

# Portsmouth Water

Doing the right thing for our customers, our environment and our region



- ✓ Board ownership
- ✓ Challenge and scrutiny
- ✓ Legitimate policies
- ✓ Financable and resilient



- ✓ Significant challenge
- ✓ Positive company response
- ✓ Breadth and depth
- ✓ Customer driven



PR19 Outcomes	Performance commitments	Type	ODI	2017/18	2019/20	2024/25
Safe, secure and reliable supply of drinking water	Compliance Risk Index	C	P	UQ	UQ	UQ
	Supply interruptions (minutes)	C	ER/EP	4.28	4.00	3.00
	Mains repairs (per 1000km)	C	ER/EP	70	69	67
	Unplanned outages (%)	C	REP	7.0	4.0	3.0
	Water quality (black, brown, orange)	B	R/P	UQ	UQ	UQ
	Properties at risk of low pressure	B	P	70	70	18
	Resilience schemes	B	REP	-	-	Complete
Long-term resilience of supplies for our own customers and to support the South East region	Per Capita Consumption (l/h/d)	C	ER/EP	144	142	135
	Risk of severe restrictions in a drought	C	REP	None	None	None
	Temporary Usage Bans ≤ 1 in 20 year scenario	B	REP	None	None	None
Low leakage	Leakage (MI/d)	C	ER/EP	37.0	34.9	29.6
A service tailored to individual needs at a long-term affordable price	C-Mex	C	R/P	n/a	n/a	UQ
	D-Mex	C	R/P	n/a	n/a	UQ
	Voids and gap sites	B	P	n/a	n/a	Within 0.25% of local councils' rolling average
	Affordability (number of customers)	B	P	5312	6000	8000
An improved environment, supporting biodiversity	Abstraction Incentive Mechanism related (WINEP)	B	R/P	n/a	n/a	Complete agreed river management
	Catchment management	B	R	n/a	n/a	50 farmers in non-priority areas
	Biodiversity	B	R/P	n/a	n/a	£250k pa grant scheme
	Carbon (tCO2/MI/d)	B	REP	UQ	UQ	UQ
Being recognised by the community as a good corporate citizen	Vulnerability	B	REP	n/a	n/a	85% satisfaction
Recognised by stakeholders as having a culture of Health and Safety through all our activities	RoSPA award	B	REP	Awarded	Awarded	Awarded

Key: C= Common  
B= Bespoke

P= Penalty Only  
R= Reward Only  
R/P= Reward/Penalty  
REP= Reputational  
ER/EP= Enhanced Reward/Penalty

UQ= Upper Quartile