

Our performance summary

for 2019/2020



Published July 2020



YorkshireWater

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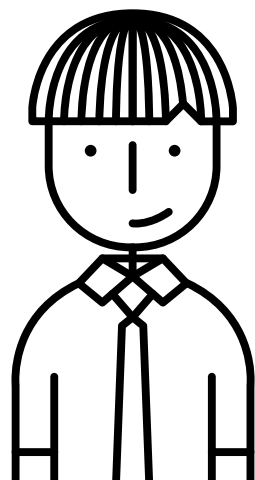
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1. About this document

About this document



What's in this document?

In this document, we will take you through what our customer outcomes are, our performance commitments and the process we went through to develop the customer outcomes.

We'll then take you through a summary of how we have performed against the promises we made to you in 2015 – 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 2019/2020. Here is a link to our reports page.

yorkshirewater.com/reports



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. Here is a link to our final assurance plan. yorkshirewater.com/reports



How do we make this document easy to read?

The Yorkshire Forum for Water Customers (the Forum) monitor, challenge and comment on the progress we make on our performance commitments. They also make sure that we present information on our performance commitments in a way which suits our customers' needs.

The Forum was set up in 2012 and is made up of important groups in Yorkshire who collectively represent our customers. The panel's members include the Consumer Council for Water, Natural England, Citizens Advice, and The Environment Agency. The Forum is an independent customer-challenge group. You can find more information about the forum and its members here yorkshirewater.com/yorkshire-forum-for-water-customers/



You can contact us in the following ways.

Email: publicaffairs@yorkshirewater.co.uk

Sending comments via our website link: yorkshirewater.com/contactus

Or posting them to us:

**Regulation Department Yorkshire Water,
Livingstone House, Chadwick Street,
Leeds, LS10 1LJ**

Comparing our performance

All water companies have their own set of performance commitments which have been individually developed to meet the needs and concerns of each company's customers. This can make it difficult to compare performance across different water companies, even similar sounding performance commitments can have different definitions.

Discover Water

In recognition of this, Discover Water (discoverwater.co.uk) was launched in 2016 to bring key water company information together in one place for customers. The dashboard provided by Discover Water is a clear and simple source for trustworthy and factual information including how companies are performing against each other in key areas.

Ofwat

Ofwat publish a 'Monitoring financial resilience' document each year using the information published by water companies in their Annual Performance Reports. This report compares the financial resilience and performance of the water sector. ofwat.gov.uk/regulated-companies/company-obligations/monitoring-financial-resilience/

2. Performance highlights

Performance highlights



**AVERAGE BILLS
SECOND LOWEST
IN THE COUNTRY,
INCREASED BY LESS
THAN INFLATION**

(2018/2019: £387)



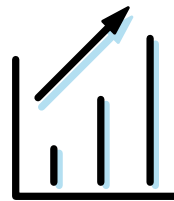
**OPERATING
PROFIT
£212.4m***

(2018/2020: £229.5m) *Including exceptional items



**TOTAL TAX
CONTRIBUTION
£145.2m**

(2018/2019: £131.5m)



**JOINT THIRD HIGHEST
PERFORMING COMPANY
OUT OF ALL THE UTILITIES
IN THE UK CUSTOMER
SATISFACTION SURVEY.
73.7 POINTS
OUT OF 100**

(2018/2019: 76)



**CONTINUING TO
MEET AND EXCEED
OUR PERFORMANCE
COMMITMENTS
22 OF 26**

(2018/2020: 22 out of 26)

**REDUCED
EMISSIONS
BY 80% SINCE 2004/05.
83 KT CO₂E**



(2018/2019: 89 kilotonnes of carbon dioxide equivalent KT CO₂E)



**FIVE NATIONAL
AWARDS
FOR INNOVATIVE
CUSTOMER ENGAGEMENT
CAMPAIGNS**



**MADE FURTHER
IMPROVEMENTS IN OUR
DIVERSITY
PAY GAP REPORT**

3. Understanding our performance








Understanding our performance

What are the customer outcomes and performance commitments?

In 2014, we contacted over 30,000 customers, our regulators and the Yorkshire Forum for Water Customers (the Forum) to ask them what they wanted us to focus on. We used your feedback to define seven key long-term themes, known as customer outcomes, which have formed the basis of our five-year plan, known as our AMP6 2015-2020 business plan. We think it's vital for us to be able to measure and understand whether we're achieving these outcomes in the near and long-term future. So, we've worked with you to identify the right measures of success for each outcome. We've tried to identify measures that meet your needs and the needs of regulators and other stakeholders. So, for each outcome there are several measures, known as performance commitments, and there are 26 of them.


These commitments are our promises to you and we want to make sure you can clearly see how we are performing against them. Our regulator, Ofwat, and the Forum will hold us to account for our performance against these commitments. The diagram below shows our seven customer outcomes and performance commitments.

These are our customer outcomes

						
We provide you with water that is clean and safe to drink	We make sure that you always have enough water	We take care of your wastewater and protect you and the environment from sewer flooding	We protect and improve the water environment	We understand our impact on the wider environment and act responsibly	We provide the level of customer service you expect and value	We keep your bills as low as possible

These are our performance commitments

Drinking water quality compliance	Leakage	Internal flooding	Length of river improved	Energy generation	Quality of customer service (SIM)	Number of people who we help to pay their bill
Corrective actions	Water use	External flooding	Visitor satisfaction		Service commitment failures	Value for money
Drinking water quality contacts	Water supply interruptions	Pollution incidents	Working with others		Overall customer satisfaction	Bad debt
Stability and reliability factor - Water quality	Stability and reliability factor - Water network	Stability and reliability factor - Wastewater network	Bathing water quality	Waste diverted from landfill		
			Land conserved and enhanced			
			Stability and reliability factor - Wastewater quality			

 These performance commitments have an outperformance, or an underperformance payment attached to them

4. Rewards and penalties

What do we mean by penalty or reward?

To make sure that we deliver the performance commitments, there are penalties when we fail to deliver for you which we will refer to as 'underperformance', and rewards if we are able to deliver more which we will refer to as 'outperformance'. We have designed these incentives to reward performance that beats a particular target and to penalise us if our performance falls short. We believe it's important that we focus on delivering these outcomes. As a result, the penalties for underperformance are always greater than the rewards we could earn for outperformance. Not all of our performance commitments have financial incentives, some have only reputational incentives based on how we perform against a target that reflects customers' views of us.

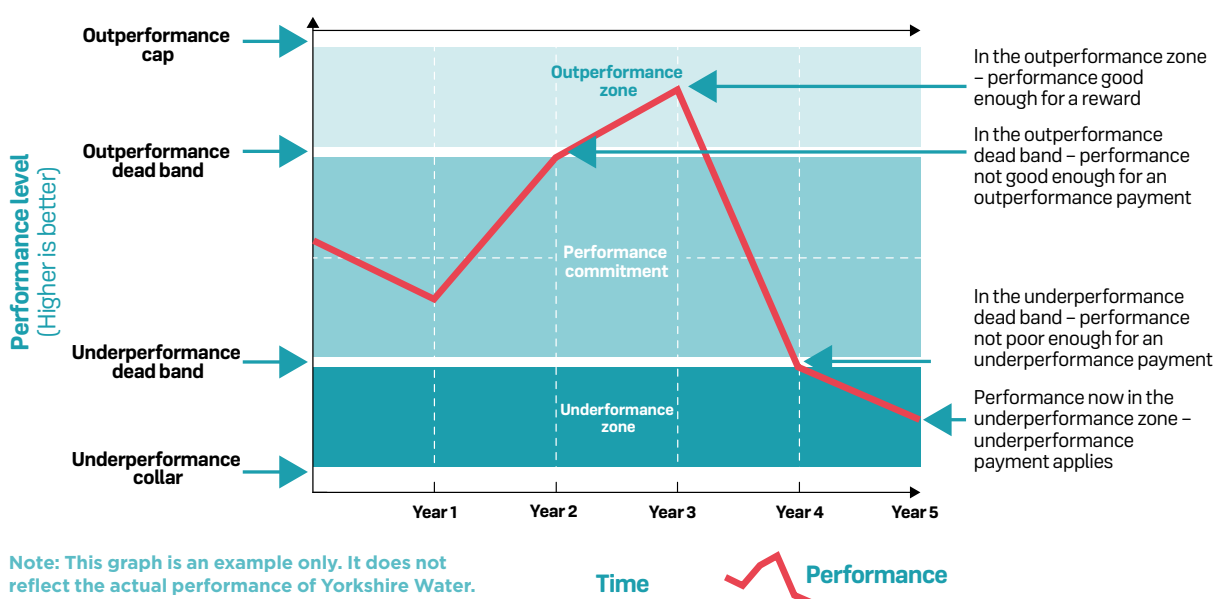
Although performance commitments with a reputational incentive don't offer a reward or penalty, poor or good performance can affect how we are seen as a company, making them just as important.

So, how does it work?

For performance commitments which have a financial incentive, if we outperform (beat the target), we can earn a financial reward (where the performance moves into the outperformance zone as shown on the diagram below) or receive a financial penalty if we underperform (where the performance moves into the underperformance zone).

There is an outperformance cap, which is the maximum outperformance we can achieve in any given year for each performance commitment, and an equivalent limit on underperformance, called a 'collar', which is the most we can be penalised.

There is also an outperformance and underperformance 'dead band'. This acts as a buffer between the target and the outperformance and underperformance zones. This is so that we aren't immediately rewarded or penalised for small moves away from the target, which in some cases can be caused by natural factors, such as the weather.



There is more information about our performance related to underperformance and outperformance payments (penalties and rewards) in our annual performance report – click here: yorkshirewater.com/reports

5. Summary of our performance

Performance commitment table

We achieved 22 out of 26 performance commitments this year. The table below summarises the target and actual performance for each performance commitment. On the next few pages we explain in a little more detail what went well and where we need to improve.

Outcome	Performance Commitment	Unit	2019/2020 Performance Achieved	Our target	Commitment met
We provide you with water that is clean and safe to drink	Drinking water quality compliance	%	99.949%	100%	No
	Corrective action	Number	1 corrective action	Less than or equal to 6	Yes
	Drinking water quality contacts	Number	6,368	Less than or equal to 6,108	No
	Long-term stability and reliability factor of water quality	Classification	Stable	Stable	Yes
We make sure that you always have enough water	Leakage	Megalitres (one million litres) per day	270.8 mega litres per day	Less than or equal to 287.1 mega litres per day	Yes
	Water use	Litres per household per day	135.0 litres per day	Less than or equal to 138.3 litres per day	Yes
	Water-supply interruptions	Minutes	7mins 34secs	Less than or equal to 12 minutes	Yes
	Long-term stability and reliability of water networks	Classification	Stable	Stable	Yes
We take care of your wastewater and protect you and the environment from sewer flooding	Internal flooding	Number	1,602 incidents	Less than or equal to 1,919	Yes
	External flooding	Number	9,139 incidents	Less than or equal to 10,487	Yes
	Pollution incidents (category 1 and 2) - Serious	Number (category 1 and 2)	7 serious incidents	Zero serious pollution incidents	No
	Pollution incidents (category 3 only) - Minor	Number (category 3)	159 minor incidents	Less than or equal to 211 minor incidents	Yes
	Long-term stability and reliability of wastewater networks	Classification	Stable	Stable	Yes
We protect and improve the water environment	Bathing water	Number	16 bathing waters exceeded required standard	More than or equal to 15	Yes
	Working with others	Number	11 solutions	More than or equal to 4	Yes
	Visitor satisfaction	Survey	Published	Survey and publish annually	Yes
	Land conserved and enhanced	Ha.	11,806 hectares	11,736 hectares by 2020	Yes
	Length of river improved	km	459 km	More than or equal to 440km by 2020	Yes
	Long-term stability and reliability of wastewater treatment	Classification	Stable	Stable	Yes
We understand our impact on the wider environment and act responsibly	Waste diverted from landfill	%	99.6%	More than or equal to 95%	Yes
	Generating energy	%	14.6%	More than or equal to 12%	Yes
We provide the level of customer service you expect and value	Measure of customer service - Service Incentive Mechanism (SIM)	Score	83.2	More than or equal to 84.0	No
	Overall customer satisfaction	%	92.1% (AMP6 average)	To improve 2015-2020 performance on average compared to 2010-2015	Yes
	Service commitment failures	Number	12,497 (AMP6 average)	Average of 2015-2020 performance to be less than the average of the last 3 years of 2010-2015	Yes
We keep your bills as low as possible	Helping you pay	Number	35,939 customers helped	Publish annually	Yes
	Bad debt	%	3.06%	Less than or equal to 3.16%	Yes
	Value for money	%	79.6% (AMP6 average)	To improve 2015-2020 performance on average compared to 2010-2015	Yes



Drinking water quality compliance

During the period 2015 to 2019 we set ourselves a very ambitious target of reaching 100% sample compliance with the very high standards set by the Drinking Water Inspectorate (DWI). No water and sewage company in the UK has yet achieved this target. This target remains a continuation of a long term goal and requires us to make improvements in the way we collect, treat, and distribute water from source to tap.

Whilst our water quality remains exceptionally high, in 2019/20 we saw a slight decrease in the sample compliance to 99.949%. The decline in performance was primarily related to an increased number of samples being found to contain raised levels of mains sediments, such as iron, manganese, or turbidity. In addition, the nature of the water quality compliance measure is that the most significant contribution to the overall outcome is the number of audit parameter failures. We had 23 iron related failures in 2019 and 15 in 2018. In depth analysis indicates that the period of most unusual aesthetic metals performance was in January and February 2019. Changes to the condition of mains systems happen slowly, and so it is likely the performance in the first half of 2019 was still influenced by the very unusual weather and demand conditions of 2018.

Drinking water quality contacts

There was a significant reduction in the number of occasions that customers contacted us regarding water quality concerns. Overall, there were 6,368 contacts from customers in 2019/2020, down from

7,964 in 2018/2019. One important factor in this improvement was the reduction in discolouration due to the continuing impact of our flushing programmes. But it was also important that there was a clear drop in the number of tastes or odours noted by customers. This will primarily be due to our steady and carefully controlled operation of our supply grid.

Corrective actions

We investigate every instance of suspected deterioration of water quality, and we share the outcome of our investigations with the DWI as well as local health authorities in Yorkshire. In total there were 26 events investigated in 2019 (calendar year measure), a reduction from 31 in 2018. Most events were associated with third party activity or were the result of private fittings within individual customer properties. Only one of the five events resulted in a recommendation from the DWI. This means that 2019 was our best ever year on this measure and our commitment to have no more than six events with corrective actions was achieved for each of the past five years.

Long-term stability and reliability of water quality

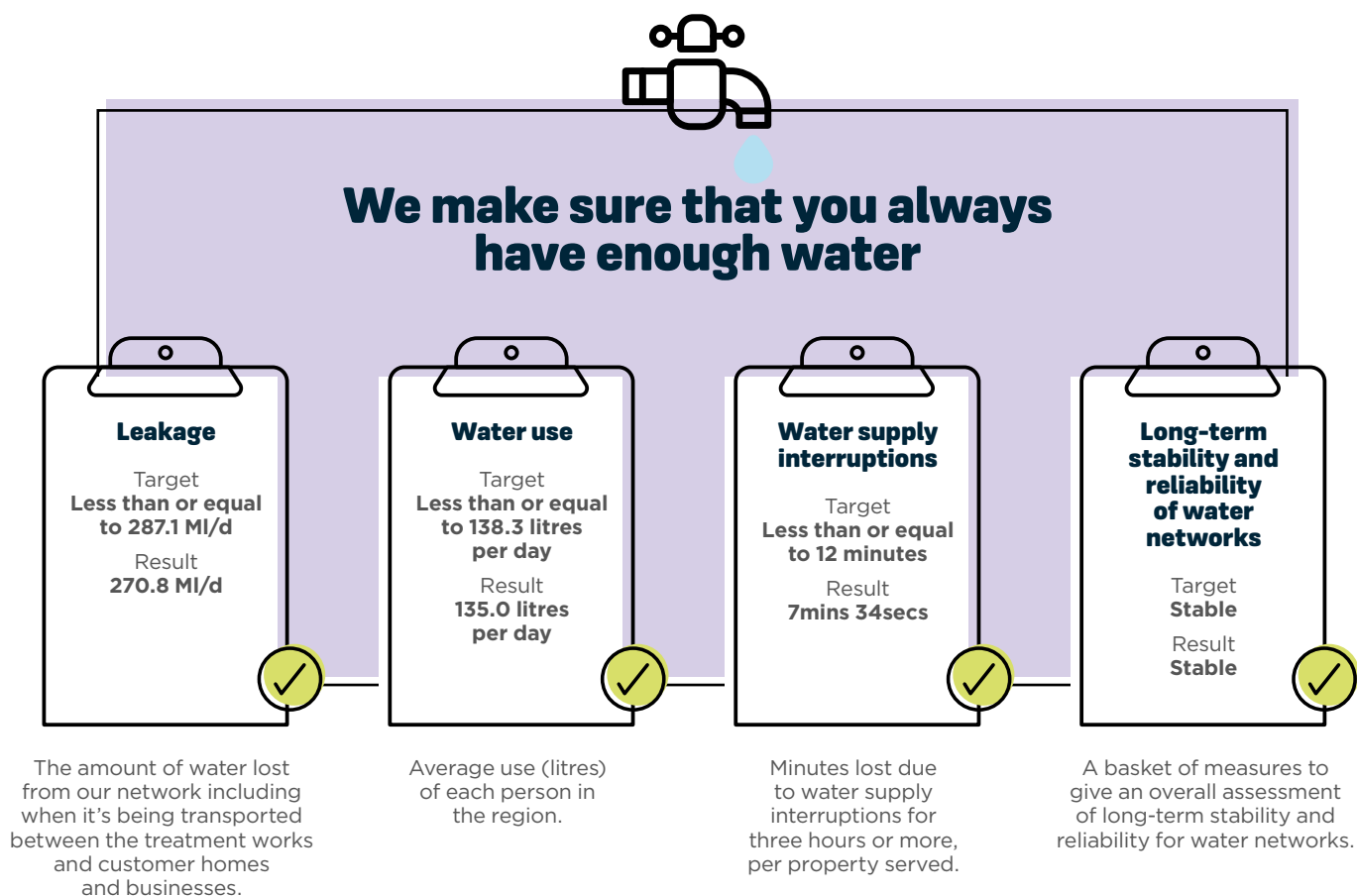
The stability and reliability factor is made up of a basket of measures monitoring water quality of our assets, including the presence of coliform bacteria at our water treatment works and service reservoirs as well as the measure of particles in the water supplied from our sites. We met each of these targets individually, and our overall performance in 2019/2020 has been at our target level of "stable" for five years.



Indicates if we are meeting our regulatory target.



Indicates if we are not meeting our regulatory target.



Leakage

Leakage is the amount of water lost from our network when it's being transported between the treatment works and customer homes or businesses. We actively measure, monitor and reduce leakage as the dominant source of water waste. Over the previous two years, we have increased resources, and improved both technology and data analysis to refine our approach to leakage reduction. This approach ensured that the performance commitment target of 287.1 megalitres per day was achieved with a figure of 270.8 megalitres per day. We reduced leakage by 7.0%. The 2019/2020 performance was our single biggest in-year reduction of leakage when not following an atypical winter, such as those experienced in 2010/2011 and 2018/2019.

Water use

We achieved our performance commitment for water use, with per capita consumption at 135.0 l/h/d in 2019/2020 against a target of 138.3 l/h/d. We achieved this by giving away 21,735 free water saving packs in 2019/2020. We also delivered our "Fit2Save" free home audit and retrofit service to 1,164 household customers. This was delivered to homes in the Halifax, Barnsley and Rotherham areas and we will be offering the service to more customers and to Yorkshire Water colleagues in 2020. As part of our education activities we engage with schools and communities on a wide range of topics including water efficiency.

Water supply interruptions

Interrupting the water supply to customers may be essential to deal with an emergency, or for planned maintenance work, but it is something we aim to reduce as far as possible. Our performance commitment for water-supply interruptions is measured by the average number of minutes that are lost due to interruptions to the water supply (which last three hours or more) for each property we serve. At 7 minutes, 34 seconds, in 2019/2020, we have performed considerably better than the target of 12 minutes.

We recognise that any interruption to water supplies can be critical to some customers. This measure, alongside leakage, was targeted as one of the key performance commitments that we wanted to improve upon over the last two years. The operational measures and capital investments made have enabled sustained performance improvement, which we aim to continue to improve upon over the next five years.

Long-term stability and reliability of water networks

We treat and supply around 1.3 billion litres of drinking water each day, delivered by operating and maintaining our water treatment works and distribution network. Following our investments, Yorkshire has had no service restrictions, such as hosepipe bans, since 1995. In 2019/2020 we have maintained "stable" status in the performance commitment for the stability and reliability of our water networks. The status of this commitment is determined by a basket of six measures which demonstrate the effectiveness of our long term planning and asset management to ensure the resilience and sustainability of our service.



Indicates if we are meeting our regulatory target.



Indicates if we are not meeting our regulatory target.



Internal flooding

In 2019/2020, we again achieved our performance commitment for internal sewer flooding with 1,602 incidents against a target of 1,919. This was 90 incidents fewer than the previous year. We continue to invest in the region's drainage network and reduce the risk from sewer flooding, and we have further increased our proactive maintenance of the sewer network in 2019/2020 removing sewer blockages and maintaining sewer capacity.

External flooding

We know that internal and external sewer flooding of homes is one of the worst things our customers can experience from our activities and we continue to work hard to prevent this happening. In 2019/2020 we met our commitment for external sewer flooding. We continue to play our part in managing flood risk by providing a public drainage network and collaborating with other flood management agencies to support a joined-up approach to both short term incidents and long term plans.

Minor and serious pollution incidents

The Environment Agency class serious pollution incidents as category 1 or 2. Other (or minor) pollution incidents are classed as category 3. The number of category 3 pollution incidents in 2019 achieved our performance commitment (159 versus a target of 211 or fewer). In our 2019 reporting, we have excluded nine consented storm spill events, which would have previously been recorded as minor pollution incidents. The reason these have been excluded in 2019 is due to revised guidance from the Environment Agency. We are disappointed to report that we are above target for category 1 and 2 incidents with seven against a target of zero. Although this is an improved position from 2018, we recognise the need to go further and we are working to achieve the ambitious performance commitment in AMP7. In March 2020 we published our Pollution Incident Reduction Plan for 2020 to 2025. Key actions taken to improve performance in 2020 are detailed in this plan.

Long-term stability and reliability of wastewater networks

We have maintained stable status in the performance commitment for the stability and reliability of our wastewater networks. The status of this commitment is determined by a basket of measures which demonstrates the effectiveness of our long term planning and asset management to ensure the resilience and sustainability of our service.



Indicates if we are meeting our regulatory target.



Indicates if we are not meeting our regulatory target.



We protect and improve the water environment

We collect, treat and return over one billion litres of water safely back into the environment each day. Protecting and improving the water environment is of utmost importance to us.



The number of Yorkshire's bathing-water sites (beaches) that met and went beyond the requirements of the EU bathing water standards.

Survey published measuring satisfaction of visitors with access to our recreational land and visitor facilities.

The number of solutions we deliver through working with other agencies, organisations or individuals. These can be delivered through various measures including joint funding, shared resources, investigations and feasibility studies.

Bathing water

We have achieved our performance commitment to maintain at least 15 beaches at an 'excellent' or 'good' standard. 16 of our 19 designated bathing beaches met these high standards and are going beyond the minimum legal requirement. 2019 has seen an improvement from 'good' to 'excellent' status at four beaches, Robin Hood's Bay, Scarborough North, Reighton and Hornsea. All other beaches have maintained their 2018 status, apart from Tunstall which is unassessed, due to coastal erosion making it unsafe for the Environment Agency to access for sampling. This unassessed beach is reflected in the reduction from 17 to 16 'good' or 'excellent' beaches from 2018/2019. With Bridlington South and Scarborough South remaining Sufficient and Poor respectively, we are continuing to work with the Yorkshire Bathing Water Partnership to investigate and implement measures to improve quality.

Working with others

Working in partnership enables much larger, landscape scale changes to be achieved, thus providing additional benefits to our customers and the environment than working alone.

In 2019/2020 we have outperformed this performance commitment, delivering 11 partnership projects against the target of four. We have worked with more than 25 different organisations to deliver projects which have protected raw water quality, enhanced biodiversity, stored carbon, slowed the flow of flood water, removed barriers to salmon on the River Don, eradicated invasive species, trained up hundreds of volunteers, installed rain gardens at 12 schools, revealed over a thousand previously unknown sites of historical significance in the South Pennines and leveraged significant additional funding for further projects across the region.

Visitor satisfaction

We own approximately 28,000 hectares of land and manage this to protect water quality while also improving biodiversity and providing recreational opportunities. Lots of our land is open to the public and we provide visitor facilities at many of our reservoirs. We have a performance commitment to survey visitor satisfaction at our sites and to publish the results with the most recent surveys reporting 99% of our visitors to be satisfied, or more than satisfied, with their experience.



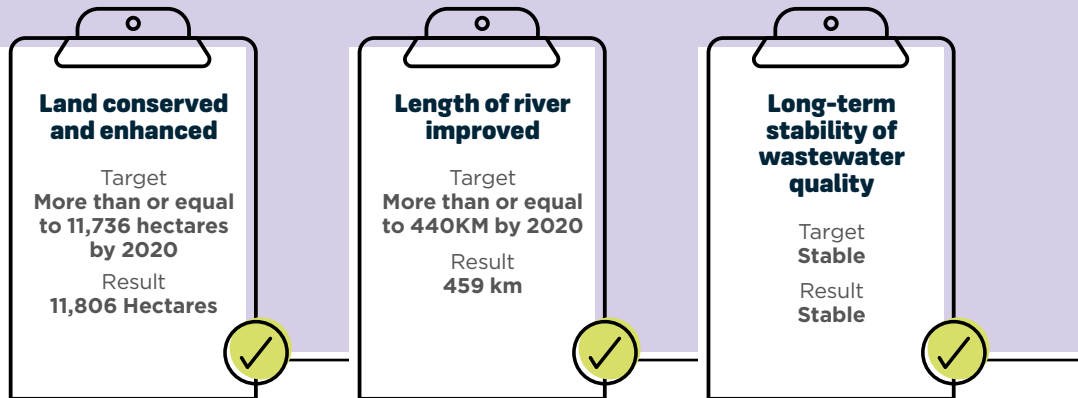
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We protect and improve the water environment



The amount of land in Yorkshire where we play an active role to conserve and improve it. This is a five-year commitment.

The amount of river length in Yorkshire we will improve between 2015-2020. This is a five-year commitment.

A basket of measures to give an overall assessment of long-term stability and reliability in treating wastewater.

Land conserved and enhanced

With approximately 28,000 hectares of land, we are one of the three largest land owners in Yorkshire and one of the top 20 largest landowners in the UK. Our emerging vision for our Land Strategy is: “To meet our core business needs, we will maximise value by owning the right land, in the right places, managed in the right way”. The Yorkshire Land Anchor Network brought together the largest landowners, experts and influencers to define how we can collectively manage land to deliver more for Yorkshire. The strategy will assess international, national, regional and industry strategies and best practice to manage the land we own, primarily for the purposes of water quality and availability, water attenuation, or carbon sequestration. We have developed objectives and initiatives that will be delivered through an Integrated Implementation Plan utilising our innovative Six Capitals approach to sustainable accounting. As AMP6 closes, we are pleased to report that we have delivered our performance commitment to conserve and enhance 11,731 hectares of land featuring sites of special scientific interest, ancient woodlands, river restoration schemes and biodiversity schemes. Overall, the end of AMP6 hectares claimed was 11,806.1.

Length of river improved

We have a performance commitment for the length of river improved, which is split into water and wastewater elements. The definition of this measure is: The length of river in the Yorkshire Water region improved during 2015-2020 against Water Framework Directive component measures. This is an end of AMP6 measure. We are pleased to report that we achieved 107km for water, against a 100km target, and 352km for wastewater, against a 340km target.

Long-term stability of wastewater quality

We collect, treat and return around one billion litres of wastewater safely back to the environment every day. We have maintained “stable” status in the performance commitment for the stability and reliability of our wastewater quality. The status of this commitment is determined by a basket of measures which demonstrate the effectiveness of our long-term planning and asset management to ensure the resilience and sustainability of our service.



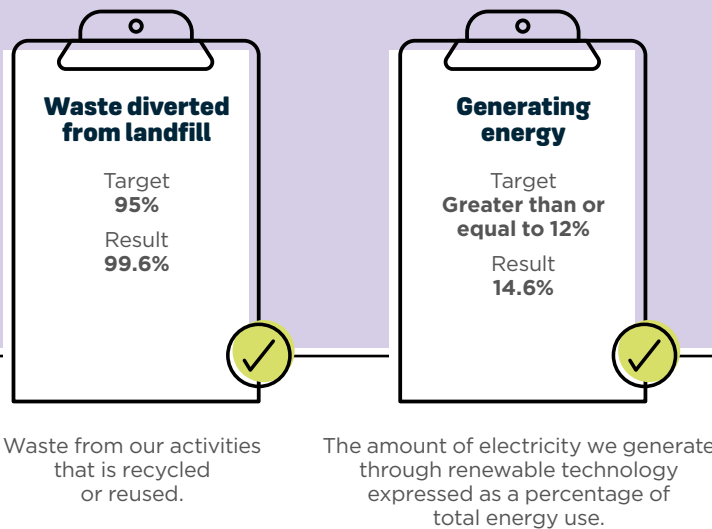
Indicates if we are meeting our regulatory target.



Indicates if we are not meeting our regulatory target.



We understand our impact on the wider environment and act responsibly



Waste diverted from landfill

We continue to advance our work to reduce waste and find innovative ways to take more value from under-used materials and resources such as wastewater, sewage sludge and our operational land. Ongoing success in this performance commitment to divert almost all our waste from landfill serves to demonstrate our strength in this area.

Our approach is based on collaborative engagement with multiple stakeholders because this enables better opportunities than working alone. We are working closely with local authorities, community groups, universities and regional development agencies.

Our flagship resource recovery programme is progressing well at Esholt wastewater treatment works in Bradford. Here we are embracing the principles of circular economies to help further eradicate waste and take more value from under-used resources. We are working with a range of partners on a mix of projects across the large site to deliver an exciting vision for green growth through sustainable homes and businesses that use redundant brownfield land, spare renewable heat and currently unused wastewater.

Energy generation

We are a large consumer of electricity because it is energy intensive to move, manage and treat water and wastewater. We also use smaller amounts of gas and fuel oils in our operations. These forms of energy, especially electricity, are critical to the resilience of our operations and they are amongst our largest operating costs. We continually seek new ways to reduce the amount of energy we need and to keep these operating costs as low as we can. We also produce an increasingly substantial amount of renewable energy to supply our operations, and we purchase only certified renewable electricity from the national grid. Our approach to energy supports our carbon footprint, cost efficiency and resilience.

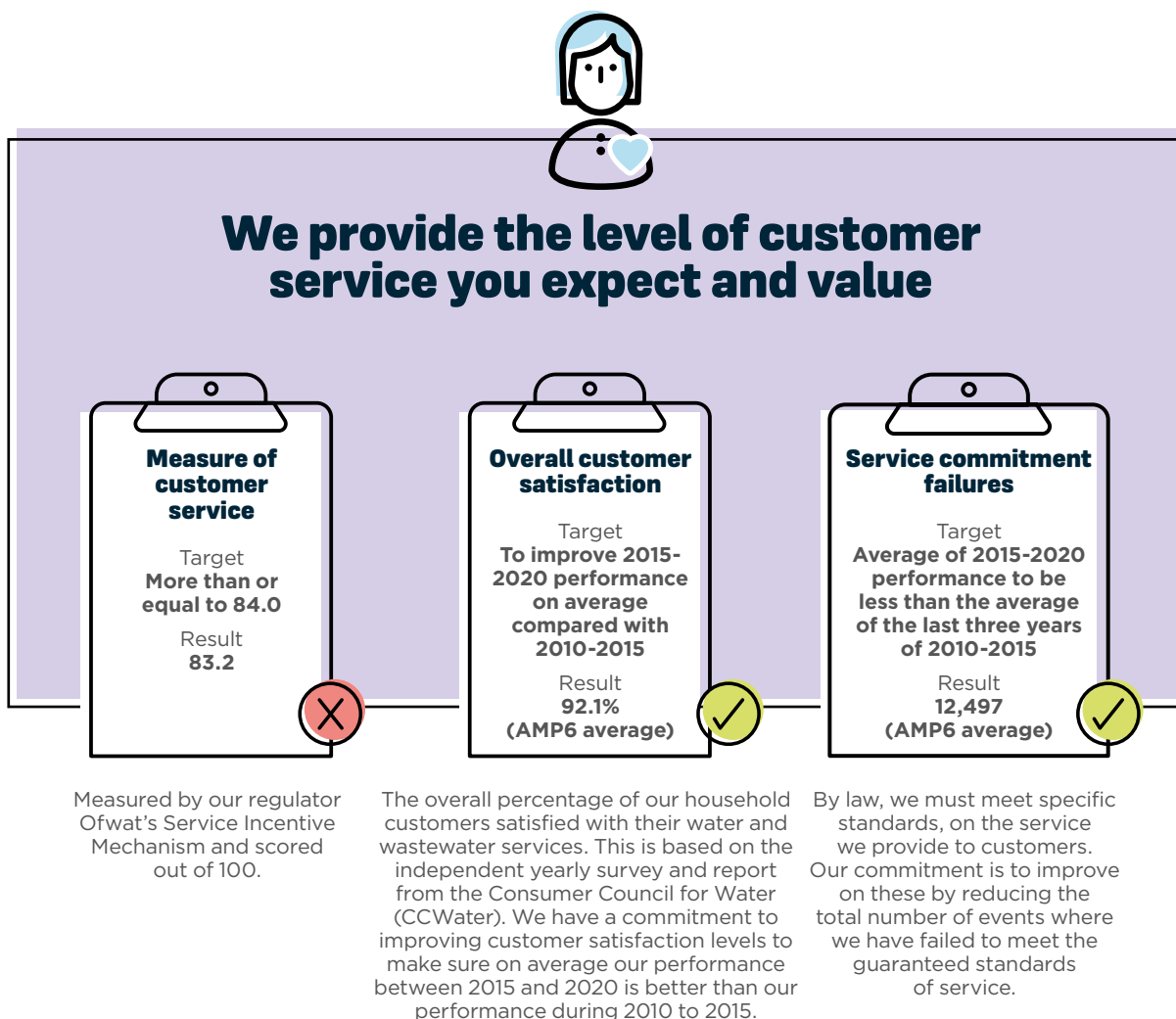
We have been investing in renewable energy for many years and continue to do so. Our latest anaerobic digestion (AD) plant came online in 2019 at our Knostrop treatment works in Leeds. Our AD plant treats the region's sewage sludge to produce biogas which we use to generate green electricity. The new plant at Knostrop provides 55% of the site's electricity needs, equivalent to powering 7,600 homes. This facility along with our other renewables enabled us to generate 86.9 GWh in 2019/2020 which met 14.6% of our total electricity needs. This result met our performance commitment to self-supply at least 12% of our own electricity needs.



Indicates if we are meeting our regulatory target.



Indicates if we are not meeting our regulatory target.



Measure of customer service

The Service Incentive Mechanism (SIM) has been the water industry regulatory measure of customer service since 2010, reporting a score out of a maximum 100 points through an independent assessment of each UK water company. Ofwat are replacing the SIM with a metric called the Customer Measure of Experience (C-Mex) from 2020 onwards and have trialled this in 2019/2020. In these shadow C-Mex surveys we have seen an improvement in overall performance compared to the SIM, ranking sixth out of 17. In the SIM our average score for the four years was 83.2 which left us 11th in the rankings.

Due to the shadow trial of C-Mex in 2019/2020, SIM was not calculated as in previous years and the information was not fully available. In order to provide a comparative score to SIM, Ofwat has provided a proxy calculation. The qualitative element is taken from the C-Mex customer service survey and the quantitative from the number of written complaints only.

The methodology and satisfaction scales in the survey do not match but give an indication of performance in customer experience. The quantitative element of the measure is very different and no longer includes unwanted telephone calls. Direct comparisons are not therefore reliable. The score by this proxy method was 83.2 which is lower than the SIM measurement of 84.0 in 2018/2019.

Overall customer satisfaction

Our customer service is also measured by the Consumer Council for Water (CCWater) through an independent survey of customer satisfaction. The latest results for Yorkshire Water show high levels of overall customer satisfaction: 94% for water services and 90% for wastewater services. Our scores in 2019/2020 show we have improved overall compared to last year and our performance is in line with the previous asset management plan period. The target for this performance commitment is for the average of 2015-2020 (AMP6) performance to be better than average of 2010-2015 (AMP5) performance. The average performance in AMP5 was 92%. Our average performance in AMP6 was 92.1%. We therefore met our regulatory commitment.

Service commitment failures

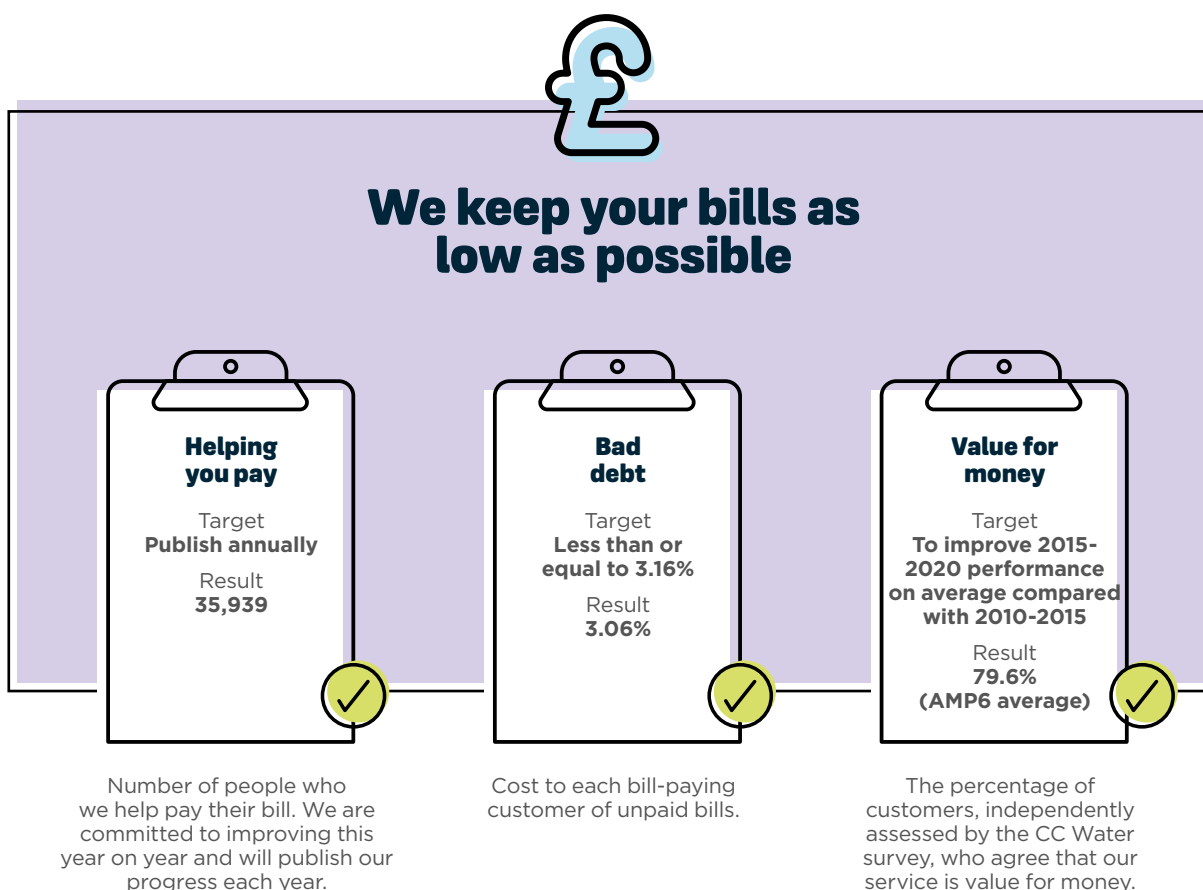
By law, we have to meet specific minimum standards for customer service, such as meeting appointment times. This is called the guaranteed standards of service (GSS). The number of service commitment failures have increased this year from 14,221 to 15,140. Although water supply interruptions have reduced there has been an increase in sewer flooding and failures to keep appointments. However, our performance commitment has been achieved based on the average number in this asset management period (12,497) being less than in the previous period (12,552).



Indicates if we are meeting our regulatory target.



Indicates if we are not meeting our regulatory target.



Helping you pay

We recognise that many customers are struggling with the cost of living. Our customer bills are some of the lowest in the country and we are committed to keeping them low. It is essential that we provide our services as efficiently as possible so that our customers get value for money and feel that our bill is affordable. The price of our bills has always been, and remains, a top priority for our customers. Our average household bill is below the national average at £392 in 2019/2020. This performance commitment refers to all customers we provide financial support to through one of our support schemes. There are two social tariffs, WaterSure and WaterSupport, as well as FreshStart, Resolve, Community Trust, and debt settlements for those customers in debt with their water bills. And, for customers in debt, we may support them by offering a water meter if this would benefit them financially.

We offer financial help through a broad range of support schemes. We have further increased the number of customers we help through our support packages, up from nearly 32,000 customers in 2018/2019 to 35,939 in 2019/2020. By 2025 we aim to increase this number to 83,000. To support this ambition, we will provide £14.5m funded directly from the company through our Community Trust and WaterSupport social tariff.

Bad debt

Non-recovery of customer debt threatens profitability in the short-term and may increase bills for paying customers in the medium to long-term. The Ofwat Price Review process incorporates an allowance in prices for the cost of debt considered to be irrecoverable. To help minimise this cost we operate a range of schemes designed to help customers who genuinely struggle to pay their bill while having strong processes in place for overall debt collection. One of our performance commitments is to make sure the cost to customers of our bad debt is kept at no more than 3.16% of the average bill.

In the year we have maintained our leading approach to debt management, this cost being 3.06% of the average bill in 2019/2020 compared to 3.02% in 2018/2019.

Value for money

Each year, the Consumer Council for Water (CCWater) survey water customers about value for money. Latest results show that 79% of customers agreed our water service was “value for money”, and 80% for our wastewater service. We are pleased to have achieved our performance commitment to improve average satisfaction scores this asset management period compared to the last one, for both water and wastewater services.



Indicates if we are meeting our regulatory target.



Indicates if we are not meeting our regulatory target.

Want to know more?

Here is a link to the Yorkshire Forum for Water Customers independent report on our performance.



Here is a link to our full annual performance report.



Rather see a video on our performance?

Click here for a video on 'our performance – how we're doing' webpage.



Want to know how our performance compares with other water companies?

Click here to view the Discover Water Website.



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