

Customer outcomes from water distribution

Peter Jordan, February 2021



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	Approach to asset health. (This will depend on the asset maturity assessment)

- 10.00 Introductions
- 10.05 Background on PCs and customer views
- 10.15 Break out session on long term outcomes (Teams channel questions 1- 4)
- 10.35 Feedback on long term outcomes
- 10.45 Bespoke PCs at PR19
- 11.00 Break out session on current PCs and possible refinements (Teams channel questions 5-10)
- 11.20 Feedback on potential improvements
- 11.40 Plenary, conclusions and actions





Water Supply Interruptions



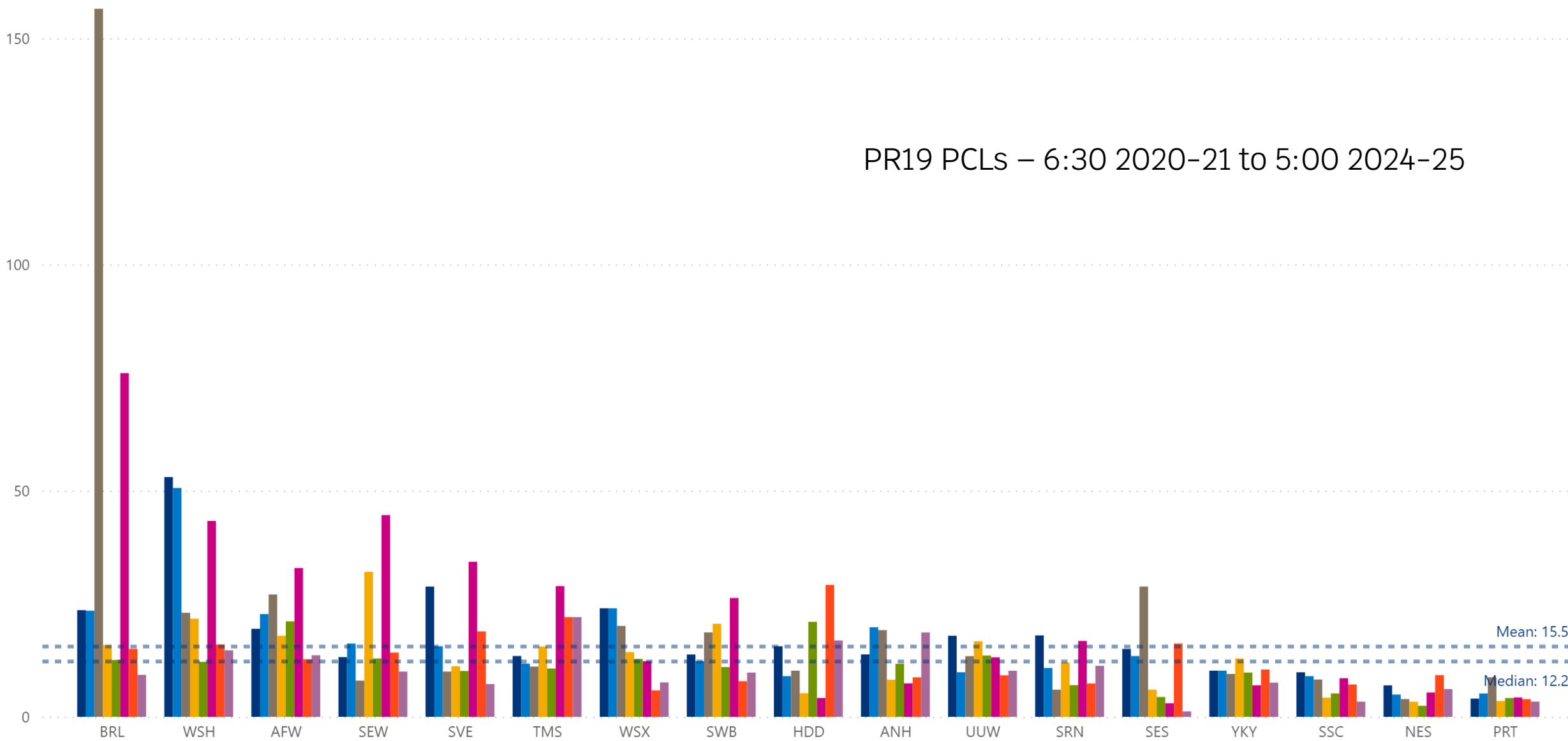
- 2012-13
- 2013-14
- 2014-15
- 2015-16
- 2016-17
- 2017-18
- 2018-19
- 2019-20

FinYear

All

PR19 PCLs – 6:30 2020-21 to 5:00 2024-25

Average minutes per property



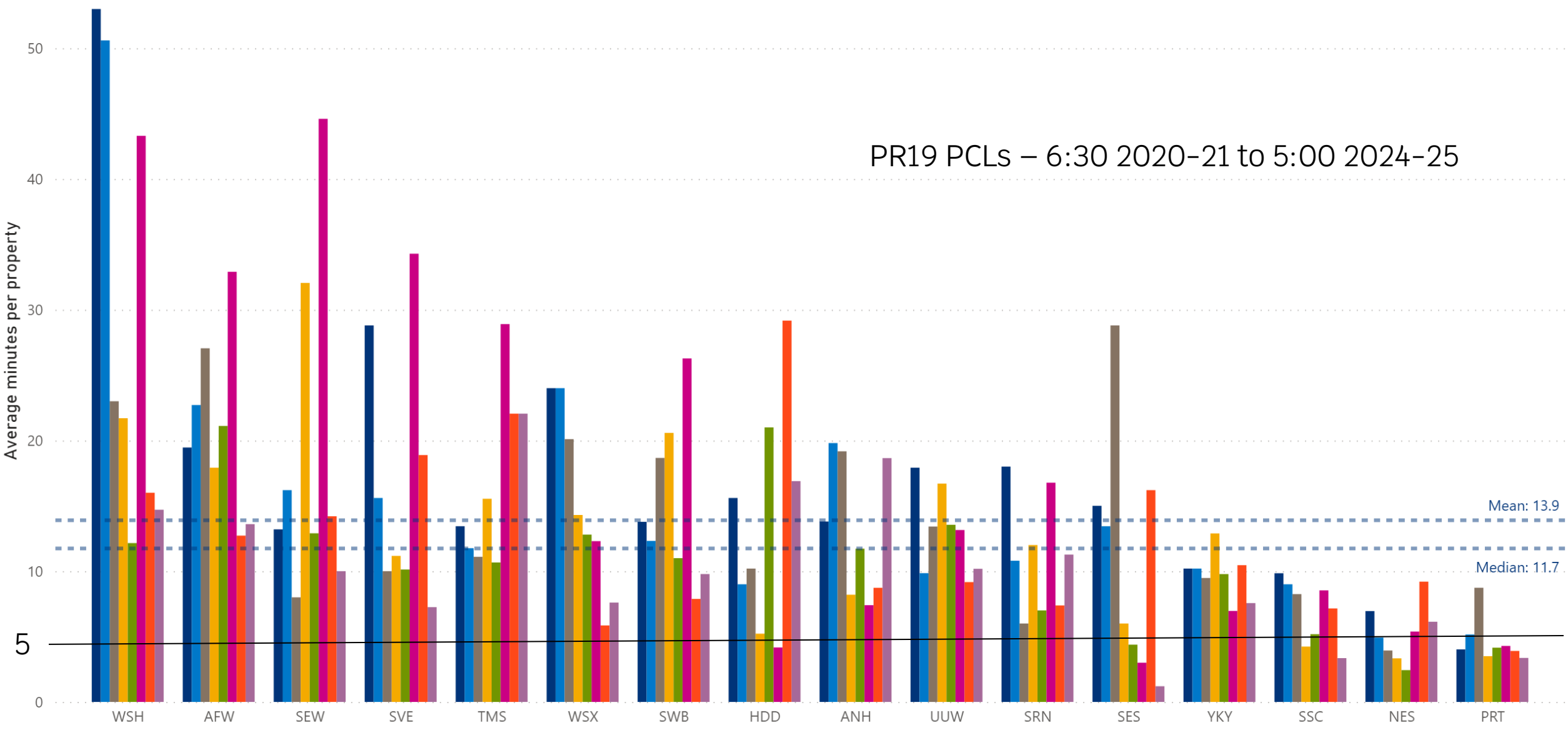
Mean: 15.5

Median: 12.2

● 2012-13 ● 2013-14 ● 2014-15 ● 2015-16 ● 2016-17 ● 2017-18 ● 2018-19 ● 2019-20

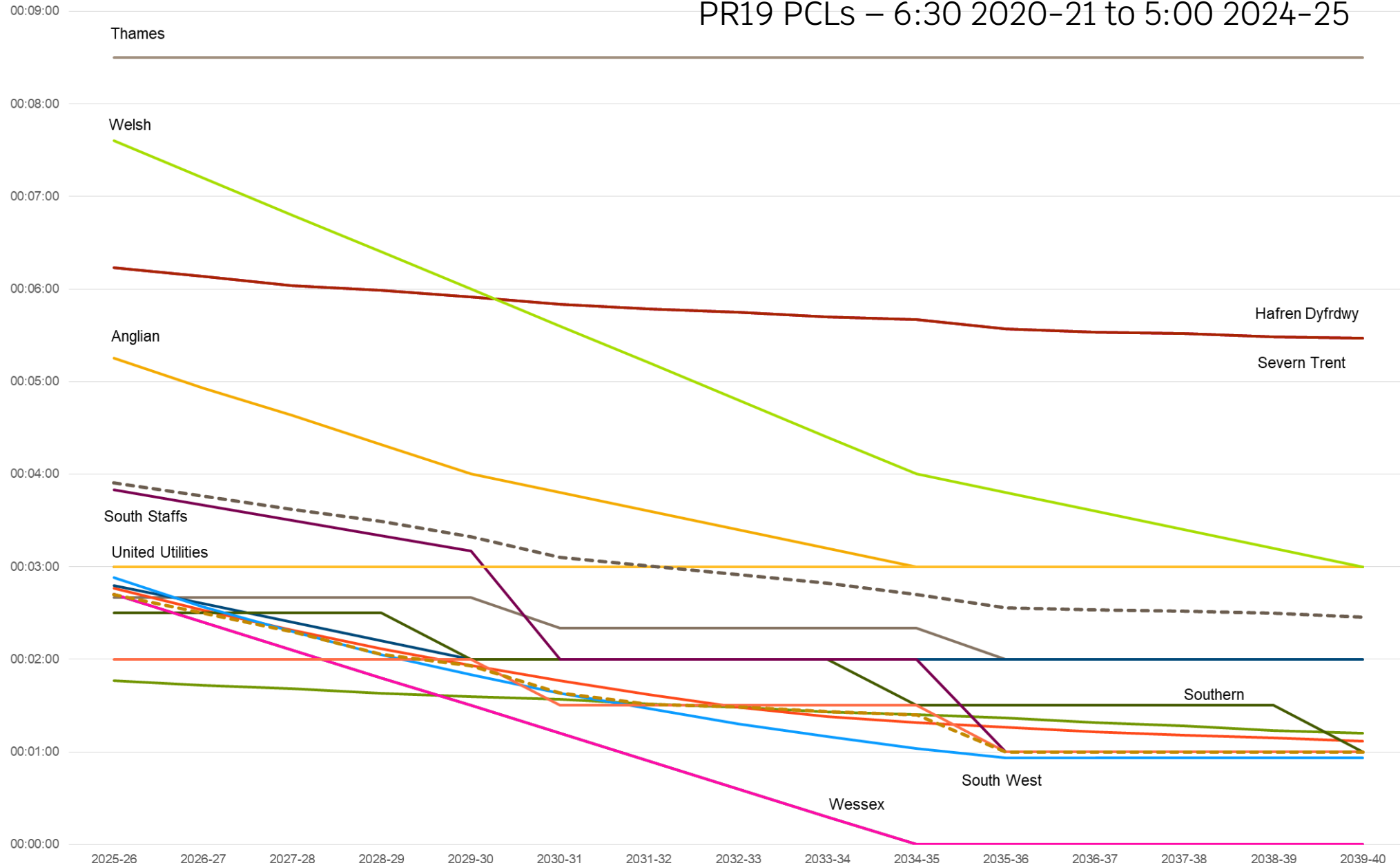
FinYear
All

PR19 PCLs – 6:30 2020-21 to 5:00 2024-25



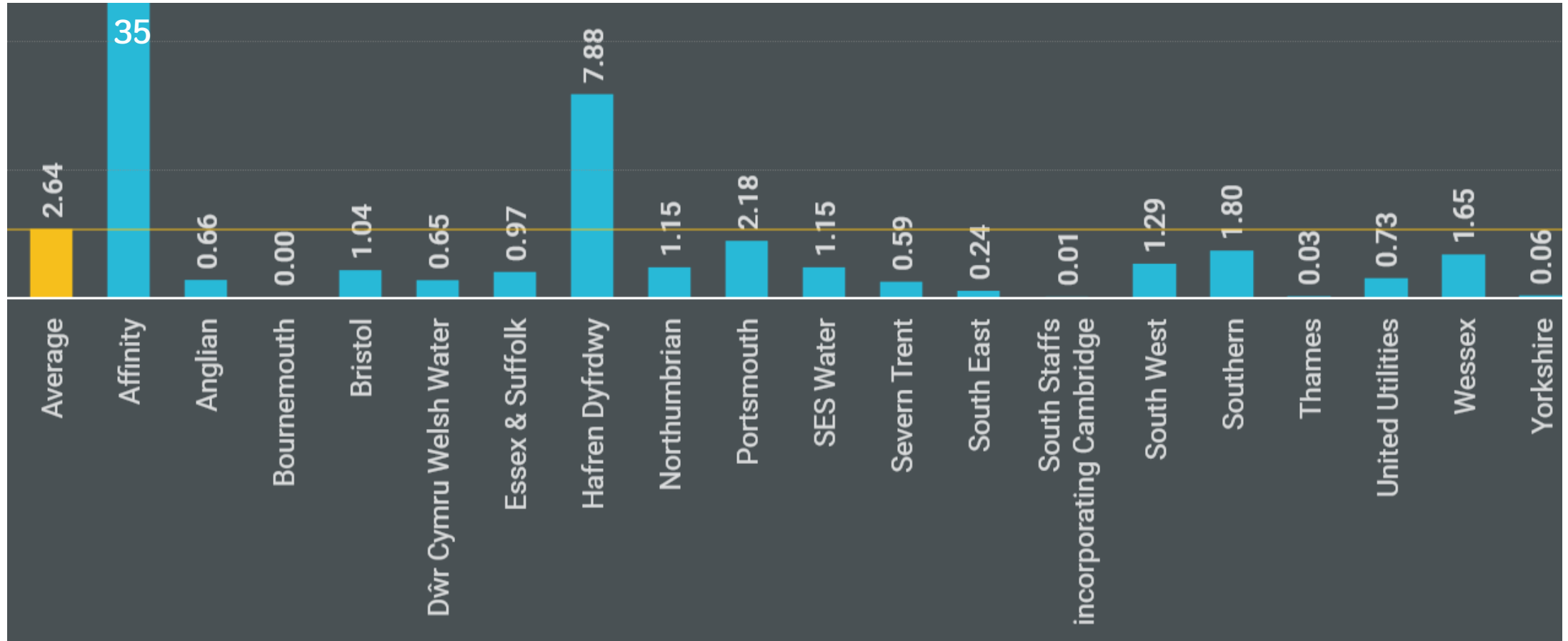
PR19 PCLs – 6:30 2020-21 to 5:00 2024-25

★
5.00



- AFW
- ANH
- BRL
- HDD
- NES
- PRT
- SES
- SEW
- SRN
- SSC
- SVE
- SWB
- TMS
- UUW
- WSH
- WSX
- YKY
- Mean
- UQ

Properties below minimum standard of pressure in 2019-20 (per 10,000 connections)



Outcomes Working Group: Water Distribution Outcomes & PCs

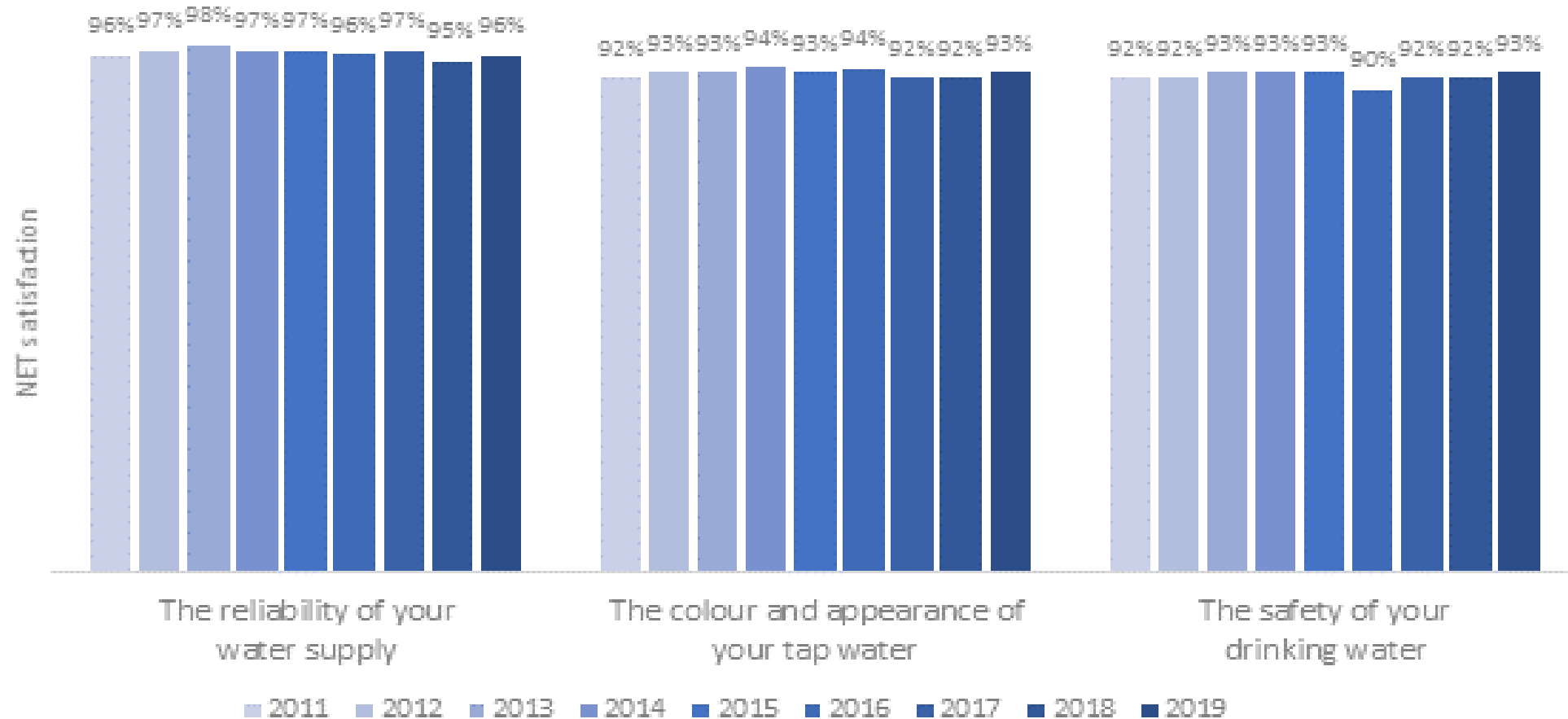


Leakage, Water Supply Interruptions & Low Pressure

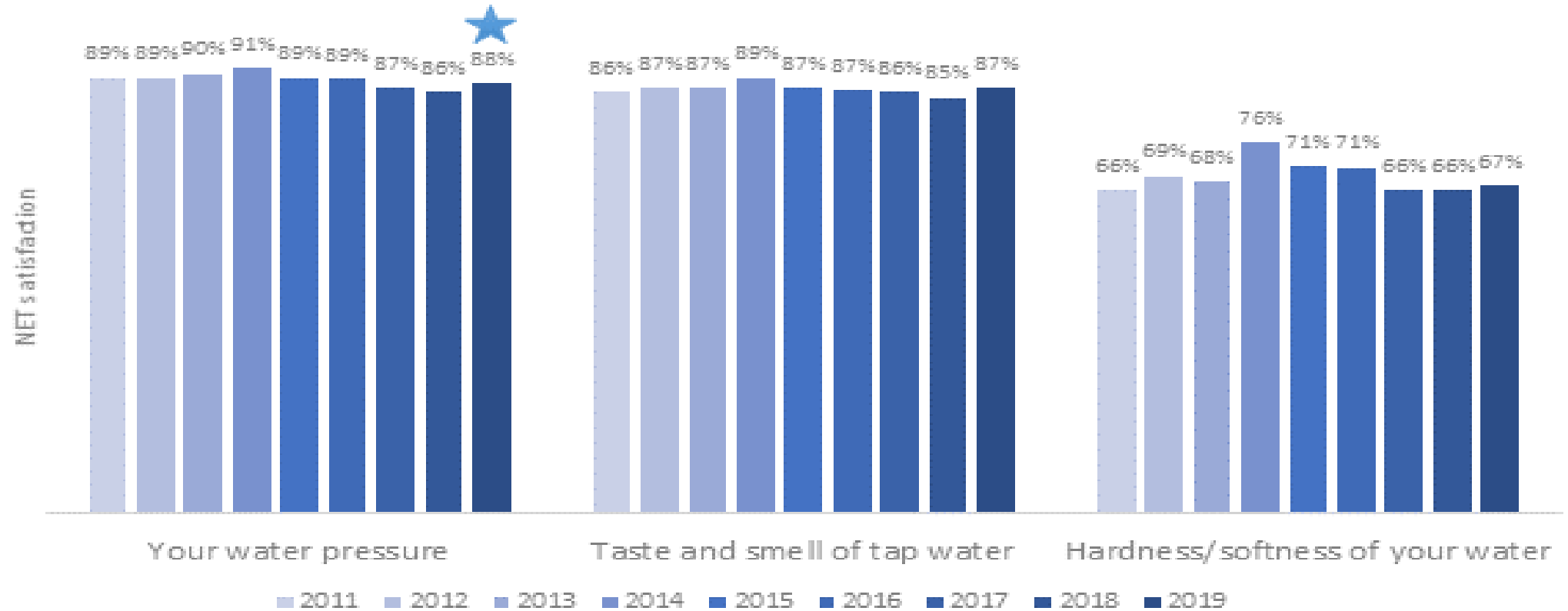
CCW customer complaints and Water Matters research

**Steve Hobbs
CCW Senior Policy Manager
25 February 2021**

Water Matters research

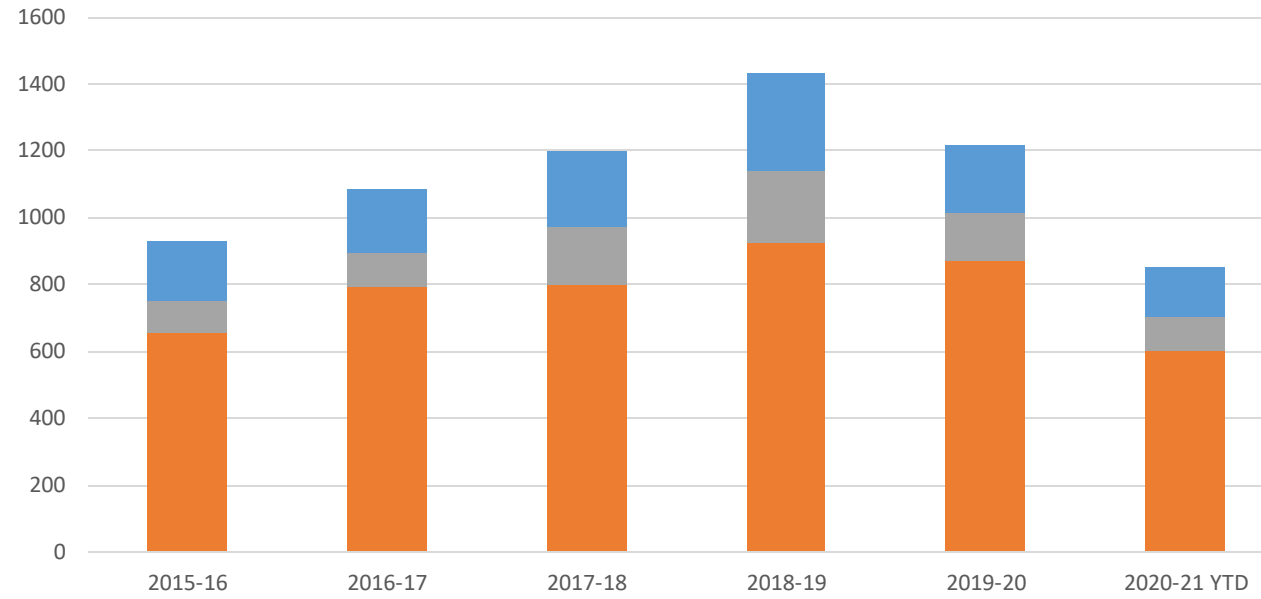


Water Matters research



Customer complaints to CCW

Water distribution related complaints to CCW



	2015-16	2016-17	2018-19	2019-20
Total complaints	9967	8704	11233	10212
Leakage	7%	9%	8%	9%
Supply Interruption	1%	1%	2%	1%
Low Pressure	2%	2%	3%	2%

Customer complaints to CCW

	2015-16		2016-17		2017-18		2018-19		2019-20	
Leakage	Damage Disruption by Work (Pipework)	63	Damage Disruption by Work (Pipework)	103	Damage Disruption by Work (Pipework)	124	Damage Disruption by Work (Pipework)	173	Damage Disruption by Work (Pipework)	202
	Delay in Repair (Pipework)	190	Delay in Repair (Pipework)	255	Delay in Repair (Pipework)	271	Delay in Repair (Pipework)	353	Delay in Repair (Pipework)	262
	Disputed Liability for Repair (Pipework)	220	Disputed Liability for Repair (Pipework)	246	Disputed Liability for Repair (Pipework)	252	Disputed Liability for Repair (Pipework)	254	Disputed Liability for Repair (Pipework)	229
	Disputed Repair Costs (Pipework)	64	Disputed Repair Costs (Pipework)	29	Disputed Repair Costs (Pipework)	37	Disputed Repair Costs (Pipework)	28	Disputed Repair Costs (Pipework)	31
	Flooding by Clean Water	119	Flooding by Clean Water	160	Flooding by Clean Water	115	Flooding by Clean Water	117	Flooding by Clean Water	145
Water Supply Interruption	Interruption - Notification	58	Interruption - Notification	57	Interruption - Notification	61	Interruption - Notification	69	Interruption - Notification	58
	Interruption - Restoration	36	Interruption - Restoration	42	Interruption - Restoration	109	Interruption - Restoration	146	Interruption - Restoration	86
	Low Pressure	183	Low Pressure	194	Low Pressure	228	Low Pressure	292	Low Pressure	204

What outcome(s) are we aiming at?

What are your company's outcomes or longer term focus (either public or internal that you are willing to share)?

What aspects of water wholesale service do customers complain most about?

For the purpose of considering what common measurements we might define, how can we best express what water companies are aiming to deliver over the long term?

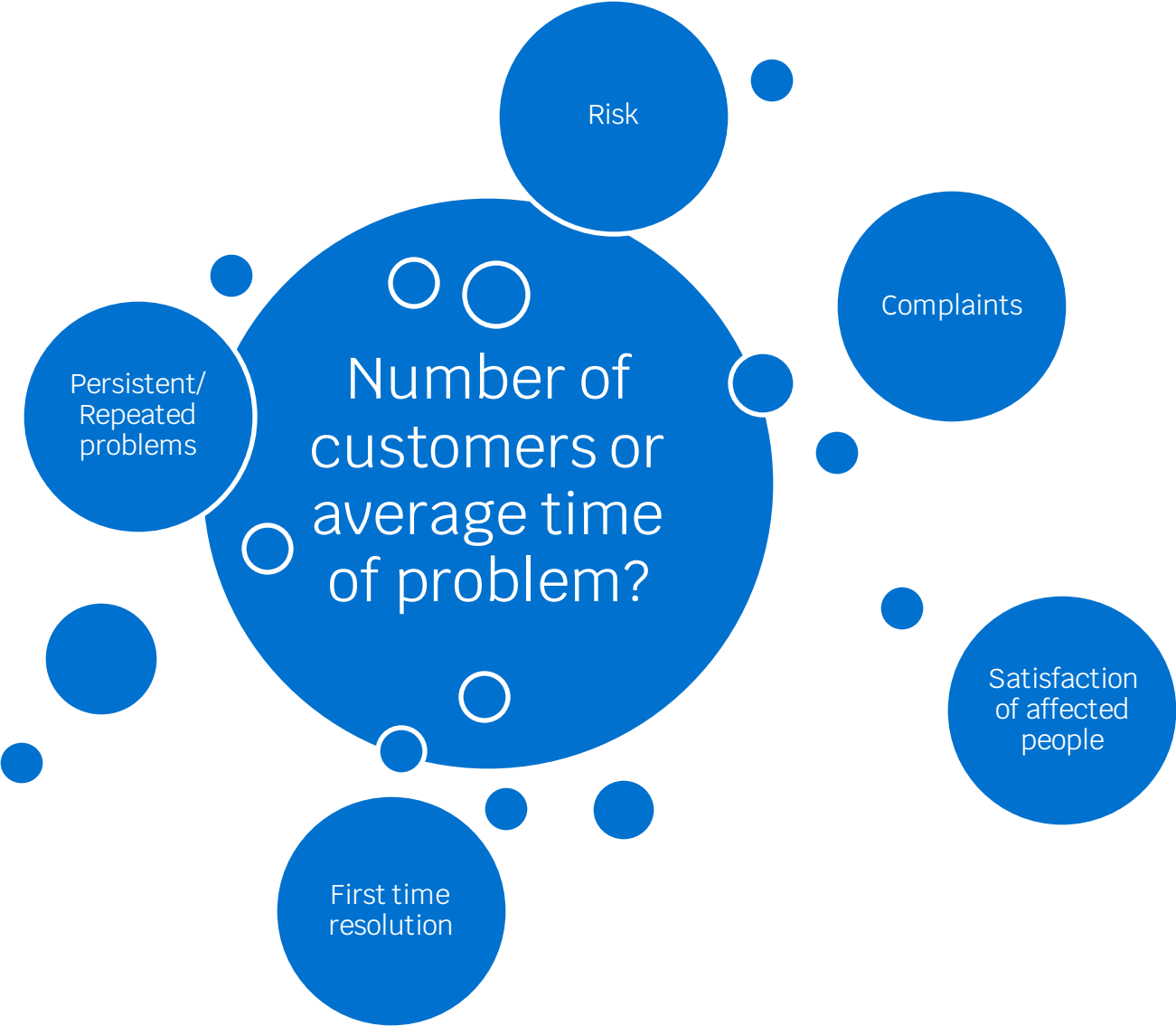


PR19 Water supply interruptions and low pressure PCs

	Interruptions			Pressure			High impact	Visible leakage repair time
	>3hr average interruptions	1-3hr interruptions	>12 hour interruptions	Risk low pressure	Complaints	Average time		
Anglian	Standard definition			Standard definition				
Dŵr Cymru	Standard definition						Worst served	
Northumbrian	Standard definition	Based on standard def	Standard definition					Bespoke new for PR19
Hafren Dyfrdwy	Standard definition			Standard definition				
Severn Trent	Standard definition				Resolution pressure complaints		Persistent low pressure	Bespoke used at PR14
South West	Standard definition							
Southern	Standard definition			Standard definition				
Thames	Standard definition			Standard definition				
United Utilities	Standard definition			Standard definition				
Wessex Water	Standard definition							Bespoke used at PR14
Yorkshire	Standard definition		Standard definition	Standard definition				
Affinity	Standard definition		Standard definition	Standard definition		Average time low pressure		
Bristol	Standard definition			Standard definition				
Portsmouth	Standard definition			Standard definition				
South East	Standard definition			Standard definition				
South Staffs	Standard definition							Bespoke new for PR19
SES	Standard definition							

Key
Standard definition
Based on standard def
Bespoke used at PR14
Bespoke new for PR19
Broader than drainage

Possible ways to measure issues



LOW PRESSURE PCS

Multiple research told us that low pressure is the most commonly experienced service failure and a driver of dissatisfaction for our customers.

13% of customers in WTP survey	15% of customers in the budget game	14%-18% in our customer tracker	Most common issue in 7 of our 9 districts
1/3 of those affected have persistent issue	Customer complaints	Social media sentiment	But customers don't see it as a top priority

Two performance commitments

Persistent low pressure

The number of low pressure days experienced by residential properties that have exceeded the persistent low pressure threshold.

Reduce from 19,471 to 17,062 (-12%) over the AMP.

Resolution of low pressure complaints

The percentage of customers who report a low pressure or poor supply issue and have their complaint resolved without having to contact the company for a second time.

Increase from 91% to 95% over the AMP.

Do we need any changes to the metrics we have?

Any concerns with the definition of the water supply interruptions common PC? Is there a better approach to measure water supply interruptions?

Should companies report a metric on pressure consistently? If so what would provide appropriate incentives (properties at risk, complaints, average time, repeated incidents....)?

Is there anything else we are missing?
[Not water quality (March), measurement of leakage (April) or asset health (May) – but does anything fall between the gaps?]

