

Appendix 1 - Written customer complaints to companies from household customers 2015/16 to 2017/18

Company	2015/16	2016/17	2017/18	% difference to 2015/16	3 year trend
Affinity	5,034	3,879	2,743	-45.5	
Anglian	11,173	8,606	6,382	-42.9	
Bournemouth	592	407	245	-58.6	
Bristol	669	1,028	1,560	133.2	
Cambridge	133	460	286	115.0	
Dee Valley	215	135	180	-16.3	
Dŵr Cymru	6,052	5,430	3,148	-48.0	
Essex & Suffolk	2,325	1,826	1,356	-41.7	
Hartlepool	111	136	92	-17.1	
Northumbrian	3269	2902	2,534	-22.5	
Portsmouth	260	380	310	19.2	
SES Water	583	598	567	-2.7	
Severn Trent	10,029	11,985	9,921	-1.1	
South East	1,982	1,400	1,476	-25.5	
Southern	14,814	7,881	6,259	-57.7	
South Staffordshire	755	924	585	-22.5	
South West	3,436	2,513	2,202	-35.9	
Thames	14,242	17,809	17,039	19.6	
United Utilities	10,227	7,441	6,755	-33.9	
Wessex	1,535	1,767	1,787	16.4	
Yorkshire	7,190	5,748	3,897	-45.8	
<b>Total</b>	<b>94,626</b>	<b>83,255</b>	<b>69,324</b>	<b>-26.7</b>	

Appendix 2 - Written customer complaints to water companies from household customers per category and 10,000 connections in 2017/18

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
2,743	19.2	Affinity	1,084	39.5	986	35.9			457	16.7	216	7.9
6,382	22.1	Anglian	3,659	57.3	796	12.5	755	11.8	355	5.6	817	12.8
245	12.6	Bournemouth	129	52.7	64	26.1			23	9.4	29	11.8
1,560	31.0	Bristol	406	26.0	540	34.6			109	7.0	505	32.4
286	21.4	Cambridge	167	58.4	52	18.2			9	3.1	58	20.3
180	15.2	Dee Valley	100	55.6	73	40.6			6	3.3	1	0.6
3,148	21.7	Dŵr Cymru	1,540	48.9	313	9.9	207	6.6	33	1.0	1,055	33.5
1,356	17.7	Essex & Suffolk	897	66.2	282	20.8			52	3.8	125	9.2
92	21.5	Hartlepool	54	58.7	3	3.3			1	1.1	34	37.0
2,534	20.7	Northumbrian	1,552	61.2	468	18.5	182	7.2	81	3.2	251	9.9
310	10.3	Portsmouth	177	57.1	128	41.3			0	0.0	5	1.6
567	20.5	SES Water	394	69.5	102	18.0			52	9.2	19	3.4
9,921	23.8	Severn Trent	3,625	36.5	3,234	32.6	1,720	17.3	539	5.4	803	8.1
1,476	15.5	South East	840	56.9	407	27.6			112	7.6	117	7.9
6,259	31.6	Southern	5,156	82.4	282	4.5	683	10.9	97	1.5	41	0.7
585	10.5	South Staffordshire	330	56.4	84	14.4			34	5.8	137	23.4
2,202	28.4	South West	929	42.2	348	15.8	300	13.6	58	2.6	567	25.7
17,039	30.3	Thames	9,486	55.7	4,262	25.0	2,253	13.2	800	4.7	238	1.4
6,755	21.1	United Utilities	3,962	58.7	1,614	23.9	842	12.5	334	4.9	3	0.0
1,787	14.6	Wessex	879	49.2	347	19.4	254	14.2	70	3.9	237	13.3
3,897	17.1	Yorkshire	1,819	46.7	891	22.9	809	20.8	95	2.4	283	7.3
<b>69,324</b>	<b>23.0</b>	<b>Total / Average</b>	<b>37,185</b>	<b>53.6</b>	<b>15,276</b>	<b>22.0</b>	<b>8,005</b>	<b>11.5</b>	<b>3,317</b>	<b>4.8</b>	<b>5,541</b>	<b>8.0</b>

Percentages may not add to 100 because of rounding

Appendix 3 - Written complaints from household customers received by companies and investigated by CCWater in 2017/18

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	%
1,365	1,084	7.9	39.5	Affinity	1,020	94.1	64	5.9	0	0.0
1,918	3,659	19.1	57.3	Anglian	3,568	97.5	91	2.5	0	0.0
192	129	6.7	52.7	Bournemouth	128	99.2	1	0.8	0	0.0
1,196	1,285	10.7	38.4	Bristol Wessex Billing Services**	1,247	97.0	38	3.0	0	0.0
133	167	12.5	58.4	Cambridge	158	94.6	9	5.4	0	0.0
119	100	8.4	55.6	Dee Valley	85	85.0	15	15.0	0	0.0
1,259	1,540	12.2	48.9	Dŵr Cymru	1,441	93.6	99	6.4	0	0.0
729	897	12.3	66.2	Essex & Suffolk	868	96.8	29	3.2	0	0.0
41	54	13.2	58.7	Hartlepool	54	100.0	0	0.0	0	0.0
1,083	1,552	14.3	61.2	Northumbrian	1,505	97.0	47	3.0	0	0.0
294	177	6.0	57.1	Portsmouth	168	94.9	9	5.1	0	0.0
275	394	14.4	69.5	SES Water	388	98.5	6	1.5	0	0.0
4,170	3,625	8.7	36.5	Severn Trent	3,493	96.4	131	3.6	1	0.0
953	840	8.8	56.9	South East	810	96.4	30	3.6	0	0.0
1,910	5,156	27.0	82.4	Southern	4,888	94.8	267	5.2	1	0.0
571	330	5.8	56.4	South Staffordshire	323	97.9	7	2.1	0	0.0
770	929	12.1	42.2	South West	908	97.7	21	2.3	0	0.0
5,403	9,486	17.6	55.7	Thames	9,015	95.0	471	5.0	0	0.0
2,901	3,962	13.7	58.7	United Utilities	3,876	97.8	86	2.2	0	0.0
2,165	1,819	8.4	46.7	Yorkshire	1,782	98.0	37	2.0	0	0.0
<b>27,450</b>	<b>37,185</b>	<b>13.5</b>	<b>53.6</b>	<b>Total / Average</b>	<b>35,725</b>	<b>96.1</b>	<b>1,458</b>	<b>3.9</b>	<b>2</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 from household customers received by companies and investigated by CCWater in 2017/18  
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	%
1,426	986	6.9	35.9	Affinity	890	90.3	96	9.7	0	0.0
2,030	796	3.9	12.5	Anglian	773	97.1	23	2.9	0	0.0
194	64	3.3	26.1	Bournemouth	63	98.4	1	1.6	0	0.0
503	540	10.7	34.6	Bristol	505	93.5	35	6.5	0	0.0
133	52	3.9	18.2	Cambridge	51	98.1	1	1.9	0	0.0
119	73	6.1	40.6	Dee Valley	70	95.9	3	4.1	0	0.0
1,317	313	2.4	9.9	Dŵr Cymru	305	97.4	8	2.6	0	0.0
765	282	3.7	20.8	Essex & Suffolk	271	96.1	11	3.9	0	0.0
43	3	0.7	3.3	Hartlepool	3	100.0	0	0.0	0	0.0
1,145	468	4.1	18.5	Northumbrian	451	96.4	17	3.6	0	0.0
301	128	4.2	41.3	Portsmouth	123	96.1	5	3.9	0	0.0
277	102	3.7	18.0	SES Water	102	100.0	0	0.0	0	0.0
3,398	3,234	9.5	32.6	Severn Trent	3,057	94.5	177	5.5	0	0.0
953	407	4.3	27.6	South East	398	97.8	9	2.2	0	0.0
1,056	282	2.7	4.5	Southern	266	94.3	16	5.7	0	0.0
556	84	1.5	14.4	South Staffordshire	83	98.8	1	1.2	0	0.0
772	348	4.5	15.8	South West	342	98.3	6	1.7	0	0.0
3,607	4,262	11.8	25.0	Thames	4,074	95.6	188	4.4	0	0.0
3,123	1,614	5.2	23.9	United Utilities	1,561	96.7	53	3.3	0	0.0
568	347	6.1	19.4	Wessex	322	92.8	25	7.2	0	0.0
2,163	891	4.1	22.9	Yorkshire	855	96.0	36	4.0	0	0.0
<b>24,451</b>	<b>15,276</b>	<b>6.2</b>	<b>22.0</b>	<b>Total / Average</b>	<b>14,565</b>	<b>95.3</b>	<b>711</b>	<b>4.7</b>	<b>0</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 from household customers received by companies and investigated by CCWater in 2017/18  
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	%
2,676	755	2.8	11.8	Anglian	723	95.8	32	4.2	0	0.0
1,368	207	1.5	6.6	Dŵr Cymru	196	94.7	11	5.3	0	0.0
1,209	182	1.5	7.2	Northumbrian	172	94.5	10	5.5	0	0.0
3,885	1,720	4.4	17.3	Severn Trent	1,621	94.2	99	5.8	0	0.0
1,895	683	3.6	10.9	Southern	648	94.9	35	5.1	0	0.0
698	300	4.3	13.6	South West	281	93.7	19	6.3	0	0.0
5,567	2,253	4.0	13.2	Thames	2,099	93.2	154	6.8	0	0.0
3,127	842	2.7	12.5	United Utilities	798	94.8	44	5.2	0	0.0
1,181	254	2.2	14.2	Wessex	235	92.5	19	7.5	0	0.0
2,143	809	3.8	20.8	Yorkshire	763	94.3	46	5.7	0	0.0
<b>23,749</b>	<b>8,005</b>	<b>3.4</b>	<b>11.5</b>	<b>Total / Average</b>	<b>7,536</b>	<b>94.1</b>	<b>469</b>	<b>5.9</b>	<b>0</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 from household customers received by companies and investigated by CCWater in 2017/18  
**Metering**

Metered Accounts (000s)	Metering Complaints			Company	Complaints received by companies				Complaints to CCWater	
	Complaints	per 10,000 metered accounts	% of total complaints		First stage complaints		Repeat written contacts*		Accepted for Investigation	
					Number	%	Number	%	Number	%
777	457	5.9	16.7	Affinity	411	89.9	46	10.1	0	0.0
2,268	355	1.6	5.6	Anglian	350	98.6	5	1.4	0	0.0
138	23	1.7	9.4	Bournemouth	22	95.7	1	4.3	0	0.0
264	109	4.1	7.0	Bristol	106	97.2	3	2.8	0	0.0
97	9	0.9	3.1	Cambridge	9	100.0	0	0.0	0	0.0
73	6	0.8	3.3	Dee Valley	6	100.0	0	0.0	0	0.0
557	33	0.6	1.0	Dŵr Cymru	31	93.9	2	6.1	0	0.0
469	52	1.1	3.8	Essex & Suffolk	48	92.3	4	7.7	0	0.0
16	1	0.6	1.1	Hartlepool	1	100.0	0	0.0	0	0.0
431	81	1.9	3.2	Northumbrian	78	96.3	3	3.7	0	0.0
93	0	0.0	0.0	Portsmouth	0	0.0	0	0.0	0	0.0
153	52	3.4	9.2	SES Water	52	100.0	0	0.0	0	0.0
1,435	539	3.8	5.4	Severn Trent	510	94.6	29	5.4	0	0.0
744	112	1.5	7.6	South East	97	86.6	15	13.4	0	0.0
1,541	97	0.6	1.5	Southern	89	91.8	8	8.2	0	0.0
208	34	1.6	5.8	South Staffordshire	34	100.0	0	0.0	0	0.0
622	58	0.9	2.6	South West	57	98.3	1	1.7	0	0.0
2,582	800	3.1	4.7	Thames	780	97.5	20	2.5	0	0.0
1,214	334	2.8	4.9	United Utilities	331	99.1	3	0.9	0	0.0
740	70	0.9	3.9	Wessex	59	84.3	11	15.7	0	0.0
1,151	95	0.8	2.4	Yorkshire	90	94.7	5	5.3	0	0.0
<b>15,573</b>	<b>3,317</b>	<b>2.1</b>	<b>4.8</b>	<b>Total / Average</b>	<b>3,161</b>	<b>95.3</b>	<b>156</b>	<b>4.7</b>	<b>0</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 from household customers 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	
	Complaints	per 10,000 connections	% of total complaints		First stage complaints		Repeat written contacts*		Accepted for Investigation	
					Number	%	Number	%	Number	%
1,426	216	1.5	7.9	Affinity	205	94.9	11	5.1	0	0.0
2,883	817	2.8	12.8	Anglian	811	99.3	6	0.7	0	0.0
194	29	1.5	11.8	Bournemouth	29	100.0	0	0.0	0	0.0
503	505	10.0	32.4	Bristol	474	93.9	31	6.1	0	0.0
133	58	4.3	20.3	Cambridge	56	96.6	2	3.4	0	0.0
119	1	0.1	0.6	Dee Valley	1	100.0	0	0.0	0	0.0
1,452	1,055	7.3	33.5	Dŵr Cymru	972	92.1	83	7.9	0	0.0
765	125	1.6	9.2	Essex & Suffolk	125	100.0	0	0.0	0	0.0
43	34	7.9	37.0	Hartlepool	34	100.0	0	0.0	0	0.0
1,221	251	2.1	9.9	Northumbrian	251	100.0	0	0.0	0	0.0
301	5	0.2	1.6	Portsmouth	5	100.0	0	0.0	0	0.0
277	19	0.7	3.4	SES Water	19	100.0	0	0.0	0	0.0
4,170	803	1.9	8.1	Severn Trent	774	96.4	29	3.6	0	0.0
953	117	1.2	7.9	South East	115	98.3	2	1.7	0	0.0
1,982	41	0.2	0.7	Southern	40	97.6	1	2.4	0	0.0
556	137	2.5	23.4	South Staffordshire	125	91.2	12	8.8	0	0.0
777	567	7.3	25.7	South West	550	97.0	17	3.0	0	0.0
5,617	238	0.4	1.4	Thames	233	97.9	5	2.1	0	0.0
3,203	3	0.0	0.0	United Utilities	3	100.0	0	0.0	0	0.0
1,223	237	1.9	13.3	Wessex	229	96.6	8	3.4	0	0.0
2,284	283	1.2	7.3	Yorkshire	281	99.3	2	0.7	0	0.0
<b>30,083</b>	<b>5,541</b>	<b>1.8</b>	<b>8.3</b>	<b>Total / Average</b>	<b>5,332</b>	<b>96.2</b>	<b>209</b>	<b>3.8</b>	<b>0</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 from household customers escalated (customers write more than once) 2017/18

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
2,743	19.2	Affinity	2,526	92.1	217	7.9	0	0.0
6,382	22.1	Anglian	6,225	97.5	157	2.5	0	0.0
245	12.6	Bournemouth	242	98.8	3	1.2	0	0.0
1,560	31.0	Bristol	1,474	94.5	86	5.5	0	0.0
286	21.4	Cambridge	274	95.8	12	4.2	0	0.0
180	15.2	Dee Valley	162	90.0	18	10.0	0	0.0
3,148	21.7	Dŵr Cymru	2,945	93.6	203	6.4	0	0.0
1,356	17.7	Essex & Suffolk	1,312	96.8	44	3.2	0	0.0
92	21.5	Hartlepool	92	100.0	0	0.0	0	0.0
2,534	20.7	Northumbrian	2,457	97.0	77	3.0	0	0.0
310	10.3	Portsmouth	296	95.5	14	4.5	0	0.0
567	20.5	SES Water	561	98.9	6	1.1	0	0.0
9,921	23.8	Severn Trent	9,455	95.3	465	4.7	1	0.0
1,476	15.5	South East	1,420	96.2	56	3.8	0	0.0
6,259	31.6	Southern	5,932	94.8	326	5.2	1	0.0
585	10.5	South Staffordshire	565	96.6	20	3.4	0	0.0
2,202	28.4	South West	2,138	97.1	64	2.9	0	0.0
17,039	30.3	Thames	16,221	95.2	818	4.8	0	0.0
6,755	21.1	United Utilities	6,569	97.2	186	2.8	0	0.0
1,787	14.6	Wessex	1,702	95.2	85	4.8	0	0.0
3,897	17.1	Yorkshire	3,771	96.8	126	3.2	0	0.0
<b>69,324</b>	<b>23.0</b>	<b>Total / Average</b>	<b>66,339</b>	<b>95.7</b>	<b>2,983</b>	<b>4.3</b>	<b>2</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 9 - Total unwanted telephone contacts to Water Companies from household customers 2015/16 - 2017/18

Company	Connected properties	2015/16	2016/17	2017/18	3 year trend	Per 10k connections
Affinity	1,426	151,447	157,736	113,321		794.8
Anglian	2,883	135,718	112,570	103,798		360.0
Bournemouth	194	9,963	7,407	7,292		375.6
Bristol	503	27,280	26,229	35,885		713.9
Cambridge	133	4,297	5,897	6,241		467.8
Dee Valley	119	11,964	6,988	4,646		391.2
Dŵr Cymru	1,452	116,095	111,667	121,361		835.9
Essex & Suffolk	765	44,298	40,138	36,807		481.4
Hartlepool	43	1,865	1,809	1,802		420.8
Northumbrian	1,221	92,702	81,950	81,077		663.9
Portsmouth	301	11,609	11,031	12,175		403.8
SES Water	277	14,877	22,563	27,248		983.4
Severn Trent	4,170	254,076	238,398	262,409		629.2
South East	953	45,283	41,764	40,342		423.1
Southern	1,982	143,224	220,306	248,936		1255.7
South Staffordshire	556	22,303	20,053	22,072		397.2
South West	777	59,240	55,055	53,753		692.2
Thames	5,617	499,337	511,792	509,964		907.9
United Utilities	3,203	195,438	183,403	174,391		544.5
Wessex	1,223	69,086	75,984	79,615		651.1
Yorkshire	2,284	185,517	210,300	189,821		831.0
<b>Total</b>	<b>30,083</b>	<b>2,095,619</b>	<b>2,143,040</b>	<b>2,132,956</b>		<b>709.0</b>

## Appendix 10 - Household customer complaints to CCWater about companies 2017/18

Company	Complaints*	CCWater investigations
Affinity	383	0
Anglian	395	0
Bournemouth	27	0
Bristol	44	0
Cambridge	19	0
Dee Valley	31	0
Dŵr Cymru	323	0
Essex & Suffolk	99	0
Hartlepool	1	0
Northumbrian	151	0
Portsmouth	13	0
SES Water	43	0
Severn Trent	687	1
South East	181	0
Southern	730	1
South Staffordshire	74	0
South West	263	0
Thames	1,866	0
United Utilities	441	0
Wessex	72	0
Yorkshire	378	0
<b>Total**</b>	<b>6,221</b>	<b>2</b>

\*Includes complaints received by telephone

\*\* Does not include 594 complaints where the company was unknown, non company, new variations or HH complaints against retail companies.

In the year, CCWater also dealt with 2,780 NHH customer complaints against retailers