



## Outcome delivery incentive rates for Sutton and East Surrey Water following recalibration based on the company’s menu choice

This schedule sets out Sutton and East Surrey 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: Security of supply index (SoSI) dry year average	0.2	
A2: Security of supply index (SoSI) critical period		
A3: Supply interruptions	2	2
A4: Condition and reliability of the mains network	0.003	
A5: Drinking Water Inspectorate’s index of water quality	0.140	
A6: Taste, odour and discolouration	1,000	495
A7: Water softening programme	3	
C1: The number of times on average the Company has to impose restrictions on the use of water		

Outcome delivery incentive rates for Sutton and East Surrey Water following recalibration based on the company's menu choice

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
C2: Percentage of properties that are connected to more than one treatment works	14,850	5,200
E1: Level of leakage measured in megalitres per day	200,000	59,400
E2: Per capita consumption (PCC)	70,700	
E3: The number of children and adults engaged in environmental education activities		
E4: Greenhouse gas emissions per million litres of water supplied		
E5: Number of severe pollution incidents		
E6: Environmental investigations		

## Household Retail

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
B1: Number of customers that are in water poverty and receiving assistance		
B2: Effectiveness of bad debt recovery		
B3: Customer perception of value for money		
D1: Customer satisfaction		
D2: Service incentive mechanism	Ofwat determined	Ofwat determined
D3: Total number of complaints		