

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	Affinity	Bournemouth	Bristol	Cambridge	Dee Valley	Portsmouth	South East	South Staffs	Sutton and East Surrey	Northern Ireland	Scottish	
Customer Experience																								
Service Incentive Mechanism (SIM)	Score	There is no comparable data available for this measure																						
Repeat flooding incidents (Internal Sewer flooding)	Number of incidents	134	43	118	N/A	198	159	43	443	247	45	121	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	188	
Water supply interruptions	Minute : Second per total properties served	19:10	22:48	03:56	N/A	09:54	06:00	22:52	11:24	13:25	20:07	09:48	27:03	02:27	156:32	16:31	09:53	08:44	08:04	06:19	28:34	119:01	16:54	
Reliability and availability																								
Serviceability water non-infrastructure	Stable/Improving/Marginal/Deteriorating	Stable	Stable	Stable	N/A	Deteriorating	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	N/A	Stable	Stable	Stable	Stable	Improving	Stable	Stable	Stable	Stable	Stable	Stable	Deteriorating	Stable	Stable	Stable	Stable	Stable	N/A	
Serviceability sewerage non-infrastructure	Stable/Improving/Marginal/Deteriorating	Stable	Stable	Stable	N/A	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	N/A	Marginal	Stable	Stable	Deteriorating	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	192	180	137	61	441	82	84	654	454	69	288	183	21	45	14	10	29	92	69	24	166	544	
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%	93%	
Drinking Water Quality	%	99.95%	99.94%	99.95%	99.94%	99.96%	99.97%	99.96%	99.96%	99.95%	99.97%	99.94%	99.97%	99.99%	99.92%	100%	99.98%	99.97%	99.96%	99.98%	99.98%	99.84%	99.91%	
Environmental Impact																								
Greenhouse gas (GHG) emissions	ktCO2e	447	261	214	N/A	491	281	150	824	474	148	369	122	18	45	7	9	12	81	57	29	0	379	
Pollution incidents (sewerage)	Category 1-3 incidents per 10,000 km of sewer	87.30	58.79	54.18	N/A	63.88	135.0	169.2	75.66	48.6	44.1	58.82	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	103.33	4.83	
Serious pollution incidents (sewerage)	Category 1-2 incidents per 10,000 km of sewer	1.80	2.18	1.87	N/A	1.62	5.5	3.25	2.34	0.5	1.7	1.31	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	16.04	1.6	
Discharge permit compliance	%	98.6%	99.1%	99.4%	N/A	99.9%	99.0%	96.1%	98.9%	98.3%	99.7%	99.3%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	92.4%	99.5%	
Satisfactory sludge disposal	%	100%	100%	100%	N/A	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	100%	
Financial																								
Post-tax return on capital	%	4.6%	4.7%	7.0%	N/A	5.6%	4.7%	5.1%	4.79%	5.1%	6.3%	5.1%	6.4%	6.3%	5.4%	8.2%	N/A	4.5%	5.4%	5.8%	6.0%	3.0%	N/A	
Credit rating		Baa1	A3/A/A	BBB+ (stable) Baa1 (stable)	N/A	BBB+	Baa2	N/A	Baa1	BBB+	A3/A-/BBB+	Baa2	A- / A3	Investment grade	Baa1	BBB+/Baa2	N/A	Moody's BAA1 S&P BBB	Standard & Poors - BBB	Moody's - Baa2	BBB+/Baa2	BBB	N/A	N/A
Gearing	%	79%	60%	67%	N/A	61%	78%	62%	80%	63%	62%	77%	80%	58%	73%	63%	69%	80%	82%	63%	78%	49%	N/A	
Interest cover		1.86	1.9	1.6	N/A	3.9	1.6	2.6	2	2.4	4	1.47	2.0	3.5	2.4	3.4:1	3	1.85	3.7	3.4:1	1.1	3.52	3.4	
Service Incentive Mechanism																								
Quantitative SIM Measure	Number (pre-normalised bases)	There is no comparable data available for this measure																						
Qualitative SIM Measure	Score (2 decimal places, pre-normalised bases)	There is no comparable data available for this measure																						