

# NORTHUMBRIAN WATER LIMITED ANNUAL PERFORMANCE SUMMARY

OUR PERFORMANCE 2017/2018



# CHIEF EXECUTIVE OFFICER'S WELCOME



Heidi Mottram

I am pleased to introduce our Annual Performance Summary, giving you all the headlines about how we have performed as a company over the last year, including everything we do to provide you with an unrivalled customer experience.

**THIS IS OUR ANNUAL PERFORMANCE SUMMARY**



IT TELLS YOU ABOUT **HOW WE ARE DOING AS A COMPANY**



**AND HOW WE MEASURE OUR PERFORMANCE.**

**WE LISTEN TO YOUR FEEDBACK AND USE IT TO HELP US WITH OUR BUSINESS PLANNING AND THE WAY WE REPORT OUR PERFORMANCE.**



# OUR COMMITMENTS TO YOU

We make a number of commitments, or promises, to you, our customers. The main ones are that we will provide a reliable and sufficient supply of clean, clear drinking water that tastes good, and that we provide an effective sewerage service (Northumbrian Water region only). We also promise to deliver certain things in areas such as the environment, customer service, communities and our people.

Our customers and stakeholders (such as local authorities, the Environment Agency and CC Water) tell us they want to know about our performance, and how we are doing as a company. It's really important that we measure and record our actions and make the information available and clear to those who are interested.

## WATER FORUMS

Our Water Forums are an independent panel of people who are challenging the decisions we make for the future. They do this on behalf of our customers and stakeholders.

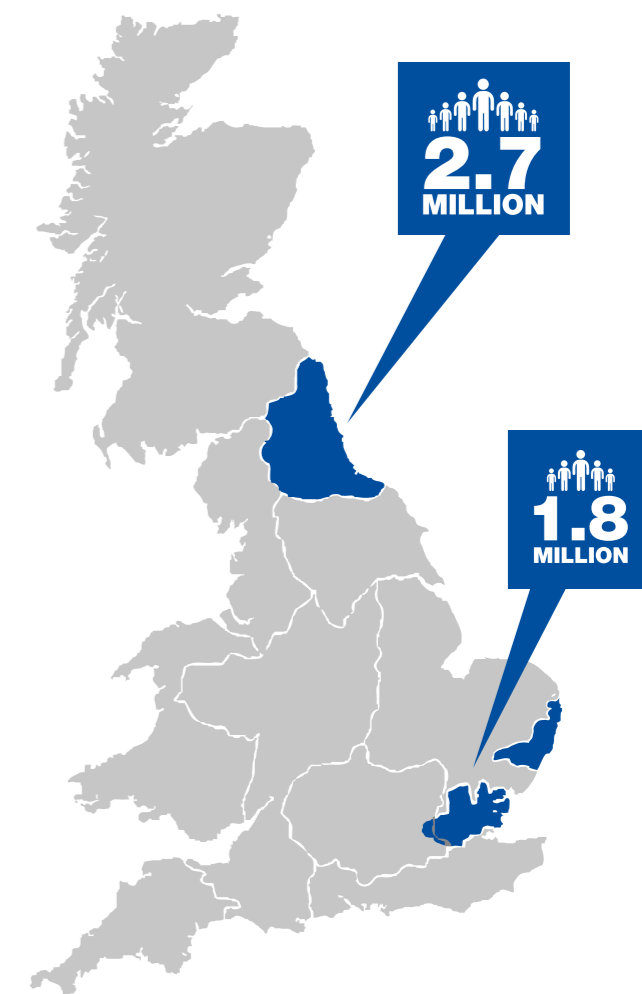
“The company has delivered a very good set of results in 2017/18 and in achieving ‘self-assured’ status from Ofwat, the Financial regulator.”

Jim Dixon  
Chair

## WHO WE ARE

Northumbrian Water Limited provides:

- Water and sewerage services to 2.7 million people in the north east of England trading as Northumbrian Water.
- Water services to 1.8 million people in the south east of England trading as Essex & Suffolk Water.



# OUR PERFORMANCE

We are delighted to remain at the forefront of performance in our industry. These are our promises to customers and show when we have met our promise and/or expect a reward (●), or when we were close to achieving but not incurring a penalty (●). Any areas incurring a penalty would be red (●) however we have none of these in the current reporting year.

MEASURE OF SUCCESS	OUR PROMISE	OUR PERFORMANCE
<b>We provide excellent service and impress our customers</b>		
Ofwat Service Incentive Mechanism (SIM)	N/A	● 86.4
Independent overall customer satisfaction survey (out of 10)	8.2	● 8.7
Domestic customer satisfaction (net promoter score)	32	● 44
<b>Our customers consider the services they receive to be value for money</b>		
Independent value for money survey (out of 10)	7.9	● 8.2
CCWater value for money survey - Water Services Northumbrian Water	83%	● 78%
CCWater value for money survey - Sewerage Services Northumbrian Water	84%	● 78%
CCWater value for money survey - Water Services Essex and Suffolk Water	73%	● 71%
<b>Our customers are well informed about the services they receive and the value of water</b>		
Independent survey on keeping customers informed	N/A	● 94%
<b>We provide a reliable and sufficient supply of water</b>		
Leakage (MI/d) - Northumbrian area (per day)	137	● 137.1
Leakage (MI/d) - Essex and Suffolk area (per day)	66	● 66.2
Water mains bursts (per year)	4,586	● 4,214
Interruptions to water supply for more than 3 hours( per property per year)	05:56	● 05:23
Properties experiencing poor water pressure	216	● 186

MEASURE OF SUCCESS	OUR PROMISE	OUR PERFORMANCE
<b>We supply clean, clear drinking water that tastes good</b>		
Overall drinking water quality compliance	100%	● 99.938%
Discoloured water complaints (per year)	2,908	● 2,532
Satisfaction with taste and odour of tap water (no. of properties per year)	987	● 978
<b>We provide a sewerage service that deals effectively with sewage and heavy rainfall</b>		
Properties flooded internally (per year)	186	● 96
Properties flooded internally (TDS) (per year)	228	● 199
Properties flooded externally (per year)	1,318	● 944
Properties flooded externally (TDS) (per year)	2,931	● 2,726
Repeat sewer flooding (in the last 10 years)	496	● 38
Sewer collapses (per year)	58	● 46
Sewer collapses (TDS) (per year)	84	● 51
<b>We help improve the quality of rivers and coastal waters for the benefit of people, the environment and wildlife</b>		
Pollution incidents (category 3)	115	● 58
Bathing water quality compliance (no. of sufficient bathing waters)	32	● 34
Sewage treatment works discharge compliance (no. of discharge permit condition failures)	0	● 2
<b>We protect and enhance the environment in delivering our services, leading by example</b>		
Greenhouse gas emissions	172	● 163.5

**WE PROVIDE EXCELLENT SERVICE AND IMPRESS OUR CUSTOMERS**

**OUR CUSTOMERS CONSIDER THE SERVICES THEY RECEIVE TO BE VALUE FOR MONEY**

**OUR CUSTOMERS ARE WELL INFORMED ABOUT THE SERVICES THEY RECEIVE AND THE VALUE OF WATER**

We put our customers at the heart of everything we do and aim to ensure that we deliver an unrivalled experience to all of our customers. In 2017, we have achieved our best ever customer satisfaction score of 8.7 out of 10. This year we have developed our customer service further through our [Inclusivity Strategy](#), which explains how we will provide extra support to those who need it.

#livingwaterlovingcustomers

 **8.7/10 CUSTOMER SATISFACTION**

We are working hard to always provide the best customer service. #livingwaterlovingcustomers.

**WE PROVIDE A SEWERAGE SERVICE THAT DEALS EFFECTIVELY WITH SEWAGE AND HEAVY RAINFALL**

(Northumbrian Water region only. If you're in our Essex & Suffolk Water supply area, either Thames Water or Anglian Water will take care of your sewerage services).

We have seen further reductions in sewer flooding incidents thanks to our award-winning Love Your Drain and Rainwise campaigns.

[Read more](#)

Did you know that in our Northumbrian Water area

**30,000km OF SEWER PIPES LIE**

unseen beneath virtually every street and road?



[Read more](#)



**WE SUPPLY CLEAN, CLEAR DRINKING WATER THAT TASTES GOOD**

The quality of the water we produce remains exceptionally high and we have made further progress in driving down instances of discolouration, taste and odour complaints from customers.

We're fighting back to reduce plastic pollution by teaming up with Refill.

[Read more](#)



**WE PROTECT AND ENHANCE THE ENVIRONMENT IN DELIVERING OUR SERVICES, LEADING BY EXAMPLE**

We are an organisation with significant resources. The nature of our business means that we have big influence and dependency on the natural environment and the communities that we serve. We believe in taking a long-term view and want to leave a positive legacy in the areas where we operate.

[Read more](#)

**WE HELP TO IMPROVE THE QUALITY OF RIVERS AND COASTAL WATER FOR THE BENEFIT OF PEOPLE, THE ENVIRONMENT AND WILDLIFE**

Our bathing waters (sea water at the region's beaches) continue to be amongst the cleanest in the country.

[Read more](#)



 **1914 WATER RANGER PATROLS COMPLETED TO PROTECT OUR RIVERS**

**WE PROVIDE A RELIABLE AND SUFFICIENT SUPPLY OF WATER**

We have maintained our industry-leading performance in lowest interruptions to supply, along with 100% security of supply.

Our people did some fantastic work to keep the water flowing to our customers during the 'Beast from the East' in February 2018. We continue to focus on reducing leakage using some exciting new technology. We have also continued our award-winning approach to water efficiency through our Every Drop Counts campaign and our engagement programme with school children.

[Read more](#)



### WE DELIVER WATER AND SEWERAGE SERVICES THAT MEET THE NEEDS OF CURRENT AND FUTURE GENERATIONS IN A CHANGING WORLD

We work hard to find the right balance between operational and long term maintenance and investing at the right time in the interests of current and future customers. We build resilience into all our project plans right from the offset and demonstrate best practice at all times.

[Read more](#)



### WE HAVE RETAINED A STRONG CREDIT RATING



### OUR FINANCES ARE SOUND, STABLE AND ACHIEVE A FAIR BALANCE BETWEEN CUSTOMERS AND INVESTORS

[Read more](#)



### WE WORK IN PARTNERSHIP TOWARDS COMMON GOALS

A new and key partnership for us that started in 2017 is our partnership with City to Sea to bring Refill to the North East and Essex & Suffolk. Refill aims to reduce single-use plastic water bottle pollution and promote a healthy lifestyle in towns and cities across the UK, by improving access to free drinking water, on the go.

[Read more](#)



# 52%

### OF OUR PEOPLE VOLUNTEERED TO SUPPORT COMMUNITY PROJECTS

### WE ARE A COMPANY CUSTOMERS CAN TRUST

The naming of our Chief Executive Heidi Mottram as a global industry leader is yet another reason our customers know we are a company they can trust.

The efforts of our employees to put customer trust at the heart of everything they do was recognised on a national level when we were named Utility of the Year.

[Read more](#)



### WE ARE PROUD TO CONTRIBUTE TO THE SUCCESS OF LOCAL COMMUNITIES

Serving a diverse and large variety of communities across an equally diverse geographical area, we know the positive impact we can have on our communities and the role we can play to help facilitate their success.

[Read more](#)



### WE ARE AN EFFICIENT AND INNOVATIVE COMPANY

We encourage every single employee to come up with innovative ways for us to become a more efficient company. Last year we pioneered England's first ever moss-tree to help tackle air pollution

[Read more](#)





## HOW YOU CAN GET MORE INFO

Thanks for taking the time to read about our performance. You can get a full version of our Annual Performance Report or go to [www.discoverwater.co.uk](http://www.discoverwater.co.uk) to see how we are doing in comparison to other water and sewerage companies across the country.

Find out more stories and videos about us here: [www.welivewater.co.uk](http://www.welivewater.co.uk)

See what's happening in your area on our community portals:

<https://nwlcommunityportal.co.uk/>

<https://eswcommunityportal.co.uk/>

Visit us on our Have Your Say Forums to join in conversations about our performance and the water and wastewater services that matter to you.

[nwaterhaveyoursay.co.uk](http://nwaterhaveyoursay.co.uk)

[eswaterhaveyoursay.co.uk](http://eswaterhaveyoursay.co.uk)

**NORTHUMBRIAN**  
**WATER** *living water*

**ESSEX & SUFFOLK**  
**WATER** *living water*

