

## Water Complaints Received 2018-19

Subject Group	Clear Business Water			Sector Total	Rank	Complaints as % of total
	Clear Business Water	Rank	Complaints as % of total			
Billing and charging	48	1	77.42%	106	1	64.63%
Water Supply	2	2=	3.23%	19	2	11.59%
Customer service	2	2=	3.23%	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	10	-	16.13%	22	-	13.41%
<b>Total</b>	<b>62</b>		<b>100.00%</b>	<b>164</b>		<b>100.00%</b>
<i>Complaints as % of sector</i>	37.8%			100.0%		

## Water Complaints Received 2017-18

Subject Group	Clear Business Water			Sector Total	Rank	Complaints as % of total
	Clear Business Water	Rank	Complaints as % of total			
Billing and Charging	22	1	78.57%	61	1	64.21%
Water Supply	4	2	14.29%	13	2	13.68%
Customer Service	1	3	3.57%	3	4	3.16%
Waste Water	0	-	0.00%	5	3	5.26%
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	1	-	3.57%	9	-	9.47%
<b>Total</b>	<b>28</b>		<b>100.00%</b>	<b>95</b>		<b>100.00%</b>
<i>Complaints as % of sector</i>	29.5%			100.0%		

## Water Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		Clear Business Water	Sector Total
Advice	Not duly made or withdrawn	10	32
	Premature	15	49
	<b>Total</b>	<b>25</b>	<b>81</b>
Early Resolution	Not duly made or withdrawn	3	3
	Out of jurisdiction (discretionary)	1	2
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	1	5
	Premature	0	3
	Proportionality	9	22
	Resolved	6	11
	<b>Total</b>	<b>20</b>	<b>49</b>
Investigation	Fully upheld	3	4
	Some upheld	1	2
	Not upheld	1	5
	Resolved	0	1
	<b>Total</b>	<b>5</b>	<b>12</b>
<b>Total Complaints</b>		<b>50</b>	<b>142</b>

<i>Total Premature Complaints</i>	15	52
<i>Premature Rate</i>	30.0%	36.6%

<i>Total Investigation Decisions</i>	5	11
<i>Total Upholds</i>	4	6
<i>Uphold Rate</i>	80.0%	54.5%

## Water Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Clear Business Water	Sector Total
Advice	Not duly made or withdrawn	5	23
	Premature	10	37
	<b>Total</b>	<b>15</b>	<b>60</b>
Early Resolution	Not duly made or withdrawn	0	3
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	2	3
	Outcome not achievable	1	3
	Premature	1	5
	Proportionality	3	11
	Resolved	1	5
	<b>Total</b>	<b>8</b>	<b>33</b>
Investigation	Fully upheld	0	2
	Some upheld	0	6
	Not upheld	1	3
	Resolved	0	4
	<b>Total</b>	<b>1</b>	<b>15</b>
<b>Total Complaints</b>		<b>24</b>	<b>108</b>

<i>Total Premature Complaints</i>	11	42
<i>Premature Rate</i>	45.8%	38.9%

<i>Total Investigation Decisions</i>	1	11
<i>Total Upholds</i>	0	8
<i>Uphold Rate</i>	0.0%	72.7%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	1	15
<i>Total Upholds</i>	0	8
<i>Uphold Rate</i>	0.0%	53.3%