

Water Complaints Received 2018-19

| Subject Group | Anglian Water Business | | | Sector Total | Rank | Complaints as % of total |
|--|------------------------|------|--------------------------|--------------|------|--------------------------|
| | Anglian Water Business | Rank | Complaints as % of total | | | |
| Billing and charging | 6 | 1 | 66.67% | 106 | 1 | 64.63% |
| Water Supply | 2 | 2 | 22.22% | 19 | 2 | 11.59% |
| Customer service | 1 | 3 | 11.11% | 8 | 3 | 4.88% |
| Waste Water | 0 | - | 0.00% | 7 | 4 | 4.27% |
| New Connections | 0 | - | 0.00% | 1 | 5= | 0.61% |
| Other | 0 | - | 0.00% | 1 | 5= | 0.61% |
| Subject unknown or Out of Jurisdiction | 0 | - | 0.00% | 22 | - | 13.41% |
| Total | 9 | | 100.00% | 164 | | 100.00% |
| <i>Complaints as % of sector</i> | | | | | | |
| | 5.5% | | | 100.0% | | |

Water Complaints Received 2017-18

| Subject Group | Anglian Water Business | | | Sector Total | Rank | Complaints as % of total |
|--|------------------------|------|--------------------------|--------------|------|--------------------------|
| | Anglian Water Business | Rank | Complaints as % of total | | | |
| Billing and Charging | 3 | 1 | 100.00% | 61 | 1 | 64.21% |
| Water Supply | 0 | - | 0.00% | 13 | 2 | 13.68% |
| Waste Water | 0 | - | 0.00% | 5 | 3 | 5.26% |
| Customer Service | 0 | - | 0.00% | 3 | 4 | 3.16% |
| New Connections | 0 | - | 0.00% | 2 | 5 | 2.11% |
| Environmental Concerns | 0 | - | 0.00% | 1 | 6= | 1.05% |
| Other | 0 | - | 0.00% | 1 | 6= | 1.05% |
| Subject Unknown or Out Of Jurisdiction | 0 | - | 0.00% | 9 | - | 9.47% |
| Total | 3 | | 100.00% | 95 | | 100.00% |
| <i>Complaints as % of sector</i> | | | | | | |
| | 3.2% | | | 100.0% | | |

Water Complaints Determined 2018-19

| Stage | Outcome Group | 2018-19 | |
|-------------------------|---|------------------------|--------------|
| | | Anglian Water Business | Sector Total |
| Advice | Not duly made or withdrawn | 2 | 32 |
| | Premature | 2 | 49 |
| | Total | 4 | 81 |
| Early Resolution | Not duly made or withdrawn | 0 | 3 |
| | Out of jurisdiction (discretionary) | 0 | 2 |
| | Out of jurisdiction (non-discretionary) | 0 | 3 |
| | Outcome not achievable | 1 | 5 |
| | Premature | 0 | 3 |
| | Proportionality | 4 | 22 |
| | Resolved | 1 | 11 |
| | Total | 6 | 49 |
| Investigation | Fully upheld | 0 | 4 |
| | Some upheld | 0 | 2 |
| | Not upheld | 0 | 5 |
| | Resolved | 1 | 1 |
| | Total | 1 | 12 |
| Total Complaints | | 11 | 142 |

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| <i>Total Premature Complaints</i> | 2 | 52 |
| <i>Premature Rate</i> | 18.2% | 36.6% |

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| <i>Total Investigation Decisions</i> | 0 | 11 |
| <i>Total Upholds</i> | 0 | 6 |
| <i>Uphold Rate</i> | - | 54.5% |

Water Complaints Determined 2017-18

| Stage | Outcome Group | 2017-18 | |
|-------------------------|---|------------------------|--------------|
| | | Anglian Water Business | Sector Total |
| Advice | Not duly made or withdrawn | 0 | 23 |
| | Premature | 0 | 37 |
| | Total | 0 | 60 |
| Early Resolution | Not duly made or withdrawn | 1 | 3 |
| | Out of jurisdiction (discretionary) | 0 | 3 |
| | Out of jurisdiction (non-discretionary) | 0 | 3 |
| | Outcome not achievable | 0 | 3 |
| | Premature | 1 | 5 |
| | Proportionality | 0 | 11 |
| | Resolved | 0 | 5 |
| | Total | 2 | 33 |
| Investigation | Fully upheld | 0 | 2 |
| | Some upheld | 0 | 6 |
| | Not upheld | 0 | 3 |
| | Resolved | 0 | 4 |
| | Total | 0 | 15 |
| Total Complaints | | 2 | 108 |

| | | |
|-----------------------------------|-------|-------|
| <i>Total Premature Complaints</i> | 1 | 42 |
| <i>Premature Rate</i> | 50.0% | 38.9% |

| | | |
|--------------------------------------|---|-------|
| <i>Total Investigation Decisions</i> | 0 | 11 |
| <i>Total Upholds</i> | 0 | 8 |
| <i>Uphold Rate</i> | - | 72.7% |

| | | |
|------------------------------------|---|-------|
| <i>Old Uphold Rate Calculation</i> | | |
| <i>Total Cases 'Fit for SPSO'</i> | 0 | 15 |
| <i>Total Upholds</i> | 0 | 8 |
| <i>Uphold Rate</i> | - | 53.3% |