

Appendix 1 - Written customer complaints to companies 2004/05 - 2013/14

Company	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	% difference compared to 2004/05
Affinity Water	3,201	2,952	3,740	5,045	6,188	4,418	2,902	2,405	2,177	2,544	-20.5
Anglian	16,811	19,030	16,645	25,891	24,951	18,086	19,458	17,683	16,722	13,112	-22.0
Bristol	1,309	1,847	2,685	3,058	3,561	3,435	2,006	1,229	1,153	1,056	-19.3
Cambridge	318	396	465	453	314	267	416	323	270	167	-47.5
Dee Valley	195	246	258	348	407	586	730	622	444	369	89.2
Dŵr Cymru Welsh Water	8,108	9,691	10,348	10,628	12,596	13,313	11,033	4,660	3,953	4,079	-49.7
Essex & Suffolk	3,086	3,177	4,048	3,979	3,791	3,539	3,469	3,231	2,717	2,263	-26.7
Hartlepool	47	44	88	59	93	80	115	131	114	81	72.3
Northumbrian	4,864	7,064	7,449	7,333	9,259	6,646	6,193	4,997	4,817	4,456	-8.4
Portsmouth	110	146	156	175	197	213	201	248	320	236	114.5
Sembcorp Bournemouth Water	597	1,036	921	759	592	485	478	465	376	368	-38.4
Severn Trent	20,604	36,239	68,874	45,710	27,099	20,895	24,185	20,706	17,858	18,813	-8.7
South East	1,980	1,975	7,662	11,440	10,006	9,102	8,232	13,095	8,787	6,261	216.2
Southern	2,444	3,072	14,059	48,328	25,147	15,278	12,362	12,863	22,815	16,423	572.0
South Staffordshire	3,204	3,186	2,825	2,866	3,087	3,148	2,745	2,475	1,643	1,315	-59.0
South West	9,878	7,368	7,810	9,912	9,206	8,766	6,091	4,518	4,246	4,477	-54.7
Sutton & East Surrey	122	130	379	357	552	722	653	552	502	466	282.0
Thames	35,669	48,156	56,914	52,174	38,204	32,809	30,615	34,466	32,232	21,915	-38.6
United Utilities	20,830	29,842	24,193	31,920	43,506	36,556	39,004	27,107	16,493	13,639	-34.5
Wessex	3,334	4,653	6,087	7,773	8,021	7,727	4,691	2,817	2,577	2,175	-34.8
Yorkshire	6,247	5,304	5,193	5,255	6,077	7,753	9,561	8,443	10,677	9,003	44.1
<b>Total</b>	<b>142,958</b>	<b>185,554</b>	<b>240,799</b>	<b>273,463</b>	<b>232,854</b>	<b>193,824</b>	<b>185,140</b>	<b>163,036</b>	<b>150,893</b>	<b>123,218</b>	<b>-13.8</b>

Appendix 2 - Written customer complaints to water companies per category and 10,000 connections in 2013/14

Total Complaints	Per 10,000 Connections	Company	Billing & Charges		Water Supply		Sewerage Service		Metering		"Other" Services	
			Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total
2,544	17.4	Affinity Water	1,469	57.7	637	25.0			103	4.0	335	13.2
13,112	44.5	Anglian	8,095	61.7	1,175	9.0	1,617	12.3	706	5.4	1,519	11.6
1,056	20.3	Bristol	493	46.7	383	36.3			51	4.8	129	12.2
167	12.4	Cambridge	116	69.5	8	4.8			4	2.4	39	23.4
369	29.6	Dee Valley	256	69.4	76	20.6			19	5.1	18	4.9
4,079	26.4	Dŵr Cymru Welsh Water	1,123	27.5	823	20.2	702	17.2	37	0.9	1,394	34.2
2,263	28.7	Essex & Suffolk	1,814	80.2	366	16.2			53	2.3	30	1.3
81	18.5	Hartlepool	48	59.3	12	14.8			2	2.5	19	23.5
4,456	35.1	Northumbrian	2,957	66.4	636	14.3	677	15.2	132	3.0	54	1.2
236	7.6	Portsmouth	133	56.4	82	34.7			10	4.2	11	4.7
368	18.0	Sembcorp Bournemouth Water	235	63.9	57	15.5			22	6.0	54	14.7
18,813	43.8	Severn Trent	10,884	57.9	3,458	18.4	2,699	14.3	544	2.9	1,228	6.5
6,261	69.4	South East	3,816	60.9	1,182	18.9			917	14.6	346	5.5
16,423	81.1	Southern	11,304	68.8	691	4.2	1,795	10.9	1,233	7.5	1,400	8.5
1,315	22.9	South Staffordshire	724	55.1	178	13.5			52	4.0	361	27.5
4,477	55.6	South West	1,576	35.2	814	18.2	873	19.5	230	5.1	984	22.0
466	16.4	Sutton & East Surrey	350	75.1	66	14.2			28	6.0	22	4.7
21,915	38.2	Thames	9,603	43.8	4,674	21.3	5,554	25.3	701	3.2	1,383	6.3
13,639	40.8	United Utilities	9,686	71.0	1,496	11.0	982	7.2	1,466	10.7	9	0.1
2,175	17.1	Wessex	1,143	52.6	324	14.9	421	19.4	31	1.4	256	11.8
9,003	37.8	Yorkshire	4,791	53.2	1,447	16.1	1,446	16.1	421	4.7	898	10.0
<b>123,218</b>	<b>39.8</b>	<b>Total / Average</b>	<b>70,616</b>	<b>57.3</b>	<b>18,585</b>	<b>15.1</b>	<b>16,766</b>	<b>13.6</b>	<b>6,762</b>	<b>5.5</b>	<b>10,489</b>	<b>8.5</b>

Percentages may not add to 100 because of rounding

Appendix 3 - Written complaints received by companies and investigated by CCWater in 2013/14

Billing and Charges

Connected Properties (000s)	Billing and Charges complaints			Company	Complaints received by companies				Complaints to CCWater	
					First stage complaints		Repeat written contacts*		Accepted for Investigation	
	Total	per 10,000	% of total		Number	%	Number	%	Number	%
1,458	1,469	10.1	57.7	Affinity Water	1,408	95.8	61	4.2	0	0.0
2,943	8,095	27.5	61.7	Anglian	8,028	99.2	66	0.8	1	0.0
520	493	9.5	46.7	Bristol	451	91.5	42	8.5	0	0.0
135	116	8.6	69.5	Cambridge	115	99.1	1	0.9	0	0.0
125	256	20.5	69.4	Dee Valley	241	94.1	15	5.9	0	0.0
1,543	1,123	7.3	27.5	Dŵr Cymru Welsh Water	1,056	94.0	67	6.0	0	0.0
789	1,814	23.0	80.2	Essex & Suffolk	1,739	95.9	75	4.1	0	0.0
44	48	10.9	59.3	Hartlepool	47	97.9	1	2.1	0	0.0
1,270	2,957	23.3	66.4	Northumbrian	2,866	96.9	91	3.1	0	0.0
310	133	4.3	56.4	Portsmouth	125	94.0	8	6.0	0	0.0
204	235	11.5	63.9	Sembcorp Bournemouth Water	218	92.8	17	7.2	0	0.0
4,293	10,884	25.4	57.9	Severn Trent	10,355	95.1	528	4.9	1	0.0
902	3,816	42.3	60.9	South East	3,495	91.6	320	8.4	1	0.0
2,024	11,304	55.9	68.8	Southern	10,891	96.3	413	3.7	0	0.0
574	724	12.6	55.1	South Staffordshire	715	98.8	9	1.2	0	0.0
806	1,576	19.6	35.2	South West	1,537	97.5	39	2.5	0	0.0
284	350	12.3	75.1	Sutton & East Surrey	319	91.1	31	8.9	0	0.0
5,737	9,603	16.7	43.8	Thames	8,784	91.5	819	8.5	0	0.0
3,346	9,686	28.9	71.0	United Utilities	9,109	94.0	577	6.0	0	0.0
1,270	1,143	9.0	52.6	Wessex	1,046	91.5	97	8.5	0	0.0
2,381	4,791	20.1	53.2	Yorkshire	4,552	95.0	239	5.0	0	0.0
<b>30,958</b>	<b>70,616</b>	<b>22.8</b>	<b>57.3</b>	<b>Total / Average</b>	<b>67,097</b>	<b>95.0</b>	<b>3,516</b>	<b>5.0</b>	<b>3</b>	<b>0.3</b>

Percentages may not add to 100 because of rounding

\*Repeat contacts are where the customer remained dissatisfied after the company response and wrote to the company again

Appendix 4 - Written complaints received by companies and investigated by CCWater in 2013/14

Water Supply

Connected Properties (000s)	Water Supply Complaints			Company	Complaints received by companies				Complaints to CCWater	
	Complaints	per 10,000	% of total		First stage complaints		Repeat written contacts*		Accepted for Investigation	
					Number	%	Number	%	Number	%
1,458	637	4.4	25.0	Affinity Water	595	93.4	42	6.6	0	0.0
2,076.343	1,175	5.7	9.0	Anglian	1,155	98.3	19	1.6	1	0.1
520	383	7.4	36.3	Bristol	349	91.1	34	8.9	0	0.0
135	8	0.6	4.8	Cambridge	7	87.5	1	12.5	0	0.0
125	76	6.1	20.6	Dee Valley	65	85.5	11	14.5	0	0.0
1,404	823	5.9	20.2	Dŵr Cymru Welsh Water	786	95.5	36	4.4	1	0.1
789	366	4.6	16.2	Essex & Suffolk	345	94.3	21	5.7	0	0.0
44	12	2.7	14.8	Hartlepool	11	91.7	1	8.3	0	0.0
1,184	636	5.4	14.3	Northumbrian	609	95.8	27	4.2	0	0.0
310	82	2.6	34.7	Portsmouth	76	92.7	6	7.3	0	0.0
204	57	2.8	15.5	Sembcorp Bournemouth Water	57	100.0	0	0.0	0	0.0
3,482	3,458	9.9	18.4	Severn Trent	3,341	96.6	116	3.4	1	0.0
902	1,182	13.1	18.9	South East	1,069	90.4	113	9.6	0	0.0
1,084	691	6.4	6.5	Southern	659	95.4	32	4.6	0	0.0
574	178	3.1	13.5	South Staffordshire	176	98.9	2	1.1	0	0.0
800	814	10.2	18.2	South West	789	96.9	25	3.1	0	0.0
284	66	2.3	14.2	Sutton & East Surrey	61	92.4	5	7.6	0	0.0
3,697	4,674	12.6	21.3	Thames	4,188	89.6	486	10.4	0	0.0
3,236	1,496	4.6	11.0	United Utilities	1,432	95.7	64	4.3	0	0.0
597	324	5.4	14.9	Wessex	297	91.7	27	8.3	0	0.0
2,253	1,447	6.4	16.1	Yorkshire	1,328	91.8	119	8.2	0	0.0
<b>25,159</b>	<b>18,585</b>	<b>7.4</b>	<b>15.1</b>	<b>Total / Average</b>	<b>17,395</b>	<b>93.6</b>	<b>1,187</b>	<b>6.4</b>	<b>3</b>	<b>0.3</b>

Percentages may not add to 100 because of rounding

\*Repeat contacts are where the customer remained dissatisfied after the first company response and wrote to the company again

Appendix 5 - Written complaints received by companies and investigated by CCWater in 2013/14  
Sewerage Service

Connected Properties (000s)	Sewerage Service Complaints			Company	Complaints received by companies				Complaints to CCWater	
					First stage complaints		Repeat written contacts*		Accepted for Investigation	
	Complaints	per 10,000	% of total		Number	%	Number	%	Number	%
2,700	1,617	6.0	12.3	Anglian	1,556	96.2	61	3.8	0	0.0
1,421	702	4.9	17.2	Dŵr Cymru Welsh Water	663	94.4	39	5.6	0	0.0
1,248	677	5.4	15.2	Northumbrian	644	95.1	33	4.9	0	0.0
3,972	2,699	6.8	14.3	Severn Trent	2,569	95.2	129	4.8	1	0.0
1,930	1,795	9.3	8.6	Southern	1,707	95.1	88	4.9	0	0.0
717	873	12.2	19.5	South West	838	96.0	35	4.0	0	0.0
5,671	5,554	9.8	25.3	Thames	4,793	86.3	759	13.7	2 **	0.0
3,239	982	3.0	7.2	United Utilities	926	94.3	56	5.7	0	0.0
1,206	421	3.5	19.4	Wessex	381	90.5	40	9.5	0	0.0
2,241	1,446	6.5	16.1	Yorkshire	1,213	83.9	231	16.0	2	0.1
<b>24,346</b>	<b>16,766</b>	<b>6.9</b>	<b>13.6</b>	<b>Total / Average</b>	<b>15,290</b>	<b>91.2</b>	<b>1,471</b>	<b>8.8</b>	<b>5</b>	<b>0.0</b>

*Percentages may not add to 100 because of rounding*

\*Repeat contacts are where the customer remained dissatisfied after the first company response and wrote to the company again

\*\*Includes one investigation reported by the company for 2012/13

Appendix 6 - Written complaints received by companies and investigated by CCWater in 2013/14

Metering

Metered Accounts (000s)	Metering Complaints			Company	Complaints received by companies				Complaints to CCWater	
	Complaints	per 10,000	% of total		First stage complaints		Repeat written contacts*		Accepted for Investigation	
					Number	%	Number	%	Number	%
710	103	1.5	4.0	Affinity Water	96	93.2	7	6.8	0	0.0
2,068	706	3.4	5.4	Anglian	700	99.2	6	0.8	0	0.0
230	51	2.2	4.8	Bristol	46	90.2	5	9.8	0	0.0
93	4	0.4	2.4	Cambridge	4	100.0	0	0.0	0	0.0
77	19	2.5	5.1	Dee Valley	19	100.0	0	0.0	0	0.0
526	37	0.7	0.9	Dŵr Cymru Welsh Water	36	97.3	1	2.7	0	0.0
424	53	1.2	2.3	Essex & Suffolk	49	92.5	4	7.5	0	0.0
15	2	1.3	2.5	Hartlepool	2	100.0	0	0.0	0	0.0
360	132	3.7	3.0	Northumbrian	124	93.9	8	6.1	0	0.0
83	10	1.2	4.2	Portsmouth	10	100.0	0	0.0	0	0.0
151	22	1.5	6.0	Sembcorp Bournemouth Water	17	77.3	5	22.7	0	0.0
1,304	544	4.2	2.9	Severn Trent	518	95.2	26	4.8	0	0.0
591	917	15.5	14.6	South East	821	89.5	96	10.5	0	0.0
1,247	1,233	9.9	6.0	Southern	1,175	95.3	58	4.7	0	0.0
201	52	2.6	4.0	South Staffordshire	49	94.2	3	5.8	0	0.0
601	230	3.8	5.1	South West	225	97.8	5	2.2	0	0.0
128	28	2.2	6.0	Sutton & East Surrey	26	92.9	2	7.1	0	0.0
1,279	701	5.5	3.2	Thames	638	91.0	62	8.8	1	0.1
1,085	1,466	13.5	10.7	United Utilities	1,380	94.1	86	5.9	0	0.0
357	31	0.9	1.4	Wessex	27	87.1	4	12.9	0	0.0
1,037	421	4.1	4.7	Yorkshire	394	93.6	27	6.4	0	0.0
<b>12,568</b>	<b>6,762</b>	<b>5.4</b>	<b>5.5</b>	<b>Total / Average</b>	<b>6,356</b>	<b>94.0</b>	<b>405</b>	<b>6.0</b>	<b>1</b>	<b>0.0</b>

Percentages may not add to 100 because of rounding

\*Repeat contacts are where the customer remained dissatisfied after the first company response and wrote again

Appendix 7 - Written complaints received by companies and investigated by CCWater in 2013/14

"Other" services

Connected Properties (000s)	Other Complaints			Company	Complaints received by companies				Complaints to CCWater	
	Complaints	per 10,000	% of total		First stage complaints		Repeat written contacts*		Accepted for Investigation	
					Number	%	Number	%	Number	%
1,458	335	2.3	13.2	Affinity Water	273	81.5	62	18.5	0	0.0
2,943	1,519	5.2	11.6	Anglian	1,460	96.1	59	3.9	0	0.0
520	129	2.5	12.2	Bristol	121	93.8	8	6.2	0	0.0
135	39	2.9	23.4	Cambridge	39	100.0	0	0.0	0	0.0
125	18	1.4	4.9	Dee Valley	16	88.9	2	11.1	0	0.0
1,543	1,394	9.0	34.2	Dŵr Cymru Welsh Water	1,300	93.3	93	6.7	1	0.1
789	30	0.4	1.3	Essex & Suffolk	28	93.3	2	6.7	0	0.0
44	19	4.3	23.5	Hartlepool	17	89.5	2	10.5	0	0.0
1,270	54	0.4	1.2	Northumbrian	54	100.0	0	0.0	0	0.0
310	11	0.4	4.7	Portsmouth	11	100.0	0	0.0	0	0.0
204	54	2.6	14.7	Sembcorp Bournemouth Water	54	100.0	0	0.0	0	0.0
4,293	1,228	2.9	6.5	Severn Trent	1,184	96.4	44	3.6	0	0.0
902	346	3.8	5.5	South East	312	90.2	34	9.8	0	0.0
2,024	1,400	6.9	10.7	Southern	1,289	92.1	111	7.9	0	0.0
574	361	6.3	27.5	South Staffordshire	345	95.6	16	4.4	0	0.0
806	984	12.2	22.0	South West	964	98.0	20	2.0	0	0.0
284	22	0.8	4.7	Sutton & East Surrey	21	95.5	1	4.5	0	0.0
5,737	1,383	2.4	6.3	Thames	1,136	82.1	247	17.9	0	0.0
3,346	9	0.0	0.1	United Utilities	9	100.0	0	0.0	0	0.0
1,270	256	2.0	11.8	Wessex	241	94.1	15	5.9	0	0.0
2,381	898	3.8	10.0	Yorkshire	855	95.2	43	4.8	0	0.0
<b>30,958</b>	<b>10,489</b>	<b>3.4</b>	<b>8.3</b>	<b>Total / Average</b>	<b>9,729</b>	<b>92.8</b>	<b>759</b>	<b>7.2</b>	<b>1</b>	<b>0.0</b>

Percentages may not add to 100 because of rounding

\*Repeat contacts are where the customer remained dissatisfied after the first company response and wrote again

Appendix 8 - Overview of Complaints Escalated (customers write more than once) 2013/14

Total Complaints	Per 10,000 Connections	Company	Complaints received by companies				Complaints to CCWater	
			First stage complaints		Repeat written contacts*		Accepted for investigation	
			Number	% of Total	Number	% of Total	Number	% of Total
2,544	17.4	Affinity Water	2,372	93.2	172	6.8	0	0.00
13,112	44.5	Anglian	12,899	98.4	211	1.6	2	0.02
1,056	20.3	Bristol	967	91.6	89	8.4	0	0.00
167	12.4	Cambridge	165	98.8	2	1.2	0	0.00
369	29.6	Dee Valley	341	92.4	28	7.6	0	0.00
4,079	26.4	Dŵr Cymru Welsh Water	3,841	94.2	236	5.8	2	0.05
2,263	28.7	Essex & Suffolk	2,161	95.5	102	4.5	0	0.00
81	18.5	Hartlepool	77	95.1	4	4.9	0	0.00
4,456	35.1	Northumbrian	4,297	96.4	159	3.6	0	0.00
236	7.6	Portsmouth	222	94.1	14	5.9	0	0.00
368	18.0	Sembcorp Bournemouth Water	346	94.0	22	6.0	0	0.00
18,813	43.8	Severn Trent	17,967	95.5	843	4.5	3	0.02
6,261	69.4	South East	5,697	91.0	563	9.0	1	0.02
16,423	81.1	Southern	15,721	95.7	702	4.3	0	0.00
1,315	22.9	South Staffordshire	1,285	97.7	30	2.3	0	0.00
4,477	55.6	South West	4,353	97.2	124	2.8	0	0.00
466	16.4	Sutton & East Surrey	427	91.6	39	8.4	0	0.00
21,915	38.2	Thames	19,539	89.2	2,373	10.8	3 **	0.01
13,639	40.8	United Utilities	12,856	94.3	783	5.7	0	0.00
2,175	17.1	Wessex	1,992	91.6	183	8.4	0	0.00
9,003	37.8	Yorkshire	8,342	92.7	659	7.3	2	0.02
<b>123,218</b>	<b>39.8</b>	<b>Total / Average</b>	<b>115,867</b>	<b>94.0</b>	<b>7,338</b>	<b>6.0</b>	<b>13</b>	<b>0.01</b>

Percentages may not add to 100 because of rounding

\*Repeat contacts are where the customer remained dissatisfied after the first company response and wrote again

\*\*Includes one investigation reported by the company for 2012/13



Appendix 9 - Complaints to CCWater about companies 2013/14

Company	Complaints*	CCWater investigations
Affinity Water	249	0
Anglian	1,139	2
Bristol	89	0
Cambridge	28	0
Dee Valley	46	0
Dŵr Cymru Welsh Water	417	2
Essex & Suffolk	168	0
Hartlepool	6	0
Northumbrian	267	0
Portsmouth	17	0
Sembcorp Bournemouth Water	25	0
Severn Trent	1,011	3
South East	467	1
Southern	990	0
South Staffordshire	98	0
South West	743	0
Sutton & East Surrey	61	0
Thames	2,152	3 **
United Utilities	1,114	0
Wessex	166	0
Yorkshire	446	2
<b>Total***</b>	<b>9,699</b>	<b>13</b>

Notes

\*Includes complaints received by telephone

\*\*Includes one investigation reported by the company for 2012/13

\*\*\*Does not include 256 complaints where the company was unknown, non company, new appointments and variations and 2 complaints from Cholderton Water