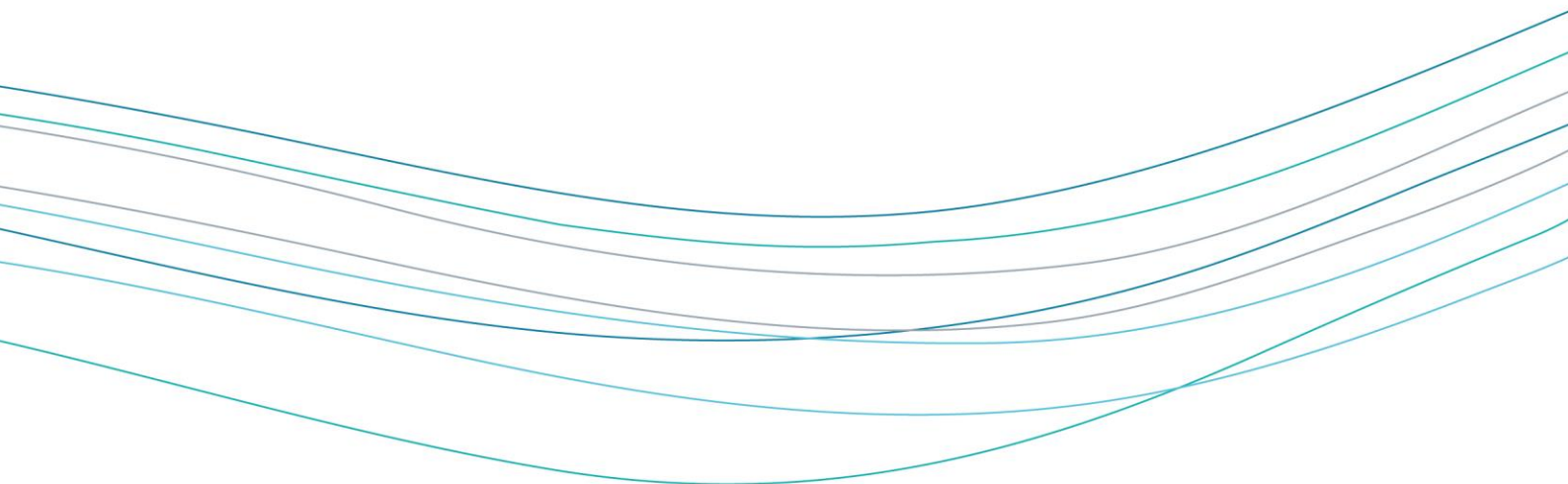


## Market Peer Performance League Tables 2021/22

May 2022



The last 12 months have been a period of ‘getting back to normal’ for the water industry as COVID-19 restrictions eased. It has been encouraging to see that performance and task volumes for the most part have returned to, and in some cases exceeded, pre-pandemic levels. The last six months of the year, since the publication of the mid-year league tables, we have seen performance levels remain consistently good overall.

The market-wide performance for each category has remained stable with slight fluctuations when compared to the first six months of the year. As such, there has been very little movement within the tables. Trading parties have seen a slight increase in performance across the market, however, in most cases these have not caused large movements in the positions achieved within the tables.

The performance trend indicator column in the tables picks up changes of more or less than two per cent in the second half of the year compared to the first half. The only trading party in the market to achieve an increase in performance of more than two per cent was Sutton and East Surrey (SES) for its Market Performance Standards (MPS) performance. Whilst SES’s position remained at the bottom of the table; it is encouraging to see overall performance improve. We commend Water 2 Business which has remained at the top of the league tables for retailers with more than 5,000 supply points. This is a position Water 2 Business has maintained since the 2019/20 tables were published from which its performance has increased overall by 6.5 per cent.

When comparing the final results for 2020/21 with the end of year results below, we can see the following trading parties achieving increases of more than two per cent across the year.

#### **Retailers with more than 5,000 supply points**

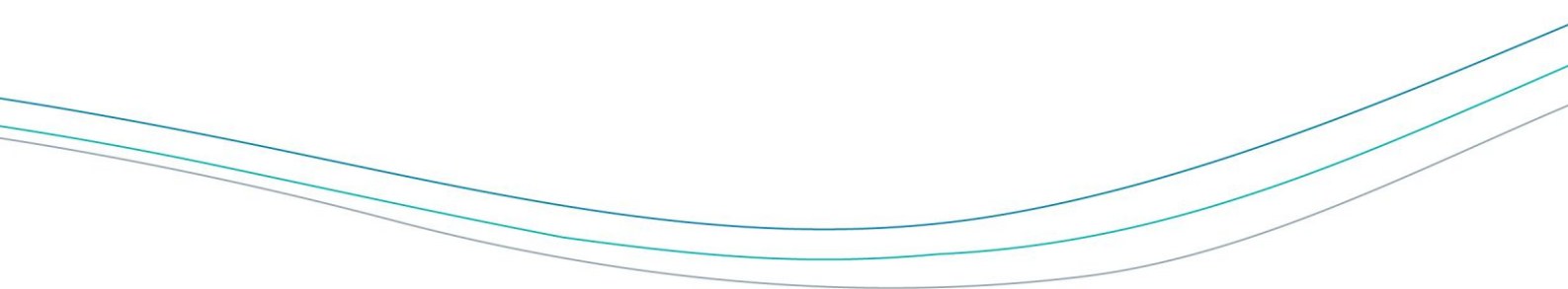
- ◆ Everflow (+3.5 per cent)
- ◆ First business Water (+4.5 per cent)
- ◆ Water Plus (+4 per cent)
- ◆ Wave (+2.1 per cent)
- ◆ Pennon Water Services (+3.3 per cent)
- ◆ Castle Water (+10 per cent)

#### **Retailers with less than 5,000 supply points**

- ◆ Dwr Cymru (+3.5 per cent)
- ◆ ADSM (+ 3.3 per cent)

#### **Self supply and NAV**

- ◆ Blackpool Borough Council (+2.8 per cent)
- ◆ Kellogg Company of Great Britain (+4.2 per cent)
- ◆ John Lewis PLC (+2.8 per cent)
- ◆ Berendsen UK Limited (+8.4 per cent)
- ◆ Veolia Water Projects (+3.3 per cent)
- ◆ Nottingham City Council (+5.3 per cent)



**WaSCs MPS**

- ◆ Anglian Water Services (+2.6 per cent)
- ◆ Thames Water (+9.8 per cent)
- ◆ Severn Trent (+3.8 per cent)
- ◆ Northumbrian Water (+2.4 per cent)

**WaSCs OPS**

- ◆ Thames Water (+3 per cent)
- ◆ Southern Water (+7.3 per cent)

**WoCs MPS**

- ◆ Bristol Water (+2.9 per cent)
- ◆ South Staffordshire Water (+6.5 per cent)
- ◆ Affinity Water (+2.4 per cent)

**WoCs OPS**

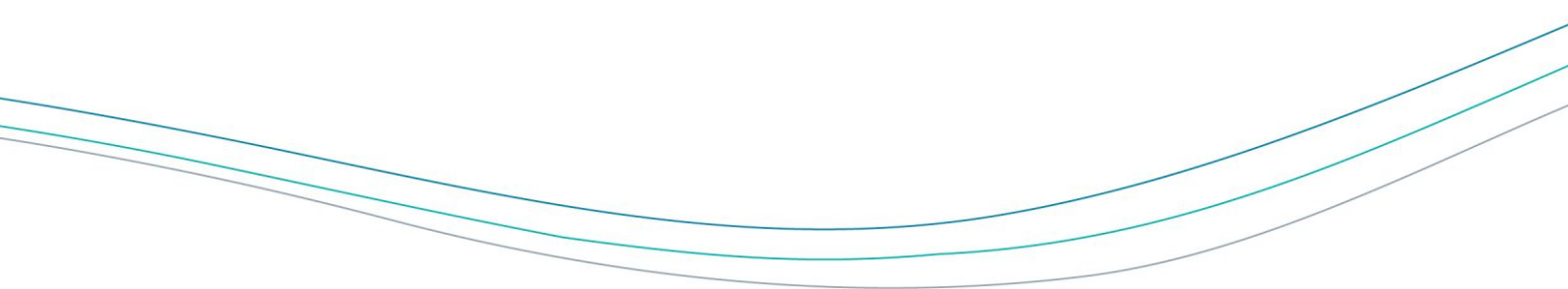
- ◆ South Staffordshire Water (+10.6 per cent)

When looking at performance changes between the first half and second half of 2021/22, within retailers with more than 5,000 supply points, WaterPlus saw the biggest increase in performance from 89.7 per cent to 91.5 per cent moving it from seventh place to fifth place. For those retailers with less than 5,000 supply points, ADSM saw the biggest increase in its performance moving it from fourth position to second position with a performance of 94.9 per cent. Both The Water Retail Company and Hafren Dyfrdwy have decreases in their performance of more than two per cent.

Self-supply retailers and NAVs continue to perform well with self-suppliers dominating the top of the table. The only decreases seen within the table of more than two per cent were by Independent Water Networks (NAV), LEEP Utilities (NAV) and Nottingham City Council (self-supplier). MOSL will be working with LEEP Utilities to understand why its performance levels are so low as it achieved only 10.84 per cent for the financial year.

Waterscan is operationally responsible for the performance of the self supply retailers they manage. As such, if Waterscan (holding 21,464 supply points) was held to account for the supply points it is responsible for, it would sit at the top of the table for retailers with more than 5,000 supply points having achieved an overall performance level of 98.93 per cent from 123,071 MPS tasks.

Water and Sewerage Companies (WaSCs) performance improved strongly across the financial year, from 86.8 per cent to 90.0 per cent. However, within the year there was a decline in performance against MPS tasks,



with only Yorkshire Water increasing performance in the second half of the year. We commend United Utilities for maintaining its performance at 92.4 per cent.

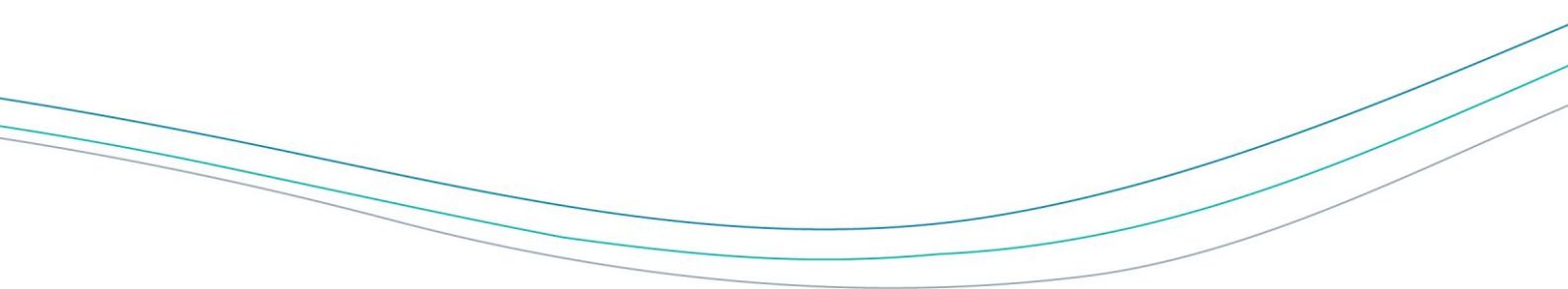
Thames Water, Wessex Water Services and Southern Water Services saw the biggest decreases in the second half of the year, however, Thames Water's performance remains significantly higher than in 2020/21. South East Water saw the largest decrease in this table which is consistent with its results in the latest R-MeX survey issued in February 2022.

Operational Performance Standards (OPS) performance was not much different overall to MPS performance. For WaSCs, the table remained relatively the same with movement from only Southern Water who moved up one position to seventh, after Severn Trent saw the biggest decrease in its performance moving it to eighth place. The only two wholesalers to see a decrease of more than two per cent in the OPS tables overall were Severn Trent Water and South East Water, who were also the only two wholesalers to see decreases in their R-MeX results. Within the WoCs table, Portsmouth Water maintained its top position with 100 per cent performance across its OPS tasks throughout the year.

It is important to point out that while there is limited movement in these tables, there has been significant improvement across the market when comparing the last full year league tables with this year's performance.

This is the last time these tables will be published. Future versions will focus more on the holistic league tables which trading parties have been receiving for the past six months.

If you have any questions on the peer performance league tables, please email [performance@mosl.co.uk](mailto:performance@mosl.co.uk).



MPS Performance - Retailers with > 5,000 SPIDs									
Retailer	Financial Year 2021 - 2022			April - September 2021			Performance Trend Indicator	MPS Capped Charges	Tasks per 1k SPIDs
	Rank	Performance	Total Tasks	Performance	Rank	Total Tasks			
Water 2 Business	1	96.0%	456,071	95.2%	1	216,122		£51,785.00	2,791
Everflow	2	94.1%	312,222	93.1%	2	137,636		£50,525.00	2,948
First Business Water	3	93.5%	34,809	92.9%	3	16,809		£9,380.00	4,383
Business Stream	4	92.7%	773,458	91.5%	5	384,605		£235,045.00	1,937
Water Plus	5	91.5%	1,620,777	89.7%	7	792,160		£629,345.00	2,177
Wave	6	91.3%	962,437	91.9%	4	484,593		£259,615.00	2,371
Pennon Water Services	7	89.5%	438,580	88.6%	8	222,329		£260,527.17	2,733
SES Business Water	8	88.8%	97,832	90.6%	6	47,372		£57,350.00	2,367
Castle Water	9	88.1%	1,274,957	88.5%	9	689,727		£710,606.02	2,383
Clear Business Water	10	87.8%	41,082	87.4%	10	20,375		£20,926.48	2,186
<b>Market-Wide Performance</b>		<b>91.2%</b>	<b>6,012,225</b>	<b>90.5%</b>		<b>3,011,728</b>		<b>£2,285,104.67</b>	

MPS Performance - Retailers with < 5,000 SPIDs									
Retailer	Financial Year 2021 - 2022			April - September 2021			Performance Trend Indicator	MPS Capped Charges	Tasks per 1k SPIDs
	Rank	Performance	Total Tasks	Performance	Rank	Total Tasks			
Dwr Cymru Welsh Water	1	97.6%	6,980	97.4%	1	3,487		£180.00	58,167
ADSM	2	94.9%	23,962	93.5%	4	10,301		£4,380.00	6,111
Veolia Water Retail (UK) Limited	3	94.7%	1,960	94.1%	3	984		£300.00	4,475
ConservAqua Ltd	4	93.5%	6,247	92.2%	5	3,183		£2,283.04	3,640
The Water Retail Company	5	89.5%	6,598	95.5%	2	2,988	▼	£3,510.00	7,593
Regent Water	6	89.4%	161	88.8%	6	143		£66.33	N/A
Smarta Water	7	85.5%	12,160	86.6%	7	6,692		£12,374.38	3,720
YU Water	8	80.6%	2,560	80.9%	9	1,265		£2,886.42	2,076
Hafren Dyfrdwy	9	71.3%	244	86.3%	8	117	▼	£350.00	15,250
<b>Market-Wide Performance</b>		<b>91.9%</b>	<b>60,872</b>	<b>91.9%</b>		<b>29,160</b>		<b>£26,330.17</b>	

To note: Veolia Water Retail UK Limited have only performed against the MPS standards since May 2021

To note: Regent Water is in the process of leaving the Market therefore "Tasks per 1k SPIDs" cannot be calculated as they no longer have any SPIDs

MPS Performance - Self-Supply Retailers & NAVs										
Retailer	Financial Year 2021 - 2022			April - September 2021			Performance Trend Indicator	MPS Capped Charges	Tasks per 1k SPIDs	Category
	Rank	Performance	Total Tasks	Performance	Rank	Total Tasks				
Marston's PLC	1	99.54%	7,667	99.58%	2	3,845		£60.00	4,283	SS
Blackpool Borough Council	2	99.50%	2,597	99.36%	4	1,399		£10.00	8,459	SS
Greene King Brewing & Retailing	3	99.48%	17,329	99.32%	5	9,978		£80.00	5,663	SS
Sefton Council	4	99.47%	1,900	99.38%	3	1,135		£10.00	4,439	SS
J Sainsbury	5	99.44%	31,387	99.66%	1	16,269		£565.00	8,541	SS
Kellogg Company of Great Britain Limited	6	99.17%	242	97.96%	11	98		£0.00	26,889	SS
Stonegate Pub Company	7	98.71%	9,905	98.45%	6	5,481		£130.00	4,264	SS
John Lewis PLC	8	98.57%	6,493	98.31%	8	3,010		£220.00	7,532	SS
Whitbread Group	9	98.55%	12,612	98.27%	9	5,727		£660.00	7,278	SS
BT	10	98.47%	27,269	98.44%	7	13,534		£1,100.00	4,075	SS
Berendsen UK Limited	11	98.21%	3,067	97.89%	12	1,470		£10.00	45,103	SS
Heineken UK Limited	12	97.93%	1,351	98.26%	10	634		£135.00	5,382	SS
Veolia Water Projects	13	97.72%	482	97.67%	13	300		£23.71	3,371	NAV
Independent Water Networks	14	94.00%	2,931	96.17%	14	1,591	▼	£690.26	3,544	NAV
Arla Foods Limited	15	90.91%	176	Excluded	Excluded	Excluded	Excluded	£80.00	7,333	SS
Nottingham City Council	16	89.75%	1,337	95.34%	15	816	▼	£450.00	2,217	SS
LEEP Utilities	17	10.84%	406	15.33%	16	287	▼	£1,612.18	1,068	NAV
<b>Market-Wide Performance</b>		<b>98.39%</b>	<b>128,318</b>	<b>98.42%</b>		<b>65,981</b>		<b>£6,275.09</b>		

To note: Performance is shown to two decimal places due to the top 4 performers all achieving 99.5%

To note: Albion Eco, Albion Water, Coca-Cola and Icosa Water Services have been excluded due to low task volumes

To note: Arla Foods Limited have only performed against the MPS standards since July 2021

To note: David Lloyd Leisure Limited have been excluded as they have only performed against MPS since February 2022

To note: Waterscan Limited has been excluded due to temporary activity against the org-ID

MPS Performance - Wholesalers (WaSCs)									
Wholesaler	Financial Year 2021 - 2022			April - September 2021			Performance Trend Indicator	MPS Capped Charges	Tasks per 1k SPIDs
	Rank	Performance	Total Tasks	Performance	Rank	Total Tasks			
Yorkshire Water	1	97.0%	32,776	96.8%	1	15,910		£32,665.00	126
Anglian Water Services	2	95.7%	32,857	96.0%	2	19,766		£39,030.00	128
South West Water	3	94.4%	17,163	95.2%	3	8,971		£26,255.00	141
United Utilities Water	4	92.4%	14,498	92.4%	4	6,921		£37,005.00	35
Thames Water	5	83.9%	40,415	87.1%	5	21,746	▼	£212,235.00	81
Severn Trent Water	6	83.8%	15,365	84.6%	7	7,438		£92,420.00	38
Wessex Water Services	7	81.5%	4,935	86.5%	6	2,375	▼	£25,015.00	45
Northumbrian Water	8	81.0%	8,670	81.6%	9	4,532		£54,345.00	50
Southern Water Services	9	80.0%	4,429	82.0%	8	2,363	▼	£27,005.00	31
<b>Market-Wide Performance</b>		<b>90.0%</b>	<b>171,648</b>	<b>91.3%</b>		<b>90,319</b>		<b>£549,077.75</b>	

To note: Dwr Cymru Welsh Water, Hafren Dyfrdwy, Icosa Water Services, Independent Water Networks, Leep Utilities and Veolia Water Projects have been excluded due to low task volumes.

MPS Performance - Wholesalers (WoCs)									
Wholesaler	Financial Year 2021 - 2022			April - September 2021			Performance Trend Indicator	MPS Capped Charges	Tasks per 1k SPIDs
	Rank	Performance	Total Tasks	Performance	Rank	Total Tasks			
Portsmouth Water	1	98.4%	1,256	99.5%	1	548		£485.00	79
Bristol Water	2	96.8%	4,190	97.3%	2	2,069		£4,450.00	125
South Staffordshire Water	3	90.0%	4,917	91.7%	3	2,213		£15,460.00	115
Affinity Water	4	89.4%	4,615	88.3%	4	2,201		£16,930.00	64
South East Water	5	79.8%	5,126	86.3%	5	2,813	▼	£27,450.00	99
Sutton and East Surrey Water	6	68.9%	983	64.1%	6	463	▲	£11,330.00	71
<b>Market-Wide Performance</b>		<b>88.3%</b>	<b>21,087</b>	<b>89.8%</b>		<b>10,307</b>		<b>£76,105.00</b>	

OPS Performance - Wholesalers (WaSCs)									
Wholesaler	Financial Year 2021-2022			April - September 2021			Performance Trend Indicator	Total OPS Charges	Tasks per 1k SPIDs
	Rank	Performance	Total Tasks	Performance	Rank	Total Tasks			
Anglian Water	1	99.3%	8,603	99.06%	1	4,374		£2,240	33
United Utilities Water	2	98.7%	9,140	98.73%	2	5,203		£4,600	22
South West Water	3	97.7%	4,370	98.35%	3	2,486		£3,960	36
Thames Water	4	97.2%	17,517	97.19%	4	10,224		£19,640	35
Yorkshire Water	5	96.6%	5,178	96.95%	5	2,687		£7,120	20
Wessex Water Services	6	95.8%	2,141	95.24%	6	1,365		£3,680	19
Southern Water	7	91.9%	3,312	93.97%	8	1,931		£10,680	23
Severn Trent Water	8	91.5%	7,945	93.97%	7	4,531	▼	£27,000	19
Northumbrian Water	9	84.6%	4,586	83.75%	9	2,652		£28,320	26
<b>Market-Wide Performance</b>		<b>94.7%</b>	<b>62,792</b>	<b>95.0%</b>		<b>35,453</b>		<b>£107,240</b>	

To note: Unlike MPS, all OPS data is self reported and is not sourced through CMOS. Bilateral reporting started on 22 September 2021 for C1 tasks.

To note: Trade effluent sampling tasks, G4a and G4b, have been excluded from the 'Total tasks completed' column due to their high volumes.

To note: Dwr Cymru Welsh Water have been excluded due to low task volume however it should be noted that they continue to achieve 100 per cent task success since May 2018.

OPS Performance - Wholesalers (WoCs)									
Wholesaler	Financial Year 2021-2022			Apr-Sep 2021			Performance Trend Indicator	Total OPS Charges	Tasks per 1k SPIDs
	Rank	Performance	Total Tasks	Performance	Rank	Total Tasks			
Portsmouth Water	1	100.00%	501	100.00%	1	242		£0	31
Affinity Water	2	99.84%	2,573	99.87%	2	1,483		£160	36
Bristol Water	3	99.45%	1,447	99.64%	3	833		£320	43
South Staffordshire Water	4	99.31%	2,918	99.54%	4	1,721		£800	69
Sutton & East Surrey Water	5	97.93%	242	97.64%	5	127		£200	17
South East Water	6	74.97%	1,829	78.14%	6	1,281	▼	£18,560	35
<b>Market-Wide Performance</b>		<b>95.0%</b>	<b>9,510</b>	<b>94.84%</b>		<b>5,687</b>		<b>£20,040</b>	

Regional MPS Performance – Retailers with > 5,000 SPIDs (April 2021 – March 2022)

	Business Stream		Castle Water		Clear Business Water		Everflow		First Business Water		Pennon Water Services		SES Business Water		Water 2 Business		Water Plus		Wave	
	MPS Performance	Total Tasks in Region	MPS Performance	Total Tasks in Region	MPS Performance	Total Tasks in Region	MPS Performance	Total Tasks in Region	MPS Performance	Total Tasks in Region	MPS Performance	Total Tasks in Region	MPS Performance	Total Tasks in Region	MPS Performance	Total Tasks in Region	MPS Performance	Total Tasks in Region	MPS Performance	Total Tasks in Region
Affinity Water	84.0%	(3,253)	91.3%	(226,676)	89.7%	(1,674)	97.1%	(15,782)	94.0%	(3,566)	84.5%	(2,042)	93.7%	(4,230)	96.5%	(7,932)	87.5%	(6,935)	86.7%	(10,721)
Anglian Water Services	88.5%	(11,653)	92.3%	(11,203)	60.2%	(2,410)	98.3%	(31,361)	92.2%	(3,162)	83.2%	(2,141)	87.2%	(4,228)	97.0%	(13,030)	92.6%	(13,942)	92.8%	(456,564)
Bristol Water	92.0%	(3,257)	94.4%	(1,971)	90.1%	(425)	95.8%	(4,970)	94.6%	(540)	86.5%	(936)	92.3%	(1,772)	96.4%	(133,968)	94.6%	(4,705)	94.1%	(2,801)
Northumbrian Water	91.5%	(11,749)	91.3%	(6,845)	91.3%	(3,814)	95.6%	(21,764)	96.0%	(1,934)	87.1%	(2,037)	87.1%	(3,205)	96.3%	(10,859)	91.2%	(10,106)	89.6%	(326,001)
Portsmouth Water	71.8%	(6,017)	91.2%	(48,733)	90.2%	(376)	96.4%	(2,469)	85.8%	(282)	85.8%	(822)	96.3%	(1,578)	92.5%	(1,323)	89.0%	(1,608)	86.8%	(1,178)
Severn Trent Water	87.3%	(18,338)	89.6%	(16,055)	88.2%	(4,403)	92.4%	(41,889)	93.1%	(3,005)	80.3%	(4,881)	88.6%	(2,498)	91.0%	(16,862)	89.6%	(633,254)	86.6%	(11,861)
South East Water	72.5%	(17,788)	79.7%	(149,885)	89.0%	(1,451)	91.3%	(16,046)	89.0%	(2,334)	80.7%	(1,515)	90.3%	(3,634)	89.1%	(5,845)	96.8%	(5,398)	89.1%	(5,187)
Southern Water Services	90.5%	(187,431)	89.8%	(9,112)	91.3%	(1,893)	95.0%	(12,554)	89.5%	(819)	81.2%	(1,152)	91.1%	(3,225)	93.7%	(6,013)	88.3%	(6,341)	90.8%	(5,214)
South Staffordshire Water	88.7%	(3,229)	88.1%	(2,664)	91.0%	(726)	91.6%	(5,671)	94.4%	(497)	89.5%	(117,041)	88.3%	(876)	90.2%	(3,543)	84.1%	(7,024)	86.3%	(2,820)
South West Water	88.3%	(6,234)	96.7%	(6,065)	95.3%	(1,630)	96.4%	(13,058)	95.5%	(754)	90.2%	(289,337)	93.0%	(2,796)	96.5%	(8,190)	91.7%	(7,619)	89.8%	(4,280)
Sutton and East Surrey Water	86.1%	(1,571)	90.6%	(1,930)	90.3%	(279)	93.8%	(1,842)	93.7%	(127)	82.4%	(258)	87.4%	(42,646)	94.5%	(1,196)	88.1%	(1,015)	85.1%	(1,293)
Thames Water	87.2%	(25,484)	87.9%	(764,989)	86.8%	(8,707)	84.7%	(47,081)	92.0%	(9,039)	85.4%	(6,279)	89.3%	(19,510)	92.4%	(26,009)	90.3%	(24,163)	81.4%	(41,858)
United Utilities Water	91.2%	(20,951)	94.0%	(13,536)	91.6%	(9,022)	96.6%	(61,778)	97.3%	(4,365)	85.6%	(6,192)	88.5%	(4,620)	96.3%	(23,378)	93.0%	(881,360)	97.5%	(74,837)
Wessex Water Services	87.7%	(4,424)	94.1%	(4,116)	86.8%	(1,085)	96.4%	(6,743)	90.5%	(444)	85.5%	(1,121)	90.2%	(1,029)	97.0%	(186,093)	91.6%	(3,981)	90.4%	(2,345)
Yorkshire Water	95.8%	(445,892)	94.4%	(11,170)	87.4%	(3,187)	98.3%	(29,214)	95.8%	(3,941)	83.1%	(2,615)	89.3%	(1,962)	97.7%	(11,781)	93.2%	(13,186)	91.0%	(15,445)
<b>Grand Total</b>	<b>92.7%</b>	<b>(773,458)</b>	<b>88.1%</b>	<b>(1,274,957)</b>	<b>87.8%</b>	<b>(41,082)</b>	<b>94.1%</b>	<b>(312,222)</b>	<b>93.5%</b>	<b>(34,809)</b>	<b>89.5%</b>	<b>(438,580)</b>	<b>88.8%</b>	<b>(97,832)</b>	<b>96.0%</b>	<b>(456,071)</b>	<b>91.5%</b>	<b>(1,620,777)</b>	<b>91.3%</b>	<b>(962,437)</b>

To note: The following Wholesalers have been excluded: Dwr Cymru Welsh Water, Icosa Water Services, Independent Water Networks, Leep Utilities, and Veolia Water Projects.

Regional MPS Performance – Retailers with < 5,000 SPIDs (April 2021 – March 2022)

	ADSM		ConservAqua Ltd		Regent Water		Smarta Water		The Water Retail Company		Veolia Water Retail (UK) Limited		YU Water	
	MPS Performance	Total Tasks in Region	MPS Performance	Total Tasks in Region	MPS Performance	Total Tasks in Region	MPS Performance	Total Tasks in Region	MPS Performance	Total Tasks in Region	MPS Performance	Total Tasks in Region	MPS Performance	Total Tasks in Region
Affinity Water	94.9%	(455)	98.1%	(841)	70.6%	(17)	88.5%	(835)	94.1%	(205)	100.0%	(153)	82.3%	(113)
Anglian Water Services	89.9%	(673)	92.4%	(288)	100.0%	(4)	90.3%	(2,592)	77.4%	(908)	92.3%	(65)	77.4%	(133)
Bristol Water	100.0%	(124)	95.1%	(142)	100.0%	(3)	85.7%	(147)	74.5%	(47)	90.3%	(11)	84.7%	(59)
Northumbrian Water	91.1%	(281)	90.6%	(373)	100.0%	(8)	86.8%	(1,254)	93.3%	(866)	97.8%	(183)	91.4%	(186)
Portsmouth Water	95.6%	(1,791)	90.2%	(92)	100.0%	(2)	100.0%	(16)	98.1%	(371)	100.0%	(59)	No tasks	
Severn Trent Water	85.6%	(1,035)	93.7%	(856)	96.2%	(26)	72.7%	(1,277)	89.2%	(343)	89.0%	(328)	76.2%	(516)
South East Water	93.3%	(2,591)	93.1%	(246)	No tasks		82.3%	(217)	75.8%	(95)	94.3%	(122)	71.3%	(80)
Southern Water Services	91.7%	(2,380)	89.3%	(205)	No tasks		83.3%	(287)	91.0%	(268)	97.8%	(180)	71.1%	(45)
South Staffordshire Water	86.7%	(75)	91.7%	(206)	100.0%	(8)	74.3%	(276)	90.0%	(40)	93.8%	(64)	81.1%	(37)
South West Water	93.3%	(134)	86.7%	(36)	No tasks		93.6%	(110)	92.8%	(573)	93.3%	(15)	69.8%	(43)
Sutton and East Surrey Water	98.4%	(1,158)	91.4%	(35)	No tasks		85.0%	(40)	No tasks		100.0%	(2)	63.6%	(44)
Thames Water	96.1%	(9,380)	93.0%	(1,667)	87.8%	(74)	79.6%	(1,382)	86.8%	(1,253)	94.7%	(358)	76.3%	(316)
United Utilities Water	97.5%	(3,377)	94.3%	(707)	83.3%	(6)	84.5%	(1,846)	92.8%	(387)	96.4%	(274)	86.9%	(687)
Wessex Water Services	98.3%	(175)	89.4%	(104)	100.0%	(4)	90.1%	(192)	97.2%	(399)	95.7%	(23)	93.3%	(30)
Yorkshire Water	94.0%	(333)	93.5%	(449)	88.9%	(9)	92.5%	(1,686)	92.3%	(843)	90.2%	(123)	78.2%	(271)
<b>Grand Total</b>	<b>94.9%</b>	<b>(23,962)</b>	<b>93.5%</b>	<b>(6,247)</b>	<b>89.4%</b>	<b>(161)</b>	<b>85.5%</b>	<b>(12,160)</b>	<b>89.5%</b>	<b>(6,598)</b>	<b>94.7%</b>	<b>(1,960)</b>	<b>80.6%</b>	<b>(2,560)</b>

To note: The Retailers Hafren Dyfrdwy and Dwr Cymru Welsh Water have been excluded. LEEP Utilities has also been excluded due to low volumes.