



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

This schedule sets out Yorkshire 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
WA1: Drinking water quality	8,920,116	
WA2: Significant drinking water events which require corrective action		
WA3: Drinking water contacts	3,300	2,665
WA4: Water quality stability and reliability factor	Up to 10% totex for outcome	
WB1: Leakage	100,948	50,507
WB2: Water supply interruptions	2,608,882	2,608,882
WB3: Water use		
WB4: Water network stability and reliability factor	Up to 10% totex for outcome	
WC1: Length of river improved	146,238	76,696
WC2: Solutions delivered by working with others		5% of totex for

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

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
		each eligible intervention
WC3: Land conserved and enhanced	20,263	13,171
WC4: Recreational visitor satisfaction		
WD1: Proportion of energy use generated by renewable technology		
WD2: Proportion of waste diverted from landfill		

Wholesale Wastewater

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
SA1: Internal flooding	220,242	57,497
SA2: External sewer flooding		
SA3: Pollution	185,133	185,133
SA4: Sewer network stability and reliability factor	Up to 10% totex for outcome	
SB1: Number of designated bathing waters that exceed the required quality standard		
SB2: Wastewater quality stability and reliability factor	Up to 10% totex for outcome	
SB3: Solutions delivered by working with others		5% of totex for each eligible intervention
SB4: Length of river improved	146,238	76,696
SB5: Amount of land conserved and enhanced	20,263	13,171
SC1: Proportion of energy use generated by renewable technology		
SC2: Proportion of waste diverted from landfill		

Household Retail

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
RA1: Service incentive mechanism – satisfaction score	Ofwat determined	Ofwat determined
RA2: Service commitment failures		
RA3: Overall customer satisfaction		
RB1: Cost of bad debt to customers expressed as proportion of bill		
RB2: Number of people who we help to pay their bill		
RB3: Value for money		
RC1: Proportion of energy use generated by renewable technology		
RC2: Proportion of waste diverted from landfill		