



**South West  
Water**



# OUR PERFORMANCE AND WHAT'S NEXT

UPDATE – SEPTEMBER 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...



**30% reduction**

of pollution incidents in 2022



**100%**

bathing water quality for the second year running



**93%**

of customers find their bill affordable



We're aiming and are on track for a

**8/17**

C-MeX ranking

## Customer satisfaction



## Supply interruptions



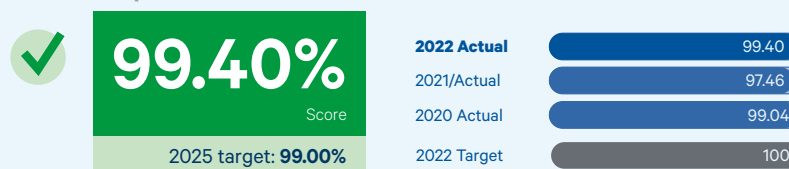
## Water quality



## Pollution incidents



## Compliance



...AND WHERE WE NEED TO DO BETTER

Our plans to target third-party compliance and utilise temporary assets over the summer have delivered an improved score.

# 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.

2022/23 C-MeX score

12/17

2025 target

8/17

## OUR PERFORMANCE

While we work hard every day to deliver for you, our overall customer satisfaction position has remained stable in each of the last three years.

We know there is more to do to, with engagement and communication being critical in allowing us to understand your concerns and to address them.



Stakeholder Forum, December 2022

## 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 improving our digital services to make it easier to use.
- 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

2022/23 duration

2025 target

**00:08:42**    **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 2022/23 our performance was severely impacted by the hot dry summer followed by the extreme cold and rapid thaw causing an increase in the number of bursts and interruptions in December 2022, accounting for c.14% of total interruptions.

## 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](#).



# WATER QUALITY

2022 CRI score

2.39

2025 target (deadband)

2.00

## OUR PERFORMANCE

Our CRI performance improved significantly from 3.86 in 2021 to 2.39 in 2022, which was better than the performance of the industry average overall.



## WHAT ARE WE DOING ABOUT IT?

- A complete upgrade of the treatment works at two sites in Bournemouth – impacting 2021 performance – will be delivered by 2025/26 utilising innovative ceramic membrane technology.
- Launched in 2022, we have continued to make excellent progress through our 'Quality First' programme with respect to the inspection and cleaning of treated water storage tanks which is reducing the risk of future compliance failures. This will be ongoing until 2025.
- We are also on track to delivery improvements at four further treatment works.

Our Quality First programme was launched in 2022



## 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

2022/23 incidents

**61.93**

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 2022 we reduced the number of incidents by 30% – our best ever performance, placing us 2nd in the industry for the number of actual incidents. 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.



## HOW DOES THIS AFFECT YOU?

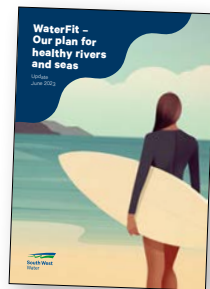
We know how critical the environment is for all our futures. Our plans will continue to deliver a healthier environment for you and all who enjoy the South West region.

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**.



Find out more about our WaterFit plans here [southwestwater.co.uk/waterfit](https://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

2022/23 score

2025 target

**99.40%** **99.00%**

## OUR PERFORMANCE

This year our MOT programme, investment plans and targeting third-party compliance, as well as utilising temporary assets over the summer to mitigate process risks, have delivered our best ever score at 99.40%. However, we have more to do to maintain resilience in this area.

Menagwins Wastewater Treatment Works, Saint Austell



## WHAT ARE WE DOING ABOUT IT?

We have experienced some challenges at individual sites in the first part of 2023/24 which resulted in some sites becoming non-compliant based on a single sample result. However, overall our compliance performance is tracking lower at the same time last year.

- 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.

