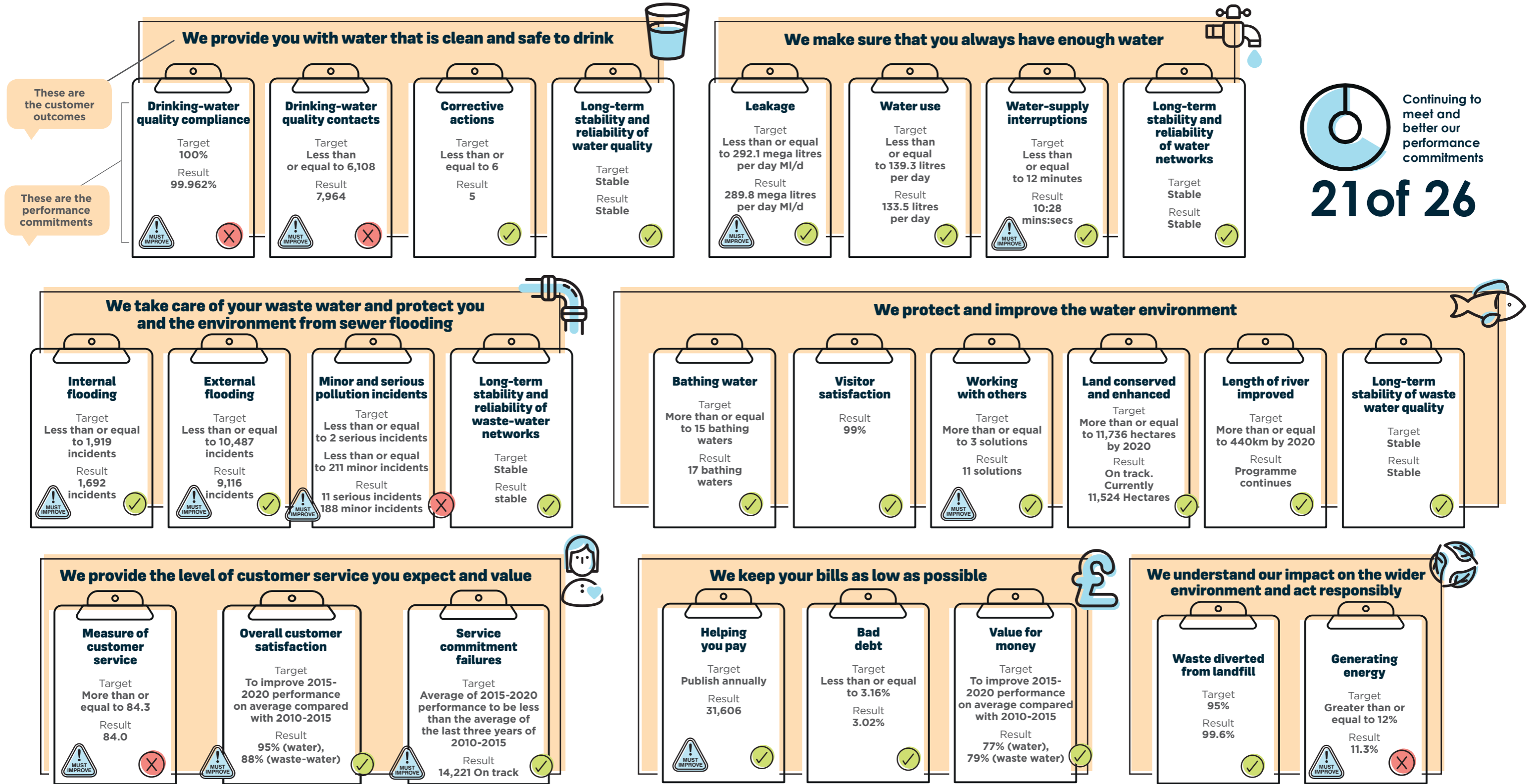


# Yorkshire Water

## Our performance at a glance

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.



Indicates if we are meeting our regulatory target.
 Indicates if we are not meeting our regulatory target.
 Although we are meeting our regulatory targets we are committed to going beyond these in the future making sure we deliver the best possible service to our customers.

Want to know more?



There is more information about our performance in our annual performance report - click here [www.yorkshirewater.com/reports](http://www.yorkshirewater.com/reports)

