



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

This schedule sets out South Staffordshire 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
1.1: Mean zonal compliance (MZC)	0.054	
1.2: Acceptability of water to customers	0.159	0.121
2.1: Interruptions to supply	0.453	0.453
2.2: Serviceability infrastructure	Penalty 1: 0.076 per year	
	Penalty 2: 0.379 per AMP	
2.3: Serviceability non-infrastructure	Penalty 1: 0.097 per year	
	Penalty 2: 0.487 per AMP	
4.1: Leakage South Staffordshire operating region	0.369	0.183
4.2: Leakage – Cambridge operating region	0.305	0.152

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Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
4.3: Water efficiency		
4.4: Biodiversity		
4.5: Carbon emissions from power consumption		
5.1: Independent customer surveys of value for money and affordability		
5.2: Support for customers in debt		

Household Retail

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
3.1: Service incentive mechanism (SIM)	Ofwat determined	Ofwat determined
3.2: Customer satisfaction surveys		
3.3: Customer engagement		