

Our performance at a glance

July 2020





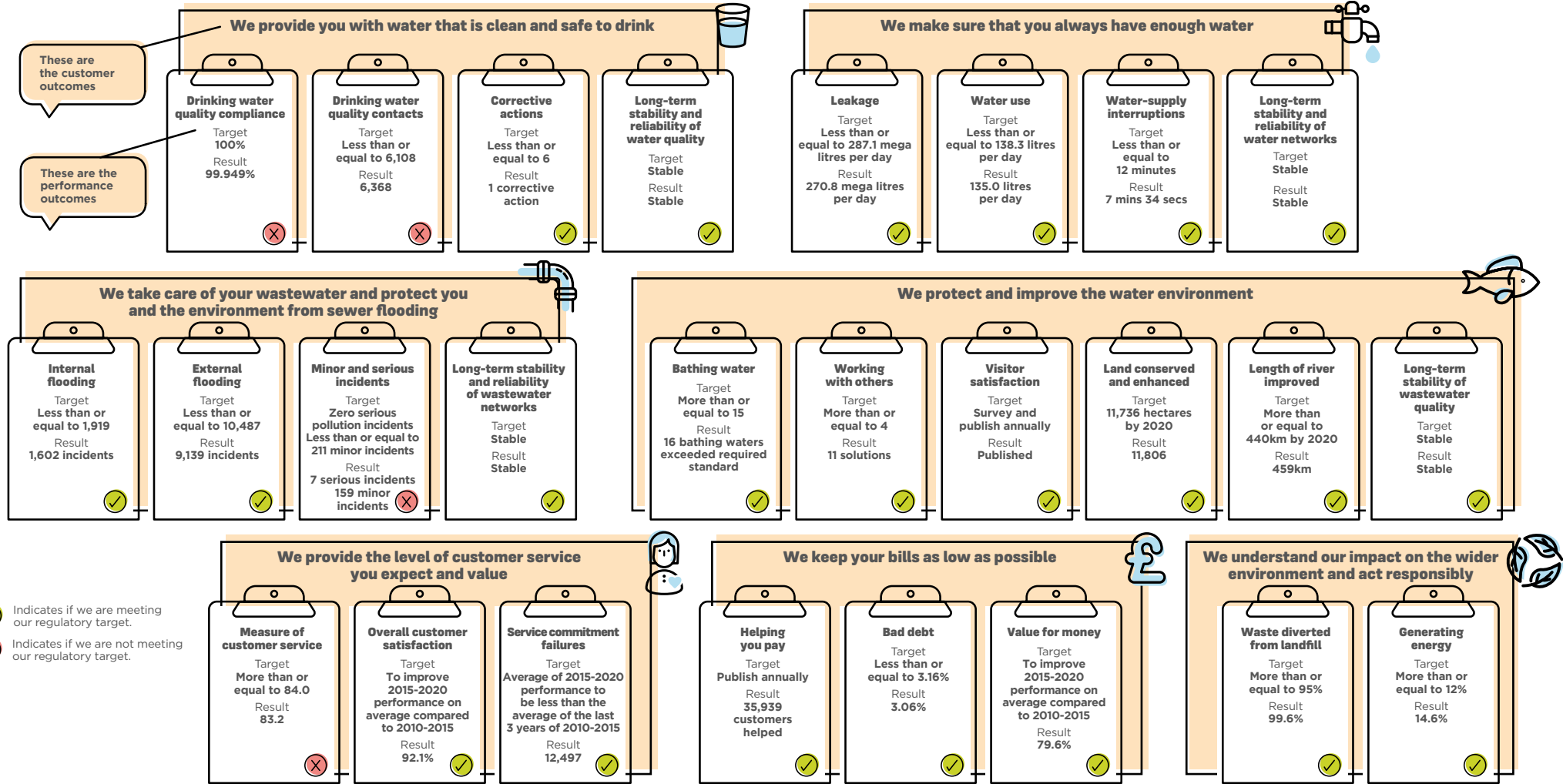
Continuing to meet and better our performance commitments

22 of 26

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.



Get in touch with us:

If you would like to give us feedback on our risks, strengths and weaknesses, please get in touch with us using the details on this page.

Email: publicaffairs@yorkshirewater.co.uk
Website: www.yorkshirewater.com/contactus

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

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