



## 2. You have a reliable supply of water now and in the future

### What do customers want?

Our customers want to rely on us to provide enough water to meet their current and future needs. We want to improve the reliability of the water we supply, reducing both short-term interruptions and the risk of longer-term interruptions. We are focusing on reducing leaks and encouraging water efficiency, which research has shown to be high priorities for customers.

We have made 11 performance commitments about the reliability of the water supply and we have achieved eight of these in year four.

### What have we done?

This year we have met our leakage target for the 18th year running. We have achieved this using a mix of traditional and innovative techniques. We continue our work to detect leaks and prioritise the largest leaks. Around 30% of water lost from leaks comes from homes and gardens. We provide information and 'how to' videos on our website, to help customers prevent, identify and fix leaks.



[unitedutilities.com/help-and-support/your-water-supply/your-pipes/leakage](https://unitedutilities.com/help-and-support/your-water-supply/your-pipes/leakage)

In year four we did not meet our supply-interruptions target of five minutes and 23 seconds for the average time that customers were without a water supply, although our performance of nine minutes 39 seconds was a significant improvement on the previous year. We continue to reduce disruption to water supplies by focusing on the three Rs – respond, restore and repair. We offer technical and managerial support and use our alternative supply vehicles to provide water to customers while we carry out repairs.

Our performance on mains repairs has once again improved on the previous year and we beat our target by completing 105.7 repairs per 1000 kilometres of mains. The number of properties on the low-water-pressure register reduced compared with year three. We delivered a performance of 0.361 customers with low pressure per 10,000 connected properties, beating our target of 0.620.

We improved performance against our resilience metrics, which measure how well we take steps to maintain essential services in a range of circumstances. We continue to make progress on our Manchester and Pennine resilience programme. We were hoping to have delivered the Full Business Case for this, but we failed to hit the target date due to the sheer size and complexity of this groundbreaking scheme.

The average amount of water each person in our region uses each day is measured as 'per capita consumption' (PCC). We continue to work with customers to help them understand how to use water efficiently and make informed choices where possible. This includes sending out information on using water efficiently and promoting the use of water meters. We've installed almost 44,000 meters and continue to promote our 'Cheaper with a meter' message and 'lowest bill guarantee'. In year four, the amount of water used, on average, per person reduced compared with the previous year. We did not meet our three-year rolling average target, which was to reduce reported usage by 5.1% compared with a starting position (set at the start of the AMP) of 144 litres per person per day. However, our performance in year four improved and was calculated to be 2.5% lower than the starting position. This year we have achieved a performance of 140.4 litres per person per day.

To help achieve further reductions in the amount of water used, we will focus on providing more communications to customers to help them understand about their water use and how to reduce it, and increasing the number of households with a water meter, to support and encourage people to make changes to their behaviour in order to reduce the amount of water they use.

# 8/11

measures achieved

