

# Water Mark 2022



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	Annual Average PCC
<b>Water and Sewerage companies</b>												
Anglian	Good	Above average	Below average	Above average	Poor	Above average	Above average	Good	Above average	Good	Below average	Good
Dŵr Cymru Welsh Water	Good	Above average	Below average	Above average	Poor	Good	Below average	Below average	Good	Poor	Poor	Poor
Hafren Dyfrdwy	Good	Above average	Below average	Above average	Poor	Good	Below average	Poor	Below average	Below average	Poor	Below average
Northumbrian	Good	Above average	Below average	Above average	Poor	Poor	Good	Below average	Below average	Poor	Below average	Poor
Severn Trent	Good	Above average	Below average	Above average	Poor	Below average	Below average	Poor	Above average	Good	Poor	Good
South West and Bournemouth	Above average	Below average	Poor	Below average	Below average	Above average	Above average	Above average	Good	Above average	Above average	Above average
Southern	Above average	Below average	Below average	Above average	Poor	Poor	Poor	Above average	Poor	Poor	Below average	Good
Thames	Above average	Above average	Below average	Above average	Poor	Poor	Poor	Poor	Poor	Good	Poor	Above average
United Utilities	Good	Above average	Below average	Above average	Poor	Below average	Above average	Poor	Poor	Above average	Below average	Above average
Wessex	Good	Above average	Below average	Above average	Poor	Good	Above average	Below average	Good	Below average	Above average	Above average
Yorkshire	Good	Above average	Below average	Above average	Poor	Below average	Poor	Poor	Below average	Below average	Below average	Good
<b>Water only companies</b>												
Affinity	Good	Below average	Below average	Above average	Poor	Below average	Below average	Below average			Good	Poor
Bristol	Good	Above average	Below average	Above average	Below average	Good	Above average	Good			Good	Below average
Cambridge	Good	Above average	Below average	Above average	Poor	Poor	Above average	Above average			Above average	Good
Essex and Suffolk	Good	Above average	Below average	Above average	Poor	Poor	Above average	Good			Above average	Below average
Portsmouth	Good	Above average	Below average	Above average	Below average	Good	Below average	Good			Good	Poor
South East	Good	Below average	Below average	Above average	Poor	Below average	Poor	Above average			Poor	Poor
South Staffs	Good	Above average	Below average	Above average	Poor	Above average	Above average	Below average			Good	Below average
SES Water	Good	Above average	Below average	Above average	Poor	Above average	Poor	Good			Good	Below average

Key	
	Good
	Above average
	Below average
	Poor