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# DISCOVER WATER 2018/19

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# CONTENT

[DiscoverWater.co.uk](https://DiscoverWater.co.uk) is a 'dashboard' bringing together key information about water companies in England and Wales in one place for customers.

Here's more information about some of information we share on there.







# ABOUT YOUR DRINKING WATER

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We supply clean, clear drinking water that tastes good.



# WATER QUALITY

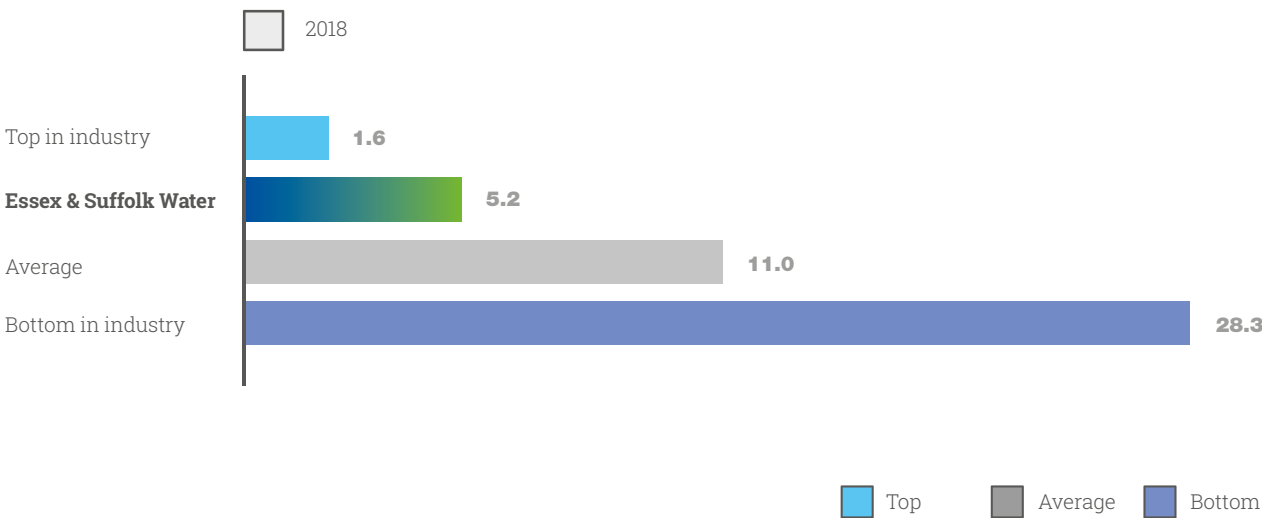
## OUR OVERALL PERFORMANCE AGAINST THE WATER QUALITY TESTS FOR THE LATEST YEAR



We carried out around 49,208 tests at customers’ homes and 43 failed to meet strict quality standards, due to issues such as high levels of lead, nickel and E. coli. At no point was there a risk to public health. Our aim is to reduce the number of failures further, through improving water treatment and working even harder to maintain our network of 8,728 km water mains pipes. We do our best to replace old pipes before they fail.

# APPEARANCE

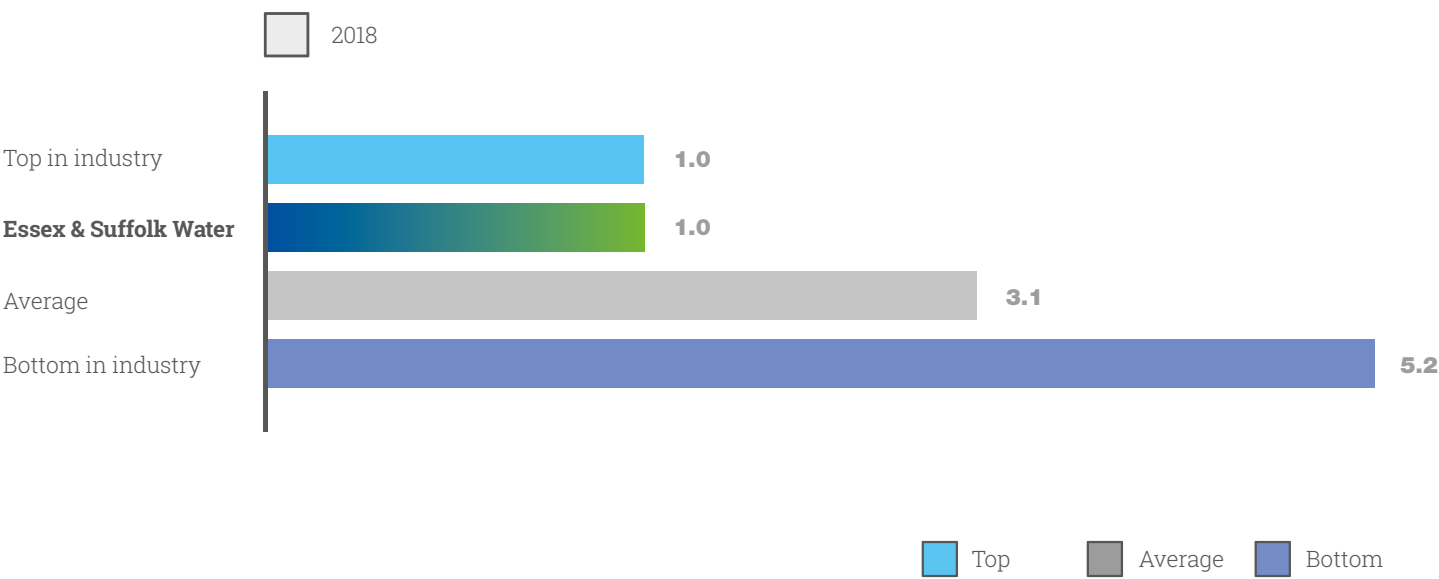
## NUMBER OF TIMES COMPANIES WERE CONTACTED BY CUSTOMERS ABOUT THEIR WATER APPEARANCE (PER 10,000 PEOPLE SUPPLIED)



Our performance is one the of best in the industry. We work very hard to reduce complaints by managing our network of water pipes to make sure the drinking water we supply is of high quality.

# WATER TASTE & SMELL

NUMBER OF TIMES COMPANIES WERE CONTACTED BY CUSTOMERS ABOUT THE TASTE OR SMELL OF THEIR WATER (PER 10,000 PEOPLE SUPPLIED)



We were industry leading in 2018. We are working hard to continue improving the taste and smell of the water we provide and make sure customers have world-class customer service.





# WATER TO YOUR TAP

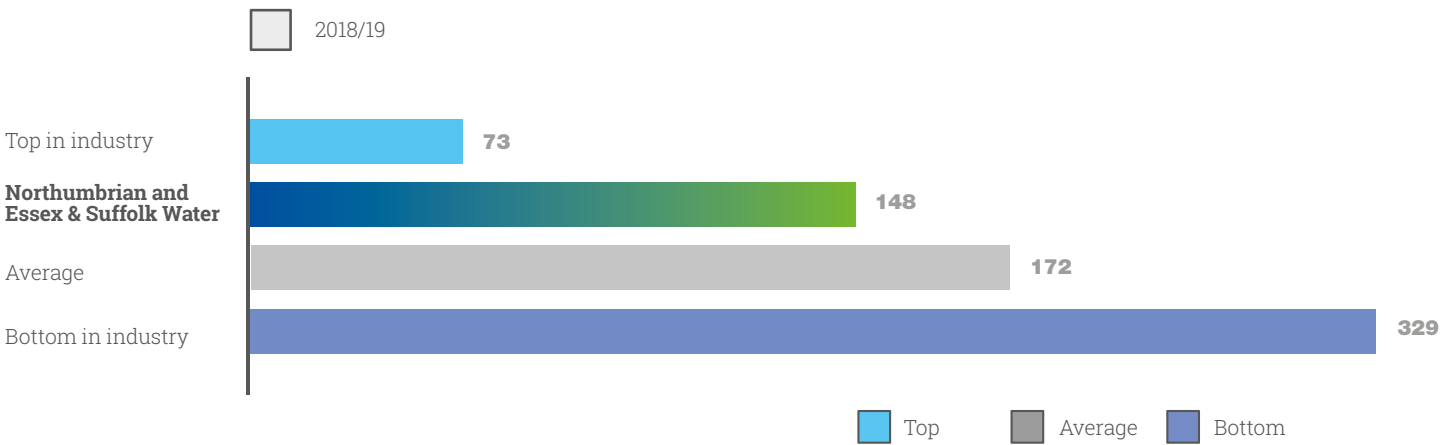
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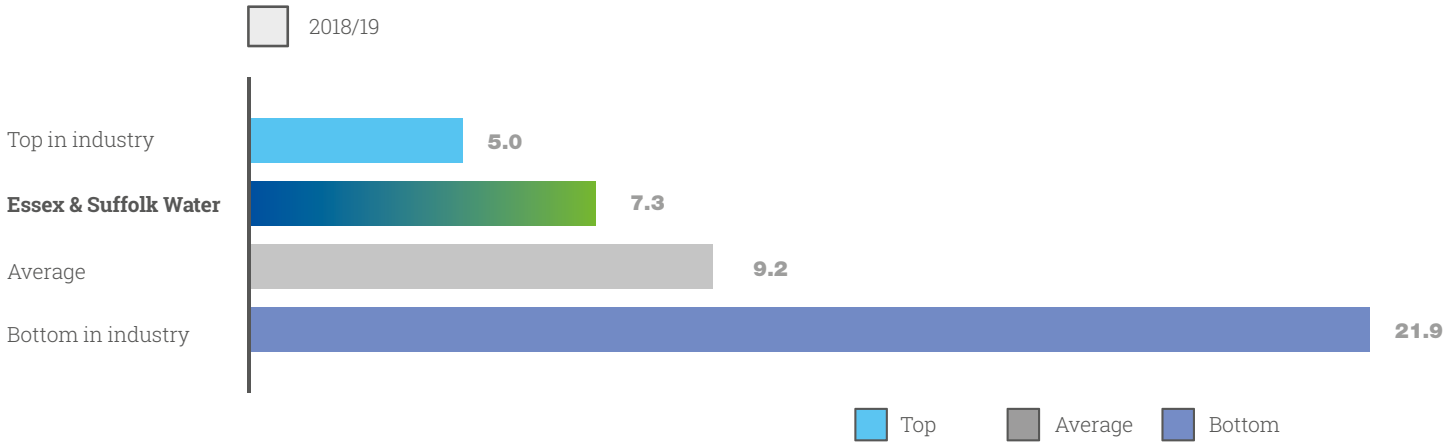
# WATER PIPE BURSTS

## BURSTS PER 1,000KM OF WATER PIPE

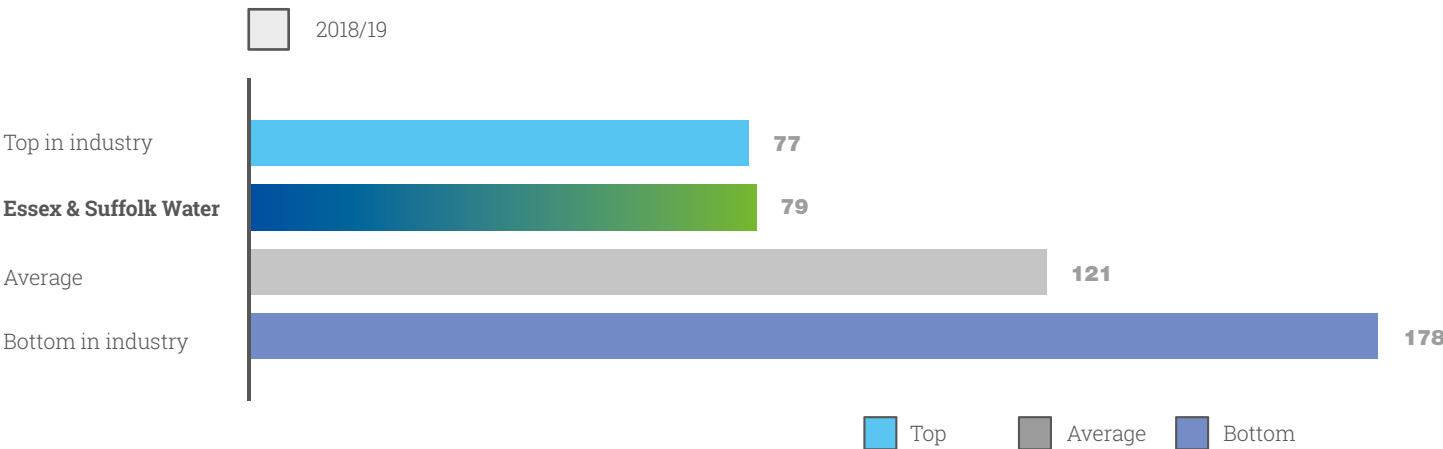


# LEAKING PIPES

## CUBIC METERS OF WATER LEAKED (PER KILOMETRE PER DAY)



## LITRES OF WATER LEAKED (PER PROPERTY PER DAY)

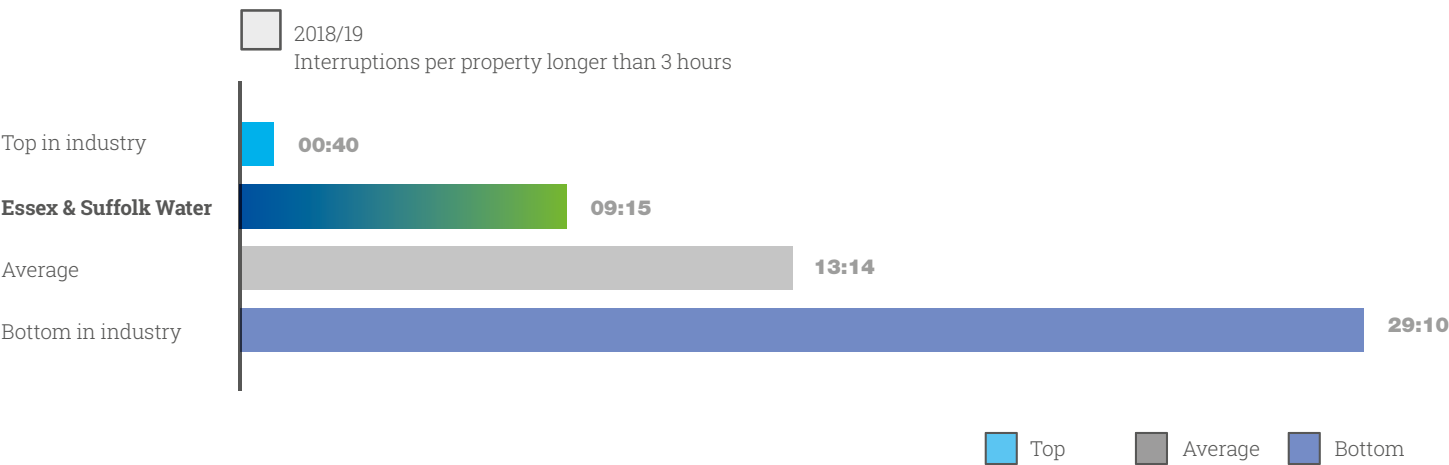


Weather conditions, such as extreme snow, or very dry summers, can cause pipes to burst or crack. This increases the amount of water we lose before it reaches customers’ taps - we call this leakage. Leakage levels are normally worked out by calculating the point where finding and fixing a leak would cost more than the cost of the water that is lost. We are one of the industry leaders in this area.



# LOSS OF SUPPLY

## AVERAGE MINUTES LOST DUE TO SUPPLY INTERRUPTIONS (PER TOTAL PROPERTIES SERVED)



How we perform here relates not only to how many water pipe bursts there are, but to how quickly we find and repair the bursts. All water networks were built at different times using different materials. Some are more likely to burst, especially during cold or wet weather. In our area we also face challenges in the summer when hot, dry weather followed by rain causes the soil to move.

We use advanced technology to find and fix any interruptions to the water supply as quickly as possible. We are also working hard to renew our network of [8,728 km](#) water pipes on an ongoing basis and do our best to repair them before they fail.

# AMOUNT OF WATER WE USE

## THE WATER USAGE IN LITRES (PER PERSON)



We are passionate about saving water to help protect the environment and make sure there is a reliable supply of water for future generations. This also helps customers to save money on their bills.

# WATER PRESSURE

## NUMBER OF PROPERTIES AT RISK OF LOW WATER PRESSURE (PER 10,000 CONNECTIONS)



Low water pressure can be caused when customers share a supply pipe or if they have problems with their own pipes – they might be old or corroded.

A very small number of homes experience water pressure below the minimum national standard but we are taking steps to help reduce these figures even further and maintain a minimum pressure standard for the vast majority of customers.







# PROTECTING THE ENVIRONMENT

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We protect and enhance the environment in delivering our services, leading by example.



# PROTECTING THE ENVIRONMENT

## OPERATIONAL GREENHOUSE GAS EMISSIONS (KGCO2E) PER MEGALITRE OF TREATED WATER



We are aiming to reduce our Greenhouse Gases (GHG) emissions by 35% by 2020 and remain ahead of target with emissions down by 30%. Our usage is mainly driven by weather conditions, such as dry, summer periods which need more energy to pump water to treatment works.

# CUSTOMER SATISFACTION

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We provide excellent service and impress our customers.





SERVICE INCENTIVE MECHANISM (SIM) SCORE OUT OF 100



Ofwat's SIM measures our customers' experience of dealing with us and provides a good indication of how well we are serving those customers who have had a reason to contact us.

We strive to give our customers leading customer service in the water industry and beyond. Our customer service ethos is core to our brand, values and culture; our people have a drive and energy to truly put our customers at the heart of everything they do.

We listen to our customers and are empowered to take action to help them. Our customers are supported to participate fully in our business and in designing the services they receive. Every customer voice is important. Our people are passionate about delivering world-class customer service; they know it is expected of them, and they are committed to it because they believe the services we provide are essential to life and wellbeing.

We all want our customers to always have complete trust and confidence in what we do. We own a customer's problem, keep our promises and show each customer that they are special by focusing on individual needs. We know that every interaction with every customer matters.

Ofwat is moving away from SIM for the next reporting period (from March 2019) and will be introducing C-MeX, which stands for 'customer measure of experience'. C-MeX uses a model much more like our own independent measurement models, and is based on asking some of the same questions about service received as in SIM. It incorporates broader experiences that customers have, including those who have no recent experience of Essex & Suffolk Water. Customers are randomly selected can share information on their whole experience and perception of us; not just when they've had to contact us.

[#LivingWaterLovingCustomers](#)

# LOOKING AT THE MONEY

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Our customers consider the services they receive to be value for money.





**AVERAGE ANNUAL HOUSEHOLD  
WATER BILLS (£)**



At **£255** a year in 2019/20, the average water only bill for Essex & Suffolk Water customers is above the industry average. This reflects the investment that has been required to develop water resources (including increasing the capacity of Abberton Reservoir) and reducing leakage in this water stressed region.

The result is our services are less likely to be badly affected by droughts (for example, hosepipe bans) than others in the region.

We know that water services should be affordable for all of our customers. As part of our business plan for 2020-25 we will lower bills for customers, with a reduction of **14%** by 2024/25.

We have also made a commitment to eradicate water poverty in our regions by 2030 making sure our services are truly inclusive and [affordable for all](#).

