

Leakage (megalitres per day)

	2013-14	2014-15	2015-16	2016-17	2017-18
Water and Sewerage Companies					
Anglian (HPL subtracted)	189.18	187.95	178.04	180.04	177.92
Dwr Cymru	183.75	179.52	179.86	175.43	172.85
Northumbrian	134.03	136.77	134.66	133.82	137.05
Severn Trent	441.00	443.64	433.72	431.57	442.52
South West	84.07	84.36	83.75	84.40	83.35
Southern	84.59	81.69	83.91	88.11	88.68
Thames	644.00	653.96	642.46	677.15	695.00
United Utilities	452.00	453.61	451.86	439.22	453.52
Wessex	69.00	68.58	68.33	68.35	67.71
Yorkshire	282.47	288.42	285.12	295.16	300.27
Water only companies					
Affinity	180.74	183.49	180.89	172.99	172.67
Bournemouth	20.92	20.88	19.63	19.11	19.11
Bristol	44.00	45.12	44.22	46.42	46.64
Cambridge	12.71	13.53	13.24	14.32	14.40
Dee Valley	10.15	9.76	9.91	11.31	10.97
Essex and Suffolk	58.39	60.86	62.42	68.08	66.17
Hartlepool	3.82	4.05	4.61	4.69	4.53
Portsmouth	30.00	28.85	28.23	30.37	32.87
South East	92.56	92.45	88.11	88.63	87.69
South Staffs	66.90	69.22	69.88	69.85	72.41
SES Water	23.93	24.16	24.17	24.34	24.16
INDUSTRY	3108.21	3130.86	3087.02	3123.35	3170.48

Leakage per property served (litres per day)

	2013-14	2014-15	2015-16	2016-17	2017-18
Water and Sewerage Companies					
Anglian (HPL subtracted)	91.11	89.77	84.38	85.11	82.63
Dwr Cymru	130.89	127.50	126.93	123.11	120.58
Northumbrian	113.22	114.88	112.68	111.15	113.15
Severn Trent	126.64	126.75	122.90	122.18	123.31
South West	105.15	104.76	102.94	102.04	99.67
Southern	78.02	74.93	76.45	79.80	79.59
Thames	174.16	175.59	170.94	178.69	181.63
United Utilities	139.67	139.55	137.97	133.38	136.88
Wessex	115.48	113.87	112.51	111.66	110.02
Yorkshire	125.40	127.34	125.22	128.90	130.25
Water only companies					
Affinity	123.93	125.21	122.64	116.03	115.10
Bournemouth	102.55	101.94	95.44	92.53	91.84
Bristol	84.59	86.35	83.83	87.46	86.99
Cambridge	94.20	99.09	95.86	101.68	100.23
Dee Valley	81.36	77.68	78.25	88.76	85.75
Essex & Suffolk	74.03	76.63	76.98	83.27	81.95
Hartlepool	87.01	91.51	103.31	104.50	100.15
Portsmouth	96.66	92.22	89.53	95.57	102.78
South East	102.10	93.66	88.78	88.22	86.55
South Staffs	115.46	118.26	119.08	118.79	122.28
SES Water	84.33	84.59	84.19	84.32	82.91
Industry Average(Weighted)	123.49	123.29	120.63	121.29	122.02

Measured Water consumption (litres per person per day)

	2013-14	2014-15	2015-16	2016-17	2017-18
Water and Sewerage Companies					
Anglian*	129.19	126.73	128.44	127.24	129.29
Dwr Cymru	112.36	112.20	112.56	116.64	131.99
Northumbrian	136.63	135.45	133.51	133.46	136.47
Severn Trent	113.40	112.00	118.17	118.92	121.18
South West	121.27	118.77	119.40	118.90	123.86
Southern	128.60	129.69	124.67	125.25	122.06
Thames	136.93	130.61	128.03	123.72	123.31
United Utilities	106.00	106.88	108.00	117.48	122.63
Wessex	131.83	130.87	132.23	134.87	137.33
Yorkshire	107.60	105.00	107.55	108.56	108.01
Water only companies					
Affinity	131.10	128.90	134.51	138.87	134.84
Bournemouth	141.39	128.73	125.30	136.11	133.11
Bristol	120.00	123.00	120.00	126.00	129.13
Cambridge	124.24	122.47	117.30	123.16	128.40
Dee Valley	113.22	113.42	112.02	118.60	122.80
Essex and Suffolk	142.21	142.89	143.17	145.92	149.37
Hartlepool	118.80	107.15	124.75	128.72	127.68
Portsmouth	111.80	112.23	119.07	128.20	126.90
South East	147.28	144.75	158.19	140.31	141.70
South Staffs	114.58	119.74	120.77	122.74	125.37
SES Water	135.23	132.18	137.73	136.85	134.29

Unmeasured Water consumption (litres per person per day)

	2013-14	2014-15	2015-16	2016-17	2017-18
Water and Sewerage Companies					
Anglian*	147.95	149.08	154.16	161.66	161.67
Dwr Cymru	157.05	156.91	156.33	158.87	160.56
Northumbrian	143.07	143.82	148.35	143.45	146.97
Severn Trent	138.30	134.90	137.96	140.12	141.14
South West	170.60	172.89	179.40	185.93	197.86
Southern	165.80	152.32	158.10	170.16	173.33
Thames	164.58	159.76	159.21	158.98	157.52
United Utilities	141.00	142.79	142.00	151.64	154.14
Wessex	144.44	145.90	144.09	148.17	150.46
Yorkshire	155.91	153.00	153.46	156.66	155.69
Water only companies					
Affinity	173.52	164.49	166.59	167.74	168.61
Bournemouth	154.02	157.15	151.29	159.71	157.94
Bristol	159.00	158.00	156.00	160.00	160.70
Cambridge	144.41	144.10	163.31	175.17	179.12
Dee Valley	153.33	147.38	161.83	158.20	154.58
Essex and Suffolk	159.50	157.89	158.05	158.64	157.16
Hartlepool	130.67	132.66	130.27	126.20	124.95
Portsmouth	156.80	154.24	150.30	150.40	154.50
South East	164.81	175.34	165.95	181.52	183.56
South Staffs	137.92	133.03	132.80	129.81	132.98
SES Water	187.53	183.00	180.47	180.98	184.93

Average Water consumption (litres per person per day)

	2013-14	2014-15	2015-16	2016-17	2017-18
Water and Sewerage Companies					
Anglian*	135.11	133.35	135.36	135.73	135.39
Dwr Cymru	144.62	143.90	142.75	145.23	150.98
Northumbrian	141.21	141.85	144.67	140.82	143.95
Severn Trent	129.30	126.40	130.35	131.67	132.93
South West	136.86	134.55	136.58	136.12	141.75
Southern	140.81	134.84	129.83	131.28	128.90
Thames	156.19	150.92	149.02	146.38	144.47
United Utilities	129.12	130.00	130.00	138.94	141.96
Wessex	138.42	138.47	138.07	141.20	143.20
Yorkshire	136.20	133.00	133.12	134.55	133.03
Water only companies					
Affinity	154.71	148.30	152.21	154.75	152.20
Bournemouth	146.90	139.32	134.43	143.91	140.98
Bristol	144.00	143.00	141.10	145.00	146.30
Cambridge	130.10	130.51	132.91	139.79	144.62
Dee Valley	132.91	129.53	134.87	135.20	136.57
Essex and Suffolk	151.86	150.95	150.65	152.19	153.25
Hartlepool	124.74	119.91	127.51	127.46	125.92
Portsmouth	148.30	145.54	143.29	145.10	147.60
South East	155.61	157.50	161.20	151.36	150.19
South Staffs	130.95	128.95	128.89	127.54	130.35
SES Water	166.55	161.13	160.93	159.71	158.77

Supply Interruptions (hours per property served - for longer than 3 hours)

	2013-14	2014-15	2015-16	2016-17	2017-18
Water and Sewerage Companies					
Anglian	00:20:05	00:19:10	00:08:19	00:11:53	00:07:29
Dwr Cymru	00:50:38	00:22:59	00:21:44	00:12:09	00:43:17
Northumbrian	00:06:20	00:04:49	00:02:11	00:02:00	00:04:04
Severn Trent	00:16:06	00:09:54	00:11:10	00:10:08	00:34:17
South West	00:15:00	00:22:48	00:25:08	00:13:16	00:22:08
Southern	00:11:24	00:06:00	00:12:00	00:06:36	00:16:46
Thames	00:11:46	00:11:06	00:15:32	00:10:40	00:28:54
United Utilities	00:09:51	00:13:25	00:16:42	00:13:33	00:13:09
Wessex	00:26:43	00:20:07	00:14:18	00:12:48	00:12:15
Yorkshire	00:10:59	00:09:36	00:12:53	00:09:47	00:06:58
Water only companies					
Affinity	00:22:42	00:27:03	00:17:55	00:21:06	00:32:54
Bournemouth	00:02:01	00:02:24	00:02:32	00:01:56	00:00:41
Bristol	00:23:28	02:36:32	00:15:52	00:11:42	01:15:59
Cambridge	00:09:11	00:16:31	00:06:53	00:07:45	00:07:13
Dee Valley	00:09:00	00:10:12	00:05:13	00:20:53	00:04:20
Essex & Suffolk	00:02:49	00:02:38	00:05:01	00:03:05	00:07:22
Hartlepool	00:06:31	00:04:51	00:02:18	00:03:44	00:03:05
Portsmouth	00:05:16	00:08:44	00:03:30	00:04:09	00:04:17
South East	00:15:59	00:08:04	00:32:03	00:12:56	00:44:38
South Staffs	00:09:18	00:06:19	00:03:36	00:04:34	00:08:49
SES Water	00:13:26	00:28:34	00:06:18	00:04:23	00:03:14
Weighted Industry average	00:15:36	00:16:01	00:13:48	00:10:45	00:22:00

Number of properties flooded internally (total)

	2013-14	2014-15	2015-16	2016-17	2017-18
Water and Sewerage Companies					
Anglian	222	262	220	259	155
Dwr Cymru	194	152	125	154	155
Northumbrian	508	238	175	124	99
Severn Trent	645	735	492	528	380
South West	148	117	113	89	80
Southern	469	316	372	334	287
Thames	1,106	1,129	1,029	1,429	909
United Utilities	1,000	813	1,111	2,110	997
Wessex	131	125	101	79	76
Yorkshire	378	446	415	416	422
INDUSTRY	4,801	4,333	4,153	5,522	3,560

Number of properties flooded internally (per 10,000 connections)

	2013-14	2014-15	2015-16	2016-17	2017-18
Water and Sewerage Companies					
Anglian	0.82	0.96	0.80	0.94	0.55
Dwr Cymru	1.37	1.06	0.87	1.06	1.07
Northumbrian	4.07	1.90	1.39	0.98	0.78
Severn Trent	1.62	1.84	1.22	1.30	0.93
South West	2.06	1.62	1.55	1.18	1.07
Southern	2.43	1.63	1.91	1.70	1.45
Thames	1.95	1.98	1.78	2.46	1.55
United Utilities	3.09	2.50	3.39	6.38	3.00
Wessex	1.09	1.03	0.82	0.64	0.61
Yorkshire	1.69	1.98	1.83	1.83	1.84
INDUSTRY	1.97	1.77	1.68	2.22	1.42

Number of properties flooded externally (total)

	2013-14	2014-15	2015-16	2016-17	2017-18
Water and Sewerage Companies					
Anglian	3,060	3,048	2,665	2,659	2,204
Dwr Cymru	3,810	3,185	3,192	2,470	2,364
Northumbrian	1,581	1,176	1,168	763	698
Severn Trent	6,008	7,357	5,892	5,232	3,235
South West	1,785	1,590	1,437	1,236	1,036
Southern	7,769	6,016	4,805	4,447	3,829
Thames	7,090	6,695	6,350	5,056	2,973
United Utilities	3,909	3,758	3,959	4,236	3,469
Wessex	2,219	1,711	1,565	1,428	1,268
Yorkshire	3,536	3,704	3,702	3,556	3,969
INDUSTRY	40,767	38,240	34,735	31,083	25,045

Number of properties flooded externally(per 10,000 connections)

	2013-14	2014-15	2015-16	2016-17	2017-18
Water and Sewerage Companies					
Anglian	11.33	11.19	9.70	9.64	7.87
Dwr Cymru	26.81	22.28	22.17	17.08	16.24
Northumbrian	12.67	9.37	9.27	6.02	5.48
Severn Trent	15.13	18.43	14.63	12.90	7.93
South West	24.89	21.97	19.73	16.39	13.81
Southern	40.26	31.05	24.64	22.61	19.33
Thames	12.50	11.72	10.98	8.70	5.07
United Utilities	12.07	11.55	12.07	12.82	10.43
Wessex	18.39	14.09	12.78	11.57	10.20
Yorkshire	15.78	16.44	16.35	15.62	17.35
INDUSTRY	16.75	15.61	14.06	12.49	9.99