

Water Mark 2020-21



Company	Satisfaction with overall service	Satisfaction with Value for Money	Bills are fair	Bill affordability	Awareness of additional services	Written complaints	Complaints Handling measure	Leakage	Internal Sewer Flooding	External Sewer Flooding	Supply Interruptions
Water and Sewerage companies											
Anglian	Good	Above average	Below average	Below average	Poor	Below average	Below average	Good	Good	Above average	Above average
Dŵr Cymru Welsh Water	Good	Above average	Below average	Above average	Poor	Good	Below average	Below average	Below average	Poor	Below average
Hafren Dyfrdwy	Good	Above average	Below average	Above average	Poor	Above average	Poor	Poor	Poor	Good	Poor
Northumbrian	Good	Above average	Below average	Above average	Poor	Poor	Good	Below average	Above average	Poor	Above average
Severn Trent	Good	Above average	Below average	Above average	Poor	Below average	Below average	Below average	Above average	Good	Below average
South West and Bournemouth	Above average	Below average	Below average	Below average	Poor	Good	Below average	Poor	Good	Below average	Above average
Southern	Above average	Below average	Below average	Above average	Poor	Poor	Poor	Good	Below average	Poor	Poor
Thames	Above average	Above average	Below average	Above average	Poor	Poor	Poor	Poor	Below average	Good	Poor
United Utilities	Good	Above average	Below average	Above average	Poor	Below average	Good	Poor	Poor	Below average	Above average
Wessex	Good	Above average	Below average	Above average	Poor	Good	Good	Above average	Good	Above average	Above average
Yorkshire	Good	Above average	Below average	Above average	Poor	Above average	Below average	Poor	Poor	Below average	Below average
Water only companies											
Affinity	Good	Below average	Below average	Above average	Poor	Above average	Poor	Below average			Above average
Bristol	Good	Above average	Below average	Above average	Below average	Poor	Below average	Good			Poor
Cambridge	Good	Above average	Below average	Above average	Poor	Poor	Above average	Above average			Below average
Essex and Suffolk	Good	Above average	Below average	Above average	Poor	Poor	Poor	Good			Good
Hartlepool	Good	Above average	Below average	Above average	Below average	Good	Good	Above average			Good
Portsmouth	Good	Above average	Below average	Above average	Poor	Good	Above average	Good			Good
South East	Good	Below average	Below average	Above average	Poor	Below average	Poor	Above average			Poor
South Staffs	Good	Above average	Below average	Above average	Poor	Above average	Below average	Below average			Good
SES Water	Good	Above average	Below average	Above average	Poor	Below average	Below average	Above average			Below average

Key	
Good	Good
Above average	Above average
Below average	Below average
Poor	Poor