



CCW

The voice for water consumers  
Llais defnyddwyr dŵr

Household customer written  
complaint handling by water  
companies in England and Wales



[ccwater.org.uk](https://ccwater.org.uk)

1 April 2021 - 31 March 2022



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# Introduction

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**CCW is the independent voice for water consumers in England and Wales. We are here to help customers that have been unable to resolve a complaint against their water company, while providing free advice and support.**

Every year we help thousands of customers reach a satisfactory conclusion to their complaint, including securing financial redress or changes that lead to an improved service. All of our work is informed by extensive research, which we use to champion the interests of consumers and influence water companies, governments and regulators.

This report looks specifically at the experiences of household customers. It draws together the intelligence and insight we've been able to gather from the written complaints made directly to water companies and those that customers have brought to us. We use this to establish where there might be specific issues at a company or industry level that are impacting customer service and need to be addressed. Through identifying the root causes of customers' concerns, we are then able to work with companies to tackle these problems. It also helps us to draw out examples of best practice that we can share with the rest of the industry to improve overall standards of complaint handling.

It is important to note that this report looks at written complaints only and therefore does not give the full picture of a water company's complaint handling performance.

### What we measure

We compare companies' performance using two main measures. The first is the number of written complaints received directly by water companies from their customers. The second is a metric that assesses how well written complaints were handled. This measure takes into account complaints that could not be resolved to the customer's satisfaction by companies – known as escalated Stage 2 complaints - and complaints made about companies to CCW. Each measure allows us to compare the performance of individual companies and identify trends within the sector to bring about positive changes for customers. Our methodology is explained further in Appendix 1a.

These measures provide only a partial picture of how individual companies and the industry as a whole is performing on complaints. To complete that picture we need to be able to compare companies across all contact channels including telephone and social media. We are working towards that ambition and the next section explains that we do not yet have sufficient confidence in the consistency of the data being submitted by companies.

We separate companies when comparing their performance into two distinct groups depending on the services they provide:

- Water and sewerage companies (WaSCs) provide both water and sewerage services to companies; and
- Water only companies (WOCs) only offer water services.

### Data collection challenges

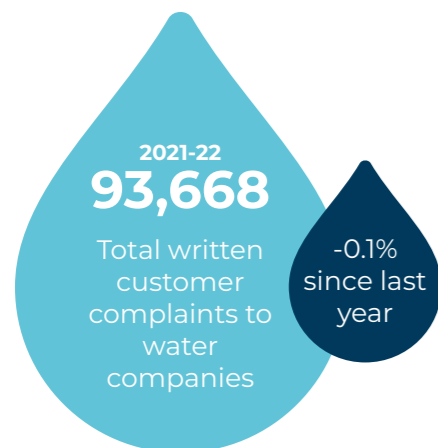
It has been a long-standing ambition for CCW to move away from our historic focus of measuring complaint performance purely based on the numbers of written complaints generated across the industry. We have worked extensively with the industry to make this happen and companies implemented revised guidance for reporting complaints across all contact channels in April 2021 to facilitate this. To test whether this was being used consistently across the board, CCW commissioned an independent review across all water companies.

Independent auditors were appointed to lead the review and establish the following confidence criteria for the accuracy of the data submitted by companies.

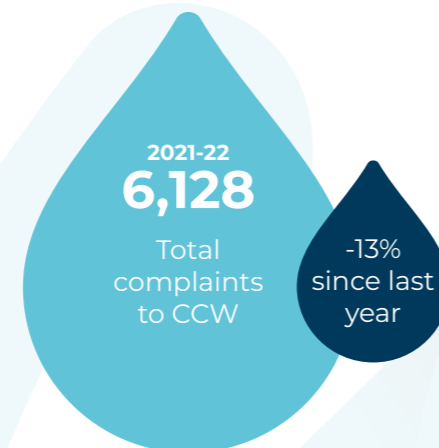
- >90% high confidence
- 80 – 90 % medium confidence
- < 80% low confidence

It found that only 84 per cent of total complaints were being handled in line with the guidance, with telephone complaints achieving an accuracy rate of just 82 per cent. The guidance for written complaints is a process water companies have followed for some time; as a result, the review found that accuracy in this area was 93 per cent, giving us a high level of confidence that the guidance is being applied correctly. This is why we have continued to focus on written complaints as our primary measure of complaint performance in this year's report.

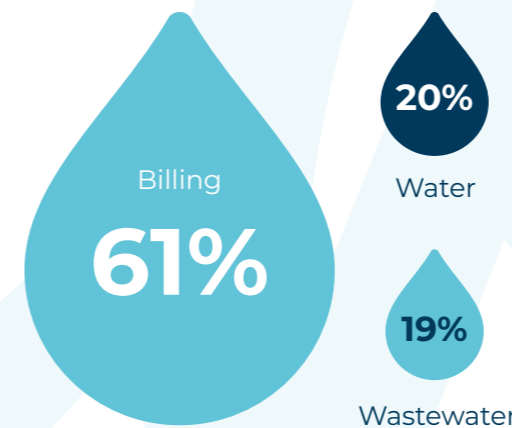
### Total written customer complaints to water companies



### Total complaints to CCW



### Main causes of written complaints to water companies



### Wastewater complaints



# Written complaint performance across the industry

## Written complaints to water companies across the industry remained largely unchanged in 2021-22 on the back of a three-year rising trend.

They reduced by just 90 complaints from the previous year to 93,668. Complaints to CCW however fell by 13 per cent to their lowest level in over a decade (down from 7,076 to 6,128), suggesting that companies are resolving more issues to the satisfaction of customers without the need to seek help from us.

The overall number of written complaints does not tell the full story. Across the industry we saw good progress with the majority of companies (14) reducing written complaints, with 12 of these improving by more than 10 per cent.

Two companies stand out as poor performers in relation to written complaints - Southern

Water and Thames Water. Southern Water received 3,308 more complaints in 2021-22 - a rise of 56 per cent.

Thames Water's written complaints increased by 1.3 per cent as the company reported 40,060 in total, making it the worst performer on this measure.

The number of written complaints that companies across England and Wales could not resolve to customers' satisfaction rose by 20 per cent<sup>1</sup> to 9,452. This overall rise was mainly attributable to Thames Water which saw a 59 per cent increase (2,293 additional stage 2 complaints).

# Main causes of customer dissatisfaction

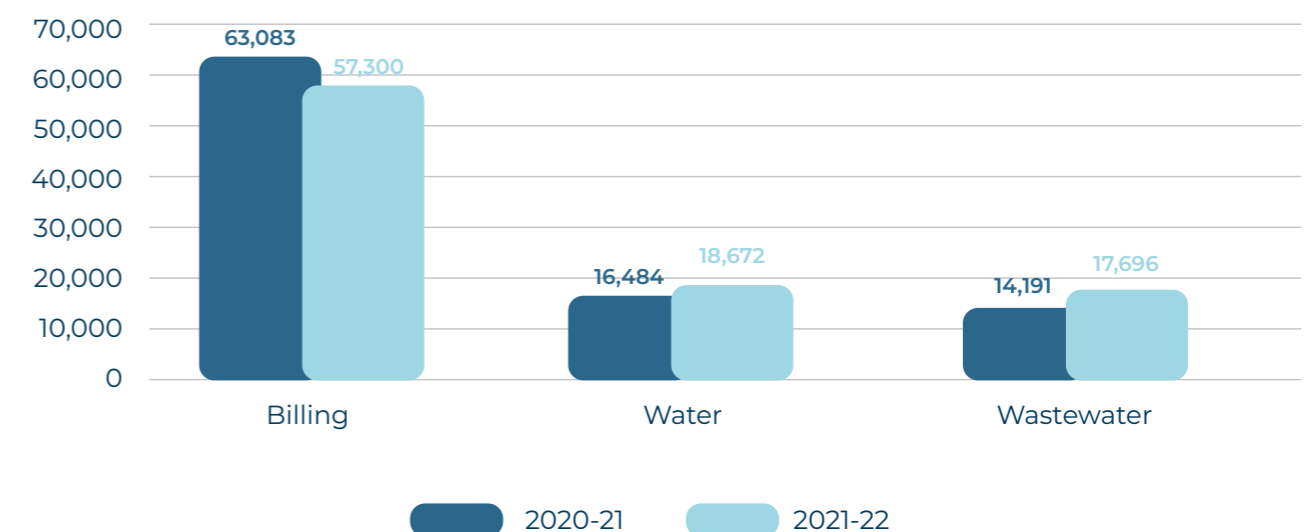
Billing issues fell by 9 per cent but continue to make up the bulk of customers' complaints (61 per cent). These include customers disputing how much water they used, concerns over estimated bills and how water companies had gone about recovering debt.

Companies saw written complaints about billing fall by 9 per cent. There was also a promising 15 per cent reduction in billing complaints brought to CCW, which suggests that companies are resolving more of these type of disputes before customers feel the need to involve us. Proportionally, customers disputing the volume of water they have used remains the highest category of billing complaint (39 per cent). It is noticeable that CCW has seen a reduction in complaints from customers with water meters across the year.

Debt recovery remains the next biggest cause of billing complaints, accounting for 15 per cent in total. Affordability and vulnerability made up a further 13 per cent. This was similar to the previous year; however, our Water Matters survey has revealed that the number of people who say that their bills are affordable has reduced from 82 per cent in 2020 to 76 per cent in 2021 and around one in ten now say their bills are unaffordable.

With the cost of living crisis overtaking the impact of the pandemic as the main driver for this, it is even more important for companies to have measures in place to support people struggling with bills and handle any disputes sensitively.

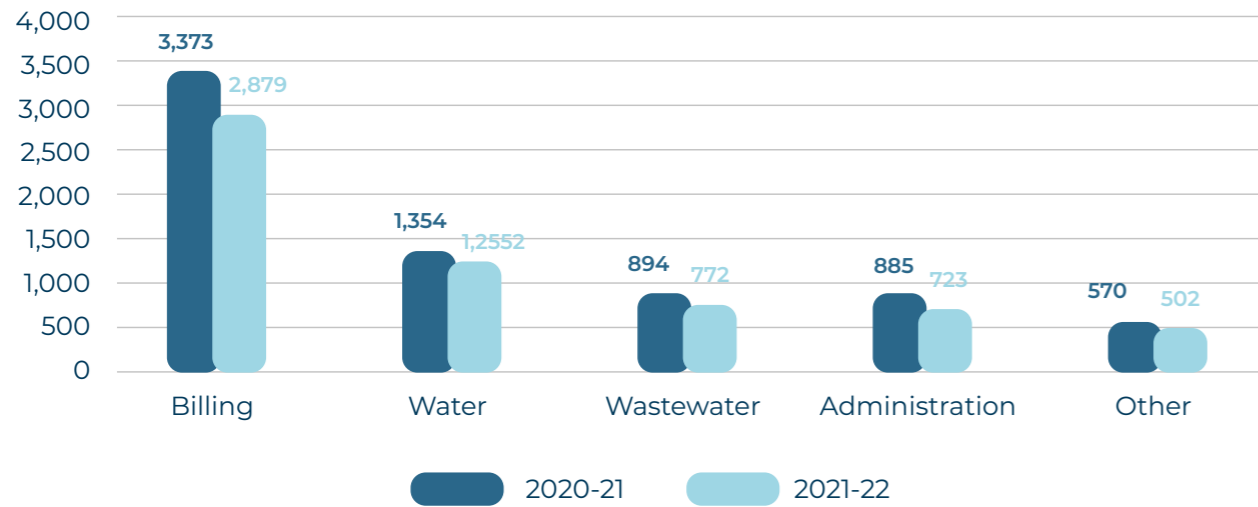
Chart 2: Written complaints to companies - breakdown by category



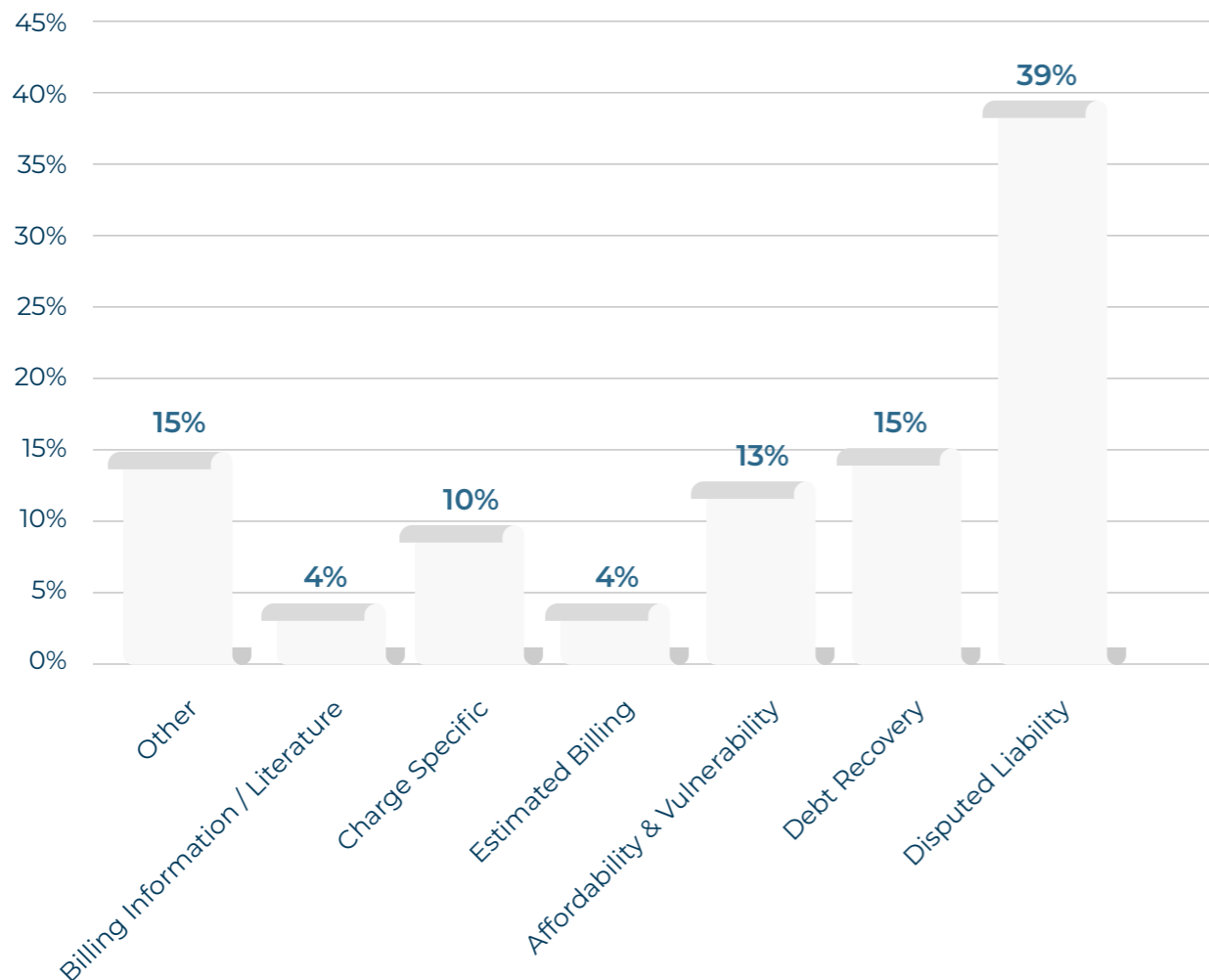
<sup>1</sup> If complaints are not resolved at the initial stage of a company's complaints process (Stage 1), these become escalated complaints within the company (Stage 2).



**Chart 3: Complaints to CCW breakdown by category**



**Chart 4: Billing complaints to CCW**



## Case study 1

### BILLING

**Rosie called CCW about a very large bill she had received of around £900, causing her considerable distress. While we were investigating this, the company began court proceedings to recover the outstanding balance. We were able to get the company to cancel this action and following an investigation a leak was discovered. As a result of this a leak allowance<sup>2</sup> was applied, removing £150 from the bill. The remaining amount was correct and payable as Rosie had not made payments for a long time and the balance had built up. The company recognised that the customer was in a vulnerable situation and agreed to write off the remainder of the balance, as long as she agreed to set up a payment plan to prevent arrears in the future.**

Complaints to WaSCs about wastewater services rose significantly by 25 per cent. Much of the increase at this time is likely due to heightened awareness of sewage discharges into rivers and coastal waters. This is supported by the findings of our annual customer survey Water Matters which found that satisfaction with sewerage services decreased significantly compared to the previous year. However, some companies managed to improve over the same period. United Utilities, for example, provided greater focus on reducing repeat sewer flooding and blockages that resulted in a 25 per cent reduction in complaints of this nature.

Wastewater complaints to CCW fell by 14 per cent. This may be in part because of the increased numbers of sewage complaints to companies which did not relate to a specific customer incident, making it less likely for the issue to be escalated.

<sup>2</sup> When a customer has suffered a leak at their home they can submit a claim to their water company to cover the cost of water used associated with the leak.

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## Case study 2

### WASTEWATER

**Siobhan experienced extensive sewer flooding for many years. She approached her sewerage company for help on multiple occasions and was told that sewer repairs were needed to prevent further flooding. She was assured that these improvements would take place but nothing happened. Siobhan eventually approached CCW for help.**

**Our intervention led to the company agreeing to a number of measures, which included funding an upgrade of the mains sewer and installing a Surface Water Drainage System, reducing the risk of further flooding at the property.**

**The customer now has peace of mind they can live without the fear of being flooded with sewage.**

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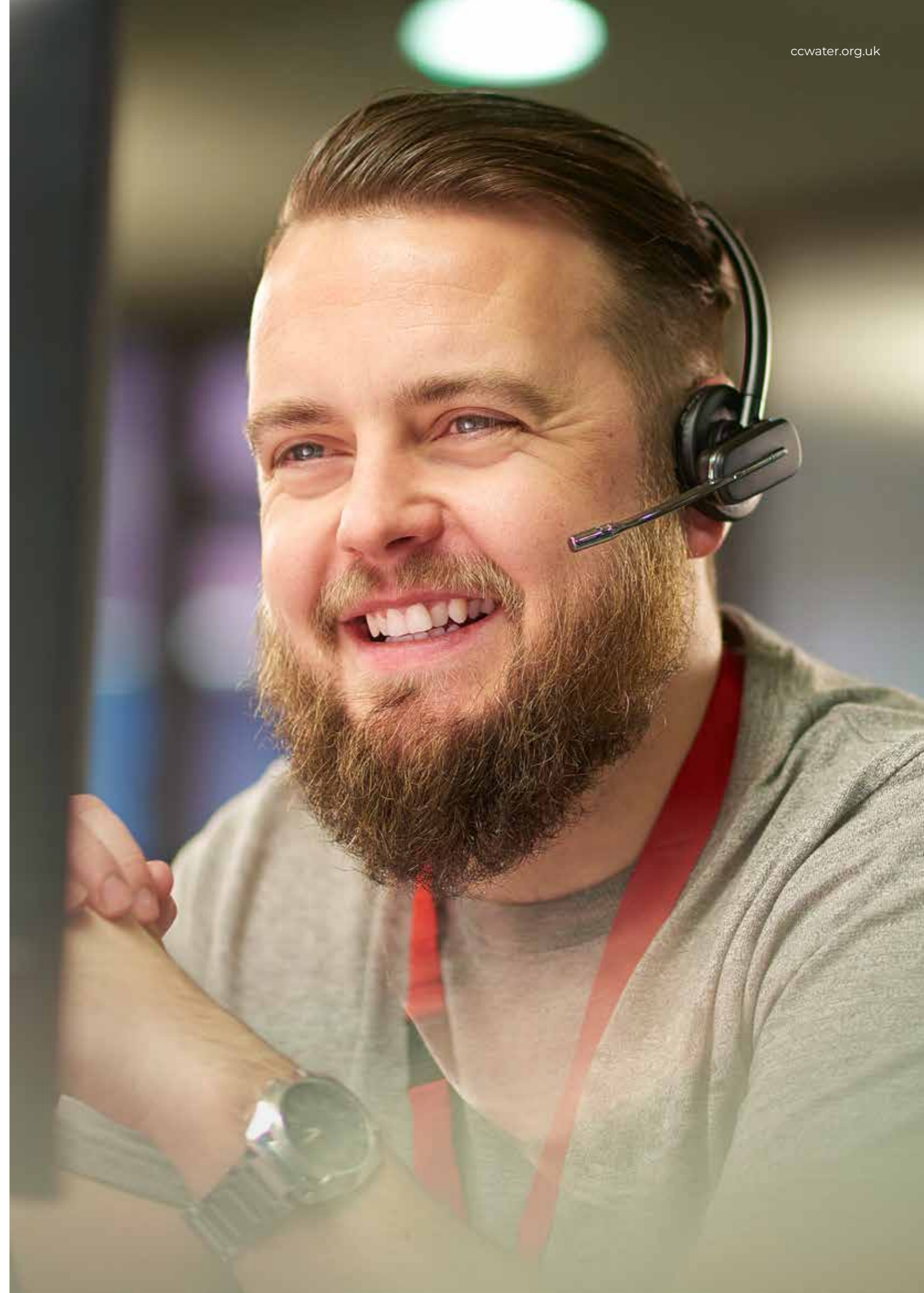
## Case study 3

### WATER

**Elliott had suffered with low pressure since he moved into his property in the late 1980s. He complained repeatedly to his water company but eventually gave up after nothing was resolved.**

**He decided to raise the issue again and CCW helped support him to achieve a more satisfactory resolution. The company visited and discovered a partially closed valve, restricting the flow of water into the supply pipe. Immediately after the company fully opened the valve, the decades of low-pressure issues were resolved.**

Complaints to companies about their water service increased by 13 per cent, with the biggest rises generated by WaSCs. Conversely, complaints about water services brought to CCW reduced by 8 per cent, decreasing from 1,354 to 1,252. Despite the fall in complaints to CCW about low pressure and/or supply interruptions, these still make up 16 per cent of all water-related complaints to us. Companies must provide a reliable and consistent water supply to all customers and we launched our 'Don't let people suffer in silence campaign' in April 2022 to champion the cause of the industry's worst-served customers.



# Company performance in focus

We examine the performance of individual water companies by comparing them with others that provide the same main services.

Our comparison takes into account two distinct measures of performance – the written complaints received by companies from customers and our complaint-handling metric<sup>3</sup>.

This section provides additional commentary on the performance of selected companies that demonstrated better or worse than average performance in both measures. It is possible for companies to have high levels of written complaints, while being good at handling them.

### Water and sewerage companies - WaSCs

Table 1 shows the performance of each WaSC in terms of the written complaints they received in 2020-21 and our complaint-handling measure. The median number of complaints per 10,000 connections for WaSCs is 17.5.

Table 1: Complaint performance 2021-22 – WaSCs

Company	Written complaints per 10,000 connections	Change on 2019-20	Complaint handling <sup>4</sup>
Anglian Water	17.0	-29 %	Better than average
Dŵr Cymru Welsh Water	14.7	-13 %	Worse than average
Hafren Dyfrdwy	15.1	-25 %	Worse than average
Northumbrian Water	39.7	-1 %	Good
Severn Trent Water	22.6	3 %	Worse than average
South West Water	15.9	-4 %	Better than average
Southern Water	44.8	56 %	Poor
Thames Water	68.1	0 %	Poor
United Utilities	17.5	-15 %	Better than average
Wessex Water	9.6	-32 %	Better than average
Yorkshire Water	21.4	15 %	Poor



### Better performers

**Wessex Water** was the only water and sewerage company to achieve good performance in written complaints and better than average performance in complaint handling. It is encouraging to see that the company built on previous good performance by reducing written complaints by almost a third and it remains the best performing WaSC for this measure. An increase in the proportion of Stage 2 complaints resulted in the company moving from the Good performance band to Better than average.



### Poor performing companies

**Thames Water** generated the highest level of written complaints among water and sewerage companies - 52 per cent higher than the next worst performer.

**Southern Water's** written complaints per 10,000 connections increased by 56 per cent. It received the second highest number of written complaints among all water and sewerage companies.

<sup>3</sup> The complaint handling metric provides a more holistic picture of how well companies are handling complaints. It uses the information we hold on complaints that are not resolved to customers' satisfaction by companies and those that customers bring to CCW for resolution. Individual complaint handling calculations for companies are shown in Appendix 1b.

### Water only companies - WOCs

Table 2 shows the performance of each WOC in terms of written complaints received from its customers and complaint handling. The median number of written complaints per 10,000 connections for WOCs is 12.8.

**Table 2: Complaint performance 2021-22 – WOCs**

Company	Written complaints per 10,000 connections	Change on 2019-20	Complaint handling
Affinity Water	14.1	14 %	Worse than average
Bristol Water	11.2	-38 %	Better than average
Cambridge Water	18.9	-26 %	Better than average
Essex & Suffolk Water	36.6	-15 %	Better than average
Portsmouth Water	9.4	-13 %	Worse than average
SES Water	12.7	-19 %	Poor
South East Water	12.9	-27 %	Poor
South Staffs Water	12.0	-21 %	Better than average

Hartlepool Water is a part of Anglian Water Services Limited. In previous years its performance was reported separately from that of Anglian Water but for 2021-22 it has been reported as a single entity.

There were no WOCs that achieved good performance in both written complaints and complaint handling. Bristol Water was the only WOC to rate as good in written complaints and better than average in complaint handling. A 38 per cent decrease in total written complaints was driven by

similar reductions in both billing and service-related complaints, improving comparative performance from last year's poor rating.

There were no WOCs that achieved poor performance in both written complaints and complaint handling. Cambridge Water and Essex and Suffolk Water had the largest volumes of complaints per 10,000 connections, while South East Water and SES Water were ranked in the bottom category for complaint handling.

# Review of company application of household complaint guidance

**All water companies are required to submit accurate complaints data to CCW. We have worked extensively with companies to develop guidance so that complaints can be reported in a consistent way.**

The latest version of the guidance (12.3) came into effect in April 2021 and aimed to ensure that companies were recording all of the complaints they received, regardless of the way that the customer chose to contact the company. Previously, all companies had reported written complaints only and so moving to all channels should give a richer picture of the problems that people raise with their water companies.

However, during the year, both CCW and companies raised concerns that the guidance was not being applied consistently. CCW commissioned and worked in partnership with an independent agency to undertake a review of the guidance and complete a review of billing and operational contacts and complaints across all channels and all companies

The key findings from the review found the following accuracy rates across the industry.

**Table 3: Complaint accuracy rates**

Channel	Accuracy Rate
Written	93%
Telephone	82%
Other real-time <sup>4</sup> accuracy	84%
Total Complaints	84%

Key	Confidence Level
< 80%	Low
80%-90%	Medium
>90%	High

As the findings recorded only a medium confidence level for total complaints, we have decided to focus again on written complaints in this report. We are aware that this provides only a partial picture of the industry's performance and we continue to work towards consistent reporting of complaints for all channels.

The review identified that the current guidance may be contributing to this. Although the guidance is comprehensive and detailed, companies have concerns about the understanding and applicability of it. In some cases it is felt to be too complex and yet in others too open to judgement. CCW accepts this and will work to quickly simplify and streamline the guidance to ensure that all companies are applying it in the same way.

Where the review found issues unique to individual companies, we will be working directly with them to ensure that action is taken to improve.

<sup>4</sup> Other real-time complaints include social media, webchat, WhatsApp, SMS and in-person complaints.



# Conclusion and next steps

It's encouraging to see that most of the industry is heading in the right direction, with three quarters of water companies seeing a reduction in written complaints year-on-year. However overall improvements are being hampered by some poor performing companies.

Written complaints remain higher than we would like to see but there are some positive signs. The fall in billing complaints is welcome and we want to see companies reduce these further to below pre-pandemic levels.

In contrast, there was a rise in complaints relating to the water services provided by companies, although this did not result in more complaints of this nature being brought to CCW. There was also an increase in wastewater complaints. This rise can, to some extent, be attributed to greater public awareness and people's views on pollution stemming from sewage discharges.

## Next steps

CCW will be acting on the results of the independent review into how consistently the complaints guidance has been applied by companies. We will be discussing the individual results with each company to determine where and how improvements can be made.

CCW will also take on board the findings about the guidance itself and look to where we can improve. We accept the need to simplify the guidance to ensure that complaint definitions are easy to understand and to simplify the

end-to-end process for companies. We plan to consult directly with companies to agree change with a view to implementing revised guidance during 2023. We will then test how companies are applying this through a further independent review and publish the findings at a company level in our 2023 report.

CCW is committed to continuously improving the experience for customers that need our support. During the last 12 months, we have helped over 13,500 people with their complaints and enquiries and during 2022 have reduced our complaint response time to 2 days.

Looking forward, we are committed to improving the customer complaint journey further by reducing customer effort, driving efficiency and delivering high-quality responses across the sector. We aim to increase customer satisfaction with CCW's service to at least 80 per cent by 2023. We will also work with all companies to ensure they can provide a substantive response to customers within five working days by 2025.

We also want to help people better understand what to expect, from both their water company and from us, when making a complaint. We'll do this by publishing information for customers on common complaint types and expected service standards by 2023.

In addition, we are currently working to establish a one-stop shop for mediation and adjudication for customer complaints, which we want to see in place by October 2023.

## Appendix 1a: Our methodology

### Normalising complaints

To allow us to compare companies of different sizes, our complaint measures factor in the number of water and wastewater connections served by each company. The measure we use to do this is 'complaints per 10,000 connections'. For example:

#### Company A

Total written complaints	<b>600</b>
Total connections	<b>4,000,000</b>
Written complaints per 10,000 connections	<b>= 600/4,000,000 x 10,000 = 1.5</b>

### Comparative performance

Where we compare the performance of individual companies we do so within their respective segments as either Water and Sewerage Companies (WaSCs) or Water Only Companies (WOCs).

### Our measures

We assess company complaint performance based upon two measures designed to reflect the underlying service provided to customers and the ability of companies to resolve customer complaints first time. For the former we use written complaints (per 10,000 connections) in line with previous reports.

This is assessed based on quartiles where quartile 1 is the best performing quartile. The colour coding is as follows:

Table A1

Quartile	Written complaint rank
1	Good
2	Above average
3	Below Average
4	Poor

The complaints handling metric is a composite of the percentage of escalated Stage 2 written complaints (compared to total written complaints) received by companies and complaints made about companies to CCW per 10,000 connections. Both components are based on the quartile performance within WaSC and WOC bandings where Quartile 1 is the best performing quartile. Each quartile is then scored as follows.

**Quartile 1: 1**

**Quartile 2: 2**

**Quartile 3: 3**

**Quartile 4: 4**

The respective scores for Stage 2 written complaints and Complaints made about companies to CCW for each company are then added together to determine their respective complaint handling score. Each company is then assigned an overall complaint handling ranking in accordance with the following criteria:

Table A2

Total Score	Complaint handling rank
2	Good
3-4	Above average
4-6	Below Average
7-8	Poor

## Appendix 1b - Complaints handling metric calculation

Water and Sewerage companies (WaSCs)

Company	Stage 2	Score	Complaints to CCW	Score	Composite Score
Anglian Water	6.8%	3	0.9	1	4
Dwr Cymru Welsh Water	4.7%	2	2.0	4	6
Hafren Dyfrdwy	5.3%	3	1.3	2	5
Northumbrian Water	3.2%	1	0.5	1	2
Severn Trent Water	6.7%	3	1.3	3	6
Southern Water	9.1%	4	2.2	4	8
South West Water	4.2%	1	1.9	3	4
Thames Water	15.4%	4	4.4	4	8
United Utilities	4.1%	1	1.2	2	3
Wessex Water	5.2%	2	0.3	1	3
Yorkshire Water	8.9%	4	1.9	3	7
Median	5.3%		1.3		
Best performing quartile	4.5%		1.1		
Worst performing quartile	7.8%		2.0		

Water Only companies (WOCs)

Company	Stage 2	Score	Complaints to CCW	Score	Composite Score
Affinity Water	3.4%	2	1.3	4	6
Bristol Water	3.8%	3	0.4	1	4
Cambridge Water	1.1%	1	0.8	3	4
Essex & Suffolk Water	3.5%	2	0.7	2	4
Portsmouth Water	5.5%	4	0.2	1	5
SES Water	4.7%	3	1.5	4	7
South East Water	6.9%	4	1.2	3	7
South Staffs Water	2.9%	1	0.6	2	3
Median	3.6%		0.8		
Best performing quartile	3.3%		0.5		
Worst performing quartile	4.9%		1.2		



### Appendix 2a - Written complaints to Water and Sewerage companies (WaSCs) from household customers 2017/18 to 2021/22

Company	2017/18	2018/19	2019/20	2020/21	2021/22	% difference to 2020/21	5 year trend
Anglian Water	6,382	6,313	7,280	7,039	5,147	-26.9	
Dŵr Cymru Welsh Water	3,148	2,720	2,143	2,501	2,190	-12.4	
Hafren Dyfrdwy	180	458	340	200	150	-25.0	
Northumbrian Water	2,534	4,168	3,878	4,983	4,765	-4.4	
Severn Trent Water	9,921	11,335	9,574	9,409	10,120	7.6	
Southern Water	6,259	4,544	5,594	5,823	9,131	56.8	
South West Water*	2,447	2,001	1,692	1,649	1,603	-2.8	
Thames Water	17,039	21,108	33,727	39,530	40,060	1.3	
United Utilities	6,755	7,007	5,942	6,759	5,824	-13.8	
Wessex Water	1,787	1,889	1,467	1,778	1,217	-31.6	
Yorkshire Water	3,897	3,623	4,089	4,348	5,031	15.7	
<b>Total</b>	<b>60,349</b>	<b>65,166</b>	<b>75,726</b>	<b>84,019</b>	<b>85,238</b>	<b>1.5</b>	

\*South West Water has reported combined complaints numbers with Bournemouth Water since 2020-21, thus, the previous years' data has been combined to ensure like to like comparison.

### Appendix 2b - Written complaints to Water Only companies (WOCs) from household customers 2017/18 to 2021/22

Company	2017/18	2018/19	2019/20	2020/21	2021/22	% difference to 2020/21	5 year trend
Affinity Water	2,743	2,149	2,260	1,825	2,096	14.8	
Bristol Water	1,560	1,328	880	929	582	-37.4	
Cambridge Water	286	207	376	357	265	-25.8	
Essex & Suffolk Water	1,356	2,781	2,448	3,351	2,868	-14.4	
Hartlepool Water*	92	90	89	25	0	-100.0	
Portsmouth Water	310	312	334	331	291	-12.1	
SES Water	567	331	319	444	364	-18.0	
South East Water	1,476	1,823	1,271	1,614	1,282	-20.6	
South Staffordshire Water	585	502	946	863	682	-21.0	
<b>Total</b>	<b>8,975</b>	<b>9,523</b>	<b>8,923</b>	<b>9,739</b>	<b>8,430</b>	<b>-13.4</b>	

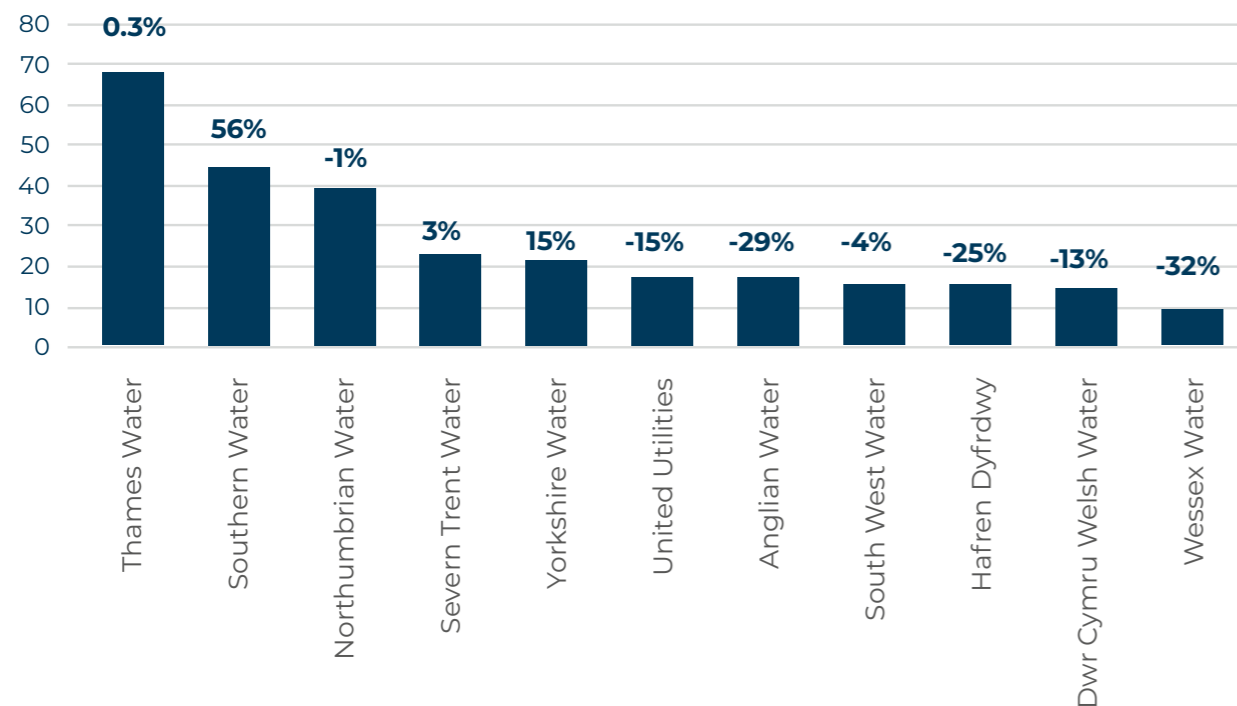
\* In 2021-22 Hartlepool Water's complaints have been reported as a part of Anglian Water's figures.

Appendix 3a - Written complaints to Water and Sewerage companies (WaSCs) from household customers per category and 10,000 connections in 2021/22

Total Household connections	Total Complaints	Per 10,000 Connections	Company	Billing & Charges		Water Supply		Sewerage Service	
				Number	%	Number	%	Number	%
3027131	5,147	17.0	Anglian Water	3,292	64.0	840	16.3	1,015	19.7
1484857	2,190	14.7	Dŵr Cymru Welsh Water	1,304	59.5	662	30.2	224	10.2
99384	150	15.1	Hafren Dyfrdwy	96	64.0	41	27.3	13	8.7
1200304	4,765	39.7	Northumbrian Water	3,211	67.4	924	19.4	630	13.2
4470718	10,120	22.6	Severn Trent Water	5,002	49.4	2,357	23.3	2,761	27.3
2036142	9,131	44.8	Southern Water	5,739	62.9	782	8.6	2,610	28.6
1006350	1,603	15.9	South West Water	985	61.4	367	22.9	251	15.7
5879253	40,060	68.1	Thames Water	25,993	64.9	6,881	17.2	7,186	17.9
3327779	5,824	17.5	United Utilities	4,109	70.6	1,063	18.3	652	11.2
1261912	1,217	9.6	Wessex Water	591	48.6	334	27.4	292	24.0
2349669	5,031	21.4	Yorkshire Water	1,270	25.2	1,702	33.8	2,059	40.9
26143499	85,238	32.6	Total / Average	51,592	60.5	15,953	18.7	17,693	20.8

Percentages may not add to 100 because of rounding

Chart 5a - Written complaints to WaSCs per 10,000 connections in 2021/22 and increase/decrease on previous year

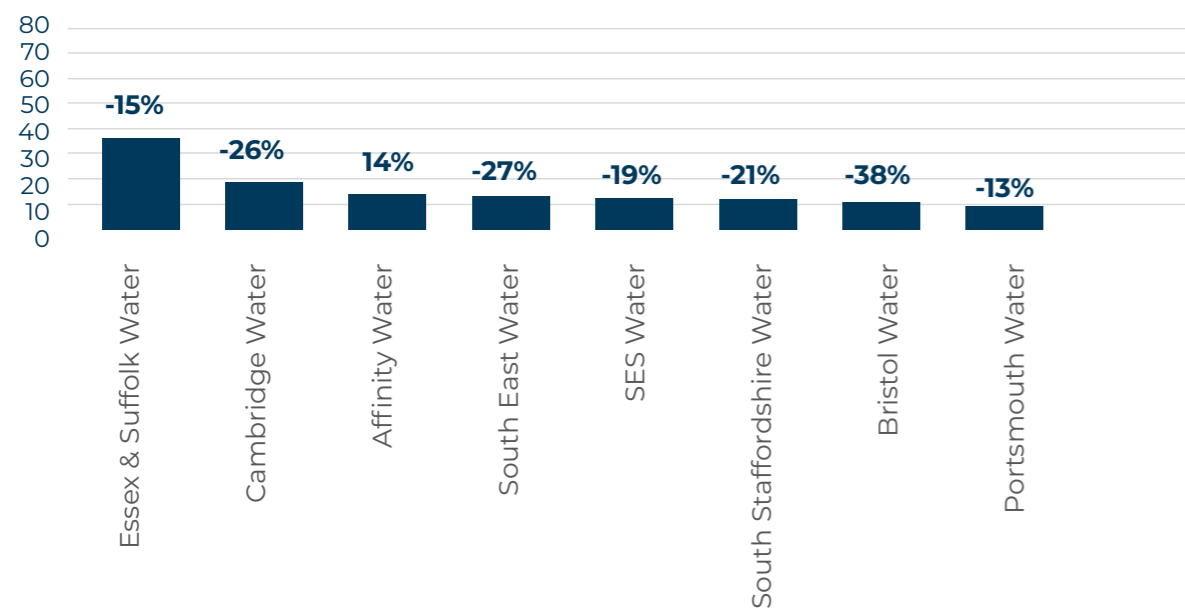


Appendix 3b - Written complaints to Water Only companies (WOCs) from household customers per category and 10,000 connections in 2021/22

Total Household connections	Total Complaints	Per 10,000 Connections	Company	Billing & Charges		Water Supply		Sewerage Service	
				Number	%	Number	%	Number	%
1482418	2,096	14.1	Affinity Water	1,154	55.1	942	44.9		
520063	582	11.2	Bristol Water	254	43.6	328	56.4		
140008	265	18.9	Cambridge Water	211	79.6	54	20.4		
783784	2,868	36.6	Essex & Suffolk Water	2,377	82.9	488	17.0	3	0.1
308611	291	9.4	Portsmouth Water	125	43.0	166	57.0		
286111	364	12.7	SES Water	215	59.1	149	40.9		
993,872	1,282	12.9	South East Water	825	64.4	457	35.6		
567455	682	12.0	South Staffordshire Water	547	80.2	135	19.8		
5082322	8,430	16.6	Total / Average	5,708	67.7	2,719	32.3	3	0.0

Percentages may not add to 100 because of rounding

Chart 5b - Written complaints to WOCs per 10,000 connections in 2021/22 and increase/decrease on previous year

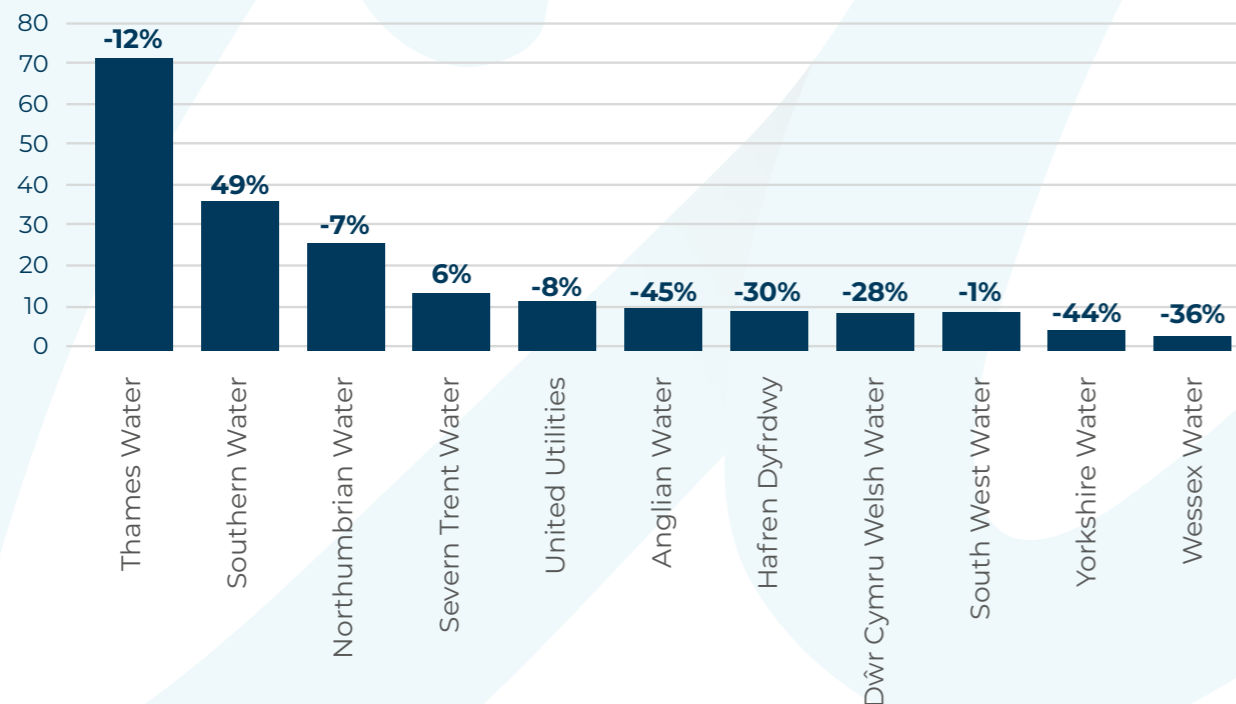


**Appendix 4a - Written complaints from household customers received by Water and Sewerage companies (WaSCs) in 2021/22**

Billed Properties	Billing and Charges complaints			Company	Complaints received by companies			
					First stage complaints		Second stage complaints	
	Complaints	per 10,000 connections	% of total complaints		Number	%	Number	%
2,944,859	3,292	11.2	64.0	Anglian Water	3,076	93.4	216	6.6
1,311,635	1,304	9.9	59.5	Dŵr Cymru Welsh Water	1,225	93.9	79	6.1
94,106	96	10.2	64.0	Hafren Dyfrdwy	92	95.8	4	4.2
1,200,611	3,211	26.7	67.4	Northumbrian Water	3,147	98.0	64	2.0
3,440,825	5,002	14.5	49.4	Severn Trent Water	4,762	95.2	240	4.8
1,587,033	5,739	36.2	62.9	Southern Water	5,266	91.8	473	8.2
998,013	985	9.9	61.4	South West Water	949	96.3	36	3.7
3,684,516	25,993	70.5	64.9	Thames Water	21,830	84.0	4163	16.0
3,168,675	4,109	13.0	70.6	United Utilities	3,939	95.9	170	4.1
1,240,173	591	4.8	48.6	Wessex Water	582	98.5	9	1.5
2,263,993	1,270	5.6	25.2	Yorkshire Water	1,221	96.1	49	3.9
21,934,439	51,592	23.5	60.5	Total / Average	46,089	89.3	5,503	10.7

Percentages may not add to 100 because of rounding

**Chart 6a - Written Billing and Charges complaints to WaSCs per 10,000 connections in 2021/22 and increase/decrease on previous year**

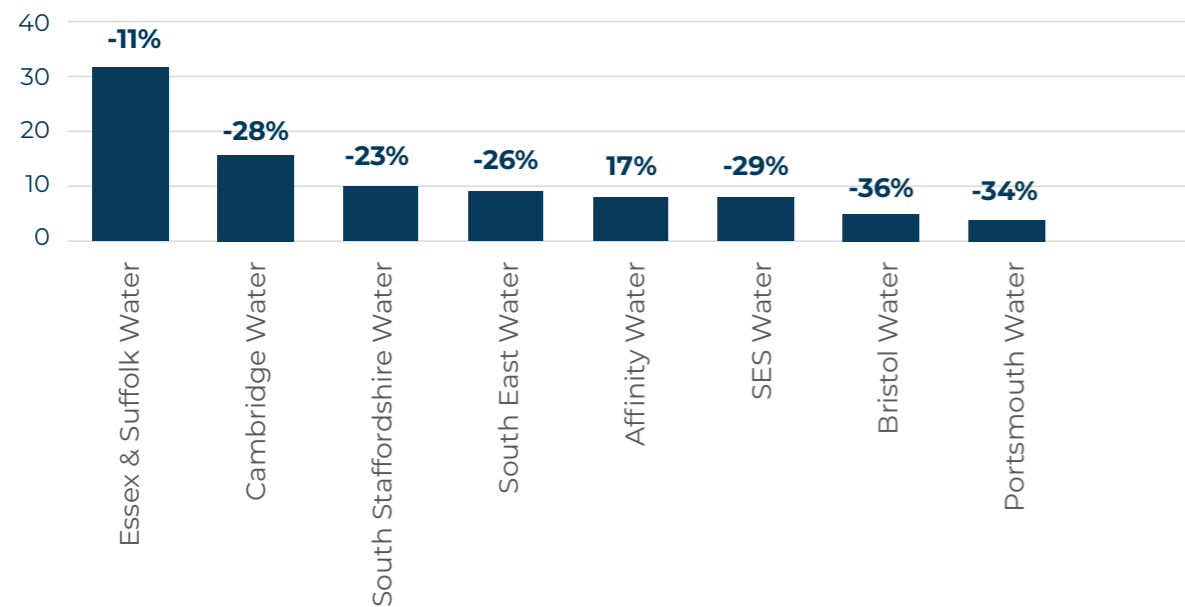


Appendix 4b - Written complaints from household customers received by Water Only companies (WOCs) in 2021/22

Billed Properties	Billing and Charges complaints			Company	Complaints received by companies			
					First stage complaints		Second stage complaints	
	Complaints	per 10,000 connections	% of total complaints		Number	%	Number	%
1,427,378	1,154	8.1	55.1	Affinity Water	1,113	96.4	41	3.6
510,526	254	5.0	43.6	Bristol Water	251	98.8	3	1.2
135,882	211	15.5	79.6	Cambridge Water	208	98.6	3	1.4
759,622	2,377	31.3	82.9	Essex & Suffolk Water	2,318	97.5	59	2.5
301,637	125	4.1	43.0	Portsmouth Water	118	94.4	7	5.6
273,073	215	7.9	59.1	SES Water	204	94.9	11	5.1
897,403	825	9.2	64.4	South East Water	772	93.6	53	6.4
539,437	547	10.1	80.2	South Staffordshire Water	533	97.4	14	2.6
4,844,958	5,708	11.8	67.7	Total / Average	5,517	96.7	191	3.3

Percentages may not add to 100 because of rounding

Chart 6b - Written Billing and Charges complaints to WOCs per 10,000 connections in 2021/22 and increase/decrease on previous year

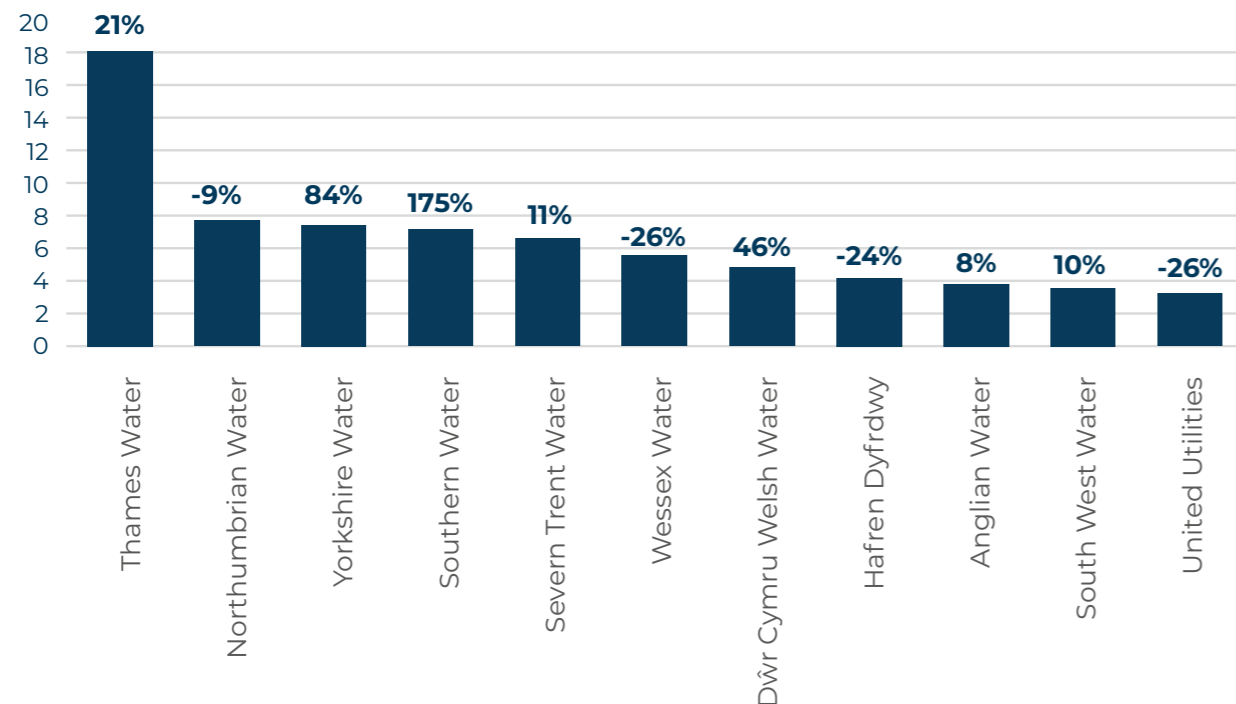


**Appendix 5a - Written complaints from household customers received by Water and Sewerage companies (WaSCs) in 2021/22**

Connected Properties Water	Water Supply Complaints			Company	Complaints received by companies			
					First stage complaints		Second stage complaints	
	Complaints	per 10,000 connections	% of total complaints		Number	%	Number	%
2,150,949	840	3.9	16.3	Anglian Water	788	93.8	52	6.2
1,349,457	662	4.9	30.2	Dŵr Cymru Welsh Water	638	96.4	24	3.6
97,752	41	4.2	27.3	Hafren Dyfrdwy	37	90.2	4	9.8
1,178,154	924	7.8	19.4	Northumbrian Water	880	95.2	44	4.8
3,527,193	2,357	6.7	23.3	Severn Trent Water	2,170	92.1	187	7.9
1,084,620	782	7.2	8.6	Southern Water	709	90.7	73	9.3
1,001,222	367	3.7	22.9	South West Water	355	96.7	12	3.3
3,784,355	6,881	18.2	17.2	Thames Water	6,028	87.6	854	12.4
3,241,275	1,063	3.3	18.3	United Utilities	1,028	96.7	35	3.3
585,593	334	5.7	27.4	Wessex Water	310	92.8	24	7.2
2,223,659	1,702	7.7	33.8	Yorkshire Water	1,571	92.3	131	7.7
20,224,229	15,953	7.9	18.7	Total / Average	14,514	91.0	1,440	9.0

Percentages may not add to 100 because of rounding

**Chart 7a - Written Water Supply complaints to WaSCs per 10,000 connections in 2021/22 and increase/decrease on previous year**



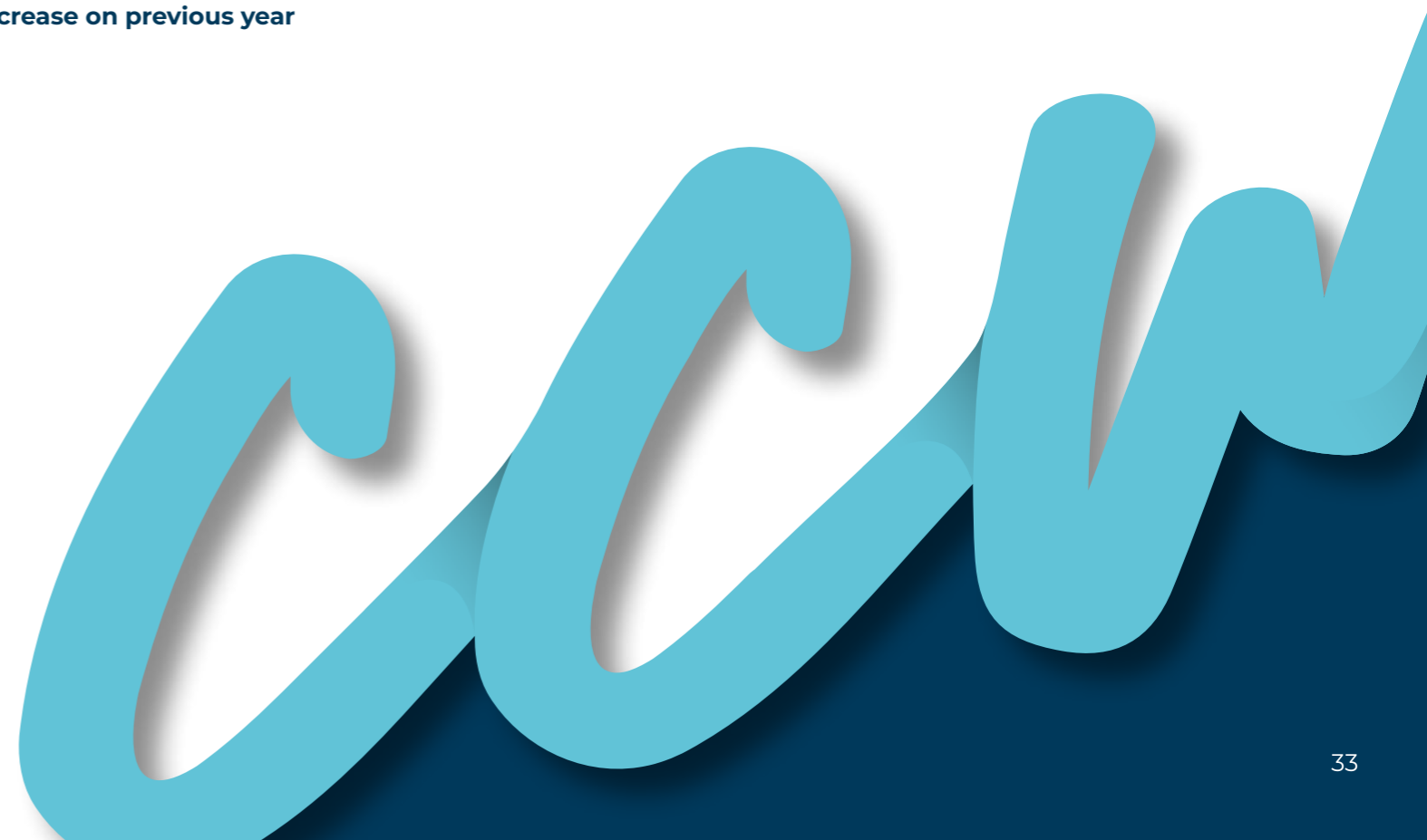
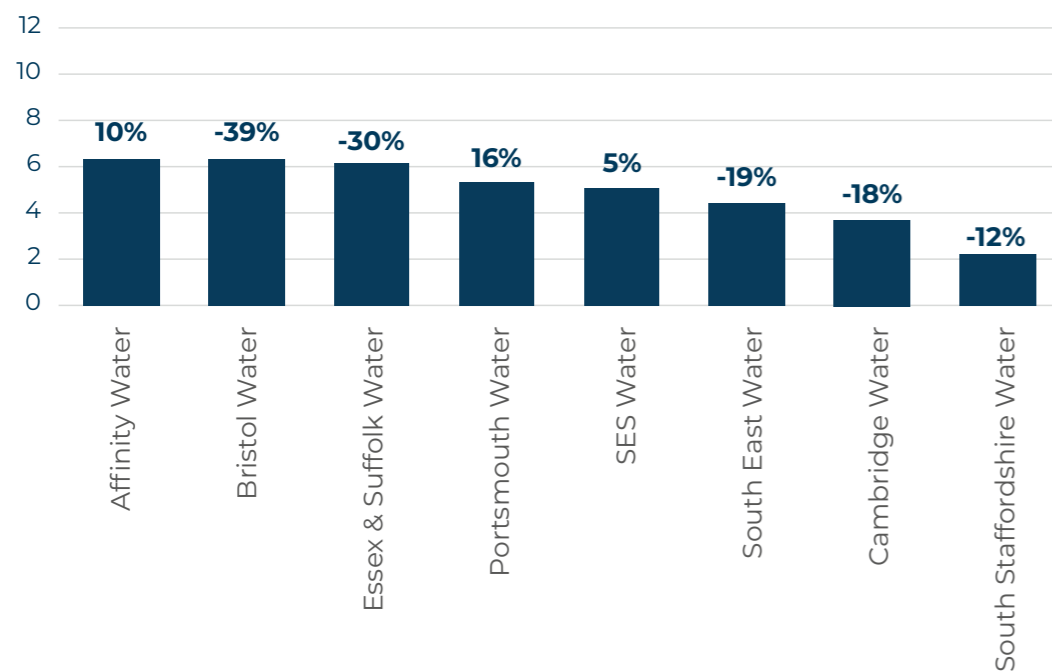


Appendix 5b - Written complaints from household customers received by Water Only companies (WOCs) in 2021/22

Connected Properties Water	Water Supply Complaints			Company	Complaints received by companies			
					First stage complaints		Second stage complaints	
	Complaints	per 10,000 connections	% of total complaints		Number	%	Number	%
1,482,418	942	6.4	44.9	Affinity Water	911	96.7	31	3.3
520,063	328	6.3	56.4	Bristol Water	309	94.2	19	5.8
140,008	54	3.9	20.4	Cambridge Water	54	100.0	0	0.0
783,784	488	6.2	17.0	Essex & Suffolk Water	447	91.6	41	8.4
308,611	166	5.4	57.0	Portsmouth Water	157	94.6	9	5.4
286,111	149	5.2	40.9	SES Water	143	96.0	6	4.0
993,872	457	4.6	35.6	South East Water	422	92.3	35	7.7
567,455	135	2.4	19.8	South Staffordshire Water	129	95.6	6	4.4
5,082,322	2,719	5.3	32.3	Total / Average	2,572	94.6	147	5.4

Percentages may not add to 100 because of rounding

Chart 7b - Written Water Supply complaints to WOCs per 10,000 connections in 2021/22 and increase/decrease on previous year

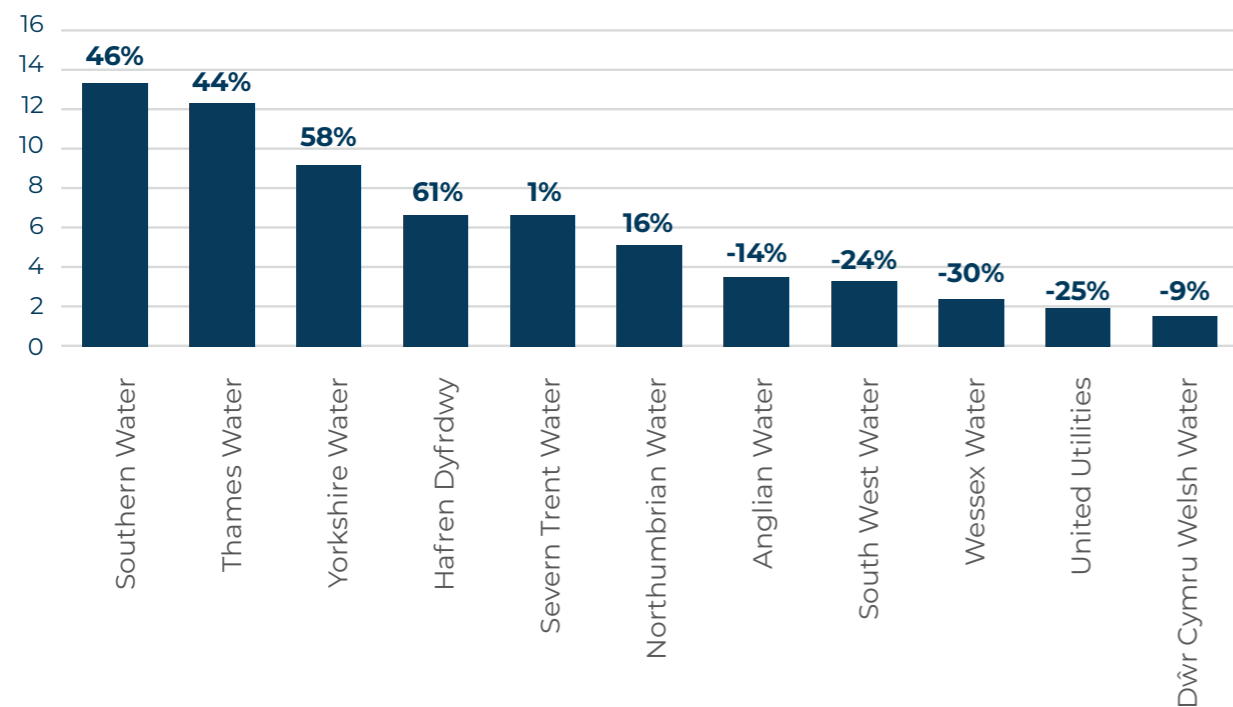


**Appendix 6a - Written complaints from household customers received by Water and Sewerage companies (WaSCs) in 2020/21**

Connected Properties Wastewater	Sewerage Service Complaints			Company	Complaints received by companies			
	Complaints	per 10,000 connections	% of total complaints		First stage complaints		Second stage complaints	
					Number	%	Number	%
2,773,894	1,015	3.7	19.7	Anglian Water	934	92.0	81	8.0
1,401,028	224	1.6	10.2	Dŵr Cymru Welsh Water	223	99.6	1	0.4
19,456	13	6.7	8.7	Hafren Dyfrdwy	13	100.0	0	0.0
1,236,001	630	5.1	13.2	Northumbrian Water	587	93.2	43	6.8
4,143,133	2,761	6.7	27.3	Severn Trent Water	2,508	90.8	253	9.2
1,938,154	2,610	13.5	28.6	Southern Water	2,324	89.0	286	11.0
735,204	251	3.4	15.7	South West Water	231	92.0	20	8.0
5,827,029	7,186	12.3	17.9	Thames Water	6,026	83.9	1159	16.1
3,249,669	652	2.0	11.2	United Utilities	621	95.2	31	4.8
1,219,713	292	2.4	24.0	Wessex Water	262	89.7	30	10.3
2,232,211	2,059	9.2	40.9	Yorkshire Water	1,792	87.0	267	13.0
24,775,492	17,693	7.1	20.8	Total / Average	15,521	87.7	2,171	12.3

Percentages may not add to 100 because of rounding

**Chart 8a - Written Sewerage complaints to WaSCs per 10,000 connections in 2021/22 and increase/decrease on previous year**



**Appendix 6b - Written complaints from household customers received by Water Only companies (WOCs) in 2021/22 Sewerage Service**

Connected Properties Water	Water Supply Complaints			Company	Complaints received by companies			
	Complaints	per 10,000 connections	% of total complaints		First stage complaints		Second stage complaints	
					Number	%	Number	%
0	3	N/A	0.1	Essex & Suffolk Water	3	100.0	0	0.0
0	3	N/A	0.0	Total / Average	3	100.0	0	0.0

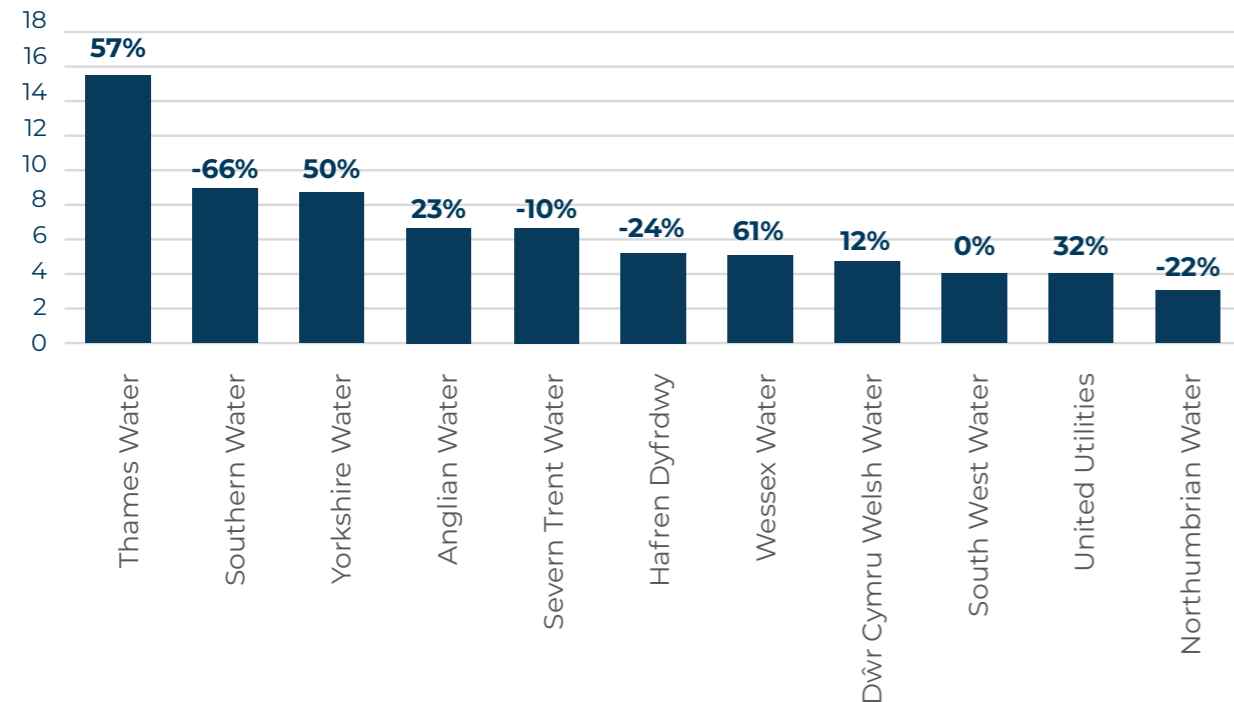
Percentages may not add to 100 because of rounding

**Appendix 7a - Overview of complaints to Water and Sewerage companies (WaSCs) from household customers escalated (customers write more than once) in 2021/22**

Total Complaints	Per 10,000 Connections	Company	Complaints received by companies			
			First stage complaints		Second stage complaints	
			Number	% of Total	Number	% of Total
5,147	17.0	Anglian Water	4,798	93.2	349	6.8
2,190	14.7	Dŵr Cymru Welsh Water	2,086	95.3	104	4.7
150	15.1	Hafren Dyfrdwy	142	94.7	8	5.3
4,765	39.7	Northumbrian Water	4,614	96.8	151	3.2
10,120	22.6	Severn Trent Water	9,440	93.3	680	6.7
9,131	44.8	Southern Water	8,299	90.9	832	9.1
1,603	15.9	South West Water	1,535	95.8	68	4.2
40,060	68.1	Thames Water	33,884	84.6	6,176	15.4
5,824	17.5	United Utilities	5,588	95.9	236	4.1
1,217	9.6	Wessex Water	1,154	94.8	63	5.2
5,031	21.4	Yorkshire Water	4,584	91.1	447	8.9
85,238	32.6	Total / Average	76,124	89.3	9,114	10.7

Percentages may not add to 100 because of rounding

**Chart 9a - WaSCs' written escalated complaints percentage in 2021/22 and increase/decrease on previous year**

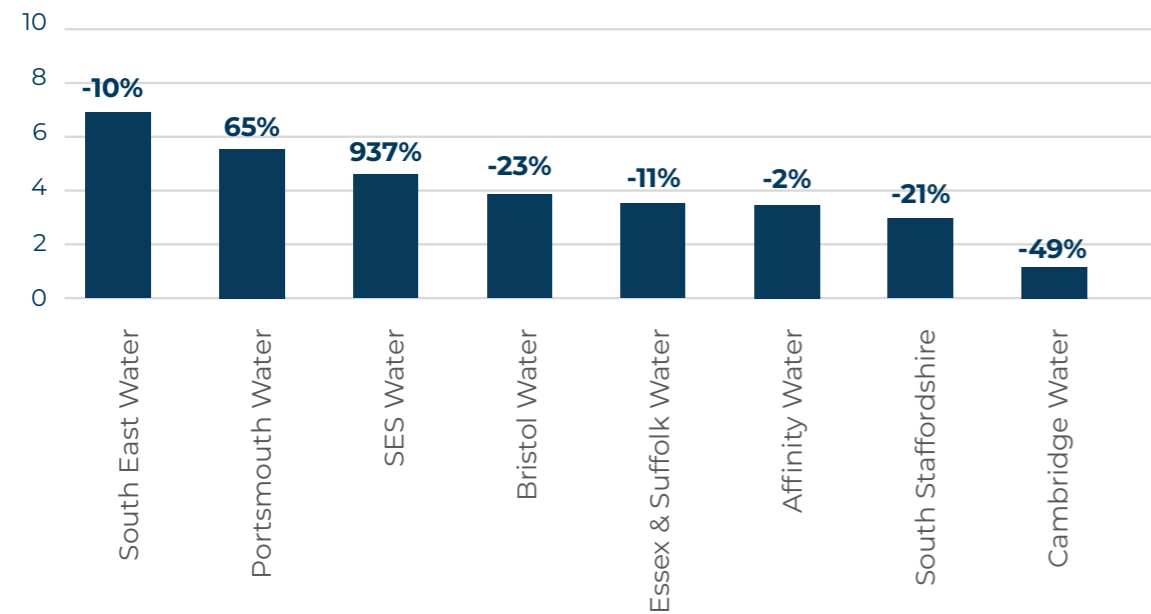


**Appendix 7b - Overview of complaints to Water Only companies (WOCs) from household customers escalated (customers write more than once) in 2020/21**

Total Complaints	Per 10,000 Connections	Company	Complaints received by companies			
			First stage complaints		Second stage complaints	
			Number	% of Total	Number	% of Total
2,096	14.1	Affinity Water	2,024	96.6	72	3.4
582	11.2	Bristol Water	560	96.2	22	3.8
265	18.9	Cambridge Water	262	98.9	3	1.1
2,868	36.6	Essex & Suffolk Water	2,768	96.5	100	3.5
291	9.4	Portsmouth Water	275	94.5	16	5.5
364	12.7	SES Water	347	95.3	17	4.7
1,282	12.9	South East Water	1,194	93.1	88	6.9
682	12.0	South Staffordshire Water	662	97.1	20	2.9
<b>8,430</b>	<b>16.6</b>	<b>Total / Average</b>	<b>8,092</b>	<b>96.0</b>	<b>338</b>	<b>4.0</b>

Percentages may not add to 100 because of rounding

**Chart 9b - WOCs' written escalated complaints percentage in 2021/2022 and increase/decrease on previous year**



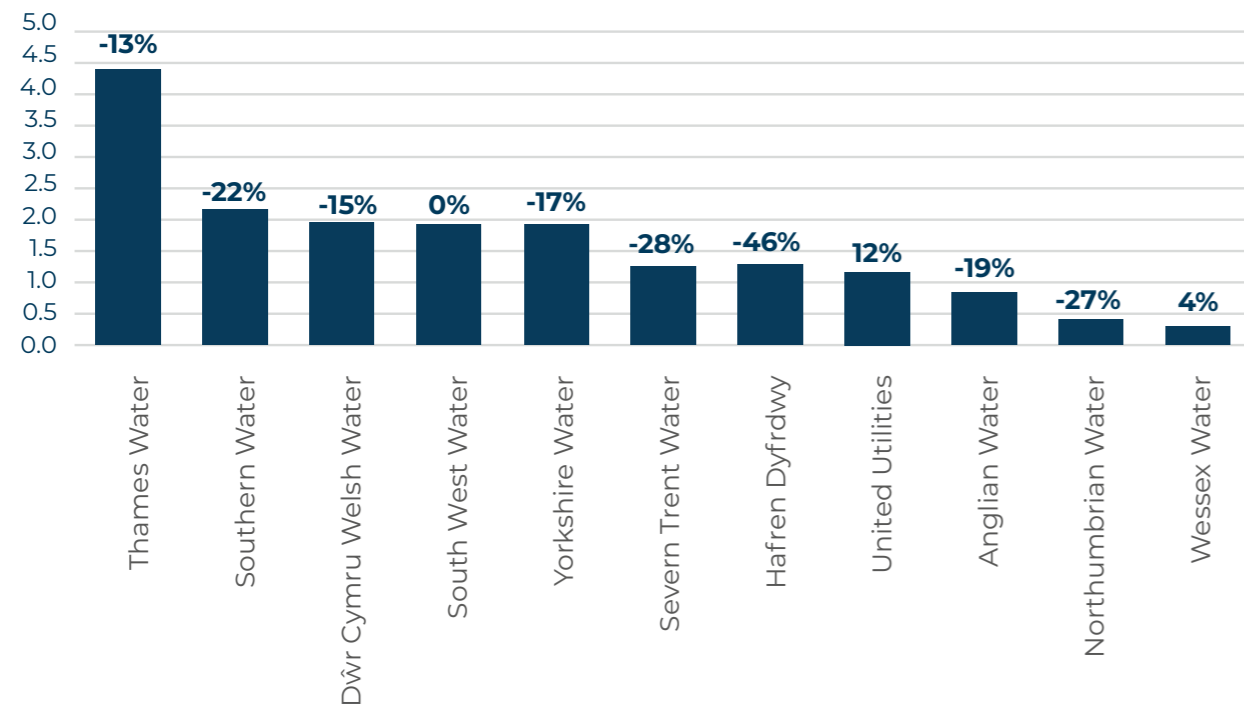
**Appendix 8a - Household customer complaints to CCW about Water and Sewerage companies (WaSCs) in 2021/22**

Company	Complaints*	per 10,000 connections	CCW investigations
Anglian Water	276	0.9	1
Dŵr Cymru Welsh Water	292	2.0	0
Hafren Dyfrdwy	13	1.3	0
Northumbrian Water	57	0.5	0
Severn Trent Water	593	1.3	4
Southern Water	449	2.2	5
South West Water	196	1.9	1
Thames Water	2585	4.4	2
United Utilities	412	1.2	0
Wessex Water	44	0.3	0
Yorkshire Water	457	1.9	1
<b>Total</b>	<b>5,374</b>	<b>2.1</b>	<b>14</b>

Others**	275	N/A	0
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\*\*Includes HH complaints against retailers, new appointments and variations, third party intermediaries or where the company was not known.

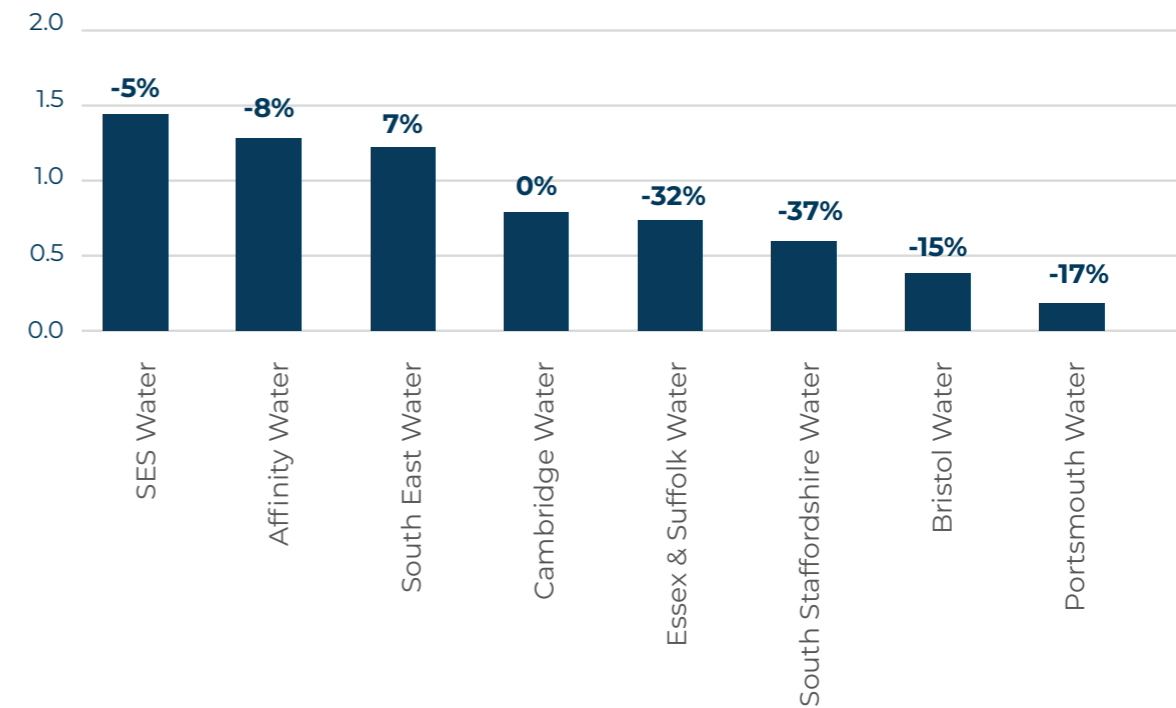
**Chart 10a - Complaints to CCW about WaSCs per 10,000 connections in 2021/22 and increase/decrease on previous year**



**Appendix 8b - Household customer complaints to CCW about Water Only companies (WOCs) in 2021/22**

Company	Complaints*	per 10,000 connections	CCW investigations
Affinity Water	190	1.3	0
Bristol Water	19	0.4	0
Cambridge Water	11	0.8	0
Essex & Suffolk Water	57	0.7	0
Portsmouth Water	5	0.2	0
SES Water	42	1.5	0
South East Water	121	1.2	0
South Staffordshire Water	34	0.6	0
<b>Total</b>	<b>479</b>	<b>0.9</b>	<b>0</b>

**Chart 10b - Complaints to CCW about WOCs per 10,000 connections in 2021/22 and increase/decrease on previous year**



CCW

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