| **Priority** |  | **Our Performance** |
| --- | --- | --- |
| Prevent interruptions to the supply of water (e.g. planned works, burst pipes, leaks and outages) that cause problems ranging from low pressure to no water |  | **3-hour or more interruption - Off track:** 8min 57sec average supply time lost per customer across all customers(Target: ≤4min 41sec) **12-hour or more interruption - Off track:** 36 interruptions(Target: ≤10) |
| Providing good and constant water pressure |  | **Off track:** 39 properties at risk or getting low pressure (Target: ≤13) |
| Providing water that tastes and smells good, and is not discoloured |  | **Close to target:** 10.5 contacts per 10,000 contact us about the look, taste or smell of their water (Target: ≤10.6)*How we compare to other water companies (2020/21):* *Taste and smell - better than the average company**Appearance – worse than average*  |
| Providing water that is safe to drink |  | **Off track:** In 2020/21 our Performance was 2.34 the lower the score the better in the same year the worse score was 7.11 for Northumbrian Water. Our target is always 0 , which is an aspirational target*How we compare to other water companies (2020/21):**We are better than the average company* (Failed samples do not mean water was undrinkable, it means there are signs that the water may fail in the future if action is not taken)  |
| Preventing leaks from Yorkshire Waters pipe network |  | **On track:** We lose 278.4 megalitres (Ml) per day. (Target ≤280.6Ml/d)*How we compare to other water companies (2020/21):**We are better than the average company* |
| Preventing the likelihood of restrictions on water use incl. hosepipe bans in a drought, restricting non-essential use for businesses |  | **On track:** 0% restrictions, Target: 0% |
| Treating wastewater sludge for energy production / fertiliser rather than put in landfill |  | **On track:** In 2020/21 we produced 20.08 more gigawatt-hours of our biogas energy than target (Target: ≥213.88) we reused more of our waste for fertiliser **On track:** we generated extra income from our waste resources (Our Performance: £3m, Target: £2.5m) |
| Preventing homes and businesses from being affected by sewer flooding |  | **Off track:** 2.33 flooding incidents per 10,000 sewer (Target: ≤1.66) |
| Preventing gardens and public spaces from being affected by sewer flooding |  | **On track:** 3200 events through the year (Target: ≤ 4691) |
| Treating wastewater to high standard to ensure river waters are not negatively impacted  |  | **On track:** 40.1km of rivers improved (Target ≥35.6k) |
| Preventing accidental pollution of rivers or streams from Yorkshire Waters sewage pipes |  | **Close to target** - 143 incidents per 10,000km (Target: ≤125) |
| Providing a level of customer service which customers expect |  | **On track:** We are currently ranked 9th out of 17 water companies on C-Mex which compares household customer satisfaction across water companies via a survey (Target: 9th) |
| Limiting the disruption caused by our water network and treatment facilities  |  | **Close to target** - 98.7% of out treatment works comply with their discharge permits (Target: 100%) |
| Ensure that land owned by Yorkshire Water is conserved, restored or enhanced  |  | **On track:** 6,656ha of land conserved and enhanced in our region (Target: ≥5,334 ha) |
| Providing financial help & support to those who are struggling to pay their bill |  | **Off track:** 3.8% of household customers are getting support from our Priority Services Register (Target: ≥5.8) |
| Supporting customers to reduce their water use  |  | **Close to target:** 14,271 hours of teaching our community about the value of water through lessons, workshops, talks, school assemblies and more (Target: ≥14,994)**Close to target:** 130.8 Per capita consumption, the average amount of water each person uses (Target: ≤123.5) |
| Reduce and offset carbon emissions to achieve a 'net zero' position by 2030  |  | **On track:** 56,483 tonnes of carbon dioxide equivalent emissions (Target: ≤57,920)**On track:** 101,409 tonnes of carbon dioxide equivalent emissions for large investment programmes (Target ≤113,247) |
| Work in partnership with other organisations (e.g. EA) on common goals such as flooding  |  | **On track:** we are working on 10 projects in partnership with others (Target: ≥6) |
| Repairing pipes that are prone to leakage  |  | **On track:** 122.3 per 1000km of mains repairs completed, target ≤124.7 |
| Reducing the number of sewer collapses which cause an impact on service to customers or the environment |  | **On track:** 7.99 sewer collapses per 1000 km affecting customers (Target: ≤ 12.25) |
| Improving the level of service customers experience whether they contact us or not.  |  | **On track:** We are currently ranked 9th out of 17 on C-Mex which compares household customer satisfaction across water companies (Target: 9th) |