

Pack B - Non financial performance information		Anglian	Welsh	Northumbrian	Severn Trent	Southern	South West	Thames	United Utilities	Wessex Water	Yorkshire	Bournemouth	Bristol	Cambridge	DeeValley	Portsmouth	SouthEast	SouthStaffs	Sutton and East Surrey	Affinity	Northern Ireland	Scottish	
<b>Environment</b>																							
Pollution Incidents Category 1 & 2 Water	Number per 1,000 km of main	0.00	0.00	0.00	0.02	0.00	0.00	0.00	0.05	0.00	0.03	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0.02	
Pollution Incidents Category 3 Water	Number per 1,000 km of main	0.18	0.07	0.20	0.36	0.29	0.20	0.26	0.35	0.60	0.48	0.00	0.15	0.00	0.00	0.00	0.69	0.00	0.00	0.00	0.00	0.15	
Pollution Incidents Category 3 Sewage	Number per 1,000 km of sewer	8.49	6.40	7.76	7.67	14.09	25.59	8.63	4.56	4.88	7.50	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14.08	10.57	
STWs failing LUT consent (MD109)	% of total STWs	0.42%	0.52%	0.00%	0.00%	4.03%	4.29%	0.00%	0.56%	0.25%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	8.02%	0.17%	
STWs failing LUT consent (MD109)	% of population served	1.92%	0.04%	0.00%	0.06%	0.77%	5.62%	0.00%	0.57%	0.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1.96%	0.09%	
Discharge permit compliance (MD109)	% of population served	88.91%	99.96%	99.69%	99.30%	99.33%	92.48%	96.92%	91.33%	94.35%	98.00%	N/A	N/A	N/A	N/A	100.00%	N/A	N/A	N/A	N/A	91.98%	N/A	
<b>Water Quality</b>																							
Coliform Failures on WTW's	% (Nr of failing WTW / Nr of samples)	0.01%	0.02%	0.09%	0.13%	0.00%	0.04%	0.03%	0.08%	0.07%	0.00%	0.00%	0.03%	0.00%	0.05%	0.00%	0.03%	0.01%	0.00%	0.01%	0.11%	6.64%	
Coliform Failures on SR's	% of SR with coliforms detected in more than 5% of tests	0.00%	0.00%	0.00%	0.00%	0.49%	0.00%	0.26%	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.43%	0.00%	0.00%	0.00%	0.00%	5.36%	
Number of discolouration contacts (brown, orange, black)	Rate per 1,000 population (2 decimal places)	0.45	2.02	1.04	1.19	0.55	4.41	0.11	1.03	0.91	1.33	0.31	1.16	0.13	4.90	0.04	1.03	1.10	0.13	0.65	1.90	1.44	
DWI Incidents - all incidents notified	Rate per 10,000 population (2 decimal places)	0.16	0.06	0.06	0.14	N/A	0.10	0.01	0.05	0.28	0.02	0.00	0.16	0.19	0.19	0.00	0.06	0.08	0.03	0.03	0.01	0.03	
Iron compliance (as per DWI CIR)	%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	98%	99%	
DMI (as per DWI CIR)	%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	