

UKRN water company scorecard

Water company	Affinity	Anglian	Bournemouth	Bristol	Cambridge	Dŵr Cymru	Essex & Suffolk	Hafren Dyfrdwy	Hartlepool	Northumbrian	Portsmouth	Severn Trent	South East	South Staffs	South West	Southern	Sutton & East Surrey	Thames	United Utilities	Wessex	Yorkshire
Likelihood to recommend % who would be very likely to recommend their provider	32	40	45	43	47	55	47	45	58	53	47	39	34	36	29	28	34	39	37	38	53
Satisfaction with water service % who scored their provider 4/5	86	88	95	97	96	94	91	93	96	92	91	91	93	93	90	88	91	83	90	91	95
Satisfaction with sewerage service % who scored their provider 4/5	87	81	91	91	88	90	86	90	93	90	80	88	82	87	77	86	78	76	87	87	88
Written complaints Per 10,000 properties	14.9	21.8	10.7	26.2	15.4	18.6	36.2	46.6	20.8	34.1	10.3	26.9 ¹	18.9	9	23	22.8	11.9	37.1	21.7	15.3	15.8
Net Promoter Score (NPS)² Above 0 = good, 50 and above = excellent	0	18	27	24	29	44	25	25	37	38	24	20	3	13	-10	-7	10	6	16	18	38
Water value for money (VFM) % who scored their provider 9/10	65	72	85	75	68	82	71	76	84	75	77	78	69	72	56	62	67	65	71	75	77
Sewerage value for money (VFM) % who scored their provider 9/10	71	74	84	76	68	83	66	76	82	78	69	79	73	76	57	63	64	70	80	79	79

Taken from CCWater's 'Household complaints to water companies in England and Wales April 2018 – March 2019' report (<https://www.cwater.org.uk/wp-content/uploads/2019/09/CCWater-household-complaints-report-1819.pdf>) and and CCWater's 'Water Matters' report (<https://www.cwater.org.uk/wp-content/uploads/2019/07/Water-Matters-FINAL-data-report.pdf>).

1. Severn Trent acquired Dee Valley in July 2018, changing the name to Hafren Dyfrdwy. This changed both Severn Trent's and Hafren Dyfrdwy's regions and the connected property numbers, so the previous year's comparisons should be treated with caution.
2. The Net Promoter Score measures how likely customers are to recommend a company to others.

