

Appendix 1 - Written customer complaints to companies 2004/05 to 2015/16

Company	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	% difference compared to 2004/05
Affinity	3,201	2,952	3,740	5,045	6,188	4,418	2,902	2,396	2,176	2,544	2,940	5,360	67.4
Anglian	16,811	19,030	16,645	25,891	24,951	18,086	19,458	17,683	16,722	13,112	13,197	12,681	-24.6
Bournemouth	597	1,036	921	759	592	485	478	465	376	368	342	652	9.2
Bristol	1,309	1,847	2,685	3,058	3,561	3,435	2,006	1,229	1,153	1,056	974	745	-43.1
Cambridge	318	396	465	453	314	267	416	323	270	167	140	140	-56.0
Dee Valley	195	246	258	348	407	586	730	622	444	369	263	229	17.4
Dŵr Cymru	8,108	9,691	10,348	10,628	12,596	13,313	11,033	4,660	4,003	4,079	3,314	7,128	-12.1
Essex & Suffolk	3,086	3,177	4,048	3,979	3,791	3,539	3,469	3,231	2,717	2,263	2,178	2,590	-16.1
Hartlepool	47	44	88	59	93	80	115	131	114	81	120	123	161.7
Northumbrian	4,864	7,064	7,449	7,333	9,259	6,646	6,193	4,997	4,817	4,456	3,453	3771	-22.5
Portsmouth	110	146	156	175	197	213	201	248	320	236	339	275	150.0
Severn Trent	20,604	36,239	68,874	45,710	27,099	20,895	24,185	20,706	17,858	18,813	14,597	10,532	-48.9
South East	1,980	1,975	7,662	11,440	10,006	9,102	8,232	13,095	8,787	6,261	3,474	2,147	8.4
Southern	2,444	3,072	14,059	48,328	25,147	15,278	12,362	12,863	22,815	16,423	14,327	15,797	546.4
South Staffordshire	3,204	3,186	2,825	2,866	3,087	3,148	2,745	2,475	1,643	1,315	1,229	830	-74.1
South West	9,878	7,368	7,810	9,912	9,206	8,766	6,091	4,518	4,246	4,477	4,036	4,018	-59.3
Sutton & East Surrey	122	130	379	357	552	722	653	552	502	466	454	579	374.6
Thames	35,669	48,156	56,914	52,174	38,204	32,809	30,615	34,466	32,232	21,915	20,531	15,823	-55.6
United Utilities	20,830	29,842	24,193	31,920	43,506	36,556	39,004	27,107	16,493	13,639	11,480	13,033	-37.4
Wessex	3,334	4,653	6,087	7,773	8,021	7,727	4,691	2,817	2,577	2,175	2,077	1,678	-49.7
Yorkshire	6,247	5,304	5,193	5,255	6,077	7,753	9,561	8,443	10,677	9,003	7,228	8,065	29.1
<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>163,027</b>	<b>150,942</b>	<b>123,218</b>	<b>106,693</b>	<b>106,196</b>	<b>-25.4</b>

Appendix 2 - Written customer complaints to water companies per category and 10,000 connections in 2015/16

Total Complaints	Per 10,000 Connections	Company	Billing & Charges		Water Service		Sewerage Service		Metering		"Other" Services	
			Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total
5,360	36.3	Affinity	3,150	58.8	1,245	23.2			497	9.3	468	8.7
12,681	42.4	Anglian	8,026	63.3	1,176	9.3	1,157	9.1	455	3.6	1,867	14.7
652	31.7	Bournemouth	401	61.5	112	17.2			28	4.3	111	17.0
745	14.1	Bristol	324	43.5	221	29.7			22	3.0	178	23.9
140	10.1	Cambridge	100	71.4	27	19.3			9	6.4	4	2.9
229	18.1	Dee Valley	141	61.6	62	27.1			10	4.4	16	7.0
7,128	45.8	Dŵr Cymru	3,187	44.7	812	11.4	797	11.2	54	0.8	2,278	32.0
2,590	31.9	Essex & Suffolk	2,179	84.1	258	10.0			80	3.1	73	2.8
123	27.5	Hartlepool	69	56.1	41	33.3			2	1.6	11	8.9
3,771	29.4	Northumbrian	2,860	75.8	428	11.3	277	7.3	84	2.2	122	3.2
275	8.7	Portsmouth	197	71.6	72	26.2			3	1.1	3	1.1
10,532	24.2	Severn Trent	5,899	56.0	2,058	19.5	1,477	14.0	368	3.5	730	6.9
2,147	21.9	South East	1,299	60.5	452	21.1			269	12.5	127	5.9
15,797	77.1	Southern	13,309	84.3	386	2.4	1,319	8.3	505	3.2	278	1.8
830	14.1	South Staffordshire	468	56.4	145	17.5			30	3.6	187	22.5
4,018	49.0	South West	1,612	40.1	517	12.9	512	12.7	102	2.5	1,275	31.7
579	20.2	Sutton & East Surrey	469	81.0	70	12.1			31	5.4	9	1.6
15,823	27.1	Thames	8,171	51.6	3,324	21.0	3,734	23.6	407	2.6	187	1.2
13,033	38.5	United Utilities	8,283	63.6	2,963	22.7	979	7.5	789	6.1	19	0.1
1,678	13.0	Wessex	749	44.6	364	21.7	377	22.5	16	1.0	172	10.3
8,065	33.5	Yorkshire	3,532	43.8	1,710	21.2	2,037	25.3	233	2.9	553	6.9
<b>106,196</b>	<b>33.7</b>	<b>Total / Average</b>	<b>64,425</b>	<b>60.7</b>	<b>16,443</b>	<b>15.5</b>	<b>12,666</b>	<b>11.9</b>	<b>3,994</b>	<b>3.8</b>	<b>8,668</b>	<b>8.2</b>

Percentages may not add to 100 because of rounding

Appendix 3 - Written complaints received by companies and investigated by CCWater in 2015/16

Billing and Charges

Billed Properties (000s)	Billing and Charges 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	%
1,475	3,150	21.4	58.8	Affinity	2,950	93.7	200	6.3	0	0.0
2,110	8,026	38.0	63.3	Anglian	7,861	97.9	162	2.0	3	0.0
206	401	19.5	61.5	Bournemouth	394	98.3	7	1.7	0	0.0
528	324	6.1	43.5	Bristol**	296	91.4	28	8.6	0	0.0
138	100	7.2	71.4	Cambridge	91	91.0	9	9.0	0	0.0
127	141	11.1	61.6	Dee Valley	130	92.2	11	7.8	0	0.0
1,417	3,187	22.5	44.7	Dŵr Cymru	3,005	94.3	181	5.7	1	0.0
811	2,179	26.9	84.1	Essex & Suffolk	2,107	96.7	72	3.3	0	0.0
45	69	15.5	56.1	Hartlepool	65	94.2	4	5.8	0	0.0
1,195	2,860	23.9	75.8	Northumbrian	2,755	96.3	105	3.7	0	0.0
315	197	6.3	71.6	Portsmouth	182	92.4	15	7.6	0	0.0
3,529	5,899	16.7	56.0	Severn Trent	5,760	97.6	139	2.4	0	0.0
979	1,299	13.3	60.5	South East	1,199	92.3	100	7.7	0	0.0
2,049	13,309	64.9	84.3	Southern	12,461	93.6	848	6.4	0	0.0
587	468	8.0	56.4	South Staffordshire	453	96.8	15	3.2	0	0.0
820	1,612	19.7	40.1	South West	1,580	98.0	32	2.0	0	0.0
286	469	16.4	81.0	Sutton & East Surrey	454	96.8	15	3.2	0	0.0
3,795	8,171	21.5	51.6	Thames	7,547	92.4	623	7.6	1	0.0
3,275	8,283	25.3	63.6	United Utilities	7,564	91.3	714	8.6	5	0.1
1,290	749	5.8	44.6	Wessex**	686	91.6	63	8.4	0	0.0
2,277	3,532	15.5	43.8	Yorkshire	3,395	96.1	137	3.9	0	0.0
<b>27,253</b>	<b>64,425</b>	<b>23.6</b>	<b>60.7</b>	<b>Total / Average</b>	<b>60,935</b>	<b>94.6</b>	<b>3,480</b>	<b>5.4</b>	<b>10</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

\*\*Billing service and complaints for both Bristol and Wessex are carried out by a joint billing operation 'Bristol and Wessex Billing Services'

Appendix 4 - Written complaints received by companies and investigated by CCWater in 2015/16

Water Service

Connected Properties Water (000s)	Water Service Complaints			Company	Complaints received by companies				Complaints to CCWater	
	Complaints	per 10,000 connection	% of total complaints		First stage complaints		Repeat written contacts*		Accepted for Investigation	
					Number	%	Number	%	Number	%
1,475	1,245	8.4	23.2	Affinity	1,133	91.0	112	9.0	0	0.0
2,110	1,176	5.6	9.3	Anglian	1,155	98.2	21	1.8	0	0.0
206	112	5.4	17.2	Bournemouth	111	99.1	1	0.9	0	0.0
528	221	4.2	29.7	Bristol	208	94.1	13	5.9	0	0.0
138	27	2.0	19.3	Cambridge	27	100.0	0	0.0	0	0.0
127	62	4.9	27.1	Dee Valley	59	95.2	3	4.8	0	0.0
1,417	812	5.7	11.4	Dŵr Cymru	786	96.8	26	3.2	0	0.0
811	258	3.2	10.0	Essex & Suffolk	243	94.2	15	5.8	0	0.0
45	41	9.2	33.3	Hartlepool	41	100.0	0	0.0	0	0.0
1,195	428	3.6	11.3	Northumbrian	409	95.6	19	4.4	0	0.0
315	72	2.3	26.2	Portsmouth	71	98.6	1	1.4	0	0.0
3,529	2,058	5.8	19.5	Severn Trent	1,986	96.5	71	3.4	1	0.0
979	452	4.6	21.1	South East	414	91.6	38	8.4	0	0.0
1,098	386	3.5	2.4	Southern	366	94.8	20	5.2	0	0.0
587	145	2.5	17.5	South Staffordshire	139	95.9	6	4.1	0	0.0
814	517	6.4	12.9	South West	490	94.8	27	5.2	0	0.0
286	70	2.4	12.1	Sutton & East Surrey	69	98.6	0	0.0	1	1.4
3,758	3,324	8.8	21.0	Thames	3,033	91.2	290	8.7	1	0.0
3,275	2,963	9.0	22.7	United Utilities	2,804	94.6	159	5.4	0	0.0
607	364	6.0	21.7	Wessex	330	90.7	34	9.3	0	0.0
2,277	1,710	7.5	21.2	Yorkshire	1,614	94.4	96	5.6	0	0.0
<b>25,576</b>	<b>16,443</b>	<b>6.4</b>	<b>15.5</b>	<b>Total / Average</b>	<b>15,488</b>	<b>94.2</b>	<b>952</b>	<b>5.8</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 2015/16

Sewerage Service

Connected Properties Wastewater (000s)	Sewerage Service Complaints			Company	Complaints received by companies				Complaints to CCWater	
	Complaints	per 10,000 connections	% of total complaints		First stage complaints		Repeat written contacts*		Accepted for Investigation	
					Number	%	Number	%	Number	%
2,747	1,157	4.2	9.1	Anglian	1,119	96.7	38	3.3	0	0.0
1,440	797	5.5	11.2	Dŵr Cymru	734	92.1	63	7.9	0	0.0
1,260	277	2.2	7.3	Northumbrian	247	89.2	30	10.8	0	0.0
4,027	1,477	3.7	14.0	Severn Trent	1,424	96.4	53	3.0	0	0.0
1,950	1,319	6.8	8.3	Southern	1,262	95.7	56	4.2	1	0.1
728	512	7.0	12.7	South West	482	94.1	30	5.9	0	0.0
5,781	3,734	6.5	23.6	Thames	3,238	86.7	494	13.2	2	0.1
3,279	979	3.0	7.5	United Utilities	917	93.7	62	6.3	0	0.0
1,225	377	3.1	22.5	Wessex	326	86.5	51	13.5	0	0.0
2,265	2,037	9.0	25.3	Yorkshire	1,793	88.0	243	11.9	1	0.0
<b>24,702</b>	<b>12,666</b>	<b>5.1</b>	<b>11.9</b>	<b>Total / Average</b>	<b>11,542</b>	<b>91.1</b>	<b>1,120</b>	<b>8.8</b>	<b>4</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

Appendix 6 - Written complaints received by companies and investigated by CCWater in 2015/16

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	%
775	497	6.4	9.3	Affinity	453	91.1	43	8.7	1	0.2
2,305	455	2.0	3.6	Anglian	446	98.0	9	2.0	0	0.0
145	28	1.9	4.3	Bournemouth	27	96.4	1	3.6	0	0.0
265	22	0.8	3.0	Bristol	21	95.5	1	4.5	0	0.0
99	9	0.9	6.4	Cambridge	9	100.0	0	0.0	0	0.0
77	10	1.3	4.4	Dee Valley	9	90.0	1	10.0	0	0.0
570	54	0.9	0.8	Dŵr Cymru	51	94.4	3	5.6	0	0.0
496	80	1.6	3.1	Essex & Suffolk	73	91.3	7	8.8	0	0.0
16	2	1.2	1.6	Hartlepool	2	100.0	0	0.0	0	0.0
466	84	1.8	2.2	Northumbrian	82	97.6	2	2.4	0	0.0
99	3	0.3	1.1	Portsmouth	2	66.7	1	33.3	0	0.0
1,511	368	2.4	3.5	Severn Trent	356	96.7	12	3.3	0	0.0
749	269	3.6	12.5	South East	248	92.2	21	7.8	0	0.0
1,537	505	3.3	3.2	Southern	469	92.9	36	7.1	0	0.0
224	30	1.3	3.6	South Staffordshire	29	96.7	1	3.3	0	0.0
658	102	1.5	2.5	South West	96	94.1	6	5.9	0	0.0
146	31	2.1	5.4	Sutton & East Surrey	30	96.8	1	3.2	0	0.0
2,264	407	1.8	2.6	Thames	387	95.1	20	4.9	0	0.0
1,278	789	6.2	6.1	United Utilities	755	95.7	34	4.3	0	0.0
751	16	0.2	1.0	Wessex	15	93.8	1	6.3	0	0.0
1,051	233	2.2	2.9	Yorkshire	224	96.1	9	3.9	0	0.0
<b>15,482</b>	<b>3,994</b>	<b>2.6</b>	<b>3.8</b>	<b>Total / Average</b>	<b>3,784</b>	<b>94.7</b>	<b>209</b>	<b>5.2</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 7 - Written complaints received by companies and investigated by CCWater in 2015/16

"Other" services

Connected Properties (000s)	Other Service 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	%
1,475	468	3.2	8.7	Affinity	421	90.0	47	10.0	0	0.0
2,991	1,867	6.2	14.7	Anglian	1,832	98.1	35	1.9	0	0.0
206	111	5.4	17.0	Bournemouth	111	100.0	0	0.0	0	0.0
528	178	3.4	23.9	Bristol	167	93.8	11	6.2	0	0.0
138	4	0.3	2.9	Cambridge	3	75.0	1	25.0	0	0.0
127	16	1.3	7.0	Dee Valley	16	100.0	0	0.0	0	0.0
1,557	2,278	14.6	32.0	Dŵr Cymru	2,127	93.4	151	6.6	0	0.0
811	73	0.9	2.8	Essex & Suffolk	73	100.0	0	0.0	0	0.0
45	11	2.5	8.9	Hartlepool	11	100.0	0	0.0	0	0.0
1,282	122	1.0	3.2	Northumbrian	117	95.9	5	4.1	0	0.0
315	3	0.1	1.1	Portsmouth	3	100.0	0	0.0	0	0.0
4,351	730	1.7	6.9	Severn Trent	707	96.8	23	3.2	0	0.0
979	127	1.3	5.9	South East	123	96.9	4	3.1	0	0.0
2,049	278	1.4	1.8	Southern	277	99.6	1	0.4	0	0.0
587	187	3.2	22.5	South Staffordshire	163	87.2	24	12.8	0	0.0
820	1,275	15.6	31.7	South West	1,240	97.3	35	2.7	0	0.0
286	9	0.3	1.6	Sutton & East Surrey	9	100.0	0	0.0	0	0.0
5,848	187	0.3	1.2	Thames	173	92.5	14	7.5	0	0.0
3,385	19	0.1	0.1	United Utilities	18	94.7	0	0.0	1	5.3
1,290	172	1.3	10.3	Wessex	165	95.9	7	4.1	0	0.0
2,406	553	2.3	6.9	Yorkshire	540	97.6	13	2.4	0	0.0
<b>31,475</b>	<b>8,668</b>	<b>2.8</b>	<b>8.3</b>	<b>Total / Average</b>	<b>8,296</b>	<b>95.7</b>	<b>371</b>	<b>4.3</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 to Companies Escalated (customers write more than once) 2015/16

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
5,360	36.3	Affinity	4,957	92.5	402	7.5	1	0.02
12,681	42.4	Anglian	12,413	97.9	265	2.1	3	0.02
652	31.7	Bournemouth	643	98.6	9	1.4	0	0.00
745	14.1	Bristol	692	92.9	53	7.1	0	0.00
140	10.1	Cambridge	130	92.9	10	7.1	0	0.00
229	18.1	Dee Valley	214	93.4	15	6.6	0	0.00
7,128	45.8	Dŵr Cymru	6,703	94.0	424	5.9	1	0.01
2,590	31.9	Essex & Suffolk	2,496	96.4	94	3.6	0	0.00
123	27.5	Hartlepool	119	96.7	4	3.3	0	0.00
3771	29.4	Northumbrian	3,610	95.7	161	4.3	0	0.00
275	8.7	Portsmouth	258	93.8	17	6.2	0	0.00
10,532	24.2	Severn Trent	10,233	97.2	298	2.8	1	0.01
2,147	21.9	South East	1,984	92.4	163	7.6	0	0.00
15,797	77.1	Southern	14,836	93.9	960	6.1	1	0.01
830	14.1	South Staffordshire	784	94.5	46	5.5	0	0.00
4,018	49.0	South West	3,888	96.8	130	3.2	0	0.00
579	20.2	Sutton & East Surrey	562	97.1	16	2.8	1	0.17
15,823	27.1	Thames	14,378	90.9	1,441	9.1	4	0.03
13,033	38.5	United Utilities	12,059	92.5	968	7.4	6	0.05
1,678	13.0	Wessex	1,522	90.7	156	9.3	0	0.00
8,065	33.5	Yorkshire	7,566	93.8	498	6.2	1	0.01
<b>106,196</b>	<b>33.7</b>	<b>Total / Average</b>	<b>100,047</b>	<b>94.2</b>	<b>6,130</b>	<b>5.8</b>	<b>19</b>	<b>0.02</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 9 - Overview of non-household Customer Complaints 2015/16

			Complaints received by companies				Complaints to CCWater		
Non Household Connected Properties (000s)	Non Household Customer Complaints	Per 10,000 Connections	Company	First stage complaints		Repeat written contacts*		Accepted for investigation	
				Number	% of Total	Number	% of Total	Number	% of Total
81	326	40.4	Affinity	296	90.8	30	9.2	0	0.0
146	1,508	103.5	Anglian	1,470	97.5	36	2.4	2	0.1
17	60	36.3	Bournemouth	59	98.3	1	1.7	0	0.0
35	78	22.0	Bristol	71	91.0	7	9.0	0	0.0
10	7	6.7	Cambridge	6	85.7	1	14.3	0	0.0
10	15	15.3	Dee Valley	15	100.0	0	0.0	0	0.0
123	1,076	87.6	Dŵr Cymru	996	92.6	80	7.4	0	0.0
42	265	62.9	Essex & Suffolk	258	97.4	7	2.6	0	0.0
2	12	48.6	Hartlepool	12	100.0	0	0.0	0	0.0
76	502	66.2	Northumbrian	474	94.4	28	5.6	0	0.0
18	15	8.4	Portsmouth	12	80.0	3	20.0	0	0.0
284	1,113	39.2	Severn Trent	1,065	95.7	48	4.3	0	0.0
62	165	26.5	South East	155	93.9	10	6.1	0	0.0
114	983	86.5	Southern	924	94.0	59	6.0	0	0.0
35	75	21.7	South Staffordshire	68	90.7	7	9.3	0	0.0
71	582	82.1	South West	555	95.4	27	4.6	0	0.0
17	13	7.8	Sutton & East Surrey	13	100.0	0	0.0	0	0.0
324	1,581	48.8	Thames	1,468	92.9	113	7.1	0	0.0
260	2,806	108.0	United Utilities	2,335	83.2	466	16.6	5	0.2
106	143	13.4	Wessex	130	90.9	13	9.1	0	0.0
147	871	59.3	Yorkshire	813	93.3	58	6.7	0	0.0
<b>1979</b>	<b>12,196</b>	<b>61.6</b>	<b>Total / Average</b>	<b>11,195</b>	<b>91.8</b>	<b>994</b>	<b>8.2</b>	<b>7</b>	<b>0.1</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 10 - Total unwanted telephone contacts to Water Companies from Household Customers 2015/16

Company	2015/16
Affinity	151,447
Anglian	145,524
Bournemouth	9,963
Bristol	27,280
Cambridge	4,297
Dee Valley	11,964
Dŵr Cymru	116,095
Essex & Suffolk	44,298
Hartlepool	1,865
Northumbrian	92,702
Portsmouth	11,609
Severn Trent	254,076
South East	45,283
Southern	143,224
South Staffordshire	22,303
South West	67,340
Sutton & East Surrey	14,887
Thames	499,337
United Utilities	195,438
Wessex	65,978
Yorkshire	185,517
<b>Total</b>	<b>2,110,427</b>

## Appendix 11 - Complaints to CCWater about companies 2015/16

Company	Complaints*	CCWater investigations**
Affinity	330	1
Anglian	958	3
Bournemouth	13	0
Bristol	50	0
Cambridge	33	0
Dee Valley	23	0
Dŵr Cymru	426	1
Essex & Suffolk	172	0
Hartlepool	4	0
Northumbrian	235	0
Portsmouth	20	0
Severn Trent	866	1
South East	292	0
Southern	1,888	1
South Staffordshire	129	0
South West	452	0
Sutton & East Surrey	96	1
Thames	1,794	4
United Utilities	1,150	6
Wessex	106	0
Yorkshire	532	1
<b>Total***</b>	<b>9,569</b>	<b>19</b>

### Notes

\*Includes complaints received by telephone

\*\*CCWater also carried out an investigation against SSE Water

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