



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

This schedule sets out Southern 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
1: Asset health – mains bursts	4,066	
1: Asset health – TIM	112,978	
1: Asset health – coliform compliance WSW	95,063	
1: Asset health – coliform compliance WSR	243,750	
1: Asset health – turbidity	190,125	
2: Water use restrictions	14.84	
3: Leakage	136,868	109,496
4: Interruptions to supply	57,403	
5: Mean Zonal Compliance	219,375	
5a: Asset health – water discolouration	0.557	
6: Water pressure	4,339	

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
7: Distribution input		
8: Per capita consumption	1.0969	0.6875

Wholesale Wastewater

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
1: Wastewater asset health - sewer collapses	56,250	
1: Wastewater asset health - WWTW PE compliance	14.95	
1: Wastewater asset health - external flooding (other causes)	296	
1a: Category 3 pollution incidents	20,571	
2: Internal flooding incidents	75,260	72,228
3: External flooding incidents		
4: Sewer blockages	16.276	
5: Odour complaints	0.079	
6: Wastewater treatment works numeric compliance	1.661	
7: Proportion of energy from renewable sources		
8: Bathing waters with 'excellent' water quality (part 1)	291,500	246,750
9: Bathing waters with 'excellent' water quality (part 2)	3,640,000	246,750
10: Bathing waters with 'excellent' water quality (part 3)	0.5	
11: Serious pollution incidents		
12: Avoiding blocked drains		

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13: Thanet sewers: non-delivery	31.208	
13: Thanet sewers: delay	0.950	
14: Woolston STW: non-delivery	21.696	
14: Woolston STW: delay	0.900	
15: Millbrook sludge	1,889	

Household Retail

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
1: First time resolution of customer contacts		
2: Dealing with customers' individual needs		
3: Awareness of water hardness measures		
4: Where your money goes		
5: Billing queries		
6: Take up of assistance schemes		
7: Value-for-money		
8: Service Incentive Mechanism (SIM)	Ofwat determined	Ofwat determined