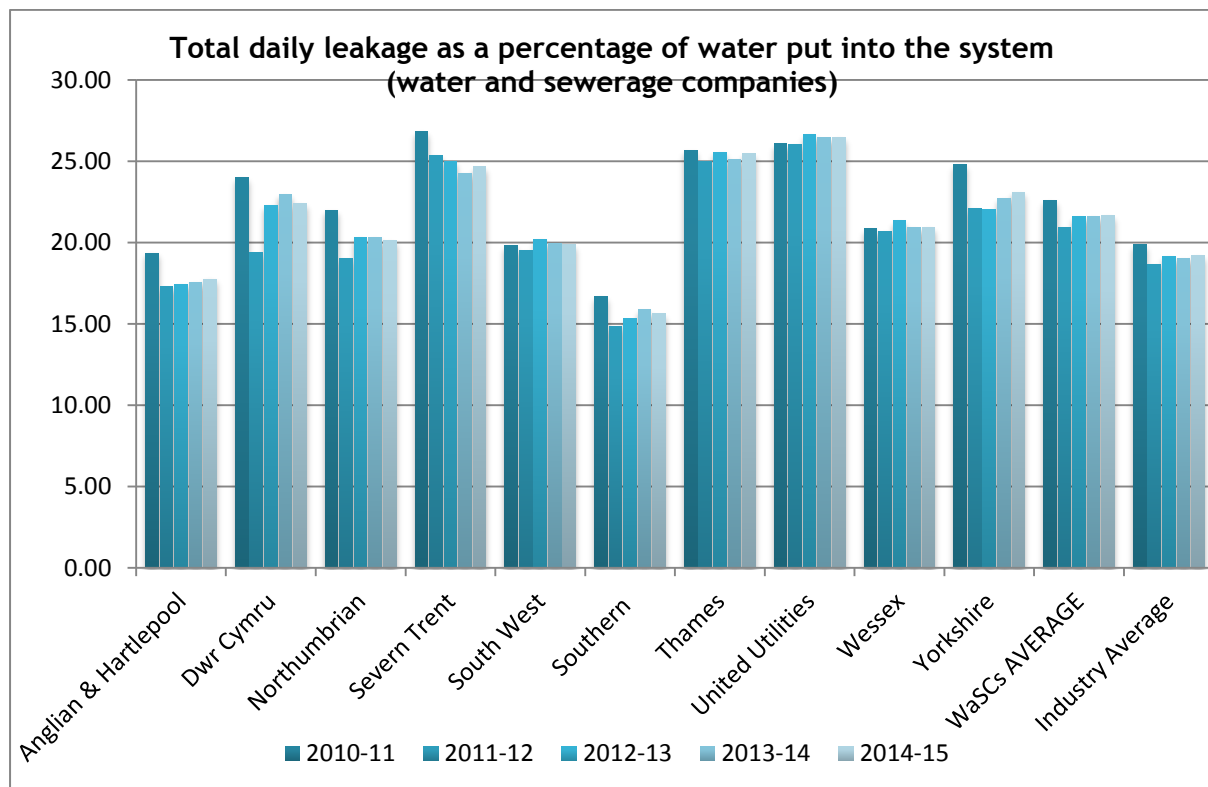


Chart 8b: Total daily leakage as a percentage of water put into the system (water and sewerage companies)



However, 10 companies - including some water and sewerage providers - are above the industry average. Those with the highest proportion of leakage are United Utilities (26%), Thames (25%) and Severn Trent (25%):

- United Utilities has seen a small increase of 0.03%. The company is meeting its leakage targets and state that moving above bottom three performers would be costly and increase customer bills. The company is undertaking active pressure management, has a public 'leak line' number, teams of specialist leakage engineers, and a rolling programme to replace ageing pipes to control the leakage on the network.
- Thames has also seen an increase - 1.45% this year - and attributes this to the colder winter weather, compared to 2013-14, which caused more cast iron pipes to leak and burst.
- Severn Trent has been above the industry average when looking at leakage as a percentage of distribution input. However it has seen a 10% decrease in actual leakage levels over the last five years. It is committed to making further improvements over the next five years.

Leakage levels have been creeping up since the industry low in 2011-12. Since then only three companies have been able to maintain leakage below their reported 2011-12 levels (Severn Trent, Bournemouth, and Portsmouth).

In terms of actual leakage levels, only seven companies saw a decrease in 2014-15: Dee Valley (-3.84%); Portsmouth (-3.67%); Southern (-3.53%); Dŵr Cymru (-2.3%); Anglian (-0.52%); and Bournemouth (-0.19%).

However, all companies met their leakage targets which suggests to us that they are not challenging enough.

The largest percentage increases were seen for:

- Cambridge (6.45%) due to the small size of the company which makes it vulnerable to single incidents impacting significantly on its figures.
- Hartlepool (6.28%) which stated that the increase was primarily bounce back from recording its lowest levels of leakage in the previous two years. Despite having no single incident which could explain the increase, the small size of the company can mean that small changes in leakage levels can have a large impact overall. Additionally, the low levels of metering can also mean that it can be difficult to persuade customers to fix the leaks for which they are responsible.

Since the low in 2011-12, Sutton & East Surrey has seen a year-on-year increase in actual levels of leakage. Additionally, since 2012-13 three other companies have also seen this year-on-year increase - Bristol, Cambridge and industry leaders Essex & Suffolk.



Table 5: Company actual leakage levels (mega litres per day)

	2010-11	2011-12	2012-13	2013-14	2014-15	Trend	2020 target
Water and Sewerage Companies							
Anglian*	229.00	199.00	189.00	193.00	192.00		192.00
Dwr Cymru	202.82	161.65	178.42	183.75	179.52		169.00
Northumbrian	158.00	130.00	136.00	134.03	136.77		137.00
Severn Trent	497.00	464.00	441.00	441.00	444.00		424.00
South West	84.00	81.00	84.00	84.00	84.00		84.00
Southern	96.00	82.00	81.00	85.00	82.00		87.00
Thames	665.00	637.00	646.00	644.00	654.00		606.00
United Utilities	464.00	453.00	457.00	452.00	454.00		462.70
Wessex	71.00	69.00	69.00	69.00	69.00		66.50
Yorkshire	325.00	274.00	265.00	282.00	288.00		287.10
Water only companies							
Affinity	194.00	170.00	189.00	181.00	183.00		162.20
Bournemouth	22.00	21.71	20.88	20.92	20.88		20.00
Bristol	50.00	43.00	42.00	44.00	45.10		43.00
Cambridge	13.68	12.39	12.36	12.71	13.53		13.50
Dee Valley	9.92	8.52	9.28	10.15	9.76		9.18**
Essex and Suffolk	65.10	59.09	53.93	58.39	60.84		66.00
Hartlepool	5.12	4.17	3.91	3.82	4.06		N/A***
Portsmouth	36.00	37.00	34.00	30.00	28.90		29.80
South East	96.00	95.00	93.00	93.00	93.00		88.10
South Staffs	72.80	68.20	65.30	66.90	69.20		70.50
Sutton and East Surrey	24.50	23.60	23.70	23.93	24.20		24.00
* Anglian includes Hartlepool							
** Dee Valley will measure leakage in a different way, but intend to maintain current levels. Therefore, 9.8 Megalitres per day is assumed based on 2014-15 levels.							
*** 2020 target for Hartlepool is included in Anglian targets							
Total	3,380.94	3,093.33	3,093.78	3,112.60	3,135.76		3,042.20

Companies have acknowledged that leakage is a key concern for customers and all have made commitments in relation to their leakage levels over the next five years. But we would question whether the rate that companies are reducing leakage is quick enough to meet customers' expectations. If customers see no progress on this issue then they are more likely to ignore company campaigns on water efficiency. And should another drought arise then they may not react as positively to water saving messages as they did in 2012.

Companies have got to reduce leakage, and beat - not just meet - their targets. Some companies are committed to doing so. All should be.

We will continue to monitor this area to push companies - particularly those that are below the industry average, and those that are seeing an upward trend - to improve their performance in this area and meet their customers' expectations.



6. Interruptions to the water supply

Key findings:

- Overall (and discounting two significant incidents) supply interruptions have reduced.
- But this is largely due to substantial improvements (reduction of more than 50%) by a small number of companies.
- Although we know that interruptions do occur, and in some cases are necessary for maintenance, we will continue to push companies to keep this to a minimum and communicate effectively with customers to avoid unnecessary disruption.
- We will be monitoring this to understand if this year was a one-off improvement for companies - or if there remains a serious issue for the industry.

Customers value a reliable supply of water, and their satisfaction is high at 97%³⁹. Interruptions to water supplies cause inconvenience, especially if they occur at times of peak demand. If the interruption is without warning, customers cannot plan for this and more inconvenience is caused.



Although we have seen an overall increase in the amount of time that customers are without supply in 2014-15, this is largely due to two significant incidents in Bristol. Discounting this, there has been an overall reduction to 12 minutes and 42 seconds.

However, nine companies saw an increase in the time that customers were without a continuous supply of water.

Two companies did not meet their targets in relation to supply interruptions:

- Due to two separate incidents in the first half of the year, Bristol's supply interruptions performance has caused it to miss targets for the year, and be the poorest performer for 2014-15 (2 hours and 36 minutes against an industry average of 21 minutes and 20 seconds). In May, there was a single incident which affected a large population near Burnham-on-Sea. This was followed in September by a 30" strategic main burst in Kingswood where both the duration and the number of properties affected were exacerbated by a ruptured gas main which delayed repair work for almost 24 hours. Additionally, Bristol has seen a year-on-year increase since 2010-11, apart from between 2012-13 and 2013-14 where there was a negligible annual decrease of 0.5%.
- Portsmouth did not meet its target due to customers being off supply while the company carried out planned work to improve the network. All customers were pre-notified of the work.

³⁹ <http://www.ccwater.org.uk/blog/2015/08/04/water-matters-household-customers-views-on-their-water-and-sewerage-services-2014/>



Bournemouth (2 minutes and 16 seconds) is the current industry leader on supply interruptions, closely followed by Essex & Suffolk (2 minutes and 35 seconds). Northumbrian takes third position (4 minutes and 49 seconds).

Chart 9a: Number of hours lost due to water supply interruptions of three hours or longer per property served (water only companies)⁴⁰

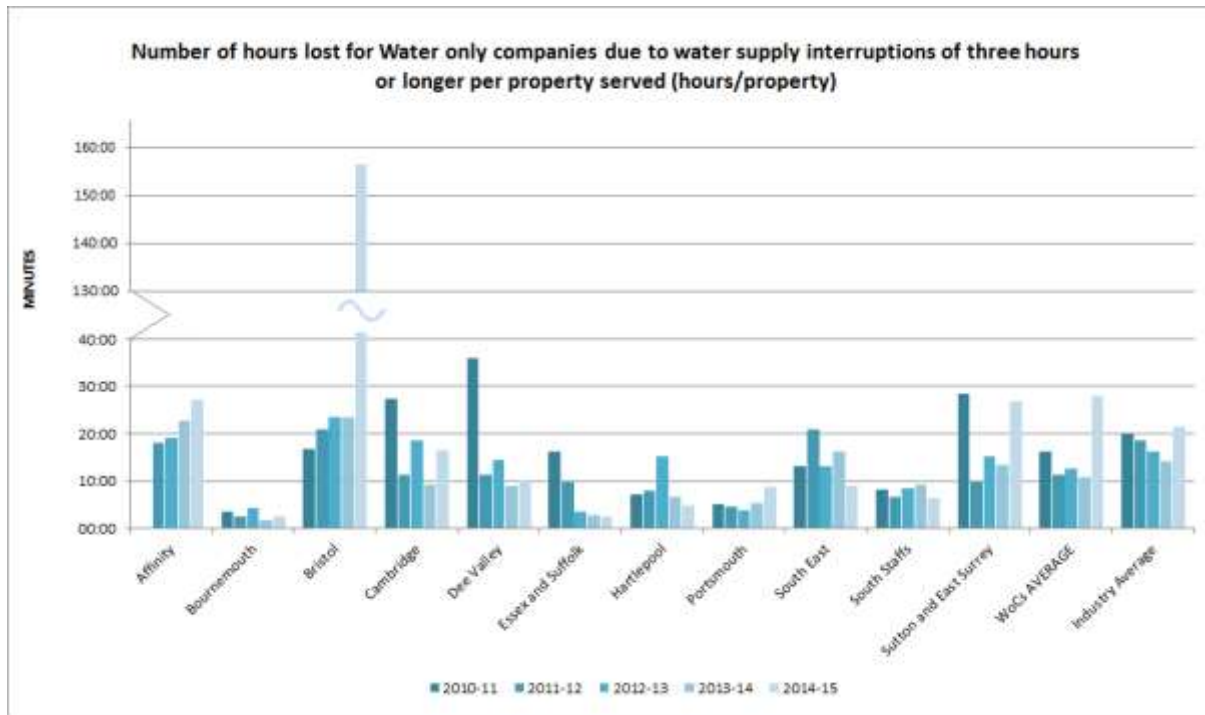
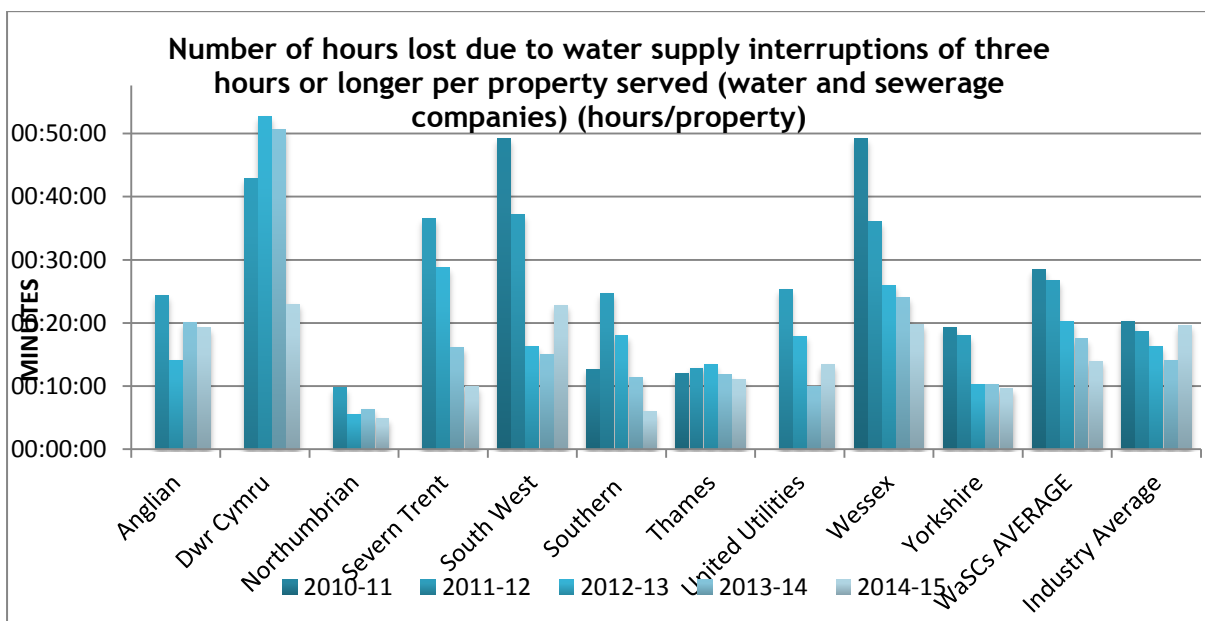


Chart 9b: Number of hours lost due to water supply interruptions of three hours or longer per property served (water and sewerage companies)⁴¹



⁴⁰ Source: Companies did not record this information in 2010-11

⁴¹ Please note that for some companies, this information was not recorded in 2010-11



In addition to Bristol, there are five companies that are worse than the industry average when it comes to supply interruptions:

- A major burst water main in Edgware, North London, in October meant that the average amount of time that Affinity's customers were without supply increased by 18% to 27 minutes. But the company has seen a year-on-year increase in the amount of time that its customers are without a water supply since this measure was reported in 2011-12. It therefore needed to put in place plans to reduce the upward trend.
- Sutton and East Surrey's relatively poor performance (26 minutes and 53 seconds) was impacted by a number of significant burst main events during June and November and resulted in the average time that customers were affected by interruptions to their supply doubling from previous years.
- Dŵr Cymru has a comparatively poor performance (22 minutes and 59 seconds). It attributes this to the topography of the area it serves and length of pipes. The company also experienced adverse weather conditions in 2014-15, along with a series of major trunk main bursts and an increase in demand during the summer. Despite this it has made improvements since last year, reducing the average amount of time that customers are without a supply of water by 55%.
- South West (22 minutes and 48 seconds) had a small number of large mains bursts. In particular, a burst in Cornwall in April 2014 affected 3,000 homes. This resulted in a 52% increase in the average amount of time that its customers were without a continuous supply of water. The company is carrying out further investment in equipment such as water supply tankers to help mitigate the impact of bursts when they occur and expect to see supply interruptions better 2013-14 levels. South West's performance commitment to 2020 is 12 minutes per property served.
- Despite seeing an 18% reduction, Wessex is slightly above the industry average (19 minutes and 48 seconds). It is planning to focus on reducing planned interruptions as it has already made improvements to the amount of time that customers are without supply due to unplanned interruptions.

Both Southern and South East made significant reductions in the time that their customers were without a continuous supply of water (47% and 44% respectively). Conversely, whilst still better than the industry average, Cambridge and Portsmouth saw significant increases (80% and 67% respectively).

We are pleased to see that companies recognise that supply interruptions - particularly unplanned - are a major irritant for customers, and all have made commitments to their customers to maintain or reduce supply interruptions. Over the next five years, they plan to reduce the duration of supply interruptions from an average of around 16 minutes to about 10 minutes per property served⁴².

Although we know that interruptions do occur, and in some cases are necessary for maintenance, we will continue to push companies to keep this to a minimum and communicate effectively with customers to avoid unnecessary disruption.

⁴² https://www.ofwat.gov.uk/pricereview/pr14/det_pr20141212final.pdf The 16 minute average was based on forecasted data submitted to Ofwat in company business plans.



7. Metering

Key findings:

- There has been an increase in metering across all companies this year.
- Awareness among customers that meters can be fitted free of charge has decreased.
- This may hinder companies in achieving their meter installation targets over the next five years, and so more communication and awareness-raising is required.

7.1 Household properties

The majority of customers support metering as a fair way to charge for the water they use, but many do not support compulsory metering as they are unsure about how this will impact on their bill⁴³. The case for compulsory metering can be understood in areas of significant water stress, where it can bring economic and environmental benefits, but the same is not true in areas where water resources are not under stress.



In areas that the Secretary of State has deemed to be in water stress, water companies are required to consider metering on a wide scale. Southern Water was the first company to introduce compulsory metering, and almost 90% of its customers are now metered. This involved a lot of help and support to customers in managing the transition to metered payments. Research carried out by the University of Southampton has shown that Southern's customers have reduced consumption by 16.5% on average.

Other companies which have already introduced compulsory metering in this way are Affinity (South East and Central regions), South East and Thames.

All new properties are fitted with a water meter and some water companies also selectively meter properties when they change ownership/occupier or have a high discretionary use of water (e.g. garden watering or swimming pools).

Metering can be one way for customers to manage their water bill. Any customer who is currently paying their bill based on the rateable value of their property (and is not subject to a compulsory metering programme) can request to switch to a water meter. However, our research shows that only six in ten customers are aware of this⁴⁴.

Installation of the meter is free and customers have the option to revert to their previous method of charging within 12 months (or longer for some companies). But only 36% of customers are aware of this⁴⁵. Awareness of these rights could be a barrier to companies meeting their targets and so further communication about the meter option is needed.

⁴³ <http://www.ccwater.org.uk/wp-content/uploads/2013/12/The-Customer-Impact-of-Universal-Metering-Programmes.pdf>























⁴⁴ <http://www.ccwater.org.uk/wp-content/uploads/2015/08/CCWater-Water-Matters-2014-Report-FINAL.pdf>

⁴⁵ <http://www.ccwater.org.uk/wp-content/uploads/2015/08/CCWater-Water-Matters-2014-Report-FINAL.pdf>

Household customers can find out if they could save money by switching to a water meter by visiting our water meter calculator at:

<http://www.ccwater.org.uk/watermetercalculator/>

Table 6: Percentage of household metering

	2010-11	2011-12	2012-13	2013-14	2014-15	Trend
Industry Average	41.5	43.8	46.7	49.1	51.4	
Water and Sewerage Companies						
Anglian*	67.3	70.3	73.1	74.7	76.8	
Dwr Cymru	33.0	34.0	35.0	37.0	38.0	
Northumbrian	24.1	25.9	27.8	29.7	31.4	
Severn Trent	34.5	35.9	37.5	39.0	40.9	
South West	70.9	73.4	75.4	76.9	78.1	
Southern	44.4	52.2	64.5	75.2	82.5	
Thames	29.5	31.1	32.5	33.8	34.9	
United Utilities	31.0	33.0	35.0	37.0	38.0	
Wessex	49.0	51.0	54.0	56.0	58.0	
Yorkshire	38.9	40.7	43.0	45.2	47.1	
Water only companies						
Affinity	43.8	45.1	47.3	48.6	49.6	
Bournemouth	58.0	60.1	62.3	64.3	66.4	
Bristol	35.4	37.3	39.7	42.2	44.6	
Cambridge	63.9	65.1	66.4	68.0	69.3	
Dee Valley	50.0	52.0	54.0	56.0	57.0	
Essex and Suffolk	50.1	52.0	53.9	55.5	57.3	
Hartlepool	25.1	27.4	29.8	32.2	34.3	
Portsmouth	17.0	19.0	21.0	23.0	25.3	
South East	44.0	47.0	57.0	60.0	70.0	
South Staffs	26.5	28.3	29.9	32.5	34.2	
Sutton and East Surrey	35.8	38.5	41.6	44.3	45.9	
* Anglian includes Hartlepool						

There has been an overall increase in metering during the year - over the next five years the industry average is expected to increase from 51% to 61%⁴⁶.

⁴⁶ https://www.ofwat.gov.uk/pricereview/pr14/det_pr20141212final.pdf



7.2 Non-household properties

For non-household properties, the percentage of metering is much higher (90% on average). Whilst most non-household properties are metered, it may not be appropriate for lock-up garages, field troughs or other small uses of water to be metered.

Table 7: Percentage of non-household metering

	2010-11	2011-12	2012-13	2013-14	2014-15	Trend
Industry Average	88.7	89.1	89.4	89.7	90.2	
Water and Sewerage Companies						
Anglian*	96.5	96.8	97.2	98.0	97.8	
Dwr Cymru	91.0	91.0	91.0	91.0	91.0	
Northumbrian	87.0	87.8	87.9	88.1	88.4	
Severn Trent	93.0	93.2	93.4	93.4	92.9	
South West	91.3	91.8	92.2	92.5	93.1	
Southern	89.0	89.2	89.3	89.6	89.9	
Thames	83.0	83.1	83.5	83.6	83.4	
United Utilities	90.0	90.0	90.0	91.0	91.0	
Wessex	89.0	90.0	90.0	91.0	91.0	
Yorkshire	85.6	85.8	86.1	86.3	87.3	
Water only companies						
Affinity	87.1	87.7	88.2	88.0	88.4	
Bournemouth	94.2	94.2	94.3	93.7	93.9	
Bristol	85.6	87.3	88.3	89.8	92.4	
Cambridge	91.1	91.4	91.6	91.9	92.2	
Dee Valley	92.0	93.0	93.0	93.0	93.0	
Essex and Suffolk	95.1	95.2	95.3	94.7	95.1	
Hartlepool	69.1	70.3	71.3	72.6	73.0	
Portsmouth	90.0	90.0	90.0	90.0	90.2	
South East	91.0	91.0	91.0	92.0	95.0	
South Staffs	86.0	86.2	86.7	87.0	87.4	
Sutton and East Surrey	85.9	86.2	86.4	86.7	86.9	
* Anglian includes Hartlepool						

8. Daily water consumption

Key findings:

- There has been a slight decrease in the amount of water used by customers.
- Only one in three people has heard about the need to save water and only two in five customers have made a conscious decision to save water.
- We will be pressing companies and others to do more to communicate how to save water and the reasons for doing so.

The changing climate, population growth and changes in household size are having an impact on water availability. But only one in three people (31%) has seen or heard something in the past year about pressures or impacts on water resources in the UK⁴⁷. Although the UK is thought to have a wet climate, our available water resources are under pressure and tighter controls on the amount of water that is taken from the environment are being put in place.



Both water companies and customers have a role to play in becoming more efficient in water use. For companies this is largely through tackling leakage and promoting efficient water use among their customers. For customers it is about how they use water. However, two in five adults in England and Wales have not made a conscious decision to reduce the amount of water that they use⁴⁸.

Yet, there are several simple steps that each and every one of us could take to reduce the amount of water we use. Individually, it might seem like a small saving but collectively it would be large, and might defer the need to build new resources which would add cost to customers' bills. For more information on using water wisely, visit our website [here](#).

There has been a slight reduction in the amount of water that each person uses each day. But many companies are a long way off the Government's aspirational target for the UK of 130 litres per person per day. Four companies - Hartlepool (119.9), Severn Trent (126.4), South Staffs (129.0) and United Utilities (130.0) - currently meet the Government's aspirational target. A further two companies - Cambridge (130.3) and Dee Valley (130.4) are just above the target, and on current trends should meet it next year.

However, South East and Affinity have seen the biggest reduction since 2013-14 (-4.76% and -4.52% respectively), despite being above the industry average. Southern also saw a similar reduction (-4.24%). All of these companies have compulsory metering programmes in place.

⁴⁷ http://www.ccwater.org.uk/wp-content/uploads/2015/06/FINAL-Using-water-wisely_full-report_MASTER_FINAL_11-06-15.pdf

⁴⁸ http://www.ccwater.org.uk/wp-content/uploads/2015/06/FINAL-Using-water-wisely_full-report_MASTER_FINAL_11-06-15.pdf



But ten companies are above the current industry average of 138.5 litres per person per day, with Sutton and East Surrey (161.1), Essex & Suffolk⁴⁹ (151.0) and Thames (150.9) having the highest consumption rate per person, despite all seeing a decrease since last year.

Table 8: Average water use (litres per person per day)

	2010-11	2011-12	2012-13	2013-14	2014-15	Trend
Industry Average	147.6	145.8	140.2	141.5	138.5	
Water and Sewerage Companies						
Anglian*	146.2	144.8	136.2	135.1	133.4	
Dwr Cymru	149.6	152.1	144.4	144.6	141.5	
Northumbrian	144.0	146.2	140.5	141.2	141.6	
Severn Trent	125.9	125.0	120.9	129.3	126.4	
South West	138.2	134.5	136.7	136.9	134.6	
Southern	153.6	156.7	143.4	140.8	134.8	
Thames	162.6	160.6	154.7	156.2	150.9	
United Utilities	134.0	132.0	128.0	129.1	130.0	
Wessex	142.5	139.8	136.3	138.4	138.8	
Yorkshire	141.9	136.0	133.4	136.2	133.0	
Water only companies						
Affinity	161.0	158.0	149.0	155.0	148.0	
Bournemouth	153.4	146.4	142.4	144.1	138.4	
Bristol	146.0	142.0	141.0	144.0	143.0	
Cambridge	141.0	140.7	133.1	130.1	130.5	
Dee Valley	141.3	138.3	135.5	132.9	129.5	
Essex and Suffolk	155.6	153.0	147.4	151.9	151.0	
Hartlepool	121.5	123.7	123.1	124.7	119.9	
Portsmouth	162.0	160.0	149.0	148.0	145.5	
South East	172.3	167.2	159.4	155.6	148.2	
South Staffs	136.0	135.6	127.6	131.0	129.0	
Sutton and East Surrey	171.9	168.6	161.5	166.5	161.1	
* Anglian includes Hartlepool						

⁴⁹ Essex and Suffolk is required to provide and forecast within its Water Resource Management Plan for separate components of supply and demand for Essex and Suffolk. As there are no contiguous borders or shared supplies from a water resource / demand perspective they are classed as separate companies. The figure of 150.95 is a combined figure for Essex and Suffolk, however Suffolk (136.05) is typical of East Anglia and Essex (153.45) is towards the lower end of the South East.



9. Drinking water quality

Key findings:

- Compliance with the Drinking Water Directive in 2014 was at 99.95%, a slight reduction from 99.97% in the previous year.
- There are high levels of customer satisfaction and compliance with safety standards.

The quality of drinking water is a priority for water customers, and our research shows that 94% of customers are satisfied with the safety of their drinking water⁵⁰.

Drinking water quality is regulated by the Drinking Water Inspectorate (DWI). Its annual report⁵¹ outlines what it does to check that water companies and local authorities have taken action to maintain or improve the quality of drinking water to safeguard public health. Compliance with the European Union's Drinking Water Directive standards in 2014 was at 99.95%, a slight reduction from 99.97% in the previous year.

Over the next five years companies have been challenged by the DWI to increase compliance to 100%.

There are high levels of customer satisfaction and compliance with safety standards. However, some customers still prefer to drink bottled water at home, citing tap water quality (taste/smell/appearance), concerns around safety, and the convenience of bottled water as reasons for this⁵². Some of those concerns can be answered by simply placing a jug of water in the fridge to chill. Any residual chlorine in tap water (which is there to protect consumers' health) will disappear. This often improves the smell and taste of the water. And tap water costs less than 1p per litre compared to over £1 per litre for branded bottled waters.

Cambridge and Hartlepool achieved 100% compliance with drinking water quality standards, and Bournemouth saw the greatest increase in the year, moving from 99.96% to >99.99%.

Dee Valley continues to be the poorest performer at 99.88% and Bristol is the second poorest at 99.92%. Both companies reported a 0.05% reduction in compliance levels since 2013.

Dee Valley had a number of compliance failures during the year, over half of these were due to the recognised risk of mains deposits on samples taken at the time of mains bursts and will therefore be addressed as the mains cleaning programme progresses. The cleaning programme has been significantly increased during 2015 to include one seventh of all Dee Valley's mains. The ongoing programme includes a technique known as ice pigging which uses a machine to create ice (the pig) which scours the inside of pipes, leaving them



⁵⁰ <http://www.ccwater.org.uk/blog/2015/08/04/water-matters-household-customers-views-on-their-water-and-sewerage-services-2014/>

⁵¹ <http://dwi.defra.gov.uk/about/annual-report/>

⁵² <http://www.ccwater.org.uk/blog/2015/06/17/using-water-wisely-and-attitudes-to-tap-water/>

clean and free of obstructions. The enhanced mains cleaning programme has delivered a substantial reduction in customers contacting the company about discoloured water.

Bristol suggests that its overall drinking water quality score was impacted by the weighting of the tests carried out based on monitoring frequency and water supply zone size. Although the company reported a reduction in failures, as many of these were in higher weighted supply zones, the overall drinking water quality score decreased.

Chart 9a: Overall drinking water quality 2011-2014 (water only companies)

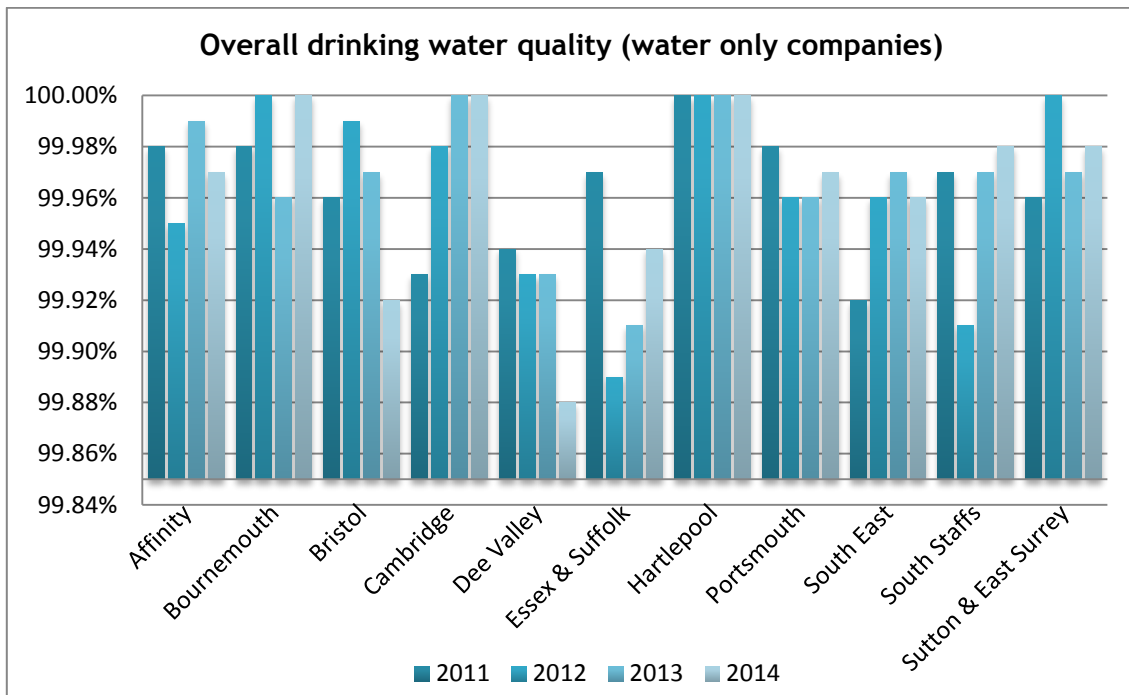
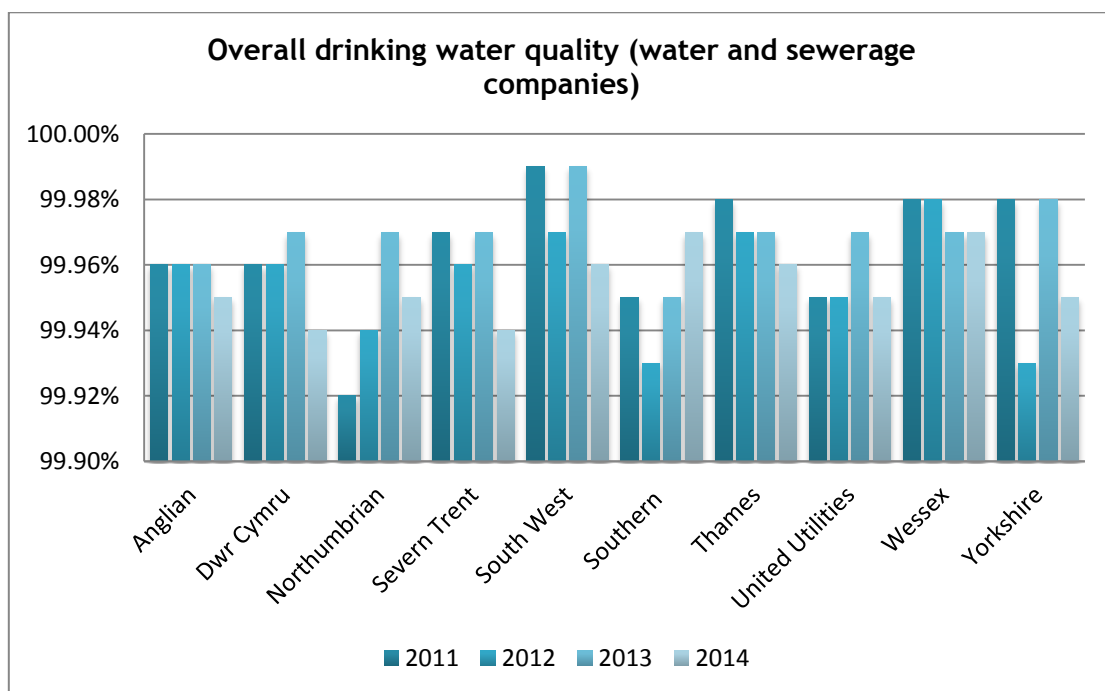


Chart 9b: Overall drinking water quality 2011-2014 (water and sewerage companies)



10. Appendices

Appendix A: Statistical reliability of CCWater research

1. Water Matters

For the 2015 Water Matters research there were a total of 5,763 twenty minute interviews completed. As a result of the large sample size for England and Wales, a change of one or two per cent is statistically significant at the 95% confidence level (i.e. we can be 95% confident that the sample result reflects the actual population result to within the margin of error shown in Figure 3). Small but significant percentage changes for England and Wales since the previous year should therefore be considered in the context of longer term trends.

The table below shows the statistical reliability for the total sample size and for England and Wales.

	Sample size	10% or 90% ±	30% or 70% ±	50% ±
Total	5763	0.77	1.18	1.29
England	5221	0.81	1.24	1.36
Wales	542	2.53	3.86	4.21

Further information can be found in the [Water Matters research report](#).

2. All other quoted research

Qualitative research is used for research objectives which call for an exploratory and in-depth understanding of attitudes and behaviours. It produces rich and detailed data from a relatively small number of individuals, selected to broadly represent a cross section of the population in terms of their socio-demographic characteristics.

Due to the limited sample sizes used in qualitative research, the findings are not representative of the overall population in a statistically meaningful way. Any recommendations or hypotheses from qualitative research are born out of rigorous and robust analysis and interpretation of the qualitative evidence - making reference to the weight and strength of opinion observed across the sample where relevant, but without quantifying these. These recommendations should, ideally, be tested by quantitative research to determine the prevalence of these attitudes and behaviours across the population in a statistically meaningful way.

Appendix B: Sewer flooding - properties at risk

Companies report on two different types of properties/external areas that are at risk of flooding due to local sewers not being large enough to cope with heavier than normal rainfall: those at risk of flooding once in ten years; and those at risk of flooding twice in ten years. We collect this information to monitor the progress that water companies are making, not only towards what they promised to achieve by April 2015 but also to identify other properties and areas that are at risk of sewer flooding. Please note that not all companies set targets for 2014-15 and even where they did, it wasn't for all risk areas. Where companies successfully manage this, the number of actual flooding incidents can be reduced. We will continue to discuss sewer flooding with companies during our regular meetings, in order to understand where improvements can be made and to press for greater action where progress is slower than expected.

Anglian Water

Internal 1 and 2 in 10							External 1 and 2 in 10					
2010-11	2011-12	2012-13	2013-14	2014-15	2014-15 Target		2010-11	2011-12	2012-13	2013-14	2014-15	2014-15 Target
300	300	253	253	232		Actual number of properties (internal) or areas (external) on the register at the start of the period	564	621	630	692	709	
20	58	57	50	63		Total number of properties (internal) or areas (external) removed from the register	56	52	57	57	38	
20	11	57	29	28		Total number of properties (internal) or areas (external) added to the register	113	61	119	74	97	
300	253	253	232	197	198	Total number of properties (internal) or areas (external) left on the register at the end of the period	626	630	692	709	767	
10	23	17	22	59	210	Number of properties (internal) or areas (external) that have received mitigation measures in the period	7	31	29	6	5	100
10	33	50	72	131		CUMULATIVE TOTAL (Number of properties (internal) or areas (external) that have received mitigation measures in the period)	7	38	67	73	78	

Dŵr Cymru Welsh Water

Internal 1 and 2 in 10							External 1 and 2 in 10				
2010-11	2011-12	2012-13	2013-14	2014-15	2014-15 Target		2010-11	2011-12	2012-13	2013-14	2014-15
250	267	218	215	211		Actual number of properties (internal) or areas (external) on the register at the start of the period	2,626	2,757	2,778	3,081	3,237
15	79	79	53	40	219	Total number of properties (internal) or areas (external) removed from the register	32	91	110	85	89
32	30	76	49	30		Total number of properties (internal) or areas (external) added to the register	163	112	413	241	130
267	218	215	211	201	211	Total number of properties (internal) or areas (external) left on the register at the end of the period	2,757	2,778	3,081	3,237	3,278
1	8	0	5	6		Number of properties (internal) or areas (external) that have received mitigation measures in the period	5	2	4	10	5
1	9	9	14	20		CUMULATIVE TOTAL (Number of properties (internal) or areas (external) that have received mitigation measures in the period)	5	7	11	21	26

Northumbrian Water

Internal 1 and 2 in 10						External 1 and 2 in 10				
2010-11	2011-12	2012-13	2013-14	2014-15		2010-11	2011-12	2012-13	2013-14	2014-15
401	477	351	340	620	Actual number of properties (internal) or areas (external) on the register at the start of the period	294	368	348	318	445
210	252	114	121	495	Total number of properties (internal) or areas (external) removed from the register	118	105	70	28	168
286	126	103	401	211	Total number of properties (internal) or areas (external) added to the register	192	86	40	181	154
477	351	340	620	336	Total number of properties (internal) or areas (external) left on the register at the end of the period	368	348	318	445	431
4	274	128	128	474	Number of properties (internal) or areas (external) that have received mitigation measures in the period	0	0	0	0	0
4	278	406	534	1008	CUMULATIVE TOTAL (Number of properties (internal) or areas (external) that have received mitigation measures in the period)	0	0	0	0	0

Southern Water

Internal 1 and 2 in 10						External 1 and 2 in 10				
2010-11	2011-12	2012-13	2013-14	2014-15		2010-11	2011-12	2012-13	2013-14	2014-15
206	200	173	160	147	Actual number of properties (internal) or areas (external) on the register at the start of the period	712	795	803	797	791
13	31	16	13	54	Total number of properties (internal) or areas (external) removed from the register	0	13	6	6	6
7	4	3	0	14	Total number of properties (internal) or areas (external) added to the register	83	21	0	0	0
200	173	160	147	107	Total number of properties (internal) or areas (external) left on the register at the end of the period	795	803	797	791	785
28	76	47	57	53	Number of properties (internal) or areas (external) that have received mitigation measures in the period	17	26	57	48	98
28	104	151	208	261	CUMULATIVE TOTAL (Number of properties (internal) or areas (external) that have received mitigation measures in the period)	17	43	100	148	246

Severn Trent Water

Internal 1 and 2 in 10						External 1 and 2 in 10				
2010-11	2011-12	2012-13	2013-14	2014-15		2010-11	2011-12	2012-13	2013-14	2014-15
560	544	462	443	482	Actual number of properties (internal) or areas (external) on the register at the start of the period	2,349	2,351	2,327	2,316	2,338
120	170	115	89	179	Total number of properties (internal) or areas (external) removed from the register	84	57	63	35	22
104	88	96	128	121	Total number of properties (internal) or areas (external) added to the register	87	37	56	63	159
544	462	443	482	424	Total number of properties (internal) or areas (external) left on the register at the end of the period	2,351	2,327	2,316	2,338	2,475
35	4	19	10	118	Number of properties (internal) or areas (external) that have received mitigation measures in the period	61	8	4	13	93
35	39	58	68	186	CUMULATIVE TOTAL (Number of properties (internal) or areas (external) that have received mitigation measures in the period)	61	69	73	86	179

South West Water

Internal 1 and 2 in 10							External 1 and 2 in 10				
2010-11	2011-12	2012-13	2013-14	2014-15	2014-15 Target		2010-11	2011-12	2012-13	2013-14	2014-15
47	38	37	60	73		Actual number of properties (internal) or areas (external) on the register at the start of the period	254	262	272	325	385
14	5	3	4	53		Total number of properties (internal) or areas (external) removed from the register	13	9	6	6	42
5	4	26	17	15		Total number of properties (internal) or areas (external) added to the register	21	19	59	66	32
38	37	60	73	35	30	Total number of properties (internal) or areas (external) left on the register at the end of the period	262	272	325	385	375
N/A	N/A	N/A	N/A	14		Number of properties (internal) or areas (external) that have received mitigation measures in the period	0	1	1	0	0
N/A	N/A	N/A	N/A	14		CUMULATIVE TOTAL (Number of properties (internal) or areas (external) that have received mitigation measures in the period)	0	1	2	2	2

Thames Water

Internal 1 and 2 in 10							External 1 and 2 in 10					
2010-11	2011-12	2012-13	2013-14	2014-15	2014-15 Target		2010-11	2011-12	2012-13	2013-14	2014-15	2014-15 Target
1,604	1,526	1,528	1,406	1,665		Actual number of properties (internal) or areas (external) on the register at the start of the period	3,061	3,089	3,144	3,485	4,357	
163	99	221	209	872		Total number of properties (internal) or areas (external) removed from the register	76	47	90	342	289	
85	101	99	468	334		Total number of properties (internal) or areas (external) added to the register	104	102	431	1,214	421	
1,526	1,528	1,406	1,665	1,127		Total number of properties (internal) or areas (external) left on the register at the end of the period	3,089	3,144	3,485	4,357	4,489	
77	5	9	3	5	648	Number of properties (internal) or areas (external) that have received mitigation measures in the period	34	3	5	7	7	108
77	82	91	94	99		CUMULATIVE TOTAL (Number of properties (internal) or areas (external) that have received mitigation measures in the period)	34	37	42	49	56	

United Utilities

Internal 1 and 2 in 10						External 1 and 2 in 10				
2010-11	2011-12	2012-13	2013-14	2014-15		2010-11	2011-12	2012-13	2013-14	2014-15
1,028	987	913	965	857	Actual number of properties (internal) or areas (external) on the register at the start of the period	1,731	1,756	1,701	1,853	1,861
126	137	153	177	111	Total number of properties (internal) or areas (external) removed from the register	68	99	92	55	204
85	63	205	69	29	Total number of properties (internal) or areas (external) added to the register	93	44	244	63	21
987	913	965	857	775	Total number of properties (internal) or areas (external) left on the register at the end of the period	1,756	1,701	1,853	1,861	1,678
167	235	69	66	39	Number of properties (internal) or areas (external) that have received mitigation measures in the period	21	43	20	7	0
167	402	471	537	576	CUMULATIVE TOTAL (Number of properties (internal) or areas (external) that have received mitigation measures in the period)	21	64	84	91	91

Internal 1 and 2 in 10							External 1 and 2 in 10				
2010-11	2011-12	2012-13	2013-14	2014-15	2014-15 Target		2010-11	2011-12	2012-13	2013-14	2014-15
124	102	92	98	96		Actual number of properties (internal) or areas (external) on the register at the start of the period	838	678	663	844	921
33	53	16	31	22		Total number of properties (internal) or areas (external) removed from the register	210	121	111	78	117
11	43	22	29	22		Total number of properties (internal) or areas (external) added to the register	50	106	292	155	183
102	92	98	96	96	105	Total number of properties (internal) or areas (external) left on the register at the end of the period	678	663	844	921	987
3	3	42	1	2		Number of properties (internal) or areas (external) that have received mitigation measures in the period	14	10	22	0	3
3	6	48	49	51		CUMULATIVE TOTAL (Number of properties (internal) or areas (external) that have received mitigation measures in the period)	14	24	46	46	49

Yorkshire Water

Internal 1 and 2 in 10							External 1 and 2 in 10					
2010-11	2011-12	2012-13	2013-14	2014-15	2014-15 Target		2010-11	2011-12	2012-13	2013-14	2014-15	2014-15 Target
193	162	144	227	204		Actual number of properties (internal) or areas (external) on the register at the start of the period	1,411	1,548	1,631	1,865	1,988	
88	94	14	77	108	353	Total number of properties (internal) or areas (external) removed from the register	44	63	25	28	13	132
57	76	97	54	77		Total number of properties (internal) or areas (external) added to the register	181	146	259	151	330	
162	144	227	204	173	134	Total number of properties (internal) or areas (external) left on the register at the end of the period	1,548	1,631	1,865	1,988	2,305	
2	0	4	2	3		Number of properties (internal) or areas (external) that have received mitigation measures in the period	5	0	4	2	15	
2	2	6	8	11		CUMULATIVE TOTAL (Number of properties (internal) or areas (external) that have received mitigation measures in the period)	5	5	9	11	26	