

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



"The loss of high-value impulse occasions during the COVID-19 outbreak in 2020 has severely disrupted the bottled water market. British brands can look to leverage their local credentials going forward, this appeal heightened by the interest in localism during the outbreak and likely to stay front of mind in the upcoming end of the post-Brexit transition period."

- Alice Pilkington, UK Food and Drink Analyst

This report looks at the following areas:

- The impact of COVID-19 on consumer behaviour and market dynamics in the bottled water market.
- . Industry initiatives centred on plastic packaging and consumer priorities in this space.
- The retail value of individual segments and brand performance in retail in 2019.
- Consumer behaviour and attitudes towards bottled water.

The bottled water market has been severely disrupted by the loss of high-value impulse occasion sales throughout key spring and summer months of 2020 due to the nationwide lockdown to combat the spread of COVID-19. The loss of on-premise sales will further hit value sales. Mintel expects the total market value to fall by 28% to £1.48 billion in 2020.

Bottled water is vulnerable when consumer confidence is hit, as seen in the run-up to the 2008/09 recession. Even as sales recover in 2021, they are expected to remain below 2019 levels. Beyond 2022 the market faces headwinds from the continued spotlight on environmental issues and competition from other soft drinks and refills, with volume sales predicted to broadly stagnate. The market is predicted to reach £2.14 billion in 2024, up 4% against 2019.

BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL:EMEA
+44 (0) 20 7606 4533

Brazil 0800 095 9094

Americas +1 (312) 943 5250

+86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

EMAIL: reports@mintel.com

DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Table of Contents

Overview

What you need to know

Key issues covered in this Report

Products covered in this Report

Executive Summary

Impact of COVID-19 on bottled water

Significant value and volume decline expected in 2020

Figure 1: UK value sales of bottled water (COVID-19 adjusted forecast), 2014-24

Figure 2: Expected impact of COVID-19 on bottled water, short, medium and long term, 19th June 2020

The market

2019 sees bottled water category falter

Still water dominates retail value sales

Concern over plastic continues to threaten market, Deposit Return Scheme set to be introduced

As other soft drinks cut sugar, health concerns may cease to benefit bottled water as much

Companies and brands

Highland Spring posts growth; Volvic sees a sharp decline

Figure 3: Leading brands' sales and shares in the UK bottled water retail market, by value, 2018/19 and 2019/20

Flavoured water retains a strong lead in NPD, L/N/R calorie claims feature on one in five launches in 2019

Figure 4: Share of bottled water launches featuring L/N/R sugar and calorie claims, 2015-20

Functional claims continue to rise

Plastic PET still dominates launches

Coca-Cola urges people to send their plastic in a circle; Highland Spring spends big

The consumer

Bottled water still drunk by three quarters of people, unflavoured leads on daily use

Figure 5: Usage of bottled water, by type, 2017-20

16-24 year olds are most frequent users

Over a third of consumers use water filter products; reusable water bottles used by nearly two thirds

Figure 6: Usage of water filter products at home and carrying of reusable water bottles out of home, February 2020

Price is biggest priority in bottled water; taste is important for half

Figure 7: Factors prioritised when choosing between different bottled waters, February 2020

Two thirds set themselves daily water intake goals

Figure 8: Behaviours related to bottled water, February 2020

Brands supporting plastic reduction appeal to half

Figure 9: Bottled water concepts of interest, February 2020

Nearly 60% think it is important to check the source of bottled water

Figure 10: Attitudes towards bottled water, February 2020

What we think



VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

The Impact of COVID-19 on Bottled Water

Short, medium and long-term impact on the industry

Figure 11: Expected impact of COVID-19 on bottled water, short, medium and long term, 19th June 2020

Opportunities and Threats

Income squeeze will put pressure on bottled water to prove its value

Immunity looks set to be a key health concern going forward

Plastic waste concerns are temporarily subdued but expected to return

British brands could benefit from emphasis on localism wrought by COVID-19

Impact on the market

Bottled water boosted by panic buying but loses impulse occasions

Economic downturn will curb demand

Figure 12: UK value sales of bottled water (COVID-19 adjusted forecast), 2014-24

The large players leading the market are well placed to weather the disruption

Shifts in consumer behaviour

Focus on health is expected to endure

Figure 13: Change in priorities regarding eating healthily since the start of the COVID-19/coronavirus outbreak, by age, 7th-14th May 2020

The spotlight is off plastic waste, but many people place more emphasis on the environment

Figure 14: The environment as a priority since the COVID-19 outbreak, by age, 7th-14th May 2020

Hygiene concerns stand to slow down Refill movement in the short term $% \left(1\right) =\left(1\right) \left(1$

Figure 15: Agreement that COVID-19 makes using in-store refills less hygienic, by demographics, 4th-11th June 2020

Heightened interest in local community

Impact on key consumer segments

16-24s core users likely to feel brunt of recession

Recession heightens need for brands to attract older demographics

How a COVID-19 recession will reshape the market

Household income squeeze will hit bottled water

Bottled water brands will need to prove their worth

Own-label and value brands look set to do well

British brands could benefit from emphasis on localism wrought by COVID-19

Health benefits and suitability as a mixer could prove beneficial

Impact on the marketing mix

Tapping into health concerns holds potential going forward

Larger stores will continue to overindex, vending machines could gain relevance

Evian uses hydration reminders and positivity to target those in lockdown

COVID-19: Market context

Issues and Insights

Emphasising UK sourcing could prove successful in COVID-19 recession

The facts

The implications



VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

EMAIL: reports@mintel.com



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Brands supporting plastic reduction appeal to half

The facts

The implications

Microplastic-free claims appeal widely

The facts

The implications

Avoiding thirst on the go is important for nearly 80%

The facts

The implications

The Market - What You Need to Know

2019 sees bottled water category falter

Significant value and volume decline expected in 2020

Retail segment dominates the market

Still water leads retail value sales

Concern over plastic continues to threaten market

Deposit Return Scheme set to be introduced

Use of reusable bottles and water filters increases further

As other soft drinks cut sugar, health concerns may cease to benefit bottled water as much

Market Size and Forecast

2019 sees bottled water category falter

Figure 16: UK value and volume sales of bottled water, 2014-19

Outlook in light of COVID-19

Lockdown halts crucial on-the-go sales

Significant value and volume loss expected in 2020

Economic downturn will hit the market

Headwinds ahead beyond 2022

Figure 17: UK value and volume sales of bottled water (COVID-19 adjusted forecast), 2014-24

Figure 18: UK value sales of bottled water (COVID-19 adjusted forecast), 2014-24

Figure 19: UK volume sales of bottled water (COVID-19 adjusted forecast), 2014-24 $\,$

Pre-COVID-19 forecast predicts market would have returned to minimal growth

Figure 20: UK value and volume sales of bottled water (pre-COVID-19 forecast), 2014-24

Figure 21: UK value sales of bottled water (pre-COVID-19 forecast), 2014-24

Figure 22: UK volume sales of bottled water (pre-COVID-19 forecast), 2014-24

Forecast methodology

Market Segmentation

Still water dominates retail value sales

Fortified water is only sub-category to see growth

Figure 23: UK retail value and volume sales of bottled water, by segment, 2017-19

BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Long run of growth for retail and on-premise sales has come to halt

Figure 24: UK value and volume sales of bottled water, by retail and on-premise channel, 2014-19

Market Drivers

Concern over plastic continues to threaten market

Danone and Nestlé make plastic pledges

Drinks companies join forces with L'Oréal in plastic consortium

Greenpeace criticism will add to consumer concerns

Smaller brands look to distinguish themselves through non-plastic packaging

Issue of microplastics highlighted by WHO report

Deposit Return Scheme set to be introduced

Use of reusable bottles and water filters increases further

As other soft drinks cut sugar, health concerns may cease to benefit bottled water as much

Increase in 15-24s could benefit the market

Figure 25: Trends in the age structure of the UK population, 2014-19 and 2019-24

Companies and Brands - What You Need to Know

Highland Spring posts growth; Volvic sees a sharp decline

Flavoured water retains a strong lead in NPD

L/N/R calorie claims feature on one in five launches in 2019

No-sugar seltzers continue to attract activity

Functional claims continue to rise

Plastic PET still dominates launches

Canned launches continue to gain share

Coca-Cola focuses on plastic, Highland Spring spends heavily in 2019

Market Share

Highland Spring posts growth in declining category

Brand leader Volvic sees a sharp decline in sales

San Pellegrino sees NPD pay off

Figure 26: Leading brands' sales and shares in the UK bottled water retail market, by value and volume, 2016/17-2018/19

Launch Activity and Innovation

Flavoured water retains a strong lead in NPD

Figure 27: Share of new product launches in the UK bottled water market, by sub-category, 2015-20

Figure 28: Recent examples of flavoured water launches, 2019-20

L/N/R calorie claims feature on one in five launches in 2019

Figure 29: Share of bottled water launches featuring L/N/R sugar and calorie claims, 2015-20

No-sugar seltzer attracts NPD

Ugly expands its flavour range

Figure 30: Ugly Water and Daylesford No. 1 Water, 2019

Daylesford launches premium line of seltzers

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Something & Nothing looks to versatility as a mixer and non-alcoholic alternative

Figure 31: Something & Nothing Hibiscus & Rose seltzer emphasising versatility, 2019

Functional claims continue to rise

Figure 32: Share of flavoured and unflavoured bottled water launches featuring functional and vitamin/mineral-fortified claims,

Figure 33: Recent examples of electrolyte water launches, 2019

Immunity claims could win big due to COVID-19

Ribena launches enhanced waters

Figure 34: Ribena Frusion Blackcurrant Water infused with blueberry with Vitamin C claim, 2019

Innocent emphasises immunity with new products

Figure 35: Innocent refresher raspberry & rosemary flavoured water with Vitamin C claim, 2019

CBD-infused water launched by ThreeDots

Get More ViTS looks to help consumers up their fibre intake, Press London goes probiotic

Figure 36: Press water + and on-packaging detail of probiotic bacteria and support of Mind charity, 2019

Plastic PET still dominates launches

Figure 37: Bottled water launches, by packaging material, 2015-20

Leading players look to rPET

Figure 38: Bottled water launches, by ethical claims, 2015-20

Highland Springs' eco bottles are joined by Glacéau, Evian and Buxton

Canned launches continue to gain share

Figure 39: Share of bottled water launches, by packaging type, 2015-20

One Water reveals new look with cans, The Feel Good Drinks Co moves from glass to cans

Figure 40: Recent examples of bottled water launches in cans, 2019-20

Advertising and Marketing Activity

Coca-Cola leads adspend in 2019

Figure 41: Total above-the-line, online display and direct mail advertising expenditure on bottled water, by leading advertisers, 2019 and 2020

Coca-Cola urges people to send their plastic in a circle

Potential ASA investigation into recycled claims

Figure 42: Coca-Cola advert emphasising recycling credentials of its products' bottles, 2019

2019 sees high adspend for Highland Spring

'Remarkabubble' campaign celebrates sparkling water

Highland Spring creates computer game to launch kids' eco bottle

Ribena spends big on its blackcurrant artistry campaign

Robinsons emphasises naturalness of Refresh'd range in TV advert

Evian brings back its highly successful dancing babies

Buxton celebrates up-and-coming talent

Nielsen Ad Intel coverage

Brand Research

Brand map

Figure 43: Attitudes towards and usage of selected brands, April 2020

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Key brand metrics

Figure 44: Key metrics for selected brands, April 2020

Brand attitudes: Glacéau Smartwater leads as innovative

Figure 45: Attitudes, by brand, April 2020

Brand personality: San Pellegrino enjoys the most exclusive image

Figure 46: Brand personality - macro image, April 2020

Highland Spring is seen as the most traditional

Figure 47: Brand personality - micro image, April 2020

Brand analysis

Volvic is viewed as fun by a third

Figure 48: User profile of Volvic, April 2020

Evian is seen most strongly to deliver consistent high quality

Figure 49: User profile of Evian, April 2020

Highland Spring leads on good value perception

Figure 50: User profile of Highland Spring, April 2020

Glacéau Smartwater is seen as the most innovative brand

Figure 51: User profile of Glacéau Smartwater, April 2020

S.Pellegrino leads on sophistication

Figure 52: User profile of S.Pellegrino, April 2020

The Consumer - What You Need to Know

Bottled water still drunk by three quarters of consumers

Unflavoured still water drunk most frequently

16-24 year olds are most frequent users

Over a third of people use water filter products; reusable water bottles used by nearly two thirds

Price is biggest priority in bottled water; taste is important for half

Environmental friendliness scores low despite war on plastic

Two thirds set themselves daily water intake goals

Nearly 80% keen to avoid thirst on the go

Brands supporting plastic reduction appeal to half

Nearly 60% think it is important to check the source of bottled water

Filtering microplastics could help premiumisation

Usage of Bottled Water

Bottled water still drunk by three quarters of consumers

Figure 53: Usage of bottled water, by type, 2017-20

Unflavoured still water drunk most frequently

Figure 54: Frequency of drinking bottled water, by type, February 2020

16-24 year olds are most frequent users

Usage of Water Filter Products and Reusable Water Bottles

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Over a third of consumers use water filter products

Figure 55: Usage of water filter products at home, February 2020

Reusable water bottles used by nearly two thirds

Figure 56: Carrying of reusable water bottles out of home, February 2020

Reusable bottle use peaks among under-25s

Reusable water bottle usage is highest in London and cities

Motivations vary but growing Refill movement poses threat

Choice Factors of Bottled Water

Price is biggest priority in bottled water

Figure 57: Factors prioritised when choosing between different bottled waters, February 2020

Taste is important for half of bottled water buyers

Environmental friendliness scores low despite war on plastic

Behaviours Related to Bottled Water

Two thirds set themselves daily water intake goals

Figure 58: Behaviours related to bottled water, February 2020

Better visibility of quantity of water on-pack and "tracker" bottles could appeal

Nearly 80% keen to avoid thirst on the go

Higher visibility in transport hubs needed

More overt messages of quenching thirst could help brands stand out

Half of consumers trust water in transparent containers more

Bottled Water Concepts of Interest

Brands supporting plastic reduction appeal to half

Figure 59: Bottled water concepts of interest, February 2020

Brands look to recycled plastic

Recycling initiatives hold sponsorship potential

Leading brands back Hubbub recycling bins pilot

Branded water stations are popular with a third

Branded water stations should call out purity and filtration

Using wonky fruit and vegetables could boost sustainability credentials

Amount of wonky fruit and vegetables saved should be called out more

Figure 60: Dash Water and Flawsome! detailing food waste impact on-pack, 2018-19

Attitudes towards Bottled Water

Nearly 60% believe it is important to check the source of bottled water

Figure 61: Attitudes towards bottled water, February 2020

Bottled water sourced in the UK could gain relevance after Brexit transition ends

Emphasising Britishness could help UK brands win favour in the economic downturn

Filtering microplastics could help add value

Sparkling water purchase seen as justified if no means of making it

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Appendix - Data Sources, Abbreviations and Supporting Information

Abbreviations

Consumer research methodology

Appendix - Market Size and Forecast

Forecast methodology

Figure 62: UK value sales of bottled water, best- and worst-case forecast (pre-COVID-19), 2019-24

Figure 63: UK volume sales of bottled water, best- and worst-case forecast (pre-COVID-19), 2019-24

Appendix - Market Share

Figure 64: Leading manufacturers' sales and shares in the UK bottled water retail market, by value and volume, 2016/17-2018/19

Appendix - Launch Activity and Innovation

Figure 65: Share of new product launches in the UK bottled water market, by top 20 claims, 2015-20 (sorted by 2019)

EMAIL: reports@mintel.com