

Customers registered on WaterSure/Welsh Water Assist (total)

Company	2012-13	2013-14	2014-15	2015-16	2016-17
Water and Sewerage Companies					
Anglian	9,605	10,224	12,009	17,812	22,101
Dwr Cymru(Unmetered only) ¹	19,640	24,015	25,373	23,721	21,611
Dwr Cymru (metered only)	7,264	8,616	9,424	10,146	10,946
Northumbrian	883	1,056	1,324	1,596	1,914
Severn Trent	7,972	9,611	10,783	11,640	12,653
South West	12,268	12,937	12,626	12,343	12,254
Southern	5,062	6,647	8,024	10,722	10,567
Thames	5,948	6,610	7,148	6,751	7,098
United Utilities	6,459	7,267	8,233	8,432	11,997
Wessex	1,903	4,319	4,972	5,402	6,260
Yorkshire	4,630	5,079	5,760	6,158	6,434
Water only companies					
Affinity	4,015	4,268	4,359	4,168	3,970
Bournemouth	694	716	810	862	893
Bristol	1,236	1,440	1,715	1,831	2,160
Cambridge	274	270	318	326	357
Dee Valley	734	897	1,069	1,286	1,258
Essex and Suffolk	2,108	2,256	2,781	3,185	3,497
Hartlepool	115	128	90	94	133
Portsmouth	161	236	242	255	234
South East	1,309	1,624	2,054	2,518	3,130
South Staffs	727	873	1,031	1,119	1,248
Sutton and East Surrey	244	315	332	314	285

Customers registered on WaterSure/Welsh Water Assist (per 10,000 Metered connections)

Company	2012-13	2013-14	2014-15	2015-16	2016-17
Water and Sewerage Companies					
Anglian	49.40	50.48	57.51	82.46	96.13
Dwr Cymru(Unmetered only) ²	199.74	248.05	266.83	251.47	231.95
Dwr Cymru (metered only)	169.62	191.62	198.77	206.65	214.46
Northumbrian	27.58	30.70	36.11	39.24	44.37
Severn Trent	67.93	78.52	84.87	88.15	91.87
South West	229.73	235.27	225.58	213.81	201.58
Southern	50.60	56.72	62.64	74.64	70.88
Thames	54.32	57.63	59.80	33.89	29.14
United Utilities	66.40	70.56	76.26	75.04	102.60
Wessex	32.20	69.46	76.46	80.19	89.26
Yorkshire	54.00	56.00	60.00	66.17	62.94
Water only companies					
Affinity	64.00	66.00	63.39	59.26	53.83
Bournemouth	58.62	58.52	64.65	66.39	66.09
Bristol	64.31	69.99	78.26	80.21	89.97
Cambridge	33.58	31.87	36.40	36.34	38.48
Dee Valley	122.00	138.00	164.00	188.03	180.13
Essex & Suffolk	52.82	54.44	64.60	69.80	74.59
Hartlepool	96.13	98.40	64.29	65.09	86.45
Portsmouth	24.93	33.36	31.70	30.66	26.50
South East	24.73	27.48	31.81	36.07	41.34
South Staffs	45.29	49.26	54.84	57.77	62.95
Sutton & East Surrey	22.79	27.40	26.85	24.01	20.47

1. 2012-13, 2013-14 and 2014-15 is Welsh Water Assist unmetered only and 2015-16 and 2016-17 is Watersure Wales and Welsh Water Assist unmetered only

2. Data is based on Unmetered household connections

Customers receiving help through Water Direct (total)

Company	2012-13	2013-14	2014-15	2015-16	2016-17
Water and Sewerage Companies					
Anglian	23,325	21,962	23,819	23,984	20,755
Dwr Cymru	12,247	11,228	11,263	10,038	8,841
Northumbrian	16,247	16,151	16,986	17,613	17,903
Severn Trent	44,821	54,429	56,222	55,772	41,782
South West	4,769	4,449	4,541	4,372	4,037
Southern	10,813	9,632	8,828	8,757	8,738
Thames	11,942	11,955	11,154	9,356	6,592
United Utilities	32,532	35,392	35,323	36,741	39,931
Wessex AND BRISTOL	N/A	10,297	12,113	11,350	12,604
Yorkshire	40,826	38,904	36,196	36,843	35,753
Water only companies					
Affinity	4,268	4,806	4,155	3,662	3,208
Bournemouth	1,714	1,628	1,696	2,127	1,144
Bristol AND WESSEX	N/A	10,297	12,113	11,350	12,604
Cambridge	501	404	369	364	400
Dee Valley	1,748	1,646	1,701	1,577	1,465
Essex and Suffolk	8,032	8,342	8,478	8,513	7,722
Hartlepool	1,188	1,510	1,726	1,593	1,364
Portsmouth	1,701	1,524	1,306	1,277	687
South East	5,941	4,653	6,359	7,088	6,762
South Staffs	3,808	4,146	5,097	4,728	4,566
Sutton and East Surrey	874	753	779	674	629

Company	2012-13	2013-14	2014-15	2015-16	2016-17
Water and Sewerage Companies					
Anglian	83.31	78.44	84.34	84.29	72.86
Dwr Cymru	86.38	79.19	79.04	69.99	61.31
Northumbrian	136.36	135.56	141.69	146.01	147.55
Severn Trent	111.82	135.79	139.61	137.12	101.56
South West	65.45	61.05	61.97	58.39	52.87
Southern	56.54	50.36	46.03	45.24	44.63
Thames	22.09	22.11	20.46	16.94	11.81
United Utilities	105.46	114.73	113.99	117.58	125.56
Wessex AND BRISTOL	N/A	62.52	72.98	66.87	73.63
Yorkshire	182.94	174.32	161.28	163.10	157.17
Water only companies					
Affinity	30.94	34.84	29.96	26.27	22.69
Bournemouth	91.21	86.63	89.82	112.45	59.46
Bristol AND WESSEX	N/A	62.52	72.98	66.87	73.63
Cambridge	40.21	32.42	29.25	28.50	30.66
Dee Valley	152.10	143.23	146.91	134.95	124.57
Essex and Suffolk	107.63	111.79	112.65	110.74	100.00
Hartlepool	286.78	364.51	412.73	377.57	321.75
Portsmouth	58.29	52.23	44.44	42.95	22.96
South East	70.27	55.03	69.33	77.28	71.87
South Staffs	69.84	76.04	92.57	85.62	82.81
Sutton and East Surrey	32.71	28.19	28.97	24.94	23.13

Customers registered on Special Assistance Registers (total)

Company	2012-13	2013-14	2014-15	2015-16	2016-17
Water and Sewerage Companies					
Anglian	11,551	10,374	11,202	9,969	12,805
Dwr Cymru	17,921	20,309	23,052	23,747	23,712
Northumbrian	10,035	12,476	13,271	14,171	14,916
Severn Trent	22,489	26,248	29,260	31,820	35,579
South West	9,680	9,282	9,585	9,983	10,523
Southern	12,518	11,985	11,250	11,295	13,334
Thames	56,477	58,135	58,617	59,542	57,225
United Utilities	16,105	17,929	19,016	20,351	31,006
Wessex	4,158	4,086	4,706	5,622	6,684
Yorkshire	17,938	30,817	35,009	37,670	39,448
Water only companies					
Affinity	14,819	17,469	17,174	16,921	24,259
Bournemouth	1,730	1,737	884	856	779
Bristol	1,949	1,891	2,276	2,654	3,027
Cambridge	729	743	752	774	768
Dee Valley	649	720	807	872	143
Essex and Suffolk	2,987	3,363	3,803	4,184	4,791
Hartlepool	560	587	595	585	590
Portsmouth	200	204	226	205	225
South East	6,995	6,934	8,059	14,403	15,627
South Staffs	13,210	12,932	12,512	12,954	11,070
Sutton and East Surrey	1,693	1,697	1,635	1,559	1,449
					307,960
					2016-17 YTD
					45
					164
					123
					86
					138
					68
					103
					97
					55
					173
					172
					40
					61
					59
					12
					62
					139
					8
					166
					201
					53

Customers registered on Special Assistance Registers (per 10,000 connections)

Company	2012-13	2013-14	2014-15	2015-16	2016-17
Water and Sewerage Companies					
Anglian	41.26	37.05	39.67	35.03	44.95
Dwr Cymru	126.40	143.25	161.77	165.57	164.43
Northumbrian	84.22	104.71	110.70	117.47	122.93
Severn Trent	56.11	65.48	72.66	78.23	86.48
South West	132.84	127.38	130.80	133.34	137.81
Southern	65.45	62.66	58.66	58.35	68.11
Thames	104.45	107.51	107.53	107.79	102.54
United Utilities	52.21	58.12	61.37	65.13	97.50
Wessex	35.77	35.15	40.16	46.65	55.01
Yorkshire	80.38	138.09	155.99	166.77	173.41
Water only companies					
Affinity	107.41	126.62	123.82	121.37	171.55
Bournemouth	92.06	92.43	46.82	45.25	40.49
Bristol	40.21	39.02	46.65	53.94	60.93
Cambridge	58.51	59.63	59.61	60.60	58.87
Dee Valley	56.47	62.65	69.70	74.62	12.16
Essex and Suffolk	40.03	45.07	50.53	54.43	62.04
Hartlepool	135.18	141.70	142.28	138.66	139.17
Portsmouth	6.85	6.99	7.69	6.90	7.52
South East	82.74	82.01	87.87	157.04	166.10
South Staffs	242.28	237.18	227.24	234.58	200.77
Sutton and East Surrey	63.37	63.52	60.80	57.68	53.29

Customers registered on Social tariffs

Company	2013-14	2014-15	2015-16	2016-17
Water and Sewerage Companies				
Anglian	N/A	N/A	1,500	6,162
Dwr Cymru	N/A	N/A	3,242	20,811
Northumbrian	N/A	N/A	833	2,374
Severn Trent	N/A	N/A	9,853	35,343
South West	1,100	2,677	3,846	5,772
Southern	N/A	N/A	9,453	27,337
Thames	N/A	2,682	19,170	30,877
United Utilities	N/A	N/A	12,985	30,607
Wessex	7,558	9,043	9,823	13,731
Yorkshire	N/A	N/A	8,984	12,943
Water only companies				
Affinity	N/A	20,873	38,649	44,101
Bournemouth	N/A	N/A	N/A	N/A
Bristol	4,232	5,453	6,183	7,676
Cambridge	N/A	N/A	N/A	320
Dee Valley	N/A	N/A	N/A	127
Essex and Suffolk	N/A	N/A	289	527
Hartlepool	N/A	N/A	N/A	N/A
Portsmouth	N/A	N/A	N/A	2,806
South East	N/A	N/A	4,581	9,471
South Staffs	N/A	N/A	N/A	3,746
Sutton and East Surrey	N/A	2,851	5,686	5,809

Customers registered on Social Tariffs (per 10,000)

Company	2013-14	2014-15	2015-16	2016-17
Water and Sewerage Companies				
Anglian	N/A	N/A	5.27	21.63
Dwr Cymru	N/A	N/A	22.60	144.31
Northumbrian	N/A	N/A	6.91	19.57
Severn Trent	N/A	N/A	24.22	85.91
South West	15.10	36.53	51.37	75.59
Southern	N/A	N/A	48.84	139.64
Thames	N/A	4.92	34.70	55.33
United Utilities	N/A	N/A	41.55	96.24
Wessex	65.02	77.17	81.51	113.01
Yorkshire	N/A	N/A	39.77	56.90
Water only companies				
Affinity	N/A	150.49	277.22	311.87
Bournemouth	N/A	N/A	N/A	N/A
Bristol	87.32	111.77	125.66	154.52
Cambridge	N/A	N/A	N/A	24.53
Dee Valley	N/A	N/A	N/A	10.80
Essex and Suffolk	N/A	N/A	3.76	6.82
Hartlepool	N/A	N/A	N/A	N/A
Portsmouth	N/A	N/A	N/A	93.77
South East	N/A	N/A	49.95	100.67
South Staffs	N/A	N/A	N/A	67.94
Sutton and East Surrey	N/A	106.02	210.38	213.63

Customers helped by debt write off schemes from April 2015 to January 2017

Company	Customers helped	Per 10,000 connections
Anglian and Hartlepool	180	0.62
Bristol	3361	67.66
Bournemouth	4884	253.86
Dwr Cymru	6209	43.06
Northumbrian and Essex & Suffolk	1231	6.20
Portsmouth	402	13.43
South West	1761	23.06
Southern	7037	35.95
Sutton and East Surrey	51	1.88
Thames	10652	19.09
United Utilities	18716	58.85
Wessex	5100	41.98
Yorkshire	6806	29.92

Customers helped by charitable trust schemes from April 2015 to January 2017

Company	Customers helped	Per 10,000 connections
Anglian and Hartlepool	1800	6.23
South Staffs & Cambridge	813	11.92
Severn Trent	6901	16.77
South East	155	1.65
South West	851	11.14
Thames	2333	4.18
United Utilities	8651	27.20
Yorkshire	3307	14.54