

Appendix 1 - Written customer complaints to companies 2004/05 to 2016/17

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	2016/17	% difference to 2004/05
Affinity	3,201	2,952	3,740	5,045	6,188	4,418	2,902	2,405	2,176	2,544	2,940	5,360	4,237	32.4
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	9,478	-43.6
Bournemouth	597	1,036	921	759	592	485	478	465	376	368	342	652	440	-26.3
Bristol	1,309	1,847	2,685	3,058	3,561	3,435	2,006	1,229	1,153	1,056	974	745	1,251	-4.4
Cambridge	318	396	465	453	314	267	416	323	270	167	140	140	488	53.5
Dee Valley	195	246	258	348	407	586	730	622	444	369	263	229	148	-24.1
Dŵr Cymru	8,108	9,691	10,348	10,628	12,596	13,313	11,033	4,660	3,953	4,079	3,314	7,128	6,582	-18.8
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	2,101	-31.9
Hartlepool	47	44	88	59	93	80	115	131	114	81	120	123	146	210.6
Northumbrian	4,864	7,064	7,449	7,333	9,259	6,646	6,193	4,997	4,817	4,456	3,453	3771	3404	-30.0
Portsmouth	110	146	156	175	197	213	201	248	320	236	339	275	423	284.5
SES Water	122	130	379	357	552	722	653	552	502	466	454	579	610	400.0
Severn Trent	20,604	36,239	68,874	45,710	27,099	20,895	24,185	20,706	17,858	18,813	14,597	11,175	13,305	-35.4
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	1,496	-24.4
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	8,773	259.0
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	999	-68.8
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	2,840	-71.2
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	19,384	-45.7
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	10,479	-49.7
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	1,950	-41.5
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	6,740	7.9
Total	142,958	185,554	240,799	273,463	232,854	193,824	185,140	163,036	150,892	123,218	106,693	106,839	95,274	-33.4

Appendix 2 - Written customer complaints to water companies per category and 10,000 connections in 2016/17

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
4,237	28.4	Affinity	2,284	53.9	1,256	29.6			444	10.5	253	6.0
9,478	31.6	Anglian	5,501	58.0	1,077	11.4	1,329	14.0	410	4.3	1,161	12.2
440	21.3	Bournemouth	293	66.6	74	16.8			23	5.2	50	11.4
1,251	23.6	Bristol	385	30.8	435	34.8			49	3.9	382	30.5
488	34.8	Cambridge	365	74.8	39	8.0			11	2.3	73	15.0
148	11.6	Dee Valley	99	66.9	34	23.0			6	4.1	9	6.1
6,582	42.0	Dŵr Cymru	3,583	54.4	539	8.2	477	7.2	53	0.8	1,930	29.3
2,101	25.7	Essex & Suffolk	1,627	77.4	266	12.7			91	4.3	116	5.5
146	32.6	Hartlepool	51	34.9	52	35.6			3	2.1	40	27.4
3,404	26.4	Northumbrian	2,369	69.6	450	13.2	262	7.7	133	3.9	190	5.6
423	13.3	Portsmouth	241	57.0	168	39.7			3	0.7	11	2.6
610	21.1	SES Water	495	81.1	65	10.7			34	5.6	16	2.6
13,305	30.5	Severn Trent	5,243	39.4	3,043	22.9	2,078	15.6	2,066	15.5	875	6.6
1,496	14.9	South East	777	51.9	407	27.2			198	13.2	114	7.6
8,773	42.5	Southern	7,272	82.9	363	4.1	884	10.1	139	1.6	115	1.3
999	15.7	South Staffordshire	674	67.5	114	11.4			67	6.7	144	14.4
2,840	34.1	South West	1,190	41.9	376	13.2	384	13.5	86	3.0	804	28.3
19,384	33.0	Thames	11,250	58.0	3,458	17.8	3,612	18.6	801	4.1	263	1.4
10,479	30.7	United Utilities	6,838	65.3	1,629	15.5	1,041	9.9	560	5.3	411	3.9
1,950	15.0	Wessex	898	46.1	355	18.2	303	15.5	69	3.5	325	16.7
6,740	27.9	Yorkshire	2,955	43.8	1,669	24.8	1,456	21.6	188	2.8	472	7.0
95,274	30.0	Total / Average	54,390	57.1	15,869	16.7	11,827	12.4	5,434	5.7	7,754	8.1

Percentages may not add to 100 because of rounding

*Does not include one sewerage service complaint reported by Essex and Suffolk, a water only company

Appendix 3 - Written complaints received by companies and investigated by CCWater in 2016/17
Billing and Charges

Billed Properties (000s)	Billing and Charges 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	%
1,491	2,284	15.3	53.9	Affinity	2,116	92.6	168	7.4	0	0.00
1,910	5,501	28.8	58.0	Anglian	5,389	98.0	111	2.0	1	0.02
207	293	14.2	66.6	Bournemouth	282	96.2	11	3.8	0	0.00
531	385	7.3	30.8	Bristol**	376	97.7	9	2.3	0	0.00
140	365	26.0	74.8	Cambridge	353	96.7	12	3.3	0	0.00
127	99	7.8	66.9	Dee Valley	84	84.8	15	15.2	0	0.00
1,361	3,583	26.3	54.4	Dŵr Cymru	3,355	93.6	227	6.3	1	0.03
766	1,627	21.2	77.4	Essex & Suffolk	1,583	97.3	44	2.7	0	0.00
45	51	11.4	34.9	Hartlepool	50	98.0	1	2.0	0	0.00
1,137	2,369	20.8	69.6	Northumbrian	2,304	97.3	65	2.7	0	0.00
308	241	7.8	57.0	Portsmouth	231	95.9	10	4.1	0	0.00
289	495	17.1	81.1	SES Water	490	99.0	5	1.0	0	0.00
3,532	5,243	14.8	39.4	Severn Trent	5,123	97.7	120	2.3	0	0.00
1,005	777	7.7	51.9	South East	745	95.9	32	4.1	0	0.00
1,997	7,272	36.4	82.9	Southern	7,059	97.1	213	2.9	0	0.00
635	674	10.6	67.5	South Staffordshire	649	96.3	25	3.7	0	0.00
758	1,190	15.7	41.9	South West	1,166	98.0	24	2.0	0	0.00
3,793	11,250	29.7	58.0	Thames	10,623	94.4	626	5.6	1	0.01
3,066	6,838 ***	22.3	65.3	United Utilities	6,206	90.8	631	9.2	1	0.01
736	898	12.2	46.1	Wessex**	851	94.8	47	5.2	0	0.00
2,288	2,955	12.9	43.8	Yorkshire	2,845	96.3	110	3.7	0	0.00
26,122	54,390	20.8	57.1	Total / Average	51,880	95.4	2,506	4.6	4	0.3

*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'

Where the services are shared by both companies we have only included Bristol Water's connected properties

***Includes 2051 non-household complaints which were dealt with by Water Plus a joint water retail venture between United Utilities and Severn Trent

Appendix 4 - Written complaints received by companies and investigated by CCWater in 2016/17
Water Supply

Connected Properties Water (000s)	Water Supply 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	%
1,491	1,256	8.4	29.6	Affinity	1,112	88.5	144	11.5	0	0.0
2,115	1,077	5.1	11.4	Anglian	1,045	97.0	32	3.0	0	0.0
207	74	3.6	16.8	Bournemouth	73	98.6	1	1.4	0	0.0
531	435	8.2	34.8	Bristol	377	86.7	58	13.3	0	0.0
140	39	2.8	8.0	Cambridge	39	100.0	0	0.0	0	0.0
127	34	2.7	23.0	Dee Valley	29	85.3	5	14.7	0	0.0
1,425	539	3.8	8.2	Dŵr Cymru	522	96.8	17	3.2	0	0.0
818	266	3.3	12.7	Essex & Suffolk	255	95.9	11	4.1	0	0.0
45	52	11.6	35.6	Hartlepool	51	98.1	1	1.9	0	0.0
1,204	450	3.7	13.2	Northumbrian	433	96.2	17	3.8	0	0.0
318	168	5.3	39.7	Portsmouth	153	91.1	15	8.9	0	0.0
289	65	2.3	10.7	SES Water	65	100.0	0	0.0	0	0.0
3,532	3,043	8.6	22.9	Severn Trent	2,953	97.0	90	3.0	0	0.0
1,005	407	4.1	27.2	South East	393	96.6	14	3.4	0	0.0
1,104	363	3.3	4.1	Southern	348	95.9	15	4.1	0	0.0
635	114	1.8	11.4	South Staffordshire	105	92.1	9	7.9	0	0.0
827	376	4.5	13.2	South West	355	94.4	21	5.6	0	0.0
3,790	3,458	9.1	17.8	Thames	3,307	95.6	151	4.4	0	0.0
3,293	1,629	4.9	15.5	United Utilities	1,582	97.1	47	2.9	0	0.0
612	355	5.8	18.2	Wessex	322	90.7	33	9.3	0	0.0
2,290	1,669	7.3	24.8	Yorkshire	1,599	95.8	70	4.2	0	0.0
25,797	15,869	6.2	16.7	Total / Average	15,118	95.3	751	4.7	0	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 2016/17
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	%
2,758	1,329	4.8	14.0	Anglian	1,279	96.2	49	3.7	1	0.1
1,447	477	3.3	7.2	Dŵr Cymru	426	89.3	51	10.7	0	0.0
1,267	262	2.1	7.7	Northumbrian	250	95.4	12	4.6	0	0.0
4,057	2,078	5.1	15.6	Severn Trent	2,000	96.2	78	3.8	0	0.0
1,967	884	4.5	10.1	Southern	835	94.5	49	5.5	0	0.0
754	384	5.1	13.5	South West	364	94.8	20	5.2	0	0.0
5,813	3,612	6.2	18.6	Thames	3,377	93.5	235	6.5	0	0.0
3,305	1,041	3.1	9.9	United Utilities	989	95.0	52	5.0	0	0.0
1,235	303	2.5	15.5	Wessex	282	93.1	21	6.9	0	0.0
2,276	1,456	6.4	21.6	Yorkshire	1,343	92.2	113	7.8	0	0.0
24,878	11,826 **	4.8	12.4	Total / Average	11,145	94.2	680	5.8	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 to the company again

**Does not include one sewerage service complaint reported by Essex and Suffolk, a water only company

Appendix 6 - Written complaints received by companies and investigated by CCWater in 2016/17

Metering

Metered Accounts (000s)	Metering Complaints			Company	Complaints received by companies				Complaints to CCWater	
					First stage complaints		Repeat written contacts*		Accepted for Investigation	
	Complaints	per 10,000 metered accounts	% of total complaints		Number	%	Number	%	Number	%
804	444	5.5	10.5	Affinity	394	88.7	50	11.3	0	0.0
2,355	410	1.7	4.3	Anglian	402	98.0	8	2.0	0	0.0
148	23	1.6	5.2	Bournemouth	23	100.0	0	0.0	0	0.0
279	49	1.8	3.9	Bristol	46	93.9	3	6.1	0	0.0
102	11	1.1	2.3	Cambridge	10	90.9	1	9.1	0	0.0
77	6	0.8	4.1	Dee Valley	6	100.0	0	0.0	0	0.0
604	53	0.9	0.8	Dŵr Cymru	48	90.6	5	9.4	0	0.0
510	91	1.8	4.3	Essex & Suffolk	88	96.7	3	3.3	0	0.0
17	3	1.7	2.1	Hartlepool	3	100.0	0	0.0	0	0.0
455	133	2.9	3.9	Northumbrian	127	95.5	6	4.5	0	0.0
105	3	0.3	0.7	Portsmouth	3	100.0	0	0.0	0	0.0
158	34	2.2	5.6	SES Water	34	100.0	0	0.0	0	0.0
1,540	2,066	13.4	15.5	Severn Trent	2,040	98.7	26	1.3	0	0.0
819	198	2.4	13.2	South East	186	93.9	12	6.1	0	0.0
1,587	139	0.9	1.6	Southern	133	95.7	6	4.3	0	0.0
234	67	2.9	6.7	South Staffordshire	66	98.5	1	1.5	0	0.0
672	86	1.3	3.0	South West	82	95.3	4	4.7	0	0.0
2,684	801	3.0	4.1	Thames	751	93.8	50	6.2	0	0.0
1,318	560 **	4.2	5.3	United Utilities	499	89.1	60	10.7	1	0.2
779	69	0.9	3.5	Wessex	57	82.6	12	17.4	0	0.0
1,157	188	1.6	2.8	Yorkshire	182	96.8	6	3.2	0	0.0
16,405	5,434	3.3	5.7	Total / Average	5,180	95.3	253	4.7	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

**Includes 203 metering complaints dealt with by Water Plus. A joint billing venture between United Utilities and Severn trent

Appendix 7 - Written complaints received by companies and investigated by CCWater in 2016/17
 "Other" services

Connected Properties (000s)	Other Complaints			Company	Complaints received by companies				Complaints to CCWater	
					First stage complaints		Repeat written contacts*		Accepted for Investigation	
	Complaints	per 10,000 connections	% of total complaints		Number	%	Number	%	Number	%
1,491	253	1.7	6.0	Affinity	232	91.7	21	8.3	0	0.0
3,001	1,161	3.9	12.2	Anglian	1,145	98.6	16	1.4	0	0.0
207	50	2.4	11.4	Bournemouth	45	90.0	5	10.0	0	0.0
531	382	7.2	30.5	Bristol	348	91.1	34	8.9	0	0.0
140	73	5.2	15.0	Cambridge	69	94.5	4	5.5	0	0.0
127	9	0.7	6.1	Dee Valley	9	100.0	0	0.0	0	0.0
1,567	1,930	12.3	29.3	Dŵr Cymru	1,772	91.8	158	8.2	0	0.0
818	116	1.4	5.5	Essex & Suffolk	115	99.1	1	0.9	0	0.0
45	40	8.9	27.4	Hartlepool	39	97.5	1	2.5	0	0.0
1,290	190	1.5	5.6	Northumbrian	188	98.9	2	1.1	0	0.0
318	11	0.3	2.6	Portsmouth	11	100.0	0	0.0	0	0.0
289	16	0.6	2.6	SES Water	16	100.0	0	0.0	0	0.0
4,366	875	2.0	6.6	Severn Trent	851	97.3	24	2.7	0	0.0
1,005	114	1.1	7.6	South East	111	97.4	3	2.6	0	0.0
2,064	115	0.6	1.3	Southern	109	94.8	6	5.2	0	0.0
635	144	2.3	14.4	South Staffordshire	138	95.8	6	4.2	0	0.0
833	804	9.7	28.3	South West	782	97.3	22	2.7	0	0.0
5,880	263	0.4	1.4	Thames	253	96.2	10	3.8	0	0.0
3,410	411 **	1.2	3.9	United Utilities	321	78.1	90	21.9	0	0.0
1,300	325	2.5	16.7	Wessex	316	97.2	9	2.8	0	0.0
2,417	472	2.0	7.0	Yorkshire	465	98.5	7	1.5	0	0.0
31,731	7,754	2.4	8.3	Total / Average	7,335	94.6	419	5.4	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

**Includes 404 non-household complaints dealt with by Water Plus. A joint retail venture between United Utilities and Severn Trent

Appendix 8 - Overview of Complaints to Companies Escalated (customers write more than once) 2016/17

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
4,237	28.4	Affinity	3,858	91.1	379	8.9	0	0.00
9,478	31.6	Anglian	9,260	97.7	216	2.3	2	0.02
440	21.3	Bournemouth	423	96.1	17	3.9	0	0.00
1,251	23.6	Bristol	1,147	91.7	104	8.3	0	0.00
488	34.8	Cambridge	471	96.5	17	3.5	0	0.00
148	11.6	Dee Valley	128	86.5	20	13.5	0	0.00
6,582	42.0	Dŵr Cymru	6,123	93.0	458	7.0	1	0.02
2,101	25.7	Essex & Suffolk	2,042	97.2	59	2.8	0	0.00
146	32.6	Hartlepool	143	97.9	3	2.1	0	0.00
3,404	26.4	Northumbrian	3,302	97.0	102	3.0	0	0.00
423	13.3	Portsmouth	398	94.1	25	5.9	0	0.00
610	21.1	SES Water	605	99.2	5	0.8	0	0.00
13,305	30.5	Severn Trent	12,967	97.5	338	2.5	0	0.00
1,496	14.9	South East	1,435	95.9	61	4.1	0	0.00
8,773	42.5	Southern	8,484	96.7	289	3.3	0	0.00
999	15.7	South Staffordshire	958	95.9	41	4.1	0	0.00
2,840	34.1	South West	2,749	96.8	91	3.2	0	0.00
19,384	33.0	Thames	18,311	94.5	1,072	5.5	1	0.01
10,479	30.7	United Utilities	9,597	91.6	880 **	8.4	2	0.02
1,950	15.0	Wessex	1,829	93.8	121	6.2	0	0.00
6,740	27.9	Yorkshire	6,434	95.5	306	4.5	0	0.00
95,274	30.0	Total / Average	90,664	95.2	4,604	4.8	6	0.01

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

**652 repeat written contacts were non-household customers dealt with by Water Plus, a joint billing venture between Severn trent and United Utilities

Appendix 9 - Overview of non-household Customer Complaints 2016/17

Non Household Connected Properties (000s)	Non Household Customer 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
77	195	25.4	Affinity	184	94.4	11	5.6	0	0.00
152	872	57.3	Anglian	847	97.1	25	2.9	0	0.00
14	33	23.3	Bournemouth	29	87.9	4	12.1	0	0.00
34	139	40.9	Bristol	125	89.9	14	10.1	0	0.00
9	28	31.4	Cambridge	28	100.0	0	0.0	0	0.00
10	13	13.2	Dee Valley	9	69.2	4	30.8	0	0.00
125	1,152	92.4	Dŵr Cymru	1,074	93.2	78	6.8	0	0.00
45	275	60.7	Essex & Suffolk	267	97.1	8	2.9	0	0.00
2	10	41.0	Hartlepool	10	100.0	0	0.0	0	0.00
76	502	65.9	Northumbrian	476	94.8	26	5.2	0	0.00
19	43	23.2	Portsmouth	39	90.7	4	9.3	0	0.00
17	12	7.2	SES Water	12	100.0	0	0.0	0	0.00
251	1,320	52.5	Severn Trent	1,228	93.0	92	7.0	0	0.00
64	96	15.0	South East	90	93.8	6	6.3	0	0.00
107	892	83.7	Southern	862	96.6	30	3.4	0	0.00
34	75	21.9	South Staffordshire	72	96.0	3	4.0	0	0.00
69	327	47.1	South West	315	96.3	12	3.7	0	0.00
299	1,575	52.6	Thames	1,509	95.8	66	4.2	0	0.00
230	3,038	132.4	United Utilities**	2,386	78.5	650	21.4	2	0.07
85	183	21.6	Wessex	178	97.3	5	2.7	0	0.00
142	992	69.7	Yorkshire	917	92.4	75	7.6	0	0.00
1861	11,772	63.3	Total / Average	10,657	90.5	1,113	9.5	2	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

**From 1 June 2016 United Utilities traded as Water Plus, a water retail company for its non-household customers.

Appendix 10 - Total unwanted telephone contacts to Water Companies from Household Customers 2016/17

Company	2016/17
Affinity	157,736
Anglian	112,570
Bournemouth	7,407
Bristol	26,229
Cambridge	5,897
Dee Valley	6,988
Dŵr Cymru	111,667
Essex & Suffolk	40,138
Hartlepool	1,809
Northumbrian	81,950
Portsmouth	11,031
SES Water	22,563
Severn Trent	238,398
South East	41,764
Southern	220,306
South Staffordshire	20,053
South West	55,055
Thames	511,792
United Utilities	183,403
Wessex	75,984
Yorkshire	210,300
Total	2,143,040

Appendix 11 - Complaints to CCWater about companies 2016/17

Company	Complaints*	CCWater investigations**
Affinity	376	0
Anglian	657	2
Bournemouth	46	0
Bristol	61	0
Cambridge	39	0
Dee Valley	24	0
Dŵr Cymru	376	1
Essex & Suffolk	127	0
Hartlepool	4	0
Northumbrian	172	0
Portsmouth	22	0
SES Water	60	0
Severn Trent	834	0
South East	246	0
Southern	1,241	0
South Staffordshire	128	0
South West	381	0
Thames	2,187	1
United Utilities	787	2
Wessex	101	0
Yorkshire	497	0
Total***	8,366	6

*Includes complaints received by telephone

** Affinity received 1 investigation but was recorded in 2015/16

** Affinity received 1 investigation but was recorded in 2015/16

*** Does not include 339 complaints where the company was unknown, non company, new variations etc

