

An update on our Service Commitment Plan

May 2024



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Introduction

In November 2023, we published our Service Commitment Plan, which can be viewed here: [Yorkshire Water's Service Commitment Plan November 2023](#). The plan looked at each of the areas where Yorkshire Water's performance was identified as lagging and set out where we were at the time, the key factors affecting our performance and our plan to improve performance.

This document provides an update on progress against the Service Commitment Plan and provides information on additional activities we have identified to improve our performance.

Our performance

The water sector operates in 5-year funding cycles, known as Asset Management Periods (AMPs). The current AMP, known as AMP7, runs from 2020 to 2025. During this AMP, we developed a package of 44 performance commitments, 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. Our annual performance report will be published on 15 July 2024 and will provide a detailed update on our performance against our targets in 2023/24.

There are 15 performance commitments that are common measures across the water industry and allow us to see how we are performing in the industry. Within Ofwat's annual Water Company Performance Report, performance comparisons were prioritised on 12 of the 15 common performance commitments, focussed on the measures of key interest to customers. Our Service Commitment Plan focusses on seven of these 12 measures, where our performance is lagging:

1. Customer Service
2. Priority Services Register: Reach
3. Water quality compliance (Compliance Risk Index (CRI))
4. Per capita consumption
5. Water supply interruptions
6. Mains repairs
7. Internal sewer flooding

Our provisional outturn against these main 12 common performance commitments shows that in 2023/24, we have seen an improvement in performance compared to the previous year for eight of these measures and we met our performance commitment levels for five of these measures. The table on the following page summarises our performance and provides an update to the table shared in our November 2023 Service Commitment Plan.

Table 1. This table provides information on our performance against the main 12 common performance commitments, including our provisional outturn for 2023/24. The table provides an update to the table shared in our November 2023 Service Commitment Plan.

Performance Commitment (PC)	Customer Satisfaction (C-Mex Rank)	Priority Services (% Reach)	Leakage (Ml/d)	Per Capita Consumption (l/h/d)	Supply Interruptions (mins:sec)	Water Quality (CRI score)	Mains Repairs (per 1,000km of mains)	Unplanned Outage (%)	Internal Sewer Flooding (per 10,000 sewer connections)	Pollution Incidents (per 10,000km sewer)	Sewer Collapses (per 1,000km of sewer)	Treatment Works Compliance (%)
Actual 2021/22												
Actual 2022/23	Performance declined and we didn't meet target ↓	Improved performance but didn't meet target ↑	Improved and achieved target ↑	Improved performance but didn't meet target ↑	Improved performance but didn't meet target ↑	Performance declined and we didn't meet target ↓	Improved performance but we didn't meet target ↑	Improved and achieved target ↑	Improved performance but didn't meet target ↑	Improved and achieved target ↑	Improved and achieved PC target ↑	Improved and performance within deadband ↑
2023/24 Provisional Outturn	Rank position improved to 9 th place in the industry ↑	Provisional outturn of 9.3%, meeting 9.1% target ↑	Provisional outturn shows improvement and meets target ↑	Forecast Improvement resulting in a reduction in PCC over the AMP ↑	Provisional outturn of 10:42 shows deterioration compared to 2022/23 ↓	Forecast improvement in the last year of the AMP only ↓	Provisional outturn of 172, improvement and meets target ↑	Provisional outturn of 3.14% is improvement but does not meet target ↑	Provisional outturn is 3.1, deterioration and does not meet target ↓	Provisional outturn 26.21, deterioration and does not meet target ↓	Provisional outturn of 9.25, shows improvement and meets target ↑	Provisional outturn 99.04% (within deadband) ↑
Updated Year 5 Forecasts as at April-2024	Forecast to improve ↑	Forecast to meet 10% PSR target ↑	Forecast to maintain or improve ↑	Not forecasting to achieve PC level set pre COVID ↑	Revised forecast of 09 minutes ↑	Not forecasting to hit target ↑	Revised forecast of 202.5 ↓	Forecast to maintain or improve ↑	Not forecasting to hit the target ↑	Forecast to maintain or improve ↑	Forecast to meet target ↓	Forecast to maintain within deadband ↑
Key:	At or better than PC level		Poorer than PC level		↑ Improve or maintain compared to previous year			↓ Decline compared to previous year				

Our service commitment plan

Our Service Commitment Plan focusses on seven of these 12 measures, where our performance is lagging:

1. Customer Service
2. Priority Services Register: Reach
3. Water quality compliance (Compliance Risk Index (CRI))
4. Per capita consumption
5. Water supply interruptions
6. Mains repairs
7. Internal sewer flooding

1. Customer Satisfaction

The Customer Measure of Experience (C-Mex) metric is designed to measure how satisfied our household customers are with the level of service we provide. It's calculated from two surveys in which customers can rate their experience: the Customer Satisfaction Survey and the Customer Experience Survey. This is a new measure for AMP7 (2020 to 2025). We are ranked against 16 other water companies with 1st place being the best performance and 17th place being the bottom.

Although there is not a specific performance commitment level for C-MeX, we have been striving to be ranked in 8th place, as this would be above the median position in the industry.

In 2022/23, we were ranked 11th, but this was a deterioration from historical performance. We are pleased to see that the actions we have put in place to improve performance in 2023/24 have meant that we are now ranked in 9th place. We did not quite meet our ambition of getting to a rank position of 8th, but are pleased to see an improvement on our ranking compared with the previous year. As well as reviewing our position in the industry, we have reviewed overall customer satisfaction scores, which we know have fallen across the industry.

To continue to improve our ranking, and improve the experience our customers receive, we have identified a number of new actions for the final year of this AMP. Appendix 1 contains information on progress against the original actions published in our Service Commitment Plan in November 2023, and provides information on the new actions identified to continue to drive performance improvements.

2. Priority Services Register Reach

The Priority Services Register (PSR) is a free service provided to customers in vulnerable circumstances. This can be a situation which is temporary or permanent and impedes a customers' ability to access or benefit from our services. PSR reach is one element of the PSR performance commitment and shows the percentage of households that the company supplies with water and/or wastewater services that are registered on the company's PSR.

In 2022/23, we had 4.8% of households on our PSR register, against a target of 7.5%. It's important that we continue to identify customers in our region that may need additional support from us and have reviewed who else needs this additional service. As a result, we are really pleased that we have increased the number of customers on the register in 2023/24, with a provisional outturn performance of 9.3%. We will confirm our final assured 2024/25 performance in our Annual Performance Report, which will be published in July 2024.

We have identified some new actions for the final year of this AMP, to ensure we continue to identify those customers that would benefit from being on our register. Appendix 1 contains information on progress against the original actions published in our Service Commitment Plan and the new actions we are working towards in 2024/25.

3. Water Quality Compliance

We test water samples to determine water quality, and the results give us a Compliance Risk Index (CRI) score. A lower score is better. The Water CRI is a measure designed to illustrate the risk arising from treated water compliance failures and does not focus solely on health impacts. Issues such as taste and odour also affect the CRI. CRI is reported on a calendar year basis.

We will confirm our final performance in our Annual Performance Report in July, after publication of the DWI Chief Inspectors Report. Our provisional 2023 performance is estimated to be a CRI score of 9.5. This performance shows a deterioration in performance compared with 2022 and is a negative variance to the Year 4 forecast previously provided in our Service Commitment Plan and in our PR24 Business Plan.

Performance has deteriorated in 2023, primarily due to non-health impacting (no threat to human health) coliform detections at Chellow Heights water treatment works. There has been a lot of investment at Chellow Heights water treatment works and we have included a new action in our Service Commitment Plan linked with the new DWI legal instrument for Chellow Heights.

We continue to forecast a CRI score of 3.5 for Year 5 and are on track to meet this.

Appendix 1 contains information on progress against the original actions published in our Service Commitment Plan in November 2023, and provides information on new actions to drive performance improvements.

4. Per capita consumption

Per Capita Consumption (PCC) is a measure of how much water the average person uses each day. We have targets to reduce water usage each year from our 2019/20 reported baseline level. Our baseline is calculated as an average of 2017/18, 2018/19 and 2019/20 performance expressed in litres per person per day (l/p/d) and only covers household usage.

At the end of 2022/23, we were frontier in reducing PCC and annual performance was lower than baseline years, showing performance is moving in the right direction. Our 2023/24 performance will be reported in our Annual Performance Report, which will be published in July 2024 but we are on track to meet the forecast provided in the Service Commitment Plan. Progress on our actions from the November Service Commitment Plan are detailed in Appendix 1.

5. Water supply interruptions

Water Supply Interruptions measures the average time each property is without a water supply for interruptions lasting more than three hours. We report this in hours, minutes, and seconds.

Our provisional outturn for 2023/24 is 00:10:42, which shows a deterioration in performance and a negative variance to the forecast previously provided. In a modest year for mains repairs, this year has been challenging for supply interruptions, with proportionally more bursts seen on trunk mains. Our actions including mains renewal, a change in ways of working and enhancement to our supply restoration techniques should provide an improvement in performance for the final year of AMP7. We have identified a number of new actions for the final year of this AMP, which can be seen in Appendix 1, alongside an update on progress with the original actions.

We have revised our forecast for Year 5 from 00:07:15 to 00:09:00 following review of historical performance and greater understanding of the challenges being faced.

6. Mains repairs

Mains repairs measures the number of reactive and proactive pipes we repair each year per 1,000km of pipe

In 2022/23, we performed 7,075 mains repairs, which translates to 219.3 repairs made per 1,000km of network. Our provisional performance for 2023/24 shows that we had 172 mains repairs per 1,000km of water main. This performance is an improvement from the previous year and meets our performance commitment level. This data still needs to go through the end of year assurance process and the final outturn position will be confirmed in our Annual Performance Report, that will be published in July 2024.

We have revised our forecast for Year 5 from 211.6 repairs per 1,000km of main to 202.5 repairs, and will continue to strive to meet the performance commitment level whilst continuing to meet leakage reduction.

Progress on actions in our Service Commitment Plan can be seen in Appendix 1.

7. Internal Sewer Flooding

Internal flooding is when an escape from the sewerage system enters a building or passes below a suspended floor. This measure reports the number of internal sewer flooding events each year per 10,000 sewer connections (there were 2,363,300 sewer connections reported in 2022/23). This measure does include events that are caused by severe weather.

We know that internal flooding incidents have a big impact on the lives of our customers, and we understand how unpleasant these events can be. It's important to us that we reduce these incidents and the effect they have on our customers.

In 2022/23, we reported 2.67 internal sewer flooding events per 10,000 sewer connections. Our provisional outturn for 2023/24 is 734 internal sewer flooding incidents, equal to approximately 3.11 incidents per connected property, which disappointingly shows a deterioration on our previous years' performance and shows a negative variance to the Year 4 forecast previously provided in our Service Commitment Plan and in our PR24 Business Plan. This year has been particularly challenging with rainfall above historic averages and a large number of storms in quick succession.

We know that 60% of our internal sewer flooding events is caused by a blockage. We have identified a number of new actions for the final year of this AMP. These focus around improving our predictions of where blockages may form, prevention of blockages along with customer education and improving our speed of response following an incident. Appendix 1 contains information on progress against the original actions published in our Service Commitment Plan in November 2023, and provides information on the new actions identified to continue to drive performance improvements.

Next steps

We know we have a challenging year ahead delivering for our customers and the environment. We have added 24 new actions into our Service Commitment Plan to highlight and provide focus on the activity taking place to improve our performance.

Yorkshire Water Board takes full and collective responsibility and ownership of this plan. The Board has reviewed and challenged the forecasted performance and the action being taken to achieve this. The Board intends this plan to be stretching and ambitious, yet also achievable and realistic.

Delivery of the action plan and the initiatives will be scrutinised by Board on an ongoing basis as part of receiving regular operational performance updates from the management team.

2023/24 performance will be assured, confirmed and reported in our Annual Performance Report on 15 July 2024, which will be published on this website: [Yorkshire Water - Reports](#). Following the APR, further updates will be made to our Service Commitment Plan if required, taking into account feedback we have received from our customers through research we have recently undertaken on our published plan.

Appendix 1: Service Commitment Plan Actions

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Customer satisfaction	C-MeX-001	Continue to increase online self-service options allowing customers to interact in their channel of choice and giving customers end to end visibility of their job progress from report through to resolution without needing to call us. Six journeys are now live with another two due before the end of March 2024.	Mar-24	Complete	100%	Customers can now report a problem through online self-serve channels for eight of our key issue types. Approximately 25% - 30% of our contacts for these journeys are now completed via the on-line capability.
Customer satisfaction	C-MeX-002	Improve the time to answer the phone, aiming for 70% of all calls to be answered within two minutes.	Mar-24	Complete	100%	We are achieving answering 70% of our calls within two minutes.
Customer satisfaction	C-MeX-003	Implement new case management system for billing, simplifying and automating customer journeys	Dec-23	Complete	100%	Microsoft Dynamics was rolled out in December 2023. Colleagues are finding it easier to capture and provide the right information and customer satisfaction scores increasing.
Customer satisfaction	C-MeX-004	Training for all scheduling colleagues on customer communications through the journey, keeping customers informed of any changes or delays	Dec-23	Complete	100%	Our teams are now using 'two-way-text' capability to communicate any changes in the commitments made to customers. This helps customers to stay informed and get updates without needing to call us.

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Customer satisfaction	C-MeX-005	Remove all private work from wastewater allowing more capacity for Yorkshire Water work. Please note this links with ISF-010.	Mar-24	Complete	100%	Operations 2.0 is a model approach to trial new ways of working, enhancing the customer experience and improving business performance. Within this programme, is better identification of private issues at the first point of contact. This has helped reduce the amount of private work we are undertaking. This action has been marked completed with a new specific action for Year 5, please see ISF-012.
Customer satisfaction	C-MeX-006	Improve the speed of resolution of complaints	Mar-24	Complete	100%	Measures are in place to help us proactively identify and manage customer cases which are showing drivers of dissatisfaction. These are helping ensure that we take every opportunity to achieve commitments that we make to our customers, providing them with the best possible service. Please see the new action C-MeX-013.
Customer satisfaction	C-MeX-007	Improve communication and engagement with customers impacted by our operational work.	Mar-25	In Progress	75%	We send customers a link to the website on every message and update information on their every hour. The action has been extended to allow for Year 5 activity. We are recruiting four Customer Experience Leads to manage complex customer issues through to resolution. These specialists will be available to meet with customers and communities to engage face to face on some of the complex challenges faced. The leads will be assigned a region so that they know their customer base and the specific regional challenges being experienced by customers. Recruitment is underway with inductions and onboarding planned May 2024.

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Customer satisfaction	C-MeX-008	Embedding a Performance Excellence organisational culture, which will motivate colleagues to continuously identify and deliver improvements that directly benefit customers.	Continuous improvement	Complete	100%	Performance Excellence (known as PEX for short) is a joined-up approach that brings colleagues together to continually improve our ways of working making tasks easier for our teams. The approach is now in place and this has changed how we look at issues facing our processes and impacting our customers. This is in place and the action is complete but realisation of benefits will come over time.
Customer satisfaction	C-MeX-009	Innovate, identify, test, learn and deploy improved ways of working to drive productivity, specifically looking at the primary source of customer driven work and improving response times with the aim to improve the customer experience overall. Please note this links with ISF-008.	Mar-25	Complete	100%	We are trialling a new operating model to improve response times and repeat rates. We are also trialling using telemetry devices to remove the need for cyclical maintenance. This action has been closed and replaced with ISF-012.
Customer satisfaction	NEW C-MeX-010	Under the Yorkshire Water 360 programme, updating our critical customer and operational systems and processes, making it easier for colleagues to make the right decisions, at the right time, right first time for the customer. A pilot will be rolled out in 2024/25 alongside the Operations 2.0 programme. A key milestone for 2024/25 is to pilot the new CRM system by the end of the summer 2024.	Mar-25	In Progress	10%	This programme will see the integration of our new systems, and the replacement of ones we currently use to track and schedule work (like ICE, Odyssey and Advantex) helping our colleagues to have an end-to-end view of where a customer is in their journey with us and the operational work flow. Colleagues can use their knowledge to improve the service we deliver as well as make better decisions when it comes to our assets.
Customer satisfaction	NEW C-MeX-011	Action learning from the CCW/Ofwat joint incident research project from the Goole incident, November 2023	Jun-24	In Progress	10%	Our internal debrief and learning review was completed in December 2023. We are now re-opening the review to incorporate and align the lessons identified and learning points outlined in the research report, which was published on 2 April 2024.

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Customer satisfaction	NEW C-MeX-012	Implement a new operating model for the management of operational customer queries via social media channels from a blended model across the contact centre team with over 90 agents managing this channel as well as telephony, to a dedicated and specialised operational social media function.	Jul-24	In Progress	80%	The new operating model has been implemented. So far we've seen a 67% decrease in the average first response time to customers and a 98% decrease in the average handle time of social media queries. The overall resolution time for social media contacts has improved by 67% and we're consistently outperforming our internal four hour SLA.
Customer satisfaction	NEW C-MeX-013	Implement customer recovery triggers to proactively identify and manage customer cases which are showing drivers of dissatisfaction	Aug-24	In Progress	50%	Triggers have been developed and piloted on both water and wastewater journeys. Triggers include: case age >14 days, multiple field visits, multiple follow on contacts, low Csat scores. Proactive identification of these cases help us intervene and get customers into a dedicated case management pathway with operational escalation routes.
Customer satisfaction	NEW C-MeX-014	Implementation of the first phase of our Digital Customer Experience strategy - addressing known pain points in customer self-service journeys to enable easier experiences.	Aug-24	In Progress	10%	We have added this action to show the activity taking place in Year 5 to drive improvements in performance.
Priority services register (PSR) reach	PSR-001	Train all front line field teams and partners to spot vulnerability and offer a doorstep PSR sign up service	01/06/2024 then ongoing	In Progress	60%	We completed a gap analysis of current training for Field Operations and Contact Centre. Training is being delivered. This has been assured recently through our successful accreditation with British Standard ISO 22458 on Customer Vulnerability.

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Priority services register (PSR) reach	PSR-002	Continue to work with the cross-industry groups to maximise the data sharing with Distribution Network Operators (DNOs), which we embedded in Q1 2023-24. By end March 2024, we understand that the energy suppliers will also be in a position to share data with water companies. Also continue to support phase 2 of the energy data sharing programme in which we are scoping solutions for managing the data exceptions all companies are experiencing since commencing data sharing. This aims in 2024-25 to move towards an industry-wide data sharing solution.	Mar-25	In Progress	50%	Data sharing with DNOs embedded and implemented in our business as usual operations. Phase 2 of receiving energy supplier information is dependent on Ofgem mandated changes to legal basis for energy sector. This has progressed but due to expected volume and data exceptions, this is being progressed as an industry supported by WaterUK. We expect this to be embedded by the end of 2024-25.
Priority services register (PSR) reach	PSR-003	Ensure all WaterSure medical customers are included within the Priority Services Register	Mar-24	Complete	100%	All WaterSure Medical customers are now included on the PSR bottled water service and communication has been made to these customers.
Priority services register (PSR) reach	PSR-004	Continued advertising of services through media and community engagement work.	Ongoing	Complete	100%	We have marked this action as complete as we have now embedded PSR within marketing and community engagement activity as part of business as usual operations. Most recently, our annual billing messaging has included communication on PSR which provides increase visibility that we have a PSR and the type of support we are able to provide should customers need it.

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Priority services register (PSR) reach	PSR-005	Build a more robust model for temporary alternative water supplies during an incident. See also the action WSILMR-012.	2025-2030	In Progress	75%	Dedicated Customer Incident Team now operational providing a bespoke service for proactive bottled water deliveries to PSR customers during water supply interruptions. Improvement from 9% SLA compliance of deliveries within 5 hours to an average of 90%. Further improvements in train following investment in our customer incident response vehicle which will improve onsite presence and customer support for operational incidents. Assured externally through our recent successful accreditation with ISO-22458. TAWs (Temporary Alternative Water Supply) contract retender on track for October delivery.
Priority services register (PSR) reach	NEW PSR-006	Action learning from the CCW/Ofwat joint incident research project from the Goole incident, November 2023. Repeated action - see also C-MeX-011.	Jun-24	In Progress	10%	Our internal debrief and learning review from the incident was completed in December 2023. We are now re-opening the review to incorporate and align the lessons identified and learning points outlined in the research report, which was published on 2 April 2024.
Priority services register (PSR) reach	NEW PSR-007	In support of compliance with the new customer-focused licence condition, we are creating and publishing the draft version of our vulnerable customer strategy, which will set out our objectives and approach for supporting those with extra help needs.	Jun-24	In Progress	25%	We have added this action to our plan to show the activity taking place in Year 5 to drive improvements in performance.
Priority services register (PSR) reach	NEW PSR-008	Attain ISO22458 accreditation which is the international standard for inclusive service. In achieving this accreditation we will be ensuring that our services are delivered in the right way to meet the extra help needs of our customers	Mar-24	Complete	100%	This is a new action on our plan and it has already been completed. But, we thought it was a critical addition to our activities and worth mentioning in this plan.

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Drinking water compliance	DWC-001	Deliver on the current programme of Drinking Water Inspectorate (DWI) legal instruments and quality outputs for 7 Water Treatment Works (WTWs) to reduce crypto (2 sites), taste & odour (3 sites) and disinfection by-products (5 sites)	Mar-25	In Progress	60%	Upgrades to three WTWs have been completed, addressing the risk of disinfection by-products and taste and odour. The latest site that was upgraded for this was Chellow Heights. Remaining sites are progressing.
Drinking water compliance	DWC-002	Deliver on the current programme of DWI legal instruments and quality outputs for discolouration across 16 Water Supply Zones (WSZs) to reduce discolouration contacts and the subsequent complaints	Mar-25	In Progress	75%	This has been completed for the first group of 10 WSZs.
Drinking water compliance	DWC-003	Deliver on the current programme of DWI legal instruments and quality outputs for resilience to protect integrity of treatment processes and prevent unplanned outage (14 sites)	Mar-25	In Progress	50%	There are two phases to this programme. Phase 1 was due for completion by the end of March 2024. There were eight sites in this first phase. Three sites are fully completed and tested. The remaining five sites have had installation of physical elements and now software resilience testing is underway. Phase two includes six sites, due for completion by March 2025. Expectation is that March 2025 deadline will be met.
Drinking water compliance	DWC-004	Deliver on the current programme of DWI legal instruments and quality outputs for clean water process tanks and reservoirs to improve resilience and reduce ingress (850 tanks), this will also target improving bacterial failures	Mar-25	In Progress	50%	Wide ranging combination of activity related to site external inspection, remediation of issues related to overflows and washouts, and inspection of tanks. We surveyed all of our water treatment works sites to ensure all process tanks were included on the internal inspection programme. We've rolled out updated process and training to include feedback on site visits by operational teams. Throughout the next year, we will continue to deliver activities supporting these legal instruments.

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Drinking water compliance	DWC-005	Our drinking water safety planning led barrier approach has highlighted assets which we are investing in to improve performance and mitigate against WQ compliance risk –such as the refurbishment of Rapid Gravity Filters (RGFs) at 6 WTWs, chemical dosing improvements, rebuild of Boston Park service reservoir, trunk main conditioning for discolouration and replacement of mains where WQ parameter exceedance is highlighted in the network.	Mar-25	In Progress	100%	We continue to work on a diverse combination of risk based interventions to address water quality risks. This has included chemical dosing improvements, trunk main conditioning and mains replacements. This is now incorporated into our business as usual activity plans or covered by other legal instruments and therefore this action has been marked as complete.
Drinking water compliance	DWC-006	The 'Water Quality at Heart' programme –a maintain and enhance programme covering awareness & communication, training & capability, policy & process, and assets & performance.	Ongoing continuous improvement	In Progress	20%	This programme has been aligned with activity taking place under the new company compliance programme. A new compliance framework will be embedded by March 2025, covering ownership, policies and processes, training and awareness and assurance.
Drinking water compliance	DWC-007	Submission and enacting our AMP8 (2025 to 2030) and long term water quality statement provided to the DWI on 31st January 2023, followed by our lead strategy in March 2023.	AMP8	In Progress	5%	Yorkshire Water considers these activities to be really important we have brought forward the activity and starting them ahead of 2025 and AMP8. Investigations for three of the four water treatment works in the plan have started.
Drinking water compliance	DWC-008	An increased mains renewal programme within our AMP8 (2025 to 2030) submission to target multiple benefits to asset health and improve both iron and aesthetic failure in our distribution network. This links with action WSILMR-007	AMP8	Not Started	0%	Action due to start commencing 2025

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Drinking water compliance	NEW DWC-009	Installation of particle counters at 26 coagulation water treatment works to improve the data available and allow a more proactive prevention of microbiological issues.	Mar-25	In Progress	10%	We have added this action to our plan to show the activity taking place in Year 5 to drive improvements in performance.
Drinking water compliance	NEW DWC-010	Identify the key air valve assets of greatest risk of ingress and develop and implement a new cyclical programme to assess these critical assets on a routine basis over a planned two-year programme.	Jan-27	In Progress	15%	We have added this action to our plan to show activity to drive improvements in performance. The routine programme started in January 2024 and is planned for an initial two-year period.
Drinking water compliance	NEW DWC-011	Implementation of an enhanced cyclical flushing programme to ensure annual reviews, analysis of data and optimisation of plans to reduce risk of discolouration and improve drinking water contact performance.	Mar-25	In Progress	15%	We have added this action to our plan to show activity to drive improvements in performance in Year 5.
Drinking water compliance	NEW DWC-012	Utilising information from a model from Sheffield University and other data inputs available, develop and then deliver an annual DMA flushing programme to prioritise areas of greatest risk and deliver improved aesthetic quality of drinking water.	Mar-25	In Progress	25%	We have added this action to our plan to show the activity taking place in Year 5 to drive improvements in performance.
Drinking water compliance	NEW DWC-013	Deliver on the new Legal Instrument covering Chellow Heights. This contains a series of activities for enhanced sample monitoring of raw, processed and treated water, the inspection of process tanks, the refurbishment of rapid gravity filters (RGFs) and the implementation of advanced online monitors (particle counter and flow cytometer).	Jul-25	In Progress	50%	This legal instrument was given on 12th March 2024. Sampling has already been implemented and online monitoring has been taking place on a continuous basis. This provides us with a rich dataset from which to proactively respond quickly to issues arising. Inspections have started on all of the tanks. Eight of the 14 filters have been refurbished.

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Per capita consumption	PCC-001	Flow regulator trial on 1000 metered household properties in an area of Leeds ongoing with the aim to reduce consumption as a hard measure.	Mar-25	In Progress	100%	All flow regulators have now been installed. The action date has been extended to incorporate benefit realisation, which is now underway to determine the demand reduction benefits.
Per capita consumption	PCC-002	Water Efficiency Home Audit trial to commence in February 2024 which encompasses 1500 home audits to be conducted on metered household properties in areas of Yorkshire where we experience high consumption.	Feb-25	In Progress	20%	Water efficiency home audit trial commenced in Feb-24. Where we have managed to undertake an audit, we provide the customer with as much useful information as possible to help aid their understanding of their consumption and identify any opportunities to save water. Where beneficial for our customers, our engineers will install some of our water efficiency products that we offer our customers.
Per capita consumption	PCC-003	Finalisation of the two smart DMAs in Longwood which will have 100% meter penetration on all properties (unmeasured household properties billing mechanism unchanged) so a water balance can be conducted at DMA level so we can quantify leakage and consumption in these DMAs.	Mar-24	In Progress	80%	Meters installed on approximately 80% of the households in the smart DMAs in Longwood. The project is still ongoing and behind forecast due to operational challenges on site. Projected completion date now around end of May-24.
Water Supply Interruptions , Leakage & Mains Repairs	WSILMR-001	Additional network pressure monitoring and optimisation through the installation of 1,200 smart pressure control devices and alert tools to help reduce interruptions in turn supporting improved response and recovery where they do still occur. The objective is to reduce the number of mains repairs, leakage and supply interruptions through these installations.	Dec-23	Complete	100%	All 1200 controllers now installed with focus shifting to ensure we optimise the controls. This installation has meant that Yorkshire Water now has the largest pressure reducing valve (PRV) controller fleet in the UK. Our aim with this activity is to reduce pressure in meters per head, which will in turn reduce bursts and levels of leakage.

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Water Supply Interruptions , Leakage & Mains Repairs	WSILMR-002	We're investing £10m from our Smart Networks and Metering programme in additional pressure management to reduce network failures and reactive mains repairs which impact on customers.	Mar-25	In Progress	50%	Optimisation of the solutions is taking place and the roll out of new solutions continues.
Water Supply Interruptions , Leakage & Mains Repairs	WSILMR-003	Enhancing our Active Leakage Control (ALC) in troublesome DMAs through new ways of working with technology and service partners to reduce network failures and leakage to new low levels in 60 DMA's.	Mar-25	In Progress	60%	A live hydraulic model allows us to understand root causes of performance, supports asset management decision making and supports swift response to issues arising. Over last 2 years, this project has supported the reduction in leakage by 3.5 Ml/d across these 60 DMAs. From April 2024, this project has expanded to 120 DMAs, which will represent 11% of our leakage in 4% of DMAs.
Water Supply Interruptions , Leakage & Mains Repairs	WSILMR-004	Consolidation of all field resource into one area is expected to create further improvements with a review of all Networks staff underway to improve availability and response times. Improved ways of working through water network modernisation ensuring the network and colleagues are available to respond to customers when they need it.	Mar-25	In Progress	5%	We have completed the demand and capacity modelling of the new Operational structure and are now moving into the delivery phase.

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Water Supply Interruptions , Leakage & Mains Repairs	WSILMR-005	As of September 2023, all meters being installed are smart, with currently ~35K smart meters installed. We have developed the capabilities to understand customer side leakage and are implementing the processes to reduce leakage through the data provided by smart meters. Smart meter data will also be used to enhance consumption and night use models	Commence 2025	In Progress	50%	Over 53,000 smart meters have been installed. We need to ensure we leverage the benefits from smart meters to support reducing PCC, household demand and leakage. Smart meters have enabled us to communicate with customers that potentially have a leak on their property, with approximately 39% of all contacted self-fixing the issue identified. A provider is in place to support vulnerable customers and we will fix the issue on their behalf. We are utilising two way text and outbound calls to aid repair completion. We are also ensuring our systems are ready for replacement of 1.4m meters with smart meters.
Water Supply Interruptions , Leakage & Mains Repairs	WSILMR-006	An increased mains renewal programme within our AMP8 (2025 to 2030) submission to target multiple benefits to asset health and reduce leakage, mains repairs and interruptions will improve our resilience, mitigate risks and improve performance	AMP8	Not Started	0%	Action due to start commencing 2025
Water Supply Interruptions , Leakage & Mains Repairs	WSILMR-007	A site and location specific water resilience programme within our AMP8 (2025 to 2030) submission to target areas vulnerable to asset outage, mains failure and external shocks will enable us to mitigate the risks associated with supply interruptions and improve performance to the median position within AMP8 (2025 to 2030).	AMP8	Not Started	0%	Action due to start commencing 2025

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Water Supply Interruptions , Leakage & Mains Repairs	NEW WSILMR-009	Investment in the acoustic logging fleet with the latest generation of equipment, will drive efficiency improvements in cost of leakage find activities. Through FY24/25, Yorkshire Water will continue to invest in new generation loggers and will work with the supply chain to ensure new analytical features are obtained and utilised.	Mar-25	In Progress	40%	We have added this action to our plan to show the activity taking place in Year 5 to drive improvements in performance. A new team structure and process has been implemented in April 2024 to better leverage acoustic logger information to support leakage find & fix.
Water Supply Interruptions , Leakage & Mains Repairs	NEW WSILMR-010	Completion of non-destructive assessments of water network remaining asset life, to enrich data available in supporting the right asset management decision for improving performance within a DMA, e.g. additional pressure management, redesign the hydraulics, mains renewal.	Mar-25	In Progress	50%	We have added this action to our plan to show the activity taking place in Year 5 to drive improvements in performance. We have completed our field work for the trial and are working with suppliers to interpret the remaining asset life results. We will subsequently develop a strategy for the utilisation of this information in our forward mains renewal programmes if the trial results are positive and provides actionable insight.
Water Supply Interruptions , Leakage & Mains Repairs	NEW WSILMR-011	Identification of the worst performing DMAs to prioritise for mains renewal, with six DMAs having mains renewed or relined within 2024/25 with an aim to reduce bursts, leakage and supply interruptions.	Mar-25	In Progress	50%	We have added this action to our plan to show the activity to drive improvements in performance in Year 5. We have completed 40% renewal and relining of the poorest performing assets in the worst performing DMAs, identified as part of our improvement plan.
Water Supply Interruptions	NEW WSILMR-012	Improved deployment of tankering to enable supply restoration by utilising a wider fleet of varying sized Bulk Tankers across the Yorkshire region aligned with a centralised Planning & Scheduling strategy.	Dec-24	In Progress	10%	We have added this action to our plan to show the activity taking place in Year 5 to drive improvements in performance. TAWs (Temporary Alternative Water Supply) contract retender as a multi-lot strategy on track for October delivery.

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Water Supply Interruptions	NEW WSILMR-013	Enhanced incident management processes to be implemented with a new protocol detailing clear triggers and time controlled communications required when managing a water supply incident, with more Level 2 standby supporting the incident onsite and managing the customer experience in real time.	Dec-24	In Progress	10%	We have added this action to our plan to show the activity taking place in Year 5 to drive improvements in performance.
Water Supply Interruptions	NEW WSILMR-014	Enabling better asset visibility through 'Visible Valve Status' to improve response through availability of contingency plans. Visible Valve Status will record all valve operations in real time thus enabling a clearer understanding for post incident hydraulic reviews. Contingency Plans will allot a swifter operation for any strategic isolations and/or above ground asset operations.	Dec-24	In Progress	20%	We have added this action to our plan to show the activity taking place in Year 5 to drive improvements in performance.
Water Supply Interruptions	NEW WSILMR-015	Calm Network refresher training for all operators provides all operators a hydraulic understanding of the potential impact on our water networks, this also demonstrates good practice through proactive activity.	Mar-25	In Progress	10%	We have added this action to our plan to show the activity taking place in Year 5 to drive improvements in performance.
Internal sewer flooding	ISF-001	Proactive sewer inspection, cleaning and defect resolution. This is an annual ongoing activity. In Year 4, we are aiming to proactively inspect and, where required, cleanse and resolve defects on 90,000 properties using data led approach to target high risk areas, with an additional 40,000 properties to be surveyed and 40,000 properties revisited for flushing in Year 4.	Mar-24	Complete	100%	This action was completed at the end of March 2024. All 130,000 properties were surveyed and flushing was completed on 40,000 properties. A new action with a slightly different focus has been created as the priority for Year 5, please see ISF-011.

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Internal sewer flooding	ISF-002	Installation and embedding the improvement of 40,000 close to property loggers to identify blockages forming and enable proactive maintenance work. Targeting of properties for enhanced level of investigation/rehabilitation, using innovation and customer sewer alarm (CSA) installations and use of CSA alarm analytics to aid efficiency in monitoring.	Jun-24	Complete	100%	All 40,000 devices installed at properties as planned. We have continued to see a 38% success rate of blockage identification following jobs raised. We have completed a lessons learnt review with our supplier as part of our post project review and to ensure we understand we can continue to improve the service that these devices provide. A new action for Year 5 has been created with the closure of this project, please see ISF-013.
Internal sewer flooding	ISF-003	Reduce response times from our current performance to improve the customer journey.	Mar-25	Cancelled	0%	Our response time to internal sewer flooding events is consistently around four hours on average, although this can be impacted by demand. We are aware that this continues to be above where we would like for our overall customer experience. Our new operations 2.0 model is showing improvements in our response times, although more importantly, we are focussing on getting the right people to resolve the issue as soon as possible. We have closed this action down and incorporated it into one of the key metrics supporting the roll out of Operations 2.0 structural and process changes. Please see action ISF-012.
Internal sewer flooding	ISF-004	350,000m of sewer cleansing on lengths of sewers targeted at risk of Pollution, ISF & ESF as part of a desilt programme.	Mar-24	Complete	100%	We completed over 400,000m of sewer cleansing on our desilting programme. A new action has been created for Year 5, see ISF-013.
Internal sewer flooding	ISF-005	We are commencing a data led approach to ensure poorly performing lateral drains (including assets which were transferred into Yorkshire Water's ownership in 2011) are targeted with appropriate maintenance.	Dec-24	Complete	100%	This action is the data approach that supported ISF-001. Data is reviewed, checked and challenged on a quarterly basis to aid improvement, which has led to an increase in blockage and defect identification compared to previous years. Action completed in line with completion of ISF-001.

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Internal sewer flooding	ISF-006	Business process improvement with a continued focus on first time fix of internal sewer flooding events and prevent repeats.	Mar-25	Complete	100%	A risk reduction hub that is in place to manage root cause analysis has moved from a regionally run hub to a hub in three catchment areas to ensure more detailed review of repeat performance in these areas. We are trialling a small team to look specifically at our highest repeating properties, giving the team time and funding to try to remove the risk faced for these customers. This action has been closed and replaced with a new targeted action on repeats in Year 5, please see ISF-014.
Internal sewer flooding	ISF-007	Fast track civils repair process with Repair and Maintenance partner to avoid repeats.	Dec-23	Complete	100%	This is now part of the key performance indicators within our Wastewater Service Agreement and is also included as part of the procurement/tender process for the new Wastewater Service Agreement.
Internal sewer flooding	ISF-008	Innovate, identify, test, learn and deploy improved ways of working to drive productivity, specifically looking at the primary source of customer driven work, improving response times and removing internal silos, with the aim to improve the customer experience overall. Please note this links with C-MeX-009.	Mar-25	Complete	100%	We are trialling new operating model to improve response times and repeat rates. We are also trialling using telemetry devices to remove the need for cyclical maintenance. This action has been closed and replaced with ISF-012.

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Internal sewer flooding	ISF-009	Customer engagement campaigns to educate our customers on sewer abuse.	Sep-25	In Progress	30%	In Sept-23, we launched our 'Bin it. Don't Block It' campaign across Yorkshire, running in parallel to our sewer maintenance programme. During Q3, there were over 96,500,000 opportunities created for customers to see or hear our campaign. We are currently reviewing and assessing the impact from this continued campaign in Quarter 4. We have piloted a trial with a company called 'Hey Girls', who produce sustainable sanitary items. This trial ran lessons in schools to discuss the best way to dispose of sanitary items and why it's so important. The pilot in Pudsey has been a success and we are looking to roll this out further.
Internal sewer flooding	ISF-010	An optimised process designed to remove demand created in relation to failures on private non-YW assets and network. Enabling the reinvestment of resources in proactive maintenance activities and a reduction of response times to ISF. Please note this links with C-MeX-005.	Ongoing	Complete	100%	Operations 2.0 is a model approach to trial new ways of working, enhancing the customer experience and improving business performance. Within this programme, is better identification of private issues at the first point of contact, providing a faster diagnosis for the customer and prioritising resource for Yorkshire Water jobs. To support customers we've started sending texts after the call to confirm diagnosis. This action has been marked as completed with a new specific action for Year 5, please see ISF-012.

Performance commitment	Action number	Action	Action end date	Status	Percentage complete	Commentary
Internal sewer flooding	NEW ISF-011	Proactive sewer inspection, blockage removal and defect resolution in 2024/25 will be targeting 60,000 properties to proactively inspect and, where required, cleanse and resolve defects, ensuring we collect useful meaningful data to aid greater understanding on the root causes of the problems experienced and to aid future targeting activities.	Mar-25	Not Started	0%	We have added this action to our plan to show the activity taking place in Year 5 to drive improvements in performance.
Internal sewer flooding	NEW ISF-012	Innovating, identifying, testing, learning, and deploying improved ways of working to drive productivity and deliver overall better business performance by creating a sustainable collaborative environment (Operations 2.0 programme). 2024/25 will see the model trialled in Bradford being rolled out across the whole wastewater network, enhancing the customer experience and improving business performance.	Mar-25	In Progress	50%	Within the Operations 2.0 programme, is better identification of private issues at the first point of contact, providing a faster diagnosis for the customer and prioritising resource for Yorkshire Water jobs. To support customers we've started sending texts after the call to confirm diagnosis.
Internal sewer flooding	NEW ISF-013	Complete 350,000m of sewer cleansing on lengths of sewers in 2024/25 targeted at risk of Pollution, ISF & ESF as part of a desilt programme.	Mar-25	Not Started	0%	We have added this action to our plan to show the activity taking place in Year 5 to drive improvements in performance.
Internal sewer flooding	NEW ISF-014	Trialling a new small tactical team in 2024/25 to look specifically at our highest repeating properties, giving the team time to try to remove the risk faced for these customers, including training the team to install customer sewer alarms where valuable.	Mar-25	In Progress	10%	We have added this action to our plan to show the activity taking place in Year 5 to drive improvements in performance.

Thank you

For more information contact:

apr@yorkshirewater.com

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