

Water Mark 2024



Company	Satisfaction with overall service	Satisfaction with Value for Money	Bills are fair	Bill affordability	Awareness of additional services	Total complaints	Complaints Handling measure	Environmental Performance	Annual Leakage	Internal Sewer Flooding	External Sewer Flooding	Supply Interruptions	Average Water Use
Water and Sewerage companies													
Anglian	Good	Better than average	Worse than average	Better than average	Poor	Better than average	Better than average	Worse than average	Good	Worse than average	Worse than average	Worse than average	Better than average
Dŵr Cymru Welsh Water	Good	Better than average	Worse than average	Better than average	Poor	Worse than average	Poor	Worse than average	Poor	Good	Poor	Poor	Poor
Hafren Dyfrdwy	Good	Better than average	Worse than average	Better than average	Poor	Good	Better than average	Worse than average	Poor	Worse than average	Poor	Poor	Good
Northumbrian	Good	Better than average	Worse than average	Better than average	Poor	Better than average	Better than average	Better than average	Better than average	Good	Worse than average	Good	Poor
Severn Trent	Good	Better than average	Worse than average	Better than average	Poor	Good	Worse than average	Good	Worse than average	Better than average	Good	Better than average	Good
South West and Bournemouth	Better than average	Worse than average	Worse than average	Worse than average	Poor	Worse than average	Worse than average	Worse than average	Worse than average	Good	Better than average	Worse than average	Worse than average
Southern	Better than average	Worse than average	Worse than average	Better than average	Poor	Poor	Worse than average	Worse than average	Better than average	Poor	Good	Poor	Good
Thames	Better than average	Better than average	Worse than average	Better than average	Poor	Poor	Poor	Worse than average	Poor	Worse than average	Worse than average	Poor	Worse than average
United Utilities	Good	Better than average	Worse than average	Better than average	Poor	Worse than average	Worse than average	Good	Poor	Poor	Better than average	Worse than average	Worse than average
Wessex	Good	Better than average	Worse than average	Better than average	Poor	Good	Good	Good	Poor	Better than average	Good	Better than average	Better than average
Yorkshire	Good	Better than average	Worse than average	Better than average	Poor	Poor	Poor	Worse than average	Worse than average	Poor	Poor	Worse than average	Good
Water only companies													
Affinity	Better than average	Better than average	Worse than average	Better than average	Poor	Poor	Better than average	Worse than average	Worse than average	Worse than average	Worse than average	Good	Poor
Bristol	Good	Better than average	Worse than average	Better than average	Worse than average	Good	Better than average	Worse than average	Good	Worse than average	Worse than average	Worse than average	Worse than average
Cambridge	Good	Better than average	Worse than average	Better than average	Poor	Poor	Poor	Worse than average	Good	Worse than average	Worse than average	Better than average	Good
Essex and Suffolk	Good	Better than average	Worse than average	Better than average	Poor	Better than average	Worse than average	Worse than average	Good	Worse than average	Worse than average	Better than average	Poor
Portsmouth	Good	Better than average	Worse than average	Better than average	Poor	Good	Good	Worse than average	Better than average	Worse than average	Worse than average	Good	Poor
SES Water	Good	Better than average	Worse than average	Better than average	Poor	Worse than average	Poor	Worse than average	Good	Worse than average	Worse than average	Good	Worse than average
South East	Better than average	Worse than average	Worse than average	Better than average	Poor	Better than average	Worse than average	Worse than average	Better than average	Worse than average	Worse than average	Poor	Worse than average
South Staffs	Better than average	Better than average	Worse than average	Better than average	Poor	Worse than average	Worse than average	Worse than average	Worse than average	Worse than average	Worse than average	Good	Better than average

Key	
Good	Good
Better than average	Better than average
Worse than average	Worse than average
Poor	Poor