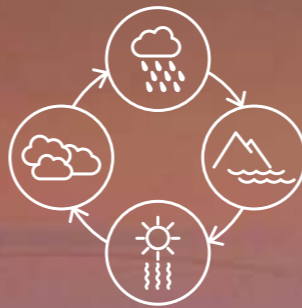


# NORTHUMBRIAN WATER LIMITED ANNUAL PERFORMANCE SUMMARY



# CHIEF EXECUTIVE OFFICER'S WELCOME



Heidi Mottram

I am pleased to introduce our Annual Performance Summary. This gives an overview of how we have performed as a company over the last year. You can learn more about 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**

# 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.

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



## WATER FORUMS

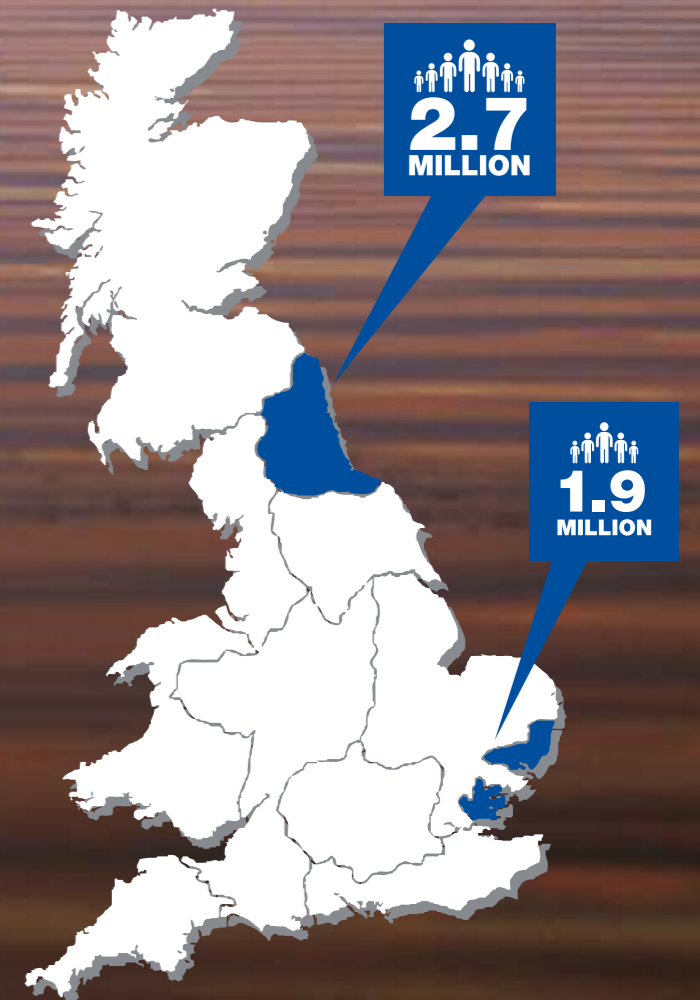
Our Water Forums are independent panels of people who are challenging the decisions we make for the future. They do this on behalf of our customers and stakeholders.

"We are pleased with NWL's successes in 2018/19, especially achieving the Environment Agency's 4\* rating. It has taken strong leadership and a whole-company effort to achieve this accolade, and demonstrates the power of commitment and focus in turning a challenging situation around."

**Jim Dixon, Water Forums Chair**

## WHO WE ARE

- Water and sewerage services to 2.7 million people in the north east of England trading as Northumbrian Water.
- Water services to 1.9 million people in the south east of England trading as Essex & Suffolk Water.



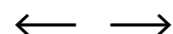
# OUR ANNUAL PERFORMANCE

The table below shows how we have performed against our promises to you in the last year. We show:

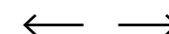
- (●) where we have met our performance against our promise in that year
- (●) where we have not met our performance but not incurred a penalty
- (●) where we have not met our performance and have incurred a penalty.

MEASURE OF SUCCESS	OUR PROMISE	OUR PERFORMANCE	CALENDAR OR REGULATORY YEAR PERFORMANCE
<b>We provide excellent service and impress our customers</b>			
Ofwat Service Incentive Mechanism (SIM)	90	●	85.9 R
Independent overall customer satisfaction survey (out of 10)	8.2	●	8.7 R
Domestic customer satisfaction (net promoter score)	+32	●	+43 R
<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 R
CCWater value for money survey – Water Services Northumbrian Water	83%	●	75% R
CCWater value for money survey – Sewerage Services Northumbrian Water	84%	●	78% R
CCWater value for money survey – Water Services Essex & Suffolk Water	73%	●	71% R
<b>Our customers are well informed about the services they receive and the value of water</b>			
Independent survey on keeping customers informed	94%	●	93% R
<b>We provide a reliable and sufficient supply of water</b>			
Leakage (Ml/d) – Northumbrian area (per day)	137	●	136 R
Leakage (Ml/d) – Essex & Suffolk area (per day)	66	●	64 R
Water mains bursts* (per year)	4,586	●	3,853 R
Interruptions to water supply for more than 3 hours (per property per year)	05:29	●	09:12 R
Properties experiencing poor water pressure*	216	●	200 R

\*Asset health measure (three year average performance) discussed later in this report.



MEASURE OF SUCCESS	OUR PROMISE	OUR PERFORMANCE	CALENDAR OR REGULATORY YEAR PERFORMANCE
<b>We supply clean, clear drinking water that tastes good</b>			
Overall drinking water quality compliance*	100%	●	99.949% C
Discoloured water complaints* (per year)	2,908	●	2,594 C
Satisfaction with taste and odour of tap water (no. of properties per year)	987	●	1,060 C
<b>We provide a sewerage service that deals effectively with sewage and heavy rainfall</b>			
Properties flooded internally (per year)	186	●	124 R
Properties flooded internally (TDS) (per year)	228	●	246 R
Properties flooded externally (per year)	1,318	●	902 R
Properties flooded externally (TDS) (per year)	2,931	●	2,967 R
Repeat sewer flooding* (in the last 10 years)	496	●	60 R
Sewer collapses* (per year)	58	●	49 R
Sewer collapses* (TDS) (per year)	84	●	59 R
<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	●	59 C
Bathing water quality compliance (no. of sufficient bathing waters)	34	●	33 C
Sewage treatment works discharge compliance* (no. of discharge permit condition failures)	0	●	0 C
<b>We protect and enhance the environment in delivering our services, leading by example</b>			
Greenhouse gas emissions	172	●	148 R



**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 deliver an unrivalled customer experience to all of our customers. In 2018 we're trialling innovative new technology that will help improve customer service. For example, we gather insight from social media e.g. if a customer Tweeted about a leaking toilet we could send them a link to a Leaky Loo test kit. We're also improving our websites to make interacting with us even easier.

We listen to our customers. We held focus groups to share this APR Summary with customers and get their thoughts. They told us they wanted links to more information, no jargon and acronyms written out in full. They also wanted to know more about work we're doing in their communities as well as how we've performed.

Finally, it is estimated that around 400,000 of our customers are living in water poverty (where a household is paying more than 3% of their income on water, after housing costs). We were the first in the industry to make a commitment to wipe out water poverty.

[Read more](#)



**ALMOST  
1,000  
REFILL STATIONS  
IN OUR OPERATING AREAS**

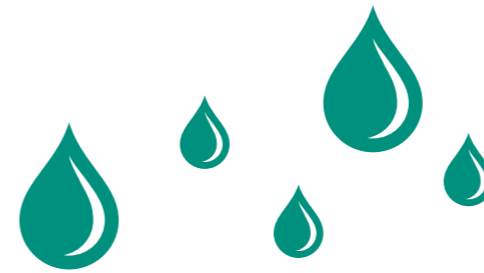
**WE SUPPLY CLEAN, CLEAR DRINKING WATER THAT TASTES GOOD**

The quality of the water we produce remains exceptionally high and we want our customers to choose tap water over bottled, every time. We're fighting back to reduce plastic pollution by teaming up with Refill and there are now almost 1,000 Refill stations in our operating areas. Download the app to find the nearest place to top up your water bottle when you're on the go.

Discoloured water complaints have reduced and we're trialling an innovative new sensor, called Barnacle, which can help you detect if there's a problem with your water supply and alert you before you're even aware there's a problem.

[Read more](#)

**OUR AIM IS THAT BY  
2025  
WE WILL HAVE HELPED AROUND  
300,000  
CUSTOMERS WHO ARE  
STRUGGLING TO PAY THEIR BILLS  
AND  
400,000  
BY 2030**



**21.3  
LITRES OF WATER  
A DAY SAVED BY PARTICIPATING  
HOUSEHOLDS.**

**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).

Did you know that in our Northumbrian Water area SEWER PIPES LIE 30,000km lie unseen beneath virtually every street and road?

The number of properties subject to repeat sewer flooding increased last year but we experienced some severe weather situations and are working hard to reduce the risk of repeat sewer flooding.

[Read more](#)

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

We are leading the industry with our leakage performance in Essex & Suffolk thanks to some really innovative actions taken to help us recover from an unusually dry summer last year. These included harnessing the power of space satellites and using a trained springer spaniel to help find leaks. Our focus on reducing leakage continues using some exciting new technology and we encourage customers to report leaks through our new web portal.

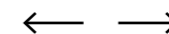
We haven't performed as well as we usually do in the area of interruptions to supply (the time it takes us to get the water back on) after an incident so this will be a real focus for us to make sure we hit our stretching and above industry target.

We have also continued our award winning approach to water efficiency through our Every Drop Counts campaign. Participating households are now saving an average of 21.3 litres of water a day and up to £20 a year on their bill. Our Super Splash Heroes engaged more than 30,000 pupils in 200 schools promoting water efficiency.

[Read more](#)



**WE'VE BEEN AWARDED A  
4★  
BY THE  
ENVIRONMENT AGENCY  
- THE BEST POSSIBLE  
RATING AND LEADING  
IN OUR INDUSTRY.**





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

We're leading the way in the use of green energy and have signed a first of its kind, long-term agreement with a renewable energy specialist that means we'll take 30% of our renewable energy from an offshore wind farm.

We've been awarded four stars (which is industry leading) in the Environment Agency's annual performance assessment. This is the best possible rating and only the second time a company has achieved this in the last six years.

[Read more](#)



**ONLY UK WATER COMPANY TO USE 100%**

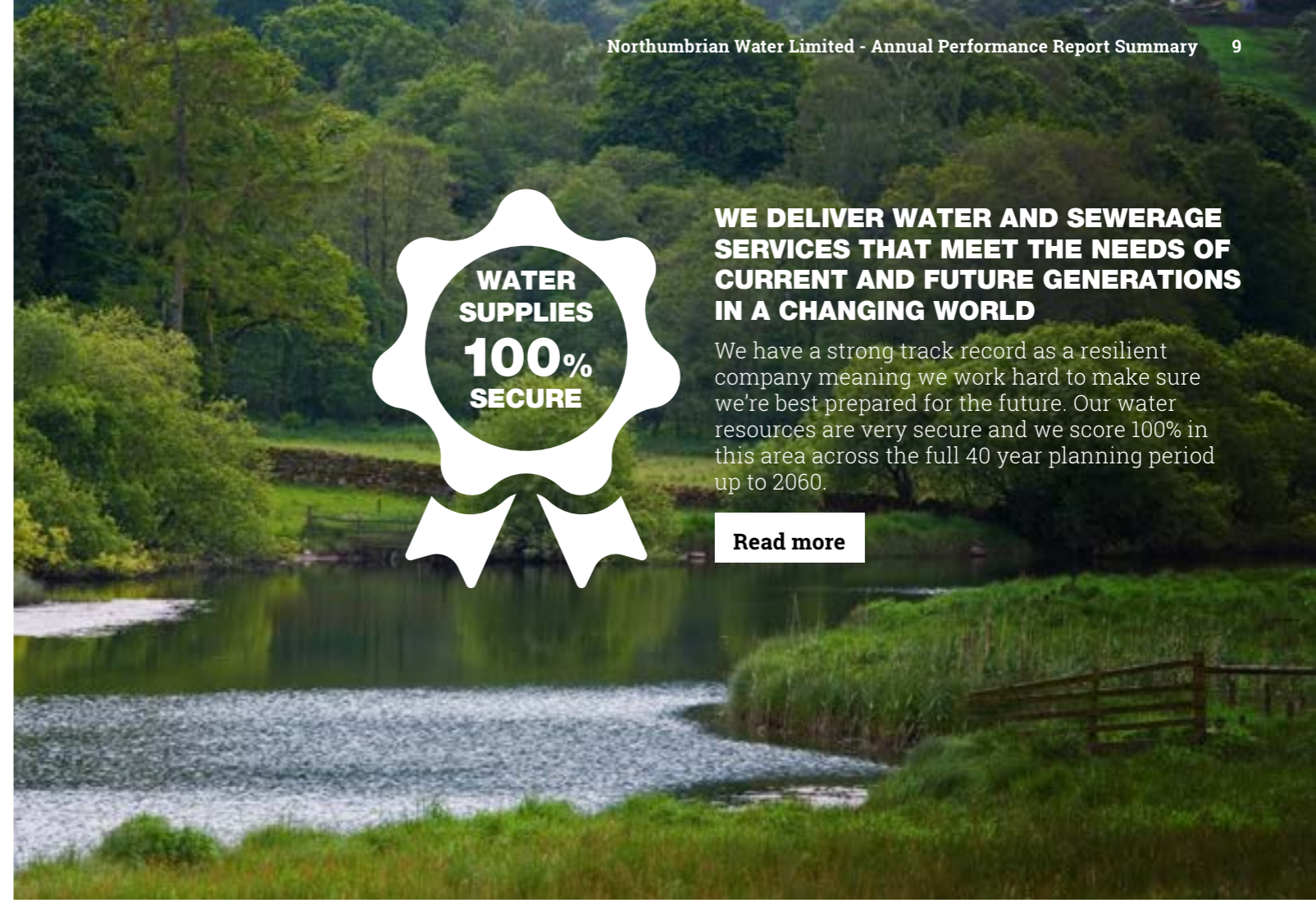
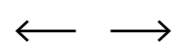
**OF ITS WASTEWATER SLUDGE AND TURN IT INTO RENEWABLE ENERGY**

**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 regions beaches) continue to be amongst the cleanest in the country.

[Read more](#)

**BATHING WATERS ARE AMONGST THE CLEANEST IN THE COUNTRY**



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

We have a strong track record as a resilient company meaning we work hard to make sure we're best prepared for the future. Our water resources are very secure and we score 100% in this area across the full 40 year planning period up to 2060.

[Read more](#)



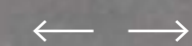
**ALL 1,858 OF OUR SITES TO BE POWERED BY RENEWABLE ELECTRICITY.**

**WE ARE AN EFFICIENT AND INNOVATIVE COMPANY**

Our annual Innovation Festival is sparking some of the industry's brightest ideas. We're working on an exciting project to help protect our communities from flooding and other incidents by using a virtual model of the real world, known as a digital twin, to run computer-generated simulations.



[Read more](#)



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

**WE ARE A COMPANY CUSTOMERS  
CAN TRUST**

We're very proud to have been recognised in a number of prestigious awards. Most recently we were named as one of the most ethical companies in the world (and the only water company to make it on the list). The Sunday Times also named us as one of the best big companies to work for.

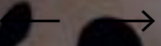
[Read more](#)



ONE OF THE SUNDAY  
**BEST BIG  
COMPANIES**  
TO WORK FOR



WE'RE LISTED IN 2018  
AS ONE OF THE WORLD'S  
**MOST ETHICAL  
COMPANIES**  
BY ETHISPHERE



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

Our Powered by Water sporting partnerships are teaching young people the importance of staying well hydrated and avoiding sugary drinks. More than 27,500 young people took part in 2018 and thousands more will have the opportunity to take part in 2019.

Around half of our workforce is actively volunteering to support community projects in the areas they live and work.

[Read more](#)



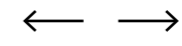
MORE THAN  
**27,500**  
YOUNG PEOPLE  
TOOK PART IN POWERED  
BY WATER IN 2018



**WE WORK IN PARTNERSHIP  
TOWARDS COMMON GOALS**

We scooped two awards last year in recognition for our work in regards to responsible procurement – a global benchmark for excellence that anyone in the supply chain profession can achieve. We are committed to ethically sourcing goods, works and services in a way that generates maximum value to us but also to society and the economy while enhancing the environment.

[Read more](#)



# 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.



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

[www.nwlcommunityportal.co.uk](http://www.nwlcommunityportal.co.uk)

[www.eswcommunityportal.co.uk](http://www.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.

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

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