

July 2019

Trust in water

PR19 draft determinations

**Bristol Water – Outcomes performance
commitment appendix**

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PR19 draft determinations: Bristol Water – Outcomes performance commitment appendix

This appendix sets out in detail the performance commitments and outcome delivery incentives we are putting in place for Bristol Water for the period 2020-2025.

This is a technical document to specify clearly the company's performance commitments and outcome delivery incentives. This document is not intended to substitute the information that Bristol Water should provide to its customers on its outcomes and performance commitments.

This appendix sets out each of the company's performance commitments and associated outcome delivery incentives, firstly for common and then for bespoke performance commitments.

The appendix provides the following information on each performance commitment:

- the name and unique identifier of the performance commitment;
- a summary of the purpose and benefits of the performance commitment. The definitions and other terms set out in the performance commitment should be considered to be authoritative in determining the company's commitments and incentives under the performance commitment;
- the detailed definition of the performance commitment. Where these refer to, and incorporate, linked information as part of the description of any aspect of these definitions (for example documents on the Ofwat or other website, or an attachment to the performance commitment), the linked information should be considered to be authoritative in interpreting the definitions of the performance commitment, unless otherwise stated. It is the company's responsibility to report accurate and complete information and it must have adequate processes in place to do this. Any direction on reporting and assurance is specific to the commitment and in addition to the company meeting other obligations;
- the form and type of the outcome delivery incentive;
- the performance commitment levels and targets;
- the limits on outperformance and underperformance payments (caps and collars) and neutral zones (deadbands), if applicable;
- the incentive rates, if applicable;
- the allocation of the performance commitment to the company's applicable price controls; and
- any other additional details on the measure, as required.

In the PR19 Final Methodology (p56) we state that:

- Companies should commit to keeping the definitions of their performance commitments unchanged during 2020-25 and, if any changes are required, to follow our procedures for changes.
- Companies should commit that their ODI payments will only relate to real performance changes and not definitional, methodological or data changes in the performance commitment.

We will be mindful of these points when we are assessing companies' performance against their commitments and ODIs during the 2020-25 period.

We will be considering the procedures for making any changes during the 2020-25 period in due course, taking Information Notice IN16/07 (which explains our current policy in relation to requests for changes to outcomes, performance commitments and outcome delivery incentives) as the starting point.

An accompanying 'Bristol Water - Delivering outcomes for customers actions and interventions' document sets out our response for each action that we specified for the company at the IAP that relates to performance commitments and outcome delivery incentives. This includes, a summary of the company's response to our action, our draft determination of whether a further intervention is required or not, and the rationale for and nature of our draft determination. It also states interventions, if any, that we are making in the draft determination that are not related to specific IAP actions. The detail of the performance commitments and outcome delivery incentives set out in this appendix reflect these interventions.

1.1 Common performance commitments

This section sets out the detail of each of the common performance commitments and outcome delivery incentives we are putting in place for the company for the period 2020-2025.

We have included a working draft of the proposed C-MeX and D-MeX common performance commitments for the company. As explained in our C-MeX and D-MeX policy decision documents published on 8th March, we will publish our decision on final C-MeX and D-MeX incentive design for 2020-2025 as part of the final determinations in December, at which point we will also finalise the detail of these performance commitments and outcome delivery incentives for the company in the same form as the other performance commitments.

A number of companies propose enhanced ODIs for certain common performance commitments. In the PR19 methodology (Appendix 2, p.85) we state: "Companies

proposing enhanced outperformance and underperformance payments should explain in their business plans how they will share the knowledge behind their success with companies across the sector by the end of the 2020-25 price review period or soon after. Receiving the enhanced outperformance payments will depend on whether the company has a credible plan for sharing its approach with the sector.” This is an important aspect of the framework for enhanced ODIs and we expect companies earning enhanced ODIs to share learning on what has worked and what has not, consistent with the knowledge-sharing plans set out in their business plan. We also expect companies to assess the success of their knowledge-sharing and be able to provide evidence of this to Ofwat, and we will take account of this when we determine ODI payments.

In relation to common performance commitments with financial ODIs, companies have put forward a variety of proposed allocations across price controls. We accept that there may be good reasons for these differences and we have accepted the company’s proposed allocations in the draft determination except where a company appears to have made an obvious error.

We note that a number of the common performance commitments incorporate linked information relating to the detailed interpretation of definitions, measurement guidelines or reporting guidelines. These include links to the PR19 Outcomes definitions page on the Ofwat website (and more detailed documents embedded on that web page) and, in some cases, to documents on the Environment Agency and Drinking Water Inspectorate (DWI) websites. Some of the definitions and further guidance contained therein have been the subject of extensive collaborative working between the industry and regulators. Some are still subject to comments from stakeholders and potential improvements (for example through the lessons learned from the experience of “shadow year” reporting). Lessons may continue to be learned and further improvements made as we move from shadow to actual reporting of the performance commitments. We are minded to continue to retain links to information on the Ofwat and other external websites as our default, but we continue to be open to views from stakeholders as to whether we should provide all the detail of every aspect of the specification of the performance commitment within the templates set out here. The final form of the performance commitments for all companies will be set out in the final determinations in December.

1.1.1 Water quality compliance (CRI)

Purpose: The performance commitment incentivises the company to reduce treated water compliance failures and perform better on mitigating measures.

Benefits: This performance commitment reduces the number of compliance failures against statutory obligations which should give customers confidence that water is clean and safe to drink.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC01
Detailed definition of performance measure:	The definition for this performance commitment is set by the Drinking Water Inspectorate (DWI) in collaboration with the industry: This is published as <i>DWI Compliance Risk Index (CRI)</i> , August 2018 at http://www.dwi.gov.uk/stakeholders/price-review-process/CRI_Def.pdf
Additional detail on measurement units:	A CRI score is calculated for every individual compliance failure at water supply zones, supply points and treatment works, and service reservoirs. The annual CRI for a company, for any given calendar year, is the sum of the individual CRI scores for every compliance failure reported during the year (see the DWI Compliance Risk Index for further detail on the full calculations).
Specific exclusions:	There are no specific exclusions, however, for some special rules on calculation of risk score refer to the definition.
Reporting and assurance:	No specific requirements.
Measurement unit and decimal places	Numerical CRI score, reported to two decimal places.
Measurement timing	Calendar year
Incentive form	Revenue
Incentive type	Underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% water network plus

Unique Reference	PR19BRL_PC01
Frequency of reporting	Annual, on a calendar year basis. For example, performance assessment for 2020-21 will be based on the calendar year 2020, whereas 2024-25 assessment will be based on the calendar year 2024.
Any other relevant information	DWI publishes provisional CRI scores in April each year for the previous calendar year. Final scores are published in July of each year in their annual water quality reports.
Links to relevant external documents	http://www.dwi.gov.uk/about/annual-report/index.htm

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	number	NA	0.00	0.00	0.00	0.00	0.00
Underperformance collar	number		9.50	9.50	9.50	9.50	9.50
Enhanced underperformance threshold	number		NA	NA	NA	NA	NA
Underperformance deadband	number		2.00	2.00	1.50	1.50	1.50
Outperformance deadband	number		NA	NA	NA	NA	NA
Enhanced outperformance threshold	number		NA	NA	NA	NA	NA
Outperformance cap	number		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.191
Underperformance payment - enhanced	NA
Outperformance payment - standard	NA
Outperformance payment - enhanced	NA

1.1.2 Water supply interruptions

Purpose: This performance commitment is designed to incentivise companies to minimise the number and duration of supply interruptions.

Benefits: Reducing the number and duration of interruption events improves the reliability of supply and reduces negative social impacts on customers.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC02
Detailed definition of performance measure	<p>Reducing interruptions to water supply is defined in the reporting guidance for PR19 – Supply Interruptions, published on the 27th March 2018: https://www.ofwat.gov.uk/wp-content/uploads/2018/03/Reporting-guidance-supply-interruptions.pdf</p> <p>It is calculated as the average number of minutes lost per customer for the whole customer base for interruptions that lasted three hours or more</p>
Additional detail on measurement units	<p>Output should be presented as average minutes lost. Calculation of performance is carried out using the following equation:</p> $((\text{Properties with interrupted supply} \geq 180 \text{ mins}) \times \text{Full duration of interruption}) \div$ <p><i>Total number of properties supplied (year end) = average number of minutes lost per customer</i></p> <p>Properties supplied: properties shall include billed mains pressure fed household and non-household properties connected to the company's water supply network.</p> <p>Supply interruption: is defined as when the supply of water to a property is at a pressure of three metres or less (adjusted for any difference in ground or property level).</p>

Unique Reference	PR19BRL_PC02
	Duration of interruption: is defined as the length of time for which properties are without a continuous supply of water at a pressure over three metres. The duration shall only be considered in the calculation of the metric where the duration is three hours or greater.
Specific exclusions:	None
Reporting and assurance:	No specific requirements
Measurement unit and decimal places	Hours:minutes:seconds (HH:MM:SS) per property per year, reported to zero decimal places.
Measurement timing	Reporting year
Incentive form	Revenue
Incentive type	Outperformance and underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% water network plus
Frequency of reporting	Annual
Any other relevant information	ODI rate applies on a per minute basis.
Links to relevant external documents	NA

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	HH:MM:SS	NA	00:05:24	00:04:48	00:04:12	00:03:36	00:03:00
Enhanced underperformance collar	HH:MM:SS		NA	NA	NA	NA	NA
Standard underperformance collar	HH:MM:SS		00:21:36	00:21:36	00:21:36	00:21:36	00:21:36
Underperformance deadband	HH:MM:SS		NA	NA	NA	NA	NA
Outperformance deadband	HH:MM:SS		NA	NA	NA	NA	NA
Standard outperformance cap	HH:MM:SS		00:02:37	00:02:20	00:01:30	00:01:30	00:01:30
Enhanced outperformance cap	HH:MM:SS		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.122
Underperformance payment - enhanced	NA
Outperformance payment - standard	0.096
Outperformance payment - enhanced	NA

1.1.3 Leakage

Purpose: This performance commitment is designed to incentivise companies to reduce leakage.

Benefits: The benefits of reduced leakage are improved water resources supply/demand balance and increased water supply network resilience.

The performance commitment is consistent with the company reducing average annual leakage by 15% from 2019-20 to 2024-25.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC18
Detailed definition of performance measure	<p>The percentage reduction of three year average leakage in megalitres per day (MI/d) from the 2019-20 baseline.</p> <p>The total level of leakage is defined in the Final reporting guidance for PR19 – Leakage, published on the 27th March 2018: https://www.ofwat.gov.uk/publication/reporting-guidance-leakage/</p> <p>Three-year average values are calculated from annual average values for the reporting year and two preceding years and expressed in megalitres per day (MI/d).</p>
Additional detail on measurement units	<p>Total leakage is defined as the sum of distribution system leakage, including service reservoir losses and trunk main leakage plus customer supply pipe leakage.</p> <p>Baseline total leakage is calculated as a three-year average of annual values for 2017-18, 2018-19 and 2019-20 and expressed in megalitres per day (MI/d).</p> <p>The company should provide a commentary in its 2019-20 Annual Performance Report submission describing any differences in its baseline total leakage level expressed in megalitres per day (MI/d) in comparison with its business plan forecast. Reasons for any differences should be clearly explained and their volumetric impacts on the baseline quantified.</p> <p>We reserve the right to intervene if the company does not clearly explain the reasons for differences or if the forecast 2019-20 service level is not met due to reasons which we consider to be within the company's control.</p> <p>As a minimum, if a company does not meet its 2019-20 leakage target, the company's 2019-20 baseline will be adjusted downwards by one third of the difference between the annual value derived from the 2019-20 PR14 committed annual performance level and the corresponding actual annual value using the PR14</p>

Unique Reference	PR19BRL_PC18
	<p>calculation of leakage set out in the PR14 performance commitment.</p> <p>Outcome delivery incentives will be applied on a megalitres per day basis. The performance commitment levels expressed as percentage reduction will be applied to 2019-20 baseline. The difference between this value to one decimal place and actual three year average leakage will be used to calculate outcome delivery incentives.</p>
Specific exclusions:	As defined in the reporting guidance.
Reporting and assurance:	The company will also report leakage as a three year average in MI/d to one decimal place, corresponding to the percentage reduction reported.
Measurement unit and decimal places	<p>Percentage reduction from 2019-20 baseline, reported to one decimal place.</p> <p>The volumetric levels resulting from the application of the percentage reduction in megalitres per day (MI/d) reported to one decimal place.</p>
Measurement timing	Reporting year
Incentive form	Revenue
Incentive type	Outperformance and underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% water network plus
Frequency of reporting	Annual
Any other relevant information	<p>Performance commitment levels are set as percentage reduction from 2019-20 baseline.</p> <p>Incentive payments relate to performance changes expressed in megalitres per day (MI/d).</p>
Links to relevant external documents	None

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020- 21	2021- 22	2022- 23	2023- 24	2024- 25
Performance commitment level – percentage reduction	%	NA	2.3	4.7	8.1	11.6	15.1
Enhanced underperformance collar – percentage reduction	%		NA	NA	NA	NA	NA
Standard underperformance collar – percentage reduction	%		-5.0	-5.0	-5.0	-5.0	-5.0
Standard underperformance collar for tier 1 standard underperformance rate – percentage reduction	%		2.3	4.7	6.6	6.6	6.6
Underperformance deadband – percentage reduction	%		NA	NA	NA	NA	NA
Outperformance deadband – percentage reduction	%		NA	NA	NA	NA	NA
Standard outperformance cap – percentage reduction	%		11.6	11.6	11.6	13.3	15.6
Enhanced outperformance cap – percentage reduction	%		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment tier 1 - standard	-3.117
Underperformance payment tier 2 - standard	-0.191
Underperformance payment - enhanced	NA
Outperformance payment - standard	0.163
Outperformance payment - enhanced	NA

1.1.4 Per capita consumption

Purpose: This performance commitment is designed to incentivise companies to help customers reduce their consumption.

Benefits: The benefit of reduced per capita consumption (PCC) is to improve long term water resources supply/demand balance.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC19
Detailed definition of performance measure	<p>Per capita consumption is defined in the Final reporting guidance for PR19 – Per Capita Consumption, published on the 27th March 2018: https://www.ofwat.gov.uk/publication/reporting-guidance-per-capita-consumption/</p> <p>Three-year average values are calculated from annual average values for the reporting year and two preceding years and expressed in litres/person/day (l/p/d).</p>
Additional detail on measurement units	<p>Per capita consumption is defined as the sum of measured household consumption and unmeasured household consumption divided by the total household population.</p> <p>The company should provide a commentary in its 2019-20 Annual Performance Report submission describing any differences in its baseline PCC expressed in litres per person per day (l/p/d) in comparison with its business plan forecast. Reasons for any differences should be clearly explained and their volumetric impacts on the baseline quantified.</p>

Unique Reference	PR19BRL_PC19
	<p>We reserve the right to intervene if the company does not clearly explain the reasons for differences or if the forecast 2019-20 service level is not met due to reasons which we consider to be within the company's control.</p> <p>Outcome delivery incentives will be applied on a litres per person per day basis. The performance commitment levels expressed as percentage reduction will be applied to 2019-20 baseline. The difference between this value to one decimal place and actual three year average per capita consumption will be used to calculate outcome delivery incentives.</p>
Specific exclusions:	As defined in the reporting guidance.
Reporting and assurance:	The company will also report per capita consumption as a three year average in litres per person per day to one decimal place, corresponding to the percentage reduction reported.
Measurement unit and decimal places	<p>Percentage reduction from 2019-20 baseline, reported to one decimal place.</p> <p>The volumetric levels resulting from the application of the percentage reduction in litres/person/day (l/p/d) reported to one decimal place.</p>
Measurement timing	Reporting year
Incentive form	Revenue
Incentive type	Outperformance and underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	50% water network plus 50% residential retail
Frequency of reporting	Annual
Any other relevant information	<p>Performance commitment levels are set as percentage reduction from 2019-20 baseline.</p> <p>Incentive payments relate to performance changes expressed in litres/person/day (l/p/d).</p>
Links to relevant external documents	None

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level – percentage reduction	%	NA	1.3	2.6	3.9	5.1	6.3
Enhanced underperformance collar – percentage reduction	%		NA	NA	NA	NA	NA
Standard underperformance collar – percentage reduction	%		-8.6	-8.6	-8.6	-8.6	-8.6
Underperformance deadband – percentage reduction	%		NA	NA	NA	NA	NA
Outperformance deadband – percentage reduction	%		NA	NA	NA	NA	NA
Standard outperformance cap – percentage reduction	%		9.9	9.9	9.9	9.9	9.9
Enhanced outperformance cap – percentage reduction	%		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/litres/person/day)
Underperformance payment - standard	-0.066
Underperformance payment - enhanced	NA
Outperformance payment - standard	0.055
Outperformance payment - enhanced	NA

1.1.5 Mains repairs

Purpose: This performance commitment is designed to incentivise the company to appropriately maintain and improve the asset health of the infrastructure and below-ground water mains network and demonstrate its commitment to its asset stewardship responsibility.

Benefits: This performance commitment helps to ensure that the overall asset health of the water mains network is maintained and improved for the benefit of current and future generations.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC03
Detailed definition of performance measure	Mains repairs is defined in the reporting guidance for PR19 – Mains Repairs per 1000km, published on the 27 th March 2018. https://www.ofwat.gov.uk/publication/reporting-guidance-mains-repairs-per-1000km/ It is reported as the number of mains repairs per thousand kilometres of the entire water main network (excluding communication and supply pipes).
Additional detail on measurement units	Mains repairs – This includes all physical repair work to mains from which water is lost. Mains length – This is the length of all pipes conveying treated water around the distribution point but not including communication pipes or supply pipes.
Specific exclusions	As defined in the reporting guidance.
Reporting and assurance	The company should report mains repaired pro-actively and reactively separately. Pro-active repairs are those completed by the company as a result of the company's active leakage control (ALC) or its own leak detection activity. Reactive repairs are those that are completed as a result of a customer

Unique Reference	PR19BRL_PC03
	contact (made using any communication channel) informing the company of a leak.
Measurement unit and decimal places	Number of repairs per 1000km of mains, reported to one decimal place.
Measurement timing	Reporting year
Incentive form	Revenue
Incentive type	Underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% water network plus
Frequency of reporting	Annual
Any other relevant information	NA
Links to relevant external documents	NA

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	number	NA	121.7	121.7	121.7	121.7	121.7
Enhanced underperformance collar	number		NA	NA	NA	NA	NA
Standard underperformance collar	number		146.0	150.2	154.4	158.6	162.8
Underperformance deadband	number		NA	NA	NA	NA	NA
Outperformance deadband	number		NA	NA	NA	NA	NA
Standard outperformance cap	number		NA	NA	NA	NA	NA
Enhanced outperformance cap	number		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.041
Underperformance payment - enhanced	NA
Outperformance payment - standard	NA
Outperformance payment - enhanced	NA

1.1.6 Unplanned outage

Purpose: This performance commitment is designed to incentivise the company to appropriately maintain and improve the asset health of the non-infrastructure or above-ground water assets and demonstrate its commitment to its asset stewardship responsibility.

Benefits: This performance commitment helps to ensure that the overall asset health of the above-ground water assets is maintained and improved for the benefit of current and future generations.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC04
Detailed definition of performance measure	<p>Unplanned outage is defined in the reporting guidance for PR19 – Unplanned Outage, published on 4th April 2019. https://www.ofwat.gov.uk/wp-content/uploads/2018/03/20190327-6.-Unplanned-outage-final-reporting-guidance.pdf</p> <p>This measure is reported as the temporary loss of peak week production capacity (PWPC) in the reporting year weighted by the duration of the loss (in days). Unplanned outage for each water production site is calculated separately and then summed over the reporting year to give a total actual unplanned outage for the water resource zone.</p> <p>The company water resource zone weighted outage can then be summed (MI/d) and normalised based on overall company peak week production capacity to be reported as a percentage.</p>
Additional detail on measurement units	See reporting guidance for additional detail.
Specific exclusions:	As defined in the reporting guidance.
Reporting and assurance	<p>The company should report its current company level peak week production capacity (PWPC) (MI/d), the unplanned outage (MI/d) and planned outage (MI/d) in its commentary.</p> <p>The company should also provide a summary of data quality and compliance in accordance with the reporting requirements.</p>
Measurement unit and decimal places	Percentage of peak week production capacity, reported to two decimal places.
Measurement timing	Reporting year
Incentive form	Revenue
Incentive type	Underperformance payment

Unique Reference	PR19BRL_PC04
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% water network plus
Frequency of reporting	Annual
Any other relevant information	NA
Links to relevant external documents	NA

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	%	NA	1.50	1.50	1.50	1.50	1.50
Enhanced underperformance collar	%		NA	NA	NA	NA	NA
Standard underperformance collar	%		3.00	3.00	3.00	3.00	3.00
Underperformance deadband	%		NA	NA	NA	NA	NA
Outperformance deadband	%		NA	NA	NA	NA	NA
Standard outperformance cap	%		NA	NA	NA	NA	NA
Enhanced outperformance cap	%		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.381
Underperformance payment - enhanced	NA
Outperformance payment - standard	NA
Outperformance payment - enhanced	NA

1.1.7 Risk of severe restrictions in a drought

Purpose: To measure the resilience of each company to severe restrictions in a 1-in-200 drought and incentivise the improvement of this level of resilience in the short and longer term.

Benefits: A reduction in the risk of severe drought restrictions will reduce the associated risk of substantial costs and detrimental effects on customers' wellbeing.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC05
Detailed definition of performance measure	<p>The performance commitment drought risk is defined in the reporting guidance – Drought resilience metric, published on the 13th March 2018: https://www.ofwat.gov.uk/wp-content/uploads/2018/03/Drought-resilience-metric-March-18.pdf</p> <p>The overall metric will be, on a company basis, the percentage of the customer population at risk of experiencing severe restrictions in a 1-in-200 year drought, on average, over 25 years.</p>
Additional detail on measurement units	<p>The metric will be calculated using the following formula: <i>At risk if, $DO - OA < DD + TH$</i></p> <p>Where:</p> <ul style="list-style-type: none"> Deployable output (supply) = DO Outage allowance (unavailable supply) = OA Dry year demand = DD Target headroom (uncertainty) = TH <p>The annual percentage of customers at risk is then calculated by dividing total numbers of customers at risk (ie population of a water resource zone) by the total number of customers served by the company.</p>

Unique Reference	PR19BRL_PC05
Specific exclusions:	As defined in the reporting guidance.
Reporting and assurance	As defined in the reporting guidance.
Measurement unit and decimal places	Percentage of population at risk reported to one decimal place
Measurement timing	Reporting year
Incentive form	Reputational
Incentive type	NA
Timing of underperformance and outperformance payments	NA
Price control allocation	NA
Frequency of reporting	Annual
Any other relevant information	NA
Links to relevant external documents	NA

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	%	NA	42.0	42.0	42.0	42.0	0.0
Enhanced underperformance collar	%		NA	NA	NA	NA	NA
Standard underperformance collar	%		NA	NA	NA	NA	NA
Underperformance deadband	%		NA	NA	NA	NA	NA
Outperformance deadband	%		NA	NA	NA	NA	NA
Standard outperformance cap	%		NA	NA	NA	NA	NA
Enhanced outperformance cap	%		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	NA
Underperformance payment - enhanced	NA
Outperformance payment - standard	NA
Outperformance payment - enhanced	NA

1.1.8 Priority services for customers in vulnerable circumstances

Purpose: To ensure a minimum standard across all companies for the number of households registered on the Priority Services Register (PSR) and for PSR data checking.

Benefits: This performance commitment will help to increase the number of customers in vulnerable circumstances that receive the most appropriate service to their needs. It will also ensure the PSR is kept up to date.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC27
<p>Detailed definition of performance measure</p>	<p>This common performance commitment is defined in the reporting guidance 'PR19 draft determinations: Reporting guidance – Common performance commitment for the Priority Service Register.</p> <p>This performance commitment consists of the following criteria:</p> <ul style="list-style-type: none"> • The PSR reach: percentage of households that the company supplies with water and/or wastewater services that are registered on the company's PSR; • Attempted contact: percentage of distinct households on the PSR that the company has attempted to contact over a two-year period; • Actual contact: percentage of distinct households on the PSR that the company has actually contacted over a two-year period. <p>To achieve compliance with this performance commitment the reach, attempted contact and actual contact targets should be achieved.</p>
<p>Additional detail on measurement units</p>	<p>The performance commitment is calculated using the following formulas:</p> $PSR\ Reach = \left(\frac{PSR\ [households]}{Total\ households} \right) \times 100$ $Attempted\ contacts = \left(\frac{Number\ of\ attempted\ contacts}{PSR\ [households]} \right) \times 100$ $Actual\ contacts = \left(\frac{Number\ of\ actual\ contacts}{PSR\ [households]} \right) \times 100$ <p>PSR [households] – Number of households on the PSR (recorded on 31 March)</p>

Unique Reference	PR19BRL_PC27
	<p>Total households – Total number of households served (recorded on 31 March)</p> <p>Attempted contact – Distinct households which the company has attempted to contact over a two-year period (recorded on 31 March)</p> <p>Actual contact – Distinct households where the company had actual contact over a two-year period (recorded on 31 March)</p>
Specific exclusions	None
Reporting and assurance	<p>Companies should also report the following information:</p> <p>PSR reach: companies should present PSR membership by separately reporting forecast annual figures for individuals registered receiving support through PSR services for a) communication, b) support with mobility and access restrictions c) support with supply interruption, d) support with security and e) support with other needs.</p> <p>PSR data-checking: Companies should report the number of households added and removed from the PSR if the data is not available to report numbers of individuals. Where possible, the company should report the corresponding figure for individuals alongside this.</p>
Measurement unit and decimal places	<p>PSR reach: percentage of applicable households, reported to one decimal place.</p> <p>Actual contacts: percentage of applicable households, reported to one decimal place.</p> <p>Attempted contacts: percentage of applicable households, reported to one decimal place</p>
Measurement timing	Reporting year
Incentive form	Reputational
Incentive type	NA
Timing of underperformance and outperformance payments	NA
Price control allocation	NA
Frequency of reporting	Annual
Any other relevant information	NA
Links to relevant external documents	See 'Reporting guidance – Common performance commitment for the Priority Service Register'

Performance commitment levels

		Initial level	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level: Reach	%	NA	3.1	4.1	5.1	6.1	7.0
Performance commitment level: Actual contact	%		25.0	50.0	50.0	50.0	50.0
Performance commitment level: Attempted contact	%		45.0	90.0	90.0	90.0	90.0
Enhanced underperformance collar	%		NA	NA	NA	NA	NA
Standard underperformance collar	%		NA	NA	NA	NA	NA
Underperformance deadband	%		NA	NA	NA	NA	NA
Outperformance deadband	%		NA	NA	NA	NA	NA
Standard outperformance cap	%		NA	NA	NA	NA	NA
Enhanced outperformance cap	%		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	NA
Underperformance payment - enhanced	NA
Outperformance payment - standard	NA
Outperformance payment - enhanced	NA

1.1.9 C-MeX

Purpose: This performance commitment is designed to incentivise companies to improve the experience they provide to residential customers.

Benefits: This performance commitment should increase residential customer satisfaction, by improving both the overall customer experience and companies' handling of customer contacts.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC12
Detailed definition of performance measure	<p>C-MeX is a composite measure of customer satisfaction. A company's C-MeX score is calculated as the weighted average of customer satisfaction (CSAT) scores and net promoter scores (NPS), from customer service (CS) and customer experience (CE) surveys. Standard and enhanced payments under C-MeX depend on a company's performance relative to those of the other companies.</p> <p>Higher performance payments are available if the company passes each of the following three 'gates':</p> <ol style="list-style-type: none"> 1. is one of the top three performers by C-MeX score; 2. has lower than the industry average number of complaints (per 10,000 connections); and 3. is at or above the C-MeX all sector upper quartile (ASUQ) threshold, which is based on the UK Customer Satisfaction Index (CSI) measure of customer satisfaction in the UK, run by the Institute of Customer Services.
Additional detail on measurement units	The company's C-MeX incentive rate (determined before the application of any higher performance payment for passing the three gates, above) depends on its C-MeX score relative to those of the other companies. Specifically, it depends on how

Unique Reference	PR19BRL_PC12
	<p>many standard deviations (SD) the company's score is from the industry average C-MeX score, determined as:</p> <p>SD score = (company C-MeX – C-MeX mean) / C-MeX SD</p> <p>The company's C-MeX score (determined before the application of any adjustment for the number of channels offered) is calculated using the following formula:</p> <p>C-MeX score = (40% CS CSAT) + (40% CE CSAT) + (20% combined CS and CE NPS)</p> <p>CSAT and NPS scores are normalised to a scale of 0 to 100. Three points are deducted from the C-MeX score if the company fails to offer at least five channels (including at least three on-line), to receive customer contacts and complaints.</p> <p>The 'C-MeX ASUQ' threshold referred to in the three gates for higher rewards, above, is calculated using the following formula:</p> <p>C-MeX ASUQ = C-MeX Mean + (UKCSI ASUQ - UKCSI Mean) / UKCSI SD * C-MeX SD</p> <p>where:</p> <ul style="list-style-type: none"> • 'C-MeX Mean' is the mean average of all water companies' C-MeX scores, • 'UKCSI ASUQ' is the upper quartile of the CSI scores of all companies in the UKCSI report relating to the relevant year (eg for C-MeX in 2020-21, the UKCSI ASUQ would be based on data from the July 2021 UKCSI surveys), • 'UKCSI Mean' is the mean average score of water companies in the UKCSI report relating to the relevant year, • 'UKCSI SD' is the standard deviation of water companies' scores in the UKCSI report relating to the relevant year, and • 'C-MeX SD' is the standard deviation of the C-MeX scores of all water companies.
Specific exclusions	As set out in the PR19 DD C-MeX and D-MeX annex of 'Delivering outcomes for customers policy appendix'

Unique Reference	PR19BRL_PC12
Reporting and assurance	Reporting and assurance should be in the form and manner set out in the guidance. ¹
Measurement unit and decimal places	Score out of 100, to two decimal places
Measurement timing	Reporting year
Incentive form	Reputational and revenue
Incentive type	Outperformance and underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% residential retail
Frequency of reporting	Annual
Any other relevant information	The company's C-MeX payments are calculated by multiplying its incentive rate by its annual allowed residential retail revenue (as described in 'Bristol Water draft determination' and 'Bristol Water – Allowed revenue appendix').
Links to relevant external documents	PR19 DD C-MeX and D-MeX 'Delivering outcomes for customers policy appendix'

¹ This guidance will be published by March 2020 and will be informed by findings from the C-MeX shadow year. The C-MeX guidance for the shadow year is: [PR19 Customer Measure of Experience \(C-MeX\): guidance for the Shadow Year 2019-20](#), Ofwat, March 2019.

Incentive rates

Incentive type	Incentive rate (% of annual allowed residential retail revenue)
Underperformance payment – enhanced rate (Applies if SD score below -1)	-12%
Underperformance payment – standard rate (Applies if SD score is between -0.25 and -1)	6% x SD score ²
Deadband (Applies if SD score is above -0.25 and below 0.25)	0%
Outperformance payment – standard rate (Applies if SD score is between 0.25 and 1)	3% x SD score
Outperformance payment – enhanced rate (Applies if SD score is above 1)	6%
Outperformance payment – higher rate (Applies if meeting the three gates for highest payments. Overrides other incentive rates.)	<p>12% if the company has the highest C-MeX score of companies passing the three gates and SD score is above 1</p> <p>10% if the company has the second highest C-MeX score of companies passing the three gates and SD score is above 1</p> <p>8% if the company has the third highest C-MeX score of companies passing the three gates and SD score is above 1</p> <p>6% if the company's SD score is below 1 (regardless of position by C-MeX score of the companies passing the three gates)</p>

² Note: as the SD score is negative, the term 6% x SD score is negative, hence a minus sign is not applied to the 6%.

1.1.10 D-MeX

Purpose: This performance commitment is designed to incentivise companies to improve the experience they provide to developer services (new connections) customers, including property developers, self-lay providers and those with new appointments and variations (NAVs).

Benefits: This performance commitment should increase developer customer satisfaction, by improving the overall customer experience for all developer services customers.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC13
<p>Detailed definition of performance measure</p>	<p>D-MeX is a composite measure of customer satisfaction. A company's D-MeX score is calculated from the weighted average of its:</p> <ul style="list-style-type: none"> • qualitative D-MeX score, based on scores from a customer satisfaction survey based on transactions; and • quantitative D-MeX score, based on the company's performance against a set of Water UK performance metrics. <p>The set of Water UK performance metrics which are used to calculate the quantitative component of the company's D-MeX score are³:</p> <ul style="list-style-type: none"> W1.1 Pre-development enquiry – reports issued W2.1 s45 applications – written acknowledgment W3.1 s45 quotations W4.1 s45 service pipe connections W5.1 Mains design – written acknowledgment W6.1 Mains design <500 plots - quotations W7.1 Mains design >500 plots - quotations W8.1 Mains construction W16.1 Mains diversions – written acknowledgement W17.1 Mains diversions (without constraints) - quotations W17.2 Mains diversions (with constraints) - quotations W18.1 Mains diversions - construction/commissioning W19.1 Self-lay point of connection applications – written acknowledgement

³ Please note that this list may be subject to change as a result of work undertaken by Ofwat and/or Water UK prior to PR19 Final Determinations.

Unique Reference	PR19BRL_PC13
	<p>W20.1 Self-lay Point of Connection report < 500 plots etc. - reports issued</p> <p>W21.1 Self-lay Point of Connection reports >500 plots etc. - reports issued</p> <p>W22.1 Self-lay design approval and terms request – written acknowledgement</p> <p>W23.1 Self-lay design and terms request <500 plots etc. - quotations</p> <p>W24.1 Self-lay design and terms request >500 plots etc. - quotations</p> <p>W25.1 Self-lay signed agreement - acknowledgements</p> <p>W26.1 Self-lay water for pressure/bacteriological testing - provided</p> <p>W27.1 Self-lay permanent water supply - provided</p> <p>W28.1 Self-lay vesting certificates - issued</p> <p>W29.1 Self-lay Asset Payments - issued</p> <p>W30.1 Self-lay plot references and costing details - issued</p> <p>S1.1 Pre-development enquiry – reports issued</p> <p>S2.1 Sewer requisition – written acknowledgement</p> <p>S3.1 Sewer requisition design – offers issued</p> <p>S4.1 Sewer requisition – constructed and commissioned</p> <p>S5.1 Technical vetting of adoptions & diversions - acknowledgements</p> <p>S6.1 Technical vetting of adoptions & diversions – approval or rejection letters</p> <p>S7.1 Adoption legal agreement – draft agreements issued</p> <p>S8.1 s106 sewer connection - approval letters issued</p>
<p>Additional detail on measurement units</p>	<p>The company's D-MeX score is calculated using the following formula:</p> <p>D-MeX score = (50% Qual) + (50% Quant)</p> <p>Where:</p> <ul style="list-style-type: none"> • 'Qual' is a combination of the overall satisfaction score given by developer customers surveyed in the customer satisfaction survey; and • 'Quant' is a combination of Water UK performance metrics which have non-zero volumes.
<p>Specific exclusions</p>	<p>As set out in the PR19 DD C-MeX and D-MeX 'Delivering outcomes for customers policy appendix'</p>

Unique Reference	PR19BRL_PC13
Reporting and assurance	Reporting and assurance should be in the form and manner set out in the guidance ⁴
Measurement unit and decimal places	Score out of 100, to two decimal places
Measurement timing	Reporting year
Incentive form	Reputational and revenue
Incentive type	Outperformance and underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% water network plus
Frequency of reporting	Annual
Any other relevant information	The company's D-MeX payments are calculated by multiplying its incentive rate by its annual developer services revenue.
Links to relevant external documents	PR19 DD C-MeX and D-MeX 'Delivering outcomes for customers policy appendix'

⁴ This guidance will be published by March 2020 and will be informed by findings from the D-Mex shadow year. The D-MeX guidance for the shadow year is: [PR19 Developer Measure of Experience \(D-MeX\): guidance for the Shadow Year 2019-20](#), Ofwat, March 2019.

Incentive rates

Incentive type	Incentive rate (% of annual developer services revenue)
Underperformance payment – enhanced rate (Applies if D-MeX score is equal/above the 3rd quartile of all D-MeX scores across all companies)	-12%
Underperformance payment – standard rate (Applies if D-MeX score is equal/above the 2nd quartile and below the 3rd quartile of all D-MeX scores across all companies)	-6%
Deadband (Applies if D-MeX score is equal/above the 1st quartile and below the 2nd quartile of all D-MeX scores across all companies)	0%
Outperformance payment – standard rate (Applies if D-MeX score is below the 1st quartile of all D-MeX scores across all companies)	6%

1.2 Bespoke performance commitments

This section sets out the detail for each of the bespoke performance commitments and outcome delivery incentives we are putting in place for the company for the period 2020-2025.

Companies have developed bespoke performance commitments that reflect customers' preferences. Allowing companies to propose their own performance commitments, allows them to innovate and target their customers' values and concerns in the context of their specific circumstances.

In addition to considering the comments provided on definitions for bespoke performance commitments included at the draft determination stage, we may wish to have further correspondence with the company following draft determination in order to ensure that performance commitment definitions are as well-specified as possible for final determination, particularly those which are new and/or financially material.

1.2.1 Customer contacts about water quality – appearance

Purpose: To reduce water quality contacts relating to appearance.

Benefits: This performance commitment improves the appearance of drinking water by incentivising the company to reduce the number of consumer contacts it receives in relation to the appearance of drinking water.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC06
Detailed definition of performance measure	<p>The number of times the company is contacted by consumers due to the drinking water not being clear, reported per 1,000 population.</p> <p>The calculation is the number of contacts for appearance multiplied by 1,000 divided by the resident water supplied population as reported to the Drinking Water Inspectorate (DWI).</p>
Additional detail on measurement units	<p>The consumer contact classification guidance is published by the DWI as <i>Information Letter 1/2006</i>, 6 January 2006: http://dwi.defra.gov.uk/stakeholders/information-letters/2006/01_2006.pdf</p> <p>Consumers contact a water company for various water quality reasons. Only consumer contacts that are about appearance will be included in this measure.</p>

Unique Reference	PR19BRL_PC06
Specific exclusions	See DWI guidance for a full list of exclusions.
Reporting and assurance	The company is also expected to report consumer contacts separately for appearance as well as taste and odour for the Discover Water website.
Measurement unit and decimal places	Number of consumer contacts per 1,000 population, reported to two decimal places.
Measurement timing	Calendar year
Incentive form	Revenue
Incentive type	Outperformance and underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% water network plus
Frequency of reporting	Annual, on a calendar year basis. For example, performance assessment for 2020-21 will be based on data from the calendar year 2020.
Any other relevant information	NA
Links to relevant external documents	The Discover Water website link for this measure is https://discoverwater.co.uk/colour

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	Number	NA	0.83	0.73	0.63	0.53	0.43
Enhanced underperformance collar	Number		NA	NA	NA	NA	NA
Standard underperformance collar	Number		1.66	1.66	1.66	1.66	1.66
Underperformance deadband	Number		NA	NA	NA	NA	NA
Outperformance deadband	Number		NA	NA	NA	NA	NA
Standard outperformance cap	Number		0.44	0.38	0.32	0.32	0.32
Enhanced outperformance cap	Number		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.935
Underperformance payment - enhanced	NA
Outperformance payment - standard	0.779
Outperformance payment - enhanced	NA

1.2.2 Customer contacts about water quality – taste and smell

Purpose: To reduce water quality contacts relating to taste and odour.

Benefits: This performance commitment improves the taste and odour of drinking water by incentivising the company to reduce the number of consumer contacts it receives in relation to the taste and odour of drinking water.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC07
Detailed definition of performance measure	<p>The number of times the company is contacted by consumers due to the taste and odour of drinking water, reported per 1,000 population.</p> <p>The calculation is the number of contacts for taste and odour contacts multiplied by 1,000 divided by the resident population as reported to DWI.</p>
Additional detail on measurement units	<p>The consumer contact classification guidance is published by the DWI as <i>Information Letter 1/2006</i>, 6 January 2006: http://dwi.defra.gov.uk/stakeholders/information-letters/2006/01_2006.pdf</p> <p>Consumers contact a water company for various water quality reasons. Only consumer contacts that are about taste and odour will be included in this measure.</p>
Specific exclusions	See DWI guidance for a full list of exclusions.
Reporting and assurance	The company is also expected to report consumer contacts separately for appearance as well as taste and odour for the Discover Water website.
Measurement unit and decimal places	Number of consumer contacts per 1,000 population, reported to two decimal places.
Measurement timing	Calendar year
Incentive form	Revenue
Incentive type	Outperformance and underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% water network plus
Frequency of reporting	Annual, on a calendar year basis. For example, performance assessment for 2020-21 will be based on data from the calendar year 2020.

Unique Reference	PR19BRL_PC07
Any other relevant information	NA
Links to relevant external documents	The Discover Water website link for this measure is at https://discoverwater.co.uk/taste

Performance commitment levels

	Unit	Company forecast	Committed performance level				
		2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	Number	NA	0.40	0.36	0.32	0.28	0.25
Enhanced underperformance collar	Number		NA	NA	NA	NA	NA
Standard underperformance collar	Number		0.80	0.80	0.80	0.80	0.80
Underperformance deadband	Number		NA	NA	NA	NA	NA
Outperformance deadband	Number		NA	NA	NA	NA	NA
Standard outperformance cap	Number		0.21	0.19	0.16	0.14	0.14
Enhanced outperformance cap	Number		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.935
Underperformance payment - enhanced	NA
Outperformance payment - standard	0.779
Outperformance payment - enhanced	NA

1.2.3 Properties at risk of receiving low pressure

Purpose: This performance commitment is designed to incentivise the company to reduce the number of properties that are at risk of experiencing or experience their water supply having a low pressure.

Benefits: This performance commitment reduces the number of properties experiencing poor or no water supply due to low pressure.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC08
Detailed definition of performance measure	<p>The number of properties receiving or at risk of receiving pressure below the low pressure reference level.</p> <p>This measure is calculated as the total number of properties receiving pressure below standard, minus the number of those properties that are covered by the predetermined allowable exclusion categories as detailed in the reporting guidance.</p> <p>The low pressure reference level is defined in the reporting guidance, published on the 27th March 2018 https://www.ofwat.gov.uk/wp-content/uploads/2017/12/Properties-at-risk-of-receiving-low-pressure.pdf.</p>
Additional detail on measurement units	The low pressure reference level applies to a single property and is measured on the customer's side of any meter or company fittings.
Specific exclusions	As defined in the reporting guidance
Reporting and assurance	No specific requirements.
Measurement unit and decimal places	Number of properties to zero decimal places
Measurement timing	Reporting year
Incentive form	Revenue
Incentive type	Outperformance and underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% water network plus
Frequency of reporting	Annual

Unique Reference	PR19BRL_PC08
Any other relevant information	NA
Links to relevant external documents	NA

Performance commitment levels

	Unit	Company forecast	Committed performance level				
		2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	Number	NA	65	61	57	53	49
Enhanced underperformance collar	Number		NA	NA	NA	NA	NA
Standard underperformance collar	Number		650	650	650	650	650
Underperformance deadband	Number		NA	NA	NA	NA	NA
Outperformance deadband	Number		NA	NA	NA	NA	NA
Standard outperformance cap	Number		9	8	8	8	7
Enhanced outperformance cap	Number		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.00864
Underperformance payment - enhanced	NA
Outperformance payment - standard	0.00460
Outperformance payment - enhanced	NA

1.2.4 Turbidity performance at treatment works

Purpose: This performance commitment incentivises the company to reduce the turbidity experienced at water treatment works.

Benefits: The benefits of reduced turbidity are improvements in the appearance of drinking water and effectiveness of disinfection processes.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC09
Detailed definition of performance measure	<p>This is the number of operational potable water treatment works whose turbidity 95th percentile equals or exceeds a 0.5 NTU (Nephelometric Turbidity Units) threshold.</p> <p>To calculate 95th percentiles for works with sufficient numbers of samples and no long data gaps, the company undertakes the following steps:</p> <ul style="list-style-type: none"> • Puts the sample data in descending order: V1 (max), V2, V3 etc. • Calculates $m = 0.05 * (\text{number of samples} + 1)$ • Splits m: $m = i + j$ where i is an integer and $0 \leq j < 1$ $95\%ile = \{(1-j) * V_i\} + \{j * V_{(i+1)}\}$ <p>The company calculates the 95th percentile value using all data from regular routine sampling of water from final water compliance taps at WTWs.</p>
Additional detail on measurement units	None
Specific exclusions	<p>The following are excluded from being used in the calculation of this metric:</p> <p>Samples that are not routine regulatory samples taken at the final water compliance taps at WTWs and that are not reported in the company's regulatory returns to the DWI.</p>
Reporting and assurance	No specific requirements.
Measurement unit and decimal places	Number of works to zero decimal places
Measurement timing	Calendar year

Unique Reference	PR19BRL_PC09
Incentive form	Revenue
Incentive type	Underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% water network plus
Frequency of reporting	Annual
Any other relevant information	<p>This was a sub-indicator to the company's Asset Reliability (Non-Infrastructure) performance commitment during the 2015-20 period. It is now being reported as a separate performance commitment.</p> <p>This reporting definition is aligned to the Ofwat guidance from June Return 2011.</p> <p>The measure enables the company to consider the following:</p> <ul style="list-style-type: none"> • the use of turbidity as a measure to provide assurance of the optimal operation of filter performance, where filtration is used to address identified risks associated with chlorine resistant pathogens in the source water; • the impact of turbidity on the efficiency of disinfection processes; and • the effect that turbidity has on the aesthetics of the treated water.
Links to relevant external documents	None

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	Number	NA	0	0	0	0	0
Enhanced underperformance collar	Number		NA	NA	NA	NA	NA
Standard underperformance collar	Number		5	5	5	5	5
Underperformance deadband	Number		NA	NA	NA	NA	NA
Outperformance deadband	Number		NA	NA	NA	NA	NA
Standard outperformance cap	Number		NA	NA	NA	NA	NA
Enhanced outperformance cap	Number		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.834
Underperformance payment - enhanced	NA
Outperformance payment - standard	NA
Outperformance payment - enhanced	NA

1.2.5 Unplanned maintenance – non-infrastructure

Purpose: This performance commitment incentivises the company to ensure that the health of all water non-infrastructure assets is appropriately maintained and improved and that it is committed to its asset stewardship responsibility.

Benefits: This performance commitment helps to ensure that the overall asset health of the above-ground water assets is maintained and improved for the benefit of current and future generations.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC10
Detailed definition of performance measure	The total number of unplanned non-infrastructure maintenance jobs, required as a result of equipment failure or reduced asset performance. This measure is defined in the reporting guidance: https://www.ofwat.gov.uk/wp-content/uploads/2017/12/Unplanned-maintenance-non-infrastructure.pdf .
Additional detail on measurement units	NA
Specific exclusions	As defined in the reporting guidance.
Reporting and assurance	No specific requirements.
Measurement unit and decimal places	Number of unplanned non-infrastructure maintenance jobs to zero decimal places
Measurement timing	Reporting year
Incentive form	Revenue
Incentive type	Underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% water network plus
Frequency of reporting	Annual
Any other relevant information	NA
Links to relevant external documents	NA

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	Number	NA	3,272	3,272	3,272	3,272	3,272
Enhanced underperformance collar	Number		NA	NA	NA	NA	NA
Standard underperformance collar	Number		3,601	3,601	3,601	3,601	3,601
Underperformance deadband	Number		NA	NA	NA	NA	NA
Outperformance deadband	Number		NA	NA	NA	NA	NA
Standard outperformance cap	Number		NA	NA	NA	NA	NA
Enhanced outperformance cap	Number		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.000892
Underperformance payment - enhanced	NA
Outperformance payment - standard	NA
Outperformance payment - enhanced	NA

1.2.6 Population at Risk from Asset Failure

Purpose: This performance commitment incentivises the company to reduce the risk of asset failures affecting the water supply of customers in areas with a population greater than 10,000.

Benefits: This performance commitment improves the reliability of the water supply provided to customers.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC11
<p>Detailed definition of performance measure</p>	<p>The total number of customers in areas of population greater than 10,000 people who are at risk of interruption to their water supply in the event of failure of a critical asset that supplies them.</p> <p>This measure relates to the risk of asset failure affecting people within population centres of greater than 10,000. The metric measures the number of people that are served by a single source of supply/critical main that would cause asset failure if it fails. The company will target individual works activities to reduce the population that would be affected by such failures.</p> <p>Asset failure is defined as when the single source of supply / critical main serving a population fails, leading to less than 3m of water pressure being provided for a duration of greater than 30 minutes.</p> <p>This measure is targeted toward preventing the risk of large-scale interruptions to supply within population centres greater than 10,000. For this reason, only individual works activities that affect population centres of greater than 10,000 and that would cause asset failure for greater than 4,960 population, should the asset(s) fail, are included in this metric.</p> <p>This is a threshold-based metric, based on the potential duration and magnitude of interruptions associated with critical assets that can directly result in a supply failure if rendered inoperable, and identifies which of these assets are carrying an unacceptable level of risk.</p> <p>The data used to identify populations at risk is sourced from GIS (Small world GIS) software queries of supply zones, coupled with hydraulic model outputs of population supplied by existing water supply systems and the modelled impact of contingency or alternative supplies. The assumptions underlying these models will not change except to reflect</p>

Unique Reference	PR19BRL_PC11
	improvements in assets as a result of company investment for the purposes of calculating the performance commitment. Therefore, the reduction in people at risk will only result from the company delivering improvements.
Additional detail on measurement units	<p>This metric reflects the risk of large-scale interruptions to supply in populated areas where there is inadequate resilience to disruptive events outside of normal operating limits, such as where:</p> <ul style="list-style-type: none"> • there is no redundancy/backup (as the service disruption is a long-term interruption to supply >24 hours); • more than 4,960 customers would be affected if the system fails (in population centres >10,000); and • there is no connection to any other supply source. <p>This performance commitment is measured by counting the number of people (population) at risk of interruption to their water supply due to asset failure in areas of population greater than 10,000.</p>
Specific exclusions	None
Reporting and assurance	<p>The company will provide external third-party assurance of:</p> <ul style="list-style-type: none"> • verification of the network modelling; and • operational evidence that customers are protected from the known risks. <p>This will include a review of operational incidents where the disruption is greater than 24 hours.</p>
Measurement unit and decimal places	The number of people to zero decimal places
Measurement timing	Reporting year
Incentive form	Reputational
Incentive type	NA
Timing of underperformance and outperformance payments	NA
Price control allocation	NA
Frequency of reporting	Annual
Any other relevant information	<p>This is a revision of a performance commitment from the 2015 to 2020 period.</p> <p>Calculation of the target figures is based on current analysis of the impact of planned interventions on each population area.</p>

Unique Reference	PR19BRL_PC11
	These do not take account of the impact of population growth on the actual populations supplied within each population area. The annual figures reported for this performance commitment are therefore based on the population as at 2017-18 and not adjusted for population growth.
Links to relevant external documents	None

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	Number	NA	724,309	615,732	507,154	398,577	290,000
Enhanced underperformance collar	Number		NA	NA	NA	NA	NA
Standard underperformance collar	Number		NA	NA	NA	NA	NA
Underperformance deadband	Number		NA	NA	NA	NA	NA
Outperformance deadband	Number		NA	NA	NA	NA	NA
Standard outperformance cap	Number		NA	NA	NA	NA	NA
Enhanced outperformance cap	Number		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	NA
Underperformance payment - enhanced	NA
Outperformance payment - standard	NA
Outperformance payment - enhanced	NA

1.2.7 Helping customers who are struggling to pay

Purpose: The purpose of this performance commitment is to incentivise the company to increase the number of customers, who are struggling to pay their water bill, that receive financial support through one of the company's financial support schemes.

Benefits: The benefit of this performance commitment is an increase in the number of customers receiving appropriate financial support which in turn could make these customers' bills more affordable.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC14
Detailed definition of performance measure	The number of customers benefiting from financial support from the company each year during the 2020 to 2025 period via its social tariff and WaterSure. Where a customer receives help from more than one scheme the customer will only be counted once for the purposes of this measure.
Additional detail on measurement units	The measure reported should be the total number of customers on the applicable schemes as of 31 March in the reporting year.
Specific exclusions	None
Reporting and assurance	No specific requirements
Measurement unit and decimal places	Number of customers to zero decimal places
Measurement timing	Reporting year
Incentive form	Reputational
Incentive type	NA
Timing of underperformance and outperformance payments	NA
Price control allocation	NA
Frequency of reporting	Annual

Unique Reference	PR19BRL_PC14
Any other relevant information	None
Links to relevant external documents	None

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	%	NA	18,774	20,462	22,151	23,840	25,259
Enhanced underperformance collar	%		NA	NA	NA	NA	NA
Standard underperformance collar	%		NA	NA	NA	NA	NA
Underperformance deadband	%		NA	NA	NA	NA	NA
Outperformance deadband	%		NA	NA	NA	NA	NA
Standard outperformance cap	%		NA	NA	NA	NA	NA
Enhanced outperformance cap	%		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	NA
Underperformance payment - enhanced	NA
Outperformance payment - standard	NA
Outperformance payment - enhanced	NA

1.2.8 Value for money

Purpose: To incentivise the company to deliver a water and wastewater service that represents value for money for customers.

Benefits: Assessing customer views on value for money is an important factor in understanding drivers of legitimacy with customers and in ensuring that the quality of service provided to customers continues to improve.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC15
Detailed definition of performance measure	<p>The percentage of customers surveyed through the company’s annual household customer tracking survey, who consider that the company provides good value for money. This is determined by customers either responding “very good” or “good” to the question:</p> <p>“Thinking about value for money, overall how would you rate Bristol Water in relation to the service they provide?”</p> <p>The survey will be conducted by phone by an external third party market researcher in line with the Market Research Society’s code of conduct.</p> <p>The sample size should be selected to give a reasonable statistical significance for the purpose of the performance commitment and will use using random digit dialling to contact them.</p>
Additional detail on measurement units	None
Specific exclusions	None
Reporting and assurance	No specific requirements
Measurement unit and decimal places	Percentage to zero decimal places
Measurement timing	Reporting year
Incentive form	Reputational
Incentive type	NA
Timing of underperformance and outperformance payments	NA

Unique Reference	PR19BRL_PC15
Price control allocation	NA
Frequency of reporting	Annual
Any other relevant information	None
Links to relevant external documents	None

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	%	NA	80	81	82	83	83
Enhanced underperformance collar	%		NA	NA	NA	NA	NA
Standard underperformance collar	%		NA	NA	NA	NA	NA
Underperformance deadband	%		NA	NA	NA	NA	NA
Outperformance deadband	%		NA	NA	NA	NA	NA
Standard outperformance cap	%		NA	NA	NA	NA	NA
Enhanced outperformance cap	%		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	NA
Underperformance payment - enhanced	NA
Outperformance payment - standard	NA
Outperformance payment - enhanced	NA

1.2.9 Percentage of satisfied vulnerable customers

Purpose: To ensure that the company's customers that are registered for the Priority Services Register (PSR) are satisfied with the services they receive through the PSR.

Benefits: Through meeting the target for this performance commitment the company ensures that its customers in vulnerable circumstances are satisfied with the services received through the PSR, indicating that the company is delivering a quality approach to supporting these customers.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC16
Detailed definition of performance measure	<p>This performance commitment will measure how satisfied vulnerable customers on the company's PSR are with the services they receive.</p> <p>The performance will be measured using a survey, which will include a single question that asks customers to rate their satisfaction with the services they receive through the PSR. Customers who respond that they are 'satisfied' or 'very satisfied' will be counted toward the total.</p> <p>The survey will be conducted by phone by an external third party market researcher in line with the Market Research Society's code of conduct using a sample size selected to give a reasonable statistical significance for the purpose of the performance commitment. This sample will comprise of representative percentages of customers aligned to the vulnerability needs codes as of the end of the previous financial year. The survey will be conducted by telephone interviews but will also be supplemented by face-to-face interviews and paired interviews if needed.</p>

Unique Reference	PR19BRL_PC16
Additional detail on measurement units	None
Specific exclusions	None
Reporting and assurance	No specific requirements.
Measurement unit and decimal places	Percentage to zero decimal places
Measurement timing	Reporting year
Incentive form	Reputational
Incentive type	NA
Timing of underperformance and outperformance payments	NA
Price control allocation	NA
Frequency of reporting	Annual
Any other relevant information	None
Links to relevant external documents	None

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	%	NA	85	85	85	85	85
Enhanced underperformance collar	%		NA	NA	NA	NA	NA
Standard underperformance collar	%		NA	NA	NA	NA	NA
Underperformance deadband	%		NA	NA	NA	NA	NA
Outperformance deadband	%		NA	NA	NA	NA	NA
Standard outperformance cap	%		NA	NA	NA	NA	NA
Enhanced outperformance cap	%		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	NA
Underperformance payment - enhanced	NA
Outperformance payment - standard	NA
Outperformance payment - enhanced	NA

1.2.10 Void properties

Purpose: This performance commitment is designed to incentivise the company to reduce the number of void household properties.

Benefits: This performance commitment reduces the number of void properties (household properties that are occupied but not billed), leading to fairer charges between customers and lower bills for customers already being billed.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC17
Detailed definition of performance measure	<p>The number of household and non-household properties classified as void as a percentage of the total number of household and non-household properties served by the company.</p> <p>Void properties are defined as properties, within the company's supply area, which are connected for either a water service only, a wastewater service only or both services but do not receive a charge, as there are no occupants. Additionally a property connected for both services that is not occupied, only counts as one void property.</p>
Additional detail on measurement units	The proportion of void properties will be measured as an average over the year. The same method to calculate the average will be used each year.
Specific exclusions	Properties that are not billed as it is uneconomical to do so are not counted. Uneconomical means the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself.
Reporting and assurance	No specific requirements
Measurement unit and decimal places	Percentage household properties classified as void, reported to two decimal places.
Measurement timing	Reporting year
Incentive form	Revenue
Incentive type	Outperformance and underperformance
Timing of underperformance and outperformance payments	In-period

Unique Reference	PR19BRL_PC17
Price control allocation	Residential retail
Frequency of reporting	Annual
Any other relevant information	None
Links to relevant external documents	None

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	%	NA	1.90	1.90	1.80	1.80	1.80
Enhanced underperformance collar	%		NA	NA	NA	NA	NA
Standard underperformance collar	%		NA	NA	NA	NA	NA
Underperformance deadband	%		NA	NA	NA	NA	NA
Outperformance deadband	%		NA	NA	NA	NA	NA
Standard outperformance cap	%		NA	NA	NA	NA	NA
Enhanced outperformance cap	%		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.805
Underperformance payment - enhanced	NA
Outperformance payment - standard	0.442
Outperformance payment - enhanced	NA

1.2.11 Meter penetration

Purpose: This performance commitment incentivises the company to increase the proportion of its household customers charged for water based on metered consumption.

Benefits: The benefit of this performance commitment is an increased number of customers paying for their water based on their metered consumption, leading to reduced water demand, lower bills and operational benefits such as better leak detection.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC20
Detailed definition of performance measure	The percentage of billed residential customers that are charged for water based on metered consumption.
Additional detail on measurement units	This performance commitment is measured by the percentage of residential properties (at year end) that are charged for water based on metered consumption.
Specific exclusions	<p>Non-household, void properties and multiple properties served by a single meter, defined as:</p> <ul style="list-style-type: none"> • Non-household properties: properties that are eligible for the business retail market, such as businesses, charities and public sector organisations. • Void properties: household properties, within the company's supply area, which are connected to the company's water supply but do not receive a charge, as there are no occupants (as per the definition used for the company's 'Void properties' performance commitment). • Multiple properties served by a single meter: this is counted as one metered supply point, as this reflects the customer account billed by the company.

Unique Reference	PR19BRL_PC20
Reporting and assurance	This measure will be reported in the Annual Performance Report (APR).
Measurement unit and decimal places	Percentage of properties to two decimal places
Measurement timing	Reporting year
Incentive form	Revenue
Incentive type	Outperformance and underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% water network plus
Frequency of reporting	Annual
Any other relevant information	This is a continuation of a performance commitment of the same name from the 2015-20 period.
Links to relevant external documents	None

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020- 21	2021- 22	2022- 23	2023- 24	2024- 25
Performance commitment level	%	NA	67.70	69.50	71.30	73.10	75.00
Enhanced underperformance collar	%		NA	NA	NA	NA	NA
Standard underperformance collar	%		NA	NA	NA	NA	NA
Underperformance deadband	%		NA	NA	NA	NA	NA
Outperformance deadband	%		NA	NA	NA	NA	NA
Standard outperformance cap	%		NA	NA	NA	NA	NA
Enhanced outperformance cap	%		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.0425
Underperformance payment - enhanced	NA
Outperformance payment - standard	0.0204
Outperformance payment - enhanced	NA

1.2.12 Raw water quality of sources

Purpose: This performance commitment incentivises the company to reduce the level of nutrients lost to the environment.

Benefits: This performance commitment benefits the environment through improved water quality and catchment management.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC21
<p>Detailed definition of performance measure</p>	<p>Estimated kilograms of phosphorus saved from being lost to the environment.</p> <p>This metric is an assessment of the company's progress in implementing catchment management of nutrients across its catchments.</p> <p>The assessment of progress against the target is made using a recognised model (Farmscoper) to calculate mass of nutrients saved according to interventions taken up. Farmscoper predicts pollutant losses from farms. In calculating these predictions it can take into account interventions which have been put in place to reduce pollutant losses. Farmscoper is used to calculate changes to pollutant losses based on the interventions put in place as a result of the company's catchment management programme.</p> <p>Each year, interventions delivered will be analysed and quantified. These interventions may include the provision of nutrient management plans, implementation of overwintering cover crops, and grassland aeration, as well as more infrastructure related schemes, such as roofing of livestock yards. Data on these interventions is fed into the Farmscoper model on an annual basis to estimate the change to pollutant loss across the catchment. The Farmscoper model is then parameterised to take into account:</p> <ul style="list-style-type: none"> • regional rainfall; • farm type; • farm size; and • soil properties. <p>These parameters are based on 2015 farm census data.</p> <p>The model output is an estimate of the total nutrient loss reduction achieved through implementation of interventions each year.</p>

Unique Reference	PR19BRL_PC21
Additional detail on measurement units	This performance commitment is measured by the kg of phosphorus loss reduction achieved by the company.
Specific exclusions	None
Reporting and assurance	The company will provide external third party assurance to verify reported performance.
Measurement unit and decimal places	Kilograms of phosphorus loss reduction to zero decimal places
Measurement timing	Reporting year
Incentive form	Revenue
Incentive type	Outperformance and underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% water resources control
Frequency of reporting	Annual
Any other relevant information	<p>This is a revision of a performance commitment of the same name from the 2015-20 period.</p> <p>The proposed methodology, based on kilograms of phosphorus not lost to the environment as a result of the company's work with farmers, will measure the delivery of catchment management more directly than the methodology from the 2015-20 period, which is based on frequency of algal blooms in reservoirs.</p>
Links to relevant external documents	None

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	Kilograms	NA	109	216	322	427	531
Enhanced underperformance collar	Kilograms		NA	NA	NA	NA	NA
Standard underperformance collar	Kilograms		0	0	0	0	0
Underperformance deadband	Kilograms		NA	NA	NA	NA	NA
Outperformance deadband	Kilograms		NA	NA	NA	NA	NA
Standard outperformance cap	Kilograms		583	583	583	583	583
Enhanced outperformance cap	Kilograms		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.000212
Underperformance payment - enhanced	NA
Outperformance payment - standard	0.000184
Outperformance payment - enhanced	NA

1.2.13 Biodiversity Index

Purpose: This performance commitment enables the company to quantify enhancements made to the natural environment across its sites.

Benefits: This performance commitment improves the natural environment at the company's sites. It facilitates the assessment of the company's environmental assets and enables the delivery of habitat improvement works.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC22								
<p>Detailed definition of performance measure</p>	<p>A score based on the cumulative hectares and metres of habitat (for example, grassland or hedges) and the quality of this habitat across company sites.</p> <p>The Biodiversity Index metric is defined by:</p> <p>[Hectares of priority habitat] x [grade of this habitat] x [distinctiveness score of this habitat]</p> <p>Plus:</p> <p>[Metres of linear priority habitat] x [grade of this habitat] x [distinctiveness score of this habitat]</p> <p>Grade of habitat is defined as the condition of a habitat, assessed by use of the Habitat Grade metric. This metric assesses the quality and characteristics of a habitat type against the 'Good' condition requirements for that habitat. The habitat condition categories and scoring follows the standard methodology set out in the Farm Environment Plan Manual http://adlib.everysite.co.uk/resources/000/251/202/NE264.pdf . For example, the following scoring will be used for area habitat:</p> <table border="1" data-bbox="528 1653 928 1832"> <thead> <tr> <th>Category</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Good</td> <td>3</td> </tr> <tr> <td>Moderate</td> <td>2</td> </tr> <tr> <td>Poor</td> <td>1</td> </tr> </tbody> </table> <p>Distinctiveness score of a habitat is based on an assessment of the habitats distinguishing feature(s). This includes the diversity and rarity of flora within the habitat. This distinctiveness metric is pre-assigned for each Phase 1</p>	Category	Score	Good	3	Moderate	2	Poor	1
Category	Score								
Good	3								
Moderate	2								
Poor	1								

Unique Reference	PR19BRL_PC22												
	<p>Habitat type and follows guidance from Natural England on the Defra Biodiversity Metric(http://publications.naturalengland.org.uk/file/6016536200609792)</p> <p>For example, The following distinctiveness categories and scoring will be used for area habitat:</p> <table border="1" data-bbox="528 551 927 815"> <thead> <tr> <th>Category</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Very High</td> <td>8</td> </tr> <tr> <td>High</td> <td>6</td> </tr> <tr> <td>Medium</td> <td>4</td> </tr> <tr> <td>Low</td> <td>2</td> </tr> <tr> <td>Very Low</td> <td>0</td> </tr> </tbody> </table> <p>Priority Habitat is defined as habitats that are semi-natural and identified as being threatened and requiring conservation action under the UK Biodiversity Action Plan and habitats as defined in Section 41 of the Natural Environment and Rural Communities Act 2006 (NERC). A Priority Habitat will have a higher level of distinctiveness.</p>	Category	Score	Very High	8	High	6	Medium	4	Low	2	Very Low	0
Category	Score												
Very High	8												
High	6												
Medium	4												
Low	2												
Very Low	0												
<p>Additional detail on measurement units</p>	<p>The Biodiversity Index score is obtained by conducting a survey on land acquired for pipeline construction and company sites.</p> <p>Survey data is recorded by means of a Habitat Value Assessment (HVA) and Linear Habitat Value Assessment (LHV).</p> <p>The Biodiversity Index Calculator is used to generate the Biodiversity Index score for each site. Environmental changes and enhancements are calculated and a forecast score can be generated for each site</p>												
<p>Specific exclusions</p>	<p>Enhancements during pipe laying and maintenance works on land that has not been acquired by the company do not count towards the metric.</p> <p>The company will be delivering on its statutory duty to maintain its designated sites in Favourable condition and mitigate the changes of operational activities, climate change and changes in recreational and land uses. This maintenance work (of its designated sites) is excluded from the metric.</p>												
<p>Reporting and assurance</p>	<p>The company will consult with Natural England when planning enhancement works to its designated sites to determine whether proposals would meet net-gain delivery and qualify for biodiversity Index points accomplished.</p>												

Unique Reference	PR19BRL_PC22
	The company will publish a report each year from an appropriately qualified external third party to provide verification on the biodiversity index points achieved and claimed each year.
Measurement unit and decimal places	Biodiversity index score to zero decimal place
Measurement timing	Reporting year
Incentive form	Revenue
Incentive type	Outperformance and underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	50% water resources 50% water network plus
Frequency of reporting	Annual
Any other relevant information	During pipe laying and maintenance works on land which is not company-owned, the company has a policy to follow the Biodiversity Index approach to maintain and enhance the natural environment of these sites. This work will often involve working in partnership with landowners and other environmental charities and organisations.
Links to relevant external documents	None

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	Number	NA	17,668	17,678	17,689	17,700	17,711
Enhanced underperformance collar	Number		NA	NA	NA	NA	NA
Standard underperformance collar	Number		17,652	17,652	17,652	17,652	17,652
Underperformance deadband	Number		NA	NA	NA	NA	NA
Outperformance deadband	Number		NA	NA	NA	NA	NA
Standard outperformance cap	Number		17,858	17,858	17,858	17,858	17,858
Enhanced outperformance cap	Number		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.000721
Underperformance payment - enhanced	NA
Outperformance payment - standard	0.000427
Outperformance payment - enhanced	NA

1.2.14 Waste disposal compliance

Purpose: This performance commitment incentivises the company to dispose of its trade effluent safely without posing a threat to human and environmental health.

Benefits: This performance commitment protects public and environmental health by ensuring that potentially harmful trade effluent is disposed in line with Environment Agency permit consents.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC23
Detailed definition of performance measure	<p>The percentage of total trade effluent discharge samples that meet the consent requirements in the Environment Agency permits.</p> <p>Trade effluent samples are taken at Environment Agency designated company sample points. The measure will be calculated as follows:</p> $\% \text{ of compliant samples} = \left(\frac{\text{Compliant samples}}{\text{Total samples}} \right) \times 100$
Additional detail on measurement units	<p>Samples are taken at the following sites:</p> <ul style="list-style-type: none"> • Alderley TW to Ozleworth stream • Banwell TW to River Lox Yeo • Barrow TW to Eel Trap head of Faireywell stream • Barrow TW to Reed Bed outlet • Barrow supernatant return to Reservoir 3 • Barrow instrument drain from New Reservoir to tributary of Land Yeo • Charterhouse TW to tributary of Cheddar Yeo • Chelvey TW to River Kenn • Frome TW to Egford Brook • Littleton TW to Severn Estuary • Oldford TW to River Frome • Purton TW to Severn Estuary • Rowberrow to Tower Head brook • Sherborne TW to Sherborne Stream via Lamella • Sherborne instrument drain to Sherborne Stream • Shipton Moyne TW to Fosseyway ditch • Stowey TW to Moorledge stream • Blagdon TW – New discharge consent
Specific exclusions	None
Reporting and assurance	The company should provide assurance of results in line with the Environment Agency’s requirements for this measure.

Unique Reference	PR19BRL_PC23
	https://www.gov.uk/guidance/how-youll-be-regulated-environmental-permits
Measurement unit and decimal places	% to zero decimal places
Measurement timing	Calendar year
Incentive form	Revenue
Incentive type	Underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% water network plus
Frequency of reporting	Annual
Any other relevant information	None
Links to relevant external documents	None

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	%	NA	100	100	100	100	100
Enhanced underperformance collar	%		NA	NA	NA	NA	NA
Standard underperformance collar	%		94	94	94	94	94
Underperformance deadband	%		97	97	97	97	97
Outperformance deadband	%		NA	NA	NA	NA	NA
Standard outperformance cap	%		NA	NA	NA	NA	NA
Enhanced outperformance cap	%		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.00859
Underperformance payment - enhanced	NA
Outperformance payment - standard	NA
Outperformance payment - enhanced	NA

1.2.15 Water Industry National Environment Programme Compliance

Purpose: This performance commitment incentivises the company to deliver its agreed Water Industry National Environment Programme (WINEP) schemes in a timely manner.

Benefits: This performance commitment improves the natural environment by encouraging the timely delivery of water resources environmental improvement schemes. It will help ensure that water can be abstracted from rivers and lakes without negative impacts on the environment.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC24
Detailed definition of performance measure	<p>The percentage of Water Industry National Environment Programme (WINEP) schemes completed each year measured against the programme agreed with the Environment Agency on 1 April 2019,</p> <p>This metric will measure compliance with the requirements of the WINEP. It includes each requirement under the WINEP, which was confirmed and had a 'Green' status as at 1 April 2019.</p> <p>Measurement against this commitment will be equally weighted on compliance with delivery of each line of the WINEP by the regulatory dates, as signed off by the Environment Agency and Natural England. There are 49 lines on the WINEP, which include schemes, risk assessments, a surveillance programmes, a biodiversity action plan and a feasibility study.</p> <p>The full list of included schemes is provided in [link to definition document to be included in Final Determination].</p>
Additional detail on measurement units	Each scheme completed by the company must be signed off by the Environment Agency in order for it to count towards the measure.
Specific exclusions	It excludes each requirement under the WINEP, which was uncertain and had an 'Amber' status as at 1 April 2019.
Reporting and assurance	The company will secure confirmation from the Environment Agency that performance has been correctly reported. The view of the Environment Agency will be definitive.
Measurement unit and decimal places	The percentage of Water Industry National Environment Programme (WINEP) schemes completed each year measured against the programme agreed with the Environment Agency, and reported to zero decimal places
Measurement timing	Reporting year

Unique Reference	PR19BRL_PC24
Incentive form	Revenue
Incentive type	Underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% water resources
Frequency of reporting	Annual
Any other relevant information	NA
Links to relevant external documents	NA

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	%	NA	100	100	100	100	100
Enhanced underperformance collar	%		NA	NA	NA	NA	NA
Standard underperformance collar	%		NA	NA	NA	NA	NA
Underperformance deadband	%		NA	NA	NA	NA	NA
Outperformance deadband	%		NA	NA	NA	NA	NA
Standard outperformance cap	%		NA	NA	NA	NA	NA
Enhanced outperformance cap	%		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.00204
Underperformance payment - enhanced	NA
Outperformance payment - standard	NA
Outperformance payment - enhanced	NA

1.2.16 Local community satisfaction

Purpose: This performance commitment incentivises the company to improve its contributions to local communities through specified initiatives.

Benefits: This performance commitment improves the company’s contribution to local communities.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC25
Detailed definition of performance measure	<p>The percentage of customers who answer “very satisfied” or ‘fairly satisfied’ to the following question: “How far do you agree that Bristol Water makes a positive contribution to the communities it serves?” Possible answers are:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor unsatisfied • Fairly Unsatisfied • Very unsatisfied <p>The percentage is calculated in the following way:</p> <p>Adding together the number of respondents who answered, “very satisfied” or ‘fairly satisfied’ and dividing by the total respondents (excluding those who refused).</p> <p>The survey method and volume of customers to survey will be set in advance each year by an external third party research agency that complies with the Market Research Society Code of Conduct and also carried out by the same or similarly qualified third party. The sample size and sampling method will be constructed to be sufficiently large to ensure a statistically robust results covering all socio-economic groups and different communities across the company area.</p>

Unique Reference	PR19BRL_PC25
	<p>The company will publish a list of its progress against initiatives and provide this information to stakeholders in advance of conducting the survey. The description of initiatives and the progress that the company has made against these will be overseen by the Bristol Water Challenge Panel. The initiatives included in the survey should reflect those described below except for any changes agreed with the Bristol Water Challenge Panel as part of the process, and documented in the report published by the third party conducting the independent survey that is shared with stakeholders as part of the survey. Changes documented will be agreed and included in its Annual Performance Report:</p> <ul style="list-style-type: none"> • To improve education and awareness of water issues: such as the number of pupils receiving a school talk on environmental matters/water efficiency or the number of initiatives undertaken as a result of the Bristol Water Youth Board; • Commitment to community leadership: such as the number of new water fountains opened within the company's supply area, which builds upon the success of the water fountains opened in Millennium Square and Queens Square; • Support for the Bristol Refill campaign; • Academic partnerships, such as the company's water efficiency test site with the University of West of England; • Contribution to the Bristol City Mayor and West of England Combined Authority Regional strategies. An example includes the Active Roadworks initiative; • Community engagement: such as the satisfaction with support to the festivals/ community events that the company has attended; • Improve customer experiences and opportunities at the company's lakes and recreational facilities; • Roll out the use of the Biodiversity Index toolkit where the company works on land that it does not own; • Work with Wessex Water to understand the combined environmental impact and to provide joint billing messages; • Work with Bristol Waste on resource efficiency messages; • Form an active network on best practice engagement on resource efficiency with west of England utility companies; • Expand and align the company's vulnerability support with Wessex Water and other utilities
Additional detail on measurement units	None

Unique Reference	PR19BRL_PC25
Specific exclusions	None
Reporting and assurance	In addition the company will provide assurance from a separate independent third party that performance has been assessed and reported in line with this definition.
Measurement unit and decimal places	Percentage stakeholder satisfaction to one decimal place.
Measurement timing	Reporting year
Incentive form	Revenue
Incentive type	Outperformance and underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	20% water resources 80% water network plus
Frequency of reporting	Annual
Any other relevant information	None
Links to relevant external documents	None

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	%	NA	85.0	85.0	85.0	85.0	85.0
Enhanced underperformance collar	%		NA	NA	NA	NA	NA
Standard underperformance collar	%		75.0	75.0	75.0	75.0	75.0
Underperformance deadband	%		NA	NA	NA	NA	NA
Outperformance deadband	%		NA	NA	NA	NA	NA
Standard outperformance cap	%		93.0	93.0	93.0	93.0	93.0
Enhanced outperformance cap	%		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.0211
Underperformance payment - enhanced	NA
Outperformance payment - standard	0.0208
Outperformance payment - enhanced	NA

1.2.17 Abstraction Incentive Mechanism (AIM)

Purpose: The purpose of this performance commitment is to incentivise the company to reduce abstraction from environmentally sensitive sites when flows or levels are low.

Benefits: The benefit of this performance commitment is that environmentally sensitive sites are preserved by avoiding abstracting water from them during lower levels or flows.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC26
<p>Detailed definition of performance measure</p>	<p>The abstraction incentive mechanism (AIM) reduces abstraction of water at environmentally sensitive sites when flow or levels are below an agreed point otherwise known as a trigger. The trigger point is based on a level or flow, below which the AIM is considered to be ‘switched on’. This trigger is usually related to the point at which damage is caused. It is intended to prevent the damage or ameliorate the negative impacts.</p> <p>The company has included 1 site for AIM for the period 2020-25:</p> <ul style="list-style-type: none"> • The Shipton Moyne group: the trigger threshold for this site is 90.0 meters above ordnance datum on the 1st of April each year. Triggering this results in the abstraction incentive mechanism running all year. The site has a current baseline of 8.3 MI/day or 3,029.5 MI <p>The abstraction incentive mechanism is defined in the reporting guidance – Guidelines on the abstraction incentive mechanism, published on 29 February 2016: https://www.ofwat.gov.uk/wp-content/uploads/2016/02/gud_pro20160226aim.pdf</p>
<p>Additional detail on measurement units</p>	<p>AIM performance is measured in megalitres (MI) and is equal to the average daily abstraction during the period when flows are at or below the trigger threshold minus the baseline average daily abstraction during the period when flows are at or below the trigger threshold, multiplied by the length of the period when flows are at or below the trigger threshold.</p> <p>AIM performance in MI = (average daily abstraction during period when flows are at or below the trigger threshold - baseline average daily abstraction during period when flows are at or below the trigger threshold) * length of period when flows are at or below the trigger threshold.</p> <p>For example, in the circumstance that the AIM baseline is 5 MI/day and the company abstracts an average of 4 MI/day from the abstraction site when river flows are below the trigger</p>

Unique Reference	PR19BRL_PC26
	threshold then, if flows are below the threshold for 100 days, the company has an improved performance relative to the baseline of (4 MI/day minus 5 MI/day)*100 days = -100 MI. A negative number signifies an improved performance as average abstraction is less than the baseline.
Specific exclusions	As defined in the reporting guidance.
Reporting and assurance	No specific requirements
Measurement unit and decimal places	Megalitres to zero decimal places
Measurement timing	Reporting year
Incentive form	Revenue
Incentive type	Outperformance and underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% water resources
Frequency of reporting	Annual
Any other relevant information	None
Links to relevant external documents	None

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	Megalitres	NA	-186.1	-186.1	-186.1	-186.1	-186.1
Enhanced underperformance collar	Megalitres		NA	NA	NA	NA	NA
Standard underperformance collar	Megalitres		NA	NA	NA	NA	NA
Underperformance deadband	Megalitres		NA	NA	NA	NA	NA
Outperformance deadband	Megalitres		NA	NA	NA	NA	NA
Standard outperformance cap	Megalitres		-733.5	-733.5	-733.5	-733.5	-733.5
Enhanced outperformance cap	Megalitres		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.050
Underperformance payment - enhanced	NA
Outperformance payment - standard	0.050
Outperformance payment - enhanced	NA

1.2.18 Glastonbury Street Network Resilience

Purpose: This performance commitment protects customers should the company not deliver the Wells to Glastonbury Street area mains scheme.

Benefits: This performance commitment improves the resilience of the water supply in the Glastonbury Street area by providing a secondary source of supply.

Performance commitment definition and parameters

Unique Reference	PR19BRL_PC28
Detailed definition of performance measure	The expected number of months delay to deliver a permanent secondary source of supply to the Glastonbury Street area, covering a population of approximately 28,000, by 31 March 2025.
Additional detail on measurement units	The company will estimate this each year. A delay will be entered as a positive number of months. If the scheme is expected to be delivered early a zero will be entered. If the scheme is abandoned and not delivered, the length of delay for the purpose of calculating this performance measure is deemed to be 60 months.
Specific exclusions	None
Reporting and assurance	At the next price review the company will submit an assurance report from a suitably qualified external third party that confirms the date on which the new main is expected to be capable of providing the full benefits of a secondary source of water for the Glastonbury Street area expected in its business plan.
Measurement unit and decimal places	Months to zero decimal places
Measurement timing	Reporting year
Incentive form	Revenue
Incentive type	Underperformance payments only for 2024-25
Timing of underperformance and outperformance payments	End of period
Price control allocation	100% water network plus
Frequency of reporting	Annual

Unique Reference	PR19BRL_PC28
Any other relevant information	This performance commitment is a subset of the company's other performance commitment, Population at risk from asset failure. We have allowed enhancement expenditure at PR19 for delivering a secondary source of supply to the Glastonbury Street area and as such this performance commitment protects customers against the risk of non-delivery.
Links to relevant external documents	NA

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	Months	NA	0	0	0	0	0
Enhanced underperformance collar	Months		NA	NA	NA	NA	NA
Standard underperformance collar	Months		NA	NA	NA	NA	NA
Underperformance deadband	Months		NA	NA	NA	NA	NA
Outperformance deadband	Months		NA	NA	NA	NA	NA
Standard outperformance cap	Months		NA	NA	NA	NA	NA
Enhanced outperformance cap	Months		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	-0.0472
Underperformance payment - enhanced	NA
Outperformance payment - standard	NA
Outperformance payment - enhanced	NA

1.2.19 Delivery of water industry national environment programme requirements

Purpose: This performance commitment incentivises the company to deliver its requirements for the Water Industry National Environment Programme (WINEP).

Benefits: This performance commitment improves the natural environment by encouraging the timely delivery of environmental improvement schemes. It will help ensure that water can be abstracted from rivers and lakes without any negative impacts on the environment.

Performance commitment definition and parameters

Unique Reference	PR19BRL_NEP01
Detailed definition of performance measure	<p>Has the company “met” or “not met” all of its requirements for WINEP, in the reporting year.</p> <p>This measure tracks the completion of required schemes in each year, as per the latest WINEP programme published by DEFRA. If any scheme is not delivered by the time specified in the WINEP tracker titled “Completion Date (DD/MM/YY)”, the company will report “not met”.</p> <p>All WINEP schemes will be included including those reported under other performance commitments.</p>
Additional detail on measurement units	<p>The performance commitment will measure against the latest WINEP tracker in the year in which performance is being reported. Therefore, performance for 2020-21 will be reported based on the latest WINEP programme on the 31st March 2021 and the schemes which have been delivered by this date.</p>
Specific exclusions	None

Unique Reference	PR19BRL_NEP01
Reporting and assurance	<p>The company will secure confirmation from the Environment Agency that performance has been correctly reported. The view of the Environment Agency will be definitive.</p> <p>The company will report all requirements that it has not met in its Annual Performance Report (APR) and set out any interactions this performance measure has with any of its other performance commitments.</p>
Measurement unit and decimal places	Text stating either “met” or “not met”.
Measurement timing	Reporting year
Incentive form	Reputational
Incentive type	NA
Timing of underperformance and outperformance payments	NA
Price control allocation	NA
Frequency of reporting	Annual
Any other relevant information	None
Links to relevant external documents	None

Performance commitment levels

		Company forecast	Committed performance level				
	Unit	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level	Text	NA	met	met	met	met	met
Enhanced underperformance collar	Text		NA	NA	NA	NA	NA
Standard underperformance collar	Text		NA	NA	NA	NA	NA
Underperformance deadband	Text		NA	NA	NA	NA	NA
Outperformance deadband	Text		NA	NA	NA	NA	NA
Standard outperformance cap	Text		NA	NA	NA	NA	NA
Enhanced outperformance cap	Text		NA	NA	NA	NA	NA

Incentive rates

Incentive type	Incentive rate (£m/unit)
Underperformance payment - standard	NA
Underperformance payment - enhanced	NA
Outperformance payment - standard	NA
Outperformance payment - enhanced	NA

Annex 1: Key performance commitments for Bristol Water

Details of the key performance commitments that we present in Table 1.2 of 'Bristol Water draft determination', and their corresponding calculations, are provided in the table below.

Except where otherwise stated in the table, we calculate the target improvement in the annual level of each performance commitment as the difference between the draft determination 2024-25 performance commitment level and the company's 2019-20 forecast:

$$\frac{2024.25 \text{ PCL} - 2019.20 \text{ Forecast}}{2019.20 \text{ Forecast}} \times 100 = X\%$$

Key common performance commitments	
Measure	Calculations
<ul style="list-style-type: none"> 15% reduction in annual level of leakage by 2025 from the 2020 level⁵ 	$\frac{(36.5 - 43) \text{Ml/d}}{43 \text{Ml/d}} \times 100 = -15\%$
<ul style="list-style-type: none"> 6.3% reduction in per capita consumption by 2024-25 	$\frac{(133 - 142) \text{Ml/d}}{142 \text{Ml/d}} \times 100 = -6.3\%$
<ul style="list-style-type: none"> 75% reduction in water supply interruptions by 2024-25 	$\frac{3 \text{min} - 12 \text{min} 12 \text{sec}}{12 \text{min} 12 \text{sec}} \times 100 = -75\%$
Key bespoke performance commitments	
Measure	Calculations
<ul style="list-style-type: none"> 54% reduction in customer contacts about drinking water quality by 2024-25 	$\frac{(0.43 - 0.93) \text{contacts}/1,000 \text{people}}{0.93 \text{contacts}/1,000 \text{people}} \times 100 = -54\%$
<ul style="list-style-type: none"> 29% reduction in properties at risk of receiving low pressure by 2024-25 	$\frac{(49 - 69) \text{nr properties}}{69 \text{nr properties}} \times 100 = -29\%$
<ul style="list-style-type: none"> 13% increase in local community satisfaction by 2024-25 	$\frac{(85 - 75)\%}{75\%} \times 100 = +13\%$

⁵ Whilst the figures in the tables of the PR19 draft determinations: Bristol Water - Outcomes performance commitment appendix' which relate to this performance commitment reflect that it is measured on a three-year average to smooth annual variations due to weather, the overall performance commitment target is a reduction in average annual leakage of 15% (from 2019-20 baseline) by 2024-25

Ofwat (The Water Services Regulation Authority) is a non-ministerial government department. We regulate the water sector in England and Wales. Our vision is to be a trusted and respected regulator, working at the leading edge, challenging ourselves and others to build trust and confidence in water.

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