

Performance highlights

Second year of our 2020-25 business plan

Every five years, water companies produce business plans which set out the performance commitments they will deliver over a five-year period. These plans are shaped by customers and stakeholders on the things they want their company to deliver on.

Our current Business Plan 2020 – 2025 includes a total of 28 stretching performance commitments that will ensure we deliver our four customer outcomes.



Operational

Supplying high-quality water you can trust

Making sure you have enough water, whilst leaving more water in the environment

Providing a great service that you value

Minimising disruption to you and your community

Our performance in 2021-22

- Compliance Risk Index (CRI): We scored 0.87 for the 2021 calendar year within the deadband of 2 [lower is better]. This is our best performance yet and improves on our 2020 score of 1.31. CRI is the metric the industry uses to measure water quality and is designed to illustrate the risk arising from treated water compliance failures.
- Customer contacts per 1,000 population for water quality: We achieved a contact rate of 0.75. Whilst this is our best performance yet and improves on our prior year score of 0.83 and the improving trend that we saw before Covid, we did not achieve the performance rate of 0.67 set for the year.

Read more about [supplying high-quality water you can trust](#) in the operational performance section on [page 58](#)

Our performance in 2021-22

- Leakage: We reduced our leakage by 10.5% (based on three-year average from 2019/20). This did not achieve the targeted rate of an 11.1% reduction, but was a reduction of 16.6ML/d since 2020/21. Failure against the target was mostly due to performance in the prior years.
- Per Capita Consumption (PCC): PCC increased by 4.1% (since base year) but did not achieve the target of 4.9% reduction. However, this is a decrease of 13.6 l/p/d compared to prior year. PCC is measured as a three-year average, and there was an increase in domestic water use due to Covid restrictions.
- We delivered three Environment Innovation Projects in the year, aimed at educating and reducing water usage. We are aiming to complete seven EIP projects by 2025.
- River restoration: We completed 13 projects in the year, bringing our total to 20 in the AMP period. We completed seven projects prior year.
- Abstraction Incentive Mechanism (AIM): We reduced abstraction by 430 ML in the year from environmentally sensitive sites when flows or levels were low. [2020/21 was 304 ML]

Read more about [making sure you have enough water, whilst leaving more water in the environment](#) in the operational performance section on [page 60](#)

Our performance in 2021-22

- Customer Measure of Experience (C-MeX): C-MeX is a mechanism to incentivise water companies to provide an excellent customer experience for residential customers, across both the retail and wholesale parts of the value chain. We have achieved 14th position out of 17 companies assessed against C-MeX. Our score for the year was 76.57, compared to the industry median of 80.43. We have moved up one place on the ladder since 2020/21.
- Developer Services Measure of Experience (D-MeX): [D-MeX] is a mechanism to incentivise water companies to provide an excellent customer experience for developer services (new connections) customers. These customers include small and large property developers, self-lay providers (SLPs), and those with new appointments and variations. Our D-MeX score for 2021/22 was 85.54, compared to an industry median of 85.26. We are placed 8th out of 17 companies in the industry league table, an improvement of two places on 2020/21 and continuing our improving trend over the last two years.

Read more about [providing a great service that you value](#) in the operational performance section on [page 62](#)

- Priority Services Register: We have exceeded the target of 3.3% of our customers of the Priority Services Register (PSR). In 2021/22, 6.5% were registered [5% in 2020]. During the year, we attempted to contact 90% [63% in 2020] of these customers and made actual contact with 47% [25% in 2020].
- Gap sites: We reduced the number of occupied properties not billed by 74, against a target of 50. In 2020/21, we reduced the number of occupied properties not billed by 118.
- Void properties: We achieved our target of reducing our void properties in the year to 2.23%, against a target of 2.27%. [2020/21 reduction of 2.37%]
- Vulnerable customers: Through surveys conducted, 97% [97% in 2020/21] of our customers in vulnerable circumstances who receive financial help said they were happy with our service, and 98% [96% in 2020/21] of those that receive non-financial help were satisfied. We achieved the target of 90% for both customer surveys.
- BSI Accreditation: We retained certification for BS 18477 for Inclusive Service Provision.
- IT resilience: We have met the target of less than 1,500 Priority 1 and Priority 2 IT incidents in the year, with 949 incidents. [2020/21 was also 949 incidents]

Our performance in 2021-22

- Mains repairs: Performance in the year was 100.2 repairs per 1,000km of mains against a target of no more than 148.6 in the year [2020: 155.8]. Weather is a strong contributing factor in the number of mains repairs required in a year. 2021/22 experienced a benign summer and winter and, therefore, the year's figures cannot be directly compared to the previous year's without taking this into account.
- Interruptions to Supply (ITS): The number of minutes per property where interruptions to supply was three hours or greater was our best performance in a year – 3 minutes 43 seconds – compared to our target of 6 minutes 8 seconds. This is a reduction of over 2 minutes on 2020/21 performance.
- Unplanned interruptions >12 hours: 477 properties were interrupted for over 12 hours, against a target of no more than 320 properties. 421 of these properties were because of a single major burst event with no options for maintaining mains water to the properties. This is an improvement on last year's performance of 538 properties.
- Properties at risk of receiving low pressure: We did not achieve the target of 1.51 properties affected per 10,000 connections at risk of receiving low pressure. Performance for the year was 48.20 which is

- an improvement on last year's performance of 196.85. However, the number of pressure monitoring points we have across our network, combined with reporting guidance conceived more than 30 years ago, makes it unlikely we can ever meet the prescribed target.
- Average time properties experienced low pressure: On average, properties were affected for 1.67 hours in the year, against a target of <11 hours [2020 / 21: just over 5 hours].
- Unplanned outage: We experienced 1.19% of unplanned outages across all our treatment works in the year, against a target of <2.34%. This was an improvement on 1.65% in 2020/21.
- Severe restrictions in a drought: We have not achieved the target for severe restrictions in a 1-in-200-year drought scenario, with 61.5% of population being at risk against a target of 0%.
- Delivery of WINEP: We have delivered the requirements for the Water Industry National Environment Programme (WINEP) in the year. This requirement is laid out to improve the natural environment by the timely delivery of environmental improvements schemes. This was also met in 2020/21.

Read more about [minimising disruption to you and your community](#) in the operational performance section on [page 64](#)