

# Water and sewerage companies

## Environmental Performance Assessment 2021

For a version of this document in a more accessible format, and for individual water and sewerage company data reports, please visit:

[www.gov.uk/government/publications/water-and-sewerage-companies-in-england-environmental-performance-report-2021](http://www.gov.uk/government/publications/water-and-sewerage-companies-in-england-environmental-performance-report-2021)

| Metric and units <sup>1</sup>   | Total pollution incidents per 10,000km <sup>2</sup> (actual) | Serious pollution incidents – actual number | Self-reported pollution incidents % <sup>3</sup> | Discharge permit compliance <sup>4</sup> % (failing sites) | WINEP <sup>5</sup> scheme delivery on time % | Supply Demand Balance Index (SDBI) score | Performance star rating (out of 4) |
|---------------------------------|--------------------------------------------------------------|---------------------------------------------|--------------------------------------------------|------------------------------------------------------------|----------------------------------------------|------------------------------------------|------------------------------------|
| Anglian Water                   | 34 (258)                                                     | 14                                          | 69 (75)                                          | 98.2 (15)                                                  | 100                                          | 100                                      | ★ ★ ☆ ☆                            |
| Northumbrian Water              | 23 (69)                                                      | 1                                           | 89 (100)                                         | 98.3 (3)                                                   | 100                                          | 100                                      | ★ ★ ★ ★                            |
| Severn Trent Water              | 22 (204)                                                     | 4                                           | 80 (95)                                          | 99.3 (5)                                                   | 100                                          | 100                                      | ★ ★ ★ ★                            |
| Southern Water                  | 94 (372)                                                     | 12                                          | 90 (96)                                          | 97.9 (7)                                                   | 98.4                                         | 97                                       | ★ ☆ ☆ ☆                            |
| South West Water                | 87 (151)                                                     | 8                                           | 68 (84)                                          | 97.5 (8)                                                   | 98.0                                         | <99                                      | ★ ☆ ☆ ☆                            |
| Thames Water                    | 25 (271)                                                     | 12                                          | 65 (81)                                          | 99.0 (4)                                                   | 99.5                                         | 100                                      | ★ ★ ☆ ☆                            |
| United Utilities                | 18 (137)                                                     | 1                                           | 81 (87)                                          | 99.0 (4)                                                   | 100                                          | 100                                      | ★ ★ ★ ★                            |
| Wessex Water                    | 21 (72)                                                      | 5                                           | 90 (96)                                          | 100 (0)                                                    | 100                                          | 100                                      | ★ ★ ☆ ☆                            |
| Yorkshire Water                 | 27 (143)                                                     | 5                                           | 66 (74)                                          | 99.0 (3)                                                   | 100                                          | 100                                      | ★ ★ ☆ ☆                            |
| <b>Sector Average - England</b> | <b>32 (1,677)</b>                                            | <b>62 (total)</b>                           | <b>77 (88)</b>                                   | <b>98.7 (49)</b>                                           | <b>99.5</b>                                  | <b>&lt;99.6</b>                          |                                    |
| Dŵr Cymru Welsh Water           | 23 (83)                                                      | 3                                           | 76 (61)                                          | 98.3 (10)                                                  | 100                                          | 100                                      | ★ ★ ★ ☆                            |

Red Significantly below target    
 Amber Below target    
 Green Better than target    
 R A G Red, amber, green metric thresholds

Note: These results are drawn, in part, from information submitted by the companies and may change as a result of subsequent audits and checking

<sup>1</sup> Refer to the EPA metric guide for more detailed information ([www.gov.uk/government/publications/water-and-sewerage-companies-in-england-environmental-performance-report-2021](http://www.gov.uk/government/publications/water-and-sewerage-companies-in-england-environmental-performance-report-2021))

<sup>2</sup> of sewer length     <sup>3</sup> The figure in brackets is the combined self-reporting percentage for just sewage treatment works and pumping stations - this must be 90% or more for a green rating

<sup>4</sup> with numeric water quality limits for treated wastewater at sewage treatment works and water treatment works     <sup>5</sup> Water Industry National Environment Programme

## Pollution incident performance

62

### serious water quality incidents

61 from sewerage assets and 1 from a water supply asset

1,883

### total water quality incidents

1,677 from sewerage assets and 206 from water supply assets

77%

### incidents were self-reported

88% from just sewage treatment works and pumping stations combined

## Compliance with licences and permits

98.7%

### discharge permit compliance

out of 3,823 (STW and WTW), 49 sites failed numeric limits for treated wastewater

98.7%

### abstraction & impoundment compliance

out of 1,234 licences, 16 were recorded as failing to meet licence conditions

27

### incidents from permitted waste operations

(affecting land or air) and 2 operations were assessed as compliance band E or D (poor)

## Sludge disposal and use

801,721

### tonnes (dry solid) sludge dispatched

94.4% used in agriculture, 150,376 hectares land used for spreading

99.5%

### completion of planned schemes on time

2,173 environmental improvement schemes met their requirements within planned deadlines

85.5%

### storm overflows with spill data

out of a total of 14,346 listed in the annual return dataset

## Water resources planning (for the financial year ending March 2021)

148

### litres Per Capita Consumption (PCC)

average household water use per person per day, higher than planned by all companies

56.4%

### properties with household meters

1 company met their metering target in their water resource management plan

2,336

### megalitres per day total leakage

4 companies reduced leakage to below forecast levels

## Flood and coastal erosion risk management

£368m

### sewer flooding investment

including £65.2m to reduce the risk of sewer flooding to properties

9

### Enforcement Undertaking offers accepted

from 5 companies totalling £1,703,272 and ranging from £50,000 to £368,752

7

### Successful prosecutions

against 5 water companies, resulting in total fines of £102,490,000