

5.1 COMPANY SCORECARD BENCHMARKING - 2015/16 Performance vs Water and Wastewater Company (WASC)

BENCHMARKING MEASURE	YEAR	ODI	1	2	3	4	5	6	7	8	9	10
CUSTOMER												
SIM contact levels score	R	£	76 Anglian	80.01 Wessex	82.23 Severn Trent	<b>94.67</b> NWG	95 United Utilities	119.9 Yorkshire	122.40 South West	126.28 Dwr Cymru	127.71 Thames	153.73 Southern
SIM consumer experience score	R	£	4.52 Wessex	4.43 Dwr Cymru	4.41 Anglian	4.39 Yorkshire	<b>4.38</b> NWG	4.35 Severn Trent	4.27 United Utilities	4.17 South West	4.10 Thames	3.97 Southern
SIM (Combined Overall Score)	R	£	87 Wessex	85 Anglian	83.7 Severn Trent	<b>83.64</b> NWG	83 Dwr Cymru	82.6 Yorkshire	81.56 United Utilities	78.60 South West	76.74 Thames	73 Southern
Interruptions >3 hours (combined N/S) mm:ss	R	£	<b>03:01</b> NWG	07:12 Thames	08:12 Anglian	11:10 Severn Trent	12:00 Southern	12:53 Yorkshire	14:30 Wessex	16:42 United Utilities	21:42 Dwr Cymru	25:08 South West
Repeat sewer flooding incidents per 1,000 connected properties (exc. TDS)	R	£	0.0301 (38) Dwr Cymru	0.0370 (47) Wessex	0.0492 (62) Anglian	0.0496 (62) Severn Trent	0.0537 (68) Yorkshire	0.0594 (75) South West	<b>0.065093 (82)</b> NWG	0.0759 (96) United Utilities	0.0776 (98) Thames	0.0821 (103) Southern
Properties flooded internally per 1,000 connected properties (inc. TDS)	R	£	0.145 (181) Anglian	0.148 (186) Wessex	0.201 (253) Severn Trent	0.231 (290) South West	0.233 (292) Dwr Cymru	0.259 (325) Southern	0.273 (343) Thames	<b>0.289 (362)</b> NWG	0.408 (512) Yorkshire	0.470 (590) United Utilities
Overall drinking water quality compliance (%)	C	£	99.98 Southern	99.97 Anglian / South West		<b>99.96</b> NWG / Dwr Cymru/ Severn Trent / Thames /United Utilities/Wessex						99.95 Yorkshire
Discoloured water complaints per 1,000 population	C	£	0.12 (528) Thames	0.39 (1717 ) Anglian	<b>0.66 (2923)</b> NWG	0.68 (2994) Wessex	0.80 (3523) Southern	0.88 (3875) United Utilities	1.03 (4516) Severn Trent / Yorkshire		2.19 (9643) Dwr Cymru	2.34 (10304) South West
Coliform failures at WTW and service reservoirs (% of samples)	C		0.02 (5) Southern	0.025 (6) Dwr Cymru	<b>0.032 (8)</b> NWG / Wessex		0.035 Yorkshire	0.049 Anglian	0.054 United Utilities	0.058 Severn Trent	0.078 South West / Thames	
Burst Water Mains (nr per 1,000km)	R	£	96.12 (2468) Southern	109.31 (2807) Dwr Cymru	111.60 (2866) United Utilities	117.68 (3022) Anglian	123.78 (3179) Severn Trent	142.28 (3654) Wessex	147.46 (3787) South West	<b>148.72 (3819)</b> NWG	160.07 (4110) Yorkshire	202.13 (5191) Thames
Taste and Odour complaints per 1,000 population	C	£	0.19 (825) Thames	<b>0.28 (1225)</b> NWG	0.39 Southern	0.41 Anglian	0.43 Severn Trent	0.48 United Utilities	0.51 Yorkshire	0.56 Dwr Cymru	0.62 South West	0.63 Wessex
Properties experiencing poor pressure (% properties connected)	R	£	0.0000 (0) Thames	0.0005 (10) Yorkshire	0.0046 (92) Severn Trent	0.0070 (138) Dwr Cymru	0.0081 (160) United Utilities	<b>0.0111 (221)</b> NWG	0.0207 (412) South West	0.0209 (415) Wessex	0.0216 (429) Anglian	0.0264 (524) Southern
PEOPLE												
Lost time reportable accidents & major injuries (nr per 1,000 employees)	C		0.87 (3) Southern	1.68 (5) Severn Trent	2.86 (9) Anglian	<b>3.28 (10)</b> NWG	3.44 Dwr Cymru	3.61 United Utilities	5.17 South West	5.53 Yorkshire	7.17 Wessex Water	No Data Thames
ENVIRONMENT												
Leakage (l/prop/day) North	R	£	77.05 Southern (91.72 Ml/d)	85.60 Anglian (101.89 Ml/d)	104.31 South West (124.16 Ml/d)	<b>113.13</b> NW (134.66 Mld)	113.41 Wessex (135 Ml/d)	124.00 Severn Trent	125.88 Yorkshire	127.84 Dwr Cymru	142.44 United Utilities	172.37 Thames
Leakage (l/prop/day) South	R	£	77.05 Southern (61.19 Ml/d)	<b>78.59 ESW</b> (62.42 Mld)	85.60 Anglian (67.98 Ml/d)	104.31 South West (82.84 Ml/d)	113.41 Wessex (90.07 Ml/d)	124.00 Severn Trent	125.88 Yorkshire	127.84 Dwr Cymru	142.44 United Utilities	172.37 Thames
STW failing LUT consent (%pe)	C		0.00 Severn Trent / Southern / Wessex / Yorkshire / Thames					0.03 Dwr Cymru	<b>0.16</b> NWG	0.33 Anglian	0.87 South West	11.86 United Utilities
STW failing numeric consent (%)	C	£	0.3 (0) Wessex	<b>0.6 (1)</b> NWG	0.7 Southern/Yorkshire		0.90 Dwr Cymru	1.0 Anglian / Severn Trent		1.1 Thames	2.8 United Utilities	4.2 South West
Category 1 & 2 pollution events (per 10,000km network)	C		0.2 (0) Severn Trent	1.2 (2) United Utilities	1.6 (3) Yorkshire Water	1.7 (3) Wessex Water	1.8 (3) Thames	2.2 (4) Dwr Cymru	2.3(4) Anglian Water	<b>3.1 (5)</b> NWG	3.2 (5) Southern Water	7.6 (12) South West
Category 1-3 pollution events (per 10,000km network)	C	£	35 (56) Anglian Water	38 (61) Thames	40 (64) United Utilities	47 (75) Severn Trent	48 (77) Wessex Water	58.79 (94) Dwr Cymru	72 (116) Yorkshire Water	75 (120) Southern Water	<b>97 (157)</b> NWG	171 (275) South West
Sewer collapses (excluding hard blockages) (nr per 1,000km sewer)	R	£	<b>3.21 (96)</b> NWG	3.64 Southern	3.89 Thames	6.10 Anglian	7.97 Yorkshire	8.46 Severn Trent	8.66 United Utilities	18.43 Wessex Water	20.51 South West	37.32 Dwr Cymru
Bathing waters meeting 'sufficient' standard (%)	C	£	100.0 (34) Dwr Cymru	98.80 (34) Southern	98.00 (34) Anglian	97.87 (34) Wessex	97.24 (34) South West	<b>97.06 (33)</b> NWG	95.00 Yorkshire	90.32 United Utilities	Only 8 WaSCs have bathing waters	

**Key**  
 Year - calendar (C) or regulatory (R)  
 Outcome delivery incentive (ODI) - delivery incentive attached (£) - shaded grey (Ofwat horizontal measure)  
 Numbers in brackets reflect the performance that NW would have to achieve to reach this level of performance