



Welcome to South West Water

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Since 1989 we have been providing water and wastewater services to 1.7 million customers in Cornwall, Devon and parts of Dorset and Somerset. Our 29 water treatment works and 651 wastewater treatment works not only supply our resident population but also the additional eight million people who visit the region annually.

About this document

In our Business Plan for 2015-2020 we set out our eight outcomes which reflect the things that matter most to our customers and the environment (developed with input from over 19,000 customers).



Our business outcomes



Clean, safe and reliable drinking water



Available and sufficient resources



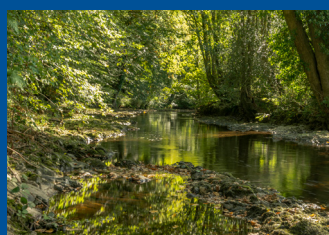
Responsive to customers



Resilience



Reliable wastewater services



Protecting the environment



Benefiting the community



Fair charging for all

Summary of our performance against our 2017/18 targets

We measure and report performance against eight outcomes through 40 performance commitments. Against each of the 40 performance commitments we set ourselves stretching targets to meet. For some of these we earn a reward if we outperform the target but incur a penalty if we fail to meet the target.

In this report you can find out more about how we have performed against these commitments for 2017/18 and how our performance compares to the other water companies. This is a summary of our Annual Performance Report which contains more details on our performance commitments and financial performance. The Annual Performance Report can be found at www.southwestwater.co.uk/report2018.

Our performance commitments have either an annual target or a five year target in 2020.

We are also on track to deliver those commitments with 2020 only targets.


The following pages contain more information on our performance in 2017/18.



Clean, safe and reliable drinking water

Providing an uninterrupted supply of fresh clean water that not only meets the highest water quality standards but is also free from unwanted taste, colour or smell.

3 of 5
2017/18 targets met



Reliable wastewater services

Ensuring our customers can rely on us to remove and dispose of wastewater safely and efficiently, and that the likelihood of sewer flooding on customers' property is minimised.

6 of 6
2017/18 targets met



Available and sufficient resources

Preventing restrictions on water use and managing and delivering the region's supplies as efficiently as possible.

2 of 2
2017/18 targets met



Protecting the environment

Minimising our impact on the world around us and taking steps to protect and enhance it where possible.

3 of 7
2017/18 targets met



Responsive to customers

Dealing with customer requests, problems and queries quickly and efficiently, and ensuring the service our customers receive represents value for money.

1 of 2
2017/18 targets met



Benefiting the community

Having a positive long-term effect on people and quality of life in the region.

1 of 1
2017/18 target met



Resilience

Making sure water and wastewater services can withstand the potential impacts of extreme weather and security threats.

No 2017/18 target








Fair charging for all


Being efficient in order to keep our costs as low as possible and offering support to those who struggle to pay.

0 of 1
2017/18 target met

Our performance in 2017/18

Outcome	Performance commitment	Units	2017/18 Target	2017/18 Actual Performance	Target met	Reward/penalty £k
 Clean, Safe and Reliable Drinking Water	Compliance with water quality standard	%	99.98	99.96	not met	
	Taste, smell and colour contacts	number/1,000 population	3.6	2.2	met	
	Duration of interruptions in supply	hours/property	0.228	0.369	not met	-895
	Asset reliability – wholesale water (process)	category	stable	stable	met	
	Asset reliability – wholesale water (pipes)	category	stable	stable	met	
 Reliable Wastewater Service	Internal sewer flooding incidents	number	144	141	met	204
	External sewer flooding incidents	number	3,320	2,924	met	276
	Odour contacts – wastewater treatment works	number	344	242	met	224
	Asset reliability – wholesale wastewater (process)	category	stable	stable	met	
	Asset reliability – wholesale wastewater (pipes)	category	stable	stable	met	
	Compliance with sludge standard	%	100	100	met	
 Available and Sufficient Resources	Water restrictions placed on customers	number	0	0	met	1,624
	Leakage levels	megalitres/day	84	83	met	403
	Time taken to fix significant leaks	days		2.93		
	Security of supply index	score	100	100		
 Resilience	Supplies interrupted due to flooding on our sites*	number		0		
 Responsiveness to Customers	Operational contacts resolved first time – Water	%	93	96.1	met	133
	Operational contacts resolved first time – Wastewater	%	93	91.6	not met	-71
	Service Incentive Mechanism (SIM)*	score		84.5		
	Customer overall satisfaction*	%		91		
	Customer satisfaction with value for money*	%		62		

* Performance commitments with a 2020 target.

Outcome	Performance commitment	Units	2017/18 Target	2017/18 Actual Performance	Target met	Reward/penalty £k
 Protecting the environment	Sustainable abstractions (EA water stress status)	category	moderate	moderate	met	
	Wastewater treatment works numeric compliance*	%	99	97.1	not met	
	Wastewater treatment works descriptive compliance	%	100	100	met	
	Category 1&2 pollution incidents – Drinking Water	number	0	0	met	
	Category 3&4 pollution incidents – Drinking Water	number	2	18	not met	-22
	Category 1&2 pollution incidents – Wastewater	number	0	3	not met	-346
	Category 3&4 pollution incidents – Wastewater	number	218	237	not met	-367
	Sustainable abstractions (number of EA/WFD improvements required)*	number		0		
	Upstream Thinking*	number		7,997		
		number		1,290		
	Wastewater treatment works population equivalent compliance*	%		99.9		
	Carbon emissions – Drinking Water*	ktCO ₂ e		57.0		
	Carbon emissions – Wastewater Water*	ktCO ₂ e		83.2		
	Energy from renewable sources – Drinking Water*	%		8.97		
	Energy from renewable sources – Wastewater Water*	%		3.95		
 Benefiting the community	Bathing water quality	number of bathing waters failing due to SWW assets	6	0	met	1,494
	River water quality improved*	kilometers		156		
 Fair charging for all	Customers paying a metered bill	%	82.8	81.8	not met	
	Customers assisted by our water poverty initiatives*	number		29,631		
Total						2,657

* Performance commitments with a 2020 target.

Where we have performed well

South West Water has a range of targets across its operational area which includes targets with annual performance commitments and those with five year 2020 commitments only. We have met or exceeded 16 out of 24 commitments to our customers which have a target this year. In some cases, where we have exceeded these targets, we have earned a reward. These are the areas which customers told us are the most important to them.

Water restrictions

2017 was the 21st consecutive year without water restrictions in the South West Water area. We continue to balance the competing needs of affordability and resilience and will ensure we continue to provide a reliable service to our customers, now and in the future, as we know that this is important to them.

Bathing water

The quality of the bathing waters in our region is a top priority for us and we are pleased to report that Devon and Cornwall's designated bathing waters again performed extremely well against EU water quality standards. We continue to work alongside partners including local councils, community groups, landowners and conservationists to tackle bathing water quality issues in a holistic and sustainable way.

Leakage

Leakage control has always been one of the top priorities for our customers and this year we have exceeded the target set out in our business plan for water leaking from our pipes.

Internal and external sewer floodings

We know how distressing sewer flooding events can be to our customers and we are pleased that there has continued to be a reduction

in the number of sewer flooding incidents which has enabled us to exceed our targets this year. Operating model changes within our customer services and networks teams as well as investments in new equipment have helped us to prevent sewer floodings.

Operational contacts resolved first time (water)

Our aim is to resolve all contacts as quickly and professionally as possible, and if a customer needs to contact us about an operational issue, we believe they should only need to contact us once. Our water team have again performed especially well, exceeding both the 2017/18 and 2020 targets, with 96.1% of contacts now being resolved first time.

Odour contacts from our wastewater treatment works

We recognise how unpleasant it is for customers who suffer with odour from our wastewater treatment works. The number of contacts we have received relating to these odour issues has fallen and was well below our 2017/18 target. This reduction follows improvements to the primary tanks at the Countess Wear wastewater treatment works, and improvements are now being targeted at other key sites.

Areas where we need to improve

Against some of our measures where we have not met our targets we have incurred a penalty as we have not achieved the service levels we promised customers.

Pollution incidents

Regrettably we failed to meet our targets this year for preventing wastewater pollutions and minor drinking water pollutions and incurred penalties. We are committed to reducing the number of pollution incidents across our operational area and have a plan in place to do so, which includes:

- additional vehicles and equipment for sewer monitoring and cleaning
- development of the award-winning 'Pollutions Insight Dashboard' for real time views of pumping station performance
- continuing positive messaging and results from awareness campaigns such as 'Love your Loo' and 'Think Sink!'
- working closely with local suppliers and Universities to develop enhanced network intelligence techniques
- training programme for staff and suppliers on the importance of preventing such incidents and techniques to be applied to ensure they do not occur.

Supply interruptions

The extreme weather conditions in March 2018, especially the rapid freeze and thaw conditions, unfortunately resulted in the average duration of supply interruptions increasing, resulting in us failing to meet our target. Had the extreme weather event not occurred South West Water would have met its target. Plans are in place to bring the average duration back in line with our annual targets and we remain on track to achieve our 2020 target.

Operational contacts resolved first time (Wastewater)

Our aim is to resolve all contacts as quickly and professionally as possible, and if a customer needs to contact us about an operational issue, we believe they should only need to contact us once. The percentage of resolving wastewater contacts first time has improved this year, however we were still behind our target for the year. We are reviewing our processes for dealing with wastewater operational contacts to improve the service we provide to our customers if they need to contact us.

How does our performance compare to other water companies

The website Discover Water was launched in 2016 to help customers find out more information on their water services and companies and provide a central source of data for comparing performance across water companies.

The details below summarises the information from Discover Water and shows how we are performing against a small range of measures compared to the rest of the industry. Not all our business plan commitments are included in the Discover Water comparative information. More information can be found at discoverwater.co.uk

Water measures

Better than average

- Leakage

Average

- Water quality
- Supply interruptions

Below average

- Customer water usage
- Taste and smell of water
- Discoloured water

Although the number of taste, smell and colour contacts continued on an improving trend, we are still below the industry average for performance against these measures. We remain focused on using innovative technologies and systems to better model, manage and maintain our drinking water network and we will continue to target improvements against these measures.

We are currently below the industry average for customer water usage. We will continue to promote meter usage across our areas as well as water efficient fixtures and fittings to target improvements against this measure.

For more information on how our performance compares to other companies see the 2017 Drinking Water Inspectorate's annual report 'Drinking Water 2017' (<http://www.dwi.gov.uk/about/annual-report/2017/index.html>).

Wastewater measures

Better than average

- Internal sewer flooding

Average

- Environmental improvements

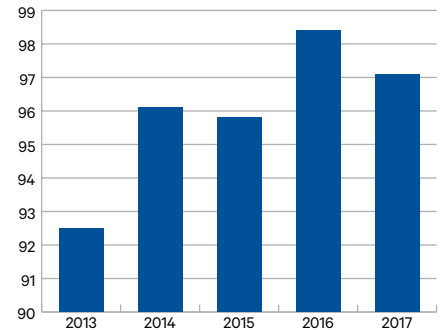
Below average

- Pollution incidents
- External sewer flooding
- Environmental permit conditions

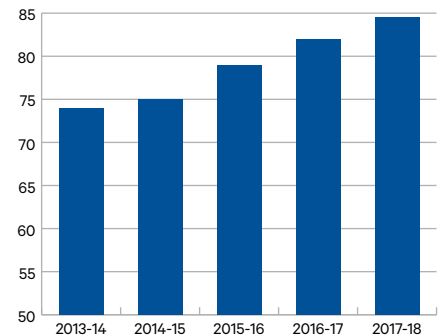
We are currently below the industry average for pollutions and external sewer flooding incidents. Although there has been a significant reduction in external sewer flooding incidents, bringing us within our annual target we will continue to target improvements against both of these measures and there are plans in place to address pollutions performance (please see page 05 for further details).

For more details on how our performance compares to other companies please see the Environment Agency's 2017 Environmental Performance Assessment (summary: www.gov.uk/government/publications/water-and-sewerage-companies-in-england-environmental-performance-report).

Numeric compliance



Customer Service (as measured as SIM)



Customer service

Better than average

- Service Incentive Mechanism (Ofwat measure of the quality of customer service)

We have improved our performance against Ofwat's Service Incentive Mechanism (a measure of the quality of customer service) and are now on track to exceed our 2020 business plan target as well as being better than the industry average for performance against this measure. We are continuing to target improvements in customer service and our strategy is to be increasingly more proactive in the way we interact with customers, notifying them when issues may arise and ensuring we communicate with them in the most appropriate channel to their needs and preferences.



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