

How we are performing today

In our Business Plan for 2015 to 2020 we made a number of promises to our customers focused around delivering six aims which they told us were most important to them. Each year we report on our progress and this table summarises our performance against each target for this year and the previous year too.

Our overall aim

Continue to be a well-run, respected and successful business.

Aim 1

To provide a reliable and sufficient supply of safe, high quality drinking water.

Aim 2

Offer good value for money and keep bills at a fair and reasonable level.

Aim 3

Increase the resilience of our network to drought, flooding and equipment failure.

Aim 4

Deliver consistently high levels of service.

Aim 5

Reduce our impact on the environment while seeking to make a positive contribution to its quality.



To read more on our promises to customers see page 24

Measures	2019 performance	2018 performance	Target/target limit	Target achieved
Our overall aim				
Financial support to charities and the local community	£18,839	£13,224	Increase support	✓
Financial health	Achieved	Achieved	Achieve budget	✓
Employee satisfaction	62 points	61.6 points	>70 points	⊗
Health and safety incidents	4	5	3	⊗
Aim 1				
Supply interruptions over three hours (average hours per property)	0.268	0.054	0.20	⊗
Number of bursts	255	214	290	✓
Overall water quality	99.97%	99.98%	100%	⊖ Within regulatory tolerance
Taste, odour and discolouration contacts	388	365	350	⊗
Water softening	Delivered	On track	Deliver programme	✓
Security of supply index	100%	100%	100%	✓
Aim 2				
Proportion of customers who believe their bill is not good value	7.8%	9.0%	<15%	✓
Customers on our Water Support Tariff	10,401	8,150	5,000	✓
Bad debt as a percentage of turnover	1.01%	0.64%	<1%	⊗
Aim 3				
Water restrictions	0	0	0	✓
Proportion of properties supplied by more than one treatment works	56%	36%	56%	✓
Aim 4				
Customer satisfaction with their water service	91.5%	92.0%	90.0%	✓
Service Incentive Mechanism (SIM) score	80.5 points	78.7 points	87.4 points	⊗
Number of complaints (per 1,000 properties)	8.0	9.8	6.80	⊗
Aim 5				
Leakage	24.1 MI/day	24.2 MI/day	24.1 MI/day	✓
Environmental education programme	11,798 people	9,551 people	9,500 people	✓
Customer usage reductions through metering	162.6 litres*	158.8 litres*	157.7 litres*	⊖ Within regulatory tolerance
Greenhouse gas emissions (kgCO ₂ eq/MI)	91	376	525	✓
Pollution incidents	0	2	0	✓

Did you know?

We supply high quality drinking water to **more than 712,000** people in parts of Surrey, West Sussex, Kent and south London



Every year we also produce a useful online summary of our annual performance on our website and you can also compare our performance to other water companies on the Discover Water website.

* Per person per day