



Outcome delivery incentive rates for Wessex Water following recalibration

This schedule sets out Wessex 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
W-B4: Compliance with abstraction licences		
W-B5: Abstractions at Mere exported	£25	
W-B6: BAP landholding assessed and managed for biodiversity	£4,000	
W-B7: Length of rivers with improved flows	£19,000	£19,000
W-D2: Restrictions on water use (hosepipe bans)	£10,100,000	
W-D3: Water supply interruptions	£41,900	£6,400
W-D4: Properties supplied by a single source	Penalty rate 1 - £76.6	
	Penalty rate 2 - £2,445	
W-D5: Water main bursts	£4,900	
W-F1: Volume of water leaked	£305,000	£110,000

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
W-F2: Customer reported leaks fixed within a day		
W-G1: Customer contacts about drinking water quality	£1,000	£175
W-G2: Compliance with drinking water standards	£770,000	

Wholesale wastewater

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
S-A1: Agreed schemes delivered	£9,000	
S-A2: Beaches passing EU standards		
S-B1: The Environment Agency's Environmental Performance Assessment	£5,900,000	£190,000
S-B2: Monitoring CSOs	£10,000	
S-B3: River water quality improved	£1,674,000	£1,290,000
S-C1: Internal flooding incidents	£315,105	£204,000
S-C2: Risk of flooding from public sewers due to hydraulic inadequacy	£10,400,000	£7,400
S-C3: North Bristol Sewer Scheme	Penalty for delay – Frome: £1.86m/year	
	Penalty for non-delivery: Frome - £24.917m	
	Penalty for delay – Trym: £0.97m/year	
	Penalty for non-delivery: Trym - £14.083m	

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
S-D1: Collapses and bursts on sewer network	£8,400	
S-E1: Greenhouse gas emissions		
S-E2: Proportion of energy self-generated	£99,000	

Household retail

Performance Commitment	Penalty rate following recalibration	Reward rate following recalibration
R-A1: SIM service score	Ofwat determined	Ofwat determined
R-A2: Percentage rating service good/very good		
R-A3: Percentage rating good value for money		
R-A4: Percentage rating ease of resolution		
R-A5: Accessible communications		
R-B1: Volume of water used per person	1.89	
R-B2: Bill as a proportion of disposable income		