



Water industry performance insights

A joint water regulator report

October 2026



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Executive summary

Water touches every aspect of daily life. People rely on water companies to provide clean, safe drinking water every day, keep services resilient during drought, and protect rivers and coastlines during heavy rain. Things can go wrong - a burst main, a pollution incident or a supply interruption. People then rightly expect swift action, honesty, accountability and targeted investment to fix the problem and prevent it happening again. Regulators are here to make sure companies meet those expectations and are held to account for the services provided to customers, communities and the environment.

For the first time, the Drinking Water Inspectorate, Environment Agency, Natural Resources Wales and Ofwat have combined our evidence in a coordinated approach. In this report we provide a single overview of drinking water quality, environmental performance and customer service for England and Wales. Our aim is that the report helps people, investors, communities and UK and Welsh Governments understand where the sector is improving and where further action is needed.

The current performance picture is mixed, but there are important strengths to build on. Drinking water quality remains among the best in the world, with 99.97% of tests meeting the required standards. The sector achieves this through adopting a proactive, risk-based approach to protecting public health. There have also been fewer incidents of sewer flooding in homes and long-term reductions in leakage. These improvements show progress is possible and provide a strong platform for the future.

At the same time, some companies need to improve, and the pace of progress must increase. A step change in monitoring and assurance by regulators has meant we now have a clearer picture of where problems are arising. Too many pollution incidents and environmental permit breaches are still occurring. There are also delays in delivering funded environmental improvements. Some customers continue to experience long-duration supply interruptions. These are issues where companies can make rapid progress through stronger operational grip and control, informed maintenance practices, improved asset management and a focus on outcome delivery.

Where performance falls short, we will continue to act in line with our existing individual legislative responsibilities. This includes financial penalties, enforcement action and requirements for companies to develop and deliver improvement plans. We will support companies that are improving, and challenge those that are not, using our full range of regulatory tools where further action is needed.

There is now a significant opportunity for the industry, and a strong foundation for confidence, if companies focus on delivery. More than £104 billion is planned between 2025 and 2030, including investment to renew infrastructure and improve water and wastewater services. This scale of investment creates scope for faster delivery, better use of data and innovation, and more targeted solutions to long-standing operational problems. It is still early enough in the investment period for companies to turn plans into tangible progress, improve performance and strengthen public and investor confidence. Our continued focus will be on investment that delivers value for money and protects customers from paying for poor performance. Success will mean continued safe, high-quality drinking water, a healthier environment, more resilient assets and better value for customers and communities.

The UK and Welsh Governments have outlined a once-in-a-generation programme to transform the water system, signalling a move towards a more integrated approach to water regulation. This joint report is an important first step towards greater collaboration and is part of our wider work to support the transition in England and Wales. In this interim period, each regulator continues to have specific legislative responsibilities and so continues to produce individual, independent reports on sector performance. We are unanimous in our commitment to work together as regulators, and with the industry, to improve performance, rebuild public trust and support long-term investor confidence.



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Introduction



1.1 About this report

This report provides a clear and accessible overview of water industry performance in England and Wales, bringing together regulator data and insights from our latest individual publications. It has been developed collaboratively to provide a view of performance in key areas which we consider are important to the public and stakeholders.

This report uses performance data for the 2025 calendar year and the financial year ending March 2026. The annex to this report lists the types of data included and the time period it applies to. Throughout the report, when 'industry average' is used, we are referring to the mean, across England and Wales, unless otherwise stated. As a result, the industry average may appear different to some of our individual published reports where the average is across England or Wales only.

1.2 About us

Performance of the water industry in England and Wales is overseen by four regulators: the Drinking Water Inspectorate, Environment Agency, Natural Resources Wales and Ofwat. We assess performance against regulations, permissions, key commitments and emerging risks through monitoring, assessment, analysis and transparent reporting. Where companies are failing their duties or not meeting our performance expectations we hold them to account, taking appropriate action and challenging them to address these areas. See our individual regulators' reports for further information on the action being taken.



Drinking water regulation

Drinking Water Inspectorate (DWI). Duties include:

- regulating drinking water safety, quality, sufficiency and testing
- enforcement of statutory drinking water quality regulations
- regulating security and emergency measures, and cyber security



Environmental regulation

Environment Agency for England and **Natural Resources Wales** for Wales. Duties include:

- protecting rivers, lakes, estuaries, groundwater and coastal waters
- enforcing environmental law and monitoring compliance against permitted activities
- monitoring and assessing the environmental performance of water companies
- ensuring a secure supply of water, including management of droughts and multi-sector planning



Economic regulation

Ofwat, The Water Services Regulation Authority. Duties include:

- protecting the interests of consumers, wherever appropriate by promoting competition
- making sure that the water companies properly carry out their functions
- ensuring that the water companies can finance their functions

2

Water industry overview



2.1 Overview

Every day, homes and businesses in England and Wales receive water, sanitation and drainage services. These services are provided by privately-owned companies.

There are 11 water and sewerage companies. They provide water supply and wastewater (sewerage) services. Collectively, they serve over 62 million people.

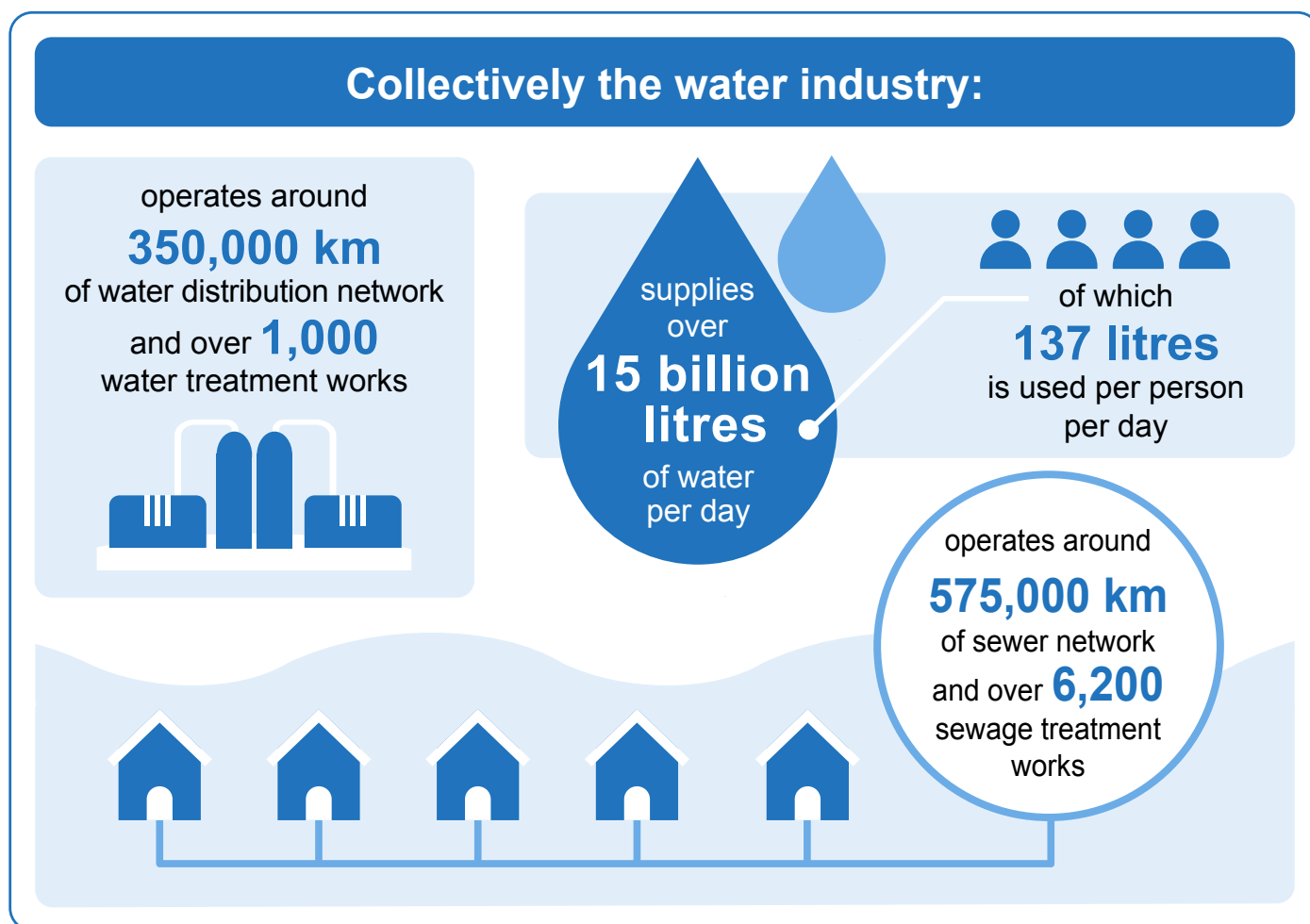
There are 6 water only companies. They provide clean drinking water. Collectively they serve over 11 million people.

This report provides an overview of these 17 companies' performance. In total they:

- supply over 15 billion litres of water per day, of this around 60% is used in homes averaging 137 litres per person per day
- operate over 1,000 water treatment works and around 350,000km of water distribution network
- operate over 6,200 sewage treatment works and around 575,000km of sewer network

There are also over 546,000 people who receive their water or sewerage services from 10 companies known as new appointments and variations (NAVs). The performance of these companies is not included in this report. For the drinking water quality performance of these companies visit: [Drinking Water 2025 – Summary of the Chief Inspector's report for drinking water in England - Drinking Water Inspectorate](#).

To find your water and wastewater suppliers visit: [Find Your Supplier | Water UK](#)



Water supply services

- 1 Northumbrian Water
- 2 United Utilities
- 3 Anglian Water
- 4 Yorkshire Water
- 5 Dŵr Cymru Welsh Water
- 6 Hafren Dyfrdwy
- 7 Severn Trent Water
- 8 South Staffordshire Water
- 9 Bristol Water
- 10 Thames Water
- 11 Affinity Water
- 12 South West Water
- 13 Wessex Water
- 14 Southern Water
- 15 Portsmouth Water
- 16 South East Water
- 17 SES Water

 England-Wales border

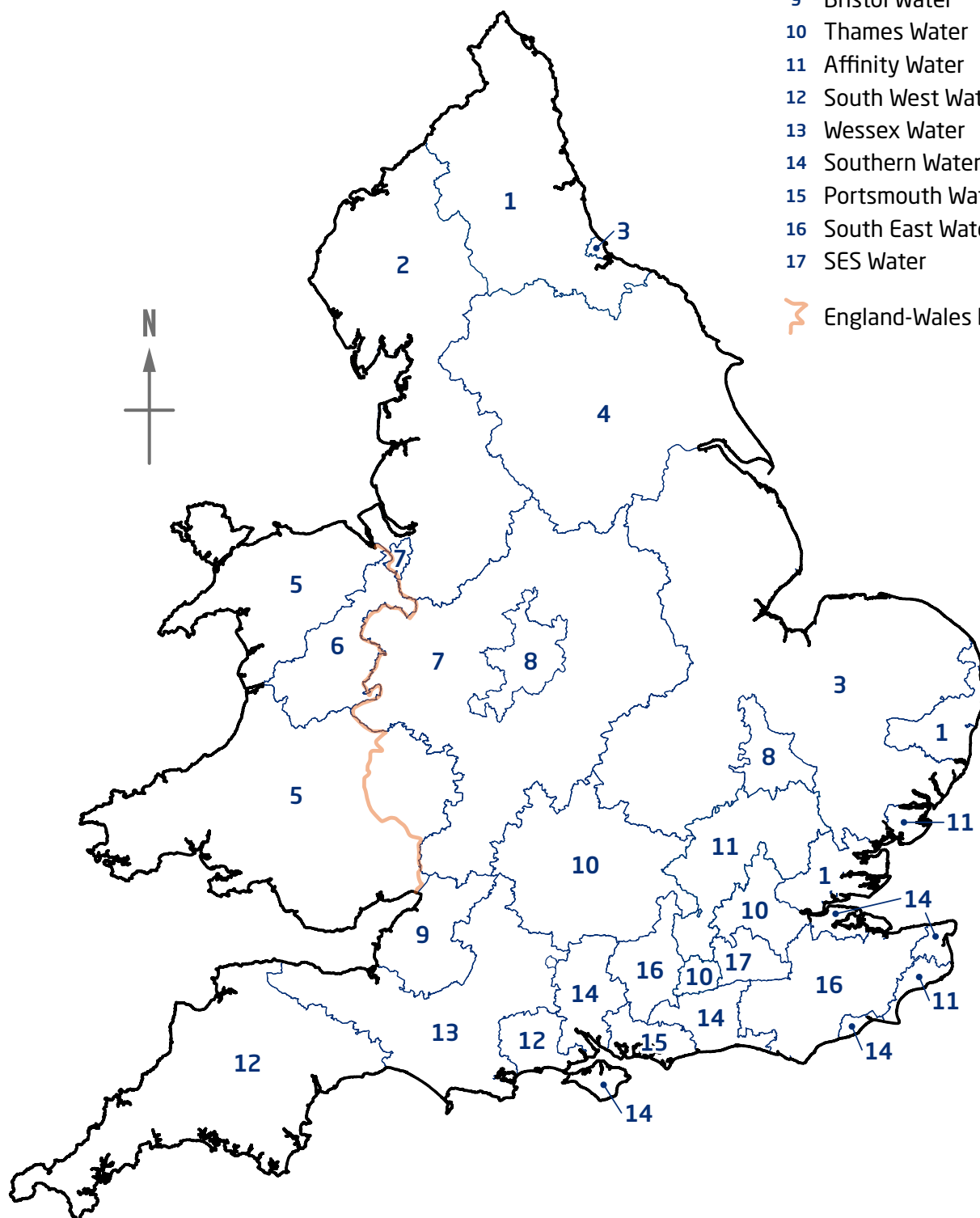


Figure 1. Water supply service operational areas

Sewerage services

- ① Northumbrian Water
- ② United Utilities
- ③ Yorkshire Water
- ④ Dŵr Cymru Welsh Water
- ⑤ Hafren Dyfrdwy
- ⑥ Severn Trent Water
- ⑦ Anglian Water
- ⑧ South West Water
- ⑨ Wessex Water
- ⑩ Thames Water
- ⑪ Southern Water
-  England-Wales border

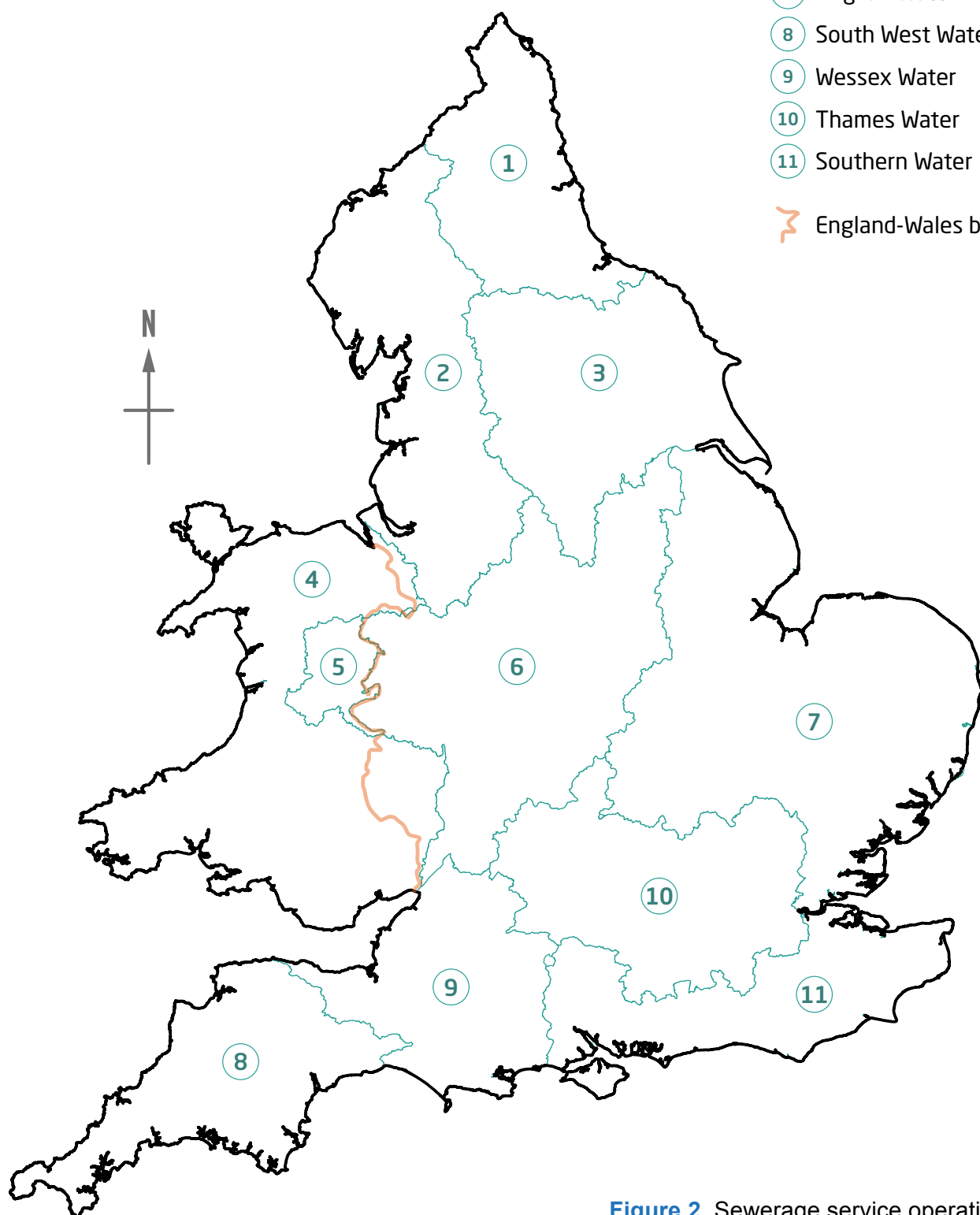


Figure 2. Sewerage service operational areas



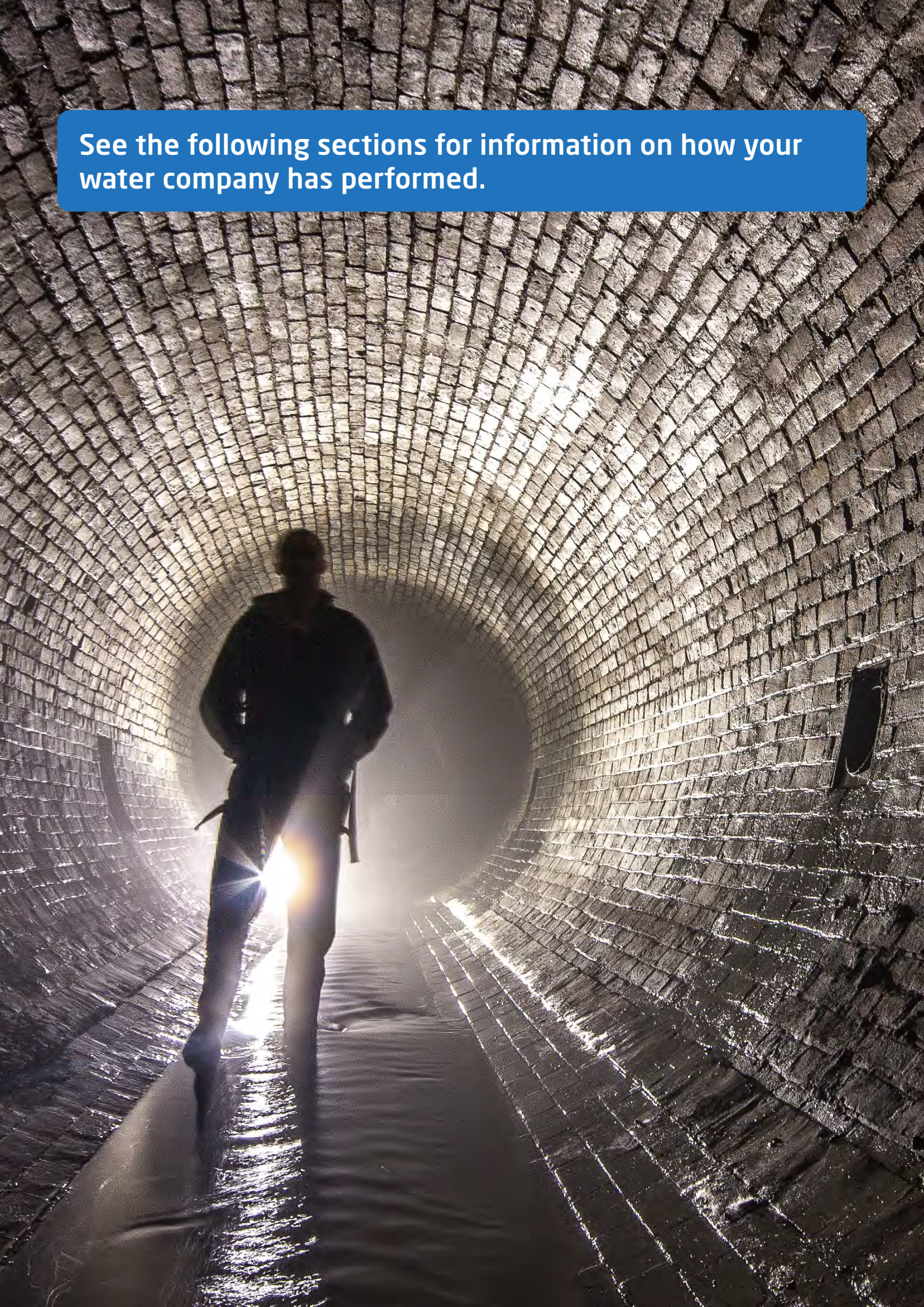
2.2 Water industry performance

Our joint reporting of water industry performance shows that while companies continue to improve in several areas, performance in some critical areas remains below expected standards.

Our latest assessments of water company data show:

- consumers can be confident that their water is safe to drink because **drinking water quality** remains exceptionally high, and is amongst the highest globally – public water supplies comply with regulatory standards in 99.97% of tests across around 4 million samples
- 6 companies are under a **formal drinking water transformation programme** that identifies and addresses the root causes of potential risks to water quality and sufficiency - this will help manage increasing risks and protect water supplies for current and future generations
- customers have experienced shorter **water supply interruptions**, with the industry median performance improving and 4 companies reducing the duration of interruptions by over 50% - however, supply interruptions remain at unacceptable levels for some companies, resulting in ongoing disruption especially for those who live, work or visit the affected area
- **customer satisfaction** on average continues to decline, although some companies have been able to maintain good performance – the gap between the highest and lowest-performing companies widened substantially
- despite some companies making substantial reductions, all companies need to continue to deliver further **leakage** reductions – wastage of treated water makes it more challenging to meet demand and negatively impacts the environment
- **household consumption** remains similar to the previous year at 137.3 litres per person per day
- almost all companies have reduced **internal sewer flooding** incidents in recent years, helping to deliver a 43% improvement across the industry – this means that fewer customers have experienced the distress and property damage caused by sewage flooding in their homes
- the **number of pollution incidents** (2,991) remains high, particularly serious pollution incidents (84) which cause significant environmental harm
- companies have completed 93.7% of the necessary **environmental improvement actions** set – their failure to deliver 142 out of 2,254 planned actions may lead to impacts on the environment and pose wider risks to sustainable growth
- companies have delivered 99.99% satisfactory use and disposal of **sewage sludge** – satisfactory sludge management protects land, rivers and groundwater from pollution

See the following sections for information on how your water company has performed.



3 Affinity Water



Company overview

Affinity Water:

- is a water only company
- serves over **4.1 million** people
- supplies an average of **964** megalitres of water per day
- has around **£2.3 billion** of investment to deliver during the 2025 to 2030 period

Summary reflections

Affinity Water's drinking water is of an exceptional standard, giving consumers confidence in the safety of their supply. It also has one of the lowest rates of consumer contacts for discolouration in the industry. Although reported water supply interruptions performance has deteriorated, the company is still one of the best performers in the industry. Maintaining consistent water supply reduces disruption to customers.

The company's environmental performance is largely positive. It has delivered all planned environmental improvement actions on schedule. This helps improve the local environment, both in the short and long term, and enables sustainable growth. Its high self-reporting of pollution incidents demonstrates a strong commitment to transparency and effective incident management, enabling swift intervention where required. While maintaining this high level of self-reporting is important, continued focus on preventing pollution incidents from occurring remains essential to further improve environmental performance.

Whilst reported leakage per property is better than the industry average, household consumption is one of the highest in the industry. The company's total leakage has also increased slightly compared to the previous year. It needs to take action to reduce these levels to ensure there is enough water to meet future demand and protect the environment. Customers continue to report relatively low levels of satisfaction compared with others in the industry. The company should improve customer interactions and overall experience.

Performance at a glance

Our latest assessments of Affinity Water data show:

- 99.98% of tests compliant with drinking water standards
- 0.17 contacts for discolouration per 1,000 consumers, better than the industry average of 0.51
- 39 pollution incidents with zero classed as serious, 97% of incidents self-reported
- 100% completion of environmental improvement actions (2) within planned deadlines
- leakage per property of 93.4 litres per day, better than the industry average of 104.5 but an increase in total leakage of 0.7% compared to the previous year
- household consumption of 154.5 litres per person per day, worse than the industry average of 137.3
- deterioration in water supply interruptions performance, with average minutes lost per property increasing by 37% from the previous year
- it ranks 13th out of 17 companies for customer satisfaction, no change in position from the previous year

4 Anglian Water



Company overview

Anglian Water:

- is a water and sewerage company
- serves over **6.7 million** people
- supplies an average of **1,188** megalitres of water per day
- has around **£11.2 billion** of investment to deliver during the 2025 to 2030 period

Summary reflections

Anglian Water's drinking water quality remains exceptional, and consumers can be confident that their water is safe to drink. It has also delivered all necessary environmental improvement actions by planned deadlines. Completing these improvements on time helps improve the local environment, both in the short and long term, and enables sustainable growth. Performance is one of the best in the industry for internal sewer flooding, minimising disruption to customers. Customers also continue to report relatively high levels of satisfaction compared with others in the industry. The company should continue to maintain positive customer interactions and a good overall customer experience.

However, several areas of environmental performance require improvement. The number of pollution incidents continues to be high, including serious incidents that cause significant environmental harm. Although the company has a high level of self-reporting, supporting prompt intervention, greater focus is needed on preventing incidents from occurring in the first place.

Compared to the industry average, the company performs better in terms of leakage per property and household consumption of water. However, it reports a marked increase in total leakage compared to the previous year. The company needs to take action to reduce leakage to ensure there is enough water to meet future demand. It also needs to improve performance on water supply interruptions, to ensure that customers have a reliable water supply.

Performance at a glance

Our latest assessments of Anglian Water data show:

- 99.96% of tests compliant with drinking water standards
- 433 pollution incidents including 12 classed as serious, 94% of incidents self-reported
- 100% completion of environmental improvement actions (145) within planned deadlines
- leakage per property of 92.1 litres per day, better than the industry average of 104.5 but an increase in total leakage of 15.1% compared to the previous year
- household consumption of 123.3 litres per person per day, better than the industry average of 137.3
- deterioration in water supply interruption performance, with average minutes lost per property more than doubling compared to the previous year
- internal sewer flooding has reduced by 36% compared to the previous year
- it ranks 4th out of 17 companies for customer satisfaction, improving by 3 positions from the previous year

5 Bristol Water



Company overview

Bristol Water:

- is a water only company
- serves over **1.2 million** people
- supplies an average of **285** megalitres of water per day
- has around **£706 million** of investment to deliver during the 2025 to 2030 period

Summary reflections

Bristol Water supplies drinking water of an exceptional standard, so consumers can have confidence in the safety of their water supply. It also has low consumer contact rates in all drinking water areas compared to the industry average, highlighting strong consumer confidence and risk management. Customers continue to report relatively high levels of satisfaction compared with others in the industry. The company should continue to maintain positive customer interactions and a good overall customer experience.

The company reports the lowest figure in terms of leakage per property and reduced total leakage considerably compared to the previous year. However, it needs to reduce household consumption to secure supplies and protect the environment.

The company has recorded one serious pollution incident affecting water and needs to improve performance to prevent further incidents causing significant harm to the environment. It has a high level of self-reporting of pollution incidents, enabling timely intervention and response. However, continued focus is needed on preventative measures to reduce the occurrence of incidents and mitigate risks to the water environment.

Concerningly, the duration of water supply interruptions has increased by almost fivefold, making the company one of the worst performers in the industry. It needs to improve performance to ensure a reliable supply for customers.

Performance at a glance

Our latest assessments of Bristol Water data show:

- 99.97% of tests compliant with drinking water standards
- 0.38 contacts for discolouration and 0.29 contacts for taste and odour per 1,000 consumers, better than the industry averages of 0.51 and of 0.32 respectively
- 31 pollution incidents including one classed as serious, 87% of incidents self-reported
- leakage per property of 60.2 litres per day, better than the industry average of 104.5 and a decrease in total leakage of 7.4% compared to the previous year
- household consumption of 153.8 litres per person per day, worse than the industry average of 137.3
- deterioration in water supply interruptions performance, with average minutes lost per property being nearly five times higher than in the previous year
- it ranks 5th out of 17 companies for customer satisfaction, no change in position from the previous year

6 Dŵr Cymru Welsh Water



Company overview

Dŵr Cymru Welsh Water:

- is a water and sewerage company
- serves over **3.1 million** people
- supplies an average of **864** megalitres of water per day
- has around **£6 billion** of investment to deliver during the 2025 to 2030 period

Summary reflections

Dŵr Cymru's drinking water is safe and consumers can have confidence in its exceptional quality. It continues to perform well delivering all of its environmental improvement actions on time. This helps improve the local environment in the short and long term and enables sustainable growth. It has reduced internal sewer flooding, which means fewer incidents affecting customers and properties. Customers report relatively high levels of satisfaction compared with others in the industry.

Wider environmental performance requires improvement. The company has a high number of pollution incidents, especially those of a serious nature. Progress has been made in self-reporting of incidents and this needs to be maintained. It should prioritise measures to minimise incident occurrence and the timely reporting of incidents to facilitate early intervention and avoid escalation.

The company needs to reduce leakage and household consumption to secure sufficient supplies and protect the environment. Water supply interruptions remain a significant concern, and it is one of the worst performers in the industry. It needs to reduce interruptions to ensure that customers have a reliable water supply.

Most drinking water tests pass required standards, however it continues to record the worst consumer contact rate for discoloured water in the industry. Due to this and other areas of underperformance, it has a DWI transformation programme in place, designed to improve governance, compliance and operational performance.

Performance at a glance

Our latest assessments of Dŵr Cymru Welsh Water data show:

- 99.97% of tests compliant with drinking water standards
- 1.64 contacts for discolouration and 0.49 contacts for taste and odour per 1,000 consumers, worse than the industry averages of 0.51 and 0.32 respectively
- 162 pollution incidents including 9 classed as serious, 78% of incidents self-reported
- 100% completion of environmental improvement actions (452) within planned deadlines
- leakage per property of 156.4 litres per day, worse than the industry average of 104.5 but a decrease in total leakage of 0.39% compared to the previous year
- household consumption of 150.6 litres per person per day, worse than the industry average of 137.3
- improvement in water supply interruptions performance, with average minutes lost per property decreasing by 40% compared to the previous year
- internal sewer flooding has reduced by 3% compared to the previous year
- it ranks 6th out of 17 companies for customer satisfaction, deteriorating by 3 positions from the previous year

7 Hafren Dyfrdwy



Company overview

Hafren Dyfrdwy:

- is a water and sewerage company
- serves over **200,000** people
- supplies an average of **61** megalitres of water per day
- has around **£266 million** of investment to deliver during the 2025 to 2030 period

Summary reflections

Hafren Dyfrdwy continues to provide drinking water of an exceptional quality and consumers can have confidence that their drinking water is safe. Performance is one of the best in the industry for internal sewer flooding, minimising disruption to customers. The company also performs well environmentally with consistently low numbers of pollution incidents and no serious incidents. All planned improvement actions have been delivered on time which helps improve the local environment, both in the short and long term, and enables sustainable growth.

There has been a reduction in water supply interruptions. The company's performance still requires improvement to minimise disruptions and ensure that customers have a reliable water supply. Compared to the industry average, the company performs better in terms of household consumption of water. However, total leakage has deteriorated, and the company needs to reduce this to ensure sufficient water supplies are available to meet future demand.

It has jointly recorded the second highest rate of taste and odour consumer contacts in the industry. Although these issues do not typically represent a risk to public health, they can affect consumer confidence and satisfaction. The company should continue to focus on understanding the root causes of these contacts to improve consumer experience and sustain confidence in drinking water services. Customers report levels of satisfaction broadly in line with others in the industry. However, the company should do more to improve customer interactions and overall experience.

Performance at a glance

Our latest assessments of Hafren Dyfrdwy data show:

- 99.95% of tests compliant with drinking water standards
- 0.49 contacts for taste and odour per 1,000 consumers, worse than the industry average of 0.32
- 3 pollution incidents with zero classed as serious, 67% of incidents self-reported
- 100% completion of environmental improvement actions (4) within planned deadlines
- leakage per property of 146.9 litres per day, worse than the industry average of 104.5 and an increase in total leakage of 6.5% compared to the previous year
- household consumption of 123.9 litres per person per day, better than the industry average of 137.3
- improvement in water supply interruptions performance, with average minutes lost per property decreasing by 20% compared to the previous year
- internal sewer flooding has reduced by 60% compared to the previous year
- it ranks 8th out of 17 companies for customer satisfaction, deteriorating by 2 positions from the previous year

8 Northumbrian Water (including Essex and Suffolk Water)



Company overview

Northumbrian Water:

- is a water and sewerage company
- serves over **4.9 million** people
- supplies an average of **1,169** megalitres of water per day
- has around **£6.5 billion** of investment to deliver during the 2025 to 2030 period

Summary reflections

Consumers can have confidence that their water is safe to drink. Northumbrian Water continues to provide drinking water of an exceptional standard, with one of the lowest rates of consumer contacts for taste and odour. Customers report the highest levels of satisfaction in the industry. It should continue to maintain positive customer interactions and a strong overall customer experience. It has also reduced internal sewer flooding significantly and is the best performer in the industry ensuring that fewer customers are impacted by this issue. It has reduced leakage considerably but needs to reduce household consumption which is the highest in the industry. This will secure supplies and protect the environment.

The company's environmental performance requires improvement, with high numbers of pollution incidents, including serious incidents which cause significant environmental harm. Although it has a high level of self-reporting, allowing prompt intervention, increased focus on preventative measures is needed to reduce their occurrence. It has also failed to complete one necessary environmental improvement action. These improvements are designed to reduce the impact of company activities and prevent environmental harm.

While overall drinking water quality performance remains strong. The company is subject to a DWI transformation programme through which it must continue to identify and control risks to ensure sustained consumer confidence.

Performance at a glance

Our latest assessments of Northumbrian Water data show:

- 99.92% of tests compliant with drinking water standards
- 0.14 contacts for taste and odour per 1,000 consumer contacts, better than the industry average of 0.32
- 185 pollution incidents including 2 classed as serious, 90% of incidents self-reported
- 87.5% completion of environmental improvement actions within planned deadlines, failing to deliver one of the 8 planned actions
- leakage per property of 76.7 litres per day, better than the industry average of 104.5 and a decrease in total leakage of 5.9% from the previous year
- household consumption of 154.9 litres per person per day, worse than the industry average of 137.3
- internal sewer flooding has reduced by 48% compared to the previous year
- it ranks first out of 17 companies for customer satisfaction, no change in position from the previous year

9 Portsmouth Water



Company overview

Portsmouth Water:

- is a water only company
- serves over **700,000** people
- supplies an average of **180** megalitres of water per day
- has around **£469 million** of investment to deliver during the 2025 to 2030 period

Summary reflections

Consumers should have confidence in their drinking water supply. The company has one of the highest compliance rates in the industry with drinking water of an exceptional standard. The company has also effectively managed risk of discoloured water. It has one of the lowest consumer contact rates, which demonstrates high levels of consumer confidence. Customers report some of the highest levels of satisfaction compared with others in the industry. The company should continue to maintain positive customer interactions and a strong overall customer experience.

Although reported water supply interruptions performance has deteriorated, the company is still one of the best performers in the industry. Maintaining consistent water supply reduces disruption to customers.

The company performs well environmentally with low pollution incident numbers and no serious incidents. It has high levels of incident self-reporting, supporting swift intervention and helping to minimise environmental harm. Continued focus on maintaining this performance and preventing future incidents will help protect the water environment.

Although better than the industry average for leakage per property, the company reports a marked increase in total leakage. It is also worse than the industry average for household consumption. It needs to reduce leakage and encourage household water efficiency to protect the environment and ensure there is enough water for future demand.

Performance at a glance

Our latest assessments of Portsmouth Water data show:

- 99.99% of tests compliant with drinking water standards
- 0.11 contacts for discolouration and 0.28 contacts for taste and odour per 1,000 consumers, better than the industry averages of 0.51 and 0.32 respectively
- 2 pollution incidents with zero classed as serious, 100% of incidents self-reported
- leakage per property of 101.3 litres per day, better than the industry average of 104.5, but an increase in total leakage of 18.7% compared to the previous year
- household consumption of 153.8 litres per person per day, worse than the industry average of 137.3
- deterioration in water supply interruptions performance, with average minutes lost per property more than doubling from the previous year
- it ranks 2nd out of 17 companies for customer satisfaction, improving by 2 positions from the previous year

10 SES Water



Company overview

SES Water:

- is a water only company
- serves over **700,000** people
- supplies an average of **162** megalitres of water per day
- has around **£365 million** of investment to deliver during the 2025 to 2030

Summary reflections

Consumers can be confident that their water is of an exceptional standard and safe to drink. The company has one of the highest drinking water compliance rates in the industry. It has recorded one of the lowest consumer contact rates in the industry on discolouration, and taste and odour, demonstrating effective risk management and consumer satisfaction. It has also achieved the best result in the industry on supply interruptions, reducing disruption to customers.

The company has recorded no serious pollution incidents, demonstrating effective management of risks associated with significant environmental harm. It also has a high level of self-reporting of overall pollution incidents, supporting prompt intervention. However, the company needs to reduce overall pollution incidents to minimise impacts on the water environment.

We are concerned about the poor delivery of the company's environmental improvement actions, which are set to help improve the local environment and enable sustainable growth. Although the company performs better than the industry in terms of leakage per property, it reports higher household consumption. It also reports a marked increase in total leakage compared to the previous year. The company needs to take action to ensure there is enough water to meet future demand by reducing leakage and encouraging household water efficiency. Customers report levels of satisfaction broadly in line with others in the industry, but it should do more to improve customer interactions and overall experience.

Performance at a glance

Our latest assessments of SES Water data show:

- 99.99% of tests compliant with drinking water standards
- 0.19 contacts for discolouration and 0.15 contacts for taste and odour per 1,000 consumers, better than industry averages of 0.51 and 0.32 respectively
- 10 pollution incidents with zero classed as serious, 80% of incidents self-reported
- 12.5% completion of environmental improvement actions within planned deadlines, failing to deliver 7 of 8 planned actions
- leakage per property of 74.8 litres per day, better than the industry average of 104.5 but an increase in total leakage of 16.9% compared to the previous year
- household consumption of 149.6 litres per person per day, worse than the industry average of 137.3
- improvement in water supply interruptions performance, with average minutes lost per property reducing by 89% compared to the previous year
- it ranks 10th out of 17 companies for customer satisfaction, improving by 4 positions from the previous year

11 Severn Trent Water



Company overview

Severn Trent Water:

- is a water and sewerage company
- serves over **9.7 million** people
- supplies an average of **1,942** megalitres of water per day
- has around **£14.9 billion** of investment to deliver during the 2025 to 2030 period

Summary reflections

Severn Trent Water continues to provide drinking water of an exceptional standard, with better than industry average contact rates for discolouration and taste and odour. It completes more drinking water compliance tests than any other company. Consumers can have confidence that their water is safe to drink. In addition, the company has reduced internal sewer flooding, which means fewer incidents affecting customers and properties.

The company also performs well environmentally with its improvement actions delivered on time. This helps improve the local environment, both in the short and long term, and enables sustainable growth. The company performs better than the industry average in terms of leakage per property and household consumption, with further reductions in the past year. Low leakage levels ensure that there is sufficient water to meet future consumer demand. Further work is needed to reduce household consumption.

Although pollution incident self-reporting is high preventative action is needed in particular to reduce number of serious incidents. This will mitigate risks to the water environment. Customer satisfaction remains an area requiring further improvement, given that customers continue to report relatively low levels of satisfaction compared with others in the industry. The company should improve customer interactions and overall experience.

Performance at a glance

Our latest assessments of Severn Trent Water data show:

- 99.96% of tests compliant with drinking water standards
- 0.47 contacts for discolouration and 0.30 contacts for taste and odour per 1,000 consumers, better than the industry averages of 0.51 and 0.32 respectively
- 222 pollution incidents including 2 classed as serious, 88% of incidents self-reported
- 100% completion of environmental improvement actions (817) within planned deadlines
- leakage per property of 87.1 litres per day, better than the industry average of 104.5 and a decrease in total leakage of 0.9% compared to the previous year
- household consumption of 134.3 litres per person per day, better than the industry average of 137.3
- internal sewer flooding has reduced by 20% compared to the previous year
- it ranks 11th out of 17 companies for customer satisfaction, no change in position from the previous year

12 Southern Water



Company overview

Southern Water:

- is a water and sewerage company
- serves over **4.7 million** people
- supplies an average of **560** megalitres of water per day
- has around **£8.9 billion** of investment to deliver during the 2025 to 2030 period

Summary reflections

Southern Water's drinking water quality remains exceptional, and consumers can be confident that their water is safe to drink. It has reported its strongest-ever performance for minimising water supply interruptions, providing customers with a more reliable water supply. The company has reduced leakage considerably and has maintained household consumption levels below the industry average, helping to protect future water supplies.

However, overall environmental performance is poor. Although it has a high level of pollution incident self-reporting, which enables early intervention, the high numbers of incidents, including serious incidents remains a concern. We expect the company to implement preventative measures to reduce their occurrence. It has also failed to complete all necessary environmental improvement actions on time and has poor compliance with discharge permit numeric limits for pollutants in wastewater at treatment work sites. These improvements and permit conditions are designed to reduce the impact of company activities on the water environment.

We expect the company to improve internal sewer flooding performance. Customers also report the lowest levels of satisfaction in the industry. It must substantially improve customer interactions and overall experience. While overall drinking water compliance test performance remains strong, the company is subject to a DWI transformation programme. The programme improvements should address the root causes of systemic poor risk management performance and safeguard future water supplies.

Performance at a glance

Our latest assessments of Southern Water data show:

- 99.98% of tests compliant with drinking water standards
- 301 pollution incidents including 12 classed as serious, 84% of incidents self-reported
- 96.7% treatment works compliant with discharge permit numeric limits (11 failing sites)
- 73.0% completion of environmental improvement actions within planned deadlines, failing to deliver 10 of the 37 planned actions
- leakage per property of 76.6 litres per day, better than the industry average of 104.5 and a decrease in total leakage of 8.1% compared to the previous year
- household consumption of 126.6 litres per person per day, better than the industry average of 137.3
- improvement in water supply interruptions performance, with average minutes lost per property decreasing by 96% compared to the previous year
- internal sewer flooding has increased by 40% compared to the previous year
- it ranks 17th out of 17 companies for customer satisfaction, deteriorating by one position from the previous year

13 South East Water



Company overview

South East Water:

- is a water only company
- serves over **2.3 million** people
- supplies an average of **550** megalitres of water per day
- has around **£2 billion** of investment to deliver during the 2025 to 2030 period

Summary reflections

South East Water has drinking water of an exceptional standard and consumers should have confidence that it is safe to drink. It reports reduced total leakage compared to the previous year. However, it needs to reduce household consumption to protect water supplies and the environment. Environmental performance shows areas for improvement. Although it has recorded no serious pollution incidents, it needs to focus on measures to prevent incidents occurring overall. This will reduce impact on the water environment. It has a high level of self-reporting which can support timely response to incidents. We are concerned that the company has failed to deliver all its necessary environmental improvement actions designed to reduce environmental impact from company activities.

The company's supply interruptions performance has deteriorated significantly and is the worst in the industry, with major incidents affecting thousands of customers and properties. It must address longstanding weaknesses in operational management and maintenance to prevent systemic supply failings. Customers report relatively low levels of satisfaction compared with others in the industry. It should improve customer interactions, support and the overall customer experience. Due to performance issues affecting water supply drinking water quality, such as discolouration, the DWI requires the company complete a transformation programme to address root causes and safeguard the reliability of water supplies. Ofwat has also placed the company under additional oversight and put in place an Independent Monitor. This Monitor will be fully funded by South East Water and track the delivery of its improvement plans.

Performance at a glance

Our latest assessments of South East Water data show:

- 99.98% of tests compliant with drinking water standards
- 0.57 contacts for discolouration and 0.42 for taste and odour per 1,000 consumers, worse than industry averages of 0.51 and 0.32 respectively
- 57 pollution incidents with zero classed as serious, 86% of incidents self-reported
- 62.5% completion of environmental improvement actions within planned deadlines, failing to deliver 3 of the 8 planned actions
- leakage per property of 101.6 litres per day, better than the industry average of 104.5 and a decrease in total leakage of 3.5% compared to the previous year
- household consumption of 142.0 litres per person per day, worse than the industry average of 137.3
- deterioration in water supply interruption performance, with average minutes lost per property increasing sixfold
- it ranks 14th out of 17 companies for customer satisfaction, deteriorating by 2 positions from the previous year

14 South Staffordshire Water (including Cambridge Water)



Company overview

South Staffordshire Water:

- is a water only company
- serves over **1.8 million** people
- supplies an average of **419** megalitres of water per day
- has around **£922 million** of investment to deliver during the 2025 to 2030 period

Summary reflections

South Staffordshire Water's drinking water quality is of an excellent standard, and consumers should have confidence in the safety of their water supply. Performance is one of the best in the industry for water supply interruptions. Keeping interruptions to a minimum reduces disruption to customers. It also reports low levels of leakage per property and household consumption, as well as reduced total leakage. This helps to protect water supplies ensuring there is enough for future demand.

The company's environmental performance is positive in several areas, with a low number of pollution incidents and no serious incidents recorded. The company has delivered all of its environmental improvement actions within planned deadlines. Delivering these on time helps improve the local environment and enables sustainable growth. However, self-reporting of pollution incidents is low. Improving this will support more prompt intervention and help mitigate potential impacts on the water environment.

The company has poor consumer contacts rates especially on discolouration and the worst in the industry for taste and odour of drinking water. Although these issues do not typically represent a risk to public health, it should continue to focus on understanding the root causes. This will improve consumer experience and sustain confidence in drinking water. Customers report levels of satisfaction broadly in line with others in the industry, but it should do more to improve customer interactions and overall experience.

Performance at a glance

Our latest assessments of South Staffordshire Water data show:

- 99.89% of tests compliant with drinking water standards
- 0.71 contacts for discolouration and 0.57 contacts for taste and odour per 1,000 consumers, worse than industry averages of 0.51 and 0.32 respectively
- 7 pollution incidents with zero classed as serious, 29% of incidents self-reported
- 100% completion of environmental improvement actions (2) within planned deadlines
- leakage per property of 89.3 litres per day, better than the industry average of 104.5 and a decrease in total leakage of 1.1% compared to the previous year
- household consumption of 132.2 litres per person per day, better than the industry average of 137.3
- improvement in water supply interruptions performance, with average minutes lost per property reducing by 68% compared to the previous year
- it ranks 9th out of 17 companies for customer satisfaction, no change in position from the previous year

15 South West Water (including Bournemouth Water)



Company overview

South West Water:

- is a water and sewerage company
- serves over **2.3 million** people
- supplies an average of **645** megalitres of water per day
- has around **£3.8 billion** of investment to deliver during the 2025 to 2030 period

Summary reflections

South West Water's drinking water quality remains exceptional, and consumers can be confident that their water is safe to drink. Although its internal sewer flooding performance has deteriorated, it is still performing better than the industry average.

Overall environmental performance is poor. It has recorded high numbers of pollution incidents, including serious incidents and has failed to proactively self-report a number of them. We are also concerned about the delay in completing some necessary environmental improvement actions. Poor performance in these areas can lead to environmental harm so an increased focus on preventative measures is needed.

Water supply interruptions remain a significant concern, and it is one of the worst performers in the industry. It needs to reduce interruptions to ensure that customers have a reliable water supply. Its household consumption is worse than the industry average, and total leakage has increased. Action is needed to secure supplies and protect the environment. Although not a risk to public health, it has one of the worst consumer contact rates for drinking water discolouration. Due to potential water treatment risks, the DWI requires that the company completes a transformation programme to address root causes of performance failures. Customers report some of the lowest levels of satisfaction compared with others in the industry. The company must substantially improve customer interactions and overall experience.

Performance at a glance

Our latest assessments of South West Water data show:

- 99.96% of tests compliant with drinking water standards
- 0.90 contacts for discolouration and 0.37 for taste and odour per 1,000 consumers, worse than the industry averages of 0.51 and 0.32 respectively
- 137 pollution incidents including 3 classed as serious, 71% of incidents self-reported
- 94.2% completion of environmental improvement actions within planned deadlines, failing to deliver 4 of the 69 planned actions
- leakage per property of 102.2 litres per day, better than the industry average of 104.5 but an increase in total leakage of 5.4% compared to the previous year
- household consumption of 147.5 litres per person per day, worse than the industry average of 137.3
- deterioration in water supply interruptions performance, with average minutes lost per property increasing almost fivefold compared to the previous year
- internal sewer flooding has increased by 74% compared to the previous year
- it ranks 15th out of 17 companies for customer satisfaction, no change in position from the previous year

16 Thames Water



Company overview

Thames Water:

- is a water and sewerage company
- serves over **16.3 million** people
- supplies an average of **2,568** megalitres of water per day
- has around **£20.5 billion** of investment to deliver during the 2025 to 2030 period

Summary reflections

Thames Water's drinking water is of an exceptional standard, giving consumers confidence in the safety of their supply. It has the lowest consumer contact rates in the industry for discolouration, and second lowest for taste and odour. It reduced internal sewer flooding, which means fewer incidents affecting customers and properties.

However, environmental performance is poor with high numbers of pollution incidents including serious incidents, which cause significant environmental harm. Self-reporting of incidents is high, allowing for prompt intervention, however it must improve preventative measures. We are concerned that many treatment works are not compliant with discharge permit numeric limits for pollutants in wastewater. It has also failed to complete a substantial number of planned actions for environmental improvements. It must improve in these areas to prevent environmental harm.

The company must reduce leakage and household consumption to secure water supplies. Customers report some of the lowest levels of satisfaction compared with others in the industry, and it must substantially improve customer interactions and overall experience. To address poor risk management, the company must complete a DWI transformation programme including a suite of improvements to governance and operations. Ofwat has also placed Thames Water under its Turnaround Oversight Regime, following concerns with financial resilience, operational performance and ability to deliver for customers and the environment. It is subject to enhanced regulatory monitoring and oversight, supported with insights from an Independent Monitor, fully funded by the company.

Performance at a glance

Our latest assessments of Thames Water data show:

- 99.97% of tests compliant with drinking water standards
- 0.07 contacts for discolouration and 0.18 contacts for taste and odour per 1,000 consumers, better than industry averages of 0.51 and 0.32 respectively
- 464 pollution incidents including 24 classed as serious, 80% of incidents self-reported
- 88.2% treatment works compliant with discharge permit numeric limits (45 failing sites)
- 72.7% completion of environmental improvement actions within planned deadlines, failing to deliver 112 of the 410 planned actions
- leakage per property of 136.7 litres per day, worse than the industry average of 104.5 and an increase in total leakage of 1.0% compared to the previous year
- household consumption of 139.2 litres per person per day, worse than the industry average of 137.3
- internal sewer flooding has reduced by 22% compared to the previous year
- it ranks 16th out of 17 companies for customer satisfaction, improving by one position from the previous year

17 United Utilities



Company overview

United Utilities:

- is a water and sewerage company
- serves over **8.1 million** people
- supplies an average of **1,872** megalitres of water per day
- has around **£13.3 billion** of investment to deliver during the 2025 to 2030 period

Summary reflections

United Utilities' drinking water is of an exceptional standard, giving consumers confidence in the safety of its supply. The company has delivered all planned environmental improvement actions on time. This helps improve the local environment, both in the short and long term, and enables sustainable growth. It has also reduced internal sewer flooding, meaning fewer incidents affecting customers and properties. Customers report relatively high levels of satisfaction compared with others in the industry.

However, the company's wider environmental performance requires improvement, and we are concerned about the high number of pollution incidents recorded, including serious incidents. While it has high levels of incident self-reporting facilitating swift intervention, increased focus on preventative measures is needed to reduce their occurrence.

Although it reports better than industry average household consumption and has reduced leakage, its leakage per property is worse than the industry average. It is essential that it continues to manage demand and improve leakage to secure supplies and protect the environment. It needs to continue to improve its performance on water supply interruptions to ensure a reliable supply for customers. Its discolouration contact rate is one of the worst in the industry, however this rate has almost halved in the last 5 years. Ongoing focus on the management of network assets is needed to continue this improvement.

Performance at a glance

Our latest assessments of United Utilities data show:

- 99.97% of tests compliant with drinking water standards
- 0.73 contacts for discolouration per 1,000 consumers, worse than the industry average of 0.51
- 0.26 contacts for taste and odour per 1,000 consumers, better than the industry average of 0.32
- 388 pollution incidents including 2 classed as serious, 92% of incidents self-reported
- 100% completion of environmental improvement actions (58) within planned deadlines
- leakage per property of 113.1 litres per day, worse than the industry average of 104.5, but a decrease in total leakage of 4.0% compared to the previous year
- household consumption of 127.2 litres per person per day, better than the industry average of 137.3
- improvement in water supply interruptions performance, with average minutes lost per property reducing by 9% compared to the previous year
- internal sewer flooding has reduced by 42% compared to the previous year
- it ranks 7th out of 17 companies for customer satisfaction, improving by one position from the previous year

18 Wessex Water



Company overview

Wessex Water:

- is a water and sewerage company
- serves over **2.9 million** people
- supplies an average of **349** megalitres of water per day
- has around **£4.5 billion** of investment to deliver during the 2025 to 2030

Summary reflections

Wessex Water has one of the highest drinking water compliance rates in the industry. Consumers can be confident that their water is of an exceptional standard and safe to drink. Performance is one of the best in the industry for water supply interruptions with its network providing reliable water services for consumers. It has delivered all necessary environmental improvement actions by planned deadlines. Prompt delivery of these improvements is essential to achieve the intended environmental outcomes and enhance the water environment. It has also reduced internal sewer flooding meaning fewer incidents reducing disruption to customers and properties. Customers report some of the highest levels of satisfaction compared with others in the industry. The company should continue to maintain positive customer interactions and a strong overall experience.

Its environmental performance requires improvement. We remain concerned about the high number of pollution incidents, in particular serious incidents which cause significant environmental harm. Although incident self-reporting is high, increased focus on preventative measures is needed to reduce their occurrence.

Although the company's household consumption is better than the industry average, its leakage per property is worse than the industry average. It also reports a marked increase in leakage compared to the previous year. The company needs to reduce leakage levels to ensure there is enough water to meet future demand.

Performance at a glance

Our latest assessments of Wessex Water data show:

- 99.99% of tests compliant with drinking water standards
- 0.64 contacts for discolouration and 0.36 contacts for taste and odour per 1,000 consumers, worse than industry averages of 0.51 and 0.32 respectively
- 215 pollution incidents including 4 classed as serious, 93% of incidents self-reported
- 100% completion of environmental improvement actions (157) within planned deadlines
- leakage per property of 119.0 litres per day, worse than the industry average of 104.5 and an increase in total leakage of 11.4% compared to the previous year
- household consumption of 132.4 litres per person per day, better than the industry average of 137.3
- improvement in water supply interruptions performance, with average minutes lost per property reducing by 58% compared to the previous year
- internal sewer flooding has reduced by 24% compared to the previous year
- it ranks 3rd out of 17 companies for customer satisfaction, deteriorating by one position from the previous year

19 Yorkshire Water



Company overview

Yorkshire Water:

- is a water and sewerage company
- serves over **5.6 million** people
- supplies an average of **1,264** megalitres of water per day
- has around **£8.3 billion** of investment to deliver during the 2025 to 2030

Summary reflections

Yorkshire Water's drinking water is of an exceptional standard, giving consumers confidence in the safety of their supply. The company reports leakage and household consumption levels better than the industry average. It should continue to manage leakage and demand to secure supplies and to protect the environment.

However, the company's environmental performance is poor. It has recorded high pollution incident numbers, in particular serious incidents which cause significant environmental harm. Although it has a high level of self-reporting allowing prompt intervention, increased focus on preventative measures is needed to reduce their occurrence. We are also concerned about the delay in completing necessary environmental improvement actions, which risks sustainable development and environmental harm.

The company needs to improve its performance on water supply interruptions to ensure a reliable supply for customers. We also expect the company to take action to improve performance on internal sewer flooding. This is one of the most distressing types of service failure a customer can experience, and the company currently performs worst in the industry. Customers report relatively low levels of satisfaction compared with others in the industry. The company should improve customer interactions and the overall customer experience.

Performance at a glance

Our latest assessments of Yorkshire Water data show:

- 99.97% of tests compliant with drinking water standards
- 0.44 contacts for discolouration and 0.30 contacts for taste and odour per 1,000 consumers, better than industry averages of 0.51 and 0.32 respectively
- 335 pollution incidents including 13 classed as serious, 82% of incidents self-reported
- 93.3% completion of environmental improvement actions within planned deadlines, failing to deliver 5 of the 75 planned actions
- leakage per property of 103.8 litres per day, better than the industry average of 104.5 and a decrease in total leakage of 3.7% compared to the previous year
- household consumption of 126.1 litres per person per day, better than the industry average of 137.3
- deterioration in water supply interruptions performance, with average minutes lost per property increasing by 42% compared to the previous year
- internal sewer flooding has increased by 14% compared to the previous year
- it ranks 12th out of 17 companies for customer satisfaction, deteriorating by two positions from the previous year

Annex: source reports and glossary

Source reports

This report provides a summary of performance, for more information see our most recent publications.

Drinking Water Inspectorate (DWI) reports:

[Drinking Water Inspectorate - Drinking Water 2025](#)

[Summary of the Chief Inspector's report for drinking water in England](#)

[Drinking Water Inspectorate - Drinking Water 2025](#)

[Summary of the Chief Inspector's report for drinking water in Wales](#)

Environment Agency reports:

[Environment Agency - Water and sewerage companies in England: environmental performance report 2025](#)

[Environment Agency - Water only companies in England: environmental performance report 2025](#)

[Environment Agency - Water resources 2025-2026: analysis of the water industry's annual water resources performance](#)

Natural Resources Wales' reports:

[Natural Resources Wales - Annual performance report for Dŵr Cymru \(Welsh Water\)](#)

[Natural Resources Wales - Annual performance reports for Hafren Dyfrdwy](#)

Ofwat report:

[Ofwat - Water Company Operational Performance Report 2025-26](#)

Table 1 – Performance data reporting period and source reports

Performance data	Reporting period	Source report
Customer satisfaction	Financial year	Ofwat, Water Company Operational Performance Report
Discolouration of drinking water (consumer contacts)	Calendar year	Drinking Water Inspectorate
Discharge permit numeric limits	Calendar year	Environment Agency environmental performance report
Drinking Water standard	Calendar year	Drinking Water Inspectorate
Environmental improvement actions (WINEP)	Financial year	Environment Agency and Natural Resources Wales environmental performance reports
Household per capita consumption (PCC)	Financial year	Ofwat, Water Company Operational Performance Report
Internal sewer flooding	Financial year	Ofwat, Water Company Operational Performance Report
Leakage per property	Financial year	Environment Agency's annual water resources performance
Pollution incidents (serious and total)	Calendar year	Environment Agency and Natural Resources Wales environmental performance reports
Self-reporting of pollution incidents	Calendar year	Environment Agency and Natural Resources Wales environmental performance reports
Sewage sludge	Calendar year	Environment Agency and Natural Resources Wales environmental performance reports
Taste and Odour (consumer contacts)	Calendar year	Drinking Water Inspectorate
Total leakage	Financial year	Environment Agency's annual water resources performance
Water supply interruptions	Financial year	Ofwat, Water Company Operational Performance Report

Glossary

Customer service

Customer Measure of Experience (C-MeX) measures residential customers' satisfaction with their water company. The score combines two surveys:

- the Customer Service Survey (CSS), covering customers who have recently contacted their company
- the Customer Experience Survey (CES), covering a random sample of customers

Both surveys ask customers to rate their overall satisfaction with their water company. The C-MeX score ranges from 0 to 100, where a higher score indicates better performance.

Discolouration contact rate

The number of complaints or notifications made by consumers when their tap water appears discoloured such as black, brown, orange or milky white, standardised per 1,000 population.

Discharge permit numeric limits

Percentage of sewage treatment works and water treatment works that are compliant with the numeric water quality limits for pollutants in treated wastewater that they are permitted to discharge.

Drinking Water standard

The legal requirement that drinking water must be wholesome under Section 68 of the Water Industry Act 1991 and the Water Supply (Quality) Regulations. Water is legally defined as wholesome if it meets strict physical, chemical, and microbiological standards, and does not contain any substance at a level that poses a potential danger to human health.

Environmental improvement actions

Percentage of actions we require water companies to complete to meet their statutory obligations and environmental requirements. All actions are set out in the Water Industry National Environment Programme, known as the WINEP, which we develop and publish.

Actions include asset improvement schemes, investigations to inform future actions and monitoring designed to improve fisheries, biodiversity and geomorphology, water quality and water resources.

Household per capita consumption (PCC)

Daily water use per person by the household population.

Internal sewer flooding

How often wastewater from the sewerage system enters a home or another building, or passes below a suspended floor. Measured as the annual number of incidents per 10,000 sewer connections.

Leakage per property

Water lost from the distribution system per day per property.

Pollution incidents (serious and total)

Number of pollution incidents affecting water from sewerage and clean water assets. All incidents are categorised based on their impact. Incidents are assessed as having a major (category 1), significant (category 2), minor (category 3) or no impact (category 4).

Total – groups category 1 to 3 incidents.

Serious – groups category 1 and 2 incidents.

Self-reporting of pollution incidents

Percentage of water company pollution incidents that are self-reported by a water company to the Environment Agency and Natural Resources Wales before others.

Sewage sludge

The percentage of sludge that is disposed of or used in compliance with relevant environmental laws. Sewage sludge is a product of wastewater treatment and therefore does not apply to water only companies.

Taste and odour contact rate

The number of complaints or notifications made by consumers regarding the flavour or smell of their tap water, standardised per 1,000 population.

Total leakage

Water lost from the distribution system per day.

Transformation Programme (DWI)

A transformation programme is used by DWI when a water company has shown a pattern of serious or repeated failures that cannot be addressed through individual enforcement actions alone. The company has to identify the root causes of poor performance and formalise these programmes into legal instruments to deliver the changes needed to ensure consumers receive the reliable water supply they are entitled to expect.

Water supply interruptions

The length of time customers are without water because of supply interruptions lasting at least three hours. Measured as the annual average number of minutes lost per customer. Reducing the number and duration of water supply interruptions improves the reliability of customers' supply.

Note on investment values

The investment values for 2025 to 2030 included in the executive summary and individual company sections reflect changes following the Competition and Markets Authority's final redeterminations and subsequent amendments for updated accounting information.



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