

Company name Industry datashare

Pack D - Performance indicators previously in JR			Anglian	Welsh Water	Northumbrian	Severn Trent	Southern	South West	Thames	United Utilities	Wessex Water	Yorkshire	Affinity	Bournemouth	Bristol	Cambridge	Dee Valley	Portsmouth	South East	South Staffs	Sutton and East Surrey	Northern Ireland	Scottish	
	JR Tab	Line																						
DG2 Poor Pressure	Properties below reference level at end of year (per connected properties)	2	3	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
DG3 Interruptions to Supply	Unplanned interruptions - more than 6 hours (per connected properties)	2	6	0.01	0.01	0.00	0.01	0.00	0.01	0.00	0.00	0.01	0.03	0.00	0.08	0.01	0.00	0.00	0.00	0.00	0.01	0.05	0.00	
DG3 Interruptions to Supply	Unplanned interruptions - more than 12 hours (per connected properties)	2	7	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.08	0.00	0.00	0.00	0.00	0.00	0.00	0.03	0.00	
DG3 Interruptions to Supply	Unplanned interruptions - more than 24 hours (per connected properties)	2	8	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.05	0.00	0.00	0.00	0.00	0.00	0.00	0.02	0.00	
DG5 Internal Flooding	Properties flooded in the year (overloaded sewers) (per connected properties)	3	2	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	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	N/A	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	0.00	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	0.00	0.00	
Internal Flooding - S105A	Properties flooded in the year (other causes - S105A) (per connected properties)	3	7	0.00	0.01	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	N/A	
Total length of mains	Mains bursts (rate per 1,000 km of main)	11	12	128	128	158	134	129	174	283	118	162	188	152	103	145	131	124	89	164	133	64	85	
Rising main failures	Total number of rising main failures (rate per 1,000 km of sewer excl S105A)	16a	1	2.81	3.19	1.34		3.67	74.8	0.05	1.07	4.54	2.19	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.71	N/A	
Rising main failures - S105A	Total number of S105A rising main failures (rate per 1,000 km of sewer S105A only)	16a	1	0.00	0.00	0.00		0.00	0	0.00	0	0.00	0.00	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 excl S105A)	16a	2	2.73	15.84	1.95	6.00	6.25	12.3	4.00	7.00	10.77	7.43	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	85.04	43.60	
Sewer Collapses - S105A	Total number of S105A gravity sewer collapses (rate per 1,000 km of sewer S105A only)	16a	2	7.31	25.50	5.48		7.54	18.6	5.48	14.85	23.36	6.51	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 excl S105A)	16a	3	207.24	504.26	186.62	424.00	454.68	364	84.70	175.59	250.75	599.97	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1073.60	317.41	
Sewer Blockages - S105A	Total number of S105A sewer blockages (rate per 1,000 km of sewer S105A only)	16a	3	629.04	1068.76	834.72	606.00	742.63	791	709.01	439.98	512.83	434.54	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	2.70	4.51	1.00	1.93	1.90	5.5	0.19	2.94	11.08	3.41	7.25	0.00	2.05	N/A	5.75	8.25	9.82	4.36	4.07	1.14	
H&S	Major & fatal accident rate/1,000 employees	41	9	0.25	1.39	0.67	0.39	0.93	0	0.00	0.50	0.42	0.00	0.00	0.00	0.00	N/A	0.00	3.68	0.00	0.00	0.00	0.28	
Supply Measures	Households connected for water only and water and sewerage - metered (number)	Ofwat totex model ref		C00268_J	1,485,365	492,784	781,905		845,494	560,629	1,171,053	1,079,638	322,183	955,379	687,667	122,950	221,688	85,217	125,600	72,358	541,419	188,104	120,042	0
Supply Measures	Non households billed measured water (number)			BN2210_J	105,899	93,921	86,681		55,840	68,570	178,173	155,978	46,968	112,544	60,016	14,870	31,051	10,264	7,598	14,663	52,006	30,311	13,237	69,645
Supply Measures	Source types and pumping - total number of sources (number)			BN4843_J	228	82	187		86	54	145	151	97	108	132	9	18	TBC	10	21	155	21	35	38
Supply Measures	Source types and pumping - average pumping head (metres)			BN4880_J	156	177	101		144	133.4	98	75	129	140	125	130	152	TBC	129	67	154	TBC	192	115
Supply Measures	Metering programme - household selective meters (number)			BN1711_J	5,308	0	4,396		66,535	0	294	0	1	0	502	1,266	1,349	0	5	0	41,783	2,244	3,226	4,296
Supply Measures	Metering programme - household optional meters (number)			BN1715_J	17,143	14,132	19,391		6,840	7,489	23,057	40,102	7,702	32,403	6,912	951	7,915	1,055	1,538	3,544	6,955	5,652	3,838	18
Supply Measures	Proportion of DI derived from river abstractions (%)			BN4836_J	5.30%	21.30%	39.54%		28.44%	67.3%	77.13%	55.10%	0.00%	32.82%	35.00%	85.00%	42.00%	0.00%	79.50%	0.08%	15.02%	34.00%	15.10%	56.10%
Supply Measures	Proportion of DI derived from impounding reservoirs (%)			BN4831_J	42.70%	74.90%	54.77%		4.59%	25.6%	0.00%	40.20%	21.60%	43.77%	0.50%	0.00%	41.00%	0.00%	14.70%	0.00%	3.82%	19.00%	0.00%	43.80%
Supply Measures	Total number of new connections (number)			W4008_J	17,411	6,783	13,215		6,061	7,623	31,155	16,141	5,599	13,657	11,227	928	3,763	1,707	0	2,444	8,440	8,169	2,115	4,484
Supply Measures	Number of lead CPs replaced for water quality (number)			BN1231_J	3,625	0	1,092		0	31	4,556	247	189	1,328	40	0	46	13	0	0	51	77	54	581
Supply Measures	Total length of mains relined (number)			BN1204_J	0.00	0.00	4.63		0.00	0	2.99	0	3.51	0.20	0.00	0.00	0.00	0.00	0.00	0	0.00	0.00	0.00	0.00
Supply Measures	Total length of mains renewed (number)			BN1200_J	84.93	65.75	71.10		12.53	28.48	12.48	38	52.46	6.27	122.35	11.04	56.46	3.82	12.75	14.51	30.11	37.00	43.67	164.91
Sewerage Measures	Total load treated by all STWs (kg BOD5/day)				419,600	252,857	76,808		276,283	104,240	340,052	523,022	189,338	365,103	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	128,662	145,322
Sewerage Measures	Total load treated by STWs in size bands 1-3 (kg BOD5/day)				24,277	16,264	4,388		7,410	11,187	6,066	7,621	8,076	8,761	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	9,656	13,227

Denormalised																								
DG2 Poor Pressure	Properties below reference level at end of year	2	3	505	116	231	350	254	169	0	225	121	9	147	0	52	1	25	69	60	0	48	1,076	415
DG3 Interruptions to Supply	Unplanned interruptions - more than 6 hours	2	6	29,214	20,003	3,937	24,151	4,532	10,520	22,872	30,849	2,148	15,670	36,777	61	43,120	1,008	228	152	3,299	1,722	3,408	43,804	8,077
DG3 Interruptions to Supply	Unplanned interruptions - more than 12 hours	2	7	6,529	2,340	242	3,500	210	488	3,181	723	19	271	1,758	0	41,341	0	134	8	85	20	135	25,670	562
DG3 Interruptions to Supply	Unplanned interruptions - more than 24 hours	2	8	4,634	7	16	350	135	8	325	27	3	25	29	0	27,317	0	1	0	9	4	55	13,829	77
DG5 Internal Flooding	Properties flooded in the year (overloaded sewers)	3	2	54	39	61	121	64	21	178	52	66	154	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	30	54
Internal Flooding - S105A	Properties flooded in the year (overloaded sewers - S105A)	3	2	10	0	3	9	2	0	0	6	18	0	N/A	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)	3	7	179	113	168	613	257	96	1,355	761	59	292	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	53	113
Internal Flooding - S105A	Properties flooded in the year (other causes - S105A)	3	7	172	119	186	344	148	45	601	381	76	490	N/A	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	11	12	4,858	3,527	4,053	6,261	1,770	2,655	8,822	5,072	1,893	5,917	2,523	291	979	310	246	293	2,372	797	221	2,271	7,721
Rising main failures	Total number of rising main failures	16a	1	127	60	22	81	700	4	48	80	67	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11	N/A
Rising main failures - S105A	Total number of S105A rising main failures	16a	1	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	16a	2	123	298	32	332	138	115	275	314	190	227	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1,325	2,246
Sewer Collapses - S105A	Total number of S105A gravity sewer collapses	16a	2	228	438	74		132	118	219	491	397	199	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	16a	3	9,354	9,487	3,063	23,496	10,043	3,411	5,822	7,877	4,422	18,337	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	16,728	16,350
Sewer Blockages - S105A	Total number of S105A sewer blockages	16a	3	19,626	18,356	11,277	22,422	12,996	5,012	28,361	14,543	8,714	13,281	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Yorkshire provided their numbers