

Appendix 1 - Written customer complaints to companies 2004/05 to 2014/15

Company	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	% difference compared to 2004/05
Affinity Water	3,201	2,952	3,740	5,045	6,188	4,418	2,902	2,396	2,176	2,544	2,940	-8.2
Anglian	16,811	19,030	16,645	25,891	24,951	18,086	19,458	17,683	16,722	13,112	13,197	-21.5
Bournemouth Water	597	1,036	921	759	592	485	478	465	376	368	342	-7.1
Bristol	1,309	1,847	2,685	3,058	3,561	3,435	2,006	1,229	1,153	1,056	974	-25.6
Cambridge	318	396	465	453	314	267	416	323	270	167	140	-56.0
Dee Valley	195	246	258	348	407	586	730	622	444	369	263	34.9
Dŵr Cymru Welsh Water	8,108	9,691	10,348	10,628	12,596	13,313	11,033	4,660	4,003	4,079	3,314	-59.1
Essex & Suffolk	3,086	3,177	4,048	3,979	3,791	3,539	3,469	3,231	2,717	2,263	2,178	-29.4
Hartlepool	47	44	88	59	93	80	115	131	114	81	120	155.3
Northumbrian	4,864	7,064	7,449	7,333	9,259	6,646	6,193	4,997	4,817	4,456	3,453	-29.0
Portsmouth	110	146	156	175	197	213	201	248	320	236	339	208.2
Severn Trent	20,604	36,239	68,874	45,710	27,099	20,895	24,185	20,706	17,858	18,813	14,597	-29.2
South East	1,980	1,975	7,662	11,440	10,006	9,102	8,232	13,095	8,787	6,261	3,474	75.5
Southern	2,444	3,072	14,059	48,328	25,147	15,278	12,362	12,863	22,815	16,423	14,327	486.2
South Staffordshire	3,204	3,186	2,825	2,866	3,087	3,148	2,745	2,475	1,643	1,315	1,229	-61.6
South West	9,878	7,368	7,810	9,912	9,206	8,766	6,091	4,518	4,246	4,477	4,036	-59.1
Sutton & East Surrey	122	130	379	357	552	722	653	552	502	466	454	272.1
Thames	35,669	48,156	56,914	52,174	38,204	32,809	30,615	34,466	32,232	21,915	20,531	-42.4
United Utilities	20,830	29,842	24,193	31,920	43,506	36,556	39,004	27,107	16,493	13,639	11,480	-44.9
Wessex	3,334	4,653	6,087	7,773	8,021	7,727	4,691	2,817	2,577	2,175	2,077	-37.7
Yorkshire	6,247	5,304	5,193	5,255	6,077	7,753	9,561	8,443	10,677	9,003	7,228	15.7
Total	142,958	185,554	240,799	273,463	232,854	193,824	185,140	163,027	150,942	123,218	106,693	-25.4

Appendix 2 - Written customer complaints to water companies per category and 10,000 connections in 2014/15

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
2,940	20.1	Affinity Water	1,796	61.1	627	21.3			135	4.6	382	13.0
13,197	44.5	Anglian	8,039	60.9	1,242	9.4	1,775	13.5	490	3.7	1,651	12.5
342	16.7	Bournemouth Water	203	59.4	59	17.3			23	6.7	57	16.7
974	18.6	Bristol	455	46.7	355	36.4			25	2.6	139	14.3
140	10.3	Cambridge	120	85.7	15	10.7			4	2.9	1	0.7
263	20.9	Dee Valley	177	67.3	63	24.0			7	2.7	16	6.1
3,314	21.4	Dŵr Cymru Welsh Water	947	28.6	542	16.4	525	15.8	11	0.3	1,289	38.9
2,178	27.4	Essex & Suffolk	1,777	81.6	261	12.0			72	3.3	68	3.1
120	27.1	Hartlepool	78	65.0	14	11.7			1	0.8	27	22.5
3,453	27.0	Northumbrian	2,419	70.1	505	14.6	395	11.4	83	2.4	51	1.5
339	10.8	Portsmouth	222	65.5	100	29.5			10	2.9	7	2.1
14,597	33.8	Severn Trent	8,651	59.3	2,381	16.3	1,888	12.9	552	3.8	1,125	7.7
3,474	35.5	South East	2,223	64.0	751	21.6			338	9.7	162	4.7
14,327	70.4	Southern	11,487	80.2	435	3.0	1,500	10.5	419	2.9	486	3.4
1,229	21.0	South Staffordshire	713	58.0	141	11.5			35	2.8	340	27.7
4,036	49.7	South West	1,700	42.1	439	10.9	553	13.7	123	3.0	1,221	30.3
454	15.9	Sutton & East Surrey	304	67.0	118	26.0			27	5.9	5	1.1
20,531	35.5	Thames	9,203	44.8	4,293	20.9	5,025	24.5	615	3.0	1,395	6.8
11,480	34.2	United Utilities	7,798	67.9	1,365	11.9	927	8.1	1,380	12.0	10	0.1
2,077	16.2	Wessex	1,058	50.9	351	16.9	368	17.7	24	1.2	276	13.3
7,228	30.2	Yorkshire	3,698	51.2	1,266	17.5	1,347	18.6	296	4.1	621	8.6
106,693	34.2	Total / Average	63,068	59.1	15,323	14.4	14,303	13.4	4,670	4.4	9,329	8.7

Percentages may not add to 100 because of rounding

Appendix 3 - Written complaints received by companies and investigated by CCWater in 2014/15

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	%
1,465	1,796	12.3	61.1	Affinity Water	1,715	95.5	81	4.5	0	0.0
2,968	8,039	27.1	60.9	Anglian	7,987	99.4	49	0.6	3	0.0
205	203	9.9	59.4	Bournemouth Water	195	96.1	8	3.9	0	0.0
523	455	8.7	46.7	Bristol	416	91.4	39	8.6	0	0.0
137	120	8.8	85.7	Cambridge	114	95.0	6	5.0	0	0.0
126	177	14.1	67.3	Dee Valley	159	89.8	18	10.2	0	0.0
1,549	947	6.1	28.6	Dŵr Cymru Welsh Water	883	93.2	63	6.7	1	0.1
794	1,777	22.4	81.6	Essex & Suffolk	1,720	96.8	57	3.2	0	0.0
44	78	17.6	65.0	Hartlepool	75	96.2	3	3.8	0	0.0
1,277	2,419	18.9	70.1	Northumbrian	2,334	96.5	84	3.5	1	0.0
313	222	7.1	65.5	Portsmouth	198	89.2	24	10.8	0	0.0
4,315	8,651	20.1	59.3	Severn Trent	8,406	97.2	245	2.8	0	0.0
979	2,223	22.7	64.0	South East	2,061	92.7	162	7.3	0	0.0
2,035	11,487	56.5	80.2	Southern	11,004	95.8	483	4.2	0	0.0
585	713	12.2	58.0	South Staffordshire	702	98.5	11	1.5	0	0.0
811	1,700	21.0	42.1	South West	1,674	98.5	26	1.5	0	0.0
286	304	10.6	67.0	Sutton & East Surrey	289	95.1	15	4.9	0	0.0
5,777	9,203	15.9	44.8	Thames	8,450	91.8	752	8.2	1	0.0
3,359	7,798	23.2	67.9	United Utilities	7,259	93.1	539	6.9	0	0.0
1,279	1,058	8.3	50.9	Wessex	966	91.3	92	8.7	0	0.0
2,393	3,698	15.5	51.2	Yorkshire	3,521	95.2	177	4.8	0	0.0
31,219	63,068	20.2	59.1	Total / Average	60,128	95.3	2,934	4.7	6	0.3

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 2014/15

Water Supply

Connected Properties (000s)	Water Supply 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	%
1,465	627	4.3	21.3	Affinity Water	595	94.9	31	4.9	1	0.2
2,094	1,242	5.9	9.4	Anglian	1,226	98.7	16	1.3	0	0.0
205	59	2.9	17.3	Bournemouth Water	57	96.6	2	3.4	0	0.0
523	355	6.8	36.4	Bristol	333	93.8	22	6.2	0	0.0
137	15	1.1	10.7	Cambridge	15	100.0	0	0.0	0	0.0
126	63	5.0	24.0	Dee Valley	57	90.5	6	9.5	0	0.0
1,408	542	3.8	16.4	Dŵr Cymru Welsh Water	529	97.6	13	2.4	0	0.0
794	261	3.3	12.0	Essex & Suffolk	239	91.6	22	8.4	0	0.0
44	14	3.2	11.7	Hartlepool	14	100.0	0	0.0	0	0.0
1,190	505	4.2	14.6	Northumbrian	477	94.5	28	5.5	0	0.0
313	100	3.2	29.5	Portsmouth	94	94.0	6	6.0	0	0.0
3,500	2,381	6.8	16.3	Severn Trent	2,316	97.3	64	2.7	1	0.0
979	751	7.7	21.6	South East	698	92.9	53	7.1	0	0.0
1,090	435	4.0	6.5	Southern	419	96.3	15	3.4	1	0.2
585	141	2.4	11.5	South Staffordshire	140	99.3	1	0.7	0	0.0
805	439	5.5	10.9	South West	419	95.4	20	4.6	0	0.0
286	118	4.1	26.0	Sutton & East Surrey	112	94.9	6	5.1	0	0.0
3,724	4,293	11.5	20.9	Thames	3,858	89.9	435	10.1	0	0.0
3,251	1,365	4.2	11.9	United Utilities	1,306	95.7	57	4.2	2	0.1
602	351	5.8	16.9	Wessex	322	91.7	29	8.3	0	0.0
2,265	1,266	5.6	17.5	Yorkshire	1,170	92.4	96	7.6	0	0.0
25,387	15,323	6.0	14.4	Total / Average	14,396	94.0	922	6.0	5	0.3

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 2014/15
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	%
2,724	1,775	6.5	13.5	Anglian	1,747	98.4	27	1.5	1	0.1
1,429	525	3.7	15.8	Dŵr Cymru Welsh Water	468	89.1	56	10.7	1	0.2
1,255	395	3.1	11.4	Northumbrian	368	93.2	27	6.8	0	0.0
3,993	1,888	4.7	12.9	Severn Trent	1,827	96.8	58	3.0	3	0.2
1,938	1,500	7.7	8.6	Southern	1,382	92.1	116	7.7	2	0.1
724	553	7.6	13.7	South West	525	94.9	28	5.1	0	0.0
5,710	5,025	8.8	24.5	Thames	4,350	86.6	674	13.4	1	0.0
3,253	927	2.8	8.1	United Utilities	876	94.5	51	5.5	0	0.0
1,215	368	3.0	17.7	Wessex	333	90.5	35	9.5	0	0.0
2,253	1,347	6.0	18.6	Yorkshire	1,114	82.7	233	17.3	0	0.0
24,494	14,303	5.8	13.4	Total / Average	12,990	90.8	1,305	9.1	8	0.1

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 6 - Written complaints received by companies and investigated by CCWater in 2014/15

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	%
757	135	1.8	4.6	Affinity Water	129	95.6	6	4.4	0	0.0
1,532	490	3.2	3.7	Anglian	487	99.4	2	0.4	1	0.2
140	23	1.6	6.7	Bournemouth Water	20	87.0	3	13.0	0	0.0
254	25	1.0	2.6	Bristol	24	96.0	1	4.0	0	0.0
97	4	0.4	2.9	Cambridge	4	100.0	0	0.0	0	0.0
76	7	0.9	2.7	Dee Valley	6	85.7	1	14.3	0	0.0
544	11	0.2	0.3	Dŵr Cymru Welsh Water	11	100.0	0	0.0	0	0.0
470	72	1.5	3.3	Essex & Suffolk	63	87.5	9	12.5	0	0.0
16	1	0.6	0.8	Hartlepool	1	100.0	0	0.0	0	0.0
402	83	2.1	2.4	Northumbrian	79	95.2	4	4.8	0	0.0
94	10	1.1	2.9	Portsmouth	9	90.0	1	10.0	0	0.0
1,546	552	3.6	3.8	Severn Trent	530	96.0	22	4.0	0	0.0
695	338	4.9	9.7	South East	313	92.6	25	7.4	0	0.0
1,463	419	2.9	6.0	Southern	416	99.3	3	0.7	0	0.0
218	35	1.6	2.8	South Staffordshire	33	94.3	2	5.7	0	0.0
629	123	2.0	3.0	South West	122	99.2	1	0.8	0	0.0
133	27	2.0	6.0	Sutton & East Surrey	25	92.6	2	7.4	0	0.0
1,296	615	4.7	3.0	Thames	561	91.2	54	8.8	0	0.0
1,236	1,380	11.2	12.0	United Utilities	1,293	93.7	87	6.3	0	0.0
727	24	0.3	1.2	Wessex	22	91.7	2	8.3	0	0.0
1,079	296	2.7	4.1	Yorkshire	282	95.3	14	4.7	0	0.0
13,404	4,670	3.5	4.4	Total / Average	4,430	94.9	239	5.1	1	0.0

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 2014/15

"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	%
1,465	382	2.6	13.0	Affinity Water	284	74.3	98	25.7	0	0.0
2,968	1,651	5.6	12.5	Anglian	1,617	97.9	34	2.1	0	0.0
205	57	2.8	16.7	Bournemouth Water	56	98.2	1	1.8	0	0.0
523	139	2.7	14.3	Bristol	129	92.8	10	7.2	0	0.0
137	1	0.1	0.7	Cambridge	1	100.0	0	0.0	0	0.0
126	16	1.3	6.1	Dee Valley	16	100.0	0	0.0	0	0.0
1,549	1,289	8.3	38.9	Dŵr Cymru Welsh Water	1,209	93.8	80	6.2	0	0.0
794	68	0.9	3.1	Essex & Suffolk	65	95.6	3	4.4	0	0.0
44	27	6.1	22.5	Hartlepool	26	96.3	1	3.7	0	0.0
1,277	51	0.4	1.5	Northumbrian	50	98.0	1	2.0	0	0.0
313	7	0.2	2.1	Portsmouth	7	100.0	0	0.0	0	0.0
4,315	1,125	2.6	7.7	Severn Trent	1,105	98.2	20	1.8	0	0.0
979	162	1.7	4.7	South East	153	94.4	9	5.6	0	0.0
2,035	486	2.4	3.4	Southern	461	94.9	25	5.1	0	0.0
585	340	5.8	27.7	South Staffordshire	321	94.4	19	5.6	0	0.0
811	1,221	15.1	32.4	South West	1,202	98.4	19	1.6	0	0.0
286	5	0.2	1.1	Sutton & East Surrey	5	100.0	0	0.0	0	0.0
5,777	1,395	2.4	6.8	Thames	1,218	87.3	177	12.7	0	0.0
3,359	10	0.0	0.1	United Utilities	8	80.0	2	20.0	0	0.0
1,279	276	2.2	13.3	Wessex	260	94.2	16	5.8	0	0.0
2,393	621	2.6	8.6	Yorkshire	592	95.3	29	4.7	0	0.0
31,219	9,329	3.0	8.3	Total / Average	8,785	94.2	544	5.8	0	0.0

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) 2014/15

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
2,940	20.1	Affinity Water	2,723	92.6	216	7.3	1	0.03
13,197	44.5	Anglian	13,064	99.0	128	1.0	5	0.04
342	16.7	Bournemouth Water	328	95.9	14	4.1	0	0.00
974	18.6	Bristol	902	92.6	72	7.4	0	0.00
140	10.3	Cambridge	134	95.7	6	4.3	0	0.00
263	20.9	Dee Valley	238	90.5	25	9.5	0	0.00
3,314	21.4	Dŵr Cymru Welsh Water	3,100	93.5	212	6.4	2	0.06
2,178	27.4	Essex & Suffolk	2,087	95.8	91	4.2	0	0.00
120	27.1	Hartlepool	116	96.7	4	3.3	0	0.00
3,453	27.0	Northumbrian	3,308	95.8	144	4.2	1	0.03
339	10.8	Portsmouth	308	90.9	31	9.1	0	0.00
14,597	33.8	Severn Trent	14,184	97.2	409	2.8	4	0.03
3,474	35.5	South East	3,225	92.8	249	7.2	0	0.00
14,327	70.4	Southern	13,682	95.5	642	4.5	3	0.02
1,229	21.0	South Staffordshire	1,196	97.3	33	2.7	0	0.00
4,036	49.7	South West	3,942	97.7	94	2.3	0	0.00
454	15.9	Sutton & East Surrey	431	94.9	23	5.1	0	0.00
20,531	35.5	Thames	18,437	89.8	2,092	10.2	2	0.01
11,480	34.2	United Utilities	10,742	93.6	736	6.4	2	0.02
2,077	16.2	Wessex	1,903	91.6	174	8.4	0	0.00
7,228	30.2	Yorkshire	6,679	92.4	549	7.6	0	0.00
106,693	34.2	Total / Average	100,729	94.4	5,944	5.6	20	0.02

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 9 - Complaints to CCWater about companies 2014/15

Company	Complaints*	CCWater investigations
Affinity Water	294	1
Anglian	1,286	5
Bournemouth Water	25	0
Bristol	97	0
Cambridge	22	0
Dee Valley	33	0
Dŵr Cymru Welsh Water	397	2
Essex & Suffolk	162	0
Hartlepool	7	0
Northumbrian	142	1
Portsmouth	19	0
Severn Trent	1,129	4
South East	333	0
Southern	1,535	3
South Staffordshire	171	0
South West	627	0
Sutton & East Surrey	56	0
Thames	1,835	2
United Utilities	1,065	2
Wessex	136	0
Yorkshire	412	0
Total**	9,783	20

Notes

*Includes complaints received by telephone

**Does not include 354 complaints where the company was unknown, non company, new appointments and variations

Appendix 10 - Total unwanted telephone contacts 2014/15

Company	2014/15
Affinity Water	136,165
Anglian	152,093
Bournemouth Water	9,066
Bristol	42,665
Cambridge	5,289
Dee Valley	13,962
Dŵr Cymru Welsh Water	128,120
Essex & Suffolk	42,378
Hartlepool	2,458
Northumbrian	99,155
Portsmouth	23,400
Severn Trent	305,076
South East	63,292
Southern	130,546
South Staffordshire	23,987
South West	75,218
Sutton & East Surrey	19,661
Thames	634,328
United Utilities	203,001
Wessex	87,102
Yorkshire	203,741
Total	2,400,703

Appendix 11- Overview of non-household Customer Complaints 2014/15

Non Household Connected Properties (000s)	Non Household Customer Complaints	Per 10,000 Connections	Company	Complaints received by companies				Complaints to	
				First stage complaints		Repeat written contacts*		Accepted for investigation	
				Number	% of Total	Number	% of Total	Number	% of Total
78	235	30.0	Affinity Water	210	89.4	25	10.6	0	0.0
143	349	24.3	Anglian	348	99.7	4	1.1	1	0.3
16	22	13.7	Bournemouth Water	21	95.5	1	4.5	0	0.0
35	111	31.3	Bristol	103	92.8	8	7.2	0	0.0
10	16	15.4	Cambridge	16	100.0	0	0.0	0	0.0
10	20	20.3	Dee Valley	17	85.0	3	15.0	0	0.0
124	273	22.1	Dŵr Cymru Welsh Water	258	94.5	15	5.5	0	0.0
42	185	44.4	Essex & Suffolk	179	96.8	6	3.2	0	0.0
2	8	32.3	Hartlepool	8	100.0	0	0.0	0	0.0
78	407	52.2	Northumbrian	389	95.6	18	4.4	0	0.0
19	12	6.3	Portsmouth	11	91.7	1	8.3	0	0.0
287	1,097	38.2	Severn Trent	1,060	96.6	35	3.2	2	0.2
62	413	66.4	South East	387	93.7	26	6.3	0	0.0
117	988	84.5	Southern	933	94.4	55	5.6	0	0.0
35	104	30.0	South Staffordshire	101	97.1	3	2.9	0	0.0
79	406	51.7	South West	394	97.0	12	3.0	0	0.0
17	29	17.4	Sutton & East Surrey	28	96.6	1	3.4	0	0.0
326	1,910	58.6	Thames**	1,754	91.8	156	8.2	0	0.0
260	1,938	74.5	United Utilities	1,770	91.3	168	8.7	0	0.0
107	182	17.0	Wessex	164	90.1	18	9.9	0	0.0
149	828	55.7	Yorkshire	770	93.0	58	7.0	0	0.0
1996	9,533	47.8	Total / Average	8,921	93.6	613	6.4	3	0.0

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

**Non household complaints for Thames apportioned to non household connected properties as the reporting separation was still under development