

Pre-task: Background to the water industry

16

water companies in total

Water and wastewater companies

ANH: Anglian Water
WSH: Dwr Cymru
HDD: Hafren Dyfrdwy
NES: Northumbrian Water
SVE: Severn Trent Water
SBB: South West Water
SRN: Southern Water
TMS: Thames Water
Uuw: United Utilities Water
WSX: Wessex Water
YKY: Yorkshire Water

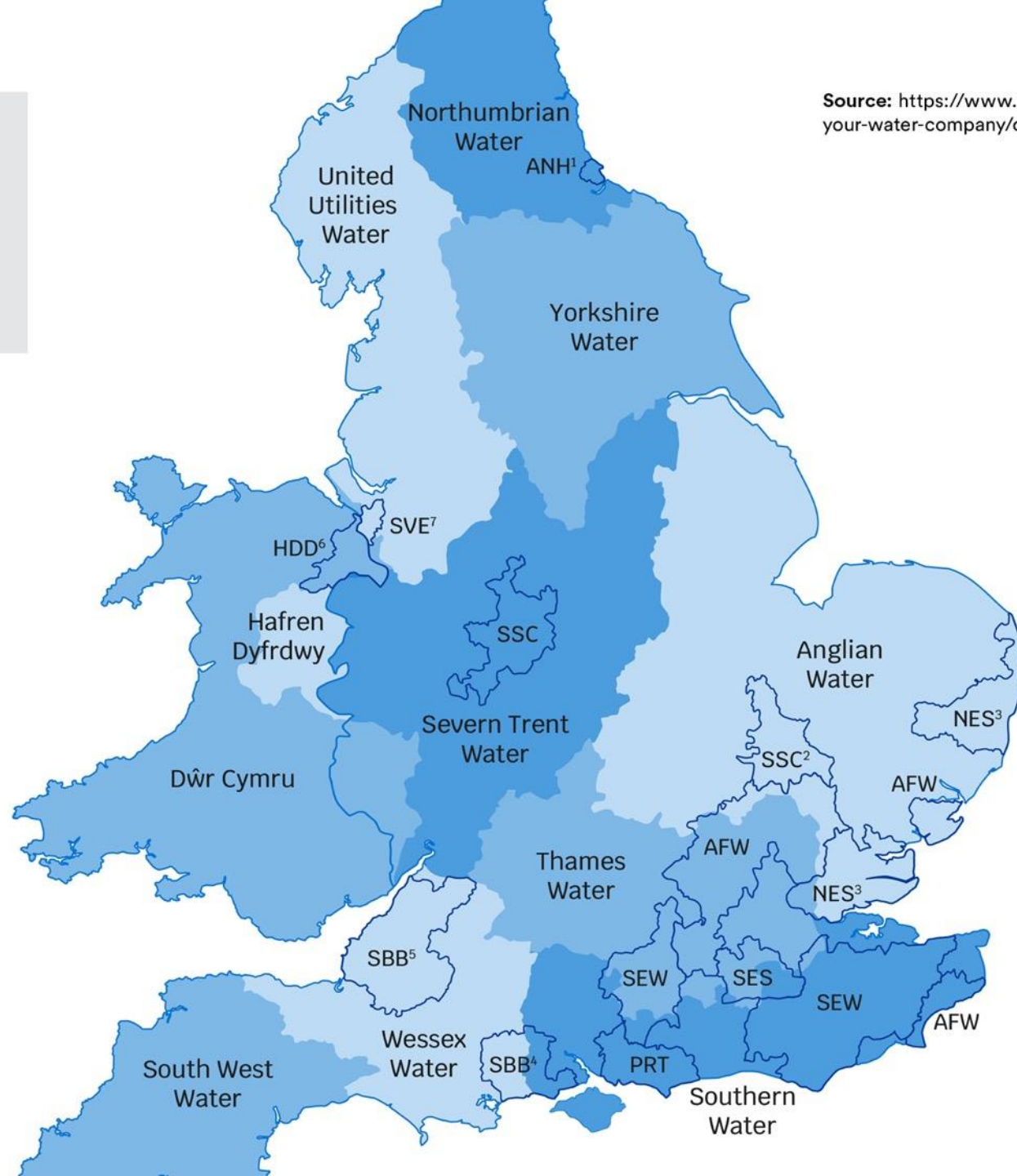
Water only companies

AFW: Affinity Water
PRT: Portsmouth Water
SEW: South East Water
SSC: South Staffs Water
SES: SES Water

Key

1. Water services provided under the Hartlepool Water name.
2. Water services provided under the Cambridge Water name.
3. Water services provided under the Essex & Suffolk Water name.
4. Water services provided under the Bournemouth Water name.
5. Water services provided under the Bristol Water name.
6. Hafren Dyfrdwy provides water services only in this area.
7. Severn Trent Water provides water services only in this area.

Source: <https://www.ofwat.gov.uk/households/your-water-company/contact-companies>



United Utilities: the North West region

3 million
household customers



200,000
businesses



830mm
rainfall each year, higher
than the UK average



34%
of the region is National
Park, Area of Outstanding
Natural Beauty or Sites
of Specific Natural Interest



7.4m
population, expected to grow
significantly in the next 25 years



5,000
people are directly
employed by United Utilities



88
water treatment works



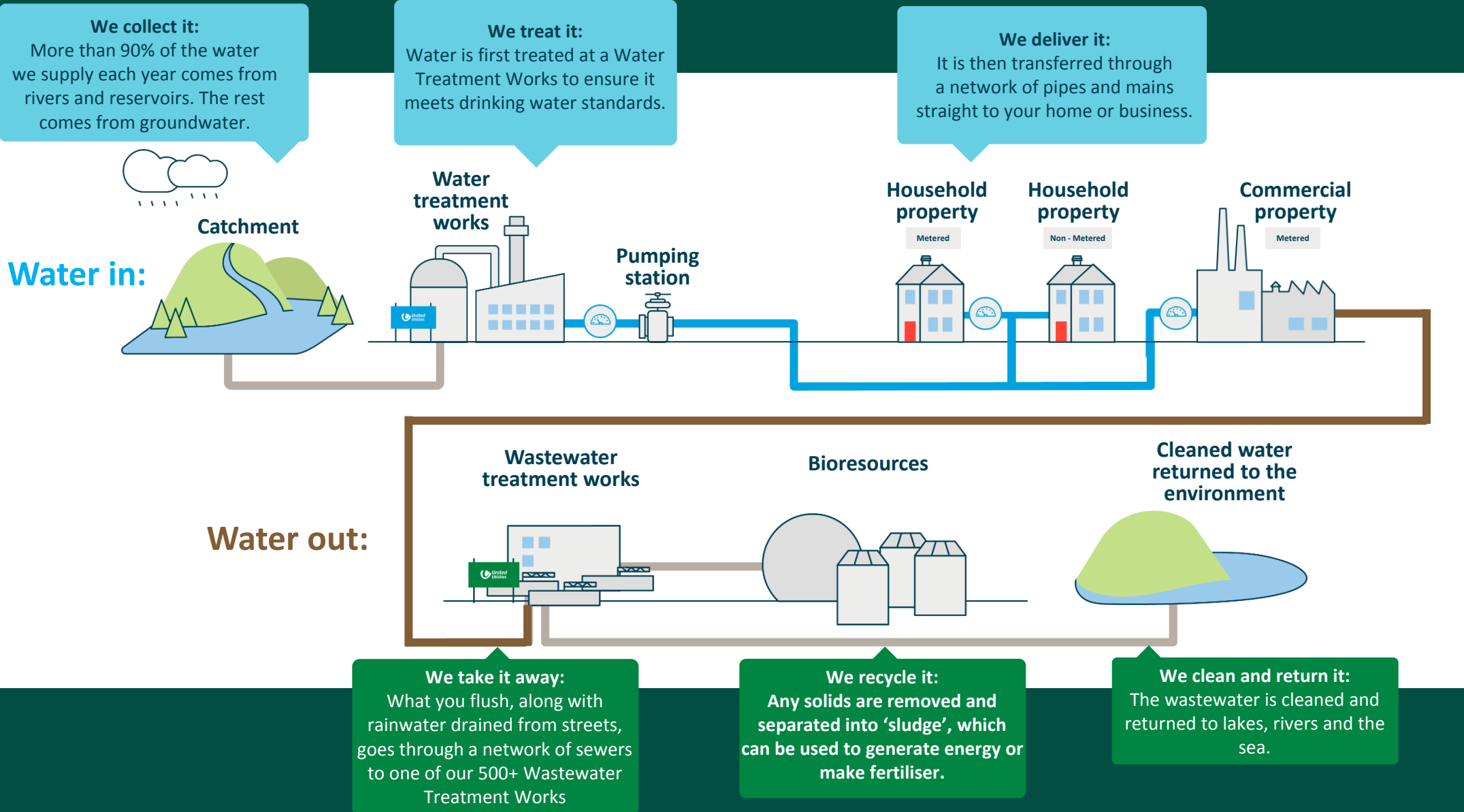
566
wastewater treatment works



22,700
North West jobs connected
to United Utilities work



The water cycle: getting water to you, and taking it away



Pre-task: Background to the consultation

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Every five years, water companies develop a ‘business plan’ that sets out how they want to develop their services, and the proposed cost to customers. As customers are not able to choose their water company, water companies must give them a say about what they want from their services and the price they pay. Talking to customers also helps water companies prioritise what to do first or what to do most of – because they are not able to fund everything they would like to do or do all of the things that customers might want them to do.

The business plan and prices are then finalised by Ofwat in a process known as the Price Review.

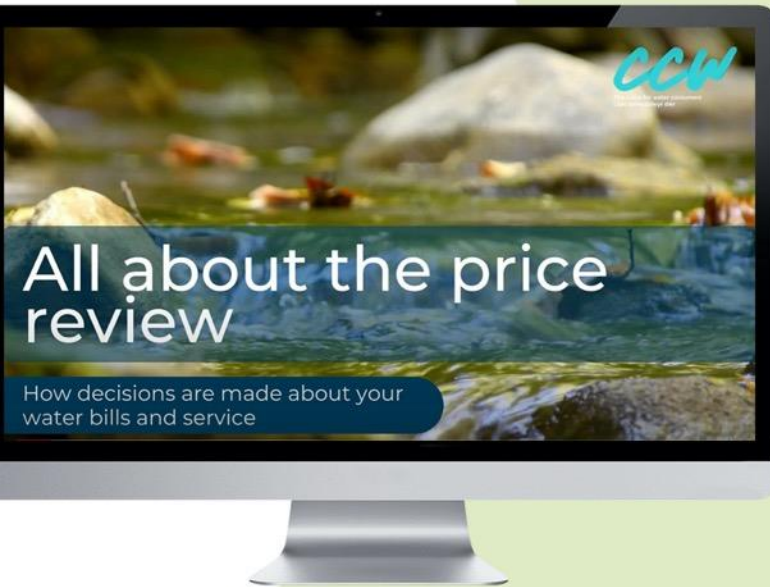
There is more information about this here: ‘All about the price review’.

Available at: www.youtube.com/watch?v=OWmivC93AF8

One of the ways that people have their say is through this research, which will explain what the plans are for where you live, and ask what you think – whether the plans are ‘acceptable’ to you and whether you can afford the proposed bills from 2025–2030.

Companies also have to show to Ofwat that their plans reflect what their customers want – that means refining the plans based on what customers tell them.

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Ofwat

CCW
The voice for water consumers
Y corff sy'n rhoi llais i ddefnyddwyr dŵr

Water companies are currently part way through their five-year business plan for 2020 to 2025. They have service level targets, called ‘performance commitments’, in every five year business plan. These targets are based on what customers have previously told companies they would like them to do, and on Ofwat’s assessment of what companies should deliver. These targets cover a wide range of the different services that water companies provide.

Ofwat monitors water company performance against each performance commitment every year to see if they have met the service level in their business plan. We are now going to show you how well your water and/or sewerage company is doing on some of their performance commitments, compared to other water companies in England & Wales.

These performance commitments are a snapshot out of the wide range of services companies provide. We are showing these examples as customers have told us they are particularly important to them.

Water companies have to provide reliable services, and plan for their services to be resilient to changing weather patterns and demand from consumers. Companies can miss or exceed performance commitment targets for a number of reasons. For example, leaks from pipes happen more often after very cold weather, which can contribute to a company not meeting the target, and flooding from sewers is less likely in dry weather, which can lead to higher performance for sewer flooding service targets.



Pre-task: Comparative water company performance

Water company performance

As the regulator, Ofwat monitors the performance of water companies against their targets.

To encourage them to reach their targets, Ofwat instructs companies to develop performance incentives.

These can be penalties or rewards:

Penalties:



Financial penalties for the water company, applied when the company fails to meet the target set, or if the company delivers much worse levels of service than promised.

Rewards:



Financial reward where the water company has over-delivered against a set target (delivering a significantly improved service) or reduced its costs through innovation for example (without impacting on service).

Consequences of poor performance:

If water companies are failing to deliver, they will need to address how they are putting things right through a clear improvement plan which Ofwat will monitor.



How did United Utilities perform in the most recent assessment?

Overall, United Utilities' performance in 2021/22 was scored as 'average' for the sector by Consumer Council for Water.



The following slides show United Utilities' performance for six important service areas for the year 2021/22. These will be discussed in more detail as part of the research.

- Best in class
- Meeting or exceeding targets
- Below target

| | |
|--|---------------------------------|
| Pollution incidents | BEST IN CLASS |
| Customer satisfaction | MEETING/ EXCEEDING TARGET |
| Priority services for customers needing extra help | |
| Leakage | |
| Mains repairs | |
| Unplanned supply interruptions | |
| Sewer collapses | |
| Household water use | BELOW TARGET |
| Planned supply interruptions | |
| Water quality | |
| Internal sewer flooding | |
| Treatment works compliance | |

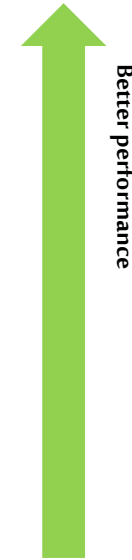
Water companies measured on the amount of water lost due to leaks from water mains and pipes

Number of litres lost per property per day.

Companies with the lowest numbers perform better.

United Utilities has not met its target for this metric last year

United Utilities are ranked 16th of 19 companies on this measure



Better performance



Poorer performance

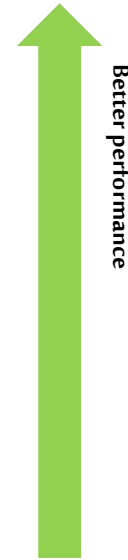
| Company | Performance |
|--------------------------------|----------------------|
| Bristol | 65.04 |
| Northumbrian (Essex & Suffolk) | 76.4 |
| Portsmouth | 77.02 |
| SES Water | 78.68 |
| Anglian | 80.18 |
| Southern | 83.17 |
| South East | 87.63 |
| Cambridge | 90.67 |
| Wessex | 103.29 |
| South West | 107.71 |
| Northumbrian | 108.3 |
| Affinity | 108.65 |
| Severn Trent | 110.35 |
| South Staffs | 113.45 |
| Yorkshire | 122.91 |
| United Utilities | <u>124.21</u> |
| Hafren Dyfrdwy | 146.09 |
| Thames | 151.51 |
| Welsh Water | 158.8 |

Water companies measured on the length of time properties are without water

Duration without water for more than 3 hours by minutes per property. **Companies with the lowest numbers perform better.**

United Utilities has not met its target for this metric last year

United Utilities are ranked 7th of 17 companies on this measure



Better performance



Poorer performance

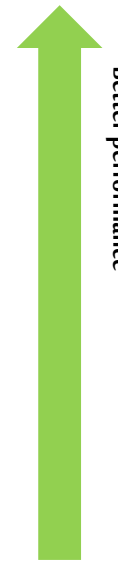
| Company | Performance |
|--------------------------------|------------------------|
| Portsmouth | 00:02:21 |
| Bristol | 00:02:31 |
| SES Water | 00:02:58 |
| South Staffs & Cambridge | 00:03:15 |
| Affinity | 00:03:43 |
| Wessex | 00:04:12 |
| <u>United Utilities</u> | <u>00:07:58</u> |
| Southern | 00:09:22 |
| Anglian | 00:09:48 |
| Yorkshire | 00:10:38 |
| Thames | 00:11:03 |
| Northumbrian | 00:11:45 |
| Severn Trent | 00:12:39 |
| South West | 00:13:40 |
| Welsh Water | 00:16:12 |
| Hafren Dyfrdwy | 00:37:28 |
| South East | 01:12:33 |

Water companies measured on the number of customer contacts regarding the appearance, taste and smell of tap water

Number of customer contacts received regarding incidents, per 1,000 customers. **Companies with the lowest numbers perform better.**

United Utilities has not met its target for this metric last year

United Utilities are ranked 16th of 17 companies on this measure



Better performance



Poorer performance

| Company | Performance |
|--------------------------|-------------|
| Portsmouth | 0.41 |
| Thames | 0.49 |
| SES Water | 0.58 |
| Affinity | 0.73 |
| South Staffs & Cambridge | 0.76 |
| Severn Trent | 0.93 |
| Northumbrian | 0.97 |
| Anglian | 1.03 |
| Yorkshire | 1.09 |
| Southern | 1.1 |
| Wessex | 1.17 |
| South East | 1.34 |
| Bristol | 1.38 |
| South West | 1.55 |
| Hafren Dyfrdwy | 1.71 |
| United Utilities | 1.79 |
| Welsh Water | 2.38 |

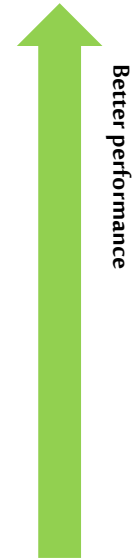
Water companies measured on the number of incidents of pollution of rivers and streams

Number of incidents per 10,000 km of sewer.

Companies with the lowest numbers perform better.

United Utilities has met its target for this metric last year

United Utilities are ranked 1th of 11 companies on this measure



Better performance



Poorer performance

| Company | Performance |
|--------------------------------|---------------------|
| <u>United Utilities</u> | <u>17.71</u> |
| Wessex | 20.60 |
| Severn Trent | 21.81 |
| Welsh Water | 22.90 |
| Northumbrian | 22.98 |
| Thames | 24.87 |
| Yorkshire | 27.36 |
| Anglian | 33.75 |
| Hafren Dyfrdwy | 39.84 |
| South West | 86.58 |
| Southern | 93.63 |

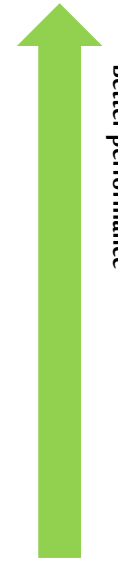
Water companies measured on the incidents of sewage flooding properties

Number of properties affected, per 10,000.

Companies with the lowest numbers perform better.

United Utilities has not met its target for this metric last year

United Utilities are ranked 9th of 11 companies on this measure



Better performance



Poorer performance

| Company | Performance |
|-------------------------|-------------|
| South West | 0.76 |
| Welsh Water | 1.36 |
| Wessex | 1.42 |
| Severn Trent | 1.61 |
| Anglian | 1.73 |
| Northumbrian | 1.84 |
| Hafren Dyfrdwy | 2.34 |
| Yorkshire | 2.83 |
| <u>United Utilities</u> | <u>2.97</u> |
| Southern | 3.04 |
| Thames | 3.46 |

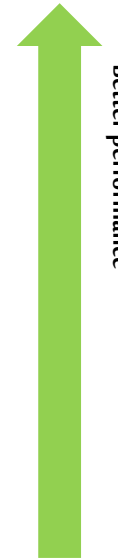
Water companies measured on the incidents of sewage flooding gardens or outbuildings

Number of properties affected, per 10,000.

Companies with the lowest numbers perform better.

United Utilities has met
its target for this metric last year

United Utilities are ranked 4th
of 11 companies on this measure



Better performance



Poorer performance

| Company | Performance |
|--------------------------------|---------------------|
| Thames | 9.4 |
| Severn Trent | 10.8 |
| Anglian | 14.55 |
| <u>United Utilities</u> | <u>18.12</u> |
| South West | 18.13 |
| Hafren Dyfrdwy | 19.05 |
| Wessex | 19.19 |
| Yorkshire | 19.52 |
| Southern | 19.53 |
| Welsh Water | 26.27 |
| Northumbrian | 26.64 |

Pre-task: What customers' bills pay for

Here's what £1 per day of the average household bill covers...

