



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

This schedule sets out Anglian 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
W-A2: Water supply interruptions <sup>1</sup>	5.708	2.836
W-A3: Properties at risk of persistent low pressure	0.030	0.015
W-A4: Water quality contacts	1.572	1.178
W-B1: Value for money perception – variation from baseline against WaSCs (water)	0.025	0.025
W-C1: % of population supplied by single supply system	0.087	
W-C2: Frequency of service level restrictions (hosepipe bans)		
W-D1: Security of Supply Index (SoSI) – dry year annual average		
W-D2: Security of Supply Index (SoSI) –		

<sup>1</sup> W-A1 was removed by Ofwat during the price review process.

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critical period (peak) demand		
W-D3: Per Property Consumption (PPC) reduction	0.222	
W-D4: Leakage – three-year average	0.400	Reward 1: 0.515
		Reward 2: 0.515
W-E1: Percentage of SSSIs (by area) with favourable status		
W-E2: Environmental compliance (water)	0.156	
W-F1: Operational carbon (% reduction from 2015 baseline)		
W-F2: Embodied carbon (% reduction from 2010 baseline)		
W-G1: Survey of community perception		
W-H1: Water infrastructure	See below	
W-H2: Water non-infrastructure	See below	
W-I1: Mean Zonal compliance	17.4125	

## Wholesale Wastewater

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
S-A2: Properties flooded internally from sewers – three-year average (reduction) <sup>2</sup>	0.042	0.036
S-A3: Properties flooded externally from sewers – three-year average (reduction)	0.023	
S-A4: Percentage of sewerage capacity schemes incorporating sustainable solutions		
S-B1: Value for money perception variation from baseline against WaSCs (wastewater)	0.025	0.025
S-C1: Percentage of bathing waters attaining excellent status	0.373	0.373

<sup>2</sup> S-A1 was removed by Ofwat during the price review process.

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Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
S-C2: Percentage of SSSIs (by area) with favourable status		
S-C3: Pollution incidents	0.0285	0.0285
S-C4: Environmental compliance (wastewater)	0.62	
S-D1: Operational carbon (% reduction from 2015 baseline)		
S-D2: Embodied carbon (% reduction from 2010 baseline)		
S-E1: Survey of community perception		
S-F1: Sewerage infrastructure	See below	
S-F2: Sewerage non-infrastructure	See below	

## Household Retail

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
R-A1: Qualitative SIM score		
R-A2: Service incentive mechanism (SIM)	Ofwat determined	Ofwat determined
R-A3: Customer Satisfaction Index prepared by UK Institute of Customer Service		
R-B1: Fairness of bills perception – variation from baseline against WaSCs	0.025	0.025
R-B2: Affordability perception – variation from baseline against WaSCs	0.025	0.025
R-C1: Operational carbon (% reduction from 2015 baseline)		
R-C2: Embodied carbon (% reduction from 2010 baseline)		
R-D1: Survey of community perception		