

CONSUMER COUNCIL FOR

CYNGOR DEFNYDDWYR



Water, water everywhere?

Delivering resilient water & waste water services (2018-19)

Appendices

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:

- 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.
- 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.
- For South West Water, 2014-15 total leakage and leakage per property served is based on financial year data. For 2015-16 to 2018-19 the total leakage data is based on calendar year but leakage per property served is based on financial year to align with data provided to WaterUK for the Discover Water website.

Leakage (megalitres per day)

	2014-15	2015-16	2016-17	2017-18	2018-19
Water and Sewerage Companies					
Anglian (HPL subtracted)	187.95	178.04	180.04	178.14	186.61
Dwr Cymru	179.52	179.86	175.43	172.85	169.54
Hafren Dyfrdwy	N/A	N/A	N/A	N/A	15.27
Northumbrian	136.77	134.66	133.82	137.05	136.26
Severn Trent	443.64	433.72	431.57	442.52	424.37
South West	84.36	84.28	82.48	83.35	84.49
Southern	81.69	83.91	88.11	88.68	101.83
Thames	653.96	642.46	677.15	695.00	690.39
United Utilities	453.61	451.86	439.22	453.52	455.97
Wessex	68.58	68.33	68.35	67.71	66.39
Yorkshire	288.42	285.12	295.16	300.27	289.77
Water only companies					
Affinity	183.49	180.89	172.99	177.20	196.10
Bournemouth	20.88	19.63	19.11	19.11	18.28
Bristol	45.12	44.22	46.42	46.64	41.71
Cambridge	13.53	13.24	14.32	14.40	13.20
Dee Valley	9.76	9.91	11.31	10.97	N/A
Essex and Suffolk	60.86	62.42	68.08	66.17	64.18
Hartlepool	4.05	4.61	4.69	4.53	4.59
Portsmouth	28.85	28.23	30.37	32.87	28.10
South East	92.45	88.11	88.63	87.69	86.88
South Staffs	69.22	69.88	69.85	72.41	70.50
SES Water	24.16	24.17	24.34	24.16	24.15
INDUSTRY	3130.86	3087.02	3123.35	3175.23	3168.58

Leakage per property served (litres per day)

	2014-15	2015-16	2016-17	2017-18	2018-19
Water and Sewerage Companies					
Anglian (HPL subtracted)	89.77	84.38	85.11	82.73	85.88
Dwr Cymru	127.50	126.93	123.11	120.58	117.59
Hafren Dyfrdwy	N/A	N/A	N/A	N/A	145.46
Northumbrian	114.88	112.68	111.15	113.15	111.84
Severn Trent	126.75	122.90	122.18	123.31	116.68
South West*	104.76	102.94	102.04	105.38	100.98
Southern	74.93	76.45	79.80	79.59	90.64
Thames	175.59	170.94	178.69	181.63	177.94
United Utilities	139.55	137.97	133.38	136.88	136.35
Wessex	113.87	112.51	111.66	110.02	106.88
Yorkshire	127.34	125.22	128.90	130.25	124.95
Water only companies					
Affinity	125.21	122.64	116.03	118.12	129.59
Bournemouth	101.94	95.44	92.53	91.84	87.69
Bristol	86.35	83.83	87.46	86.99	77.11
Cambridge	99.09	95.86	101.68	100.23	91.22
Dee Valley	77.68	78.25	88.76	85.75	N/A
Essex & Suffolk	76.63	76.98	83.27	81.95	79.11
Hartlepool	91.51	103.31	104.50	100.15	100.48
Portsmouth	92.22	89.53	95.57	102.78	87.38
South East	93.66	88.78	88.22	86.55	85.09
South Staffs	118.26	119.08	118.79	122.28	119.01
SES Water	84.59	84.19	84.32	82.92	82.61
Industry Average(Weighted)	123.29	120.63	121.29	122.21	120.94

% of Metered Household connections

	2014-15	2015-16	2016-17	2017-18	2018-19
Water and Sewerage Companies					
Anglian*	76.80	78.20	79.70	81.20	82.46
Dwr Cymru	38.00	39.00	41.00	42.00	44.00
Hafren Dyfrdwy	N/A	N/A	N/A	N/A	55.90
Northumbrian	31.40	33.10	35.00	37.10	38.20
Severn Trent	40.90	41.70	43.10	45.10	46.10
South West	78.12	79.06	80.75	81.80	82.80
Southern	82.48	85.60	86.70	87.45	87.50
Thames	34.90	36.06	36.40	40.09	43.12
United Utilities	38.40	40.00	41.00	43.00	44.20
Wessex	58.00	58.00	60.00	63.00	66.00
Yorkshire	47.10	49.00	50.77	52.39	54.06
Water only companies					
Affinity	49.58	50.45	52.16	54.48	57.69
Bournemouth	65.90	68.10	69.67	71.30	72.35
Bristol	44.60	46.60	49.60	52.67	55.97
Cambridge	69.25	70.20	71.12	72.40	72.60
Dee Valley	57.00	59.00	60.00	60.20	N/A
Essex & Suffolk	57.30	58.70	60.10	61.60	62.10
Hartlepool	34.30	35.20	37.40	40.20	42.52
Portsmouth	25.30	27.20	28.90	30.40	31.95
South East	67.00	74.00	79.08	86.00	89.30
South Staffs	34.16	35.10	36.00	36.70	39.10
SES Water	45.75	48.55	51.20	53.80	56.40
* Anglian includes Hartlepool					
Industry Average (Weighted)	48.19	49.79	51.28	53.55	55.29

% of Metered Non Household connections

	2014-15	2015-16	2016-17	2017-18	2018-19
Water and Sewerage Companies					
Anglian*	97.80	97.90	98.11	98.00	98.56
Dwr Cymru	91.00	92.00	92.00	92.00	92.00
Hafren Dyfrdwy	N/A	N/A	N/A	N/A	94.70
Northumbrian	88.38	89.00	89.00	87.00	89.00
Severn Trent	92.90	94.20	95.10	94.90	94.60
South West	93.09	96.40	96.70	96.70	96.80
Southern	89.92	90.50	91.93	92.01	92.60
Thames	83.44	83.73	81.91	82.16	81.92
United Utilities	91.30	91.00	91.00	91.00	91.00
Wessex	91.00	91.00	92.00	92.00	93.00
Yorkshire	87.30	86.80	86.43	86.45	86.65
Water only companies					
Affinity	88.37	88.71	86.73	86.52	86.57
Bournemouth	93.82	91.02	91.98	92.30	94.51
Bristol	92.40	95.50	96.50	95.84	96.42
Cambridge	92.19	92.38	92.22	92.22	91.10
Dee Valley	93.00	93.00	93.00	99.20	N/A
Essex & Suffolk	95.06	95.40	91.30	94.20	94.90
Hartlepool	73.00	74.00	76.30	N/A	N/A
Portsmouth	90.20	90.10	89.20	88.40	87.86
South East	95.00	95.00	95.00	95.00	95.00
South Staffs	87.38	87.64	88.30	90.60	90.20
SES Water	88.03	87.97	87.99	85.79	85.80
* Anglian includes Hartlepool					
Industry Average(Weighted)	90.38	90.86	90.60	90.70	90.87

Measured Water consumption (litres per person per day)

	2014-15	2015-16	2016-17	2017-18	2018-19
Water and Sewerage Companies					
Anglian*	126.73	128.44	127.24	129.29	126.15
Dwr Cymru	112.20	112.56	116.64	131.99	135.24
Hafren Dyfrdwy	N/A	N/A	N/A	N/A	131.00
Northumbrian	135.45	133.51	133.46	136.47	142.51
Severn Trent	112.00	118.17	118.92	121.18	117.00
South West	118.77	119.40	118.90	123.86	140.34
Southern	129.69	124.67	125.25	122.06	124.20
Thames	130.61	128.03	123.72	123.31	126.44
United Utilities	106.88	108.00	117.48	122.63	125.90
Wessex	130.87	132.23	134.87	137.33	137.91
Yorkshire	105.00	107.55	108.56	108.01	111.50
Water only companies					
Affinity	128.90	134.51	138.87	134.84	136.34
Bournemouth	128.73	125.30	136.11	133.11	143.79
Bristol	123.00	120.00	126.00	129.13	133.37
Cambridge	122.47	117.30	123.16	128.40	133.24
Dee Valley	113.42	112.02	118.60	122.80	N/A
Essex and Suffolk	142.89	143.17	145.92	149.37	156.92
Hartlepool	107.15	124.75	128.72	127.68	130.45
Portsmouth	112.23	119.07	128.20	126.90	127.50
South East	144.75	158.19	140.31	141.70	140.70
South Staffs	119.74	120.77	122.74	125.37	127.75
SES Water	132.18	137.73	136.85	134.29	139.53

Unmeasured Water consumption (litres per person per day)

	2014-15	2015-16	2016-17	2017-18	2018-19
Water and Sewerage Companies					
Anglian*	149.08	154.16	161.66	161.67	175.17
Dwr Cymru	156.91	156.33	158.87	160.56	169.23
Hafren Dyfrdwy	N/A	N/A	N/A	N/A	155.00
Northumbrian	143.82	148.35	143.45	146.97	148.61
Severn Trent	134.90	137.96	140.12	141.14	142.00
South West	172.89	179.40	185.93	197.86	212.26
Southern	152.32	158.10	170.16	173.33	168.17
Thames	159.76	159.21	158.98	157.52	157.89
United Utilities	142.79	142.00	151.64	154.14	155.75
Wessex	145.90	144.09	148.17	150.46	158.63
Yorkshire	153.00	153.46	156.66	155.69	154.83
Water only companies					
Affinity	164.49	166.59	167.74	168.61	184.07
Bournemouth	157.15	151.29	159.71	157.94	168.31
Bristol	158.00	156.00	160.00	160.70	167.31
Cambridge	144.10	163.31	175.17	179.12	164.47
Dee Valley	147.38	161.83	158.20	154.58	N/A
Essex and Suffolk	157.89	158.05	158.64	157.16	161.50
Hartlepool	132.66	130.27	126.20	124.95	130.77
Portsmouth	154.24	150.30	150.40	154.50	161.30
South East	175.34	165.95	181.52	183.56	211.50
South Staffs	133.03	132.80	129.81	132.98	137.87
SES Water	183.00	180.47	180.98	184.93	188.48

Average Water consumption (litres per person per day)

	2014-15	2015-16	2016-17	2017-18	2018-19
Water and Sewerage Companies					
Anglian*	133.35	135.36	135.73	135.39	134.70
Dwr Cymru	143.90	142.75	145.23	150.98	157.33
Hafren Dyfrdwy	N/A	N/A	N/A	N/A	142.00
Northumbrian	141.85	144.67	140.82	143.95	146.77
Severn Trent	126.40	130.35	131.67	132.93	131.00
South West	134.55	136.58	136.12	141.75	157.38
Southern	134.84	129.83	131.28	128.90	129.75
Thames	150.92	149.02	146.38	144.47	145.21
United Utilities	130.00	130.00	138.94	141.96	143.73
Wessex	138.47	138.07	141.20	143.20	146.81
Yorkshire	133.00	133.12	134.55	133.03	133.55
Water only companies					
Affinity	148.30	152.21	154.75	152.20	158.80
Bournemouth	139.32	134.43	143.91	140.98	151.33
Bristol	143.00	141.10	144.10	146.30	150.70
Cambridge	130.51	132.91	139.79	144.62	142.85
Dee Valley	129.53	134.87	135.20	136.57	N/A
Essex and Suffolk	150.95	150.65	152.19	153.25	159.17
Hartlepool	119.91	127.51	127.46	125.92	130.56
Portsmouth	145.54	143.29	145.10	147.60	152.40
South East	157.50	161.20	151.36	150.19	151.80
South Staffs	128.95	128.89	127.54	130.35	134.21
SES Water	161.13	160.93	159.71	158.77	162.62

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

	2014-15	2015-16	2016-17	2017-18	2018-19
Water and Sewerage Companies					
Anglian	00:19:10	00:08:19	00:11:53	00:07:29	00:08:53
Dwr Cymru	00:22:59	00:21:44	00:12:09	00:43:17	00:16:02
Hafren Dyfrdwy	N/A	N/A	N/A	N/A	00:29:10
Northumbrian	00:04:49	00:02:11	00:02:00	00:04:04	00:09:09
Severn Trent	00:09:54	00:11:10	00:10:08	00:34:17	00:18:53
South West	00:22:48	00:25:08	00:13:16	00:22:08	00:09:40
Southern	00:06:00	00:12:00	00:06:36	00:16:46	00:07:23
Thames	00:11:06	00:15:32	00:10:40	00:28:54	00:22:03
United Utilities	00:13:25	00:16:42	00:13:33	00:13:09	00:09:10
Wessex	00:20:07	00:14:18	00:12:48	00:12:15	00:05:51
Yorkshire	00:09:36	00:12:53	00:09:47	00:06:58	00:10:28
Water only companies					
Affinity	00:27:03	00:17:55	00:21:06	00:32:54	00:12:42
Bournemouth	00:02:24	00:02:32	00:01:54	00:00:41	00:00:40
Bristol	02:36:32	00:15:52	00:12:34	01:15:59	00:15:01
Cambridge	00:16:31	00:06:53	00:07:45	00:07:13	00:10:59
Dee Valley	00:10:12	00:05:13	00:20:53	00:04:20	N/A
Essex & Suffolk	00:02:38	00:05:01	00:03:05	00:07:22	00:09:15
Hartlepool	00:04:51	00:02:18	00:03:44	00:03:05	00:02:13
Portsmouth	00:08:44	00:03:30	00:04:09	00:04:17	00:03:54
South East	00:08:04	00:32:03	00:12:54	00:44:36	00:14:12
South Staffs	00:06:19	00:03:36	00:04:34	00:08:49	00:06:13
SES Water	00:28:34	00:06:18	00:04:23	00:03:14	00:16:06
Weighted Industry average	00:16:01	00:13:48	00:10:46	00:22:00	00:13:14

Number of properties flooded internally (total)

	2014-15	2015-16	2016-17	2017-18	2018-19
Water and Sewerage Companies					
Anglian	262	220	259	155	112
Dwr Cymru	152	125	154	155	117
Hafren Dyfrdwy	N/A	N/A	N/A	N/A	1
Northumbrian	238	175	124	99	119
Severn Trent	735	492	528	380	400
South West	117	113	89	80	56
Southern	316	372	334	287	302
Thames	1,129	1,029	1,429	909	1,022
United Utilities	813	1,111	2,110	997	628
Wessex	125	101	79	76	92
Yorkshire	446	415	416	422	403
INDUSTRY	4,333	4,153	5,522	3,560	3,252

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

	2014-15	2015-16	2016-17	2017-18	2018-19
Water and Sewerage Companies					
Anglian	0.96	0.80	0.94	0.55	0.40
Dwr Cymru	1.06	0.87	1.06	1.07	0.80
Hafren Dyfrdwy	N/A	N/A	N/A	N/A	0.48
Northumbrian	1.90	1.39	0.98	0.78	0.93
Severn Trent	1.84	1.22	1.30	0.93	0.97
South West	1.62	1.55	1.18	1.07	0.74
Southern	1.63	1.91	1.70	1.45	1.52
Thames	1.98	1.78	2.46	1.55	1.72
United Utilities	2.50	3.39	6.38	3.00	1.87
Wessex	1.03	0.82	0.64	0.61	0.73
Yorkshire	1.98	1.83	1.83	1.84	1.75
INDUSTRY	1.77	1.68	2.22	1.42	1.30

Number of properties flooded externally (total)

	2014-15	2015-16	2016-17	2017-18	2018-19
Water and Sewerage Companies					
Anglian	3,048	2,665	2,659	2,204	1,735
Dwr Cymru	3,185	3,192	2,470	2,364	2,293
Hafren Dyfrdwy	N/A	N/A	N/A	N/A	16
Northumbrian	1,176	1,168	763	698	733
Severn Trent	7,357	5,892	5,232	3,235	3,118
South West	1,590	1,437	1,236	1,036	1,171
Southern	6,016	4,805	4,447	3,829	4,086
Thames	6,695	6,350	5,056	2,973	2,278
United Utilities	3,758	3,959	4,236	3,469	3,142
Wessex	1,711	1,565	1,428	1,268	1,185
Yorkshire	3,704	3,702	3,556	3,969	3,732
INDUSTRY	38,240	34,735	31,083	25,045	23,489

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

	2014-15	2015-16	2016-17	2017-18	2018-19
Water and Sewerage Companies					
Anglian	11.19	9.70	9.64	7.87	6.16
Dwr Cymru	22.28	22.17	17.08	16.24	15.64
Hafren Dyfrdwy	N/A	N/A	N/A	N/A	7.74
Northumbrian	9.37	9.27	6.02	5.48	5.75
Severn Trent	18.43	14.63	12.90	7.93	7.60
South West	21.97	19.73	16.39	13.81	15.38
Southern	31.05	24.64	22.61	19.33	20.50
Thames	11.72	10.98	8.70	5.07	3.84
United Utilities	11.55	12.07	12.82	10.43	9.35
Wessex	14.09	12.78	11.57	10.20	9.45
Yorkshire	16.44	16.35	15.62	17.35	16.20
INDUSTRY	15.61	14.06	12.49	9.99	9.37