



The voice for water consumers
Llais defnyddwyr dŵr



Water for All Report 2019-20

Supplementary Data

WaterSure take-up 2019-20

	2015-16	2016-17	2017-18	2018-19	2019-20
Water and Sewerage Companies					
Anglian	17,812	22,101	30,852	33,229	34,853
Dŵr Cymru	10,146	10,946	13,489	14,379	15,543
Hafren Dyfrdwy	N/A	N/A	N/A	1,103	847
Northumbrian	1,596	1,914	2,266	2,529	3,247
Severn Trent	11,640	12,653	12,692	13,840	13,959
South West	11,672	12,254	12,523	12,447	12,674
Southern	10,722	10,567	10,515	12,780	13,856
Thames	11,896	12,243	12,859	13,174	13,836
United Utilities	8,432	11,997	16,490	20,095	22,772
Wessex	5,402	6,260	7,394	8,021	7,779
Yorkshire	6,158	6,434	6,793	7,035	7,205
Water only companies					
Affinity	4,168	3,970	3,929	3,871	4,055
Bournemouth	862	893	709	795	729
Bristol	1,860	2,160	2,587	2,826	2,974
Cambridge	326	357	394	347	352
Dee Valley	1,286	1,258	1,404	N/A	N/A
Essex & Suffolk	3,185	3,497	3,790	4,141	4,883
Hartlepool	94	133	201	201	320
Portsmouth	255	234	210	194	190
South East	2,518	3,130	3,371	4,025	5,220
South Staffs	1,119	1,248	1,196	1,190	1,411
SES Water	314	285	283	321	241
TOTAL	111,463	124,534	143,947	156,543	166,946

WaterSure Approximate value of support 2019-20¹

	2017-18	2018-19	2019-20
Water and Sewerage Companies			
Anglian	£7,218,257	£7,752,462	£8,788,486
Dŵr Cymru	£4,727,592	£4,552,920	£2,167,087
Hafren Dyfrdwy	N/A	£79,419	£56,291
Northumbrian	£282,442	£489,884	£641,913
Severn Trent	£3,246,825	£3,728,684	£2,797,259
South West	£5,251,231	£5,592,841	£6,212,620
Southern	£3,546,464	£4,653,609	£4,516,805
Thames*	£2,936,539	£2,978,894	£4,379,682
United Utilities	£4,860,847	£6,325,510	£7,655,519
Wessex	£1,289,498	£1,967,729	£2,152,089
Yorkshire	£2,717,600	£2,814,000	£2,882,000
Water only companies			
Affinity	£733,000	£722,000	£779,401
Bournemouth	£58,759	£61,224	£63,210
Bristol	£245,000	£264,000	£380,424
Cambridge	£33,918	£27,030	£29,106
Dee Valley	£68,896	N/A	N/A
Essex & Suffolk	£715,216	£736,951	£878,050
Hartlepool*	£17,457	£16,700	£26,586
Portsmouth	£14,841	£11,917	£8,912
South East	£171,984	£450,624	£559,678
South Staffs	£166,349	£156,067	£190,213
SES Water	£3,867	£47,479	£58,013
TOTAL	£38,306,582	£43,429,944	£45,223,345

Southern Water financial data for 2017-18 and 2018-19 does not include help delivered to South East Water sewerage customers who are provided sewerage services by Southern Water

¹ Based on company assessments of the value of support delivered. These may be subject to varying degrees of accuracy.

*only estimated values provided

Social Tariff take-up 2019-20

	2015-16	2016-17	2017-18	2018-19	2019-20
Water and Sewerage Companies					
Anglian	1,500	6,162	7,713	12,136	24,307
Dŵr Cymru	3,242	20,811	57,118	78,438	88,024
Hafren Dyfrdwy	N/A	N/A	N/A	554	872
Northumbrian	833	2,374	3,378	13,211	25,742
Severn Trent	9,853	35,343	35,991	35,956	52,690
South West	3,846	5,772	8,185	9,821	11,547
Southern	9,453	27,337	44,932	72,875	84,373
Thames	19,170	30,877	48,957	69,191	150,372
United Utilities	12,985	30,607	46,158	62,767	68,552
Wessex	9,823	13,731	24,376	30,025	34,789
Yorkshire	8,984	12,943	14,323	16,688	19,795
Water only companies					
Affinity	38,649	44,101	49,137	56,558	60,230
Bournemouth	N/A	N/A	231	411	671
Bristol	6,183	7,676	11,120	13,973	15,966
Cambridge	N/A	320	1,037	1,330	1,306
Dee Valley	N/A	127	468	N/A	N/A
Essex and Suffolk	289	527	915	2,474	4,882
Hartlepool	N/A	N/A	N/A	640	559
Portsmouth	N/A	2,806	5,312	7,411	8,401
South East	4,581	9,471	16,548	27,860	33,575
South Staffs	N/A	3,746	9,094	11,685	22,228
SES Water	5,686	5,809	8,150	10,401	14,311
TOTAL	135,077	260,540	393,143	534,405	723,192

Approximate value of social tariff value of support 2019-20²

	2017-18	2018-19	2019-20
Water and Sewerage Companies			
Anglian	£1,997,830	£1,989,604	£4,324,001
Dŵr Cymru	£15,397,362	£20,363,763	£24,365,606
Hafren Dyfrdwy	N/A	£30,796	£88,116
Northumbrian	£453,264	£1,605,944	£3,464,030
Severn Trent	£7,842,824	£7,836,788	£11,667,823
South West	£966,746	£1,201,635	£1,388,448
Southern	£2,439,445	£3,264,974	£5,655,365
Thames	£5,212,757	£6,654,805	£15,482,176
United Utilities	£9,311,680	£13,670,340	£20,254,575
Wessex	£3,167,840	£4,257,764	£4,664,597
Yorkshire	£1,229,074	£1,770,055	£2,147,268
Water only companies			
Affinity	£4,177,000	£4,590,000	£4,596,151
Bournemouth	£3,536	£10,636	£14,864
Bristol	£867,576	£1,079,020	£1,320,247
Cambridge	£89,910	£106,002	£95,539
Dee Valley	£25,052	N/A	N/A
Essex & Suffolk	£107,019	£172,474	£421,060
Hartlepool	N/A	£21,826	£49,453
Portsmouth	£105,014	£138,030	£189,732
South East	£381,650	£1,596,671	£2,076,651
South Staffs	£843,313	£1,015,057	£1,805,712
SES Water	£740,536	£1,020,065	£1,383,100
TOTAL	£55,359,428	£72,396,249	£105,454,514

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² Based on company assessments of the value of support delivered. These may be subject to varying degrees of accuracy.



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

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