

Water and sewerage companies

Environmental Performance Assessment 2024



For a version of this document in an accessible format, and for individual water and sewerage company data reports please visit:
<http://www.gov.uk/government/publications/water-and-sewerage-companies-in-england-environmental-performance-report-2024>

Metric and units ¹	Total pollution incidents per 10,000km ² (actual)	Serious pollution incidents – actual number	Self-reported pollution incidents % ³	Discharge permit compliance ⁴ % (failing sites)	Satisfactory sludge use and disposal %	WINEP ⁵ scheme delivery on time %	Supply Demand Balance Index (SDBI) score	Performance star rating (out of 4) ¹
Anglian Water	57 (437)	7	88 (93)	99.3 (6)	100	99.4	100	★ ★ ☆ ☆
Northumbrian Water	39 (117)	0	90 (92)	97.2 (5)	100	100	99	★ ★ ☆ ☆
Severn Trent Water	29 (274)	1	90 (100)	99.5 (4)	100	100	100	★ ★ ★ ★
Southern Water	68 (269)	15	82 (86)	98.2 (6)	99.59	98.5	100	★ ★ ☆ ☆
South West Water	108 (189)	4	82 (89)	98.1 (6)	100	98.3	100	★ ★ ☆ ☆
Thames Water	43 (470)	33	75 (90)	98.7 (5)	100	75.2	100	★ ☆ ☆ ☆
United Utilities	45 (347)	2	90 (94)	98.2 (7)	99.64	99.4	100	★ ★ ☆ ☆
Wessex Water	62 (215)	0	92 (97)	99.7 (1)	100	100	100	★ ★ ☆ ☆
Yorkshire Water	29 (151)	13	78 (84)	98.4 (5)	99.67	95.6	100	★ ★ ☆ ☆
Sector - England	47 (2,469)	75	85 (92)	98.8 (45)	99.89	97.0	99.9 (average)	
Dŵr Cymru Welsh Water	36 (132)	6	74 (82)	98.7 (8)	100	100	99	★ ★ ☆ ☆

Red

Significantly below target

Amber

Below target

Green

Achieved target or better

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

Note: discharge permit compliance is a core metric, required to be green for a water company to achieve a 4 star performance rating - no company was affected by this rule in 2024

¹ Refer to the EPA metric guide for detailed information including how we calculate performance star ratings (<https://www.gov.uk/government/publications/water-and-sewerage-companies-in-england-environmental-performance-report-2024>)

² of sewer length ³ 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

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

Source: Environment Agency & Natural Resources Wales

Water and sewerage companies in England – sector facts 2024

Pollution incident performance

75

serious water quality incidents

71 from sewerage assets and
4 from a water supply asset

2,801

total water quality incidents

2,469 from sewerage assets and
332 from water supply assets

85%

incidents were self-reported

92% from just sewage treatment works
and pumping stations combined

Compliance with licences and permits

98.8%

discharge permit compliance

out of 3,798 (STW and WTW), 45 sites
failed numeric limits for treated wastewater

103

abstraction & impounding licences

with compliance breaches out of a total of
1,213 licences

369

permitted waste operations

29 compliance band C or D (must improve) and
2 band E (must significantly improve)

Sludge disposal and use

809,358

tonnes (dry solid) sludge dispatched

93.24% used in agriculture, 153,570 hectares
land used for spreading

Environmental improvement schemes

97.0%

completion of planned schemes in the EPA

5,777 environmental improvement schemes met
their requirements within planned deadlines

90.5%

active storm overflows reporting reliable data

out of a total of 14,254 listed in the annual return
dataset

Water resources planning (for the financial year ending March 2025)

135

litres per capita consumption (PCC)

average household water use per person per
day compared to 134 for the financial year
ending March 2024

2,156

megalitres per day total leakage

compared to 2,220 for the financial year
ending March 2024

64%

properties with household meters

compared to just below 60% for the financial
year ending March 2024

Flood and coastal erosion risk management

£337.4m

sewer flooding investment

including £139.8m to reduce the risk
of sewer flooding to properties

Enforcement and sanctions

6

completed prosecutions

against 4 water companies, fines ranged from
£25,000 to £2,072,000, totalling £3,527,000

10

enforcement undertaking offers accepted

from 3 water companies, ranged from £100,000
to £1,000,000, totalling £4,193,780