

Appendix 1 - Written customer complaints to companies from household customers 2017/18 to 2018/19

Company	2015/16	2016/17	2017/18	2018/19	% difference to 2015/16	4 year trend
Affinity	5,034	3,879	2,743	2,149	-57.3	
Anglian	11,173	8,606	6,382	6,313	-43.5	
Bournemouth	592	407	245	207	-65.0	
Bristol	669	1,028	1,560	1,328	98.5	
Cambridge	133	460	286	207	55.6	
Dŵr Cymru	6,052	5,430	3,148	2,720	-55.1	
Essex & Suffolk	2,325	1,826	1,356	2,781	19.6	
Hafren Dyfrdwy*	215	135	180	458	113.0	
Hartlepool	111	136	92	90	-18.9	
Northumbrian	3269	2902	2,534	4,168	27.5	
Portsmouth	260	380	310	312	20.0	
SES Water	583	598	567	331	-43.2	
Severn Trent	10,029	11,985	9,921	11,335	13.0	
South East	1,982	1,400	1,476	1,823	-8.0	
Southern	14,814	7,881	6,259	4,544	-69.3	
South Staffordshire	755	924	585	502	-33.5	
South West	3,436	2,513	2,202	1,794	-47.8	
Thames	14,242	17,809	17,039	21,108	48.2	
United Utilities	10,227	7,441	6,755	7,007	-31.5	
Wessex	1,535	1,767	1,787	1,889	23.1	
Yorkshire	7,190	5,748	3,897	3,623	-49.6	
Total	94,626	83,255	69,324	74,689	-21.1	

*Formerly Dee Valley Water. Includes all Severn Trent customers in Wales. Connected properties differs from previous years.

Appendix 2 - Written customer complaints to water companies from household customers per category and 10,000 connections in 2018/19

Total Complaints	Per 10,000 Connections	Company	Billing & Charges		Water Supply		Sewerage Service*		Metering		"Other" Services	
			Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total
2,149	14.9	Affinity	809	37.6	814	37.9			404	18.8	122	5.7
6,313	21.8	Anglian	3,585	56.8	956	15.1	638	10.1	323	5.1	811	12.8
207	10.7	Bournemouth	104	50.2	47	22.7			17	8.2	39	18.8
1,328	26.2	Bristol	492	37.0	415	31.3			21	1.6	400	30.1
207	15.4	Cambridge	102	49.3	41	19.8			19	9.2	45	21.7
2,720	18.6	Dŵr Cymru	1,376	50.6	357	13.1	147	5.4	57	2.1	783	28.8
2,781	36.2	Essex & Suffolk	1,749	62.9	413	14.9			29	1.0	586	21.1
458	46.6	Hafren Dyfrdwy	280	61.1	134	29.3	6	1.3	19	4.1	19	4.1
90	20.8	Hartlepool	48	53.3	15	16.7			1	1.1	25	27.8
4,168	34.1	Northumbrian	2,494	59.8	535	12.8	229	5.5	63	1.5	847	20.3
312	10.3	Portsmouth	147	47.1	161	51.6			4	1.3	0	0.0
331	11.9	SES Water	229	69.2	78	23.6			16	4.8	8	2.4
11,335	26.9	Severn Trent	3,531	31.2	4,220	37.2	2,275	20.1	464	4.1	845	7.5
1,823	18.9	South East	1,140	62.5	460	25.2			101	5.5	122	6.7
4,544	22.8	Southern	3,492	76.8	271	6.0	654	14.4	81	1.8	46	1.0
502	9.0	South Staffordshire	251	50.0	95	18.9			70	13.9	86	17.1
1,794	23.0	South West	717	40.0	318	17.7	243	13.5	56	3.1	460	25.6
21,108	37.1	Thames	10,252	48.6	6,567	31.1	2,930	13.9	1,060	5.0	299	1.4
7,007	21.7	United Utilities	3,879	55.4	2,147	30.6	680	9.7	300	4.3	1	0.0
1,889	15.3	Wessex	830	43.9	431	22.8	319	16.9	55	2.9	255	13.5
3,623	15.8	Yorkshire	1,466	40.5	1,089	30.1	767	21.2	81	2.2	220	6.1
74,689	24.6	Total / Average	36,973	49.5	19,564	26.2	8,888	11.9	3,241	4.3	6,019	8.1

Percentages may not add to 100 because of rounding

1 Does not include 4 sewerage service complaints reported.

Appendix 3 - Written complaints from household customers received by companies and investigated by CCWater in 2018/19
Billing and Charges

Billed Properties (000s)	Billing and Charges complaints			Company	Complaints received by companies				Complaints to CCWater	
	Complaints	per 10,000	% of total		First stage complaints		Repeat written contacts*		Accepted for Investigation	
					Number	%	Number	%	Number	%
1,380	809	5.9	37.6	Affinity	781	96.5	28	3.5	0	0.0
1,989	3,585	18.0	56.8	Anglian	3,509	97.9	76	2.1	0	0.0
194	104	5.4	50.2	Bournemouth	103	99.0	1	1.0	0	0.0
1,202	1,322	11.0	41.1	Bristol and Wessex Billing Services**	1,297	98.1	25	1.9	0	0.0
134	102	7.6	49.3	Cambridge	94	92.2	8	7.8	0	0.0
1,402	1,376	9.8	50.6	Dŵr Cymru	1,310	95.2	66	4.8	0	0.0
732	1,749	23.9	62.9	Essex & Suffolk	1,715	98.1	34	1.9	0	0.0
95	280	29.5	61.1	Hafren Dyfrdwy	271	96.8	9	3.2	0	0.0
41	48	11.8	53.3	Hartlepool	48	100.0	0	0.0	0	0.0
1,085	2,494	23.0	59.8	Northumbrian	2,440	97.8	54	2.2	0	0.0
295	147	5.0	47.1	Portsmouth	135	91.8	12	8.2	0	0.0
269	229	8.5	69.2	SES Water	224	97.8	5	2.2	0	0.0
4,006	3,531	8.8	31.2	Severn Trent	3,372	95.5	159	4.5	0	0.0
888	1,140	12.8	62.5	South East	1,099	96.4	41	3.6	0	0.0
1,929	3,492	18.1	76.8	Southern	3,295	94.4	197	5.6	0	0.0
568	251	4.4	50.0	South Staffordshire	232	92.4	19	7.6	0	0.0
773	717	9.3	40.0	South West	702	97.9	15	2.1	0	0.0
5,456	10,252	18.8	48.6	Thames	8,976	87.6	1275	12.4	1	0.0
2,923	3,879	13.3	55.4	United Utilities	3,786	97.6	93	2.4	0	0.0
2,185	1,466	6.7	40.5	Yorkshire	1,443	98.4	23	1.6	0	0.0
27,546	36,973	13.4	49.5	Total / Average	34,832	94.2	2,140	5.8	1	0.3

Percentages may not add to 100 because of rounding

*Repeat contacts are where the customer remained dissatisfied after the company response and wrote to the company again

**Billing service and complaints for both Bristol and Wessex are carried out by a joint billing operation 'Bristol and Wessex Billing Services'

Where the services are shared by both companies we have only included Bristol Water's connected properties

Appendix 4 - Written complaints from household customers received by companies and investigated by CCWater in 2018/19
Water Supply

Connected Properties Water (000s)	Water Supply Complaints			Company	Complaints received by companies				Complaints to CCWater	
	Complaints	per 10,000 connections	% of total complaints		First stage complaints		Repeat written contacts*		Accepted for Investigation	
					Number	%	Number	%	Number	%
1,439	814	5.7	37.9	Affinity	742	91.2	71	8.7	1	0.1
2,046	956	4.7	15.1	Anglian	926	96.9	30	3.1	0	0.0
194	47	2.4	22.7	Bournemouth	46	97.9	1	2.1	0	0.0
508	415	8.2	31.3	Bristol	395	95.2	20	4.8	0	0.0
134	41	3.1	19.8	Cambridge	36	87.8	5	12.2	0	0.0
1,325	357	2.7	13.1	Dŵr Cymru	343	96.1	14	3.9	0	0.0
769	413	5.4	14.9	Essex & Suffolk	397	96.1	16	3.9	0	0.0
98	134	13.6	29.3	Hafren Dyfrdwy	126	94.0	8	6.0	0	0.0
43	15	3.5	16.7	Hartlepool	15	100.0	0	0.0	0	0.0
1,152	535	4.6	12.8	Northumbrian	520	97.2	15	2.8	0	0.0
303	161	5.3	51.6	Portsmouth	155	96.3	6	3.7	0	0.0
278	78	2.8	23.6	SES Water	76	97.4	2	2.6	0	0.0
3,443	4,220	12.3	37.2	Severn Trent	4,039	95.7	180	4.3	1	0.0
964	460	4.8	25.2	South East	441	95.9	19	4.1	0	0.0
1,063	271	2.5	6.0	Southern	263	97.0	8	3.0	0	0.0
558	95	1.7	18.9	South Staffordshire	87	91.6	8	8.4	0	0.0
775	318	4.1	17.7	South West	295	92.8	23	7.2	0	0.0
3,661	6,567	17.9	31.1	Thames	5,763	87.8	803	12.2	1	0.0
3,154	2,147	6.8	30.6	United Utilities	2,092	97.4	55	2.6	0	0.0
573	431	7.5	22.8	Wessex	393	91.2	38	8.8	0	0.0
2,178	1,089	5.0	30.1	Yorkshire	1,058	97.2	31	2.8	0	0.0
24,658	19,564	7.9	26.2	Total / Average	18,208	93.1	1,353	6.9	3	0.3

Percentages may not add to 100 because of rounding

*Repeat contacts are where the customer remained dissatisfied after the first company response and wrote to the company again

Appendix 5 - Written complaints from household customers received by companies and investigated by CCWater in 2018/19
Sewerage Service

Connected Properties Wastewater (000s)	Sewerage Service Complaints			Company	Complaints received by companies				Complaints to CCWater	
					First stage complaints		Repeat written contacts*		Accepted for Investigation	
	Complaints	per 10,000 connections	% of total complaints		Number	%	Number	%	Number	%
2,689	638	2.4	10.1	Anglian	610	95.6	28	4.4	0	0.0
1,379	147	1.1	5.4	Dŵr Cymru	142	96.6	5	3.4	0	0.0
19	6	3.1	1.3	Hafren Dyfrdwy	5	83.3	1	16.7	0	0.0
1,210	229	1.9	5.5	Northumbrian	218	95.2	11	4.8	0	0.0
3,896	2,275	5.8	20.1	Severn Trent	2,130	93.6	145	6.4	0	0.0
1,902	654	3.4	14.4	Southern	608	93.0	46	7.0	0	0.0
714	243	3.4	13.5	South West	217	89.3	26	10.7	0	0.0
5,637	2,930	5.2	13.9	Thames	2,438	83.2	492	16.8	0	0.0
3,159	680	2.2	9.7	United Utilities	649	95.4	31	4.6	0	0.0
1,192	319	2.7	16.9	Wessex	285	89.3	34	10.7	0	0.0
2,183	767	3.5	21.2	Yorkshire	732	95.4	35	4.6	0	0.0
23,981	8,888	3.7	11.9	Total / Average	8,034	90.4	854	9.6	0	0.0

Percentages may not add to 100 because of rounding

*Repeat contacts are where the customer remained dissatisfied after the first company response and wrote to the company again

Appendix 6 - Written complaints from household customers received by companies and investigated by CCWater in 2018/19

Metering

Metered Accounts (000s)	Metering Complaints			Company	Complaints received by companies				Complaints to CCWater Accepted for Investigation	
					First stage complaints		Repeat written contacts*			
	Complaints	per 10,000	% of total		Number	%	Number	%	Number	%
830	404	4.9	18.8	Affinity	383	94.8	21	5.2	0	0.0
2,317	323	1.4	5.1	Anglian	316	97.8	7	2.2	0	0.0
140	17	1.2	8.2	Bournemouth	17	100.0	0	0.0	0	0.0
283	21	0.7	1.6	Bristol	21	100.0	0	0.0	0	0.0
100	19	1.9	9.2	Cambridge	19	100.0	0	0.0	0	0.0
581	57	1.0	2.1	Dŵr Cymru	56	98.2	1	1.8	0	0.0
482	29	0.6	1.0	Essex & Suffolk	28	96.6	1	3.4	0	0.0
52	19	3.7	4.1	Hafren Dyfrdwy	17	89.5	2	10.5	0	0.0
18	1	0.5	1.1	Hartlepool	1	100.0	0	0.0	0	0.0
483	63	1.3	1.5	Northumbrian	62	98.4	1	1.6	0	0.0
96	4	0.4	1.3	Portsmouth	4	0.0	0	0.0	0	0.0
161	16	1.0	4.8	SES Water	16	100.0	0	0.0	0	0.0
1,506	464	3.1	4.1	Severn Trent	432	93.1	32	6.9	0	0.0
795	101	1.3	5.5	South East	99	98.0	2	2.0	0	0.0
1,573	81	0.5	1.8	Southern	75	92.6	6	7.4	0	0.0
219	70	3.2	13.9	South Staffordshire	67	95.7	3	4.3	0	0.0
637	56	0.9	3.1	South West	53	94.6	3	5.4	0	0.0
2,790	1,060	3.8	5.0	Thames	950	89.6	110	10.4	0	0.0
1,267	300	2.4	4.3	United Utilities	295	98.3	5	1.7	0	0.0
775	55	0.7	2.9	Wessex	51	92.7	4	7.3	0	0.0
1,253	81	0.6	2.2	Yorkshire	81	100.0	0	0.0	0	0.0
16,358	3,241	2.0	4.3	Total / Average	3,043	93.9	198	6.1	0	0.0

Percentages may not add to 100 because of rounding

*Repeat contacts are where the customer remained dissatisfied after the first company response and wrote again

Appendix 7 - Written complaints from household customers received by companies and investigated by CCWater in 2018/19

"Other" services

Connected Properties (000s)	Other Complaints			Company	Complaints received by companies				Complaints to CCWater	
	Complaints	per 10,000	% of total		First stage complaints		Repeat written contacts*		Accepted for Investigation	
					Number	%	Number	%	Number	%
1,439	122	0.8	5.7	Affinity	114	93.4	8	6.6	0	0.0
2,895	811	2.8	12.8	Anglian	802	98.9	9	1.1	0	0.0
194	39	2.0	18.8	Bournemouth	39	100.0	0	0.0	0	0.0
508	400	7.9	30.1	Bristol	368	92.0	32	8.0	0	0.0
134	45	3.4	21.7	Cambridge	42	93.3	3	6.7	0	0.0
1,462	783	5.4	28.8	Dŵr Cymru	733	93.6	50	6.4	0	0.0
769	586	7.6	21.1	Essex & Suffolk	584	99.7	2	0.3	0	0.0
98	19	1.9	4.1	Hafren Dyfrdwy	18	94.7	1	5.3	0	0.0
43	25	5.8	27.8	Hartlepool	25	100.0	0	0.0	0	0.0
1,222	847	6.9	20.3	Northumbrian	842	99.4	5	0.6	0	0.0
303	0	0.0	0.0	Portsmouth	0	0.0	0	0.0	0	0.0
278	8	0.3	2.4	SES Water	8	100.0	0	0.0	0	0.0
4,221	845	2.0	7.5	Severn Trent	814	96.3	31	3.7	0	0.0
964	122	1.3	6.7	South East	116	95.1	6	4.9	0	0.0
1,992	46	0.2	1.0	Southern	45	97.8	1	2.2	0	0.0
558	86	1.5	17.1	South Staffordshire	76	88.4	10	11.6	0	0.0
780	460	5.9	25.6	South West	442	96.1	18	3.9	0	0.0
5,688	299	0.5	1.4	Thames	262	87.6	35	11.7	2	0.7
3,234	1	0.0	0.0	United Utilities	1	100.0	0	0.0	0	0.0
1,234	255	2.1	13.5	Wessex	247	96.9	8	3.1	0	0.0
2,298	220	1.0	6.1	Yorkshire	219	99.5	1	0.5	0	0.0
30,314	6,019	2.0	8.3	Total / Average	5,797	96.3	220	3.7	2	0.0

Percentages may not add to 100 because of rounding

*Repeat contacts are where the customer remained dissatisfied after the first company response and wrote again

Appendix 8 - Overview of complaints to companies from household customers escalated (customers write mor

Total Complaints	Per 10,000 Connections	Company	Complaints received by companies				Complaints to CCWater	
			First stage complaints		Repeat written contacts*		Accepted for investigation	
			Number	% of Total	Number	% of Total	Number	% of Total
2,149	14.9	Affinity	2,020	94.0	128	6.0	1	0.0
6,313	21.8	Anglian	6,163	97.6	150	2.4	0	0.0
207	10.7	Bournemouth	205	99.0	2	1.0	0	0.0
1,328	26.2	Bristol	1,263	95.1	65	4.9	0	0.0
207	15.4	Cambridge	191	92.3	16	7.7	0	0.0
2,720	18.6	Dŵr Cymru	2,584	95.0	136	5.0	0	0.0
2,781	36.2	Essex & Suffolk	2,728	98.1	53	1.9	0	0.0
458	46.6	Hafren Dyfrdwy	437	95.4	21	4.6	0	0.0
90	20.8	Hartlepool	90	100.0	0	0.0	0	0.0
4,168	34.1	Northumbrian	4,082	97.9	86	2.1	0	0.0
312	10.3	Portsmouth	294	94.2	18	5.8	0	0.0
331	11.9	SES Water	324	97.9	7	2.1	0	0.0
11,335	26.9	Severn Trent	10,786	95.2	547	4.8	1	0.0
1,823	18.9	South East	1,755	96.3	68	3.7	0	0.0
4,544	22.8	Southern	4,286	94.3	258	5.7	0	0.0
502	9.0	South Staffordshire	462	92.0	40	8.0	0	0.0
1,794	23.0	South West	1,709	95.3	85	4.7	0	0.0
21,108	37.1	Thames	18,389	87.1	2,715	12.9	4	0.0
7,007	21.7	United Utilities	6,823	97.4	184	2.6	0	0.0
1,889	15.3	Wessex	1,786	94.5	103	5.5	0	0.0
3,623	15.8	Yorkshire	3,533	97.5	90	2.5	0	0.0
74,689	24.6	Total / Average	69,910	93.6	4,772	6.4	6	0.0

Percentages may not add to 100 because of rounding

*Repeat contacts are where the customer remained dissatisfied after the first company response and wrote again

Appendix 9 - Total unwanted telephone contacts to Water Companies from household customers 2015/16 - 2018/19

Company	Connected properties	2015/16	2016/17	2017/18	2018/19	4 year trend	Per 10k connections
Affinity	1,439	151,447	157,736	113,321	92,755		644.6
Anglian	2,895	135,718	112,570	103,798	101,283		349.9
Bournemouth	194	9,963	7,407	7,292	5,534		284.9
Bristol	508	27,280	26,229	35,885	26,240		517.0
Cambridge	134	4,297	5,897	6,241	6,837		509.1
Dŵr Cymru	1,462	116,095	111,667	121,361	110,959		759.1
Essex & Suffolk	769	44,298	40,138	36,807	47,062		612.4
Hafren Dyfrdwy	98	11,964	6,988	4,646	6,611		673.2
Hartlepool	43	1,865	1,809	1,802	1,741		402.7
Northumbrian	1,222	92,702	81,950	81,077	91,825		751.2
Portsmouth	303	11,609	11,031	12,175	12,988		428.4
SES Water	278	14,877	22,563	27,248	22,330		802.8
Severn Trent	4,221	254,076	238,398	262,409	250,726		594.0
South East	964	45,283	41,764	40,342	35,028		363.2
Southern	1,992	143,224	220,306	248,936	206,944		1039.0
South Staffordshire	558	22,303	20,053	22,072	23,377		419.3
South West	780	59,240	55,055	53,753	47,512		609.2
Thames	5,688	499,337	511,792	509,964	561,844		987.8
United Utilities	3,234	195,438	183,403	174,391	172,365		533.0
Wessex	1,234	69,086	75,984	79,615	77,478		627.8
Yorkshire	2,298	185,517	210,300	189,821	171,898		748.0
Total	30,314	2,095,619	2,143,040	2,132,956	2,073,337		683.9

*Formerly Dee Valley Water. Includes all Severn Trent customers in Wales. Connected properties differ from previous years.

Appendix 10 - Household customer complaints to CCWater about companies 2018/19

Company	Complaints*	CCWater investigations
Affinity	281	1
Anglian	304	0
Bournemouth	20	0
Bristol	50	0
Cambridge	21	0
Dŵr Cymru	434	0
Hafren Dyfrdwy	29	0
Essex & Suffolk	92	0
Hartlepool	1	0
Northumbrian	154	0
Portsmouth	6	0
SES Water	68	0
Severn Trent	834	1
South East	195	0
Southern	534	0
South Staffordshire	72	0
South West	271	0
Thames	2,112	4
United Utilities	505	0
Wessex	91	0
Yorkshire	436	0
Other**	727	0
Total	7,237	6

*Includes complaints received by telephone

**Includes HH complaints against retailers, new appointments and variations, third party intermediaries or where the company was not known.

CCWater also dealt with 3,983 NHH complaints in the year.