



Corrigenda to Thames 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: Thames Water – Outcomes performance commitment appendix](#) that was published on 16 December 2019.

### Version control

Version	Date of issue	Performance commitments with amendments
1.0	14 May 2020	PR19TMS_DS02 (Surface water management) PR19TMS_ES02 (Environmental measures delivered)
2.0	10 February- 2021	PR19TMS_BW10 (Reducing risk of lead) PR19TMS_EW01 (Abstraction incentive mechanism (AIM)) PR19TMS_DWMP (Drainage and wastewater management plans (DWMPs))
3.0	11 October 2021	PR19TMS_DS02 (Surface water management)

## Surface water management

### PR19TMS\_DS02

The detail for this performance commitment is set out on pages 56-59.

On [page 57](#), in the 'Performance commitment definition and parameters' table for:

Specific exclusions	This performance commitment is not applicable for contributing area which already drain to surface/foul sewer networks. Any schemes on site delivery before 31 March 2020.
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Read:

Specific exclusions	<del>This performance commitment is not applicable for contributing area which already drain to surface/foul sewer networks.</del> Any schemes on site delivery before 31 March 2020.
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## Environmental measures delivered

PR19TMS\_ES02

The detail for this performance commitment is set out on pages 118-120.

On [page 119](#), in the 'Performance commitment definition and parameters' table for:

Incentive type	Underperformance payments only for 2024-25
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Read:

Incentive type	Underperformance payments <del>only for 2024-25</del>
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## Reducing risk of lead

### PR19TMS\_BW10

The detail for this performance commitment is set out on pages 80-82.

On [page 80](#), in the 'Performance commitment definition and parameters' table for:

<p>Additional detail on measurement units</p>	<p>This performance commitment includes replacements that will result from:</p> <ul style="list-style-type: none"><li>• customer requests for communication pipe replacements;</li><li>• failed samples;</li><li>• targeted replacements in 'hot-spots'; and</li><li>• including those at primary schools and nurseries in London.</li></ul> <p>Replacement of lead pipes covers all activities, including pipes whose long-term lead health risk is removed through the use of innovative technologies developed in the future and approved by the Drinking Water Inspectorate. The new technology must be expected to provide at least the same benefits to customers considering all factors including potential risks regarding drinking water, reduced disruption to customers and potential impacts on service such as reduced capacity or pressure drops if the technology relies on relining pipes.</p>
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Read:

<p>Additional detail on measurement units</p>	<p>This performance commitment includes replacements that will result from:</p> <ul style="list-style-type: none"><li>• customer requests for communication pipe replacements;</li><li>• failed samples;</li><li>• targeted replacements in ‘hot-spots’</li><li>• <a href="#">Social homes and establishments with vulnerable customers</a>, including those at primary schools, <del>and</del> nurseries <a href="#">and similar establishments in London</a>.</li></ul> <p>Replacement of lead pipes covers all activities, including pipes whose long-term lead health risk is removed through the use of innovative technologies developed in the future and approved by the Drinking Water Inspectorate. The new technology must be expected to provide at least the same benefits to customers considering all factors including potential risks regarding drinking water, reduced disruption to customers and potential impacts on service such as reduced capacity or pressure drops if the technology relies on relining pipes.</p>
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## Abstraction incentive mechanism (AIM) PR19TMS\_EW01

The detail for this performance commitment is set out on pages 136- 138.

On [page 136](#), in the 'Performance commitment definition and parameters' table for:

Detailed definition of performance measure	<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 will usually be related to the point at which damage is caused and is intended to prevent this from happening or ameliorate the negative impacts. The company has included five sites for AIM for the period 2020-25:</p> <ul style="list-style-type: none"> <li>• River Lee at New Gauge Pumping Station: The trigger threshold for this site is 60.0 m<sup>3</sup>/s and it has a baseline of 89.6 MI/day</li> <li>• Pangbourne: The trigger threshold for this site is 1.0 Cubic meters per second (m<sup>3</sup>/s) and it has a baseline of 31.6 Megalitres per day (MI/d)</li> <li>• Axford Pumping Station: The trigger threshold for this site is 166.0 m<sup>3</sup>/s and it has a baseline of 7.9 MI/d</li> <li>• Pann Mill Pumping Station: The trigger threshold for this site is 5.6 m<sup>3</sup>/s and it has a baseline of 11.4 MI/d</li> <li>• North Orpington Pumping Station: The trigger threshold for this site is 11.4 m<sup>3</sup>/s and it has a baseline of 7.2 MI/d</li> </ul>
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Read:

Detailed definition of performance measure	<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 will usually be related to the point at which damage is caused and is intended to</p>
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	<p>prevent this from happening or ameliorate the negative impacts. The company has included five sites for AIM for the period 2020-25:</p> <ul style="list-style-type: none"><li>• River Lee at New Gauge Pumping Station: The trigger threshold for this site is 60.0 <del>megalitres per day (Ml/day)</del> <math>m^3/s</math> and it has a baseline of 89.6 Ml/day</li><li>• Pangbourne: The trigger threshold for this site is 1.0 <del>Cubic meters per second (<math>m^3/s</math>)</del> <math>Ml/day</math> and it has a baseline of 31.6 Megalitres per day (Ml/d)</li><li>• Axford Pumping Station: The trigger threshold for this site is 166.0 <del><math>m^3/s</math></del> <math>Ml/day</math> and it has a baseline of 7.9 Ml/d</li><li>• Pann Mill Pumping Station: The trigger threshold for this site is 5.6 <del><math>m^3/s</math></del> <math>Ml/day</math> and it has a baseline of 11.4 Ml/d</li><li>• North Orpington Pumping Station: The trigger threshold for this site is 11.4 <del><math>m^3/s</math></del> <math>Ml/day</math> and it has a baseline of 7.2 Ml/d</li></ul>
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## Drainage and wastewater management plans (DWMPs) PR19TMS\_DWMP

The detail for this performance commitment is set out on pages 150-152. On pages [150 and 151](#), in the 'Performance commitment definition and parameters' table for:

Unique Reference	<a href="#">PR19WSX_DWMP</a>
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Read:

Unique Reference	<a href="#">PR19WSX_DWMP_PR19TMS_DWMP</a>
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## Surface water management

### PR19TMS\_DS02

The detail for this performance commitment is set out on pages 56-59.

On [page 56](#), in the 'Performance commitment definition and parameters' table for:

<b>Detailed definition of performance measure</b>	<p>The hectares of surface area disconnected from the combined sewer system or from which the flow of surface water is attenuated by a sustainable drainage system from 1 April 2020.</p> <p>The company will measure the total 'effective contributing area', that is, the area that generates surface water which communicates with its assets, which is then through appropriate surface water management diverted and passes through either a sustainable drainage system or new surface water system that does not communicate with combined sewers.</p> <p>The company will prioritise the areas where it seeks to reduce the flow to its combined sewer network by combining four different approaches:</p>
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Read:

<b>Detailed definition of performance measure</b>	The hectares of surface area disconnected from <b>the sewer system</b> or from which the flow of surface water is attenuated by a sustainable drainage system from 1 April 2020.
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	<p>The company will measure the total 'effective contributing area', that is, the area that generates surface water which communicates with its assets, which is then through appropriate surface water management diverted and passes through either a sustainable drainage system or new surface water system that does not communicate <b>with sewers</b>.</p> <p>The company will prioritise the areas where it seeks to reduce the flow to <b>its sewer network</b> by combining four different approaches:</p>
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