



Thames Water Board Report September 2019

Thames Water has been recognised as an industry leader for its commitment to the environment in the latest Global Real Estate Sustainability Benchmark for Infrastructure report (GRESB), coming first out of seven participating water and sewerage companies in the world and 13th out of 393 world infrastructure firms – putting it in the top three per cent

Revenue

MONTH

LOOKING AHEAD

REVENUE COMMENTARY

WMS OPERATIONAL PERFORMANCE

Market Performance Standards (MPS) performance: Overall performance improved by 2% in Sept to 70%. Expected Initial Performance Rectification Plans (IPRPs):

- **MPS3 (connections)** SLA 60.4% (21.4% below market avg.) – plan to improve to 75% by Jan 2020
- **MPS7 (initial and final reads)** SLA 72.7% (13.4% below market avg.) on trajectory to 75%

Operational Performance Standards (OPS) performance: Overall performance decreased by 4% in Sept to 77.7%. Expected IPRPs:

- **B5a (repair/replace meter)** SLA 88.4% (1.7% below market avg.). Performance improving but remains below market average, likely to be subject of IPRP on 31 Oct
- **C1a (verify meter details)** SLA 38.9% (50.6% below market avg.). New service provider has improved SLA performance but impacted by 3.5k bulk submission from [REDACTED] – expect to move the SLA to above 75% by April 2020 but likely to be subject of an IPRP on 31 Oct