

Company name

Pack D - Performance indicators previously in JR - normalised for anonymity				Anglian	Welsh Water	Northumbria	Severn Trent	Southern	South West	Thames	United Utilities	Wessex Water	Yorkshire	Bournemouth	Bristol	Cambridge	Dee Valley	Portsmouth	South East	South Staffs	Sutton and East Surrey	Affinity	Northern Ireland	Scottish
	JR Tab	Line																						
DG2 Poor Pressure	Properties below reference level at end of year (per connected properties)	2	3	0.02%	0.01%	0.01%	0.01%	0.02%	0.02%	0.00%	0.01%	0.02%	0.00%	0.00%	0.01%	0.01%	0.06%	0.02%	0.01%	0.00%	0.02%	0.05%	0.15%	0.02%
DG3 Interruptions to Supply	Unplanned interruptions - more than 6 hours (per connected properties)	2	6	1.62%	0.43%	0.14%	1.35%	0.56%	0.43%	0.61%	0.42%	0.19%	1.00%	0.89%	0.29%	0.90%	0.04%	1.23%	1.13%	0.45%	1.55%	0.82%	0.35%	
DG3 Interruptions to Supply	Unplanned interruptions - more than 12 hours (per connected properties)	2	7	0.03%	0.18%	0.01%	0.08%	0.15%	0.04%	0.16%	0.01%	0.01%	0.00%	0.17%	0.00%	0.00%	0	0.27%	0.10%	0.03%	0.01%	0.14%	0.02%	
DG3 Interruptions to Supply	Unplanned interruptions - more than 24 hours (per connected properties)	2	8	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	0.08%	0.00%	0.00%	0.00%	0.00%	0.00%	
DG5 Internal Flooding	Properties flooded in the year (overloaded sewers) (per connected properties)	3	2	0.00%	0.00%	0.01%	0.02%	0.01%	0.01%	0.00%	0.01%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.00%	0.00%	
Internal Flooding - S105A	Properties flooded in the year (overloaded sewers - S105A) (per connected properties)	3	2	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
DG5 Internal Flooding	Properties flooded in the year (other causes) (per connected properties)	3	7	0.01%	0.01%	0.02%	0.00%	0.02%	0.01%	0.02%	0.02%	0.01%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.00%	0.00%	
Internal Flooding - S105A	Properties flooded in the year (other causes - S105A) (per connected properties)	3	7	0.01%	0.01%	0.02%	0.01%	0.01%	0.01%	0.00%	0.01%	0.01%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Total length of mains	Mains bursts (rate per 1,000 km of main)	11	12	129	140	151	134	109	164	297	118	153	169	112	131	116	N/A	69	145	136	57	143	86	163
Rising main failures	Total number of rising main failures (rate per 1,000 km of sewer)	16a	1	3	4	1	1	4	4	1	1	2	2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	0
Rising main failures - S105A	Total number of rising main failures (S105A) (rate per 1,000 km of sewer)	16a	1	N/A	0	0	0	0	0	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Sewer Collapses	Total number of gravity sewer collapses (rate per 1,000 km of sewer)	16a	2	3	17	2	4	6	15	4	8	6	8	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	72	2
Sewer Collapses - S105A	Total number of gravity sewer collapses (S105A) (rate per 1,000 km of sewer)	16a	2	9	20	6	5	7	33	6	14	13	7	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Sewer Blockages	Total number of sewer blockages (rate per 1,000 km of sewer)	16a	3	218	651	195	464	492	362	781	190	134	672	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1,172	7
Sewer Blockages - S105A	Total number of sewer blockages (S105A) (rate per 1,000 km of sewer)	16a	3	581	965	880	715	660	814	653	469	245	497	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
H&S	RIDDOR reportable events/1,000 employees	41	7	6.3	5.3	2.0	2.59	1.8	2.43	0.25	3.33	9.36	3.75	4.94	8	0	11.3	4.28	5.16	16.9	8.26	6.37	4.8	0.2
H&S	Major & fatal accident rate/1,000 employees	41	9	0.76	0.71	0	0.17	n/a	0	0.06	0.5	0.52	0.83	0	0	0	0	1.29	7.3	4.1	0	0	0.2	