



The voice for water consumers
Y corff sy'n rhoi llais i ddefnyddwyr dŵr

Water, water everywhere?

Water & Wastewater Resilience Report
2019/20

Data Appendices

Leakage (megalitres per day)

Water and Sewerage Companies	2015-16	2016-17	2017-18	2018-19	2019-20
Anglian (HPL subtracted)	178.04	180.04	178.14	186.61	177.61
Dwr Cymru	179.86	175.43	172.85	169.54	167.95
Hafren Dyfrdwy	N/A	N/A	N/A	15.27	12.76
Northumbrian	134.66	133.82	137.05	136.26	134.83
Severn Trent	433.72	431.57	442.52	424.37	404.53
South West*	84.28	82.48	83.35	84.49	84.00
Southern	83.91	88.11	88.68	101.83	94.04
Thames	642.46	677.15	695.00	690.39	594.83
United Utilities	451.86	439.22	453.52	455.97	446.10
Wessex	68.33	68.35	67.71	66.39	61.40
Yorkshire	285.12	295.16	300.27	290.10	270.75
Water only companies					
Affinity	180.89	172.99	177.20	196.10	162.10
Bournemouth	19.63	19.11	19.11	18.28	18.31
Bristol	44.22	46.42	46.64	41.71	37.21
Cambridge	13.24	14.32	14.40	13.20	12.78
Dee Valley	9.91	11.31	10.97	N/A	N/A
Essex and Suffolk	62.42	68.08	66.17	64.18	63.22
Hartlepool	4.61	4.69	4.53	4.59	4.78
Portsmouth	28.23	30.37	32.87	28.10	23.60
South East	88.11	88.63	87.69	86.88	86.40
South Staffs	69.88	69.85	72.41	70.50	68.91
SES Water	24.17	24.34	24.16	24.15	23.90
Industry	3087.55	3121.43	3175.23	3168.91	2950.01

*For South West Water, the total leakage data is based on calendar year. Leakage per property served is based on financial year to align with data provided to WaterUK for the Discover Water website. For all other companies, both overall leakage and leakage per property served is based on financial year.

Leakage per property served (litres per day)

Water and Sewerage Companies	2015-16	2016-17	2017-18	2018-19	2019-20
Anglian (HPL subtracted)	84.38	85.11	82.73	85.88	80.77
Dwr Cymru	126.93	123.11	120.58	117.59	115.72
Hafren Dyfrdwy	N/A	N/A	N/A	145.46	121.14
Northumbrian	112.68	111.15	113.15	111.84	109.59
Severn Trent	122.90	122.18	123.31	116.68	110.23
South West*	102.94	102.04	105.38	100.98	103.16
Southern	76.45	79.80	79.59	90.64	83.18
Thames	170.94	178.69	181.63	177.94	151.77
United Utilities	137.97	133.38	136.88	136.35	132.02
Wessex	112.51	111.66	110.02	106.88	98.16
Yorkshire	125.22	128.90	130.25	125.09	115.83
Water only companies					
Affinity	122.64	116.03	118.12	129.59	106.27
Bournemouth	95.44	92.53	91.84	87.69	87.34
Bristol	83.83	87.46	86.99	77.11	68.16
Cambridge	95.86	101.68	100.23	91.22	87.21
Dee Valley	78.25	88.76	85.75	N/A	N/A
Essex & Suffolk	76.98	83.27	81.95	79.11	77.35
Hartlepool	103.31	104.50	100.15	100.48	105.23
Portsmouth	89.53	95.57	102.78	87.38	73.37
South East	88.78	88.22	86.55	85.09	83.85
South Staffs	119.08	118.79	122.28	119.01	115.60
SES Water	84.19	84.32	82.92	82.61	80.97
Industry Average (Weighted)	120.63	121.29	122.39	120.98	111.75

*For South West Water, the total leakage data is based on calendar year. Leakage per property served is based on financial year to align with data provided to WaterUK for the Discover Water website. For all other companies, both overall leakage and leakage per property served is based on financial year.

% of Metered Household Connections

Water and Sewerage Companies	2015-16	2016-17	2017-18	2018-19	2019-20
Anglian*	78.20	79.70	81.20	82.46	83.40
Dwr Cymru	39.00	41.00	42.00	44.00	45.00
Hafren Dyfrdwy	N/A	N/A	N/A	55.90	56.65
Northumbrian	33.10	35.00	37.10	38.20	40.80
Severn Trent	41.70	43.10	45.10	46.10	47.48
South West	79.06	80.75	81.80	82.80	83.30
Southern	85.60	86.70	87.45	87.50	87.71
Thames	36.06	36.40	40.09	43.12	46.52
United Utilities	40.00	41.00	43.00	44.20	45.60
Wessex	58.00	61.00	64.00	66.00	68.00
Yorkshire	49.00	50.77	52.39	54.06	56.39
Water only companies					
Affinity	50.45	52.16	54.48	57.69	60.98
Bournemouth	68.10	69.67	71.30	72.35	73.32
Bristol	46.60	49.60	52.67	55.97	58.98
Cambridge	70.20	71.12	72.40	72.60	74.00
Dee Valley	59.00	60.00	60.20	N/A	N/A
Essex & Suffolk	58.70	60.10	61.60	62.10	63.60
Hartlepool	35.20	37.40	40.20	42.52	44.99
Portsmouth	27.20	28.90	30.40	31.95	32.50
South East	74.00	79.08	86.00	89.30	89.66
South Staffs	35.10	36.00	36.70	39.10	40.70
SES Water	48.55	51.20	53.80	56.40	59.90
* Anglian includes Hartlepool					
Industry Average (Weighted)	49.79	51.31	53.58	55.29	57.12

% of Metered Non Household Connections

Water and Sewerage Companies	2015-16	2016-17	2017-18	2018-19	2019-20
Anglian*	97.90	98.11	98.00	98.56	98.66
Dwr Cymru	92.00	92.00	92.00	92.00	92.00
Hafren Dyfrdwy	N/A	N/A	N/A	94.70	94.70
Northumbrian	89.00	89.00	87.00	89.00	90.90
Severn Trent	94.20	95.10	94.90	94.60	94.62
South West	96.40	96.70	96.70	96.80	96.80
Southern	90.50	91.93	92.01	92.60	92.40
Thames	83.73	81.91	82.16	81.92	81.43
United Utilities	91.00	91.00	91.00	91.00	91.10
Wessex	91.00	92.00	92.00	93.00	93.00
Yorkshire	86.80	86.43	86.45	86.65	85.93
Water only companies					
Affinity	88.71	86.73	86.52	86.57	86.68
Bournemouth	91.02	91.98	92.30	94.51	94.51
Bristol	95.50	96.50	95.84	96.42	95.60
Cambridge	92.38	92.22	92.22	91.10	94.40
Dee Valley	93.00	93.00	99.20	N/A	N/A
Essex & Suffolk	95.40	91.30	94.20	94.90	95.40
Hartlepool	74.00	76.30	N/A	N/A	N/A
Portsmouth	90.10	89.20	88.40	87.86	87.90
South East	95.00	95.00	95.00	95.00	95.00
South Staffs	87.64	88.30	90.60	90.20	88.10
SES Water	87.97	87.99	85.79	85.60	83.57
* Anglian includes Hartlepool					
Industry Average (Weighted)	90.86	90.60	90.70	90.87	90.81

Measured Water Consumption (litres per person per day)

Water and Sewerage Companies	2015-16	2016-17	2017-18	2018-19	2019-20
Anglian*	128.44	127.24	129.29	126.15	124.32
Dwr Cymru	112.56	116.64	131.99	135.24	131.19
Hafren Dyfrdwy	N/A	N/A	N/A	131.00	128.92
Northumbrian	133.51	133.46	136.47	142.51	137.74
Severn Trent	118.17	118.92	121.18	117.00	114.36
South West	119.40	118.90	123.86	140.34	123.39
Southern	124.67	125.25	122.06	124.20	118.48
Thames	128.03	123.72	123.31	126.44	129.93
United Utilities	108.00	117.48	122.63	125.90	124.06
Wessex	132.23	134.87	137.33	137.91	137.44
Yorkshire	107.55	108.56	108.01	111.50	112.52
Water only companies					
Affinity	134.51	138.87	134.84	136.34	136.12
Bournemouth	125.30	136.11	133.11	143.79	145.60
Bristol	120.00	126.00	129.13	133.37	131.95
Cambridge	117.30	123.16	128.40	133.24	118.25
Dee Valley	112.02	118.60	122.80	N/A	N/A
Essex and Suffolk	143.17	145.92	149.37	156.92	150.05
Hartlepool	124.75	128.72	127.68	130.45	125.93
Portsmouth	119.07	128.20	126.90	127.50	127.90
South East	158.19	140.31	141.70	140.69	138.72
South Staffs	120.77	122.74	125.37	127.75	118.76
SES Water	137.73	136.85	134.29	139.53	135.21
* Anglian includes Hartlepool					
Industry Average (Weighted)	122.92	123.98	126.09	128.17	126.12

Unmeasured Water Consumption (litres per person per day)

Water and Sewerage Companies	2015-16	2016-17	2017-18	2018-19	2019-20
Anglian*	154.16	161.66	161.67	175.17	185.80
Dwr Cymru	156.33	158.87	160.56	169.23	176.04
Hafren Dyfrdwy	N/A	N/A	N/A	155.00	157.78
Northumbrian	148.35	143.45	146.97	148.61	147.50
Severn Trent	137.96	140.12	141.14	142.00	139.69
South West	179.40	185.93	197.86	212.26	283.83
Southern	158.10	170.16	173.33	168.17	183.15
Thames	159.21	158.98	157.52	157.89	155.68
United Utilities	142.00	151.64	154.14	155.75	153.60
Wessex	144.09	148.17	150.46	158.63	156.50
Yorkshire	153.46	156.66	155.69	154.83	158.23
Water only companies					
Affinity	166.59	167.74	168.61	184.07	177.36
Bournemouth	151.29	159.71	157.94	168.31	172.60
Bristol	156.00	160.00	160.70	167.31	162.11
Cambridge	163.31	175.17	179.12	164.47	161.99
Dee Valley	161.83	158.20	154.58	N/A	N/A
Essex and Suffolk	158.05	158.64	157.16	161.50	159.67
Hartlepool	130.27	126.20	124.95	130.77	125.46
Portsmouth	150.30	150.40	154.50	161.30	163.30
South East	165.95	181.52	183.56	211.50	213.83
South Staffs	132.8	129.81	132.98	137.87	133.46
SES Water	180.47	180.98	184.93	188.48	177.56
* Anglian includes Hartlepool					
Industry Average (Weighted)	152.75	156.73	157.97	162.88	165.73

Average Water Consumption (litres per person per day)

Water and Sewerage Companies	2015-16	2016-17	2017-18	2018-19	2019-20
Anglian*	135.36	135.73	135.39	134.70	135.33
Dwr Cymru	142.75	145.23	150.98	157.33	159.68
Hafren Dyfrdwy	N/A	N/A	N/A	142.00	142.15
Northumbrian	144.67	140.82	143.95	146.77	144.41
Severn Trent	130.35	131.67	132.93	131.00	128.53
South West	136.58	136.12	141.75	157.38	152.40
Southern	129.83	131.28	128.90	129.75	126.55
Thames	149.02	146.38	144.47	145.21	144.72
United Utilities	130.00	138.94	141.96	143.73	141.25
Wessex	138.07	141.20	143.20	146.81	145.30
Yorkshire	133.12	134.55	133.03	133.55	134.97
Water only companies					
Affinity	152.21	154.75	152.20	158.80	154.97
Bournemouth	134.43	143.91	140.98	151.33	153.60
Bristol	141.10	144.10	146.30	150.70	146.60
Cambridge	132.91	139.79	144.62	142.85	131.19
Dee Valley	134.87	135.20	136.57	N/A	N/A
Essex and Suffolk	150.65	152.19	153.25	159.17	154.67
Hartlepool	127.51	127.46	125.92	130.56	125.75
Portsmouth	143.29	145.10	147.60	152.40	153.60
South East	161.20	151.36	150.19	151.84	149.51
South Staffs	128.89	127.54	130.35	134.21	127.94
SES Water	160.93	159.71	158.77	162.62	153.10
* Anglian includes Hartlepool					
Industry Average (Weighted)*	139.28	140.44	141.10	143.27	141.58

*The weighted average is based on connections

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

Water and Sewerage Companies	2015-16	2016-17	2017-18	2018-19	2019-20
Anglian	00:08:19	00:11:53	00:07:29	00:08:53	00:19:02
Dwr Cymru	00:21:44	00:12:09	00:43:17	00:16:02	00:14:43
Hafren Dyfrdwy	N/A	N/A	N/A	00:29:10	00:16:53
Northumbrian	00:02:11	00:02:00	00:04:04	00:09:09	00:05:37
Severn Trent	00:11:10	00:10:08	00:34:17	00:18:53	00:07:15
South West	00:25:08	00:13:16	00:32:38	00:09:40	00:11:24
Southern	00:12:00	00:06:36	00:16:46	00:07:23	00:11:16
Thames	00:15:32	00:10:40	00:28:54	00:22:03	00:22:03
United Utilities	00:16:42	00:13:33	00:13:09	00:09:10	00:10:11
Wessex	00:14:18	00:12:48	00:12:15	00:05:51	00:07:36
Yorkshire	00:12:53	00:09:47	00:06:58	00:10:28	00:07:34
Water only companies					
Affinity	00:17:55	00:21:06	00:32:54	00:12:42	00:13:36
Bournemouth	00:02:32	00:01:54	00:00:41	00:00:40	00:03:13
Bristol	00:15:52	00:12:34	01:15:59	00:15:01	00:09:17
Cambridge	00:06:53	00:07:45	00:07:13	00:10:59	00:07:55
Dee Valley	00:05:13	00:20:53	00:04:20	N/A	N/A
Essex & Suffolk	00:05:01	00:03:05	00:07:22	00:09:15	00:06:52
Hartlepool	00:02:18	00:03:44	00:03:05	00:02:13	00:00:00
Portsmouth	00:03:30	00:04:09	00:04:17	00:03:54	00:03:22
South East	00:32:03	00:12:54	00:44:36	00:14:12	00:09:58
South Staffs	00:03:36	00:04:34	00:08:49	00:06:13	00:02:14
SES Water	00:06:18	00:04:23	00:03:14	00:16:06	00:01:25
Weighted Industry Average	00:13:48	00:10:46	00:22:20	00:13:14	00:11:45

Number of properties flooded internally (total)

Water and Sewerage Companies	2015-16	2016-17	2017-18	2018-19	2019-20
Anglian	220	259	155	112	192
Dwr Cymru	125	154	155	117	149
Hafren Dyfrdwy	N/A	N/A	N/A	1	3
Northumbrian	175	124	99	119	125
Severn Trent	492	528	380	400	404
South West	113	89	80	56	78
Southern	372	334	287	302	291
Thames	1,029	1,429	909	1,022	980
United Utilities	1,111	2,110	997	628	1,013
Wessex	101	79	76	92	72
Yorkshire	415	416	422	403	406
Industry	4,153	5,522	3,560	3,252	3,713

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

Water and Sewerage Companies	2015-16	2016-17	2017-18	2018-19	2019-20
Anglian	0.80	0.94	0.55	0.40	0.67
Dwr Cymru	0.87	1.06	1.07	0.80	1.01
Hafren Dyfrdwy	N/A	N/A	N/A	0.48	1.45
Northumbrian	1.39	0.98	0.78	0.93	0.97
Severn Trent	1.22	1.30	0.93	0.97	0.98
South West	1.55	1.18	1.07	0.74	1.02
Southern	1.91	1.70	1.45	1.52	1.45
Thames	1.78	2.46	1.55	1.72	1.63
United Utilities	3.39	6.38	3.00	1.87	2.99
Wessex	0.82	0.64	0.61	0.73	0.57
Yorkshire	1.83	1.83	1.84	1.75	1.75
Industry	1.68	2.22	1.42	1.29	1.45

*Sewer flooding data provided to CCW by companies does not include incidents relating to sewers transferred from private ownership to the sewerage companies since 2011.

Number of properties flooded externally (total)

Water and Sewerage Companies	2015-16	2016-17	2017-18	2018-19	2019-20
Anglian	2,665	2,659	2,204	1,735	2,246
Dwr Cymru	3,192	2,470	2,364	2,293	2,503
Hafren Dyfrdwy	N/A	N/A	N/A	16	39
Northumbrian	1,168	763	698	733	429
Severn Trent	5,892	5,232	3,235	3,118	3,425
South West	1,437	1,236	1,036	1,171	1,131
Southern	4,805	4,447	3,829	4,086	4,869
Thames	6,350	5,056	2,973	2,278	3,572
United Utilities	3,959	4,236	3,469	3,142	3,323
Wessex	1,565	1,428	1,268	1,185	1,448
Yorkshire	3,702	3,556	3,969	3,732	4,142
Industry	34,735	31,083	25,045	23,489	27,127

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

Water and Sewerage Companies	2015-16	2016-17	2017-18	2018-19	2019-20
Anglian	9.70	9.64	7.87	6.16	7.85
Dwr Cymru	22.17	17.08	16.24	15.64	17.01
Hafren Dyfrdwy	N/A	N/A	N/A	7.74	18.79
Northumbrian	9.27	6.02	5.48	5.75	3.33
Severn Trent	14.63	12.90	7.93	7.60	8.28
South West	19.73	16.39	13.81	15.38	14.72
Southern	24.64	22.61	19.33	20.50	24.28
Thames	10.98	8.70	5.07	3.84	5.93
United Utilities	12.07	12.82	10.43	9.35	9.79
Wessex	12.78	11.57	10.20	9.45	11.46
Yorkshire	16.35	15.62	17.35	16.20	17.83
Industry	14.06	12.49	9.99	9.29	10.62

*Sewer flooding data provided to CCW by companies does not include incidents relating to sewers transferred from private ownership to the sewerage companies since 2011.

On 1 July 2018, Severn Trent customers in Powys and Monmouthshire transferred to Hafren Dyfrdwy. On the same date, customers in Chester moved to Severn Trent Water. We have accounted for this as follows:

- For 2018-19 Hafren Dyfrdwy performance figures relate to the old Dee Valley boundary from March to the end of June 2018 and Hafren Dyfrdwy for the rest of the performance year.
- For 2018-19 Severn Trent performance figures relate to the old boundary from March to the end of June 2018 and new boundary for the rest of the performance year.
- Where normalisation has been undertaken (e.g. leakage per property served, weighted industry averages), the connected property number at year end for the new company boundaries have been used.

As a result, comparisons across years for both new companies should be treated with caution. In order to provide a single performance number for each new company there will be instances where the figures provided in this report will not align with the companies' Annual Performance Reports which report against the legacy performance commitments separately for England and Wales.