Year-four performance

This diagram shows our seven outcomes and the 47 performance commitments that make up those outcomes. We have met or beaten 37 (79%) of these performance commitments in year four. This strong performance demonstrates our commitment to delivering what matters to customers and communities, both now and in the future. Love et al a support water now and in the future Plain English Campaign's Crystal Mark does not apply to this diagram.

Outcomes

mechanism

Abstraction incentive n

Treatment works compliance

Enhancing natural c Value for custo

•

•

•

€ Ð

When a construction of the second of the sec

Imt

Performance commitments

Improving the water environment

Manchester

and Pennine resilience

Water

r service resilience

Unplanned outage

eas of low

educing are

Per capita consumption

Thirlmers transfer

Keeping reservoirs resilient

Interruptions to supply Leakage

Your drinking

g water is safe and clean

Vyrnwy treated water aqueduct

Drought resilience

Helping customers look after their water

Reducing lead risk

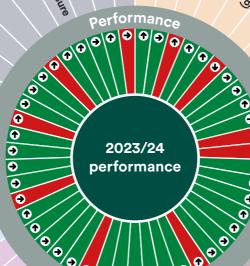
Water quality compliance Reducing water quality contacts

Voids

Gapates (retail)

Cooperation of the second

Systems Thinking



Improving air quality Risk of sewer flooding in a storm Internal sewer flooding incidents

Recycling biosolids

wing merwater quality

External sewer flooding incidents

Raising customer awareness Hydraulic external flood risk resilience Hydraulic internal flood risk resilience

Sewer collapses

Sewerblockages

Cimet

D.Met

Key:

- Performance commitment not met
- Met or exceeded performance commitment

Performance trend

- ↑ Improving
- → Stable
- Deteriorating

Priority Service (BSI accreditation) Pre-procurement incentive for the HARP Number of customers lifted out of water poverty Customers saying that offer value for money Manchester and Pen Non household vacancy incentive He will indione the way we work to keep bills down and improve services

9

You're highly satisfied with our service and highly satisfied with our service and find it easy to do husiness with us

priority services for cust

Street works performa

Collection and rec

The risk and