

Water Mark 2019



Company	Water service	Sewerage service	VFM Water service	VFM Sewerage service	Long term water supply	Bills are fair	Bill affordability	Likelihood to Recommend	Awareness of additional services	Trust	Complaints	Unwanted contacts	Leakage	Internal Sewer Flooding	External Sewer Flooding	Supply Interruptions
Water and Sewerage companies																
Anglian	Good	Good	Above average	Above average	Above average	Below average	Below average	Poor	Poor	Below average	Below average	Good	Good	Good	Good	Below average
Dwr Cymru	Good	Good	Above average	Above average	Good	Below average	Below average	Poor	Poor	Below average	Below average	Below average	Below average	Below average	Below average	Poor
Hafren Dyfrdwy	Good	Good	Above average	Above average	Above average	Below average	Below average	Poor	Poor	Below average	Below average	Below average	Below average	Good	Below average	Poor
Northumbrian	Good	Good	Above average	Above average	Good	Below average	Below average	Poor	Poor	Below average	Below average	Below average	Below average	Below average	Good	Below average
Severn Trent	Good	Good	Above average	Above average	Above average	Below average	Below average	Poor	Poor	Below average	Below average	Below average	Below average	Below average	Below average	Poor
South West	Good	Good	Above average	Above average	Above average	Below average	Below average	Poor	Poor	Below average	Below average	Below average	Below average	Below average	Below average	Poor
Southern	Good	Good	Above average	Above average	Above average	Below average	Below average	Poor	Poor	Below average	Below average	Below average	Below average	Below average	Below average	Poor
Thames	Good	Above average	Above average	Above average	Above average	Below average	Below average	Poor	Poor	Below average	Below average	Below average	Below average	Below average	Good	Poor
United Utilities	Good	Good	Above average	Above average	Above average	Below average	Below average	Poor	Poor	Below average	Below average	Below average	Below average	Below average	Below average	Poor
Wessex	Good	Good	Above average	Above average	Above average	Below average	Below average	Poor	Poor	Below average	Below average	Below average	Below average	Good	Below average	Good
Yorkshire	Good	Good	Above average	Above average	Above average	Below average	Below average	Poor	Poor	Below average	Below average	Below average	Below average	Below average	Below average	Below average
Water only companies																
Affinity	Good	Below average	Below average	Below average	Below average	Below average	Below average	Poor	Poor	Below average	Good	Below average	Below average	Below average	Below average	Below average
Bournemouth	Good	Below average	Below average	Below average	Below average	Below average	Below average	Poor	Poor	Below average	Good	Good	Below average	Below average	Below average	Good
Bristol	Good	Below average	Below average	Below average	Below average	Below average	Below average	Poor	Poor	Below average	Below average	Below average	Good	Below average	Below average	Poor
Cambridge	Good	Below average	Below average	Below average	Below average	Below average	Below average	Poor	Poor	Below average	Below average	Below average	Below average	Below average	Below average	Below average
Essex and Suffolk	Good	Below average	Below average	Below average	Below average	Below average	Below average	Poor	Poor	Below average	Below average	Below average	Good	Below average	Below average	Below average
Hartlepool	Good	Below average	Below average	Below average	Good	Below average	Below average	Poor	Poor	Below average	Below average	Good	Below average	Below average	Below average	Good
Portsmouth	Good	Below average	Below average	Below average	Below average	Below average	Below average	Poor	Poor	Below average	Good	Below average	Below average	Below average	Below average	Good
South East	Good	Below average	Below average	Below average	Below average	Below average	Below average	Poor	Poor	Below average	Below average	Good	Good	Below average	Below average	Below average
South Staffs	Good	Below average	Below average	Below average	Below average	Below average	Below average	Poor	Poor	Below average	Good	Good	Below average	Below average	Below average	Good
SES Water	Good	Below average	Below average	Below average	Below average	Below average	Below average	Poor	Poor	Below average	Good	Below average	Good	Below average	Below average	Poor

Key	
	Good
	Above average
	Below average
	Poor