



BRISTOL  
WATER



# Our performance and what's next

Update – December 2024

# What is this about?

Following the findings of Ofwat's latest Water Company Performance Report (WCPR), we'd like to share with you our action plans to address this performance. The WCPR compares the performance of the 17 largest water and wastewater companies in England and Wales.

Each water company's performance is measured on 8 key performance commitments. The scoring is based on the information found in our annual reports.

The good news is Bristol has delivered c.69% of all its performance commitments, but this also means more needs to be done.

Ofwat have asked us to share our plans to improve our performance with you, and we are committed to our long term action plans – and we will update you on our progress throughout the year.

## WHO IS OFWAT?



Ofwat is the economic regulator of the water and wastewater sectors.

- Ofwat protect the interests of consumers
- Ofwat make sure that the water companies properly carry out their functions
- Ofwat ensure that the water companies can finance their functions.



Click [here](#) to read Ofwat's report in full



## Find out more

You can find more detailed information about our plans and keep track of our progress by clicking [here](#)



# A few highlights...



## Consistently strong customer service –

ranked 4th for Customer measurement of experience (C-MeX)



## 100% customer affordability –

delivering more support to customers



## Upper quartile performance

for developer services – ranked 5th for Developer measurement of experience (D-MeX)



## Minimising properties at risk of low pressure

– meeting 2025 targets



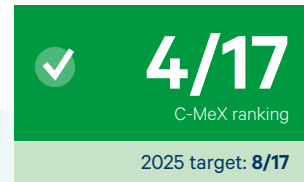
## Main repairs recovered from 2022/23

to meet target

# ...and where we need to do better

Some of these measures are based on a calendar year, while others are based on a financial year – you'll see how these differ for each area of focus throughout this document.

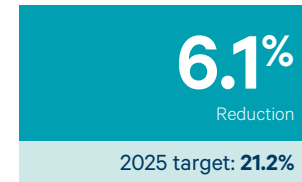
### 1. Customer satisfaction



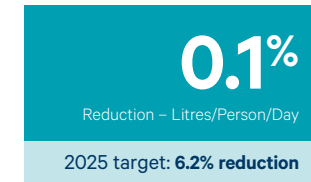
### 2. Priority services



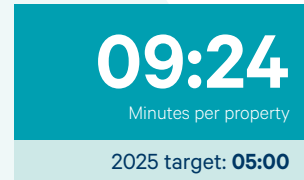
### 3. Leakage



### 4. Per Capita Consumption<sup>1</sup>



### 5. Supply interruptions



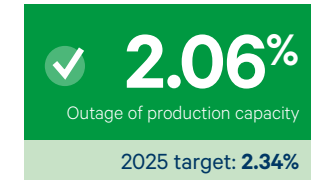
### 6. Water quality



### 7. Mains repairs



### 8. Unplanned outages



<sup>1</sup> Per Capita Consumption (PCC) impacted across the industry by the pandemic changing how, when and where customers use water, particularly driven by increased working from home and hybrid working. We are continuing to see this inflating the underlying / natural baseline for households.

<sup>2</sup> CRI score: target is zero with an industry deadband of 2.00.

Target achieved

Target not achieved – commitment plan in place, more information in document

We are rolling out our **Quality First programme** in Bristol, targeting key areas for improvement.



# Leakage

2023/24 reduction  
(3-year rolling average)

**-6.1%**

What is the 2024/25  
expectation?

**-21.2%**



## WHAT IS LEAKAGE?

Annual average leakage is defined as the sum of distribution system leakage, including service reservoir losses and trunk main leakage plus customer supply pipe leakage.

It is reported in mega-litres per day (Ml/d) for an annual figure, as well as a 3-year rolling average.

## Our performance

Bristol has one of the lowest leakage levels in the industry and also has the most stringent leakage target in the industry.

Since 2022 we have worked hard to recover from the extreme weather events. The impact of the freeze/thaw is having an enduring impact on the three year rolling leakage performance, therefore we will potentially miss our target for this year and next.

## What are we doing about it?

- We have increased the volume of acoustic loggers (essentially a device that listens for leaks), which helps us find leaks quicker – especially when our pipes are in tricky locations.
- We have employed more leakage inspectors and worked with local councils to speed up repairs.
- We have specialist teams that watch for sudden spikes in leakage, so we can respond quicker.
- We are targeting performance improvements through our Mains Renewal Programme as well as targeting customer side leakage, which makes up almost 25% of all leakage, and pressure management.
- While we are forecasting a large reduction in leakage, the impact of the 2022 freeze/thaw will continue until 2025 (as targets are based on a three-year average figure).
- Undertaking lead pipe replacement throughout the region.

## How does this affect YOU ?

We have increased customer side repairs through our **'Leakstop'** as well as free leak assistance service for those in need.



We continue to develop our action plans – for more detailed information, have a look at our **Service Commitment Plan**.

# Supply interruptions

2023/24 duration

2024/25 target

**00:09:24**

**00:05:00**

## Our performance

Our ongoing work to manage water pressure across the network is a key factor in achieving our supply interruption target.

Protecting our water supply from third-party damage is essential, and we put in significant effort to educate those working near our pipes.

Our performance so far this year has been impacted by a small number of larger events which may result in us missing our target for 2024/25.

## What are we doing about it?

- We proactively contact third-parties to offer guidance and advice on how damage can be avoided.
- We have improved our website with lots more information which is also easier to use.
- We are looking out for any illegal use of our network which could cause an interruption.



## WHAT IS A SUPPLY INTERRUPTION?

A supply Interruption is when you are out of water for a period of time and calculated as the average number of minutes lost per customer for interruptions that lasted three hours or more.

## How does this affect YOU ?

We understand the inconvenience that supply interruptions can cause – we're changing the way we work to improve how quickly we restore your supply when interruptions do happen, but ultimately, we are trying to prevent them in the first place.

We are delivering training to our staff, holding vital equipment in localised store for better access to incident response equipment, and working on innovative solutions which allows supply to be restored for larger mains pipe while we work on the repair providing you with a reliable source of water.

We continue to develop our action plans – for more detailed information, have a look at our [Service Commitment Plan](#).



# Water quality

2024

**7.05**

2025 target

**1.50** (deadband<sup>3</sup>)

## Our performance

CRI performance in Bristol deteriorated slightly to 7.05 in 2023, which was ultimately caused by the hot dry summer putting pressure on our network.

Our learnings from this experience have identified additional measures that we can implement to reduce the risk of future failures for the long-term, and we have built these into our water quality enhancement programme for 2025-2030.

Our CRI performance remains challenging for the Bristol region and it's likely we will miss our annual target to 2025, although forecast a year-on-year improvement.

## What are we doing about it?

- We have taken action to improve the condition of the treated water tanks, but they will require longer-term improvements.
- The 'Quality First' programme, first launched in 2022 for South West Water, has been extended to Bristol so we can benchmark activity against best practice.
- While this 'Quality First' programme is reducing the risk of future compliance failures, longer-term investment will be ongoing.
- Continuing our lead replacement programme and network flushing will enable an enhanced risk assessment and rapid response to issues identified.

## WHAT IS CRI?

Since 2020, water quality is measured using the Compliance Risk Index (CRI), which measures the level of risk of companies not meeting the requirements of drinking water quality regulations – it does not mean the water was not safe to drink.

## How does this affect YOU?

Missing a "Water Quality" target may not directly mean a lower standard of drinking water, but it does highlight a level of risk that needs to be addressed.

Our commitments to deliver our Quality First programme will ensure the delivery of drinking water quality now and into the future.

We continue to develop our action plans – for more detailed information, have a look at our [Service Commitment Plan](#).



<sup>3</sup> Deadband: regulatory tolerance

# Per Capita Consumption

2023/24

**-0.1%**

2024/25 target

**-6.3%**

## Our performance

We're dedicated to protecting the environment and securing a reliable water supply for future generations. To help achieve this, we're committed to supporting you in using water more efficiently.

Changes to working pattern and other impacts of Covid-19 have effected performance for this measure. Ofwat have considered this as part of the PR24 process and published a report on these impacts.

We're taking steps to make it easier for you to save water, such as offering advice, tools, and resources tailored to your needs. By improving our services and raising awareness about water efficiency, we aim to make a positive impact on the environment while ensuring you have access to the water you need.

## What are we doing about it?

- We continue to educate the community by visiting schools and running community events featuring our scientific and educational projects on water conservation.
- Promoting our "Every Drip, Every drop" campaign, promoting water saving habits and distributing free water efficiency devices.
- Increase the uptake of metered properties through the 'Beat the Bill' or "Cheaper with a Meter" programmes.

## WHAT IS PER CAPITA CONSUMPTION?

Per Capita Consumption refers to the average amount of water consumed per person within the specific population (in this case the Bristol Water region) and is measured over a set period. This helps us understand consumption patterns and trends which in turn will help us reduce water usages and ensure a stable resource for future generations.

## How does this affect YOU ?

We continue to promote efficient water usage, which reduces the amount of water we need to abstract and treat, while also ensuring that customer bills remain low.

We continue to develop our action plans – for more detailed information, have a look at our [Service Commitment Plan](#).



# We need to do better and we're working on it.



Find out  
**more**



You can find more detailed information about our plans and keep track of our progress by clicking [here](#).

Now that you're in the know, you can have your say through our WaterShare+ panel. You can play your part to ensure we are a water company you can be proud of. Click [here](#) to get involved.



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