

September 2023

Draft determination of United Utilities' in-period outcome delivery incentives for 2022-23

Ofwat

About this document

This document provides our draft determination on the extent to which the price controls included in our PR19 final determinations, need to be adjusted to reflect United Utilities' performance for the 2022-23 charging year, under [Part 3A of condition B](#) of the company's licence (Performance Measure Adjustments, referred to in this document as 'in-period' determinations).

The specific adjustments, and our reasons for these, are set out in this document and in our [Sector overview: Draft determinations of in-period outcome delivery incentives for 2022-23](#).

We also publish models related to our draft determinations on our [website](#).

We welcome your views by 18 October 2023. We will make our final determinations by 15 November 2023.

Background

At the 2019 price review (PR19), companies made performance commitments, or pledges, to their customers and stakeholders about the service levels they would meet to make progress towards their outcomes. United Utilities' performance commitments for the 2020-25 period are set out in PR19 final determinations: United Utilities - Outcomes performance commitment appendix, which is available on our [website](#).¹

Each performance commitment has an outcome delivery incentive (ODI) that provides either financial or reputational consequences for companies of outperforming or underperforming their performance commitments. Many of the financial ODIs are paid during the 2020-25 price control-period. The reason for this is to bring payments closer in time to when customers experience a given level of performance. The remaining incentives are paid at the end of the period.

ODIs act as an incentive for companies to deliver their committed levels of performance, returning funding to customers for foregone benefits if they deliver less than is expected. Companies that go beyond and deliver greater benefits than expected to customers and the environment can receive outperformance payments.

United Utilities reported its performance against these performance commitments in its annual performance report (APR) in July 2023. We have considered this information and, where necessary, further information from companies' answers to our queries. In our draft

¹ We take account of performance commitments as set out in the PR19 definitions adjusted, if relevant, in accordance with Annex 2 of the company's performance commitment appendix. Annex 2 provides for changes and corrections to be made to performance commitment definitions during the 2020-25 period in certain circumstances. An overview of changes and corrections made to companies' performance commitment appendices can be found at [PR19 Outcomes performance commitments: changes and corrections](#).

determination we set out relevant adjustments to the company's price controls, for one or more future years, in accordance with Part 3A of Condition B of each company's licence.

We will make our final determination by 15 November 2023. This will affect United Utilities' customers' bills from the 2024-25 charging year.

In our [Sector overview Final determinations of in-period outcome delivery incentives for 2020-21](#) we deferred our determination of the value of companies' Per Capita Consumption (PCC) ODI payments for the 2020-21 to 2023-24 charging years to the end of the 2020-25 period. We set out this decision and the reasons for it in this [decision document](#) which we published after having considered stakeholder responses to our July 2021 consultation.

Executive summary

Having assessed the company's performance against its performance commitments in 2022-23, the ODI payments and performance are as reported by the company with the following exceptions:

- a C-MeX outperformance payment of £3.024m and a D-MeX outperformance payment of £0.046m, based on our assessment of 2022-23 company performance; and
- interventions on the following performance commitments:
 - Water supply interruption – accept company restatement of its 2021-22 performance and intervene to increase the underperformance payment by £0.053m.

See section 1 for the results of our assessment.

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1. Results of our assessment

1.1 Interventions and policy decisions

We are not intervening on United Utilities reported performance and ODI payments for 2022-23 in our draft determination.

In our draft determination we are intervening on the following previously reported performance commitment:

Water supply interruptions

We are intervening to increase United Utilities under performance payments in relation to its water supply interruption performance commitment by £0.053m. This is because United Utilities requested to restate the company's 2021-22 performance.

During 2021-22, the company recorded an interruption to a single supply point as a private incident but subsequently identified that the supply point should have been recorded as being its responsibility. As a result, an additional 3.4 seconds of supply lost associated with this incident is to be added to the reported performance for 2021-22. The company initially proposed to increase its underperformance by £0.047m but after verification with the ODI model, the underperformance payment should be £1.764m for 2021-22; an increase of £0.053m. We have accepted the company's revised performance for 2021-22 from 00:07:58 to 00:08:01 include an additional 3.4 seconds. We apply a bespoke adjustment to increase in its underperformance payment of £0.053m².

1.2 C-MeX and D-MeX

On 26 September we published the relative performance of all companies. Our draft determination includes a C-MeX outperformance payment of £3.024m and a D-MeX outperformance payment of £0.046m, based on our assessment of 2022-23 company performance.

Further details on C-MeX and D-MeX can be found on the [Customer and Developer Services experience](#) pages of the Ofwat website and in the published C-MeX and D-MeX models.

² interventions in relation to restatements of prior years are modelled as bespoke adjustments and included in table 2.2

1.3 Payment deferrals and abatements

As set out in our [PR19 final determinations](#) and the [PR19 Reconciliation Rulebook: Guidance Document](#), companies can ask us to defer outperformance or underperformance payments, or abate outperformance payments on individual performance commitments. A deferral results in us delaying when the adjustment will be made to companies' revenue. An abatement results in no adjustment to the company's revenues in relation to the relevant performance commitment in the subsequent charging year.

United Utilities did not request any payment deferrals or abatements. Based on our assessment of the company's performance, we do not consider any are required. As such, we do not apply any payment deferrals or abatements in our draft determination.

2. Impact of 2022-23 in-period ODI assessment on price controls

2.1 Our draft determination

In this section we outline the financial impacts of our draft determinations.

Unless otherwise stated all values are £m in 2017-18 FYA CPIH prices.

Table 2.1: Draft determination on adjustment to 2024-25 price controls as a result of performance against ODIs

This table sets out our draft determination on the ODI payments to be applied to price controls in the 2024-25 charging year after accounting for:

- the in-period ODI payments for each company based on their performance in 2022-23;
- our draft determination on these payments after any interventions;
- bespoke adjustments, including prior year restatements, where relevant; and
- our draft determination on C-MeX and D-MeX payments.

For further details, see section 1.

This draft determination on the ODI payments to be applied for United Utilities is also set out in the in-period adjustments model published on our website.

Draft determination of United Utilities' in-period outcome delivery incentives for 2022-23

Price control	Company's reported ODI payments (£m)	Ofwat DD ODI payments (£m)	ODI payments deferred from 2021-22 (£m)	Ofwat DD deferrals (£m)	Ofwat DD abatements (£m)	Bespoke adjustments (£m)	C-MeX payments (£m)	D-MeX payments (£m)	Total ODI payments to be applied to customer bills in 2024-25 (£m)
Water resources	-0.188	-0.188	0.000	0.000	0.000	0.000	0.000	0.000	-0.188
Water network plus	-4.072	-4.072	0.000	0.000	0.000	-0.055	0.000	0.033	-4.094
Wastewater network plus (WaSCs only)	14.474	14.474	0.000	0.000	0.000	0.000	0.000	0.013	14.487
Bioresources (WaSCs only)	0.942	0.942	0.000	0.000	0.000	0.000	0.000	0.000	0.942
Residential retail	11.059	11.059	0.000	0.000	0.000	0.000	3.024	0.000	14.083
Total	22.214	22.214	0.000	0.000	0.000	-0.055	3.024	0.046	25.229

Table 2.2: Breakdown of bespoke adjustments

This table provides a breakdown of the bespoke adjustments included in our draft determinations.

Price control	Prior year restatements (£m)	Time value of money adjustment on prior year total (£m)	Green recovery (£m)	Total bespoke adjustments to be applied to customer bills in 2024-25 (£m)
Water resources	0.000	0.000	0.000	0.000
Water network plus	-0.053	-0.002	0.000	-0.055
Wastewater network plus (WaSCs only)	0.000	0.000	0.000	0.000
Bioresources (WaSCs only)	0.000	0.000	0.000	0.000
Residential retail	0.000	0.000	0.000	0.000
Total	-0.053	-0.002	0.000	-0.055

Table 2.3: Changes to price controls (draft determinations)

This table sets out the impact of our draft determination on the company's price controls, as set out in the in-period adjustments model published on our website. See [Sector overview: Draft determinations of in-period outcome delivery incentives for 2022-23](#) for how we apply adjustments for tax and inflation.

Price control		2021-22	2022-23	2023-24	2024-25
Water resources (K factors)	Previous determination	-0.06	0.37	1.64	4.77
	Revised	-0.06	0.37	1.64	4.52
Water network plus (K factors)	Previous determination	0.29	-1.03	-1.10	-3.84
	Revised	0.29	-1.03	-1.10	-4.79
Wastewater network plus (K factors)	Previous determination	-2.87	-0.38	-1.50	-2.83
	Revised	-2.87	-0.38	-1.50	-0.14
Bioresources (unadjusted revenue, URt - £m, 2017-18 FYA CPIH prices)	Previous determination	93.310	94.545	96.218	96.943
	Revised	93.310	94.545	96.218	98.199
Residential retail (total revenue, TRt - £m, nominal prices)	Previous determination	108.375	120.752	127.598	111.236
	Revised	108.375	120.752	127.598	135.245

We have based United Utilities' draft determination on the data and commentary provided to us by United Utilities. Should any of this information be revised or restated in future years, we

will take account of adjustments we have made to the relevant price control in relation to the performance commitment(s) in question in making future determinations.

3. Responding to this consultation

We would welcome any comments on this document. Please email them to in-periodODIs@ofwat.gov.uk or post them to:

IPD2023 Consultation response
Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA

Or IPD2023 Consultation response Ofwat, 11 Westferry Circus, Canary Wharf, London, E14 4HD.

The closing date for this consultation is **18 October 2023**. If you wish to discuss any aspect of this consultation, please contact the In-period ODI team by post or by email at in-periodODIs@ofwat.gov.uk.

We intend to publish responses to this consultation on our website at www.ofwat.gov.uk. Subject to the following, by providing a response to this draft determination you are deemed to consent to its publication.

If you think that any of the information in your response should not be disclosed (for example, because you consider it to be commercially sensitive), an automatic or generalised confidentiality disclaimer will not, of itself, be regarded as sufficient. You should identify specific information and explain in each case why it should not be disclosed and provide a redacted version of your response, which we will consider when deciding what information to publish. At a minimum, we would expect to publish the name of all organisations that provide a written response, even where there are legitimate reasons why the contents of those written responses remain confidential.

In relation to personal data, you have the right to object to our publication of the personal information that you disclose to us in submitting your response (for example, your name or contact details). If you do not want us to publish specific personal information that would enable you to be identified, our [privacy policy](#) explains the basis on which you can object to its processing and provides further information on how we process personal data.

In addition to our ability to disclose information pursuant to the Water Industry Act 1991, information provided in response to this overview document, including personal data, may be published or disclosed in accordance with legislation on access to information – primarily the Freedom of Information Act 2000 (FoIA), the Environmental Information Regulations 2004 (EIR) and applicable data protection laws.

Please be aware that, under the FoIA and the EIR, there are statutory Codes of Practice which deal, among other things, with obligations of confidence. If we receive a request for

disclosure of information which you have asked us not to disclose, we will take full account of your explanation, but we cannot give an assurance that we can maintain confidentiality in all circumstances.

We will publish our final determinations by **15 November 2023**, after considering representations from all stakeholders.

**Ofwat (The Water Services Regulation Authority)
is a non-ministerial government department.
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