



Corrigenda to Yorkshire Water's Outcomes performance commitment appendix that accompanied the notification of the determination by the Water Services Regulation Authority (Ofwat) of Price Controls for the period from 1 April 2020 to 31 March 2025

This notice contains minor corrections to the [PR19 final determinations: Yorkshire Water – Outcomes performance commitment appendix](#) that was published on 16 December 2019.

Version control

Version	Date of issue	Performance commitments with amendments
1.0	29 April 2020	PR19YKY_12 (Direct support given to customers) PR19YKY_37 (Surface water management)
2.0	19 July 2021	PR19YKY_6b (Capital carbon and carbon arising from owned land)

Direct support given to customers

PR19YKY_12

The detail for this performance commitment is set out on pages 84-86.

On [pages 84-85](#), in the 'Performance commitment definition and parameters' table for:

Detailed definition of performance measure	<p>The number of residential customers who receive financial support through one of the company's approved schemes each year.</p> <p>Any residential customer registered for financial support for any duration will be included in the total. This includes customers who are no longer customers, for example, people who registered for the scheme during the reporting year but who have subsequently moved home outside the region during the reporting year.</p> <p>The schemes promoted by the company, or those operated and promoted via partner agencies are:</p> <ul style="list-style-type: none">• Watersure;• WaterSupport;• Temporary Help;• Resolve;• Community Trust;• Fresh Start; and• Domestic meter option for those in debt. <p>If a customer receives financial support under more than one of the valid schemes during the reporting period, they will be counted as a single customer receiving support.</p> <p>The total number of customers will be measured annually, at the end of the reporting year, on 31 March.</p>
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Read:

Detailed definition of performance measure	<p>The number of residential customers who receive financial support through one of the company's approved schemes each year.</p> <p>Any residential customer registered for financial support for any duration will be included in the total. This includes customers who are no longer customers, for example, people who registered for the scheme during the reporting year but who have subsequently moved home outside the region during the reporting year.</p> <p>The schemes promoted by the company, or those operated and promoted via partner agencies are:</p> <ul style="list-style-type: none">• Watersure;• WaterSupport;• Resolve;• DWP Resolve• Community Trust;• Fresh Start; and• Domestic meter options for those customers requiring financial support. <p>If a customer receives financial support under more than one of the valid schemes during the reporting period, they will be counted as a single customer receiving support.</p> <p>The total number of customers will be measured annually, at the end of the reporting year, on 31 March.</p>
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Surface water management

PR19YKY_37

The detail for this performance commitment is set out on pages 122-124.

On [page 123](#), in the 'Performance commitment definition and parameters' table for:

Incentive type	Outperformance and underperformance payments only for 2024-25
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Read:

Incentive type	Outperformance and underperformance payments
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Capital carbon and carbon arising from owned land

PR19YKY_6b

The detail for this performance commitment is set out on pages 71-73.

On [page 72](#), in the 'Performance commitment definition and parameters' table for:

Measurement timing	Calendar Year
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Read:

Measurement timing	Reporting year
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