



**South West
Water**

2020

Summary Performance Report



WELCOME TO SOUTH WEST WATER

Welcome to South West Water

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 650 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).

This document sets out our performance in 2019/20 against the commitments we made to our customers in our Business Plan.

It 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/report2020.

As this is the last year of the 2015-2020 regulated period this document will also look at the progress we have made over the five year period in meeting our performance commitments, as well as looking ahead to 2020-2025 and the performance commitments we will be reporting on.



Our business outcomes

Clean, safe and reliable drinking water



Reliable wastewater service





Available and sufficient resources



Protecting the environment



Responsive to customers



Benefiting the community



Resilience



Fair charging for all



SUMMARY OF OUR PERFORMANCE AGAINST OUR 2019/20 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 which were agreed with our customers. For some of these we earn a reward if we outperform the target but incur a penalty if we fail to meet the target.

All of our performance commitments had a target to meet in 2020 as we are at the end of the five-year regulatory period. Of these targets, we delivered 28 out of 40.

The following pages contain more information on our performance in 2019/20.



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.

5 of 5

2019/20 targets met



Reliable wastewater service

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.

4 of 6

2019/20 targets met



Available and sufficient resources

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

3 of 4

2019/20 targets met



Protecting the environment

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

10 of 15

2019/20 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.

2 of 5

2019/20 targets met



Benefiting the community

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

2 of 2

2019/20 targets met



Resilience

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

1 of 1

2019/20 target met



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.

1 of 2

2019/20 targets met




OUR PERFORMANCE IN 2019/20

OUTCOME	PERFORMANCE COMMITMENT	UNITS	2019/20 TARGET	2019/20 ACTUAL PERFORMANCE	TARGET MET	REWARD/PENALTY £K
 Clean, Safe and Reliable Drinking Water	Compliance with water quality standard	%	99.98	99.98	Met	
	Taste, smell and colour contacts	number/1,000 population	3.00	1.90	Met	113
	Duration of interruptions in supply	hours/property	0.20	0.190	Met	65
	Asset reliability – wholesale water (process)	category	Stable	Stable	Met	
	Asset reliability – wholesale water (pipes)	category	Stable	Stable	Met	
 Available and Sufficient Resources	Water restrictions placed on customers	number	0	0	Met	1,624
	Leakage levels	megalitres/day	84	84	Met	
	Time taken to fix significant leaks*	days	<2	3.23	Not Met	
	Security of supply index*	score	100	100	Met	
 Responsiveness to Customers	Operational contacts resolved first time – Water	%	95.0	96.2	Met	52
	Operational contacts resolved first time – Wastewater	%	95.0	93.6	Not Met	-71
	Service Incentive Mechanism (SIM)	score	n/a	n/a	n/a	
	Customer overall satisfaction*	%	90	90	Met	
	Customer satisfaction with value for money*	%	90	60	Not Met	
 Resilience	Supplies interrupted due to flooding on our sites*	number	0	0	Met	
 Reliable Wastewater Service	Internal sewer flooding incidents	number	135	160	Not Met	
	External sewer flooding incidents	number	3,200	2,897	Met	
	Odour contacts – wastewater treatment works	number	300	242	Met	128
	Asset reliability – wholesale wastewater (process)	category	Stable	Stable	Met	
	Asset reliability – wholesale wastewater (pipes)	category	Stable	Stable	Met	
	Compliance with sludge standard	%	100	99.55	Not Met	

* Performance commitments with a 2020 target only.

SIM has been replaced by C-MeX for 2020-2025. A pilot year ran for 2019/20 therefore there is no performance data for SIM to report.

OUR PERFORMANCE IN 2019/20 CONTINUED

OUTCOME	PERFORMANCE COMMITMENT	UNITS	2019/20 TARGET	2019/20 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*	%	100	98.7	Not Met	-89
	Wastewater descriptive works permit compliance	%	100	99.4	Not Met	
	Category 1&2 pollution incidents – Drinking Water	number	0	0	Met	
	Category 3&4 pollution incidents – Drinking Water	number	2	10	Not Met	-22
	Category 1&2 pollution incidents – Wastewater	number	0	1	Not Met	
	Category 3&4 pollution incidents – Wastewater	number	198	286	Not Met	-1,109
	Sustainable abstractions (number of EA/WFD improvements required)*	number	0	0	Met	
	Upstream Thinking*	number	8,154	10,655	Met	
		number	1,400	1,604	Met	
	Wastewater treatment works population equivalent sanitary compliance*	%	100	100	Met	
	Carbon emissions – Drinking Water*	ktCO2e	48.0	46.4	Met	
	Carbon emissions – Wastewater*	ktCO2e	102.0	71.5	Met	
	Energy from renewable sources – Drinking Water*	%	12.20	15.80	Met	
	Energy from renewable sources – Wastewater Water*	%	7.80	8.77	Met	
 Benefiting the community	Bathing water quality	number of bathing waters failing due to SWW assets	0	0	Met	
	River water quality improved*	kilometres	650	659	Met	
 Fair charging for all	Customers paying a metered bill	%	84.7	83.3	Not Met	-285
	Customers assisted by our water poverty initiatives*	number	23,210	31,912	Met	
Total						406

* Performance commitments with a 2020 target only.

Where we have performed well

We have a range of performance commitments across our operational area, some of which have annual targets and others with five-year 2020 targets only. All of our performance commitments had a target to meet in 2020 as we are at the end of the five-year regulatory period. We have met or exceeded 28 out of these 40 commitments to our customers. In some cases, where we have exceeded these targets, we have earned a reward.

WATER RESTRICTIONS

2019 was the 23rd consecutive year without water restrictions in the area, despite a relatively dry start to the year which followed the exceptionally hot and dry weather of 2018. Our careful management of resources ensured we had sufficient supplies throughout summer 2019, despite insufficient rainfall between January and July to fully offset the impact of the preceding 18 months.

We continue to improve our forecasting and analysis capabilities to give us the best possible data for supply and demand and ensure we are well prepared for any extended periods of dry weather. We will ensure we continue to provide a reliable service to our customers, now and in the future, as we know this is important to them. We are currently well-placed in terms of our water resources position and remain confident in our ability to manage our supplies and move water to where it is needed most, if required.

BATHING WATER

Devon and Cornwall's designated bathing waters again performed extremely well against EU water quality standards in 2019. Of the 151 assessments made by Defra, 149 (98.7%) bathing waters were rated as 'sufficient' or better while 125 (82.8%) achieved the criteria for 'excellent'. The latter represents the largest proportion of 'excellent' bathing waters in our region since the more stringent standard came into effect in 2015. Through our "Beachwise" partnership and other initiatives, 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

Our customers feel very strongly that we should prevent water from being lost due to leakage and we have continued to invest significantly to prevent and manage leaks on our network. In 2019/20 we were pleased to meet our target of 84M/d.

SUPPLY INTERRUPTIONS

Customers expect reliable drinking water supplies, therefore we have made significant investment to minimise supply interruptions throughout 2015-20. In 2019/20 we have outperformed our target, with the average duration of interruptions per property down to 0.190 hours. This was despite a significant outage in April 2019 caused when a third-party construction team accidentally severed one of the water mains in Exeter – an event we responded to rapidly and effectively.

We are focused on delivering further improvements in this area, particularly given the challenging targets we have set ourselves for the 2020-25 period.

OPERATIONAL CONTACTS RESOLVED FIRST TIME (WATER)

Our strategy is to ultimately prevent any issues which cause customers to contact us. When they do need to get in touch, our aim is to resolve all contacts as quickly and professionally as possible. In the drinking water side of the business we have continued to deliver strong performance for first-time contact resolution, exceeding the in-year target for the fourth successive year.

TASTE, SMELL AND COLOUR CONTACTS

The water our customers receive not only needs to be safe to drink but to also look and taste great. In 2019, there were just 1.90 contacts per 1,000 population.

ODOUR CONTACTS FROM OUR WASTEWATER TREATMENT WORKS

We recognise how unpleasant it is for customers who suffer with odour from our wastewater treatment works, and are pleased to report that in 2019/20 the number of odour contacts received was 242 – a marked reduction on the previous year which means we have outperformed our target of 300. We are strenuous in our efforts to minimize the inconvenience that unpleasant odour causes to people, and welcome feedback as this helps us target our efforts.

Areas where we need to improve

Where we have not met the targets for some of our measures, we have incurred a penalty for not achieving the service levels we promised our 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 fully recognise that further work is required to bring this number down. Our long-term vision to 2050 is to be the industry leader in minimising Category 3 pollutions and to eliminate harmful (Category 1 and 2) pollutions altogether.

Recognising our performance for minor pollutions is not where we targeted at this point, we have implemented an accelerated pollution plan.

We are advancing a number of actions to help achieve our 2020-25 targets. Specifically, this includes:

- a pollutions task force to manage the actions within our fast track business plan
- significant increases in resources for sewer cleansing and pumping station inspection/maintenance
- strengthening our incident response capability.

Furthermore, we are investing in improved root cause analysis, developing asset specific plans for treatment works, networks and pumping stations, enhancing our customer campaigns to help reduce blockages and driving a culture change within the organisation.

Areas where we need to improve (continued)

OPERATIONAL CONTACTS RESOLVED FIRST TIME (WASTEWATER)

Our strategy is to ultimately prevent any issues which cause customers to contact us. When they do need to get in touch, our aim is to resolve all contacts as quickly and professionally as possible. The volume of wastewater contacts resolved first time has improved this year, achieving our best ever performance for this measure of 93.6%. While this was slightly below target it reflects an ongoing focus on improving response times and keeping customers informed.

CUSTOMERS PAYING A METERED BILL

South West Water continues to have some of the highest levels of metering within the country. 83.3% of our customers now pay a bill based upon actual usage – just slightly below our target for this year. Our policy gives household customers 24 months following a meter installation to decide whether they wish to remain on metered charges thereafter - the vast majority of customers do so. We continue to promote metering but it remains a voluntary process. Whilst the majority of our customers believe that it is the fairest way to charge for water and wastewater services, they are not in favour of compulsory metering.

INTERNAL SEWER FLOODINGS

We know how distressing sewer flooding events can be to our customers. After a record low number of internal sewer floodings in 2018/19, the extremely wet weather in 2019/20 contributed to an increase which unfortunately took us above our end of period target. These events are being investigated and we will be making targeted investment to alleviate the capacity issues.

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 summarise 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 of our business plan commitments are included in the Discover Water comparative information. More information can be found at www.discoverwater.co.uk

Water measures

Better than average

- Water quality
- Supply interruptions
- Leakage

Below average

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

We are pleased that our improving performance has meant that we have continued to be better than average in important areas such as leakage, water quality and supply interruptions, as we know that these areas are important to our customers.

Although the number of taste, smell and colour contacts in the region has continued to fall this year, we are still below the industry average for performance against these measures. We continue to invest in improving the acceptability of tap water as we recognise the importance our consumers place on these aspects of our service. Over the next investment period we will invest over £100m in enhancing our treatment works and improving our raw water sources – these long-term strategic investments are supported by enhanced maintenance of our network pipes that distribute water around our regions. A smarter pipe network will allow us to detect problems more quickly and intervene before customers are impacted.

We are currently also below the industry average for customer water usage. We remain committed to working with customers and partner organisations to help reduce domestic water consumption and our aim is to promote understanding and appreciation of water efficiency and the value of water. In summer 2019/20, following a series of co-creation workshops with customers we launched a three-month multi-channel customer communications campaign to promote water saving behaviour in the home and garden. The themes of saving money and protecting the environment were incorporated into a range of materials with online surveys, competitions and water-saving product giveaways helping to

capture data and customer insight. The campaign had an extremely positive response and is helping to shape our water efficiency plans for the 2020-25 period.

For more information on how our performance compares to other companies see the 2019 Drinking Water Inspectorate's annual report 'Drinking Water 2019' (www.dwi.gov.uk/about/annual-report/2019/index.html)

Wastewater measures

Better than average

- Internal sewer flooding

Below average

- External sewer flooding

Although we have outperformed our end of year target for external sewer flooding incidents, we are still below the industry average. Reducing the number of floodings continues to be addressed through a range of measures including sewer cleansing, enhanced monitoring and our award winning 'Love Your Loo' programme aimed at changing customer behaviour.





The Environment Agency will be publishing their 2019 Environmental Performance Assessment at the end of September 2020, where you will be able to find out more information on company performance. This document will also be updated then with further information on comparative environmental performance.

LOOKING FORWARD...





The progress we have made during the 2015-20 period means we are well-placed to build on our areas of ongoing success while addressing those areas in which further improvement is required. As we continue to evolve, the implementation of new technologies and sustainable ways of working will continue to provide a direct benefit to those customers we serve and the environments within which we operate.

For the 2020-25 period we have 44 new performance commitments which cover our whole service area (South West Water and Bournemouth Water). Out of these 44, 15 are 'common performance commitments.' This means that all water and sewerage companies will report on these measures, enabling Ofwat, the economic regulator, and other regulators to compare companies' performance. The rest of our performance commitments are 'bespoke performance commitments' meaning they are individual to our company.

Some of the performance commitments have been carried over from the previous years, however they are reported in slightly different ways for this period. This does not mean that there has been a change in the service levels. Please see the table below to find out what our performance commitments are for the 2020-25 period.

OUTCOME	PERFORMANCE COMMITMENT	COMMON OR BESPOKE
 Clean, safe and reliable supply of water	Water quality compliance (CRI)	Common
	Water supply interruptions	Common
	Mains repairs	Common
	Unplanned outage	Common
	Taste, smell and colour contacts	Bespoke
	Efficient delivery of the new Knapp Mill WTW	Bespoke
	Efficient delivery of the new Alderney WTW	Bespoke
 Available and Sufficient Resources	Water restrictions placed on customers	Bespoke
	Leakage	Common
	Per capita consumption	Common
 Reliable Wastewater Service	Internal sewer flooding incidents	Common
	External sewer flooding incidents	Bespoke
	Sewer collapses	Common
	Sewer blockages	Bespoke
	Odour contacts – wastewater treatment works	Bespoke
	Descriptive compliance	Bespoke
	Treatment works compliance	Common
	Total wastewater treatment works (WWTW) compliance	Bespoke
Compliance with sludge standard	Bespoke	
 Resilience	Risk of severe restrictions in a drought	Common
	Risk of sewer flooding in a storm	Common
	Resilience in the round – wastewater	Bespoke
	Resilience in the round – water	Bespoke
	Resilient water and wastewater services on the Isles of Scilly	Bespoke

LOOKING FORWARD... CONTINUED

OUTCOME	PERFORMANCE COMMITMENT	COMMON OR BESPOKE
 Responsiveness to Customers	C-MeX – Customer measure of experience	Common
	Operational contacts resolved first time – water	Bespoke
	Operational contacts resolved first time – wastewater	Bespoke
	D-MeX – Developer measure of experience	Common
	Customer satisfaction with value for money	Bespoke
	Priority services for customers in vulnerable circumstances	Common
	<ul style="list-style-type: none"> • PSR Reach • Attempted contacts • Actual contacts 	
	British Standard for inclusive service provision	Bespoke
Overall satisfaction of services received on the PSR	Bespoke	
 Protecting the environment	Pollution incidents (wastewater)	Common
	Number of pollution incidents cat 1-3 (water only)	Bespoke
	Biodiversity – enhancement	Bespoke
	Biodiversity – compliance	Bespoke
	Biodiversity – prevent deterioration	Bespoke
	EPA	Bespoke
 Benefiting the community	Bathing water quality	Bespoke
	Abstraction incentive mechanism	Bespoke
 Fair charging and affordable bills for all	Installation of AMR meters	Bespoke
	Number of customers on one of our support tariffs	Bespoke
	Voids for residential retail	Bespoke
	Percentage of customers who find their water bill affordable	Bespoke



**South West
Water**

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