

# A summary of our performance 2021/2022



YorkshireWater

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There are also many other clickable links within this document which we've made easy to spot by underlining and **highlighting** them in blue. If you click on one of these links, but then wish to navigate back to the page you were viewing previously, simply click the 'Back' button at the top of the page.

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# 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 2021/2022 – 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](https://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](https://yorkshirewater.com/reports)



# How you can get in touch with us?



**Email us**  
[publicaffairs@yorkshirewater.co.uk](mailto:publicaffairs@yorkshirewater.co.uk)



**Sending comments via our website link**  
[yorkshirewater.com/get-in-touch/](https://yorkshirewater.com/get-in-touch/)



**Or posting them to us**  
Regulation Department,  
Livingstone House,  
Chadwick Street,  
Leeds, LS10 1LJ



# Before we tell you how we've performed against our performance commitments in 2021/2022, 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.

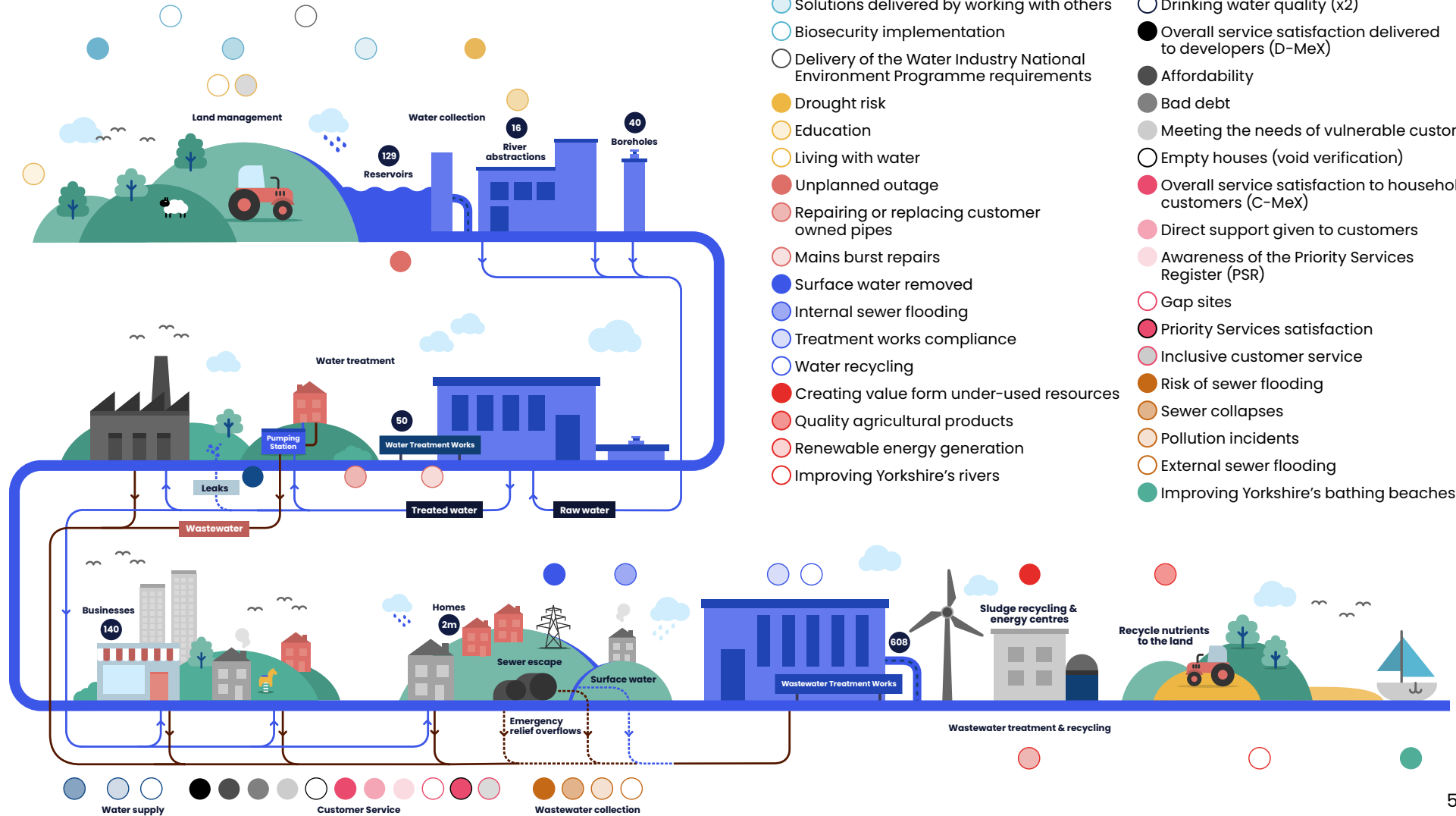
**In response to customer feedback, we developed a package of 44 performance commitments for AMP7 which align with our ambitions and challenge us to change the way we work to meet both customers' expectations and the complex long-term challenges that we face as a business.**

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](https://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
- Unplanned outage
- Repairing or replacing customer owned pipes
- Mains burst repairs
- Surface water removed
- Internal sewer flooding
- Treatment works compliance
- Water recycling
- Creating value form 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

# How did we perform against our performance commitments?

We achieved 25 out of our 44 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
<b>Water quality compliance (CRI)</b>	Numerical CRI score, reported to two decimal places.	0.00	4.83	✗	£3.47m penalty
<b>Water supply interruptions</b>	Hours:minutes:seconds (HH:MM:SS) of water supply lost per property, per year.	00:06:08	00:10:38	✗	£5.54m penalty
<b>Leakage</b>	Percentage reduction of leakage from 2019/2020 baseline.	7.4%	7.9%	✓	£209k reward
<b>Per capita consumption</b>	Percentage reduction of measured water usage, per person, per day, from 2019/2020 baseline.	4.9%	0.1%	✗	Calculated in 2025
<b>Mains repairs</b>	Number of repairs per 1,000 km of mains.	183.6	169.8	✓	No penalty or reward
<b>Unplanned outage</b>	Percentage of peak week production capacity.	4.42%	3.82%	✓	No penalty or reward
<b>Risk of severe restrictions in a drought</b>	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%	✗	Reputational only

Performance Commitment	Unit (how it's measured)	Target	Performance (how we did)	Pass or fail	Reward or Penalty
<b>Priority services for customers in vulnerable circumstances</b>	<b>Priority Services Register (PSR) reach:</b> percentage of households that the company supplies with water and/or wastewater services that are registered on the company's PSR;	5.8%	3.9%	✗	Reputational only
<b>Priority services for customers in vulnerable circumstances</b>	<b>Actual contacts:</b> percentage of distinct households on the PSR that the company has attempted to contact over a two-year period;	35.0%	14.3%	✗	Reputational only
<b>Priority services for customers in vulnerable circumstances</b>	<b>Attempted contacts:</b> percentage of distinct households on the PSR that the company has actually contacted over a two-year period.	90.0%	45.2%	✗	Reputational only
<b>Internal sewer flooding</b>	Number of internal flooding incidents per 10,000 sewer connections.	1.63	2.83	✗	£10.12m penalty
<b>Pollution incidents</b>	Number of pollution incidents per 10,000 km of the wastewater network.	23.74	27.36	✗	£2.48m penalty
<b>Risk of sewer flooding in a storm</b>	Percentage of population at risk from internal hydraulic flooding from a 1 in 50-year storm.	22.20%	5.65%	✓	Reputational only
<b>Sewer collapses</b>	Number of collapses per 1,000 km of sewer network.	17.55	11.71	✓	No penalty or reward
<b>Treatment works compliance</b>	Percentage compliance of our treatment works.	100%	99.03%	✗	No penalty or reward
<b>C-MeX</b>	Customer service level of service scoring out of 100.	n/a	10th	✗	Estimated £15k penalty
<b>D-MeX</b>	Developer services level of service score out of 100.	n/a	17th	✗	Estimated £3.39m penalty
<b>Working with others</b>	Number of projects completed to 31 March 2022.	9	16	✓	Calculated in 2025
<b>Land conserved and enhanced</b>	Number of hectares of land conserved or enhanced by land management and biodiversity activities to 31 March 2022.	6,096	6,656	✓	Calculated in 2025

Performance Commitment	Unit (how it's measured)	Target	Performance (how we did)	Pass or fail	Reward or Penalty
<b>Integrated catchment management</b>	Percentage of catchments with the 'Natural Capital Operator' approach implemented with stakeholders to 31 March 2022.	0.00%	0.00%	✓	Reputational only
<b>Length of river improved</b>	Cumulative length of river improved in kilometres to March 2022.	45.6km	50.08km	✓	Calculated in 2025
<b>Biosecurity implementation</b>	Cumulative number of pathways where company biosecurity interventions have reduced the risk of that invasive species spread to 31 March 2022.	3	2	✗	Reputational only
<b>Operational carbon</b>	The percentage reduction in real terms of net operational carbon equivalent emissions from the 2019/2020 baseline.	4.8%	6.8%	✓	£472k reward
<b>Capital carbon and carbon arising from owned land</b>	Percentage reduction in capital carbon emissions and carbon emissions arising from land the company owns.	n/a	44.5%	✓	Reputational only
<b>Education</b>	Number of learning hours that Yorkshire Water provides to raise understanding of the value of water.	20,000	22,576	✓	No penalty or reward
<b>Creating value from waste</b>	The cumulative value the company creates from resources currently under-used or classified as waste (£m) to 31 March 2022.	£5m	£40m	✓	Reputational only
<b>Water recycling</b>	The volume of water recycled in the company's treatment sites in megalitres per day (Ml/d).	2.77	0.00	✗	£41k penalty
<b>Affordability of bills</b>	Percentage of customers who give positive responses to independent survey.	82%	79%	✗	Reputational only
<b>Direct support given to customers</b>	The number of residential customers who receive financial support through one of the company's approved schemes each year.	69,000	80,778	✓	Reputational only
<b>Cost of bad debt</b>	Percentage of the annual bill which represents the cost of unrecovered residential customers' bills ('bad debt').	3.37%	3.28%	✓	Reputational only



Performance Commitment	Unit (how it's measured)	Target	Performance (how we did)	Pass or fail	Reward or Penalty
<b>Priority services awareness</b>	Percentage of household customers who state, when questioned, that they are aware of the additional services offered by the Priority Services Register (PSR).	54%	47%	✗	Reputational only
<b>Priority services satisfaction</b>	Percentage of residential customers on the Priority Services Register who are satisfied with their experience of the Priority Services Register (PSR).	84%	80%	✗	Reputational only
<b>Inclusive customer service</b>	Percentage improvement in the services provided to customers on the company's Priority Services Register (PSR).	8%	20%	✓	Reputational only
<b>Gap sites</b>	Percentage of gap sites brought into billing within 12 months of identification.	83%	83%	✓	No penalty or reward
<b>Managing void properties</b>	Percentage of household served which are classified as void.	4.33%	3.78%	✓	£1.99m reward
<b>Drinking water contacts</b>	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.	10.6	10.9	✗	£370k penalty
<b>Significant water supply events</b>	Number of supply interruption events lasting for a duration of 12 hours or longer.	13	41	✗	£7.42m penalty
<b>Low pressure</b>	Number of properties receiving or at risk of receiving pressure below the low pressure reference level.	13	4	✓	No penalty or reward
<b>Repairing or replacing customer pipes</b>	Number of residential supply pipe repairs and renewals carried out by the company each year for no charge.	7,109	7,335	✓	£101k reward
<b>External sewer flooding</b>	Number of external sewer flooding incidents per year.	6,809	4,578	✓	£17.63m reward
<b>Bathing water quality</b>	Number of designated bathing waters which exceed the European Union Bathing Water Directive requirements.	18	16	✗	£2.47m penalty
<b>Surface water management</b>	The cumulative number of hectares (Ha) of surface water run-off removed or reduced to 31 March 2022.	4	2	✗	£10k penalty

<b>Performance Commitment</b>	<b>Unit (how it's measured)</b>	<b>Target</b>	<b>Performance (how we did)</b>	<b>Pass or fail</b>	<b>Reward or Penalty</b>
<b>Quality agricultural products</b>	Percentage of biosolids sent to agricultural land that achieves Biosolids Assurance Scheme (BAS) certification.	100%	100%	✓	No penalty or reward
<b>Renewable energy generation</b>	The gigawatt-hours of energy generated from the biogas the company produces.	284	323	✓	Reputational only
<b>Delivery of water industry national Environment programme (WINEP) requirements</b>	Number of required schemes completed each year, as per the latest WINEP programme published by DEFRA.	Met	Met	✓	Reputational only
<b>Living with water</b>	Amount of money (£m) invested into reducing the risk of internal flooding in the areas of Hull and Haltemprice.	n/a	£1.612m	✓	Calculated in 2025

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](https://yorkshirewater.com/reports)

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