

# Trust beyond water

## Holding ourselves to account

We have asked for your views on some key investment decisions and we will use these views to finalise our plans. To demonstrate that we are delivering the levels of service that we promise in our final business plan, we propose to report progress against a range of performance commitments.

Our current thinking on the areas of performance we should report against and our suggested targets is shown on the table overleaf. For most of these measures a financial incentive framework will apply, where our performance against these measures will be reflected in adjustments to your bill. Other measures will be reported as reputational incentives, where you can judge us on our delivery. We will seek your views on this incentive structure in due course.



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## Excellent customer experiences outcome

Performance commitment	Unit	2019/2020 Target	2024/25 target Our suggested plan	Long-term ambition
CMeX	Index	N/A - new measure	Top performing utility company	TOP10 UKCSI
DMeX	Index	N/A - new measure	TBC	100
Water Poverty	%	1.8	10	0.5
Value for Money	%	72	80	90
% of customers receiving vulnerability assistance who are satisfied	%	N/A - new measure	85	100

## Local community and environmental resilience outcome

Performance commitment	Unit	2019/2020 Target	2024/25 target Our suggested plan	Long-term ambition
Leakage	MI/d	43	36.5	35
Per Capita Consumption	Litres/ head/ day (l/h/d)	142	135	110
Meter Penetration	% of properties	65.9	75	90
Raw Water Quality of Sources	Kg of P loss reduction achieved by Bristol Water scheme	140	140	150
Biodiversity Index	Index	17658	17711	18,723
Waste Disposal Compliance	%	100	100	100
Water Industry National Environment Programme compliance	%	100	100	100
Customers satisfied with our contribution to the local community	%	N/A - new measure	Enhanced recreational benefits from our sites. Working in partnership to deliver community benefit such as reduced use of resources.	TBC - new measure

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## Safe and Reliable supply outcome

Performance commitment	Unit	2019/2020 Target	2024/25 target Our suggested plan	Long-term ambition
Compliance Risk Index	Index	N/A - new measure	0	0
Supply Interruptions	mins/property (all interruptions >3 hours)	12.2	1.8	1.00
Mains Bursts	Per 1,000 km of mains	142	141	Continue to reduce
Unplanned Outage	%	N/A - no target	0.4	0
Drought Risk	%	TBC - new measure	TBC - new measure	TBC - new measure
Appearance Contacts	MI/d Contacts per 10,000 people	9.3	4.3	1.0
Taste/ odour Contacts	Contacts per 10,000 people	3	2.5	1.0
Risk of Low Pressure	No. of properties	69	60	0
Turbidity	No.	0	0	0
Unplanned Maintenance Events	No.	3,976	3,976	Not a long term target
Population in Centres at risk from asset failure	Population centre size protected	25,000	0 in large centres by 2030 (>10,000 people) (10 year programme)	3,000

### Notes:

1. We will also report against a range of Key Performance Indicators (KPIs) for our fourth outcome, Corporate and Financial Resilience. These KPIs will not be included within our regulatory outcome reporting framework as they are not directly linked to the levels of service that we provide to you.
2. Where industry definitions of targets change, we will update our targets and reporting to match.