

**NORTHUMBRIAN
WATER** *living water*

DISCOVER WATER 2018/19

www.welivewater.co.uk

CONTENT

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

We supply clean, clear drinking water that tastes good.



WATER QUALITY

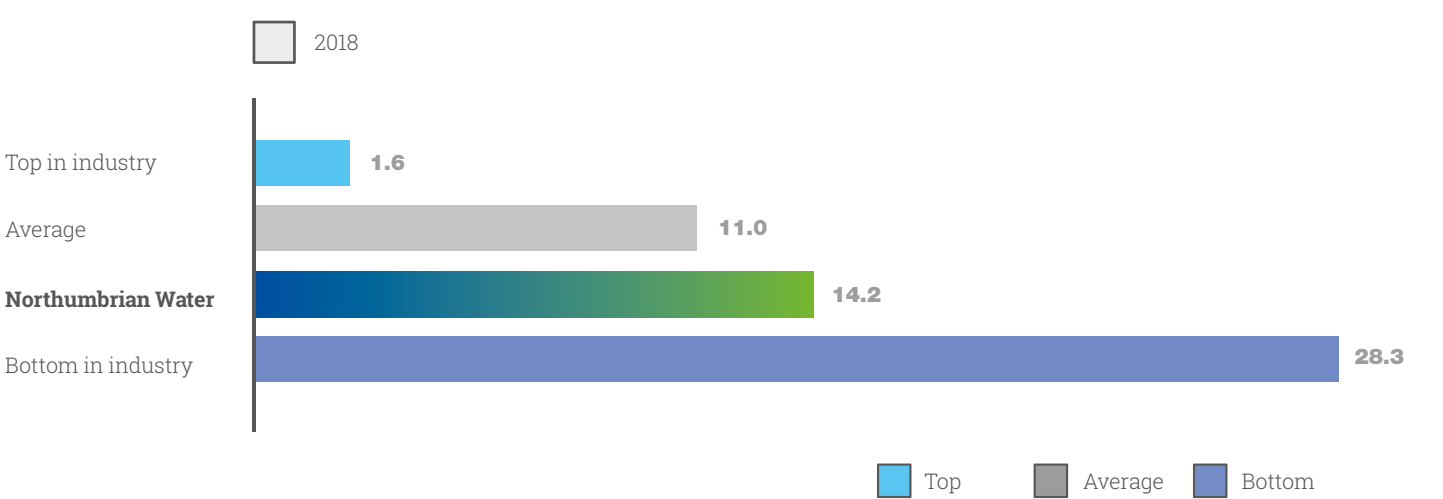
OUR OVERALL PERFORMANCE AGAINST THE WATER QUALITY TESTS FOR THE LATEST YEAR



We carried out around 59,906 tests at customers’ homes and 92 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. When industry comparisons are made, we recognise there is still more to do. Our aim is to reduce the number of failures further, through improving water treatment and working even harder to maintain our network of 16,952 km water pipes. We do our best to replace old pipes before they fail.

APPEARANCE

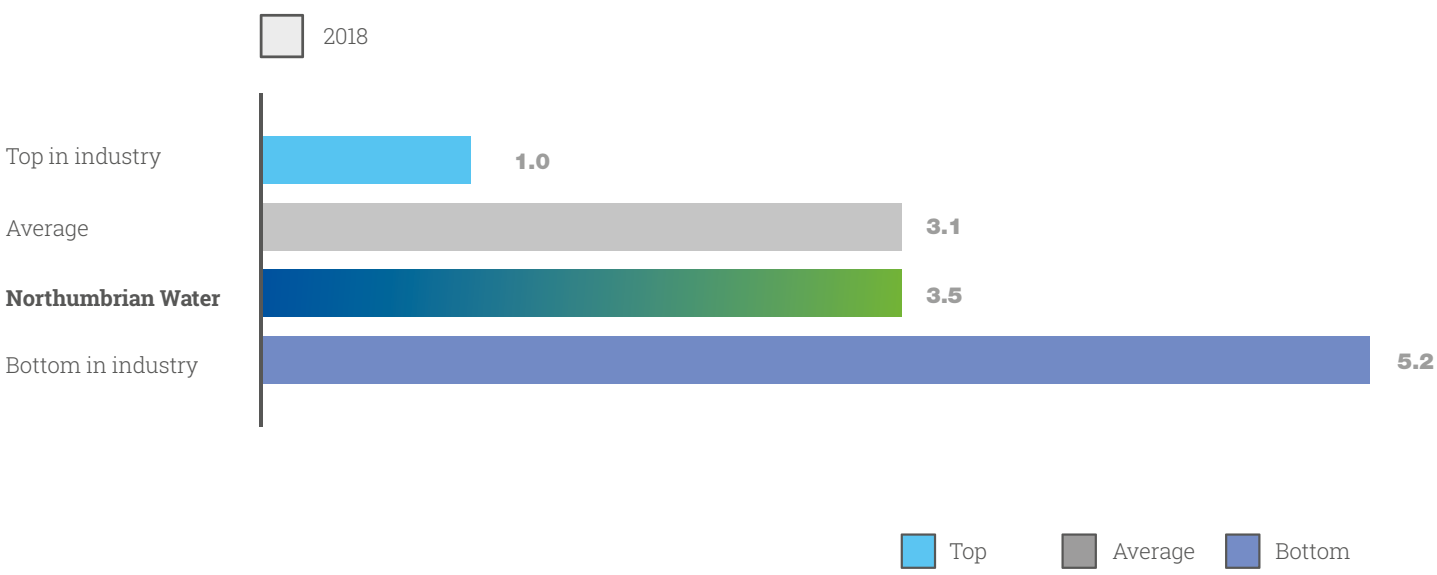
NUMBER OF TIMES COMPANIES WERE CONTACTED BY CUSTOMERS ABOUT THEIR WATER APPEARANCE (PER 10,000 PEOPLE SUPPLIED)



We work very hard to reduce complaints by managing our network of water pipes. From 2005 to 2016 we cleaned 389 km of large water pipes. We are now building on that by improving manganese removal (an element often found in rivers and reservoirs) at treatment works, and continuing to clean our company wide network of 16,952 km water pipes to make sure the drinking water we supply is 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)



Our performance is very close to that of 2017. 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.



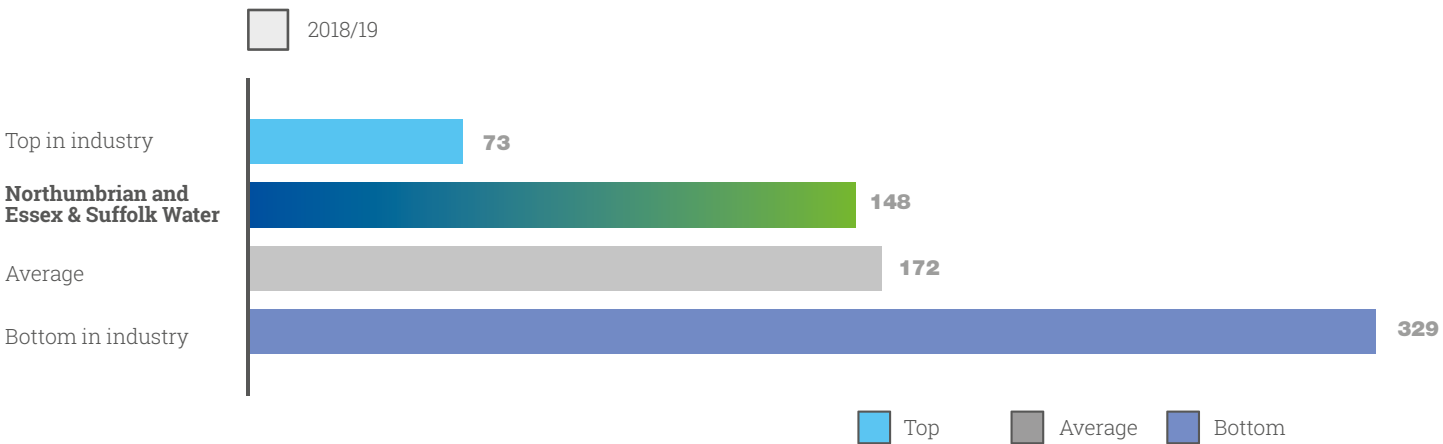
WATER TO YOUR TAP

We supply clean, clear
drinking water that
tastes good.



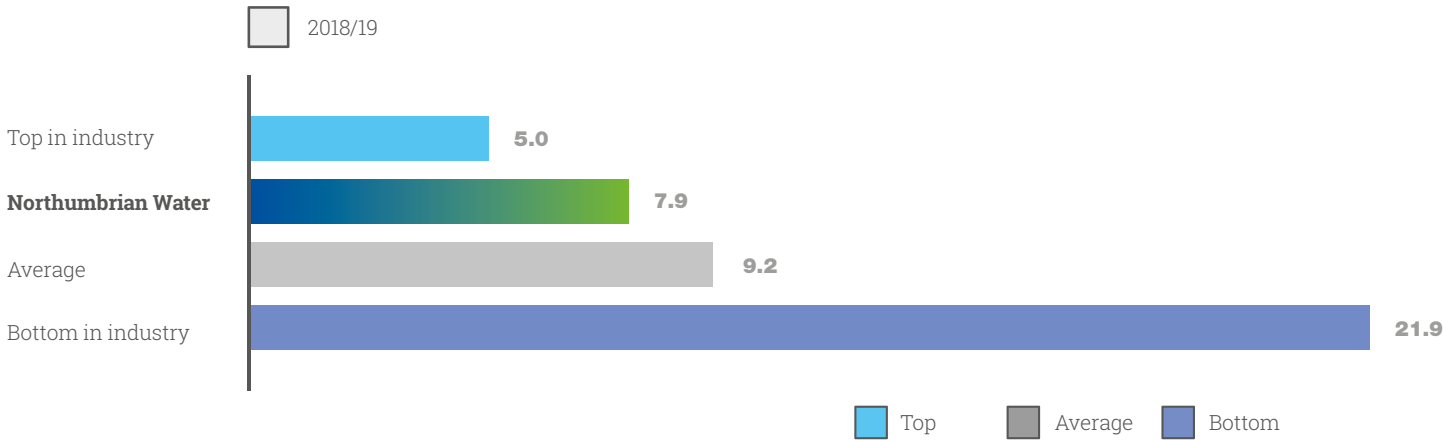
WATER PIPE BURSTS

BURSTS PER 1,000KM OF WATER PIPE

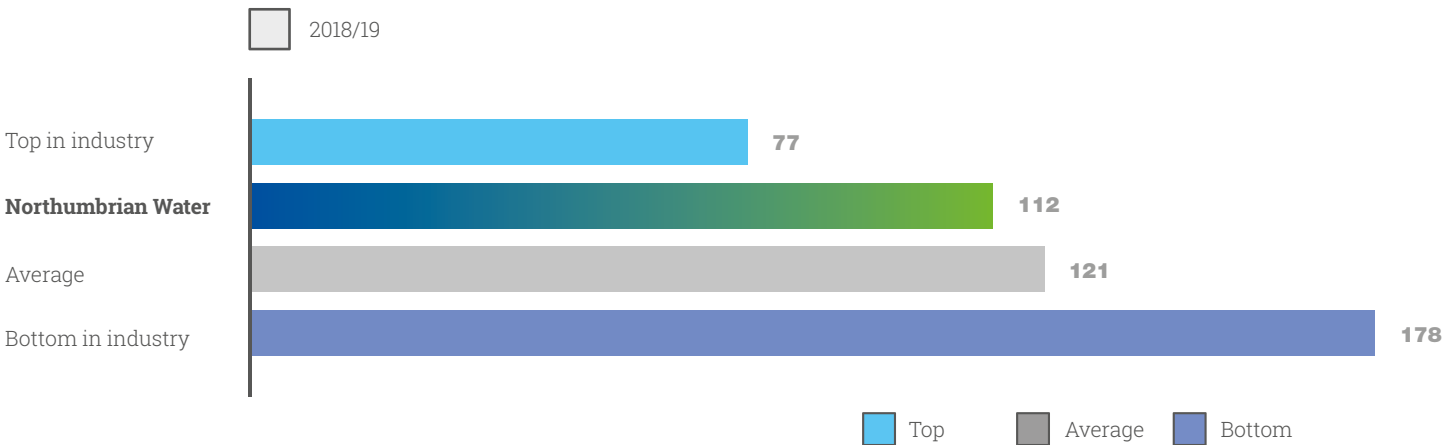


LEAKING PIPES

CUBIC METERS OF WATER LEAKED (PER KILOMETRE PER DAY)



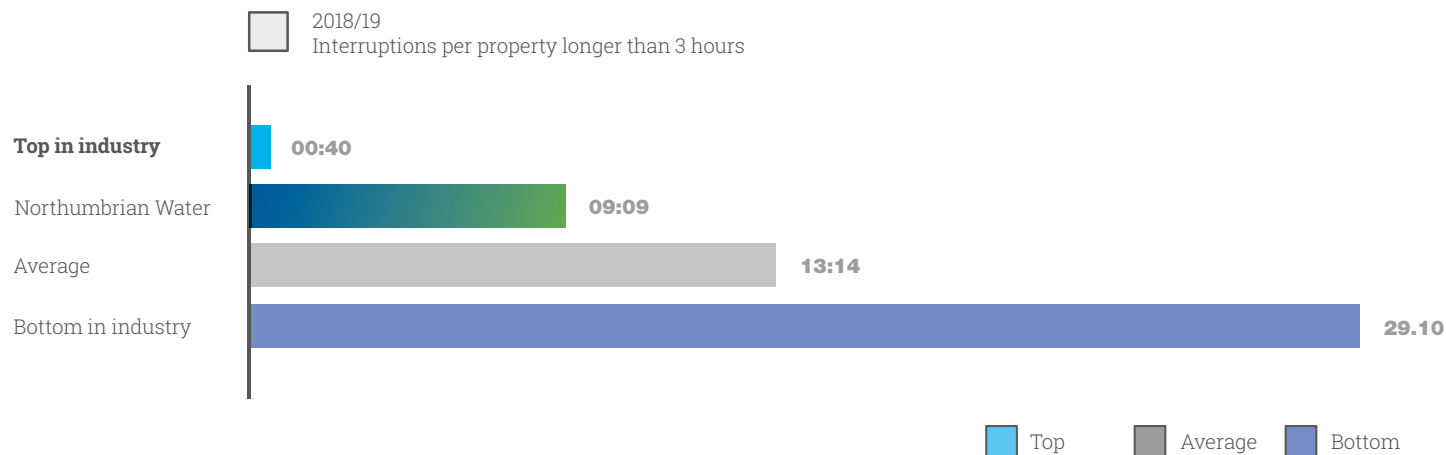
LITRES OF WATER LEAKED (PER PROPERTY PER DAY)



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.

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. Our performance is industry leading because 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 16,952 km water mains pipes on an ongoing basis and do our best to repair them before they fail.

AMOUNT OF WATER WE USE

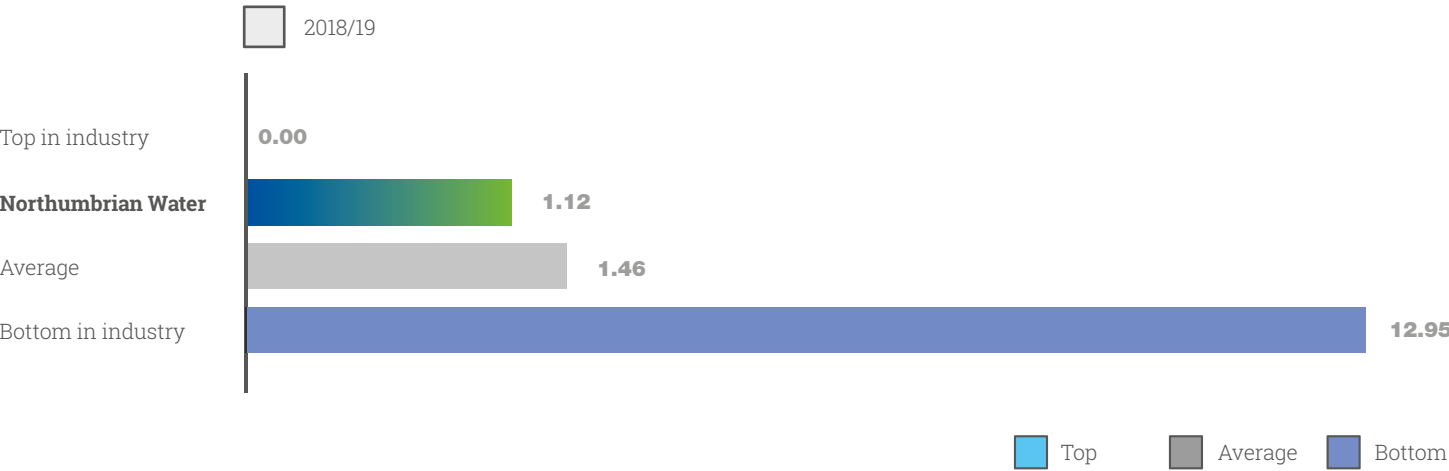
THE WATER USAGE IN LITRES (PER PERSON)



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.

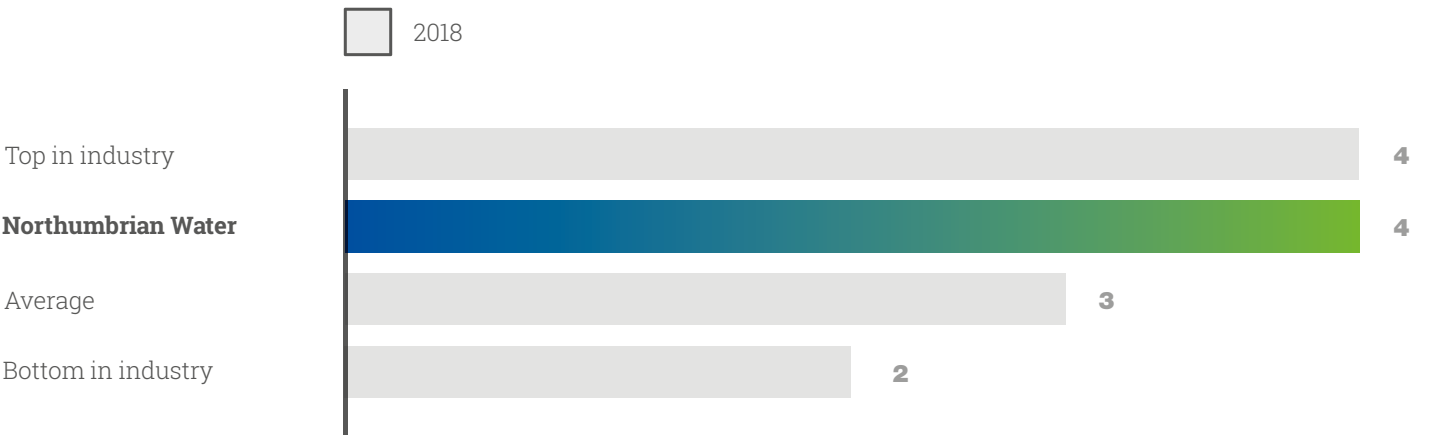


PROTECTING THE ENVIRONMENT

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

ENVIRONMENTAL PERFORMANCE

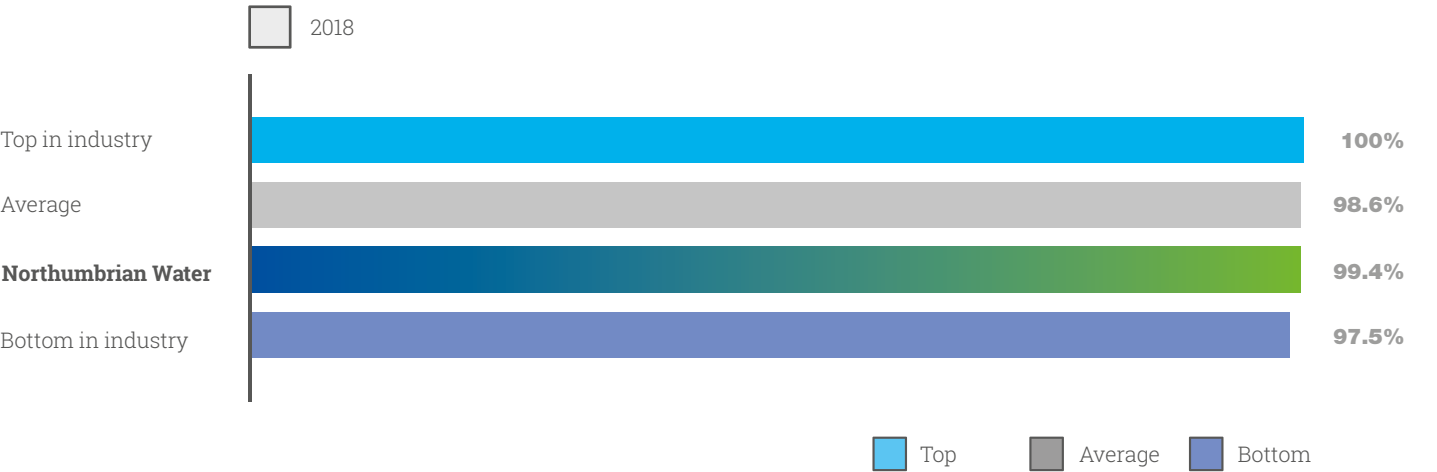
EPA (ENVIRONMENTAL PERFORMANCE ASSESSMENT) STAR RATING (OUT OF 4 STARS)



The Environment Agency rated us four star in their annual Environmental Performance Assessment. We were the only company to score as green across all areas including serious pollution, supply resilience and self-reporting of pollution. This is the first time that any company has achieved this excellent level of environmental performance since 2012.

We are especially proud of our leading pollution performance. Following a couple of years where our performance was not what we wanted it to be, we have really focused on improving in this area and have transformed our pollution performance.

PERCENTAGE OF ENVIRONMENTAL PERMIT CONDITIONS MET (%)



Our Sewage Treatment Works (STW) have to meet certain standards designed by the EA to protect the environment. This is known as compliance. Our STW compliance performance has been excellent for a number of years. Our overall compliance now includes Water Treatment Works (WTW).

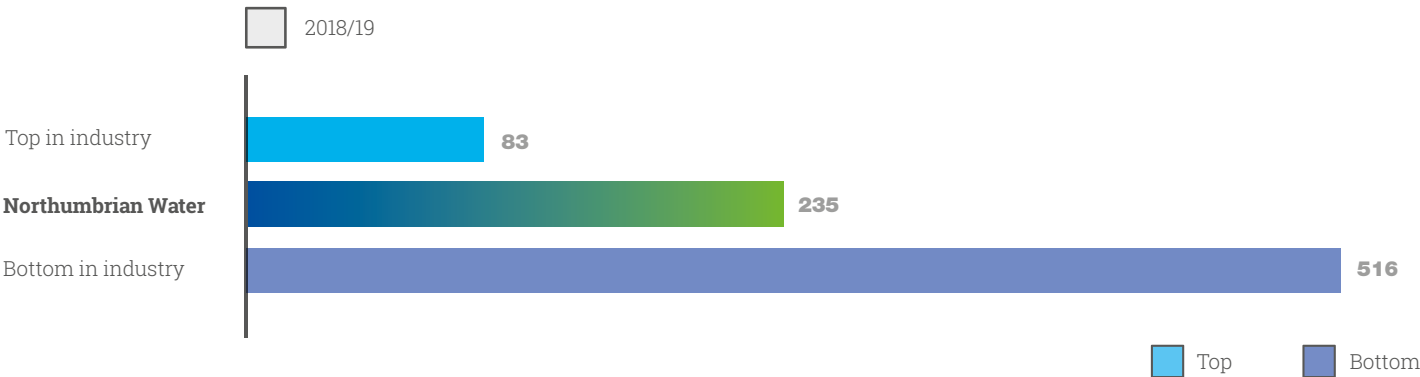
NUMBER OF INCIDENTS CAUSED BY UNEXPECTED RELEASE OF CONTAMINENTS (PER 10,000KM OF SEWERS)



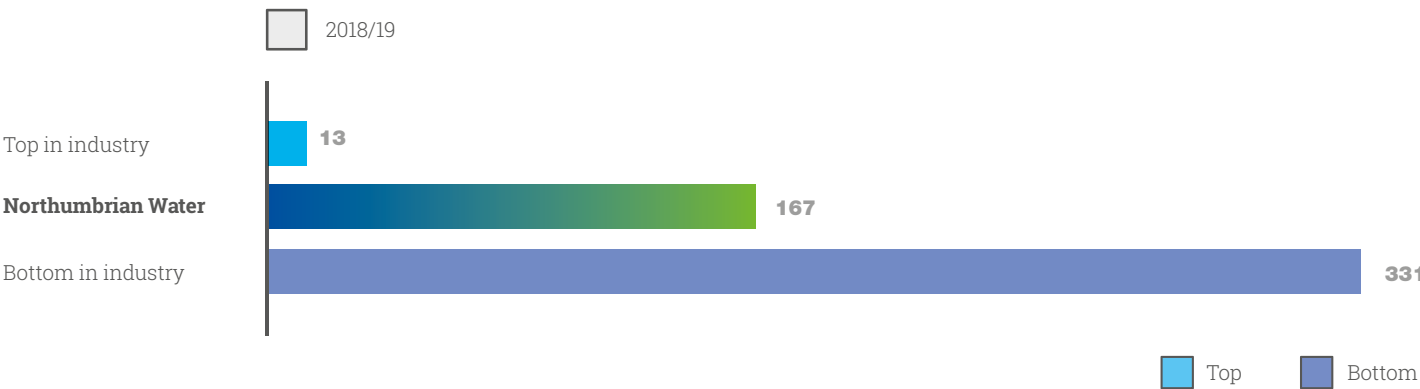
We are very proud of our performance in 2018, which saw a reduction against our 2017 figures. This result demonstrates the success of using new technology and business intelligence systems to improve our ability to find and fix problems before a potential pollution can occur.

ENERGY & EMISSIONS

OPERATIONAL GREENHOUSE GAS EMISSIONS (kgCO2e) PER MEGALITRE OF TREATED SEWAGE



OPERATIONAL GREENHOUSE GAS EMISSIONS (kgCO2e) PER MEGALITRE OF TREATED WATER



We aim to reduce our Greenhouse Gases (GHG) emissions by 35% by 2020 and stay ahead of target with emissions down by 30%. Our usage is mainly driven by weather conditions, such as high winter rainfall, which increases sewage pumping station activity, and dry summer periods, which need more energy to pump water to treatment works.



CUSTOMER SATISFACTION

We provide excellent service and impress our customers.





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 Northumbrian 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.

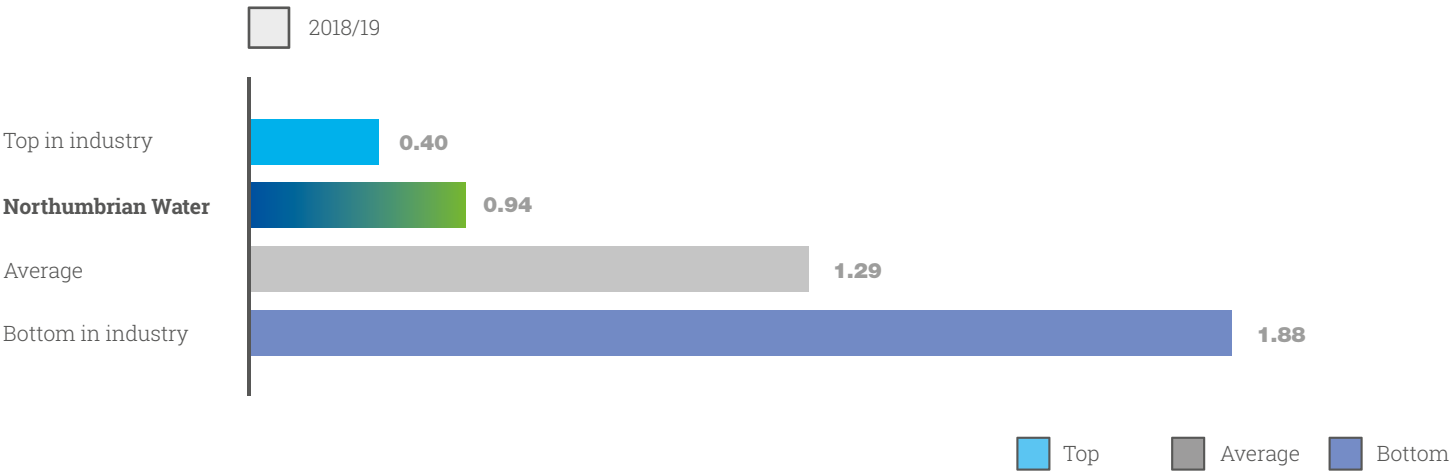
[#LivingWaterLovingCustomers](#)

AFTER YOU FLUSH

We provide a sewerage service that deals effectively with sewage and heavy rainfall.



NUMBER OF PROPERTIES FLOODED WITH SEWAGE
(PER 10,000 CONNECTIONS TO SEWERS)



Sewer flooding inside the home is undoubtedly one of the worst experiences our customers can have and reducing sewer flooding remains one of our highest business priorities. There are a number of reasons that properties can experience sewer flooding - sewers can become overwhelmed with heavy rain; sewers can collapse or break; or sewers can become blocked by items that should not be in them, e.g. wet wipes or fats, oils and grease. We are actively tackling each issue to make sure the risk of flooding from our sewer network continues to decrease. We set challenging targets to reduce the amount of sewer flooding and we are proud that we continue to improve performance year on year.

LOOKING AT THE MONEY

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



**AVERAGE ANNUAL HOUSEHOLD COMBINED
WATER AND SEWERAGE BILLS (£)**

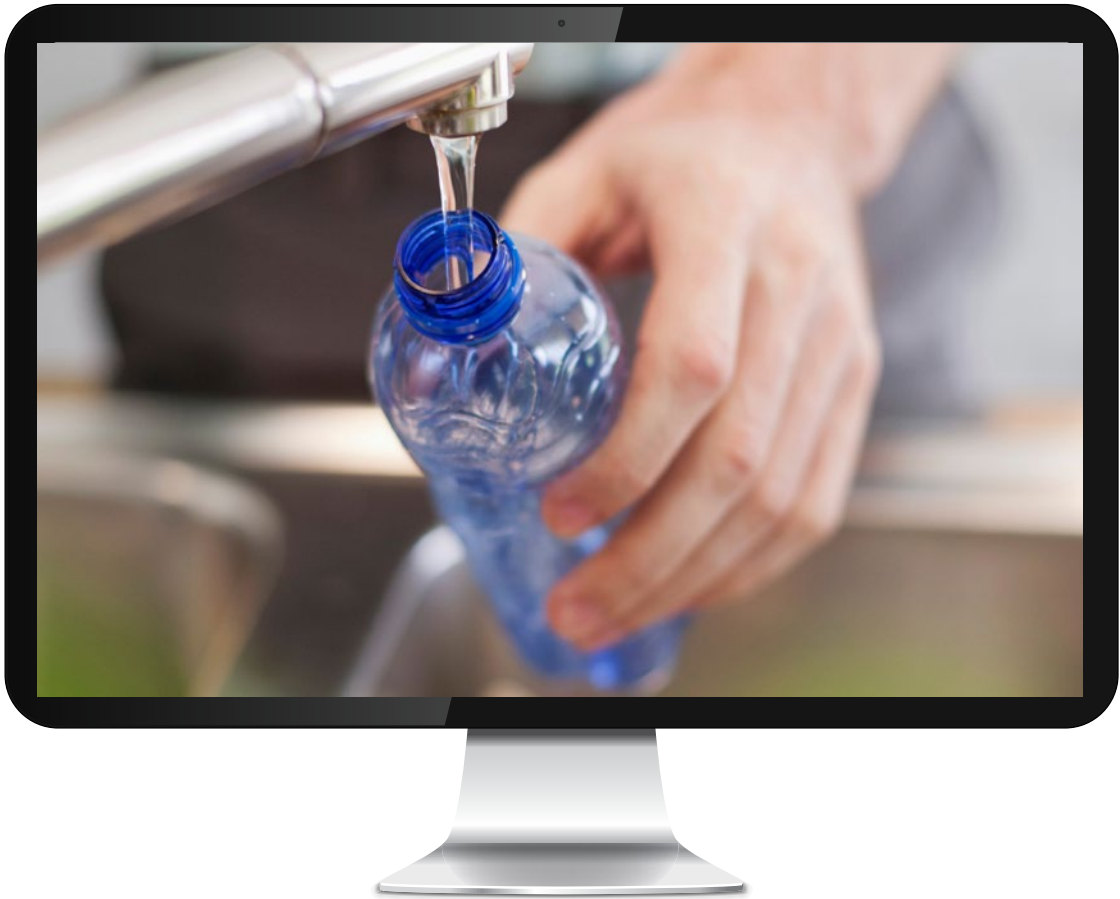


At **£409** a year in 2019/20, the average combined water and sewerage bill for Northumbrian Water customers is just below the industry average. At **£184** a year in 2019/20, the average water only bill for Northumbrian Water customers is below the industry average.

At **£225** a year in 2019/20, the average sewerage only bill for Northumbrian Water customers is slightly above the industry average of **£222** a year.

We know that water and sewerage 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%** for our water customers and **17%** for our wastewater customers 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](#).



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