Water Mark 2025-26

The voice for water consumers
Llais defnyddwyr dŵr

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

Key	
	Good
	Moderate
	Weak
	Poor