



**South West
Water**



OUR PERFORMANCE AND WHAT'S NEXT

UPDATE – MARCH 2023

WHAT IS THIS ABOUT?

We'd like to share with you the findings of Ofwat's Water Company Performance Report 2021-22. This report compares the performance of the 17 largest water and wastewater companies in England and Wales.

Each company's performance is measured on 12 key performance commitments. The scoring is based on the information found in our annual reports.

The good news is that South West Water has met or gone beyond its performance commitments in 7 out of 12 areas. But this score also means more needs to be done.

Ofwat have asked us to share our plans to improve our performance with you – and we will update you on our progress throughout the year.

WHO IS OFWAT?



Ofwat is the economic regulator of the water and wastewater sectors.

- They protect the interests of consumers
- They make sure that the water companies properly carry out their functions
- They ensure that the water companies can finance their functions.



Click [here](#) to read Ofwat's report in full



FIND OUT MORE

You can find more detailed information about our plans and keep track of our progress by clicking [here](#)



A FEW HIGHLIGHTS...



Delivering on **7/12** measures



100% bathing water quality for the second year running



93% of customers find their bill affordable



1/3 reduction of pollution incidents in 2021

Supporting our vulnerable customers is important to us. Our aim is to reduce water poverty which is a concern to you based on your feedback.

2. Priority services



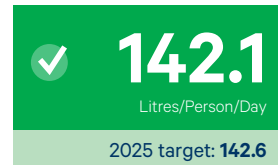
3. Leakage



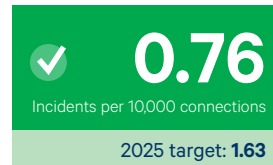
1. Customer satisfaction



4. Per Capita Consumption



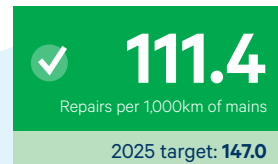
9. Internal sewer flooding



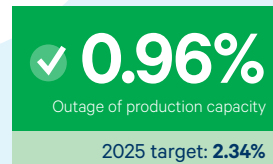
6. Water quality



7. Mains repairs



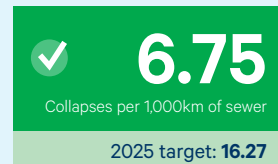
8. Unplanned outages



5. Supply interruptions



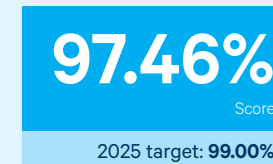
11. Sewer collapses



10. Pollution incidents



12. Compliance



...AND WHERE WE NEED TO DO BETTER

We're aiming and are on track for a **8/17** C-MeX ranking

Our compliance is currently **99.40%**

Pollution incidents have **reduced again** in 2022

Our performance in this area continues to improve but we can do more. We've started educating those we work with and we're using innovative repair solutions to make sure your quality water supply is uninterrupted.

We reduced pollution incidents by 1/3 in 2021 but we are going further and can do even better.

CUSTOMER SATISFACTION



WHAT IS C-MeX?

Customer satisfaction is measured by an industry-wide measure called C-MeX.

We survey our customers to find out what they really think – 50% of them have used our services, and 50% will have not. This gives us a balanced view and lots of feedback to develop services for the future.

2021/22 C-MeX score

12/17

2025 target

8/17

OUR PERFORMANCE

Our overall customer satisfaction score has remained relatively stable in recent years. To improve our score we need to communicate better – giving you more opportunities to give us feedback so that we can listen, understand and address your concerns.



WHAT ARE WE DOING ABOUT IT?

- We love being out and about in the community – sharing information on water saving, environmental issues and affordability, as well as teaching future generations about the value of water.
- We are open and transparent – our WaterShare+ Panel is a key part to show transparency, openness and building trust with you – giving you a chance to have your say at our public meetings or our annual customer AGM.
- We are delivering improvements for the environment through our WaterFit programme, to protect the places you love.



HOW DOES THIS AFFECT YOU ?

Our commitment to eradicate water poverty will see an increase in the number of customers on social tariffs and ensuring our affordability toolkit offers the support that is right for you – when you need it most.

We have listened to your feedback – you will be able to talk to us online, use enhanced self-serve functionality i.e. submit a meter reading, and offer you a website that's easy to use.

These are just some examples of what we're delivering for you – for more detailed information, have a look at our [main action plan](#).



SUPPLY INTERRUPTIONS

2021/22 duration

00:13:40

2025 target

00:05:00

WHAT IS A SUPPLY INTERRUPTION?

A supply interruption is when you are out of water for a period of time and calculated as the average number of minutes lost per customer for interruptions that lasted three hours or more.

OUR PERFORMANCE

Our supply interruptions performance can be impacted by many factors, and in 2021/22 our performance was severely impacted by a third party damaging our mains at Carland Cross in Cornwall. In response to this, in 2022 we launched a 'Dial before you Dig' campaign providing guidance and support to third parties working in or around our buried pipes.

WHAT ARE WE DOING ABOUT IT?

- We have invested in our leading-edge Network Training Centre (NTC) to train our internal teams and partners who work on our network – ensuring our skilled staff and partners provide the best possible service.
- We are continuing our programme of pressure management which will deliver a reduction in pipe bursts.
- Using innovation – we are currently exploring a solution which enables damaged mains to be repaired while maintaining water flow to customers.

HOW DOES THIS AFFECT YOU?

We continue to work hard to improve how quickly we restore your supply when interruptions do happen, but ultimately, we are trying to prevent them in the first place.

Our commitments to reduce interruptions will ensure you receive a reliable service of water to your home.

These are just some examples of what we're delivering for you – for more detailed information, have a look at our [main action plan](#).

Cameron makes sure we respond to burst mains as quickly as possible



Our leading-edge Network Training Centre



WATER QUALITY

2021/22 CRI score

3.86

2025 target

2.00

OUR PERFORMANCE

In 2021, our CRI performance was impacted by two failures on a specific site – but due to our swift intervention, customers were not directly impacted and were able to continue to enjoy their water supply as normal.



Ceramic filters, Mayflower water treatment works

WHAT ARE WE DOING ABOUT IT?

- Since 2021, the works required at this specific site have been completed on schedule. This has substantially reduced the risk of future failures of this nature.
- In addition, a complete upgrade of the treatment works will be delivered by 2025 utilising innovative ceramic membrane technology – like that at our Mayflower water treatment works in Plymouth.
- Launched in 2022, our water quality transformation programme 'Quality First' is targeting improvements at our treatment works and networks – this will be ongoing until 2025.

Our Quality First programme was launched in 2022

Quality First



WHAT IS CRI?

Since 2020, water quality is measured using the Compliance Risk Index (CRI), which measures the level of risk of companies not meeting the requirements of drinking water quality regulations – it does not mean the water was not safe to drink.

HOW DOES THIS AFFECT YOU?

Missing a “Water Quality” target may not directly mean a lower standard of drinking water, but it does highlight a level of risk that needs to be addressed.

Our commitments to deliver our Quality First programme will ensure the delivery of drinking water quality now and into the future.

These are just some examples of what we're delivering for you – for more detailed information, have a look at our [main action plan](#).



POLLUTION INCIDENTS

2021/22 incidents

86.58

2025 target

19.50

WHAT IS A POLLUTION INCIDENT?

A pollution incident occurs when contaminants flow into the water environment from pipes and equipment. These incidents are defined as Category 1 to 3 by the Environment Agency.

- Category 1: have a serious, extensive or persistent impact on the environment, people or property
- Category 2 have a lesser, yet significant, impact
- Category 3 have a minor or minimal impact on the environment, people or property with only a limited or localised effect on water quality.

OUR PERFORMANCE

We are making significant progress in reducing the number of pollutions. In 2021 we reduced the number of incidents by a third – our best ever performance. However, we acknowledge we have more to do.

WHAT ARE WE DOING ABOUT IT?

Our actions have already delivered results, but we are doing more to achieve our performance commitments to 2025. These actions will continue to be reported in our Pollution Incident Reduction Plan (or PIRP for short) published throughout the year.



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HOW DOES THIS AFFECT YOU?

We know how critical the environment is for all our futures. Our plans will continue to deliver a healthier environment for you and all who enjoy the South West region.

As our customer, we ask for your continued support by following our campaigns for healthier sinks and loos – to **'Love your Loo'** and **'Think Sink'**. The small changes you make can make a huge difference for the environment we love.

These are just some examples of what we're delivering for you – for more detailed information, have a look at our **main action plan**.



LOVE your LOO



Find out more about our WaterFit plans here southwestwater.co.uk/waterfit

- We will keep you informed of the progress we're making. We expect to make year on year improvements to reduce pollutions.
- We will deliver our WaterFit commitments – achieving better river and coastal water quality.
- We will continue to work with our 10 million visitors and 2.3 million customers to help prevent millions of fats, oils & greases, and non-flushables such as wet wipes, entering our system – the main cause of pollutions is blockages of this nature.

* Find out more about our PIRP [here](#)



TREATMENT WORKS COMPLIANCE

2021/22 score

2025 target

97.46%

99.00%

OUR PERFORMANCE

Performing well in this area is demonstrated through how we treat the waste (our compliance against the rules) and what we're allowed to discharge into the environment. This is another area where our performance can be impacted by third parties if the waste doesn't comply to standards. Despite 2020 being our best ever performance, one of the reasons this was impacted in 2021 was due to a third party.



WHAT ARE WE DOING ABOUT IT?

We learned a lot from our 2021 experience and have since worked with those third parties responsible, encouraging them to invest in their on-site treatment to mitigate future risk.

- We are trialling 'real-time' water quality monitoring at sites with higher risk of third-party impacts.
- Our WaterFit plan will ensure a range of improvements relating to pollutions and storm overflows which will all support water treatment compliance.
- We are using new innovative technology (Ovarro & Innovyze) to better understand where problems may arise to prevent them from ever happening.

WHAT IS TREATMENT

WORKS COMPLIANCE?

Throughout the calendar year, South West Water is measured on how it manages its wastewater treatment works to ensure it meets with permitted discharge consents, minimising any pollution to the environment from treated water discharges.

HOW DOES THIS AFFECT YOU ?

Since 2021, we have implemented several initiatives which we anticipate will result in our best ever performance in 2022. Ultimately, our improvements with wastewater treatment compliance will further protect the environment.

These are just some examples of what we're delivering for you – for more detailed information, have a look at our [main action plan](#).



WE NEED TO DO BETTER AND WE'RE WORKING ON IT.



FIND OUT MORE



You can find more detailed information about our plans and keep track of our progress by clicking [here](#).

Now that you're in the know, you can have your say through our WaterShare+ panel. You can play your part to ensure we are a water company you can be proud of. Click [here](#) to get involved.

