

# Year-three overview

This year we have continued to deliver services that customers value, and have seen strong levels of customer satisfaction and improvements to our operational performance. We are making investments to deliver performance improvements that can be maintained in the future, delivering better service to customers. In year three we achieved or beat more than 80% of our performance commitments – our best ever performance.

We have delivered this performance on a range of measures that matter most to customers. Despite a challenging year, we have achieved our leakage target for the 17th year running. A combination of methods, including installing more pressure monitors and increasing the number of leak repair teams, helped us to reduce the amount of water lost from our network to the lowest ever level reported in the North West. Compared with our performance in the previous year, we saw a significant reduction in the number of customer contacts about the taste, smell and appearance of water. We continue to deliver a number of short-, medium- and long-term actions to help us improve the way we run our water treatment works and network to provide a better service to customers.

We continued to reduce the number of serious pollution incidents, achieving zero in 2022/23 and zero in three of the last four years. We remain the only company in the sector to have no serious pollution incidents in consecutive years. There is more information about the action we have taken to deliver this improvement, and our plans for the future, in our pollution incident reduction plan (PIRP), which you can read on our website at



[unitedutilities.com/globalassets/documents/pdf/pollution-incident-reduction-plan\\_september-2020.pdf](https://unitedutilities.com/globalassets/documents/pdf/pollution-incident-reduction-plan_september-2020.pdf)

The great service we have delivered for customers has been reflected in further improvement in our performance against Ofwat's measure of customer satisfaction, C-MeX. We were ranked fourth of the water and wastewater companies and fifth out of 17 companies overall. There are still some areas where we would like to improve our services.

Over the next few pages we describe our performance commitments and outline our plans for how we aim to provide an improved service for customers and stakeholders in the North West. For example, we did not meet our target for internal sewer flooding, although we have reduced incidents by 46% during the current regulatory period, with 39% fewer repeat incidents this year. This demonstrates the benefits of dynamic network management (DNM). Under DNM, our in-sewer monitors tell us when issues are forming. This means our teams can attend sites to deal with issues before customers experience a service interruption and need to contact us. We are working hard to meet our target, but more work is needed to deliver further improvements in this area.

A period of cold weather in December 2022 followed by a sharp increase in temperature caused more bursts and leaks across our water network, which meant the average time customers had their water supply interrupted for increased compared with the year before. We continue to minimise interruptions to water supplies, with a range of actions to respond to issues and restore and repair water supplies.

The diagram on pages 13 shows our performance across all measures.

