

Water Mark 2023



| Company | Satisfaction with overall service | Satisfaction with Value for Money | Bills are fair | Bill affordability | Awareness of additional services | Total complaints | Complaints Handling measure | Environmental Performance | Annual Leakage | Internal Sewer Flooding | External Sewer Flooding | Supply Interruptions | Average Water Use |
|-------------------------------------|-----------------------------------|-----------------------------------|----------------|--------------------|----------------------------------|------------------|-----------------------------|---------------------------|----------------|-------------------------|-------------------------|----------------------|-------------------|
| Water and Sewerage companies | | | | | | | | | | | | | |
| Anglian | Good | Above average | Below average | Below average | Poor | Above average | Below average | Below average | Good | Below average | Good | Below average | Good |
| Dŵr Cymru Welsh Water | Good | Above average | Below average | Below average | Poor | Below average | Below average | Below average | Poor | Good | Poor | Poor | Below average |
| Hafren Dyfrdwy | Good | Above average | Below average | Below average | Poor | Good | Below average | Below average | Poor | Below average | Below average | Below average | Below average |
| Northumbrian | Good | Above average | Below average | Below average | Poor | Below average | Below average | Below average | Below average | Good | Poor | Below average | Poor |
| Severn Trent | Good | Above average | Below average | Below average | Poor | Good | Poor | Good | Below average | Below average | Good | Below average | Good |
| South West and Bournemouth | Below average | Below average | Below average | Below average | Poor | Below average | Below average | Below average | Below average | Good | Poor | Below average | Poor |
| Southern | Below average | Below average | Below average | Below average | Poor | Poor | Below average | Below average | Below average | Poor | Below average | Poor | Good |
| Thames | Below average | Below average | Below average | Below average | Poor | Poor | Poor | Below average | Poor | Below average | Below average | Poor | Below average |
| United Utilities | Good | Above average | Below average | Below average | Poor | Below average | Below average | Below average | Poor | Poor | Good | Poor | Below average |
| Wessex | Good | Above average | Below average | Below average | Poor | Good | Below average | Below average | Below average | Below average | Below average | Good | Below average |
| Yorkshire | Good | Above average | Below average | Below average | Poor | Poor | Below average | Below average | Poor | Poor | Below average | Below average | Good |
| Water only companies | | | | | | | | | | | | | |
| Affinity | Good | Above average | Below average | Below average | Poor | Below average | Below average | Below average | Below average | Below average | Below average | Below average | Poor |
| Bristol | Good | Above average | Below average | Below average | Below average | Good | Below average | Below average | Good | Below average | Below average | Below average | Below average |
| Cambridge | Good | Above average | Below average | Good | Poor | Below average | Poor | Below average | Good | Below average | Below average | Below average | Good |
| Essex and Suffolk | Good | Above average | Below average | Below average | Poor | Poor | Below average | Below average | Good | Below average | Below average | Good | Poor |
| Portsmouth | Good | Above average | Below average | Below average | Below average | Good | Below average | Below average | Below average | Below average | Below average | Good | Poor |
| South East | Below average | Below average | Below average | Below average | Poor | Poor | Poor | Below average | Below average | Below average | Below average | Poor | Below average |
| South Staffs | Good | Above average | Below average | Below average | Poor | Below average | Below average | Below average | Below average | Below average | Below average | Good | Below average |
| SES Water | Good | Above average | Below average | Below average | Poor | Below average | Below average | Below average | Good | Below average | Below average | Good | Below average |

| Key | |
|-----|---------------|
| | Good |
| | Above average |
| | Below average |
| | Poor |