

Company name

Pack A - OFWAT KPIs - definitions per Ofwat guidance		Anglian	Welsh	Northumbrian (NW)	Northumbrian (ESW)	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
<b>Customer Experience</b>																							
Service Incentive Mechanism (SIM)	Score	87	84	85		82	75	74	71	83	87	82	87	85	86	80	83	75	89	83	79	N/a	N/A
Repeat flooding incidents (Internal Sewer flooding)	Number of incidents	116	82	351		204	313	62	471	451	64	76	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/a	103
Water supply interruptions	Hours per total properties served	0.3	0.9	0.1		0.3	0.2	0.3	0.2	0.2	0.4	0.2	0.03	0.4	0.2	0.2	0.1	0.3	0.2	0.2	0.4	0.7	0.5
<b>Reliability and availability</b>																							
Serviceability water non-infrastructure	Stable/Improving/Marginal/Deteriorating	Stable	Stable	Stable		Marginal	Stable	Stable	Stable	Stable	Stable	Stable	Stable	Stable	Stable	Stable	Stable	Stable	Stable	Stable	Stable	Stable	N/A
Serviceability water infrastructure	Stable/Improving/Marginal/Deteriorating	Stable	Stable	Stable		Marginal	Stable	Stable	Stable	Stable	Stable	Stable	Stable	Stable	Stable	Marginal	Stable	Stable	Stable	Stable	Stable	Stable	N/A
Serviceability sewerage non-infrastructure	Stable/Improving/Marginal/Deteriorating	Stable	Stable	Stable		Stable	Stable	Stable	Stable	Improving	Stable	Stable	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Stable	N/A
Serviceability sewerage infrastructure	Stable/Improving/Marginal/Deteriorating	Stable	Stable	Stable		Marginal	Stable	Stable	Marginal	Stable	Stable	Stable	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Stable	N/A
Leakage	MI/day	193	184	134	58	441	85	84	644	452	69	282	21	44	13	10	30	93	67	24	181	167	566
Security of Supply Index (SOSI)	Index score %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	90%
Drinking Water Quality	%	99.96%	99.97%	99.95%	99.91%	99.96%	99.94%	99.98%	99.99%	99.97%	99.97%	99.96%	99.99%	99.97%	100%	99.93%	99.97%	99.97%	99.95%	99.96%	99.99%	99.85%	99.91%
<b>Environmental Impact</b>																							
Greenhouse gas (GHG) emissions	ktCO2e	439	243	200		511	270	153	739	449	145	357	16	42	6	9	11	75	51	27	111	157	376
Pollution incidents (sewerage)	Category 1-3 incidents per 10,000 km of sewer	87	66	78		78.0	145	266.8	89.6	47.7	48.2	78.1	N/A	N/A	N/A	0	N/A	N/A	N/A	N/A	N/A	138.9	5.3
Serious pollution incidents (sewerage)	Category 1-2 incidents per 10,000 km of sewer	2.2	1.1	3.1		1.3	4.1	10.8	3.2	1.1	3.5	3.3	N/A	N/A	N/A	0	N/A	N/A	N/A	N/A	N/A	16.9	0.1
Discharge permit compliance	%	97.5%	97.9%	99.4%		99.3%	96.0%	92.5%	95.7%	98.6%	99.0%	98.0%	N/A	N/A	N/A	100%	100%	N/A	N/A	N/A	N/A	92.0%	N/A
Satisfactory sludge disposal	%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	100%
<b>Financial</b>																							
Post-tax return on capital	%	4.7%	5.0%	5.3%		6.4%	5.2%	5.4%	4.9%	4.7%	5.9%	4.3%	7.4%	3.9%	7.3%	7.3%	4.4%	6.4%	5.8%	5.8%	5.8%	1.1%	N/A
Credit rating		Baa1	A3/A/A	BBB+		BBB+	Baa2	N/A	Baa1	BBB+	A3/A-/BBB+	Baa3	Investment Grade	Baa1	BBB+/Baa	N/A	company has private credit rating	BBB/Baa2	BBB+/Baa	BBB	A- / A3	N/A	N/A
Gearing	%	80%	63%	61%		59%	78%	56%	78%	61%	64%	79%	60%	68%	64%	77%	81%	81%	64%	77%	80%	49%	N/A
Interest cover		1.6	2.1	1.9		3.6	1.6	2.4	1.8	3.0	3.6	1.4	4.0	2.7	3.3	3.8	1.6	3.7	3.3	1.2	1.7	3.6	3.3
<b>Service Incentive Mechanism</b>																							
Quantitative SIM Score	Number	111.00	139.07	119.57		143.40	208.80	194.30	206.45	135.12	98.44	160.08	85.44	104.00	100.02	174.00	140.40	182.92	82.27	109.50	162.00	N/A	N/A
Qualitative SIM Measure	Score (2 decimal places)	4.66	4.62	4.62		4.48	4.41	4.21	4.03	4.56	4.62	4.62	4.51	4.52	4.53	4.52	4.56	4.25	4.63	4.39	4.38	N/A	N/A