A summary of our performance 2023/2024

Published July 2024

YorkshireWater

How to view this document

1 This button takes you to the previous page.

**2** 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 <u>underlining</u> and **highlighting** them in blue.

Accessibility matters.
That's why we want all of our customers to be able to engage, navigate, and understand our Summary of our performance report.

By using assistive technology like screen readers, text-to-text speech programmes and Braille displays, we can provide equal access to anyone with visual, mobility, or cognitive impairments.

We've taken steps to ensure this document supports additional accessibility needs:

- Screen readers will recite content in a logical order, as well as identifying headers and providing alternative text for images.
- Table of contents and bookmarks to aid navigation.
- Easy-to-read text that's structured using headings, clear paragraphs and tables.
- Comfortable colour contrast.
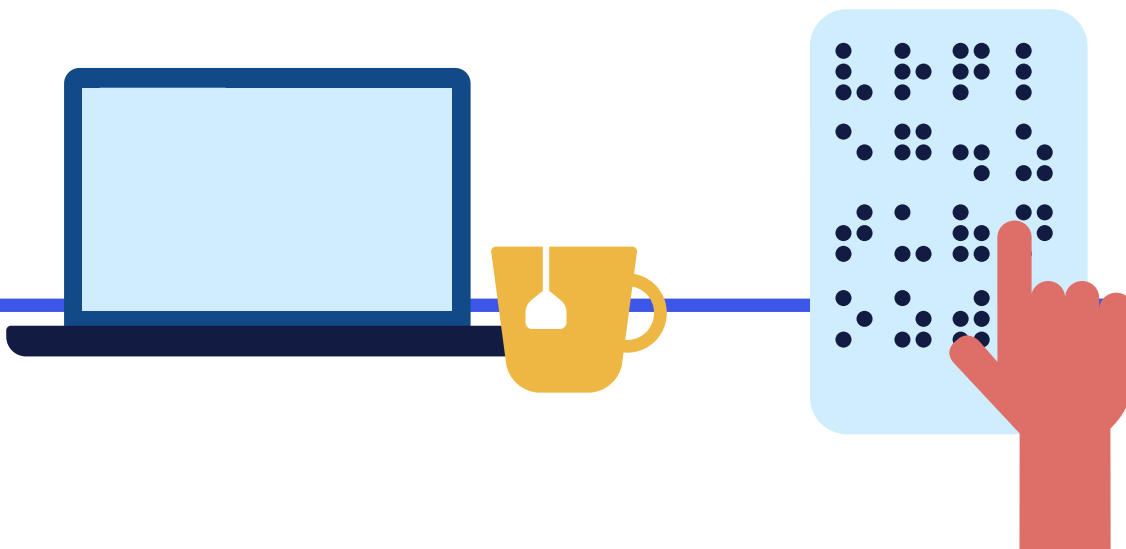
What's in this document?

In this document, we will take you through a summary of how we have performed against our performance commitments in 2023/2024 – 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, Bradford, BD6 2SZ

Before we tell you how we've performed against our performance commitments in 2023/2024, 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
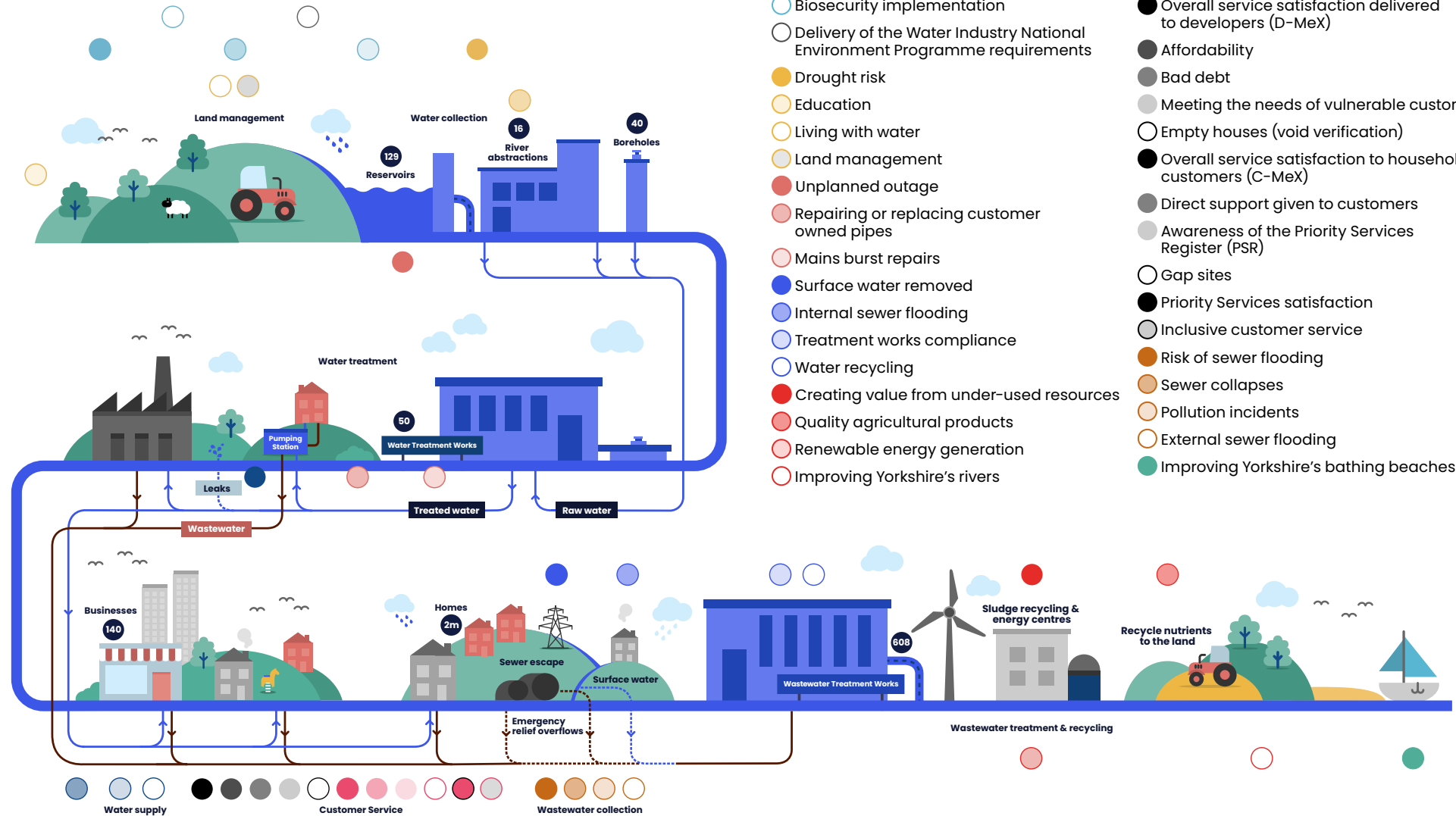
Key to our performance commitments

- Reducing our carbon footprint (x2)
- Integrated Catchment Management
- Land conserved and enhanced
- Solutions delivered by working with others
- Biosecurity implementation
- Delivery of the Water Industry National Environment Programme requirements
- Drought risk
- Education
- Living with water
- Land management
- Unplanned outage
- Repairing or replacing customer owned pipes
- Mains burst repairs
- Surface water removed
- Internal sewer flooding
- Treatment works compliance
- Water recycling
- Creating value from under-used resources
- Quality agricultural products
- Renewable energy generation
- Improving Yorkshire's rivers

- Leakage
- Water usage (per capita consumption)
- Water supply (x3)
- Drinking water quality (x2)
- Overall service satisfaction delivered to developers (D-MeX)
- Affordability
- Bad debt
- Meeting the needs of vulnerable customers
- Empty houses (void verification)
- Overall service satisfaction to household customers (C-MeX)
- Direct support given to customers
- Awareness of the Priority Services Register (PSR)
- Gap sites
- Priority Services satisfaction
- Inclusive customer service
- Risk of sewer flooding
- Sewer collapses
- Pollution incidents
- External sewer flooding
- Improving Yorkshire's bathing beaches

Infographic labels

Land management

Water collection

River abstractions — 16

Boreholes — 40

Reservoirs — 129

Water treatment

Pumping Station

Leaks

Water Treatment Works — 50

Wastewater

Treated water

Raw water

Businesses — 140

Homes — 2m

Sewer escape

Surface water

Emergency relief overflows

Wastewater Treatment Works — 608

Sludge recycling & energy centres

Recycle nutrients to the land

Wastewater treatment & recycling

Water supply

Customer Service

Wastewater collection

How did we perform against our performance commitments?

We achieved 21 of our 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	9.27	✗	£9.526m Penalty
Water supply interruptions	Hours:minutes:seconds (HH:MM:SS) of water supply lost per property per year.	00:05:23	00:10:35	✗	£6.395m Penalty
Leakage	Percentage reduction of leakage from 2019/2020 baseline.	11.70%	12.70%	✓	£431k Reward
Per capita consumption	Percentage reduction of measured water usage, per person, per day, from 2019/2020 baseline.	8.3%	1.0%	✗	n/a
Mains repairs	Number of repairs per 1,000 km of mains.	178.4	175.3	✓	n/a
Unplanned outage	Percentage of peak week production capacity.	3.03%	2.95%	✓	n/a
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%	✗	n/a

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 (in order to meet this performance commitment overall, all three sub measures must be met)	**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;	9.1%	9.2%	✔	n/a
	Attempted contacts: percentage of distinct households on the PSR that the company has actually contacted over a two-year period.	90.0%	107.0%	✔	n/a
	Actual contacts: percentage of distinct households on the PSR that the company has attempted to contact over a two-year period;	35.0%	34.1%	✖	n/a
Internal sewer flooding	Number of internal flooding incidents per 10,000 sewer connections.	1.44	2.78	✖	£11.303m Penalty
Pollution incidents	Number of pollution incidents per 10,000 km of the wastewater network.	22.40	26.21	✖	£2.614m Penalty
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%	5.68%	✔	n/a
Sewer collapses	Number of collapses per 1,000 km of sewer network.	16.11	12.37	✔	n/a
Treatment works compliance	Percentage compliance of our treatment works.	100.00%	99.68%	✖	n/a
C-MeX	Customer service level of service scoring out of 100.	n/a	76.54	✔	n/a
D-MeX	Developer services level of service scoring out of 100.	n/a	83.60	✖	£1.049m Penalty
Working with others	Number of projects completed to 31 March 2023.	30	32	✔	n/a
Land conserved and enhanced	Number of hectares of land conserved or enhanced by land management and biodiversity activities to 31 March 2023.	12,191	11,045	✖	n/a

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	✗	n/a
Length of river improved	Cumulative length of river improved in kilometres to March 2023.	69.7	117.92	✓	n/a
Biosecurity implementation	Cumulative number of pathways where company biosecurity interventions have reduced the risk of that invasive species spread to 31 March 2023.	9	6	✗	n/a
Operational carbon	The percentage reduction in real terms of net operational carbon equivalent emissions from the 2019/2020 baseline.	9.6%	–177.3%	✗	£2.738m Penalty
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	21.1%	✗	n/a
Education	Number of learning hours that Yorkshire Water provides to raise understanding of the value of water.	20,000	29,203	✓	n/a
Creating value from waste	The cumulative value the company creates from resources currently under-used or classified as waste (£m) to 31 March 2023.	20	281	✓	n/a
Water recycling	The volume of water recycled in the company's treatment sites in megalitres per day (Ml/d).	6.04	0	✗	£89k Penalty
Affordability of bills	Percentage of customers who give positive responses to independent survey.	84%	78%	✗	n/a
Direct support given to customers	The number of residential customers who receive financial support through one of the company's approved schemes each year.	79,000	124,396	✓	n/a

Performance commitment	Unit (how it's measured)	Target	Performance (how we did)	Pass or fail	Reward or Penalty
Cost of bad debt	Percentage of the annual bill which represents the cost of unrecovered residential customers' bills ('bad debt').	3.61%	3.39%	✔	n/a
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).	62%	50%	✘	n/a
Priority services satisfaction	Percentage of residential customers on the Priority Services Register who are satisfied with their experience of the Priority Services Register.	92%	81%	✘	n/a
Inclusive customer service	Percentage improvement in the services provided to customers on the company's Priority Services Register (PSR).	16%	24%	✔	n/a
Gap sites	Percentage of gap sites brought into billing within 12 months of identification.	90%	99%	✔	n/a
Managing void properties	Percentage of household served which are classified as void.	3.98%	3.66%	✔	£1.157m 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.	8.9	8.9	✔	n/a
Significant water supply events	Number of supply interruption events lasting for a duration of 12 hours or longer.	12	18	✘	£1.590m Penalty
Low pressure	Number of properties receiving or at risk of receiving pressure below the low pressure reference level.	12	10	✔	n/a
Repairing or replacing customer pipes	Number of residential supply pipe repairs and renewals carried out by the company each year for no charge.	7,687	4,576	✘	£1.397m Penalty

Performance commitment	Unit (how it's measured)	Target	Performance (how we did)	Pass or fail	Reward or Penalty
External sewer flooding	Number of external sewer flooding incidents per year.	6,053	5,873	✔	£1.422m Reward
Bathing water quality	Number of designated bathing waters which exceed the European Union Bathing Water Directive requirements.	18	16	✘	£2.470m Penalty
Surface water management	The cumulative number of hectares (Ha) of surface water run-off removed or reduced to 31 March 2023.	10	8	✘	£10k Penalty
Quality agricultural products	Percentage of biosolids sent to agricultural land that achieves Biosolids Assurance Scheme (BAS) certification.	100%	100%	✔	n/a
Renewable energy generation	The gigawatt-hours of energy generated from the biogas the company produces.	290	297	✔	n/a
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	✔	n/a
Living with water	Amount of money (£m) invested into reducing the risk of internal flooding in the areas of Hull and Haltemprice.	n/a	9.617	✘	n/a

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**

Thank you for reading

YorkshireWater