

Service Commitment Plan

November 2024



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Find out **more**

You can play your part to ensure we are a water company you can be proud of. Have your say through our WaterShare+ Customer Advisory Panel.



Click [here](#) to get involved.

Our commitment to improving performance

We recognise the importance of being open and transparent in our reporting, as well as giving customers and stakeholders the ability to monitor and compare our performance across the sector.

Common Outcome Delivery Incentive assessments

Each year Ofwat publish their Water Company Performance Report, comparing the performance of the 17 largest water and wastewater companies in England and Wales. Each company's performance is measured on 12 common performance commitments (for water and wastewater) and 8 (for water only) companies, as outlined in their respective Business Plans for 2020-2025.

Following Bristol Water's performance for 2023/24 as reported in our July 2024 Annual Performance Report, Ofwat have classified Bristol Water as 'average' based on how it has performed against performance commitment levels. This is an improved classification, with Bristol having been classified in the 'lagging' category for 2022/23 performance.

This improvement reflects the progress we are making, but we know there is more to do. Bristol Water is performing particularly well in the area of customer satisfaction, as reflected in the C-MeX score which has improved again this year, further showing that our plans are delivering results for customers.

Although performance has improved, Ofwat require a further year of service commitment plans (action plans) to be published to ensure these improvements are sustained. Our action plans have been developed to target improvements across our outcomes, and for the majority of measures we are forecasting to achieve the target this year.

Whilst we are publishing these actions, aligned with Ofwat's requirements, they have been developed as part of our continuous focus on delivering improvements. We have estimated the potential benefits we expect to see, however it is important to remember that our plans are dynamic, we will respond to events, trends and external developments and therefore these benefits may vary as our year continues – but our focus on delivering our targets does not.

By publishing our action plan and updates we seek to provide greater transparency on our performance providing both a version for customers and stakeholders, which was recognised as good practice for the industry.

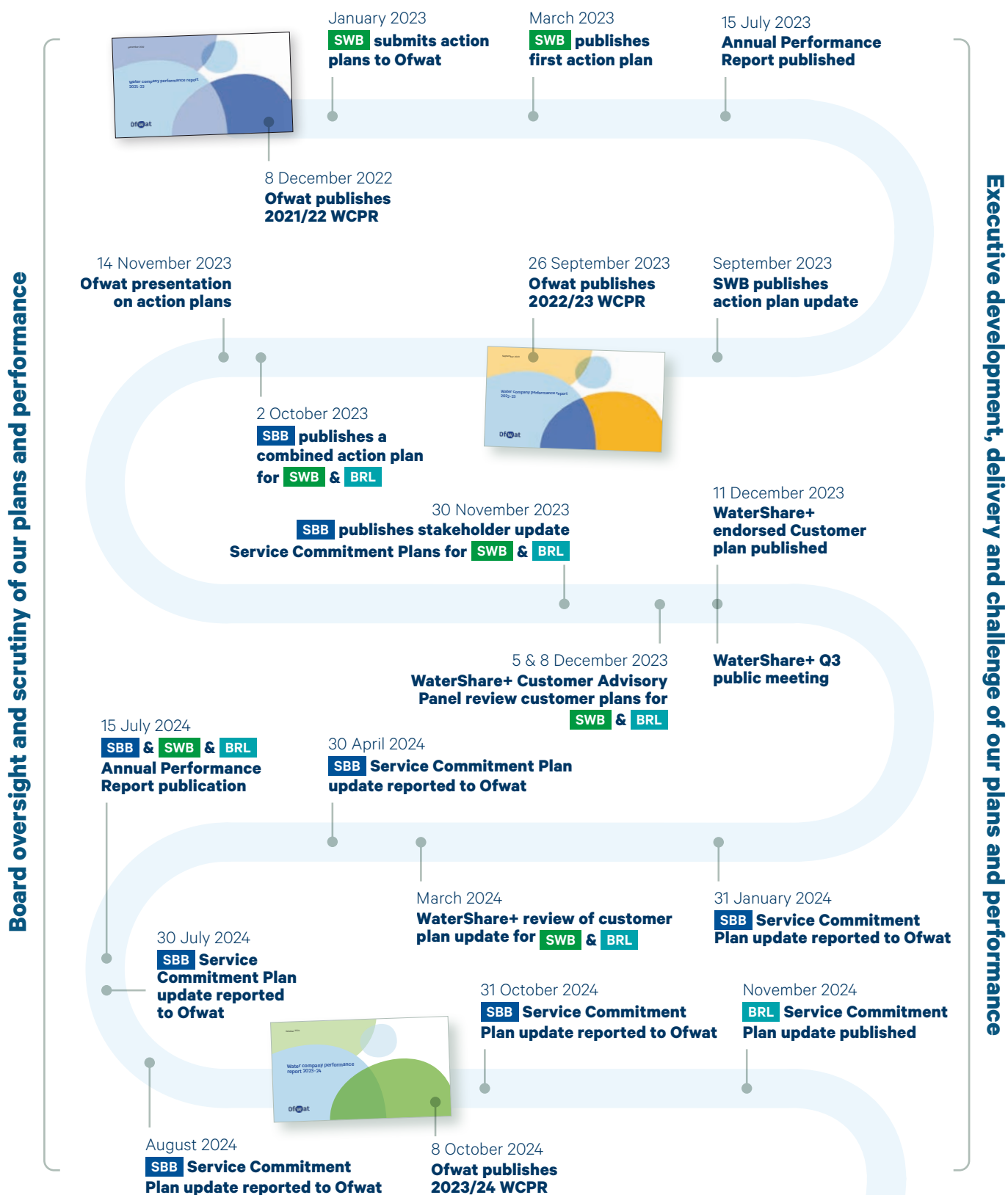
For South West Water, improvements made have resulted in the average position in respect of this performance assessment being sustained for the second year in succession, and it is not required to publish a service commitment plan.

Our purpose

Bringing water to life – supporting the lives of people and the places they love for generations to come



The development of our action plans



SBB

South West Water (SBB)
Refers to the combined company across all five regions (South West (Devon & Cornwall), Bristol, Bournemouth & Isles of Scilly)

SWB

South West (SWB)
Refers to the four regions Devon, Cornwall, Bournemouth & Isles of Scilly

BRL

Bristol (BRL)
Refers to the Bristol region

Monitoring our plan

Internal governance, challenge and review

We have a well-established governance framework to oversee and manage compliance with our obligations and performance commitments. This process starts at the operational level and progresses through the organisation, culminating at the Board level.



We will maintain this rigorous approach to monitoring our delivery against the actions outlined in our Service Commitment Plan. This method provides ample opportunity for consistent oversight and review, allowing for dynamic updates to track our progress against the commitments we have set. Our plans, along with our performance on key metrics, will be reported to Ofwat quarterly, with updates to the Service Commitment Plan published biannually.

Sharing our plan with customers and other stakeholders

WaterShare+ Customer Panel

WaterShare+

Our WaterShare+ Customer Advisory Panel offers customers a real stake and a say in our company plans and performance. We shared our first action plan in March 2023, and will continue to share updates including this revised Service Commitment Plan.

Other key stakeholders

Through our Community Partnership Team, we are proactive in meeting with communities. We launched this team early in 2021 with the aim of being much more visible in communities and to work with them to deliver more of what matters most to them. We regularly meet with parish councils, town councils, local action groups, local swimming groups and campaign groups, attending on average 15 meetings per week.

Many of these meetings are focused on our environmental performance and our WaterFit plan has been a strong platform to discuss key issues and prioritise and resolve local community issues. This will continue to be a key way to engage with communities about the issues that matter most.

WaterShare+ Customer Advisory Panel



2023/24 Performance

Summary of annual performance

2023/24 saw one of the wettest year on record – with particularly high levels of rainfall over the second half of the year, seeing exceptionally high groundwater levels. Ten named storms were experienced in the region with many more yellow weather warnings, which has tested the resilience of our assets and operations.

Areas of focus in our service commitment plan

Our Service Commitment Plan is focused on delivering improvements in our areas of focus.

While our CRI scores in Bristol Water remain outside the regulatory deadband, we continue to make progress through our 'Quality First' programme with investment at our Water Treatment Works. Our performance has been impacted due to higher incidents on our networks particularly at consumer taps following network burst events. Bristol Water performance was impacted by three events at our larger sites. Bristol are learning from the SWB approach and are applying the 'Quality First' programme (rolled-out with enhanced mains flushing, tank inspection and cleaning alongside staff survey and training) to improve performance.

Supply interruptions remain slightly adverse to target driven by events of scale which continue to impact our performance. Bristol has been primarily impacted by third-party damage in Hallen and a complex Christmas Day burst trunk main in Winterbourne – these two incidents accounted for 70% of supply interruptions in the Bristol area.

From a customer perspective, we continue to outperform our priority service and C-MeX targets. We are proud to have seen a raise in both the C-MeX score and our position in the industry.

In Bristol, our mains repairs performance has returned to target following the impact of the freeze / thaw in Winter 2022. Despite increased leakage activity, the rolling three-year average measure results in the impact of that freeze / thaw having an ensuring impact on delivering this target. Despite this, Bristol continues to have one of the lowest levels of leakage across the sector.

Unplanned outages in the Bristol area has improved following 2022/23 performance having been significantly impacted by clarifier outages at Purton WTW, one of our largest works. These impacts have however somewhat impacted the 2023/24 performance as they continued into early 2023/24. A multi-year programme is ongoing to reduce future risks through the replacement of clarifiers and work on the high lift pumps. We also have a program, of physical capacity testing, in place to ensure full compliance with 2024/25 performance commitment reporting guidance.





In 2021/22, Bristol was recognised in Ofwat's Water Company Performance Report as a 'leading' performer. However, the impact of extreme weather in 2022/23 resulted in Bristol being categorised as 'lagging.' Following the implementation of our 2023/24 plans, Bristol Water has now improved to the 'average' category.

Although leakage and per capita consumption (PCC) levels have reduced from the baseline the stretching annual targets based on three year average performance have not been achieved. In particular for PCC, performance has been impacted during the period by changed patterns of household usage following the Covid pandemic.

As in the South West and Bournemouth, the Board continue to be committed to our long term action plans for sustained, improved performance and will continue to track the performance of Bristol Water.

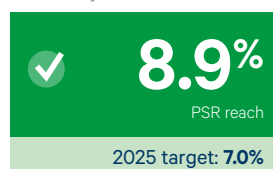


Overall
**69% of ODIs
on track**
or ahead of
target

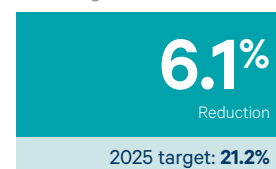
1. Customer satisfaction



2. Priority services



3. Leakage



4. Per Capita Consumption¹



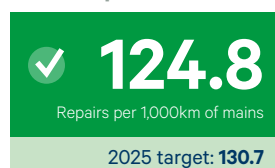
5. Supply interruptions



6. Water quality



7. Mains repairs



8. Unplanned outages



¹ 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.

² CRI score: target is zero with an industry deadband of 2.00.

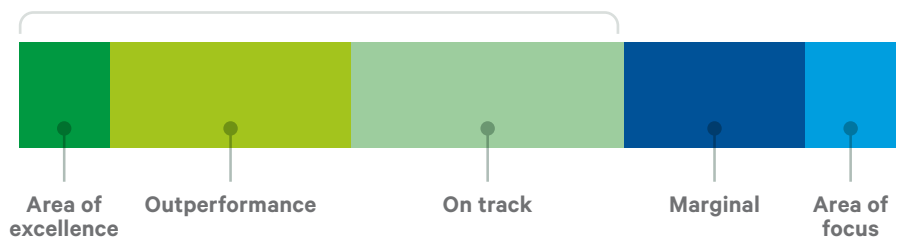
2023/24 Performance highlights – Outcome Delivery Incentive Delivery

Bristol Water has delivered 70% of its targets for 2023/24

- **Consistently strong customer service** – ranked 4th for C-MeX
- **Delivering more to support customers** – 100% customer affordability
- **Upper quartile performance for developer services** – ranked 5th for D-MeX
- **Minimising properties at risk of low pressure** – meeting 2025 targets
- **Mains repairs recovered from 2022/23** to meet target in 2023/24



70%



Areas of focus – Bristol



Leakage



2023/24 reduction target

19.0%

2023/24 reduction actual

6.1%

2025 reduction target

21.2%

Our 2023/24 performance

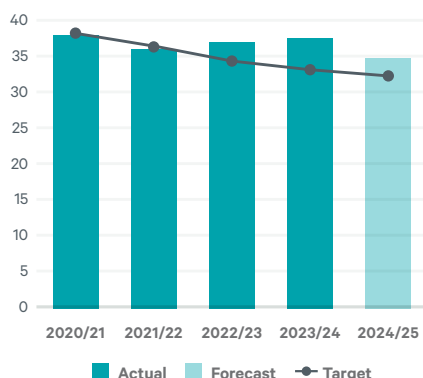
As a rolling three-year average measure, the impact of the freeze/thaw on our 2022/23 position is having an enduring impact on delivering this target, and therefore why we will potentially miss our target for this regulatory period. However, despite this Bristol continues to have one of the lowest levels of leakage across the sector.

Our plans to further tackle leakage include increasing acoustic network loggers, increasing pressure management and reviewing distribution systems specifically around Purton and Barrow treatment works, implementing a mains replacement scheme in the Priddy area whilst maintaining our active engagement with Bristol City Council to target more timely repairs.

We are developing a highly trained team to identify and investigate sudden leakage spikes and troublesome areas, providing an expedited response through this dedicated team.

This year expanded the scope of our network where active pressure management is undertaken, also reviewing the distribution system in the Purton and Barrow zones to better understand if pressure reduction has an impact on customers in these areas.

Leakage (3-year rolling average – MI/d)



Summary of our actions

People

Develop highly skilled dedicated teams to investigate nightline performance responding to sudden leakage spikes. Improved targeting of operational teams and reporting and dedicated inspectors on more stubborn leak areas.

Estimated benefit (MI/d)

↓ 0.35

Process

NEW Data review with third party support to ensure that operational teams are being focussed in high leak areas.

NEW Following a continual improvement review of processes. Daily data analysis of leak opportunities and quicker scheduling of crews successfully reduced leak run times during the recent freeze thaw. This revised process is to be standardised within the Network Operation Team.

Estimated benefit

↓ 0.40

Assets

We are targeting performance improvements through Mains Renewal Programme, also targeting Customer side leakage and Pressure management.

Improved Asset Performance Analysis through consolidation of data to support management oversight and quality management, and increased number of Acoustic Loggers to improve our understanding of the network to reduce our response time.

Estimated benefit (MI/d)

↓ 2.33



To find out more, please see our detailed action plans in the appendix.

Supply interruptions



2023/24 target

00:08:03

2023/24 actual

00:09:24

2025 target

00:05:00

Our 2023/24 performance

We have continued to invest in replacing old pipes to ensure the risk of incidents is reduced. Our severe weather taskforce continues to plan and take proactive measures to minimize the impact of weather events on customer supplies.

Our proactive planning has maintained consistent supplies to customers during both planned and unplanned events through the use of rezones, infusion tankering, and the unwavering dedication of our operational teams. While our performance at 5 minutes 44 seconds is above the performance commitment target, we are forecasting improved performance compared to the previous year (2023/24), and our underlying performance excluding large incidents remains positive.

In the unfortunate situations when Bristol cannot achieve these high standards, alternative water supply solutions are promptly deployed, such as using tankers or delivering bottled water to affected customers. Our focus remains on root cause management and event prevention—prioritizing the prevention of third-party damage and ensuring continuous water supply across our regions.

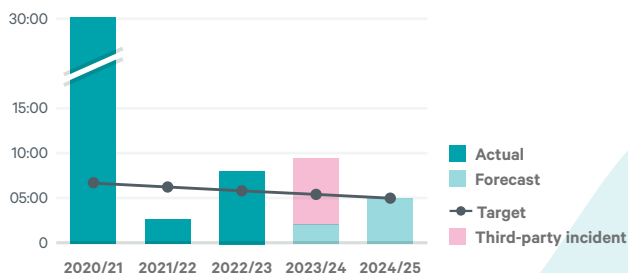
This focus is critical to our performance, as our year-to-date position was significantly impacted by two third-party events. To address this, we have undertaken a comprehensive review of third-party damage-related interruptions, with actions including:

- Proactively contacting developers and major contractors to offer guidance and advice on avoiding damage events.
- Enhancing our website to provide more information and improve usability.
- Offering a rechargeable watching brief service for third parties digging near our mains.
- Monitoring illegal standpipe use and connections, targeting identified 'hotspot' areas and third-party users.

This approach has been further strengthened by the introduction of 24-hour Incident Officers—water network specialists based in our control room who actively monitor the health of our mains and often identify potential issues before customers become aware of them.

These initiatives, combined with our proactive planning and operational excellence, ensure that we continue to deliver resilient and reliable services to our customers while driving improvements in performance.

Supply interruptions (duration mm:ss)



Summary of our actions

People

Training and competency is a key focus area for the Network team in 2023/24 and includes themes specific to reducing supply interruptions

Third Party Damage – developing processes and supporting information to proactively educate third parties, supported by improved website information alongside enhanced monitoring illegal standpipe use and connections including identified 'hot spot' areas with experienced personnel.

Estimated benefit

↓ 00:01:00

Process

Development of the CWS to establish the provision of filled ready to deploy tankers is being reviewed in line with learnings shared by the South West Water team

Improved management and oversight to enhance several processes, strengthening our learnings from events ensuring that there is always technical support and resource available during supply interrupting events

Estimated benefit

↓ 00:01:00

Assets

Mains renewal programme

Estimated benefit

↓ 00:02:20



To find out more, please see our detailed action plans in the appendix.

Water quality



2023/24 CRI target (deadband)

2.00

2023/24 CRI actual score

7.05

2025 CRI target (deadband)

1.50

Our 2023/24 performance

Our CRI performance remains challenging for the Bristol regions, and it's likely we will miss our annual target to 2025. Our investigations have identified the condition of the treated water tank and a valving arrangement as the likely causes for these failures.

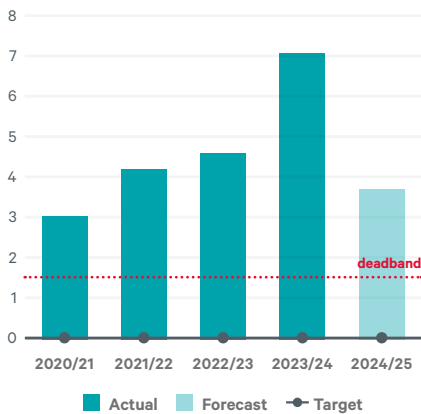
While we have implemented remedial actions, these require longer-term improvements.

Further enhanced maintenance and resilience improvements are being delivered across our water treatment works with specific sites targeted for improvement. Consistent with our action plan published for South West, we are rolling out our Quality First programme in Bristol, targeting key areas for improvement.

Continuing our lead replacement programme and network flushing will provide an enhanced risk assessment and rapid response to issues identified. Despite these actions, we recognise that, to meet the target further long-term investments is needed and we are not expected to meet the target for 2024/25.

Our learnings from experiences during this regulatory period have identified additional measures that we can implement to reduce the risk of future failures and informed our proposed water quality enhancement programme for the 2025-2030 period.

Water quality compliance (CRI score)



Summary of our actions

Assets

Network flushing and trunk main conditioning programme to reduce iron, aluminium and manganese, mitigating this risk of water quality failure.

Process reconfiguration / improved chlorine dosing arrangements, tank cleaning and inspection, enhanced operational maintenance regimes

The 'Quality First' programme, which targets improvements at our treatment works and networks has been extended to Bristol to benchmark activity against best practice

Enhanced Sampling facilities at high risk WTWs and reservoirs, ensuring representative samples are collected

Estimated benefit

↓ 2.92



To find out more, please see our detailed action plans in the appendix.

Mains repairs



2023/24 target

132.7

2023/24 actual

124.8

2025 target

130.7

Our 2023/24 performance

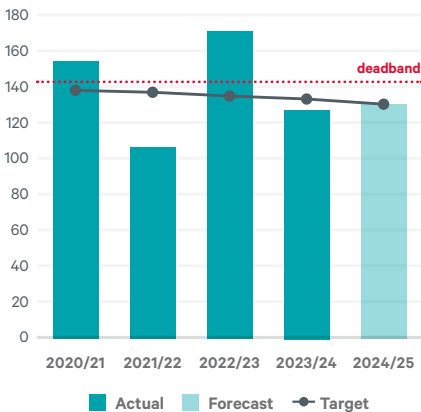
When our mains get damaged or fail, it is vitally important that these are repaired to ensure that we do not waste valuable water and that customers are kept in supply. We measure the number of mains that we have reactively repaired in the year and divide it by the total length of mains to indicate the performance of our mains network.

We minimise the likelihood of mains bursts by replacing targeted sections or whole areas of poorly performing pipes. We minimise high pressure risks where we can and monitor the network for ‘transient’ pressure spikes that can lead to mains failures. Alongside this, our network teams employ calm network operational techniques.

By understanding where our mains are likely to burst and where pressure puts our mains under additional strain, our plans mains replacement programme and pressure management regime will complement our leakage performance, ensuring we are proactively identifying addressing issues before the public are aware – finding and fixing leaks to minimise the impact on leakage performance.

For 2023/24 our performance returned to target despite an increase in focus from our leakage programme. We have also carried out a ‘zonal’ mains renovation scheme of the distribution network supplying the area of Priddy in the Mendip Hills.

Mains repairs (per 1,000km of main)



Summary of our actions

People

Training and development – Utilising the Network Training Centre (NTC) located at Pynes WTW to train internal teams and partners who operate on network

Estimated benefit
(bursts p.a.)

↓ 3

Assets

Our Mains renewal programme supplying the area of Priddy in the Mendip Hills with a further target of c.13km of water mains replaced in 2024/25.

Estimated benefit
(bursts p.a.)

↓ 37.5



To find out more, please
[see our detailed action
plans in the appendix.](#)

Unplanned outages



2023/24 target
2.34%

2023/24 actual
2.06%

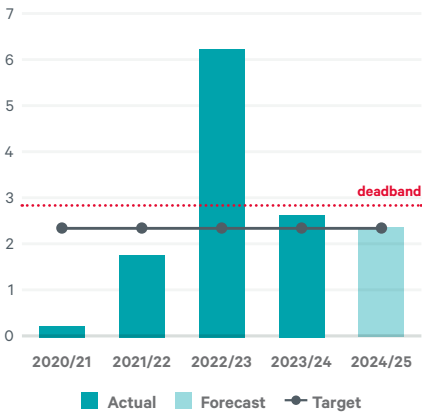
2025 target
2.34%

Our 2023/24 performance

Water treatment unplanned outages provides a means of assessing reliability of our water treatment works. It tracks the temporary loss of production capacity across all water treatment works, resulting from unplanned breakdowns and asset failure.

Outages at Purton Treatment Works caused us to significantly miss the 2022/23 target, and these outages carried on into the early part of 2023/24. This led to us narrowly missing the target for the year. A multi-year programme is ongoing to reduce future risks through the replacement of clarifiers and work on the high lift pumps.

Unplanned outages (%)



Summary of our actions

Process

A new reporting process to align with SWB to allow simpler management of unplanned outages. This new tracking process will enable long term trends to be drawn out to reduce repeat offenders

Estimated benefit **↓ 0.1**

Assets

Pump, Clarifier and Generator refurbishment at Purton WTW and Barrow WTWs

The 'Quality First' programme, which targets improvements at our treatment works and networks has been extended to Bristol to benchmark activity against best practice

Estimated benefit **↓ 1.5**



To find out more, please see our detailed action plans in the appendix.

Per Capita Consumption



2023/24 reduction target

5.1%

2023/24 reduction actual

0.1%

2025 reduction target

6.3%

Our 2023/24 performance

We recognize the importance of protecting our environment and securing our water supply for future generations. To achieve this, we are committed to helping customers reduce their water consumption. By lowering Per Capita Consumption (PCC), we aim to balance long-term water resource demand and minimize the need for water abstraction, supporting broader environmental conservation efforts.

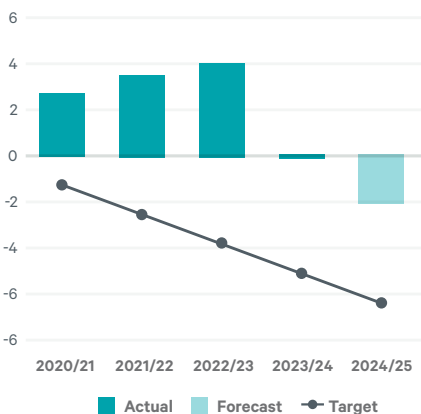
We have launched several scientific and educational projects on water conservation targeting schools and community events. Our initiatives include using interactive displays like the water bar and water towers, focusing on educating both customers and youth about efficient water use.

We continue to drive awareness through our “Every Drip, Every Drop” media campaign, promoting water-saving habits and distributing free water efficiency devices such as pipe lagging, shower timers, water butts, and swell gel. These efforts aim to encourage responsible water use among households.

We are increasing the uptake of metered properties through the ‘Beat the Bill’ or ‘Cheaper with a Meter’ optant programmes, supporting our water efficiency initiative by encouraging customers to use water more efficiently through price incentives.

Our actions are expected to lead to a reduction in PCC, helping us meet our targets while enhancing customer engagement and awareness. We remain committed to tracking progress and adjusting strategies as needed to achieve sustained improvements in water efficiency.

Per Capita Consumption (% reduction)



Summary of our actions

People

Deliver scientific and educational projects on water conservation to schools and public events, utilising our water bar and towers to educate customers and the youth on water efficiency measures.

Promote the efficient use of water and continue our marketing media campaigns to increase awareness of water efficiency.

Estimated benefit
(l/p/d)

↓ 1.2

Assets

Increase the percentage of properties with a meter from 65.9% to 75% through a continuation of our change of occupancy. As well as programmes to support our water efficiency programme.

Estimated benefit
(l/p/d)

↓ 1



To find out more, please
see our detailed action
plans in the appendix.

Leakage

People	Actions	Est. benefit	Delivery
Skills & knowledge	Active Leakage Control – Focus on driving nightline to historic lowest recorded level across our 4 operational areas through improved targeting of operational teams and reporting..	0.1 MI/d	April 2023 – completed, ongoing
Active leakage control	At the end of 2022/23 we increased resources in our Active Leakage Control (ALC) team which enabled us to deliver significant performance of over 1 leak detected per person per day. As a step change, we built additional smaller teams enable us to dedicate inspectors on the more stubborn leak areas. This change will be mostly realised in 2023/24, with some benefit continuing into 2024/25.	0.25 MI/d	April 2023 – complete 2024/25
Process	Actions	Est. benefit	Delivery
Data analysis	NEW Data review with third party support to ensure that operational teams are being focussed in high leak areas.	0.2 MI/d	Complete, results being used on an ongoing basis
	NEW Following a continual improvement review of processes. Daily data analysis of leak opportunities and quicker scheduling of crews successfully reduced leak run times during the recent freeze thaw. This revised process is to be standardised within the Network Operation Team.	0.2 MI/d	Complete, results being used on an ongoing basis
Assets	Actions	Est. benefit	Delivery
Mains renewal programme	Mains replacement scheme in Priddy area where there has been a high propensity of bursts. In 2023/24 12km replaced, in 2024-25 13km replaced. This scheme will also benefit WQ (discolouration) and supply interruption ODIs.	0.1 MI/d	April 2023, Complete 2024/25
Customer side leakage	Private pipes have a much higher run time compared to company leaks and make up around 1/3 of total leakage. We have expanded the free repairs/ subsidy payments under our “leak stop” scheme during 2023-24 and will sustain this in 2024-25	0.03 MI/d	October 2022, Complete 2024/25
Asset performance analysis	Increased number of Acoustic Loggers to increase the number of permanent loggers by 19,650, further increasing our understanding of the network and reduce our response time.	2.1 MI/d	November 2023, Completion May 2024
Pressure management	Expand the scope of our network where active pressure management is undertaken. In 2023/24 we will review the distribution system in the Purton and Barrow zones on our network to understand if a reduction will have a negative impact on customer before proceeding with the installing of PRVs.	0.1 MI/d	May 2023, Completion May 2024

Supply interruptions

People	Actions	Est. benefit	Delivery
Training	<p>Training and competency is a key focus area for the Network team in 2023/24 and includes themes specific to reducing supply interruptions including:</p> <ul style="list-style-type: none"> • Manager training on network analysis tools and equipment so that we can recognise an event with more speed and accuracy. • Priority access to the Network Training Centre (NTC) at South West Water's Pynes WTW. • Incident Officers introduced April 2020 and Network Event Manager rota introduced July 2023 ensure 24/7 management of supply interruption events. 	00:00:15 - 00:00:20	2023/24, Completed, ongoing
Third party damage	<p>During 2022/23 further focus areas were developed which will be progressed in 2023/24:</p> <ul style="list-style-type: none"> • Proactively contacting developers and major contractors offering guidance and advice on how damage events can be avoided. • Improved website with more information and easier to use. • Asset Protection Officer. Continuation of the provision of dedicated experienced person to proactively educate third parties, pursue compensation and promote best practice through our public facing communication channels. • Provide a rechargeable watching brief service when third parties must dig close to our mains. • Monitoring illegal standpipe use and connections including identified 'hotspot' area. 	00:00:40	2024/25 – in progress, on track
Process	Actions	Est. benefit	Delivery
Responsiveness	Improved processes for managing events – utilisation of data packs ("grab packs") created specifically for DMAs prone to will ensure less time is required to identify effected customers and rezoning options to reduce impact.	00:00:45	Complete – ongoing BAU
Pressure management	Further studies and live pressure management trials are continuing through 2023/24.	Insight only	
Management & oversight	<p>Several processes are in place to strengthen our learnings from events and to ensure these learnings are deployed when needed:</p> <ul style="list-style-type: none"> • A 2 hour, 2 day, 2 week (2-2-2) event management and data capture process was established primarily to reduce the impact of supply interrupting events and near misses. • Dedicated standby rota of Network experts was developed in 2022/23 to ensure that there is always technical support and resource available during supply interruption events. 		

Supply interruptions continued

Process	Actions	Est. benefit	Delivery
Development of the CWS team	<ul style="list-style-type: none"> The CWS specific plant and equipment is spread across a number of sites and plans for a central location or locations are being developed. The process around the provision of filled ready to deploy tankers is being reviewed in line with learnings shared by the South West Water team. Emergency tankering support from and to north Devon is being developed with South West Water colleagues. A project to share centralised large plant and equipment across all Network functions and Network Plus (our operational delivery partner) is being progressed. Increasing 24/7 Continuous Water Supply (CWS) teams and optimising the activation and deployment processes. 	00:00:10 - 00:00:15	Complete – ongoing BAU
Asset	Actions	Est. benefit	Delivery
Mains renewal programme	c.12km of water mains to be replaced in 2023/24/25.	00:00:10	2024/25 – in progress, on track
Rezoning	NEW 222 root cause analysis of events has identified opportunities for improved resilience by installing valves that will enable better rezoning and reduction in customer outages should an event happen on the same main. A further review will be carried out with experienced Network Managers and staff for them to identify areas they consider there are opportunities to install suitable connections or valves to improve resilience.	00:00:10 - 00:00:15	2024/25 – in progress, on track
Controlled zones	NEW During events there has been delays in repair times when the water main is within a health and safety control zone for oil pipelines, high pressure gas mains and high voltage cables. These are to be included in “grab packs” to enable early contact with the asset owner to mobilise agreement for safe excavation.	00:00:10	2024/25 – in progress, on track

Water quality

Assets	Actions	Est. benefit	Delivery
Lead replacement	Ongoing Lead replacement of communication pipes (BRL owned) as required under regulation 30 and in response to water quality sampling breaches. Customer side supply pipe replacement to commence with DWI Section 19 Undertaking delivery of 500 replacements.	Qualitative	2024/25 – in progress
	Customer side supply pipe replacement to commence with DWI Section 19 Undertaking delivery of 500 replacements.		
Network flushing	Network flushing and trunk main conditioning programme to reduce iron, aluminium, and manganese, mitigating this risk of water quality/metals failure.	0.2	2024/25 – in progress
Tank integrity & cleansing	Littleton WTWs – Process reconfiguration/improved chlorine dosing arrangements, tank cleaning and inspection, enhanced operational maintenance regimes. Improved WTW process performance leading to improved microbiological compliance.	1.8	Complete – ongoing
	Purton WTWs – treated water tank inspection and refurbishment. Restoring tank condition (integrity) leading to improved microbiological compliance.	0.6	Complete – ongoing
	Banwell WTWs – remedial works to treated water tank zone/removal of ‘dead area’ and improve WQ performance for microbiological compliance.	0.15	Complete – ongoing
	Cheddar WTW – tank inspection and remedial works to both treated water tanks. Restoring tank condition (integrity) leading to improved microbiological compliance.	TBC	Complete – ongoing
	Tank inspection report remedials to improve tank integrity and water quality compliance.	0.05	2024/25 – in progress
Sampling	Sampling facilities enhancement at high risk WTWs, ensuring representative samples are collected.	0.02	2024/25 – in progress
	Sampling facilities at high-risk service reservoirs, ensuring representative samples are collected.	0.05	2023/24 – in progress
External engagement	Water Quality Notices and recommendations reviewed with the DWI.	Maintaining position	Ongoing
Service reservoir turnover	Critical review of service reservoir turnover. Reduce risk of microbiological re-growth and failures. Specific actions identified at Yarely service reservoir and Failin Tower.	0.05	Complete

Mains repairs

People	Actions	Est. benefit	Delivery
Training & development	Utilise the Network Training Centre (NTC) located at Pynes WTW to train internal teams and partners who operate on network during the second half of 2023/24.	3 bursts per annum	Jan 2024 – completed
Asset	Actions	Est. benefit	Delivery
Mains renewal programme	The programme will carry out a zonal mains renovation scheme of the distribution network supplying the area of Priddy in the Mendip Hills. The work will involve replacing all of the original asbestos cement and PVC pipes that remain across 3 Wastewater Meter Districts.	18 bursts per annum	Jan 2024 – completed March 2024
	Our mains Renewal Programme will target c.13km of water mains replaced in 2024/25.	19.5 bursts per annum	2024/25 – in progress, on track

Unplanned outages

Process	Actions	Est. benefit	Delivery
Integrated tracking	The Asset Management team are working with IT to create a new reporting process to align with SWB to allow simpler management of unplanned outages and to bring to the fore any outages that need to be managed. This new tracking process will enable long term trends to be drawn out to reduce repeat offenders.	0.1%	October 2023 – March 2024 – in progress
Asset	Actions	Est. benefit	Delivery
Mains renewal programme	Undertake ‘Clarifier’ repairs at Purton WTW. Purton WTW Clarifier project is currently being delivered by CRL and has a team on site working on the renovations of the clarifiers.	0% – now covered by renovated clarifiers	October 2023 – in progress, on track
	Complete high lift pump refurbishment for the Purton High Lift Pumps.	0% – now covered by temp pump	October 2022 – in progress
	Complete enhancements to the Barrow Ozone Generator.	1.3%	October 2023 – completed
	Carry out full test flows over the remainder of the year to give greater clarity on the stated PWPC within the WRMP.	0.1%	Nov 2023 – Oct 2024
	Quality First Programme delivery has identified high risk sites and assets that could impact Water Quality and outage if they failed. Accelerated programme developed.	0.1%	October 2023 – in progress, on track

Per Capita Consumption

People	Actions	Est. benefit	Delivery
Water efficiency	NEW Deliver scientific and educational projects on water conservation to schools and public events, utilising our water bar and towers to educate customers and the youth on water efficiency measures.	0.2 l/p/d	April 2024 – in progress, on track
	NEW Promote the efficient use of water and continue our marketing media campaigns to increase awareness of water efficiency such as “Every Drip, Every Drop” and utilising free water efficiency devices (Pipe Lagging, Shower Timers, Water Butts & Swell Gel).	1 l/p/d	April 2024 – in progress, on track
Asset	Actions	Est. benefit	Delivery
Metering	NEW Increase the uptake of metered properties through the ‘Beat the Bill’ or ‘Cheaper with a Meter’ optant programmes, supporting our water efficiency initiative by encouraging customers to use water more efficiently through price incentives.	1 l/p/d	April 2023 – in progress

Find out **more**

You can play your part to ensure we are a water company you can be proud of. Have your say through our WaterShare+ Customer Advisory Panel. Click [**here**](#) to get involved.