



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

Version control

Version	Date of issue	Performance commitments with amendments
1.0	13 May 2020	PR19WSX_W2 (Per capita consumption) PR19WSX_E11 (Km of river improved (non-WINEP))
2.0	7 October 2020	PR19WSX_E5 (Greenhouse gas emissions)
3.0	19 July 2021	PR19WSX_W3 (Customer reported leaks fixed within a day)

Per capita consumption

PR19WSX_W2

The detail for this performance commitment is set out on pages 13-16.

On [page 15](#), in the 'Performance commitment levels' table, for:

Performance commitment levels

	Unit	Company forecast	Committed performance level				
		2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level – percentage reduction	%	NA	0.1	0.2	0.3	0.4	0.9
Enhanced underperformance collar – percentage reduction	%		NA	NA	NA	NA	NA
Performance collar for tier 1 standard underperformance payment rate	%		12.7	12.7	12.7	12.7	12.7
Performance collar for tier 2 standard underperformance payment rate	%		NA	NA	NA	NA	NA
Underperformance deadband – percentage reduction	%		NA	NA	NA	NA	NA
Outperformance deadband – percentage reduction	%		NA	NA	NA	NA	NA
Standard outperformance cap – percentage reduction	%		NA	NA	NA	NA	NA
Enhanced outperformance cap – percentage reduction	%		NA	NA	NA	NA	NA

Read:

Performance commitment levels

	Unit	Company forecast	Committed performance level				
		2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Performance commitment level – percentage reduction	%	NA	0.1	0.2	0.3	0.4	0.9
Enhanced underperformance collar – percentage reduction	%		NA	NA	NA	NA	NA
Performance collar for tier 1 standard underperformance payment rate	%		-12.7	-12.7	-12.7	-12.7	-12.7
Performance collar for tier 2 standard underperformance payment rate	%		NA	NA	NA	NA	NA
Underperformance deadband – percentage reduction	%		NA	NA	NA	NA	NA
Outperformance deadband – percentage reduction	%		NA	NA	NA	NA	NA
Standard outperformance cap – percentage reduction	%		NA	NA	NA	NA	NA
Enhanced outperformance cap – percentage reduction	%		NA	NA	NA	NA	NA

Km of river improved (non-WINEP)

PR19WSX_E11

The detail for this performance commitment is set out on pages 121-124.

On [page 121](#), in the 'Performance commitment definition and parameters' table, for:

Detailed definition of performance measure	<p>The length of rivers where water quality has been improved in the year through removal of additional nutrients by the company's actions.</p> <p>This specifically applies to rivers where stakeholders agree there is a need for further improvement, but no improvement is included in the WINEP.</p> <p>The performance commitment will have been met if the following are demonstrated:</p> <ol style="list-style-type: none">1. Identification of areas for improvement and agreed with the company's Catchment and Futures Panel;2. Confirmation of average annual performance for each sewage treatment works (STW) under consideration from audit sample data by the company;3. Associated measured flow data for the selected STWs obtained from the company's certified flow meters;4. Measures carried out on farms reported by the company's Catchment Management team;5. The reduction in nutrient run-off from the measures reported in "4" above are calculated;6. The outputs from "2." and "3" and "5" above, are used to calculate the load of nutrient discharged and used as a data set to operate an "improved length of river" version of the SAGIS-Simcat model; and7. The results from the SAGIS model are used to calculate the length of river improved as defined above.
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Read:

<p>Detailed definition of performance measure</p>	<p>The length of rivers where water quality has been improved in the year through removal of additional nutrients by the company's actions.</p> <p>This specifically applies to rivers where stakeholders agree there is a need for further improvement, but no improvement is included in the WINEP.</p> <p>The performance commitment will have been met if the following are demonstrated:</p> <ol style="list-style-type: none">1. Identification of areas for improvement and agreed with the company's Catchment Panel, or any successor;2. Confirmation of average annual performance for each sewage treatment works (STW) under consideration from audit sample data by the company;3. Associated measured flow data for the selected STWs obtained from the company's certified flow meters;4. Measures carried out on farms reported by the company's Catchment Management team;5. The reduction in nutrient run-off from the measures reported in "4" above are calculated;6. The outputs from "2." and "3" and "5" above, are used to calculate the load of nutrient discharged and used as a data set to operate an "improved length of river" version of the SAGIS-Simcat model; and7. The results from the SAGIS model are used to calculate the length of river improved as defined above.
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On page 122, in the 'Performance commitment definition and parameters' table, for:

Reporting and assurance	<p>The company will ensure that performance is correctly reported and shall provide third party assurance of the historical performance on which the performance commitment is based.</p> <p>The company will publish an assurance report by an appropriately qualified third party that:</p> <ul style="list-style-type: none">• all information has been correctly sourced from reliable systems;• models have been constructed and verified in line with industry best practice;• no improvements will be reported that are due to changes in the underlying modelling or assumptions; and• any improvement indicated by modelling will be the result of company initiated improvements. <p>The Wessex Water Catchment and Futures Panel will further provide assurance on the reporting of the performance commitment each year.</p>
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Read:

Reporting and assurance	<p>The company will ensure that performance is correctly reported and shall provide third party assurance of the historical performance on which the performance commitment is based.</p> <p>The company will publish an assurance report by an appropriately qualified third party that:</p> <ul style="list-style-type: none">• all information has been correctly sourced from reliable systems;• models have been constructed and verified in line with industry best practice;• no improvements will be reported that are due to changes in the underlying modelling or assumptions; and• any improvement indicated by modelling will be the result of company initiated improvements. <p>The Wessex Water Catchment Panel, or any successor, will further provide assurance on the reporting of the performance commitment each year.</p>
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Greenhouse gas emissions

PR19WSX_E5

The detail for this performance commitment is set out on pages 102-104.

On [page 102](#), in the 'Performance commitment definition and parameters' table, for:

Additional detail on measurement units	<p>Emissions are calculated through the UK Water Industry Research Ltd (UKWIR) Carbon Accounting Workbook published on 8 May 2019.</p> <p>The measure includes all scope 1, 2 and 3 emissions, these are defined as:</p> <ul style="list-style-type: none">• Scope 1 - Direct emissions from owned or controlled sources• Scope 2 - Indirect emissions from the generation of purchased energy• Scope 3 - all indirect emissions (not included in scope 2) that occur in the value chain of the reporting company, including both upstream and downstream emissions. <p>Measurement of greenhouse gases can adopt either the grid emissions factor within the carbon accounting workbook or the 'market-based' emissions factor for electricity supplied via the grid. This means the actual emissions associated with the electricity purchased will be used in the calculation of operational emissions rather than the national average UK grid emissions factor. Performance shall reflect actions taken by the company itself to reduce greenhouse gas emissions.</p>
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Read:

Additional detail on measurement units	<p>Emissions are calculated through the UK Water Industry Research Ltd (UKWIR) Carbon Accounting Workbook published on 8 May 2019.</p> <p>The measure includes all scope 1, 2 and 3 emissions, these are defined as:</p> <ul style="list-style-type: none">• Scope 1 - Direct emissions from owned or controlled sources• Scope 2 - Indirect emissions from the generation of purchased energy
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	<ul style="list-style-type: none"> Scope 3 - all indirect emissions (not included in scope 2) that occur in the value chain of the reporting company, including both upstream and downstream emissions. <p>The company will use the Department for Business, Energy and Industrial Strategy (BEIS) 2017 forecast grid emissions factors rather than the actual year figures in each year of the 2020-25 period. This allows comparative performance between the baseline performance level and actual performance in each year.</p>
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Customer reported leaks fixed within a day

PR19WSX_W3

The detail for this performance commitment is set out on pages 70-72.

On [page 70](#), in the 'Performance commitment definition and parameters' table, for:

Additional detail on measurement units	<p>Following contact from customers, the start day and time is automatically recorded on company's customer relationship management software (RAPID). The start point will be the initial contact from a customer and further contacts reporting the same leak will not be counted in this measure.</p> <p>"By the end of the next working day" is defined as once a job is raised at any time within one day, the leak will be fixed by the end of the next working day.</p> <p>The end time is when the repair has been completed and main/service has been re-pressurised (not when reinstatement is finished which is usually when a job is closed).</p> <p>If a customer reported visible leak has a water sample sent to confirm if it is mains water or groundwater (i.e., to determine if chlorine is present) then the clock stops ticking when the sample is requested and starts again when the results are back.</p> <p>This metric only applies to leaks on company owned pipes and fittings (including ferrules). The percentage is calculated by taking all leakage jobs across the year, applying the exclusions, and then calculating the percentage repaired by the end of next working day.</p>
Specific exclusions	<p>Leaks that are not reported by a third party.</p> <p>Leaks found to be on customer owned pipework.</p>

Read:

<p>Additional detail on measurement units</p>	<p>Following contact from customers, the start day and time is automatically recorded on company's customer relationship management software (RAPID). The start point will be the initial contact from a customer and further contacts reporting the same leak will not be counted in this measure.</p> <p>This is for all significant leaks reported by customers on Wessex owned pipes and fittings; the categorisation of significance is determined through a classification process when the leak is reported to the company.</p> <p>“By the end of the next working day” is defined as once a job is raised at any time within one day, the leak will be fixed by the end of the next working day.</p> <p>The end time is when the repair has been completed and main/service has been re-pressurised (not when reinstatement is finished which is usually when a job is closed).</p> <p>If a customer reported visible leak has a water sample sent to confirm if it is mains water or groundwater (i.e. to determine if chlorine is present) then the clock stops ticking when the sample is requested and starts again when the results are back.</p> <p>This metric only applies to leaks on company owned pipes and fittings (including ferrules). The percentage is calculated by taking all leakage jobs across the year, applying the exclusions, and then calculating the percentage repaired by the end of next working day.</p>
<p>Specific exclusions</p>	<p>Leaks where it is not possible to complete the job by the end of the next working day due to traffic management issues, private land access, or other 3rd party constraints or health and safety issues.</p> <p>Leaks that are not reported by a third party.</p> <p>Leaks found to be on customer owned pipework.</p>