



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

This schedule sets out United Utilities’ 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: Drinking Water Safety Plan risk score		
A2: Water quality events DWI category 3 or above	0.149	
A3: Water Quality Service Index	0.770	0.417
B1: Average minutes supply lost per property (a year)	5.184	3.978
B2: Reliable water service index	7.974	5.970
B3: Security of supply index	3.330	
B4: Total leakage at or below target	1.458	0.748
B5: Resilience of impounding reservoirs	0.250	
B6: Thirlmere transfer into West Cumbria	2.340	1.271
C1: Contribution to rivers improved (water programme)	0.111	0.028
D1: Delivering our commitments to developers, local authorities and highway authorities		

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Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
E1: Number of free water meters installed		

### Wholesale Wastewater

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
S-A1: Private sewers service index	4.204	1.069
S-A2: Wastewater network performance index	2.298	
S-B1: Future flood risk		
S-B2: Sewer flooding index	2.032	1.050
S-C1: Contribution to bathing waters improved	10.00	
S-D1: Protecting rivers from deterioration due to population growth	0.058	
S-D2: Maintaining our wastewater treatment works	0.572	
S-D3: Contribution to rivers improved (wastewater programme)	0.111	0.028
S-D4a: Wastewater serious (category 1 and 2) pollution incidents	0.420	
S-D4b: Wastewater category 3 pollution incidents	0.282	0.149
S-D5: Satisfactory sludge disposal	5.108	

### Household Retail

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
A-1: Service incentive mechanism (SIM)	Ofwat determined	Ofwat determined
R-A2: Customer experience programme	Penalty 1: £0.5 per £1 of cumulative depreciation	

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Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
	Penalty 2: £8.88m for non-delivery per year	
B1: Customers saying that we offer value for money		
B2: Per household consumption		