

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 scored their provider 9 or 10	35	40	49	48	41	53	41	44	71	56	50	45	33	48	30	29	34	25	44	51	50
Satisfaction with water service % who scored their provider 4 or 5	90	88	94	94	96	94	91	92	93	93	96	94	86	93	93	89	95	87	93	93	94
Satisfaction with sewerage service % who scored their provider 4 or 5	87	85	89	92	87	85	87	89	89	91	80	91	80	90	85	83	82	79	87	93	90
Written complaints Per 10,000 properties	15.6	24.7	10.1	17.2	27.3	14.6	31.6	34.5	20.6	31.4	10.9	22.5	13	16.8	19	27.8	11.3	58.3	18.2	11.8	17.6
Net Promoter Score (NPS)* 9-10 = promoter, 7-8 passive, 0-6 = detractor	N/A	18	33	29	17	38	19	37	62	22	35	-6	-1	24	-4	-9	7	21	33	33	23
Water value for money (VFM) % who scored their provider 4 or 5	77	74	85	80	78	77	76	77	82	79	77	78	70	76	65	67	75	75	76	79	79
Sewerage value for money (VFM) % who scored their provider 4 or 5	78	75	83	83	79	79	74	81	84	84	65	80	69	75	66	74	76	75	79	83	80



* The NPS is calculated by subtracting % of detractors from % of promoters