

A summary of our performance 2022/2023



YorkshireWater

1

Navigating this document

- 1 The back button returns you to the last page you visited.
- 2 This button takes you to the previous page.
- 3 This button takes you to the next page.

There are also many other clickable links within this document which we've made easy to spot by underlining and **highlighting** them in blue. If you click on one of these links, but then wish to navigate back to the page you were viewing previously, simply click the 'Back' button at the top of the page.

2

3

What's in this document?

In this document, we will take you through a summary of how we have performed against our performance commitments in 2022/2023 – where we have done well and where we can improve. You can read more about how we have performed against our customer outcomes in our Annual Performance Report (APR).



How do we make sure this document is correct?

It is important to us that our customers and stakeholders (those with an interest in our business) can be sure of the quality of the information we publish so that they have trust and confidence in us. You can view our assurance plan, which shows you how we check and review our information, to make sure that what we publish is correct. Our board has also provided a statement on accuracy and completeness of data and information in our APR.



Where you can get more information?

We have created a webpage dedicated to our performance commitments and we update this webpage every three months. Here you can see how we're performing against the performance commitments that matter to you. yorkshirewater.com/about-us/our-performance

All of our reports can be found on our reports webpage which can be found here yorkshirewater.com/reports



How you can get in touch with us?



Email us
publicaffairs@yorkshirewater.co.uk



Sending comments via our website link
yorkshirewater.com/get-in-touch/



Or posting them to us
Regulation Department,
Western House,
Western Way,
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Before we tell you how we've performed against our performance commitments in 2022/2023, we thought it would be good to introduce them first.

What are performance commitments and where did they come from?

Our business plan for the 2020–2025 period (known as AMP7) puts our customers at the heart of everything we do. We've engaged with 30,000 customers, and the Yorkshire Forum for Water Customers (an independent Forum which supports Yorkshire water to manage its business in the best interests of its customers), to understand individual lifestyles and how they shape what customers want, need and expect from us. We have listened to customers' aspirations for us and developed a plan that puts excellent and efficient service front and centre of our ambitions.

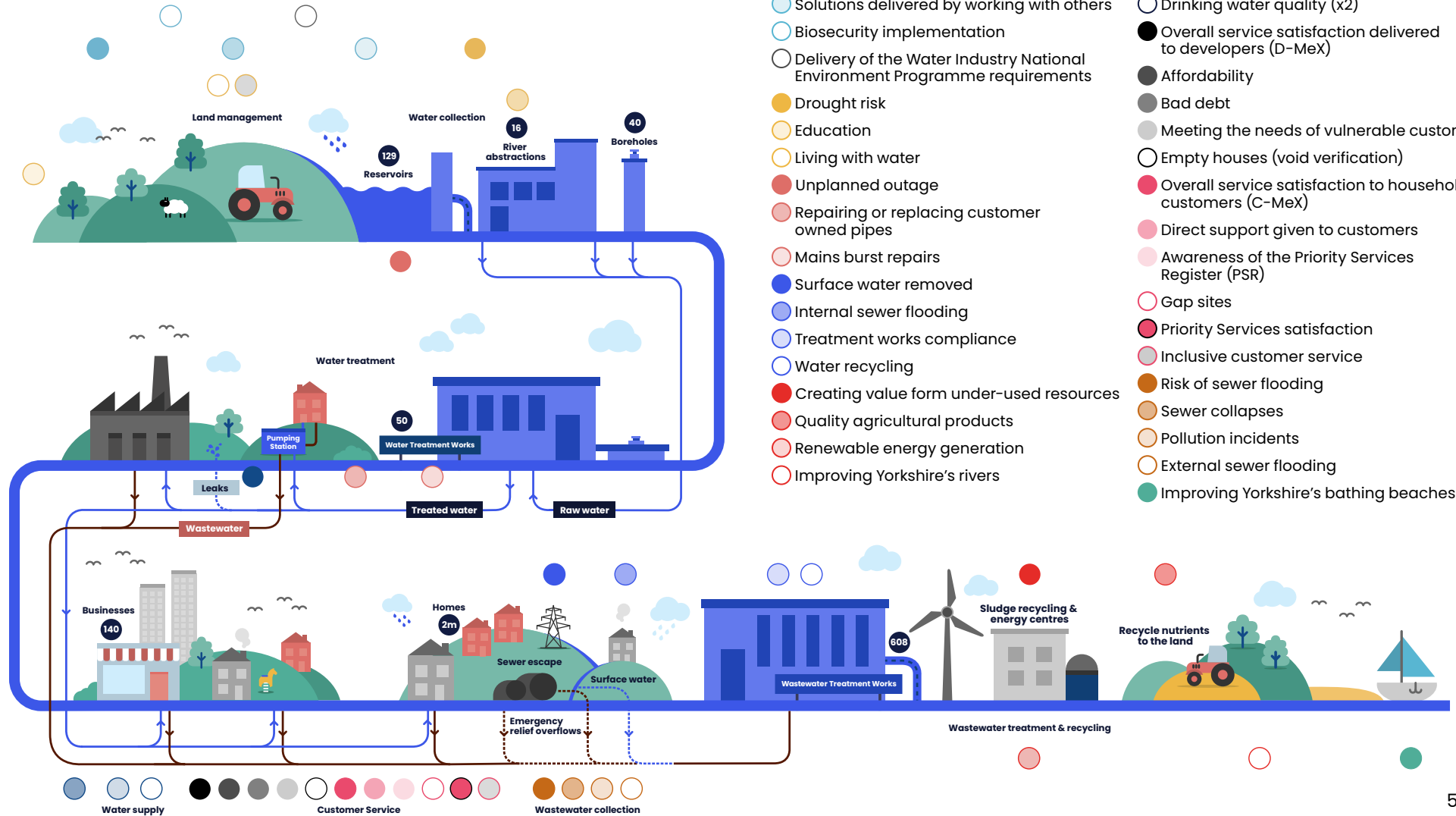
In response to customer feedback, we developed a package of 44 performance commitments for AMP7 which align with our ambitions and challenge us to change the way we work to meet both customers' expectations and the complex long-term challenges that we face as a business.

The diagram on the next page shows how these 44 performance commitments cover every aspect of what we do, from water source to sea.

What happens next?

To make sure that we deliver on these performance commitments, we track and measure our performance and report this information each year in our annual performance report (APR) and here in this performance summary. The APR also provides information on our service levels, costs and financial performance. Whilst the APR provides a comprehensive annual summary, as part of our commitment to transparency, we will also keep you up to date on how we're doing through publishing updates every three months on our performance webpage so you can see our most recent levels of performance. yorkshirewater.com/about-us/our-performance

Our source to sea operation



Key to our performance commitments

- Reducing our carbon footprint (x2)
- Leakage
- Integrated Catchment Management
- Water usage (per capita consumption)
- Land conserved and enhanced
- Water supply (x3)
- Solutions delivered by working with others
- Drinking water quality (x2)
- Biosecurity implementation
- Overall service satisfaction delivered to developers (D-MeX)
- Delivery of the Water Industry National Environment Programme requirements
- Affordability
- Drought risk
- Bad debt
- Education
- Meeting the needs of vulnerable customers
- Living with water
- Empty houses (void verification)
- Unplanned outage
- Overall service satisfaction to household customers (C-MeX)
- Repairing or replacing customer owned pipes
- Direct support given to customers
- Mains burst repairs
- Awareness of the Priority Services Register (PSR)
- Surface water removed
- Gap sites
- Internal sewer flooding
- Priority Services satisfaction
- Treatment works compliance
- Inclusive customer service
- Water recycling
- Risk of sewer flooding
- Creating value form under-used resources
- Quality agricultural products
- Sewer collapses
- Renewable energy generation
- Pollution incidents
- Improving Yorkshire's rivers
- External sewer flooding
- Improving Yorkshire's bathing beaches

How did we perform against our performance commitments?

We achieved 22 out of our 44 performance commitments this year.

The table below gives an overview of each performance commitment, the target, and our actual performance for this year. Over the next few pages we explain in a little more detail what went well and what we need to improve.

Performance Commitment	Unit (how it's measured)	Target	Performance (how we did)	Pass or fail	Reward or Penalty
Water quality compliance (CRI)	Numerical CRI score, reported to two decimal places.	0.00	4.61	×	£3.813m penalty
Water supply interruptions	Hours:minutes:seconds (HH:MM:SS) of water supply lost per property, per year.	00:05:45	00:09:27	×	£4.551m penalty
Leakage	Percentage reduction of leakage from 2019/2020 baseline.	9.4%	9.5%	✓	£70k reward
Per capita consumption	Percentage reduction of measured water usage, per person, per day, from 2019/2020 baseline.	7.4%	-3.1%	×	£2.997m penalty but collected at the end of the AMP
Mains repairs	Number of repairs per 1,000 km of mains.	181.0	219.3	×	£4.726m penalty
Unplanned outage	Percentage of peak week production capacity.	3.73%	3.26%	×	Penalty only measure so no reward
Risk of severe restrictions in a drought	Percentage of the customer population at risk of experiencing severe restrictions in a 1-in-200 year drought, on average, over 25 years.	0.0%	4.0%	×	Reputational only

Performance Commitment	Unit (how it's measured)	Target	Performance (how we did)	Pass or fail	Reward or Penalty
Priority services for customers in vulnerable circumstances	Priority Services Register (PSR) reach: percentage of households that the company supplies with water and/or wastewater services that are registered on the company's PSR;	7.5%	4.8%	✗	Reputational only
Priority services for customers in vulnerable circumstances	Actual contacts: percentage of distinct households on the PSR that the company has attempted to contact over a two-year period;	35.0%	17.4%	✗	Reputational only
Priority services for customers in vulnerable circumstances	Attempted contacts: percentage of distinct households on the PSR that the company has actually contacted over a two-year period.	90.0%	99.8%	✓	Reputational only
Internal sewer flooding	Number of internal flooding incidents per 10,000 sewer connections.	1.58	2.67	✗	£9.194m penalty
Pollution incidents	Number of pollution incidents per 10,000 km of the wastewater network.	23.00	22.39	✓	£266k reward
Risk of sewer flooding in a storm	Percentage of population at risk from internal hydraulic flooding from a 1 in 50-year storm.	22.20%	5.66%	✓	Reputational only
Sewer collapses	Number of collapses per 1,000 km of sewer network.	16.83	10.96	✓	Penalty only measure so no reward
Treatment works compliance	Percentage compliance of our treatment works.	100.00%	99.68%	✗	No penalty as within deadband
C-MeX	Customer service level of service scoring out of 100.	n/a	78.25	✗	£570k penalty
D-MeX	Developer services level of service scoring out of 100.	n/a	80.08	✗	£2.708m penalty
Working with others	Number of projects completed to 31 March 2023.	18	19	✓	Calculated in 2025
Land conserved and enhanced	Number of hectares of land conserved or enhanced by land management and biodiversity activities to 31 March 2023.	9,143	9,768	✓	Calculated in 2025

Performance Commitment	Unit (how it's measured)	Target	Performance (how we did)	Pass or fail	Reward or Penalty
Integrated catchment management	Percentage of catchments with the 'Natural Capital Operator' approach implemented with stakeholders to 31 March 2023.	2.6%	0.0%	✗	Reputational only
Length of river improved	Cumulative length of river improved in kilometres to 31 March 2023.	47.3km	53.7km	✓	Calculated in 2025
Biosecurity implementation	Cumulative number of pathways where company biosecurity interventions have reduced the risk of that invasive species spread to 31 March 2023.	6	4	✗	Reputational only
Operational carbon	The percentage reduction in real terms of net operational carbon equivalent emissions from the 2019/2020 baseline.	7.2%	10.9%	✓	£873k reward
Capital carbon and carbon arising from owned land	Percentage reduction in capital carbon emissions and carbon emissions arising from land the company owns.	n/a	37.9%	✓	Reputational only
Education	Number of learning hours that Yorkshire Water provides to raise understanding of the value of water.	20,000	28,164	✓	Penalty only measure so no reward
Creating value from waste	The cumulative value the company creates from resources currently under-used or classified as waste (£m) to 31 March 2023.	£10m	£281m	✓	Reputational only
Water recycling	The volume of water recycled in the company's treatment sites in megalitres per day (Ml/d).	5.79	0.00	✗	£85k penalty
Affordability of bills	Percentage of customers who give positive responses to independent survey.	83%	77%	✗	Reputational only
Direct support given to customers	The number of residential customers who receive financial support through one of the company's approved schemes each year.	75,000	95,138	✓	Reputational only
Cost of bad debt	Percentage of the annual bill which represents the cost of unrecovered residential customers' bills ('bad debt').	3.48%	3.38%	✓	Reputational only

Performance Commitment	Unit (how it's measured)	Target	Performance (how we did)	Pass or fail	Reward or Penalty
Priority services awareness	Percentage of household customers who state, when questioned, that they are aware of the additional services offered by the Priority Services Register (PSR).	58%	51%	✗	Reputational only
Priority services satisfaction	Percentage of residential customers on the Priority Services Register who are satisfied with their experience of the Priority Services Register (PSR).	88%	85%	✗	Reputational only
Inclusive customer service	Percentage improvement in the services provided to customers on the company's Priority Services Register (PSR).	12%	19%	✓	Reputational only
Gap sites	Percentage of gap sites brought into billing within 12 months of identification.	86%	95%	✓	Penalty only measure so no reward
Managing void properties	Percentage of household served which are classified as void.	4.15%	3.60%	✓	£1.989m reward
Drinking water contacts	Number of times the company is contacted by consumers due to the taste and odour of drinking water, or due to drinking water not being clear, reported per 10,000 population.	9.7	10.2	✗	£615k penalty
Significant water supply events	Number of supply interruption events lasting for a duration of 12 hours or longer.	12	20	✗	£2.120m penalty
Low pressure	Number of properties receiving or at risk of receiving pressure below the low pressure reference level.	12	4	✓	Penalty only measure so no reward
Repairing or replacing customer pipes	Number of residential supply pipe repairs and renewals carried out by the company each year for no charge.	7,386	6,441	✗	£424k penalty
External sewer flooding	Number of external sewer flooding incidents per year.	6,431	5,375	✓	£8.342m reward
Bathing water quality	Number of designated bathing waters which exceed the European Union Bathing Water Directive requirements.	18	16	✗	£2.470m penalty

Performance Commitment	Unit (how it's measured)	Target	Performance (how we did)	Pass or fail	Reward or Penalty
Surface water management	The cumulative number of hectares (Ha) of surface water run-off removed or reduced to 31 March 2023.	5	4	✗	£5k penalty
Quality agricultural products	Percentage of biosolids sent to agricultural land that achieves Biosolids Assurance Scheme (BAS) certification.	100%	100%	✓	Penalty only measure so no reward
Renewable energy generation	The gigawatt-hours of energy generated from the biogas the company produces.	286GWh	282GWh	✗	Reputational only
Delivery of water industry national Environment programme (WINEP) requirements	Number of required schemes completed each year, as per the latest WINEP programme published by DEFRA.	Met	Met	✓	Reputational only
Living with water	Amount of money (£m) invested into reducing the risk of internal flooding in the areas of Hull and Haltemprice.	n/a	£4.568m	✓	Calculated in 2025

For further details on how we have performed please see 'Section 3, How we're progressing with our performance commitments' in our Annual Performance Report.

You can find this here: yorkshirewater.com/reports

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