



## Outcome delivery incentive rates for Sembcorp Bournemouth Water following recalibration based on the company's menu choice

This schedule sets out Sembcorp Bournemouth 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
A1: Customer contacts: taste and appearance	-0.040	
A2: WS (WQ) regulation compliance – mean zonal compliance	-0.284	
B1: Reduce leakage	-0.1152	0.0388
B2: Large scale interruptions	-0.0818	0.1853
B3: Decreasing average interruptions >3 hours	-0.075	
B4: Maintain serviceable assets	-0.225	
B5: Metering – continue current strategy	-26.60	
C1: Repair visible leaks	-0.0010	

**Household Retail**

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
A1: Service incentive mechanism (SIM)	Ofwat determined	Ofwat determined
A2: New customer relationship management (CRM) system: cost differences	-0.50	
A2: New customer relationship management (CRM) system: late or non-delivery	-0.17	