

Company name

Industry datashare

| Pack B - Non financial performance information | | Anglian | Welsh | Northumbrian | Severn Trent | Southern | South West | Thames | United Utilities | Wessex Water | Yorkshire | Affinity | Bournemouth | Bristol | Cambridge | Dee@lley | Portsmouth | SouthEast | SouthStaffs | Sutton and East Surrey | Northern Ireland | Scottish |
|--|---|---------|--------|--------------|--------------|----------|------------|--------|------------------|--------------|-----------|----------|-------------|---------|-----------|----------|------------|-----------|-------------|------------------------|------------------|----------|
| Environment | | | | | | | | | | | | | | | | | | | | | | |
| Pollution Incidents Category 1 & 2 Water | Number per 1,000 km of main | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | N/A | N/A | 0 | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0.02 |
| Pollution Incidents Category 3 Water | Number per 1,000 km of main | 0.32 | 0.15 | 0.12 | 0.30 | 0.22 | 0.066 | 0.35 | 0.42 | 0.86 | 1.50 | N/A | N/A | 1.80 | 0.00 | N/A | 0.00 | 0.48 | 0.00 | 0.29 | 0.00 | 0.00 |
| Pollution Incidents Category 3 Sewage | Number per 1,000 km of sewer | 8.53 | 5.53 | 5.12 | 6.23 | 12.99 | 16.60 | 7.29 | 4.73 | 4.24 | 5.88 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 8.73 | 4.68 |
| STWs failing LLUT consent (MD109) | % of total STWs | 0.42% | 0.00% | 0.00% | 0.00% | 1.02% | 1.66% | 0.00% | 0.28% | 0.00% | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 7.63% | 0.51% |
| STWs failing LLUT consent (MD109) | % of population served | 0.26% | 0.00% | 0.00% | 0.00% | 0.00% | 0.80% | 0.00% | 0.66% | 0.00% | 0.00% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 1.58% | 0.17% |
| Discharge permit compliance (MD109) | % of population served | 87.67% | 96.70% | 99.98% | 82.55% | 98.98% | 96.07% | 99.13% | 96.96% | 99.92% | 99.32% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 98.42% | 99.49% |
| Water Quality | | | | | | | | | | | | | | | | | | | | | | |
| Coliform Failures on WTW's | % (total of WTW) * | 0.03% | 0.00% | 0.04% | 0.09% | 0.04% | 0.00% | 0.03% | 0.03% | 0.08% | 0.06% | 0.00% | 0.00% | 0.00% | TBC | 0% | 0% | 2% | 0% | 0% | 0% | 17% |
| Coliform Failures on SR's | % (total of SR) ** | 0.00% | 0.00% | 0.00% | 0.04% | 0.06% | 0.00% | 0.26% | 0.00% | 0.00% | 0.00% | 0.10% | 0.02% | 0% | 0% | 0% | 0% | 2% | 0% | 0% | 0% | 11% |
| Number of discolouration contacts (brown, orange, black) | Rate per 1,000 population (2 decimal places) | 0.47 | 2.34 | 0.89 | 0.96 | 0.58 | 2.72 | 0.14 | 0.97 | 0.97 | 1.20 | 0.34 | 0.24 | 1.26 | 0.06 | 2.28 | 0.11 | 1.19 | 0.89 | 0.20 | 1.46 | 1.81 |
| DWI Incidents - all incidents notified | Rate per 10,000 population (2 decimal places) | 0.21 | 0.08 | 0.02 | 0.07 | 0.20 | 0.10 | 0.02 | 0.06 | 0.30 | 0.04 | 0.02 | 0.00 | 0.17 | 0.12 | 0.11 | 0.10 | 14 | 0.10 | 0.11 | 0.35 | 0.09 |
| Iron compliance (as per DWI CIR) | % | 99.95% | 99.45% | 99.55% | 99.65% | 99.91% | 99.89% | 99.96% | 99.82% | 99.83% | 99.57% | 99.92% | 99.82% | 99.35% | 100% | 98.50% | 100% | 99.53% | 99.87% | 100% | 98.90% | 99.63% |
| DMI (as per DWI CIR) | % | 99.94% | 99.75% | 99.83% | 99.88% | 99.96% | 99.90% | 99.96% | 99.93% | 99.97% | 99.81% | 99.96% | 99.94% | 99.78% | 100% | 98.97% | 100% | 99.75% | 99.96% | 100% | 99.52% | 99.89% |

* Coliform Failures on WTW = Number of failing WTW / Total number of samples (expressed as a %)

** Coliform Failures on SR's = % of the number of service reservoirs with coliforms detected in more than 5% of tests