



The voice for water consumers  
Y corff sy'n rhoi llais i ddefnyddwyr dŵr

# **CCW 2020-21 Company Performance Data Appendices**

## CCW 2020-21 Data - General Caveats

1. On 1 July 2018, Severn Trent customers in Powys and Monmouthshire transferred to Hafren Dyfrdwy. On the same date, customers in Chester moved to Severn Trent Water. We have accounted for this as follows:
  - For 2018-19 Hafren Dyfrdwy performance figures relate to the old Dee Valley boundary from March to the end of June 2018 and Hafren Dyfrdwy for the rest of the performance year.
  - For 2018-19 Severn Trent performance figures relate to the old boundary from March to the end of June 2018 and new boundary for the rest of the performance year.
  - Where normalisation has been undertaken (e.g. leakage per property served, weighted industry averages), the connected property number at year end for the new company boundaries have been used.
  - As a result, comparisons across years for both new companies should be treated with caution. In order to provide a single performance number for each new company there will be instances where the figures provided in this report will not align with the companies' Annual Performance Reports which report against the legacy performance commitments separately for England and Wales.
2. South West Water and Bournemouth Water performance is reported as a single company (South West Water) for the first time in 2020-21. Where historic data has been shown this is based on combined data for South West Water and Bournemouth Water.
3. Vulnerable customer data (Watersure, Watersure – financial, Social Tariffs, Social Tariffs - financial, Water Direct and Priority services) and Metering data up to 2017-18 includes Dee Valley to reflect the correct industry totals/averages as these customer were transferred to Hafren Dyfrdwy in 2018-19 as mentioned in the general caveats.
4. This is the last year where Anglian Water and Hartlepool Water have reported separately, from 2021-22 they will be reporting jointly.
5. There may be slight variation with normalised data with what has been submitted to Ofwat as CCW have used year end connections data rather than an average count.
6. For Watersure, Social Tariffs and Priority services register, some customers who are receiving help from both a water company and a water and sewerage company may have been counted twice.

## Appendix 1a - Watersure (Connected properties)

Water and Sewerage Companies	2016-17	2017-18	2018-19	2019-20	2020-21
Anglian	22,101	30,852	33,229	34,853	38,508
Dwr Cymru	10,946	13,489	14,379	15,543	17,417
Hafren Dyfrdwy	N/A	N/A	1,103	847	905
Northumbrian	1,914	2,266	2,529	3,247	3,747
Severn Trent	12,653	12,692	13,840	13,959	15,714
South West and Bournemouth	13,147	13,232	13,242	13,403	15,453
Southern	10,567	10,515	12,780	13,856	16,088
Thames	12,243	12,859	13,174	13,836	15,678
United Utilities	11,997	16,490	20,095	22,772	26,109
Wessex	6,260	7,394	8,021	7,779	8,662
Yorkshire	6,434	6,793	7,035	7,205	9,726
<b>Water only companies</b>					
Affinity	3,970	3,929	3,871	4,055	4,256
Bristol	2,160	2,587	2,826	2,974	3,293
Cambridge	357	394	347	352	343
Essex and Suffolk	3,497	3,790	4,141	4,883	5,603
Hartlepool	133	201	201	320	351
Portsmouth	234	210	194	190	238
South East	3,130	3,371	4,025	5,220	5,892
South Staffs	1,248	1,196	1,190	1,411	1,314
SES Water	285	283	321	241	274
<b>INDUSTRY</b>	<b>124,534</b>	<b>143,947</b>	<b>156,543</b>	<b>166,946</b>	<b>189,571</b>

Some customers who are receiving help from both a water company and a water and sewerage company may have been counted twice.

## Appendix 1b - Watersure per 10,000 metered connections

Water and Sewerage Companies	2016-17	2017-18	2018-19	2019-20	2020-21
Anglian	96	136	143	156	171
Dwr Cymru	214	242	248	260	254
Hafren Dyfrdwy	N/A	N/A	213	162	166
Northumbrian	44	49	52	63	71
Severn Trent	92	88	92	89	80
South West and Bournemouth	177	174	170	168	190
Southern	71	68	81	87	100
Thames	50	50	47	46	51
United Utilities	103	136	159	172	176
Wessex	89	100	103	96	106
Yorkshire	63	59	56	55	75
<b>Water only companies</b>					
Affinity	54	51	47	44	48
Bristol	89	98	100	99	108
Cambridge	38	41	35	35	34
Essex and Suffolk	75	80	86	99	112
Hartlepool	86	122	109	166	175
Portsmouth	26	23	20	19	24
South East	41	45	51	65	74
South Staffs	63	57	54	63	58
SES Water	20	19	20	14	16
<b>INDUSTRY</b>	<b>83</b>	<b>92</b>	<b>96</b>	<b>99</b>	<b>107</b>

Some customers who are receiving help from both a water company and a water and sewerage company may have been counted twice.

## Appendix 1c - Watersure (Total financial assistance provided (£))

Water and Sewerage Companies	2017-18	2018-19	2019-20	2020-21
Anglian	7,218,257	7,752,462	8,788,486	10,875,746
Dwr Cymru	7,579,805	8,265,788	5,896,638	5,922,145
Hafren Dyfrdwy	N/A	79,419	56,291	58,212
Northumbrian	282,442	489,884	641,913	672,700
Severn Trent	3,246,825	3,728,684	2,797,259	3,170,997
South West and Bournemouth	5,309,990	5,654,065	6,275,830	5,377,644
Southern	3,546,464	4,653,609	4,516,805	6,347,049
Thames	2,936,539	2,978,894	3,269,824	3,973,840
United Utilities	4,860,847	6,325,510	7,655,519	8,772,171
Wessex	1,289,498	1,967,729	2,152,089	2,092,174
Yorkshire	2,717,600	2,814,000	2,882,000	5,193,684
<b>Water only companies</b>				
Affinity	733,000	722,000	779,401	728,557
Bristol	245,000	264,000	380,424	402,283
Cambridge	33,918	27,030	29,106	39,314
Essex and Suffolk	715,216	736,951	878,050	953,685
Hartlepool	17,457	16,700	26,586	44,043
Portsmouth	14,841	11,917	8,912	9,588
South East	171,984	450,624	559,678	930,186
South Staffs	166,349	156,067	190,213	229,231
SES Water	3,867	47,479	58,013	99,838
<b>INDUSTRY</b>				

Financial support data is estimated

## Appendix 1d - Watersure (Average bill reduction (£))

Water and Sewerage Companies	2017-18	2018-19	2019-20	2020-21
Anglian	234	233	252	282
Dwr Cymru	562	575	379	340
Hafren Dyfrdwy	N/A	72	66	64
Northumbrian	125	194	198	180
Severn Trent	256	269	200	202
South West and Bournemouth	401	427	468	348
Southern	337	364	326	395
Thames	228	226	236	253
United Utilities	295	315	336	336
Wessex	174	245	277	242
Yorkshire	400	400	400	534
<b>Water only companies</b>				
Affinity	187	187	192	171
Bristol	95	93	128	122
Cambridge	86	78	83	115
Essex and Suffolk	189	178	180	170
Hartlepool	87	83	83	125
Portsmouth	71	61	47	40
South East	51	112	107	158
South Staffs	139	131	135	174
SES Water	14	148	241	364
<b>INDUSTRY</b>	<b>266</b>	<b>277</b>	<b>264</b>	<b>271</b>

Financial support data is estimated

## Appendix 2a - Social Tariffs (Connected properties)

Water and Sewerage Companies	2016-17	2017-18	2018-19	2019-20	2020-21
Anglian	6,162	7,713	12,136	24,307	30,017
Dwr Cymru	20,811	57,118	78,438	88,024	94,289
Hafren Dyfrdwy	N/A	N/A	554	872	1,216
Northumbrian	2,374	3,378	13,211	25,742	32,562
Severn Trent	35,343	35,991	35,956	52,690	70,423
South West and Bournemouth	5,772	8,416	10,232	12,218	15,112
Southern	27,337	44,932	72,875	84,373	93,517
Thames	30,877	48,957	69,191	150,372	210,731
United Utilities	30,607	46,158	62,767	68,552	147,998
Wessex	13,731	24,376	30,025	34,789	37,364
Yorkshire	12,943	14,323	16,688	19,795	27,140
<b>Water only companies</b>					
Affinity	44,101	49,137	56,558	60,230	80,641
Bristol	7,676	11,120	13,973	15,966	17,069
Cambridge	320	1,037	1,330	1,306	1,942
Essex and Suffolk	527	915	2,474	4,882	6,621
Hartlepool	N/A	N/A	640	559	633
Portsmouth	2,806	5,312	7,411	8,401	9,327
South East	9,471	16,548	27,860	33,575	36,736
South Staffs	3,746	9,094	11,685	22,228	36,282
SES Water	5,809	8,150	10,401	14,311	20,274
<b>INDUSTRY</b>	<b>260,540</b>	<b>393,143</b>	<b>534,405</b>	<b>723,192</b>	<b>969,894</b>

Some customers who are receiving help from both a water company and a water and sewerage company may have been counted twice.

## Appendix 2b - Social Tariffs per 10,000 connections

Water and Sewerage Companies	2016-17	2017-18	2018-19	2019-20	2020-21
Anglian	22	27	42	83	102
Dwr Cymru	144	393	537	599	638
Hafren Dyfrdwy	N/A	N/A	56	88	123
Northumbrian	20	28	108	208	262
Severn Trent	86	86	85	124	165
South West and Bournemouth	60	87	105	124	152
Southern	140	227	366	420	462
Thames	55	87	122	260	362
United Utilities	96	144	194	210	449
Wessex	113	199	243	280	299
Yorkshire	57	63	73	85	116
<b>Water only companies</b>					
Affinity	312	345	393	415	550
Bristol	155	221	275	312	332
Cambridge	25	78	99	95	140
Essex and Suffolk	7	12	32	63	85
Hartlepool	N/A	N/A	148	130	147
Portsmouth	94	176	244	275	304
South East	101	174	289	345	405
South Staffs	68	164	210	395	642
SES Water	214	294	374	509	715
<b>INDUSTRY</b>	<b>87</b>	<b>131</b>	<b>176</b>	<b>236</b>	<b>315</b>

Some customers who are receiving help from both a water company and a water and sewerage company may have been counted twice.



## Appendix 2c - Social Tariffs (Total financial assistance provided (£))

Water and Sewerage Companies	2017-18	2018-19	2019-20	2020-21
Anglian	1,997,830	1,989,604	4,324,001	7,203,418
Dwr Cymru	15,397,362	20,363,763	24,365,606	26,725,012
Hafren Dyfrdwy	N/A	30,796	88,116	147,586
Northumbrian	453,264	1,605,944	3,464,030	4,284,404
Severn Trent	7,842,824	7,836,788	11,667,823	15,668,777
South West and Bournemouth	970,282	1,212,271	1,403,312	1,469,088
Southern	2,439,445	3,264,974	5,655,365	6,161,366
Thames	5,212,757	6,654,805	15,482,176	29,293,780
United Utilities	9,311,680	13,670,340	20,254,575	26,275,355
Wessex	3,167,840	4,257,764	4,664,597	4,819,861
Yorkshire	1,229,074	1,770,055	2,147,268	5,119,000
<b>Water only companies</b>				
Affinity	4,177,000	4,590,000	4,596,151	6,080,895
Bristol	867,576	1,079,020	1,315,719	1,352,151
Cambridge	89,910	106,002	95,539	97,845
Essex and Suffolk	107,019	172,474	421,060	620,211
Hartlepool	N/A	21,826	49,453	47,479
Portsmouth	105,014	138,030	189,732	207,351
South East	381,650	1,596,671	2,076,651	3,380,468
South Staffs	843,313	1,015,057	1,805,712	2,808,314
SES Water	740,536	1,020,065	1,383,100	2,210,586
<b>INDUSTRY</b>	<b>55,359,428</b>	<b>72,396,249</b>	<b>105,449,986</b>	<b>143,972,947</b>

Financial support data is estimated

## Appendix 2d - Social Tariffs (Average bill reduction (£))

Water and Sewerage Companies	2017-18	2018-19	2019-20	2020-21
Anglian	259	164	178	240
Dwr Cymru	270	260	277	283
Hafren Dyfrdwy	N/A	56	101	121
Northumbrian	134	122	135	132
Severn Trent	218	218	221	222
South West and Bournemouth	115	118	115	97
Southern	54	45	67	66
Thames	106	96	103	139
United Utilities	202	218	295	178
Wessex	130	142	134	129
Yorkshire	86	106	108	189
<b>Water only companies</b>				
Affinity	85	81	76	75
Bristol	78	77	82	79
Cambridge	87	80	73	50
Essex and Suffolk	117	70	86	94
Hartlepool	N/A	34	88	75
Portsmouth	20	19	23	22
South East	23	57	62	92
South Staffs	93	87	81	77
SES Water	91	98	97	109
<b>INDUSTRY</b>	<b>141</b>	<b>135</b>	<b>146</b>	<b>148</b>

Financial support data is estimated

### Appendix 3a - Water Direct (Connected properties)

Water and Sewerage Companies	2016-17	2017-18	2018-19	2019-20	2020-21
Anglian	20,755	13,586	11,712	9,977	7,070
Dŵr Cymru Welsh Water	8,841	11,228	12,775	13,744	14,758
Hafren Dyfrdwy	N/A	N/A	760	680	596
Northumbrian	17,903	16,616	13,528	10,391	14,622
Severn Trent	41,782	36,797	33,837	29,056	26,067
SWB (Previously South West & Bournemouth)	5,181	4,264	4,100	4,081	4,613
Southern	8,738	7,728	10,343	9,435	7,660
Thames	6,592	5,727	6,130	6,553	6,845
United Utilities	39,931	37,059	36,491	31,709	28,934
Wessex (AND BRISTOL to 2019-20)	12,604	10,814	9,299	7,877	7,136
Yorkshire	35,753	32,845	26,727	30,526	27,731
<b>Water only companies</b>					
Affinity	3,208	2,837	3,117	2,700	2,178
Bristol (AND WESSEX to 2019-20)	12,604	10,814	9,299	7,877	4,909
Cambridge	400	204	223	213	180
Essex and Suffolk	7,722	7,359	5,968	4,395	5,205
Hartlepool	1,364	1,208	932	812	526
Portsmouth	687	579	649	594	433
South East	6,762	5,503	5,887	6,248	6,377
South Staffs	4,566	3,003	2,484	2,275	1,852
SES Water	629	597	529	510	403
<b>INDUSTRY</b>	<b>224,883</b>	<b>199,229</b>	<b>185,491</b>	<b>171,776</b>	<b>163,475</b>

Bristol and Wessex have reported combined data up to 2019-20 as they were implementing a joint billing system and it was not possible to separate the data, from 2020-21 they are reporting separately

## Appendix 3b - Water Direct per 10,000 connections

Water and Sewerage Companies	2016-17	2017-18	2018-19	2019-20	2020-21
Anglian	73	47	40	34	24
Dŵr Cymru Welsh Water	61	77	87	94	100
Hafren Dyfrdwy	N/A	N/A	77	69	60
Northumbrian	148	136	111	84	118
Severn Trent	102	88	80	68	61
SWB (Previously South West & Bournemouth)	54	44	42	42	46
Southern	45	39	52	47	38
Thames	12	10	11	11	12
United Utilities	126	116	113	97	88
Wessex (AND BRISTOL to 2019-20)	74	63	53	45	57
Yorkshire	157	144	116	132	119
<b>Water only companies</b>					
Affinity	23	20	22	19	15
Bristol (AND WESSEX to 2019-20)	74	63	53	45	95
Cambridge	31	15	17	15	13
Essex and Suffolk	100	96	78	57	67
Hartlepool	322	282	216	188	122
Portsmouth	23	19	21	19	14
South East	72	58	61	64	70
South Staffs	83	54	45	40	33
SES Water	23	22	19	18	14
<b>INDUSTRY</b>	<b>75</b>	<b>66</b>	<b>61</b>	<b>61</b>	<b>53</b>

Bristol and Wessex have reported combined data up to 2019-20 as they were implementing a joint billing system and it was not possible to separate the data, from 2020-21 they are reporting separately

## Appendix 4a - Priority Services Register (Connected properties)

Water and Sewerage Companies	2016-17	2017-18	2018-19	2019-20	2020-21
Anglian & Hartlepool	13,395	15,968	26,720	83,266	175,345
Dŵr Cymru Welsh Water	23,712	26,196	32,731	56,119	78,683
Hafren Dyfrdwy	N/A	N/A	765	1,531	2,072
Northumbrian	14,916	13,629	14,414	16,897	29,927
Severn Trent	35,579	38,922	43,607	50,130	105,379
SWB (Previously South West & Bournemouth)	11,302	11,817	18,611	25,426	45,093
Southern	13,334	16,149	18,836	20,420	36,441
Thames	57,225	60,020	69,130	80,824	197,324
United Utilities	31,006	52,367	73,683	98,420	128,831
Wessex	6,684	8,474	9,717	16,209	31,117
Yorkshire	39,448	44,194	53,966	65,661	77,395
Water only companies					
Affinity	24,259	24,922	22,521	31,212	66,458
Bristol	3,315	4,018	4,329	7,583	12,697
Cambridge	768	757	897	1,203	4,754
Essex and Suffolk	4,791	5,237	5,695	6,376	14,922
Portsmouth	225	315	419	730	31,690
South East	7,984	8,665	9,832	13,512	29,210
South Staffs	11,070	10,923	12,146	14,273	34,416
SES Water	1,449	2,260	2,373	6,047	12,157
<b>INDUSTRY</b>	<b>300,605</b>	<b>344,984</b>	<b>420,392</b>	<b>595,839</b>	<b>1,113,911</b>

Some customers who are receiving help from both a water company and a water and sewerage company may have been counted twice.

Hartlepool Water have reported with Anglian Water with it being the parent company and having a joint performance commitment. The PSR performance commitment requires companies to:

1. Achieve a minimum level of 7% of households on the PSR by 2024-25;
2. Achieve actual contact with 17.5% of households on the PSR in the first year of the 2020 to 2025 period (based on one year's data) and 35% of households on the PSR every two years for subsequent years of the 2020 to 2025 period;
3. Attempt contact with 45% of households on the PSR in the first year of the 2020 to 2025 period (based on one year's data) and 90% of households on the PSR every two years for subsequent years of the 2020 to 2025 period.

[Link to reporting guidance](#)

## Appendix 4b - Priority Services Register per 10,000 connections

Water and Sewerage Companies	2016-17	2017-18	2018-19	2019-20	2020-21
Anglian & Hartlepool	46	55	91	279	455
Dŵr Cymru Welsh Water	164	180	224	382	532
Hafren Dyfrdwy	N/A	N/A	78	155	209
Northumbrian	123	112	118	137	241
Severn Trent	86	93	103	118	246
SWB (Previously South West & Bournemouth)	118	122	191	259	452
Southern	68	81	95	102	180
Thames	103	107	122	140	339
United Utilities	97	164	228	301	390
Wessex	55	69	79	130	249
Yorkshire	173	193	235	283	332
<b>Water only companies</b>					
Affinity	172	175	157	215	453
Bristol	67	80	85	148	247
Cambridge	59	57	67	87	342
Essex and Suffolk	62	68	74	82	192
Portsmouth	8	10	14	24	1033
South East	85	91	102	139	322
South Staffs	201	197	218	254	609
SES Water	53	82	85	215	429
<b>INDUSTRY</b>	<b>101</b>	<b>115</b>	<b>139</b>	<b>194</b>	<b>362</b>

Some customers who are receiving help from both a water company and a water and sewerage company may have been counted twice.

Hartlepool Water have reported with Anglian Water with it being the parent company and having a joint performance commitment. The PSR performance commitment requires companies to:

1. Achieve a minimum level of 7% of households on the PSR by 2024-25;
2. Achieve actual contact with 17.5% of households on the PSR in the first year of the 2020 to 2025 period (based on one year's data) and 35% of households on the PSR every two years for subsequent years of the 2020 to 2025 period;
3. Attempt contact with 45% of households on the PSR in the first year of the 2020 to 2025 period (based on one year's data) and 90% of households on the PSR every two years for subsequent years of the 2020 to 2025 period.

[Link to reporting guidance](#)

## Appendix 4c - Priority Services Register (Percentage of household customers)

Water and Sewerage Companies	2016-17	2017-18	2018-19	2019-20	2020-21
Anglian & Hartlepool	0.46	0.55	0.91	2.79	4.55
Dŵr Cymru Welsh Water	1.64	1.80	2.24	3.82	5.32
Hafren Dyfrdwy	N/A	N/A	0.78	1.55	2.09
Northumbrian	1.23	1.12	1.18	1.37	2.41
Severn Trent	0.86	0.93	1.03	1.18	2.46
SWB (Previously South West & Bournemouth)	1.18	1.22	1.91	2.59	4.52
Southern	0.68	0.81	0.95	1.02	1.80
Thames	1.03	1.07	1.22	1.40	3.39
United Utilities	0.97	1.64	2.28	3.01	3.90
Wessex	0.55	0.69	0.79	1.30	2.49
Yorkshire	1.73	1.93	2.35	2.83	3.32
<b>Water only companies</b>					
Affinity	1.72	1.75	1.57	2.15	4.53
Bristol	0.67	0.80	0.85	1.48	2.47
Cambridge	0.59	0.57	0.67	0.87	3.42
Essex and Suffolk	0.62	0.68	0.74	0.82	1.92
Portsmouth	0.08	0.10	0.14	0.24	10.33
South East	0.85	0.91	1.02	1.39	3.22
South Staffs	2.01	1.97	2.18	2.54	6.09
SES Water	0.53	0.82	0.85	2.15	4.29
<b>INDUSTRY</b>	<b>1.01</b>	<b>1.15</b>	<b>1.39</b>	<b>1.94</b>	<b>3.62</b>

Hartlepool Water have reported with Anglian Water with it being the parent company and having a joint performance commitment. The PSR performance commitment requires companies to:

1. Achieve a minimum level of 7% of households on the PSR by 2024-25; (one year's data) and 35% of households on the PSR every two years for subsequent years of the 2020 to 2025 period;
2. Achieve a minimum level of 70% of households on the PSR every two years for subsequent years of the 2020 to 2025 period;
3. Achieve a minimum level of 90% of households on the PSR every two years for subsequent years of the 2020 to 2025 period.

[Link to reporting guidance](#)

## Appendix 4d -Priority Services Register (% Actual contact achieved with households on PSR)

Water and Sewerage Companies	2020-21
Anglian & Hartlepool	50.01%
Dŵr Cymru Welsh Water	27.12%
Hafren Dyfrdwy	34.30%
Northumbrian	48.00%
Severn Trent	24.40%
SWB (Previously South West & Bournemouth)	39.10%
Southern	19.80%
Thames	18.30%
United Utilities	33.90%
Wessex	35.68%
Yorkshire	17.30%
Water only companies	
Affinity	24.87%
Bristol	35.50%
Cambridge	58.58%
Essex and Suffolk	11.20%
Portsmouth	19.33%
South East	53.50%
South Staffs	19.14%
SES Water	83.00%

Hartlepool Water have reported with Anglian Water with it being the parent company and having a joint performance commitment. The PSR performance commitment requires companies to:

1. Achieve a minimum level of 7% of households on the PSR by 2024-25;

(based on one year's data) and 35% of households on the PSR every two years for subsequent years of the 2020 to 2025 period;

one year's

data) and 90% of households on the PSR every two years for subsequent years of the 2020 to 2025

[Link to reporting guidance](#)



## Appendix 4e - Priority Services Register (% Attempted contact with households on PSR)

Water and Sewerage Companies	2020-21
Anglian & Hartlepool	38.77%
Dŵr Cymru Welsh Water	62.79%
Hafren Dyfrdwy	72.10%
Northumbrian	61.00%
Severn Trent	48.40%
SWB (Previously South West & Bournemouth)	51.20%
Southern	51.80%
Thames	56.80%
United Utilities	47.60%
Wessex	49.40%
Yorkshire	46.30%
Water only companies	
Affinity	62.32%
Bristol	48.60%
Cambridge	93.19%
Essex and Suffolk	44.00%
Portsmouth	80.19%
South East	76.95%
South Staffs	50.60%
SES Water	94.00%

Hartlepool Water have reported with Anglian Water with it being the parent company and having a joint performance commitment. The PSR performance commitment requires companies to:

1. Achieve a minimum level of 7% of households on the PSR by 2024-25;

(based on one year's data) and 35% of households on the PSR every two years for subsequent years of the 2020 to 2025 period;

one year's

data) and 90% of households on the PSR every two years for subsequent years of the 2020 to 2025

[Link to reporting guidance](#)

## Appendix 5a - Number of properties flooded internally

Water and Sewerage Companies	2020-21
Anglian	380
Dwr Cymru	302
Hafren Dyfrdwy	6
Northumbrian	244
Severn Trent	780
South West and Bournemouth	105
Southern	393
Thames	1,392
United Utilities	1,521
Wessex	178
Yorkshire	778
<b>Industry</b>	<b>6,079</b>

## Number of properties flooded internally (per 10,000 sewerage connections)

Water and Sewerage Companies	2020-21
Anglian	1.33
Dwr Cymru	2.04
Hafren Dyfrdwy	2.87
Northumbrian	1.88
Severn Trent	1.87
South West and Bournemouth	1.36
Southern	1.95
Thames	2.30
United Utilities	4.45
Wessex	1.40
Yorkshire	3.33
<b>Industry</b>	<b>2.37</b>

Before 2020-21 sewer flooding data provided to CCW by companies was inconsistent as some companies did not include Incidents caused by sewers and laterals transferred under the Transfer of Private Sewers Regulations 2011, pumping stations transferred in 2016 and severe weather. These are now included so historical comparisons cannot be made. However, sewer flooding data is now in line with the methodology used by all companies for the Common Performance Commitments.

[Link to reporting guidance](#)

## Appendix 5b - Number of properties flooded externally

Water and Sewerage Companies	2020-21
Anglian	3,628
Dwr Cymru	3,806
Hafren Dyfrdwy	24
Northumbrian	3,863
Severn Trent	3,606
South West and Bournemouth	1,499
Southern	4,409
Thames	7,437
United Utilities	6,849
Wessex	2,449
Yorkshire	5,038
<b>Industry</b>	<b>42,608</b>

## Number of properties flooded externally (per 10,000 sewerage connections)

Water and Sewerage Companies	2020-21
Anglian	12.67
Dwr Cymru	25.72
Hafren Dyfrdwy	11.47
Northumbrian	29.83
Severn Trent	8.66
South West and Bournemouth	19.42
Southern	21.89
Thames	12.28
United Utilities	20.02
Wessex	19.28
Yorkshire	21.56
<b>Industry</b>	<b>16.58</b>

Before 2020-21 sewer flooding data provided to CCW by companies was inconsistent as some companies did not include Incidents caused by sewers and laterals transferred under the Transfer of Private Sewers Regulations 2011, pumping stations transferred in 2016 and severe weather. These are now included so historical comparisons cannot be made. However, sewer flooding data is now in line with the methodology used by all companies for the Common Performance Commitments.

[Link to reporting guidance](#)

## Appendix 5c - Number of Sewer blockages

Water and Sewerage Companies	2020-21
Anglian	11,988
Dwr Cymru	20,335
Hafren Dyfrdwy	247
Northumbrian	12,486
Severn Trent	32,429
South West and Bournemouth	6,484
Southern	22,013
Thames	76,223
United Utilities	22,639
Wessex	13,308
Yorkshire	25,654
<b>Industry</b>	<b>243,806</b>

## Sewer Blockages (per 10,000 sewerage connections)

Water and Sewerage Companies	2020-21
Anglian	41.86
Dwr Cymru	137.42
Hafren Dyfrdwy	118.02
Northumbrian	96.42
Severn Trent	77.85
South West and Bournemouth	83.98
Southern	109.29
Thames	125.85
United Utilities	66.18
Wessex	104.75
Yorkshire	109.80
<b>Industry</b>	<b>94.88</b>

[Link to reporting guidance](#)

## Appendix 6a - Annual Leakage (Megalitres per day)

Water and Sewerage Companies	2020-21
Anglian	178.40
Dwr Cymru	163.60
Hafren Dyfrdwy	14.70
Northumbrian	140.00
Severn Trent	411.50
South West and Bournemouth	136.00
Southern	93.79
Thames	589.60
United Utilities	424.70
Wessex	65.10
Yorkshire	289.80
Water only companies	
Affinity	171.44
Bristol	35.50
Cambridge	12.50
Essex and Suffolk	66.02
Hartlepool	4.00
Portsmouth	23.60
South East	92.67
South Staffs	65.50
SES Water	25.00
<b>INDUSTRY</b>	<b>3003.4</b>

Leakage data is not comparable with previous years due to a change in reporting. However, leakage data is now in line with the methodology used by all companies for the common performance commitments.

[Link to reporting guidance](#)

## Appendix 6b - Annual Leakage per property served (litres per day)

Water and Sewerage Companies	2020-21
Anglian	81.08
Dwr Cymru	112.08
Hafren Dyfrdwy	138.95
Northumbrian	113.17
Severn Trent	111.25
South West and Bournemouth	126.59
Southern	82.65
Thames	149.05
United Utilities	124.71
Wessex	103.71
Yorkshire	123.45
Water only companies	
Affinity	111.34
Bristol	64.77
Cambridge	84.53
Essex and Suffolk	80.41
Hartlepool	88.23
Portsmouth	73.09
South East	96.53
South Staffs	109.38
SES Water	83.99
<b>Industry Average (Weighted)</b>	<b>113.21</b>

Leakage data is not comparable with previous years due to a change in reporting. However, leakage data is now in line with the methodology used by all companies for the common performance commitments.

[Link to reporting guidance](#)

## Appendix 6c - 3 year rolling average Leakage (megalitres per day)

<b>Water and Sewerage Companies</b>	<b>2020-21</b>
Anglian	187.60
Dwr Cymru	169.90
Hafren Dyfrdwy	14.20
Northumbrian	136.20
Severn Trent	414.60
South West and Bournemouth	126.80
Southern	96.93
Thames	635.60
United Utilities	438.80
Wessex	69.50
Yorkshire	304.20
<b>Water only companies</b>	
Affinity	185.50
Bristol	37.90
Cambridge	13.90
Essex and Suffolk	64.94
Hartlepool	3.50
Portsmouth	25.40
South East	94.10
South Staffs	66.70
SES Water	24.90
<b>INDUSTRY</b>	<b>3111.17</b>

Leakage data is not comparable with previous years due to a change in reporting. However, leakage data is now in line with the methodology used by all companies for the common performance commitments.

[Link to reporting guidance](#)

## Appendix 6d - 3 year rolling average Leakage per property served (litres per day)

<b>Water and Sewerage Companies</b>	<b>2020-21</b>
Anglian	85.26
Dwr Cymru	116.40
Hafren Dyfrdwy	134.22
Northumbrian	110.10
Severn Trent	112.09
South West and Bournemouth	118.02
Southern	85.41
Thames	160.68
United Utilities	128.85
Wessex	110.72
Yorkshire	129.58
<b>Water only companies</b>	
Affinity	120.47
Bristol	69.14
Cambridge	94.00
Essex and Suffolk	79.10
Hartlepool	77.20
Portsmouth	78.67
South East	98.02
South Staffs	111.39
SES Water	83.61
<b>Industry Average (Weighted)</b>	<b>117.27</b>

Leakage data is not comparable with previous years due to a change in reporting. However, leakage data is now in line with the methodology used by all companies for the common performance commitments.

[Link to reporting guidance](#)



## Appendix 7 - Supply Interruptions (hours per property served - for longer than 3 hours)

<b>Water and Sewerage Companies</b>	<b>2020-21</b>
Anglian	00:05:08
Dwr Cymru	00:11:05
Hafren Dyfrdwy	01:08:31
Northumbrian	00:04:34
Severn Trent	00:11:21
South West and Bournemouth	00:05:38
Southern	00:12:43
Thames	00:13:39
United Utilities	00:04:48
Wessex	00:04:34
Yorkshire	00:07:14
<b>Water only companies</b>	
Affinity	00:05:49
Bristol	00:30:17
Cambridge	00:06:27
Essex and Suffolk	00:03:19
Hartlepool	00:00:25
Portsmouth	00:02:49
South East	00:31:27
South Staffs	00:04:09
SES Water	00:06:56
<b>Industry Average (Weighted)</b>	<b>00:09:43</b>

Supply Interruptions data is not comparable with previous years due to a change in reporting. However, Supply interruptions data is now in line with the methodology used by all companies for the common performance commitments.

[Link to reporting guidance](#)

## Appendix 8a - Percentage of Metered Household Connections

Water and Sewerage Companies	2016-17	2017-18	2018-19	2019-20	2020-21
Anglian*	79.70	81.20	82.46	83.40	85.08
Dŵr Cymru Welsh Water	41.00	42.00	44.00	45.00	46.00
Hafren Dyfrdwy	N/A	N/A	55.90	56.65	57.12
Northumbrian	35.00	37.10	38.20	40.80	41.60
Severn Trent	43.10	45.10	46.10	47.48	48.47
SWB (Previously South West & Bournemouth)	78.70	79.70	80.70	81.30	82.05
Southern	86.70	87.45	87.50	87.71	87.60
Thames	36.40	40.09	43.12	46.52	49.02
United Utilities	41.00	43.00	44.20	45.60	46.20
Wessex	61.00	64.00	66.00	68.00	69.00
Yorkshire	50.77	52.39	54.06	56.39	57.57
<b>Water only companies</b>					
Affinity	52.16	54.48	57.69	60.98	62.81
Bristol	49.60	52.67	55.97	58.98	60.26
Cambridge	71.12	72.40	72.60	74.00	74.58
Essex & Suffolk	60.10	61.60	62.10	63.60	64.20
Hartlepool	37.40	40.20	42.52	44.99	54.40
Portsmouth	28.90	30.40	31.95	32.50	33.23
South East	79.08	86.00	89.30	89.66	90.00
South Staffs	36.00	36.70	39.10	40.70	42.07
SES Water	51.20	53.80	56.40	59.90	61.77
* Anglian includes Hartlepool to 2019-20					
<b>Industry Average(Weighted)</b>	<b>51.31</b>	<b>53.58</b>	<b>55.29</b>	<b>57.12</b>	<b>58.23</b>

## Appendix 8b - Percentage of Metered Non Household Connections

Water and Sewerage Companies	2016-17	2017-18	2018-19	2019-20	2020-21
Anglian*	98.11	98.00	98.56	98.66	98.73
Dŵr Cymru Welsh Water	92.00	92.00	92.00	92.00	94.00
Hafren Dyfrdwy	N/A	N/A	94.70	94.70	94.67
Northumbrian	89.00	87.00	89.00	90.90	89.00
Severn Trent	95.10	94.90	94.60	94.62	96.74
SWB (Previously South West & Bourne)	96.00	95.90	96.40	96.40	96.00
Southern	91.93	92.01	92.60	92.40	92.48
Thames	81.91	82.16	81.92	81.43	82.37
United Utilities	91.00	91.00	91.00	91.10	90.80
Wessex	92.00	92.00	93.00	93.00	93.00
Yorkshire	86.43	86.45	86.65	85.93	87.16
<b>Water only companies</b>					
Affinity	86.73	86.52	86.57	86.68	86.70
Bristol	96.50	95.84	96.42	95.60	95.61
Cambridge	92.22	92.22	91.10	94.40	94.43
Essex & Suffolk	91.30	94.20	94.90	95.40	94.90
Hartlepool	76.30	N/A	N/A	N/A	86.18
Portsmouth	89.20	88.40	87.86	87.90	88.99
South East	95.00	95.00	95.00	95.00	95.34
South Staffs	88.30	90.60	90.20	88.10	90.24
SES Water	87.99	85.79	85.60	83.57	83.64
* Anglian includes Hartlepool to 2019-20					
<b>Industry Average(Weighted)</b>	<b>90.60</b>	<b>90.70</b>	<b>90.87</b>	<b>90.81</b>	<b>91.41</b>

## Appendix 9a - Measured Water Consumption (litres per person per day)

<b>Water and Sewerage Companies</b>	<b>2020-21</b>
<b>Anglian</b>	138.00
<b>Dwr Cymru</b>	144.74
<b>Hafren Dyfrdwy</b>	122.00
<b>Northumbrian</b>	153.75
<b>Severn Trent</b>	120.00
<b>South West and Bournemouth</b>	116.60
<b>Southern</b>	130.52
<b>Thames</b>	140.32
<b>United Utilities</b>	128.10
<b>Wessex</b>	140.50
<b>Yorkshire</b>	117.33
<b>Water only companies</b>	
<b>Affinity</b>	148.25
<b>Bristol</b>	147.40
<b>Cambridge</b>	141.13
<b>Essex and Suffolk</b>	167.26
<b>Hartlepool</b>	135.20
<b>Portsmouth</b>	149.06
<b>South East</b>	157.80
<b>South Staffs</b>	126.68
<b>SES Water</b>	155.60

PCC data is not comparable with previous years due to a change in reporting methodology. However, PCC data is now in line with the methodology used by all companies for the Common Performance Commitments

[Link to reporting guidance](#)

## Appendix 9b - Unmeasured Water Consumption (litres per person per day)

<b>Water and Sewerage Companies</b>	<b>2020-21</b>
Anglian	190.20
Dwr Cymru	194.90
Hafren Dyfrdwy	179.00
Northumbrian	166.63
Severn Trent	161.00
South West and Bournemouth	231.30
Southern	199.29
Thames	163.06
United Utilities	169.30
Wessex	170.80
Yorkshire	169.27
<b>Water only companies</b>	
Affinity	202.63
Bristol	176.90
Cambridge	174.65
Essex and Suffolk	172.85
Hartlepool	145.40
Portsmouth	174.07
South East	214.33
South Staffs	167.48
SES Water	174.40

PCC data is not comparable with previous years due to a change in reporting methodology. However, PCC data is now in line with the methodology used by all companies for the Common Performance Commitments

[Link to reporting guidance](#)

## Appendix 9c - Average Water Consumption (litres per person per day)

Water and Sewerage Companies	2020-21
Anglian	147.00
Dwr Cymru	175.98
Hafren Dyfrdwy	147.00
Northumbrian	162.38
Severn Trent	142.00
South West and Bournemouth	138.60
Southern	139.03
Thames	152.60
United Utilities	151.20
Wessex	151.80
Yorkshire	141.20
<b>Water only companies</b>	
Affinity	169.27
Bristol	161.10
Cambridge	150.76
Essex and Suffolk	169.91
Hartlepool	141.40
Portsmouth	170.60
South East	165.86
South Staffs	151.58
SES Water	163.40
<b>Industry Average (Weighted)</b>	<b>152.46</b>

**The weighted average is based on 2020-21 year end connections**

PCC data is not comparable with previous years due to a change in reporting methodology.

However, PCC data is now in line with the methodology used by all companies for the Common Performance Commitments

[Link to reporting guidance](#)

## Appendix 9d - Average Water Consumption (3 year rolling average (litres per person per day))

Water and Sewerage Companies	2020-21
Anglian	138.10
Dwr Cymru	163.30
Hafren Dyfrdwy	139.47
Northumbrian	152.30
Severn Trent	133.37
South West and Bournemouth	144.90
Southern	132.24
Thames	148.00
United Utilities	146.50
Wessex	143.10
Yorkshire	132.50
Water only companies	
Affinity	161.00
Bristol	152.90
Cambridge	139.80
Essex and Suffolk	161.60
Hartlepool	136.50
Portsmouth	157.20
South East	151.40
South Staffs	137.70
SES Water	154.50
<b>Industry Average (Weighted)</b>	<b>144.94</b>

**The weighted average is based on 2020-21 year end connections**

PCC data is not comparable with previous years due to a change in reporting methodology.

However, PCC data is now in line with the methodology used by all companies for the Common Performance Commitments

[Link to reporting guidance](#)