

2019

Summary Performance Report



Welcome to South West Water

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Since 1989 we have been providing water and wastewater services to 1.7 million customers in Cornwall, Devon and parts of Dorset and Somerset. Our 29 water treatment works and 650 wastewater treatment works not only supply our resident population but also the additional eight million people who visit the region annually.

ABOUT THIS DOCUMENT

In our Business Plan for 2015-2020 we set out our eight outcomes which reflect the things that matter most to our customers and the environment (developed with input from over 19,000 customers).

This document sets out our performance in 2018/19 against the commitments we made to our customers in our Business Plan.

It is a summary of our Annual Performance Report which contains more details on our performance commitments and financial performance. The Annual Performance Report can be found at www.southwestwater.co.uk/report2019.



Our business outcomes

Clean, safe and reliable drinking water



Reliable wastewater service



Available and sufficient resources



Protecting the environment



Responsive to customers



Benefiting the community



Resilience



Fair charging for all



Summary of our performance against our 2018/19 targets

We measure and report performance against eight outcomes through 40 performance commitments. Against each of the 40 performance commitments we set ourselves stretching targets to meet which were agreed with our customers. For some of these we earn a reward if we outperform the target but incur a penalty if we fail to meet the target.

Our performance commitments have either an annual target or a five year target in 2020. Of the annual targets, we delivered 15 out of 23 in 2018/19. We are on track to deliver all of our commitments by 2020.

The following pages contain more information on our performance in 2018/19.



Clean, safe and reliable drinking water

Providing an uninterrupted supply of fresh clean water that not only meets the highest water quality standards but is also free from unwanted taste, colour or smell.

5 of 5

2018/19 targets met



Reliable wastewater service

Preventing restrictions on water use and managing and delivering the region's supplies as efficiently as possible.

4 of 6

2018/19 targets met



Available and sufficient resources

Preventing restrictions on water use and managing and delivering the region's supplies as efficiently as possible.

2 of 2

2018/19 targets met



Protecting the environment

Minimising our impact on the world around us and taking steps to protect and enhance it where possible.

2 of 6

2018/19 targets met



Responsive to customers

Dealing with customer requests, problems and queries quickly and efficiently, and ensuring the service our customers receive represents value for money.

1 of 2

2018/19 targets met



Benefiting the community

Having a positive long-term effect on people and quality of life in the region.

1 of 1

2018/19 target met



Resilience

Dealing with customer requests, problems and queries quickly and efficiently, and ensuring the service our customers receive represents value for money.

On track








Fair charging for all

Being efficient in order to keep our costs as low as possible and offering support to those who struggle to pay.

0 of 1

2018/19 target met

Our performance in 2018/19

OUTCOME	PERFORMANCE COMMITMENT	UNITS	2018/19 TARGET	2018/19 ACTUAL PERFORMANCE	TARGET MET	REWARD/PENALTY £K
 Clean, Safe and Reliable Drinking Water	Compliance with water quality standard	%	99.98	99.99	met	
	Taste, smell and colour contacts	number/1,000 population	3.3	2.13	met	
	Duration of interruptions in supply	hours/property	0.214	0.161	met	345
	Asset reliability – wholesale water (process)	category	stable	stable	met	
	Asset reliability – wholesale water (pipes)	category	stable	stable	met	
 Available and Sufficient Resources	Water restrictions placed on customers	number	0	0	met	1,624
	Leakage levels	megalitres/day	84	84	met	
	Time taken to fix significant leaks	days		3		
	Security of supply index	score		100		
 Responsiveness to Customers	Operational contacts resolved first time – Water	%	94	95.4	met	60
	Operational contacts resolved first time – Wastewater	%	94	91.7	not met	-117
	Service Incentive Mechanism (SIM)*	score		87.6		
	Customer overall satisfaction*	%		93		
	Customer satisfaction with value for money*	%		66		
 Resilience	Supplies interrupted due to flooding on our sites*	number		0		
 Reliable Wastewater Service	Internal sewer flooding incidents	number	139	93	met	2,176
	External sewer flooding incidents	number	3,260	2,938	met	138
	Odour contacts – wastewater treatment works	number	322	335	not met	-47
	Asset reliability – wholesale wastewater (process)	category	stable	stable	met	
	Asset reliability – wholesale wastewater (pipes)	category	stable	stable	met	
	Compliance with sludge standard	%	100	98.7	not met	

* Performance commitments with a 2020 target.

Our performance in 2018/19 continued

OUTCOME	PERFORMANCE COMMITMENT	UNITS	2018/19 TARGET	2018/19 ACTUAL PERFORMANCE	TARGET MET	REWARD/PENALTY £K
 Protecting the environment	Sustainable abstractions (EA water stress status)	category	moderate	moderate	met	
	Wastewater treatment works numeric compliance*	%		98.7		
	Wastewater descriptive works permit compliance	%	100	99.7	not met	
	Category 1&2 pollution incidents – Drinking Water	number	0	0	met	
	Category 3&4 pollution incidents – Drinking Water	number	2	12	not met	-22
	Category 1&2 pollution incidents – Wastewater	number	0	2	not met	
	Category 3&4 pollution incidents – Wastewater	number	208	248	not met	-772
	Sustainable abstractions (number of EA/WFD improvements required)*	number		0		
	Upstream Thinking*	number		10,192		
		number		1,537		
	Wastewater treatment works population equivalent sanitary compliance*	%		99.9		
	Carbon emissions – Drinking Water*	ktCO2e		56.6		
	Carbon emissions – Wastewater Water*	ktCO2e		68.7		
	Energy from renewable sources – Drinking Water*	%		9.48		
	Energy from renewable sources – Wastewater Water*	%		5.35		
 Benefiting the community	Bathing water quality	number of bathing waters failing due to SWW assets	3	0	met	747
	River water quality improved*	kilometres		156		
 Fair charging for all	Customers paying a metered bill	%	83.8	82.8	not met	
	Customers assisted by our water poverty initiatives*	number		30,875		
Total						4,132

* Performance commitments with a 2020 target.

Our performance in 2018/19 continued

Where we have performed well

South West Water has a range of performance commitments across its operational area, some which have annual targets and others with five year 2020 targets only. We have met or exceeded 15 out of 23 commitments to our customers which have a target this year. In some cases, where we have exceeded these targets, we have earned a reward.

WATER RESTRICTIONS

2018 was the 22nd consecutive year without water restrictions in the South West Water area. We continue to improve our forecasting and analysis capabilities to give us the best possible data for supply and demand and ensure we are well prepared for any extended periods of dry weather. We will ensure we continue to provide a reliable service to our customers, now and in the future, as we know this is important to them.

BATHING WATER

The quality of the bathing waters in our region is a top priority for us and we are pleased to report that Devon and Cornwall's bathing waters again performed extremely well against EU water quality standards. Through our Beachwise partnership and other initiatives, we continue to work alongside partners including local councils, community groups, landowners and conservationists to tackle bathing water quality issues in a holistic and sustainable way.

LEAKAGE

Leakage control has always been one of the top priorities for our customers and during 2018/19 we significantly increased the resources and focus on leakage to manage the challenges from the 'Beast from the East' and the impact of the hot, dry summer. We are pleased to report that this year we have once again met our target.

SUPPLY INTERRUPTIONS

In 2018/19 we achieved our best ever performance for the South West Water region, beating our target. This was despite a 40% increase in the number of mains bursts during the summer due to ground movement arising from the prolonged dry period. We are focused on delivering further improvements in this area, particularly given the challenging targets we have set ourselves for the 2020-25 period.

INTERNAL AND EXTERNAL SEWER FLOODINGS

We know how distressing sewer flooding events can be to our customers and we are pleased to report that we have met our targets for internal and external sewer flooding incidents in 2018/19.

OPERATIONAL CONTACTS RESOLVED FIRST TIME (WATER)

Our strategy is to ultimately prevent any issues which cause customers to contact us. When they do need to get in touch, our aim is to resolve all contacts as quickly and professionally as possible. This was our water teams third successive year achieving performance in excess of the 2019/20 target.

Areas where we need to improve

Where we have not met the targets for some of our measures, we have incurred a penalty for not achieving the service levels we had promised customers.

POLLUTION INCIDENTS

Regrettably we failed to meet our targets this year for preventing wastewater pollutions and minor drinking water pollutions and incurred penalties. We are committed to reducing the number of pollution incidents across our operational area and have a plan in place to do so, which includes:

- additional vehicles and equipment for pump station cleaning
- revised business rules to ensure thorough root cause analysis and sharing of lessons learnt
- working closely with local suppliers and universities to develop enhanced network intelligence techniques
- additional investment in asset repairs in pollution hotspot locations
- environmental awareness campaign for all production and network staff.

OPERATIONAL CONTACTS RESOLVED FIRST TIME (WASTEWATER)

Our strategy is to ultimately prevent any issues which cause customers to contact us. When they do need to get in touch, our aim is to resolve all contacts as quickly and professionally as possible. The volume of wastewater contacts resolved first time has improved this year. Although this is still below the target, further initiatives resulted in performance reaching the 2018/19 target of 94% in the last quarter of the year. This has ensured we remain on track to achieve the 2019/20 target.

ODOUR CONTACTS FROM OUR WASTEWATER TREATMENT WORKS

We recognise how unpleasant it is for customers who suffer with odour from our wastewater treatment works. Unfortunately, as a result of one of the hottest and driest summers on record and the consequential impact on wastewater processes, the number of odour contacts increased during 2018/19, marginally above our target. The unprecedented weather is not expected to recur in 2019/20, with performance expected to return to historic levels ahead of targets.

How does our performance compare to other water companies

The website Discover Water was launched in 2016 to help customers find out more information on their water services and companies and provide a central source of data for comparing performance across water companies.

The details below summarise the information from Discover Water and shows how we are performing against a small range of measures compared to the rest of the industry. Not all of our business plan commitments are included in the Discover Water comparative information. More information can be found at www.discoverwater.co.uk

Water measures

Better than average

- Water quality
- Leakage
- Supply interruptions

Below average

- Customer water usage
- Taste and smell of water
- Discoloured water

We are pleased that our improving performance has meant that we are now better than average in important areas such as leakage, water quality and supply interruptions. Although the number of taste, smell and colour contacts has continued to fall this year with a c.40% reduction since 2014, we are still below the industry average for performance against these measures. We remain focused on targeting improvements in this area such as upgrades to our water treatment works.

We are currently below the industry average for customer water usage and will continue to promote meter usage across our areas as well as water efficient fixtures and fittings to target improvements against this measure.

For more information on how our performance compares to other companies see the 2018 Drinking Water Inspectorate's annual report 'Drinking Water 2018' (<http://www.dwi.gov.uk/about/annual-report/2018/index.html>).

Wastewater measures

Better than average

- Internal sewer flooding
- Environmental permit conditions

Average

- Environmental improvements

Below average

- Pollution incidents
- External sewer flooding

We are currently below the industry average for pollutions and external sewer flooding incidents. Although there has been a reduction in external sewer flooding incidents, outperforming our annual target, we will continue to target improvements against both of these measures and there are plans in place to address pollutions performance going forwards (please see page 5 for further details).

For more details on how our performance compares to other companies please see the Environment Agency's 2018 Environmental Performance Assessment (summary: www.gov.uk/government/publications/water-and-sewerage-companies-in-england-environmental-performance-report).

Customer service

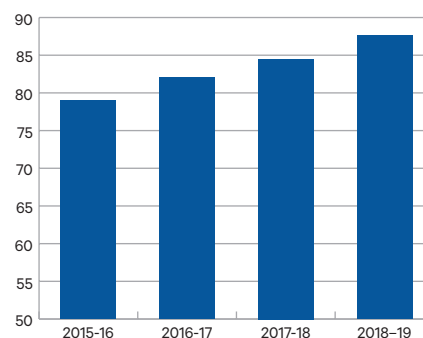
Better than average

- Service Incentive Mechanism (Ofwat measure of the quality of customer service)

We have continued to improve our performance against Ofwat's Service Incentive Mechanism (a measure of the quality of customer service), achieving our best-ever performance. Our continued year-on-year improvement in customer satisfaction follows significant investment and focus on recruitment, training and developing the best people for our business, co-creation workshops with customers and using 'Voice of the Customer' technology to better understand how we can meet customer needs. Our strategy is focused on being more proactive in the way we interact with our customers, notifying them when issues may arise and ensuring we communicate using the most appropriate channel to meet their needs and expectations.

CUSTOMER SERVICE

(as measured as SIM)



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