

Quality Information		Anglian	Welsh	Northumbrian	Severn Trent	Southern	South West	Thames	United Utilities	Wessex Water	Yorkshire	Affinity	Bournemouth	Bristol	Dee Valley	Portsmouth	South East	South Staffs	Sutton and East Surrey	Northern Ireland	Scottish	
Water Service																						
1	Coliform Failures on WTW's	% (total of WTW) *	0.04%	0.02%	0.02%	0.03%	0.00%	0.04%	0.03%	0.06%	0.00%	0.01%	0.00%	0.03%	0.08%	0.00%	0.03%	0.03%	0.00%	0.02%	0.06%	
2	Coliform Failures on SR's	% (total of SR) **	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.20%	
3	Number of discolouration contacts (brown, orange, black)	Rate per 1,000 population (2 decimal places)	0.39	2.19	0.66	1.03	0.80	2.34	0.12	0.88	0.68	1.03	0.31	0.03	0.94	1.32	0.07	0.98	0.85	0.22	1.69	1.26
4	DWI Incidents - all incidents notified	Rate per 10,000 population (2 decimal places)	0.14	0.10	0.05	0.12	0.07	0.15	0.02	0.08	0.23	0.05	0.06	0.00	0.14	0.19	0.03	0.11	0.08	0.07	0.32	1.57
5	Iron compliance (as per DWI CIR)	%	99.89%	99.43%	99.62%	99.74%	99.89%	99.66%	99.82%	99.75%	99.94%	99.60%	100.00%	100.00%	99.56%	100.00%	100.00%	99.37%	99.68%	100.00%	not reported	92.76%
6	DMI (as per DWI CIR)	%	99.95%	99.82%	99.86%	99.90%	99.96%	99.87%	99.92%	99.89%	99.98%	99.86%	99.99%	100.00%	99.83%	100.00%	100.00%	99.76%	99.89%	100.00%	not reported	99.97%
7	Pollution Incidents Category 1 & 2 Water	Number	0	0	0	1	0	0	0	1	0	2	1	0	0	0	0	0	0	0	0	3
8	Pollution Incidents Category 3 Water	Number	4	0	4	25	4	5	6	26	21	18	1	0	0	0	0	8	4	2	0	6
Sewerage Service																						
9	Pollution Incidents Category 3 Sewage	Number	142	107	152	293	160	152	224	170	83	214									117	247
10	STWs failing LUT consent (MD109)	% of total STWs	0.14%	0.50%	0.63%	0.00%	0.00%	4.20%	0.00%	1.76%	0.00%	0.00%									7.20%	0.33%
11	STWs failing LUT consent (MD109)	% of population served	0.33%	0.03%	0.16%	0.00%	0.00%	0.87%	0.00%	11.86%	0.00%	0.00%									1.45%	0.48%
12	Discharge permit compliance (MD109)	% of population served	92.96%	96.32%	99.84%	78.14%	98.35%	89.94%	98.90%	88.14%	99.21%	99.32%									not reported	99.52%
Other Non- Financial Performance																						
Water Service																						
13	Mains bursts	Number	4,483	3,012	3,819	5,784	1,322	2,250	6,296	4,785	1,663	5,027	2,201	260	764	169	219	2,307	895	212	1,972	6,784
14	DG2 Low Pressure	Properties below reference level at end of year (number)	462	98	221	162	288	167	0	262	126	11		0	71	25	71	53	1	48	900	47
15	DG3 Interruptions to Supply	Unplanned interruptions - more than 6 hours (number)	13,481	30,007	5,112	32,214	13,722	10,520	52,811	49,626	1,094	20,574	14,619	140	6,707	41	216	23,287	387	1,117	8,699	6,434
16	DG3 Interruptions to Supply	Unplanned interruptions - more than 12 hours (number)	1,256	5,023	1,030	8,360	9,390	488	15,151	11,431	72	3,414	1,771	0	3,132	0	17	11,737	40	362	841	716
17	DG3 Interruptions to Supply	Unplanned interruptions - more than 24 hours (number)	117	1,002	95	205	1,268	8	1,785	2,012	0	1,425	184	0	0	0	0	10,431	0	0	32	12
Sewerage Service																						
18	DG5 Internal Flooding	Properties flooded in the year (overloaded sewers) (number)	27	21	24	22	108	17	74	272	19	69									3	95
19	Internal Flooding - S105A	Properties flooded in the year (overloaded sewers - S105A) (number)	2	1	1	6	2	0	1	2	2	2									n/a	n/a
20	DG5 Internal Flooding	Properties flooded in the year (other causes) (number)	176	207	119	504	276	96	1,227	839	82	346									38	389
21	Internal Flooding - S105A	Properties flooded in the year (other causes - S105A) (number)	189	104	218	272	116	54	256	416	77	503									n/a	n/a
22	Rising main failures	Total number of rising main failures (number)	126	67	14	77	38	48	51	81	89										9	n/a
23	Rising main failures - S105A	Total number of S105A rising main failures (number)	n/a	n/a	0	0	0	0	2	0	0										n/a	n/a
24	Sewer Collapses	Total number of gravity sewer collapses (number)	121	795	24	782	39	123	238	261	201	172									1,218	1,663
25	Sewer Collapses - S105A	Total number of S105A gravity sewer collapses (number)	219	481	58	28	161	185	361	356	154										n/a	n/a
26	Sewer Blockages	Total number of sewer blockages (number)	11,885	26,771	2,861	21,494	10,986	3,754	55,103	7,473	4,408	19,423									15,991	11,236
27	Sewer Blockages - S105A	Total number of S105A sewer blockages (number)	31,786	17,734	10,884	22,613	11,261	4,838	29,574	13,906	8,745	13,580									n/a	n/a
Health and Safety																						
28	Health and Safety Information	Employee total	4,190	2,909	3,051	5,349	2,311	1,354		6,099	2,091	2,350	1,146	199	466	178	244	920	430	266	1,230	3,870
29	H&S	RIDDOR reportable events/1,000 employees	2.86	3.44	3.28	1.68	0.87	5.17		3.61	7.17	5.53	4.36	10.05	2.14	5.62	0.00	0.00	6.98	0.00	5.69	1.90
30	H&S	Major & fatal accident rate/1,000 employees	0.67	1.03	0.00	0.00	0.43	0.00		0.66	0.48	0.85	0.00	0.00	0.00	0.00	0.00	0.00	2.33	0.00	0.00	1.40

N.B. Number of WTWs with determinations containing coliforms as % of total number of samples taken for coliform bacteria

N.B. Number of service reservoirs where >5% samples taken exceeded maximum concentration allowed as % of total number of service reservoirs tested for microbiological

N.B. Number of works that have failed as % of total number of works
 N.B. Population served by works that have failed as % of total population served for sewerage
 N.B. Population served by compliant works as % of total population served for sewerage

JR Ref

T11 L12
 T2 L3
 T2 L6
 T2 L7
 T2 L8

T3 L2

T3 L2
 T3 L7

T16a L1
 T16a L2

T16a L3
 T16a L3

T41 L1
 T41 L7
 T41 L9