

# Water Mark 2025



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
<b>Water and Sewerage companies</b>													
Anglian Water	Good	Moderate	Weak	Good	Weak	Good	Good	Weak	Good	Good	Good	Good	Good
Dŵr Cymru Welsh Water	Good	Moderate	Weak	Good	Poor	Weak	Good	Weak	Poor	Good	Poor	Poor	Poor
Hafren Dyfrdwy	Good	Moderate	Weak	Good	Poor	Good	Good	Good	Poor	Good	Poor	Good	Good
Northumbrian Water	Good	Moderate	Weak	Good	Poor	Good	Good	Weak	Good	Good	Good	Good	Poor
Severn Trent Water	Good	Moderate	Weak	Good	Poor	Good	Good	Good	Good	Good	Good	Good	Good
South West and Bournemouth Water	Good	Moderate	Poor	Good	Good	Poor	Poor	Good	Good	Good	Good	Poor	Good
Southern Water	Good	Moderate	Weak	Good	Poor	Good	Good	Good	Good	Good	Good	Poor	Good
Thames Water	Good	Moderate	Weak	Good	Poor	Poor	Poor	Poor	Poor	Poor	Good	Good	Good
United Utilities	Good	Moderate	Weak	Good	Good	Good	Good	Good	Poor	Poor	Good	Good	Good
Wessex Water	Good	Moderate	Weak	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
Yorkshire Water	Good	Moderate	Weak	Good	Poor	Poor	Poor	Good	Poor	Poor	Poor	Good	Good
<b>Water only companies</b>													
Affinity Water	Good	Weak	Weak	Good	Poor	Poor	Poor	Good	Good	Good	Good	Good	Poor
Bristol Water	Good	Moderate	Weak	Good	Good	Good	Good	Good	Good	Good	Good	Good	Good
Cambridge Water	Good	Moderate	Weak	Good	Poor	Good	Good	Good	Good	Good	Good	Good	Good
Essex and Suffolk Water	Good	Moderate	Weak	Good	Poor	Good	Good	Good	Good	Good	Good	Good	Poor
Portsmouth Water	Good	Moderate	Weak	Good	Good	Good	Good	Good	Good	Good	Good	Good	Poor
SES Water	Good	Moderate	Weak	Good	Poor	Poor	Poor	Good	Good	Good	Good	Poor	Good
South East Water	Good	Weak	Weak	Good	Good	Good	Good	Good	Good	Good	Good	Poor	Good
South Staffs Water	Good	Moderate	Weak	Good	Poor	Good	Good	Good	Good	Good	Good	Good	Good

Key	
	Good
	Moderate
	Weak
	Poor