














# Delivering our outcomes – ODI performance table

We measure our performance against 32 commitments, or Outcome Delivery Incentives (ODIs), which appear throughout this report. This table lists them all, together with our targets.

ODI	Target	RAG <sup>1</sup>	Comments
Serviceability: Water infrastructure	Green		The key measure of how we invest in our below-ground water supply assets to keep their service at an acceptable level. It is split across four measures, each assessed as green, amber or red. Although three measures are at green, because the measure for supply interruptions is at amber for the second year in a row this year, the ODI itself is assessed as amber.
Serviceability: Water non-infrastructure	Green		The key measure of how we invest in our above-ground water supply assets to keep their service at an acceptable level. It is split across three measures, each assessed as green, amber or red. With all three measures at green this year, the ODI itself is assessed as green.
Serviceability: Sewerage infrastructure	Green		The key measure of how we invest in our below-ground water recycling infrastructure assets to keep their service at an acceptable level. It is split across four measures, with each one assessed as green, amber or red. With all four measures at green this year, the ODI itself is also assessed as green.
Serviceability: Sewerage non-infrastructure	Green		The key measure of how we invest in our above-ground water recycling infrastructure assets to keep their service at an acceptable level. It is split between two measures, both assessed as green, amber or red. With both measures assessed as green this year, the ODI itself is also assessed as green.
Service Incentive Mechanism (SIM) score	N/A	 81.98	This measures the level of customer satisfaction with our service out of 100. While the financial incentives did not apply in 2019/20, Ofwat has instructed companies to report using a proxy measure using a different methodology than in previous years. This measure is replaced by C-MeX from April 2020. In 2018/19, the final year of full SIM reporting, we finished top of the league table for all water companies.
Qualitative SIM score – water and sewerage companies (WaSCs) rank	Top three	 4/10	The qualitative element of SIM is based on ratings from customers who have contacted us throughout the year. For 2019/20 Ofwat has instructed companies to report using a proxy measure using a different methodology than in previous years.
Water supply interruptions	12 minutes	 18 minutes, 39 seconds	This measures time lost due to water supply interruptions. Having beaten our target for each of the first four years of the AMP, this year's performance has been severely impacted by the incident at Leighton Linlode in December 2019 (see page 53).
Leakage – three-year average	192MI/d	 185MI/d	The volume of water escaping from our pipes each day. We have cut leakage by a third since privatisation to industry-leading levels – around half the national average based on the amount of water lost per kilometre of main.
Pollution incidents (Category 3)	298	 254	The number of pollution incidents classed as Category 3 by the Environment Agency that are due to escapes from our water recycling network. Performance is ahead of our target, which was to have no more than 298 Category 3 incidents.
Percentage of bathing waters attaining excellent status	67% by 2019/20	 61%	The Environment Agency classifies bathing waters as Excellent (required for Blue Flag awards), Good, Sufficient or Poor. This measures the percentage of bathing waters in our region that attain Excellent status. In the majority of cases, declining results have been impacted by factors outside our control, including extreme weather, and we work with others to tackle third-party pollution.
Properties at risk of persistent low pressure	257 by 2019/20	 148	The number of properties where customers may be affected by persistently low-pressure water supplies. We supply 2.2 million properties.
Properties flooded internally from sewers – three-year average	448 by 2019/20	 296	The number of properties flooded internally by water from our sewers, with our performance given as a three-year average. This has been our best year to date.
Properties flooded externally from sewers – three-year average	6,159 by 2019/20	 3,631	The number of properties flooded externally by water from our sewers, with our performance given as a three-year average. This has been our best year to date.

ODI	Target	RAG <sup>1</sup>	Comments
Water quality contacts	1.23	● 1.15	The number of contacts we receive from customers about the appearance, taste and odour of their water. This is at a record low for the fourth year running, with this year's total a significant improvement on previous years.
Percentage of sewerage capacity schemes incorporating sustainable solutions	25% by 2019/20	● 39%	We have set ourselves a target to deliver 25 per cent of the sewerage capacity schemes completed in the five years to 2020 using sustainable solutions. We delivered 33 schemes with sustainable solutions; some solely by Anglian Water and some in partnership with others.
Customer Satisfaction Index prepared by UK Institute of Customer Service	Upper quartile by 2019/20	● 74.6%	This measures our performance on the annual Customer Satisfaction Index. We are ranked against the other utility companies that take part in the survey.
Value for money perception – variation from baseline against WaSCs (water)	0%	● -1%	Each year the Consumer Council for Water asks if customers think our water services are value for money. This shows how our score for the year has changed against our baseline performance. We are committed to at least maintaining levels of satisfaction.
Value for money perception – variation from baseline against WaSCs (sewerage)	0%	● -1%	Each year the Consumer Council for Water asks if customers think our water recycling services are value for money. This shows how our score for the year has changed against our baseline performance. We are committed to at least maintaining levels of satisfaction.
Fairness of bills perception – variation from baseline against WaSCs	0%	● 2%	Each year the Consumer Council for Water asks if customers think our bills are fair. This shows how our score for the year has changed against our baseline performance. We are committed to at least maintaining levels of satisfaction.
Affordability perception – variation from baseline against WaSCs	0%	● 1%	Each year the Consumer Council for Water asks if customers think our bills are affordable. This shows how our score for the year has changed against our baseline performance. We are committed to at least maintaining levels of satisfaction.
Mean Zonal Compliance	100%	● 99.96%	The key measure used by the Drinking Water Inspectorate to determine compliance with the stringent regulatory drinking water standards for England and Wales.
Percentage of population supplied by single supply system	24.7% by 2019/20	● 24.1%	We continue to improve the resilience of supplies to ensure the majority of people can be supplied from more than one source. Through implementing a programme of schemes, we have met our target for 2020.
Frequency of service-level restrictions (hosepipe bans)	Once every 10 years	● Once in the last 10 years	We have committed to limit hosepipe bans and other service restrictions to no more than once every 10 years. The last hosepipe ban was in 2012.
Security of Supply Index (SoSI) – dry year annual average	100	● 99 <sup>2</sup>	Measures the balance of supply and demand, incorporating risk factors. Used to identify any risk of a water shortage within our supply area and expressed as a score out of 100.
Security of Supply Index (SoSI) – critical period (peak) demand	100	● 100	Measures the balance of supply and demand, incorporating risk factors. Used to identify any risk of a water shortage within our supply area and expressed as a score out of 100.
Per property consumption (PPC)	305 by 2019/20	● 316	The average water consumption of the households in our region in litres per household per day. Demand has reduced by eight litres per day versus 2018/19, when we had an exceptionally hot, dry summer.
Percentage of SSSIs (by area) with favourable status	>50% by 2019/20	● 99%	We own and manage a lot of land, including 49 Sites of Special Scientific Interest (SSSIs) covering nearly 3,000 hectares. This is the percentage of that area judged to be in favourable condition by Natural England.
Environmental compliance (water)	16 schemes by 2020	● 16	We have completed our full planned programme of schemes between 2015 and 2020 to comply with environmental obligations, including the Water Framework Directive, the Eels Regulations and the Restoring Sustainable Abstraction programme.
Environmental compliance (sewerage)	81 schemes by 2020	● 81	We have completed our full planned programme of schemes between 2015 and 2020 to comply with environmental obligations, including the Urban Wastewater Treatment Directive.
Gross operational carbon (percentage reduction from 2015 baseline)	7% by 2020	● 34%	The carbon emitted as a result of our operational activities – including the effect of decarbonisation of grid electricity.
Capital carbon (percentage reduction from 2010 baseline)	60% by 2020	● 61%	The carbon emitted as a result of construction projects we undertake.
Survey of community perception	60% by 2019/20	● 56%	Our survey asks whether people agree that Anglian Water cares about the communities it serves.

1 Red, amber, green status. NB these are internal Anglian Water ratings.

2 We have proposed to the Environment Agency to revise this measure to 100 as the zone affected has sufficient mitigation in place to ensure continuity of supply during a dry year.