

Water Mark 2021



The voice for water consumers
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Company	Satisfaction with overall service	Satisfaction with Value for Money	Bills are fair	Bill affordability	Awareness of additional services	Written complaints	Complaints Handling measure	Leakage	Internal Sewer Flooding	External Sewer Flooding	Supply Interruptions
Water and Sewerage companies											
Anglian	Good	Above average	Below average	Below average	Poor	Below average	Below average	Good	Good	Below average	Below average
Dŵr Cymru Welsh Water	Good	Above average	Below average	Below average	Poor	Good	Below average	Below average	Below average	Poor	Below average
Hafren Dyfrdwy	Good	Above average	Below average	Below average	Poor	Below average	Poor	Poor	Poor	Good	Poor
Northumbrian	Good	Above average	Below average	Below average	Poor	Poor	Good	Below average	Below average	Poor	Below average
Severn Trent	Good	Above average	Below average	Below average	Poor	Below average	Below average	Below average	Below average	Good	Below average
South West and Bournemouth	Below average	Below average	Below average	Below average	Poor	Good	Below average	Poor	Good	Below average	Below average
Southern	Below average	Below average	Below average	Below average	Poor	Poor	Poor	Good	Below average	Poor	Poor
Thames	Below average	Above average	Below average	Below average	Poor	Poor	Poor	Poor	Below average	Good	Poor
United Utilities	Good	Above average	Below average	Below average	Poor	Below average	Good	Poor	Poor	Below average	Below average
Wessex	Good	Above average	Below average	Below average	Poor	Good	Good	Below average	Good	Below average	Below average
Yorkshire	Good	Above average	Below average	Below average	Poor	Below average	Below average	Poor	Poor	Below average	Below average
Water only companies											
Affinity	Good	Below average	Below average	Below average	Poor	Below average	Poor	Below average			Below average
Bristol	Good	Above average	Below average	Below average	Below average	Poor	Below average	Good			Poor
Cambridge	Good	Above average	Below average	Below average	Poor	Poor	Below average	Below average			Below average
Essex and Suffolk	Good	Above average	Below average	Below average	Poor	Poor	Poor	Good			Good
Hartlepool	Good	Above average	Below average	Below average	Below average	Good	Good	Below average			Good
Portsmouth	Good	Above average	Below average	Below average	Poor	Good	Below average	Good			Good
South East	Good	Below average	Below average	Below average	Poor	Below average	Poor	Below average			Poor
South Staffs	Good	Above average	Below average	Below average	Poor	Below average	Below average	Below average			Good
SES Water	Good	Above average	Below average	Below average	Poor	Below average	Below average	Below average			Below average

Key	
	Good
	Above average
	Below average
	Poor