



## Changes to South West 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 a log of changes to the [PR19 final determinations: South West Water – Outcomes performance commitment appendix](#) that was published on 16 December 2019.

For minor corrections, see the corrigenda issued for this company on [Ofwat's website](#).

### Version control

Version	Date of issue	Performance commitments with changes
1.0	30 September 2020	PR19SWB_PC E4
2.0	31 March 2021	PR19SWB_PC E4 (D-Mex)
3.0	17 June 2021	PR19SWB_PC F1 (Pollution incidents) PR19SWB_PC B6 (Treatment works compliance)

## D-MeX

### PR19SWB\_PC E4

The detail for this performance commitment is set out on pages 45-48.

Version 1.0 of this change log makes the following changes:

On [page 45](#), in the 'Performance commitment definition and parameters' table for:

<p><b>Detailed definition of performance measure</b></p>	<p>D-MeX is a measure of customer satisfaction. A company's overall D-MeX score is calculated from two components that contribute equally:</p> <ul style="list-style-type: none"> <li>• qualitative D-MeX score, based on the ratings provided by developer services customers who transacted with the company throughout the reporting year to a customer satisfaction survey; and</li> <li>• quantitative D-MeX score, based on the company's performance against a set of selected Water UK performance metrics throughout the reporting year.</li> </ul> <p>The survey results which are used to calculate the qualitative component of the company's D-MeX score will be supplied by a survey agent appointed by Ofwat. This is supplied out of 100 to form the score for the qualitative component of D-MeX.</p> <p>The set of Water UK performance metrics which are used to calculate the quantitative component of the company's D-MeX score, in place at the time of PR19 final determinations publication, are set out in annex 2 of 'PR19 final determinations: Customer measure of experience (C-MeX) and developer services measure of experience (D-MeX) policy appendix'. For each metric, a percentage is reported and a simple average of these metrics is taken. This is rescaled to be out of 100 to form the score for the quantitative component of D-MeX.</p>
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<p><b>Detailed definition of performance measure</b></p>	<p>D-MeX is a measure of customer satisfaction. A company's overall D-MeX score is calculated from two components that contribute equally:</p> <ul style="list-style-type: none"> <li>• qualitative D-MeX score, based on the ratings provided by developer services customers who transacted with the company throughout the reporting year to a customer satisfaction survey; and</li> <li>• quantitative D-MeX score, based on the company's performance against a set of selected Water UK performance metrics throughout the reporting year.</li> </ul> <p>The survey results which are used to calculate the qualitative component of the company's D-MeX score will be supplied by a survey agent appointed by Ofwat. This is supplied out of 100 to form the score for the qualitative component of D-MeX.</p> <p><b>Qualitative metrics</b></p> <p>The metrics which are to be supplied by the company to Ofwat's survey agent for the qualitative component are as follows:</p> <p>The metrics that apply from 1 April 2020 to 30 September 2020 are set out in annex 1 of 'PR19 final determinations: Customer measure of experience (C-MeX) and developer services measure of experience (D-MeX) policy appendix'.</p> <p>For all companies, from 1 October 2020:</p> <ul style="list-style-type: none"> <li>• W1.1 Pre-development enquiry – reports issued within target</li> <li>• W3.1 s45 quotations – within target</li> <li>• W4.1 s45 service pipe connections – within target</li> <li>• W6.1 Mains design &lt;500 plots – quotations within target</li> <li>• W7.1 Mains design &gt;500 plots – quotations within target</li> <li>• W8.1 Mains construction within target</li> <li>• W17.1 Mains diversions (without constraints) – quotations within target</li> </ul>
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	<ul style="list-style-type: none"> <li>• W17.2 Mains diversions (with constraints) – quotations within target</li> <li>• W18.1 Mains diversions – construction/commissioning within target</li> <li>• W20.1 Self-lay Point of Connection report &lt; 500 plots etc – reports issued within target</li> <li>• W21.1 Self-lay Point of Connection reports &gt;500 plots etc – reports issued within target</li> <li>• W23.1 Self-lay design and terms request &lt;500 plots etc – quotations within target</li> <li>• W24.1 Self-lay design and terms request &gt;500 plots etc – quotations within target</li> <li>• W25.1 Self-lay signed agreement – acknowledgements within target</li> <li>• W26.1 Self-lay water for pressure/bacteriological testing – provided within target</li> <li>• W27.1 Self-lay permanent water supply – provided within target</li> <li>• W28.1 Self-lay vesting certificates – issued within target</li> <li>• W29.1 Self-lay Asset Payments – issued within target</li> <li>• W30.1 Self-lay plot references and costing details – issued within target</li> <li>• S1.1 Pre-development enquiry – reports issued within target</li> <li>• S3.1 Sewer requisition design – offers issued within target</li> <li>• S4.1 Sewer requisition – constructed and commissioned within agreed extension</li> <li>• S6.1 Technical vetting of adoptions &amp; diversions – approval or rejection letters within target</li> <li>• S7.1 Adoption legal agreement – draft agreements issued within target</li> <li>• S8.1 s106 sewer connection – approval letters issued within target</li> <li>• S9.1 s106 sewer connection – rejection letters issued within target</li> <li>• WN1.1 % of confirmations issued to the applicant within target period</li> <li>• WN2.2 % Bulk supply offer letters issued to the applicant within target period</li> </ul>
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Version 2.0 of this change log incorporates the changes made to this performance commitment by version 1.0, above, and makes the following changes:

On [page 45](#), in the 'Performance commitment definition and parameters' table for:

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<p><b>Detailed definition of performance measure</b></p>	<p>D-MeX is a measure of customer satisfaction. A company's overall D-MeX score is calculated from two components that contribute equally:</p> <ul style="list-style-type: none"> <li>• qualitative D-MeX score, based on the ratings provided by developer services customers who transacted with the company throughout the reporting year to a customer satisfaction survey; and</li> <li>• quantitative D-MeX score, based on the company's performance against a set of selected Water UK performance metrics throughout the reporting year.</li> </ul> <p>The survey results which are used to calculate the qualitative component of the company's D-MeX score will be supplied by a survey agent appointed by Ofwat. This is supplied out of 100 to form the score for the qualitative component of D-MeX.</p>
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	<p><b>Qualitative metrics</b></p> <p>The metrics which are to be supplied by the company to Ofwat's survey agent for the qualitative component are as follows:</p> <p>The metrics that apply from 1 April 2020 to 30 September 2020 are set out in annex 1 of 'PR19 final determinations: Customer measure of experience (C-MeX) and developer services measure of experience (D-MeX) policy appendix'.</p> <p><b>For all companies, from 1 October 2020:</b></p> <ul style="list-style-type: none"> <li>• W1.1 Pre-development enquiry – reports issued within target</li> <li>• W3.1 s45 quotations – within target</li> <li>• W4.1 s45 service pipe connections – within target</li> <li>• W6.1 Mains design &lt;500 plots – quotations within target</li> <li>• W7.1 Mains design &gt;500 plots – quotations within target</li> <li>• W8.1 Mains construction within target</li> <li>• W17.1 Mains diversions (without constraints) – quotations within target</li> <li>• W17.2 Mains diversions (with constraints) – quotations within target</li> <li>• W18.1 Mains diversions – construction/commissioning within target</li> <li>• S1.1 Pre-development enquiry – reports issued within target</li> <li>• S3.1 Sewer requisition design – offers issued within target</li> <li>• S4.1 Sewer requisition – constructed and commissioned within agreed extension</li> <li>• S6.1 Technical vetting of adoptions &amp; diversions – approval or rejection letters within target</li> <li>• S7.1 Adoption legal agreement – draft agreements issued within target</li> <li>• S8.1 s106 sewer connection – approval letters issued within target</li> <li>• S9.1 s106 sewer connection – rejection letters issued within target</li> <li>• WN1.1 % of confirmations issued to the applicant</li> </ul>
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	<p>within target period</p> <ul style="list-style-type: none"> <li>• WN2.2 % Bulk supply offer letters issued to the applicant within target period</li> <li>• WN3.1 % Bulk water supply agreement signed and issued to the applicant within target period</li> <li>• WN4.1 % of main laying schemes constructed and commissioned within the target period</li> <li>• WN4.2 % of testing supplies provided within target period</li> <li>• WN4.3 % of permanent supplies made available within the target period</li> <li>• SN2.2 % Bulk discharge offer letters issued to the applicant within target period</li> <li>• SN3.1 % Bulk discharge agreement signed and issued to the applicant within target period</li> <li>• SN4.1 % of main laying schemes constructed and commissioned within the target period</li> </ul> <p>and, for customer quotes provided before 1 April 2021, the following metrics also apply:</p> <ul style="list-style-type: none"> <li>• W20.1 Self-lay Point of Connection report &lt; 500 plots etc - reports issued within target</li> <li>• W21.1 Self-lay Point of Connection reports &gt;500 plots etc - reports issued within target</li> <li>• W23.1 Self-lay design and terms request &lt;500 plots etc – quotations within target</li> <li>• W24.1 Self-lay design and terms request &gt;500 plots etc – quotations within target</li> <li>• W25.1 Self-lay signed agreement – acknowledgements within target</li> <li>• W26.1 Self-lay water for pressure/bacteriological testing – provided within target</li> <li>• W27.1 Self-lay permanent water supply – provided within target</li> <li>• W28.1 Self-lay vesting certificates – issued within target</li> <li>• W29.1 Self-lay Asset Payments – issued within target</li> <li>• W30.1 Self-lay plot references and costing details – issued within target</li> </ul> <p>and, for customer quotes provided on or after 1 April</p>
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	<p>2021, the following metrics also apply:</p> <ul style="list-style-type: none"> <li>• SLPM – S1/2 – Review PoC proposal</li> <li>• SLPM – S2/1b – Water Company to Review SLP design application</li> <li>• SLPM – S2/2a – Provide design</li> <li>• SLPM – S2/2b – Water Company to Provide design acceptance</li> <li>• SLPM – S3 – Review / revise Water Adoption Agreement</li> <li>• SLPM – S4/1 – Source of Water Delivery Date</li> <li>• SLPM – S5/1a – Review request and carry out Final Connection</li> <li>• SLPM – S5/1b – Review application and agree date of Final Connection</li> <li>• SLPM – S6 – Issue vesting certificate</li> <li>• SLPM – S7/1 – Validate notification and provide consent to progress with connection</li> </ul> <p><b>For companies wholly or mainly in England, in addition to the list above, from 1 October 2020:</b></p> <ul style="list-style-type: none"> <li>• SAM 1/2 Review pre-design application</li> <li>• SAM 2/2 Review Design Step 1: Full design review and response</li> <li>• SAM 2/3 Review Design Step 2: Design acceptance</li> <li>• SAM 3/1 Update draft agreement</li> <li>• SAM 4/1 Inspections &amp; construction period</li> <li>• SAM 5/1 Request for pre maintenance inspections</li> <li>• SAM 5/2 Issue pre maintenance certificate/provisional certificate</li> <li>• SAM 6/2 Issue vesting certificate</li> </ul> <p><b>Quantitative metrics</b></p> <p>When calculating the quantitative component of D-MeX, metrics that have zero activities reported against them do not affect the D-MeX score.</p> <p>The set of Water UK performance metrics which are used to calculate the quantitative component of the company's D-MeX score are as follows:</p> <p><b>For all companies, from 1 April 2020 to 30 September</b></p>
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	<p><b>2020:</b></p> <ul style="list-style-type: none"> <li>• W1.1 Pre-development enquiry - reports issued within target</li> <li>• W3.1 s45 quotations - within target</li> <li>• W4.1 s45 service pipe connections - within target</li> <li>• W6.1 Mains design &lt;500 plots - quotations within target</li> <li>• W7.1 Mains design &gt;500 plots - quotations within target</li> <li>• W8.1 Mains construction within target</li> <li>• W17.1 Mains diversions (without constraints) - quotations within target</li> <li>• W17.2 Mains diversions (with constraints) - quotations within target</li> <li>• W18.1 Mains diversions - construction/commissioning within target</li> <li>• W20.1 Self lay Point of Connection report &lt; 500 plots etc - reports issued within target</li> <li>• W21.1 Self lay Point of Connection reports &gt;500 plots etc - reports issued within target</li> <li>• W23.1 Self lay design and terms request &lt;500 plots etc - quotations within target</li> <li>• W24.1 Self lay design and terms request &gt;500 plots etc - quotations within target</li> <li>• W26.1 Self lay water for pressure/bacteriological testing - provided within target</li> <li>• W27.1 Self lay permanent water supply - provided within target</li> <li>• W30.1 Self lay plot references and costing details - issued within target</li> <li>• S1.1 Pre-development enquiry - reports issued within target</li> <li>• S3.1 Sewer requisition design - offers issued within target</li> <li>• S4.1 Sewer requisition - constructed and commissioned within agreed extension</li> <li>• S7.1 Adoption legal agreement - draft agreements issued within target</li> </ul> <p><b>For companies wholly or mainly in England, from 1 October 2020:</b></p> <ul style="list-style-type: none"> <li>• W1.1 Pre-development enquiry – reports issued</li> </ul>
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	<p>within target</p> <ul style="list-style-type: none"> <li>• W3.1 s45 quotations – within target</li> <li>• W4.1 s45 service pipe connections – within target</li> <li>• W6.1 Mains design &lt;500 plots – quotations within target</li> <li>• W7.1 Mains design &gt;500 plots – quotations within target</li> <li>• W8.1 Mains construction within target</li> <li>• W17.1 Mains diversions (without constraints) – quotations within target</li> <li>• W17.2 Mains diversions (with constraints) – quotations within target</li> <li>• W18.1 Mains diversions – construction/commissioning within target</li> <li>• S1.1 Pre-development enquiry – reports issued within target</li> <li>• S3.1 Sewer requisition design – offers issued within target</li> <li>• S4.1 Sewer requisition – constructed and commissioned within agreed extension</li> <li>• S7.1 Adoption legal agreement – draft agreements issued within target</li> <li>• WN1.1 % of confirmations issued to the applicant within target period</li> <li>• WN2.2 % Bulk supply offer letters issued to the applicant within target period</li> <li>• WN4.1 % of main laying schemes constructed and commissioned within the target period</li> <li>• WN4.2 % of testing supplies provided within target period</li> <li>• WN4.3 % of permanent supplies made available within the target period</li> <li>• SN2.2 % Bulk discharge offer letters issued to the applicant within target period</li> <li>• SN4.1 % of main laying schemes constructed and commissioned within the target period</li> <li>• SAM 3/1 Update draft agreement</li> <li>• SAM 4/1 Inspections and construction period</li> </ul> <p>and, for quotes provided before 1 April 2021, the following metrics also apply:</p> <ul style="list-style-type: none"> <li>• W20.1 Self lay Point of Connection report &lt; 500</li> </ul>
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	<p>plots etc – reports issued within target</p> <ul style="list-style-type: none"> <li>• W21.1 Self lay Point of Connection reports &gt;500 plots etc – reports issued within target</li> <li>• W23.1 Self lay design and terms request &lt;500 plots etc – quotations within target</li> <li>• W24.1 Self lay design and terms request &gt;500 plots etc – quotations within target</li> <li>• W26.1 Self lay water for pressure/bacteriological testing – provided within target</li> <li>• W27.1 Self lay permanent water supply – provided within target</li> <li>• W30.1 Self lay plot references and costing details – issued within target</li> </ul> <p>and, for quotes provided on or after 1 April 2021, the following metrics also apply:</p> <ul style="list-style-type: none"> <li>• SLPM – S1/2 – Review PoC proposal</li> <li>• SLPM – S2/2a – Provide design</li> <li>• SLPM – S2/2b – Water Company to Provide design acceptance</li> <li>• SLPM – S3 – Review / revise Water Adoption Agreement</li> <li>• SLPM – S4/1 – Source of Water Delivery Date</li> <li>• SLPM – S5/1a – Review request and carry out Final Connection</li> <li>• SLPM – S7/1 – Validate notification and provide consent to progress with connection</li> </ul> <p><b>For companies wholly or mainly in Wales, from 1 October 2020:</b></p> <ul style="list-style-type: none"> <li>• W1.1 Pre-development enquiry – reports issued within target</li> <li>• W3.1 s45 quotations – within target</li> <li>• W4.1 s45 service pipe connections – within target</li> <li>• W6.1 Mains design &lt;500 plots – quotations within target</li> <li>• W7.1 Mains design &gt;500 plots – quotations within target</li> <li>• W8.1 Mains construction within target</li> <li>• W17.1 Mains diversions (without constraints) – quotations within target</li> <li>• W17.2 Mains diversions (with constraints) –</li> </ul>
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	<p>quotations within target</p> <ul style="list-style-type: none"> <li>• W18.1 Mains diversions – construction/commissioning within target</li> <li>• W20.1 Self lay Point of Connection report &lt; 500 plots etc – reports issued within target</li> <li>• W21.1 Self lay Point of Connection reports &gt;500 plots etc – reports issued within target</li> <li>• W23.1 Self lay design and terms request &lt;500 plots etc – quotations within target</li> <li>• W24.1 Self lay design and terms request &gt;500 plots etc – quotations within target</li> <li>• W26.1 Self lay water for pressure/bacteriological testing – provided within target</li> <li>• W27.1 Self lay permanent water supply – provided within target</li> <li>• W30.1 Self lay plot references and costing details – issued within target</li> <li>• S1.1 Pre-development enquiry – reports issued within target</li> <li>• S3.1 Sewer requisition design – offers issued within target</li> <li>• S4.1 Sewer requisition – constructed and commissioned within agreed extension</li> <li>• S7.1 Adoption legal agreement – draft agreements issued within target</li> <li>• WN1.1 % of confirmations issued to the applicant within target period</li> <li>• WN2.2 % Bulk supply offer letters issued to the applicant within target period</li> <li>• WN4.1 % of main laying schemes constructed and commissioned within the target period</li> <li>• WN4.2 % of testing supplies provided within target period</li> <li>• WN4.3 % of permanent supplies made available within the target period</li> <li>• SN2.2 % Bulk discharge offer letters issued to the applicant within target period</li> <li>• SN4.1 % of main laying schemes constructed and commissioned within the target period</li> </ul> <p>For each metric, a percentage is reported and a simple average of these metrics is taken. This is rescaled to be</p>
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	<p>out of 100 to form the score for the quantitative component of D-MeX. For the 2020-21 reporting year only, companies are to separately calculate their performance against the metrics that apply in each half-year period and the annual score for the quantitative component will be an average of these two half-year scores.</p> <p>The full definition for each metric is on Ofwat's website: <a href="https://www.ofwat.gov.uk/outcomes-definitions-pr19/">https://www.ofwat.gov.uk/outcomes-definitions-pr19/</a></p>
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## Pollution incidents

### PR19SWB\_PC F1

The detail for this performance commitment is set out on pages 30-32.

Version 3.0 of this change log makes the following changes:

On [page 30](#), in the 'Performance commitment definition and parameters' table for:

<p>Detailed definition of performance measure</p>	<p>Pollution Incidents is defined in the following guidance for PR19 – Water &amp; Sewerage Company Environmental Performance Assessment (EPA) Methodology (version 3). Published November 2017 by the Environment Agency.</p> <p><a href="https://www.ofwat.gov.uk/wpcontent/uploads/2017/12/WatCoPerfEPAmethodology_v3- Nov-2017-Final.pdf">https://www.ofwat.gov.uk/wpcontent/uploads/2017/12/WatCoPerfEPAmethodology_v3- Nov-2017-Final.pdf</a></p> <p>The total number of pollution incidents (categories 1 to 3) per 10,000km of sewer length for which the company is responsible in a calendar year.</p>
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Read:

<p>Detailed definition of</p>	<p>From 1st April 2021, for companies operating mainly in England (ie Anglian Water, Northumbrian Water, Southern Water, Severn Trent</p>
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<p>performance measure</p>	<p>Water, South West Water, Thames Water, United Utilities, Wessex Water and Yorkshire Water) pollution incidents is defined in the reporting guidance for Water &amp; Sewerage Company Environmental Performance Assessment (EPA) Methodology version 9 released by the Environment Agency in May 2021.</p> <p>EPA version 9 is published on our website here: Environment Agency water and sewerage company Environmental Performance Assessment (EPA) methodology (version 9) for 2021 to 2025 - Ofwat</p> <p>From 1st April 2021 for companies operating mainly in Wales (ie Hafren Dyfrdwy and Dŵr Cymru) pollution incidents is defined in the reporting guidance for Water &amp; Sewerage Company Environmental Performance Assessment (EPA) Methodology version 8 released by Natural Resources Wales in May 2021.</p> <p>EPA version 8 is published on our website here:  <a href="https://www.ofwat.gov.uk/publication/environment-agencys-epa-methodology/">https://www.ofwat.gov.uk/publication/environment-agencys-epa-methodology/</a></p> <p>Pollution incidents is reported as the total number of pollution incidents (categories 1 to 3) per 10,000km of sewer length for which the company is responsible in a calendar year. In comparison to EPA version 8, EPA version 9 contains a minor update to the sewer lengths of one company operating in England. The methodologies are otherwise equivalent with regards to reporting of pollution incidents.</p>
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## Treatment works compliance

### PR19SWB\_PC B6

The detail for this performance commitment is set out on pages 37-39.

Version 3.0 of this change log makes the following changes:

On [page 37](#), in the 'Performance commitment definition and parameters' table for:

<p>Detailed definition</p>	<p>Treatment works compliance is defined in the reporting guidance for PR19 – Water &amp; Sewerage Company Environmental</p>
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<p>of performance measure</p>	<p>Performance Assessment (EPA) Methodology (version 3). Published November 2017 by the Environment Agency.</p> <p><a href="https://www.ofwat.gov.uk/wpcontent/uploads/2017/12/WatCoPerfEPAmethodology_v3- Nov-2017-Final.pdf">https://www.ofwat.gov.uk/wpcontent/uploads/2017/12/WatCoPerfEPAmethodology_v3- Nov-2017-Final.pdf</a></p> <p>The discharge permit compliance metric is reported as the number of failing sites (as a percentage of the total number of discharges) and not the number of failing discharges.</p>
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Read:

<p>Detailed definition of performance measure</p>	<p>From 1st April 2021, for companies operating mainly in England (ie Anglian Water, Northumbrian Water, Southern Water, Severn Trent Water, South West Water, Thames Water, United Utilities, Wessex Water and Yorkshire Water) treatment works compliance is defined in the reporting guidance for Water &amp; Sewerage Company Environmental Performance Assessment (EPA) Methodology <b>version 9</b> released by the Environment Agency in May 2021.</p> <p>EPA version 9 is published on our website here: <a href="#">Environment Agency water and sewerage company Environmental Performance Assessment (EPA) methodology (version 9) for 2021 to 2025 - Ofwat</a></p> <p>From 1st April 2021, for companies operating mainly in Wales (ie Hafren Dyfrdwy and Dŵr Cymru) treatment works compliance is defined in the reporting guidance for Water &amp; Sewerage Company Environmental Performance Assessment (EPA) Methodology <b>version 8</b> released by Natural Resources Wales in May 2021.</p> <p>EPA version 8 is published on our website here: <a href="https://www.ofwat.gov.uk/publication/environment-agencys-epa-methodology/%C2%A0">https://www.ofwat.gov.uk/publication/environment-agencys-epa-methodology/%C2%A0</a></p> <p>There are no differences between methodologies which result in different impacts on reporting of treatment works compliance performance commitments for companies operating in England or Wales.</p>
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	<p>The discharge permit compliance metric is reported as the number of failing sites (as a percentage of the total number of discharges) and not the number of failing discharges.</p>
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