

Outcomes working group – Capacity and resilience over the long term

April 2021

of  **at**

Outcomes Working Group

- Outcome of the session is to identify potential changes common definitions to have time to consider further and start to report on an informal basis.
- Decisions on whether there should be changes at PR24 will be subject to further discussion and consultation, taking full account of the respective SPS of the Welsh Government and Defra.

Date	Topic
Thursday 21 January	Customer outcomes from wastewater collection (including reviewing internal sewer flooding)
Thursday 25 February	Reliability of customer water supply (including reviewing water supply interruptions)
Thursday 25 March	Measures defined by other regulators: Environmental protection and drinking water quality (including discussing the use of CRI and pollution incidents as performance commitments, but not the measurements themselves)
Thursday 15 April	Capacity and resilience over the long term (including reviewing leakage, pcc, risk of severe restrictions in a drought and flooding in a storm)
Thursday 20 May	Potential asset health metrics. (This will depend on the asset maturity assessment)

Agenda

9:30 Introductions

9.40 Context

9:50 Breakout session 1: Leakage/PCC

- What are the outcome(s) that leakage and pcc measure the progress towards?
- Are there any existing concerns regarding the PR19 definitions for pcc and leakage?
- Should incentives to control water be applied more widely to include raw water losses, production losses, water taken illegally and operational system use?

10.10 Feedback

10:25 Breakout session 2: Resilience

- How should we improve the drought resilience PC?
- Does the PR19 package of PCs provide incentives to promote the 4Rs in a balanced way (Resistance, Reliability, Redundancy, Response&Recovery)? How could the incentives be improved?
- When should a resilience metric just be used to report progress (as opposed to be used as a PC that has a pre-determined annual levels and incentives?)

10:45 Feedback

11:00 Conclusions and actions

11:15 Close



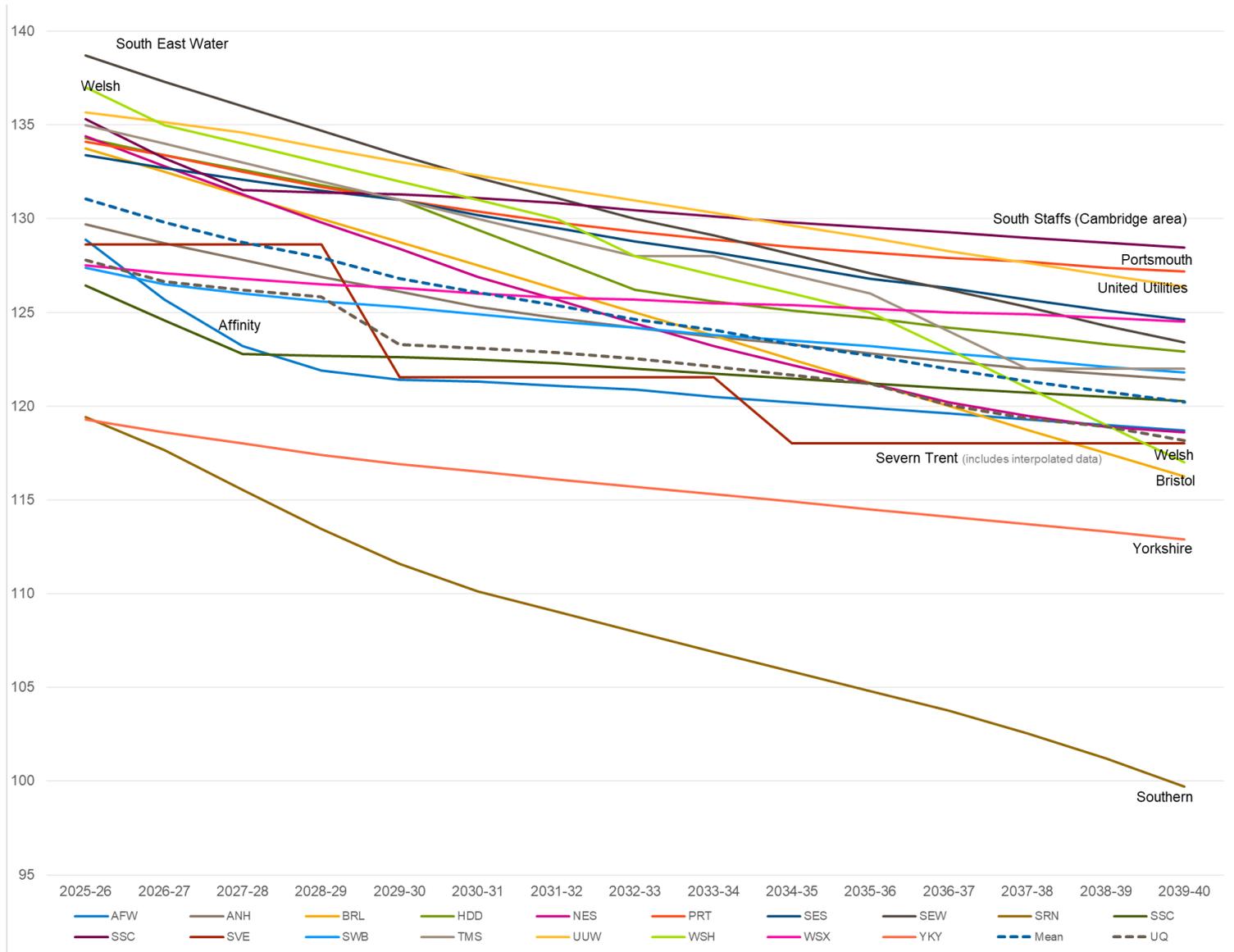
Water abstraction PCs

	PCC	Leakage	AIM	Risk of severe restrictions in a drought	Metering	Education	Water efficiency	Water restrictions
Affinity								
Anglian					Delivery of smart meters			
Bristol								
Dŵr Cymru						Community education		
Northumbrian					Delivery of smart meters			
Hafron Dyfrdwy							No. of people who change their behaviour through education	
Portsmouth								
SES Water								
South East Water								
South Staffs Water								
Severn Trent					Delivery of meters		No. of people who change their behaviour through education	
South West					Delivery of smart meters			No. of hosepipe bans
Southern						Schools visited & engagement with children		
Thames								
United Utilities							Communication campaign on water quality and water efficiency	
Wessex Water						No. of children/students engaged	Volume of water saved by water efficiency engagement	No. of hosepipe bans
Yorkshire						No. of learning hours		

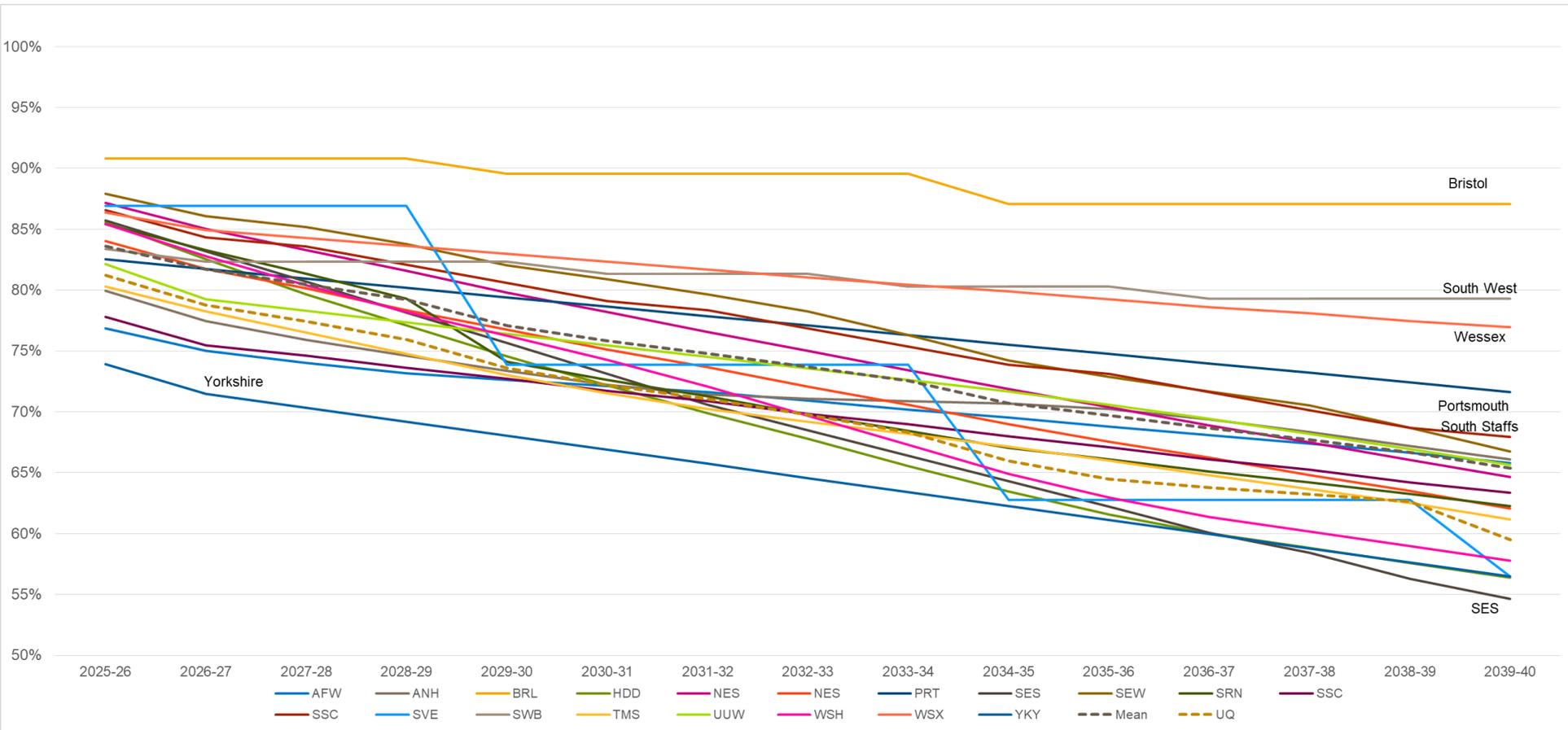
Key
Standard definition
Based on standard def
Used at PR14
New for PR19



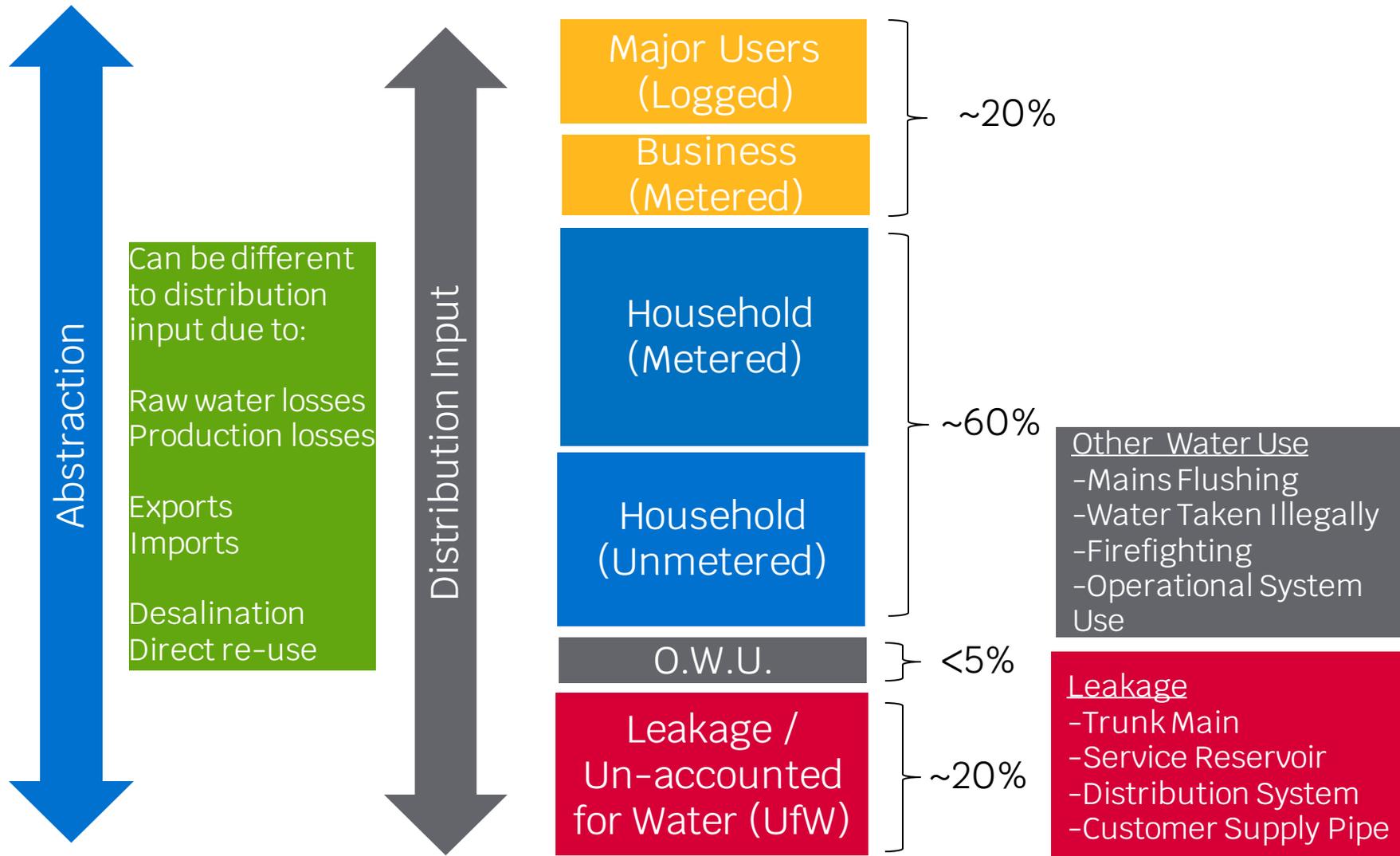
PR19 projections - PCC



Leakage – PR19 projected % reduction from 2020-21 level



Abstraction and distribution input



Leakage/PCC

What are the outcome(s) that leakage and pcc measure the progress towards?

Are there any existing concerns regarding the PR19 definitions for PCC and leakage?

Should incentives to control water be applied more widely to include raw water losses, production losses, water taken illegally and operational system use?



Drought Resilience PC

Drought Resilience - an overview

- This was a new measure for PR19 and is one of the common forward-looking resilience metrics (with risk of sewer flooding). This is a non-financial incentive.
- This performance commitment measures the percentage of the customer population at risk of experiencing severe restrictions (e.g. standpipes or rota cuts as part of Emergency Drought Orders) in a 1-in-200 year drought, on average, over 25 years.

Our aims with the drought resilience PC

To show the forward-looking risk (average risk over the next 25 years) for customers of experiencing restrictions incorporating actual delivery rather than forecast delivery of improvements i.e. company performance over PR19 can only change by companies actually delivering improvements rather than planning to deliver. Companies can improve their performance by altering the supply demand balance of their water resource zones (providing extra capacity earlier or in greater volumes than planned). This can be done by reducing demand (e.g. reducing leakage or PCC) or increasing supply (e.g. building a new reservoir).

Company	19/20	20/21	21/22	22/23	23/24	24/25
ANH	18.83	20.5	20.46	21.96	21.83	0
HDD	0	0	0	0	0	0
NES	0	0	0	0	0	0
SRN		0	0	0	0	0
TMS	77.1	77.0	77.0	77.0	77.0	76.9
WSH	4.46	4.47	4.47	4.48	4.49	0
WSX	0	0	0	0	0	0
YKY	0	0	0	0	0	0
AFW	34	0	0	0	0	0
BRL	42	38.0	29.8	29.8	29.8	25.6
PRT	100	84	84	76	68	32
SES	0	0	0	0	0	0
SEW	0	0	0	0	0	0
SSC	0	0	0	0	0	0
SVE		56.2	56.2	56.2	56.2	56.2
SWB	0	0	0	0	0	0
UUW	0	0	0	0	0	0



Resilience

How should we improve the drought resilience PC?

Does the PR19 package of PCs provide incentives to promote the 4Rs (Resistance, Reliability, Redundancy, Response&Recovery)

When should a resilience metric just be used to report progress (as opposed to be used as a PC that has a pre-determined annual levels and incentives?)

