



## Outcome delivery incentive rates for Affinity Water following recalibration based on the company’s menu choice

This schedule sets out Affinity Water’s recalibrated outcome delivery incentive rates following the company’s menu choice. It is these incentive rates which the company should use during the 2015-20 price control period. The other elements of the outcome delivery incentives remain the same as in the final determination company-specific appendix (e.g. the units of measurement and the rules of application).

Incentive rates in **red** are those which have changed following recalibration i.e. those which differ from the final determination company-specific appendix.

### Wholesale Water

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
Leakage	0.249m	Reward 1: 0.084m
		Reward 2 0.126m
Average water use	Penalty 1: 0.750m	
	Penalty 2: 1.750m	
Water available for use	Penalty 1: 0.590m	
	Penalty 2: 1.910m	
Sustainable abstraction reductions	0.068m	0.068m
Abstraction incentive mechanism (AIM)		
Compliance with water quality standards	0.720m	

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Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
Customer contacts for discolouration	0.438m	
Unplanned interruptions to supply over 12 hours	6,065	1,093
Number of burst mains	2,665	
Affected customers not notified of planned interruptions		
Planned work taking longer to complete than notified		

### Household Retail

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
SIM service score	Ofwat determined	Ofwat determined
Value for money survey		