



Amendment to our 2023-24 Annual Performance Report

Summary of amendments

Following the publication of our 2023/24 Annual Performance Report for the fourth year of AMP 7 (regulatory period running from 2020 to 2025), we have completed additional assurance procedures and been through a query process with our regulator, Ofwat. This has resulted in amendments being required to our Annual Performance Report and related tables.

Changes made in this amendment do not materially change a reader's understanding of our performance or financial position as described in the narrative of the Annual Performance Report, as such we have not obtained an updated audit opinion from our auditors, PricewaterhouseCoopers LLP (who provide an opinion on sections 1 and 2 of our Annual Performance Report). This amendment has however been internally assured.

The table amendments and rationale for making them are summarised below with tables and graphs 1E to 3D contained within the 2023/24 Annual Performance Report (APR) showing prior and restated amounts. Tables 4D to 7F are updated in the accompanying APR data tables published on our website.

Note that total lines have also been amended related to the below changes.

This document should be read in conjunction with our 2023/24 Annual Performance Report and accompanying APR data tables published on our website.

| Measure | Description | Reference |
|---|---|-----------------|
| Net debt analysis (appointed activities) | Line 1E.13 has been updated to reflect changes to lease maturity dates and weighted averages (see table 4B below for further details). | 1E |
| Totex analysis - wholesale | Line 2B.7 has been updated to reflect changes to base operating expenditure (see tables 4D and 4E below for further details). Line 2B.10 has been updated to reflect changes to enhancement operating expenditure (see tables 4D and 4E below for further details). | 2B |
| Household affordability support and debt | Line 2N.50 has been amended to total the individual components reported. Lines 2N.53-2N.60 have been amended to report the accumulated data (previously reported separately rather than in the total). | 2N |
| LWI Future London strategy and LWI Data validation | Headers have been amended to align with the corresponding narrative. | LWI02 and LWI03 |
| C-Mex Score | Amendment made to the bar chart score in 2023/24. | AR01 |
| D-Mex Revenue | Lines 3D.4-3D.5 has been amended to reconcile with the sum of relevant lines in table 2E and 2K. | 3D |
| Analysis of debt | Line 4B.277 has an updated "original issue date" for the lease site Spencer House which now reflects 09/08/2022. Lines 4B.127-4B.136, 4B.275-4B.290 and 4B.468-4B.473 are updated with revised years to maturity. These leases now reflect weighted average for an amortised instrument per RAG 4.12 guidance. | 4B |
| Totex analysis - water resources and water network+ | Line 4D.1 has been updated for a reallocation of enhancement expenditure and base other operating expenditure aligned with table 4J. Line 4D.2 has been updated for enhancement operating expenditure changes aligned with table 4L. | 4D |

| | | |
|--|--|----|
| | | |
| Totex analysis - wastewater network+ and bioresources | <p>Line 4E.1 has been updated for the reallocation of enhancement expenditure and other operating expenditure aligned to table 4K.</p> <p>Line 4E.2 has been updated for enhancement operating expenditure changes aligned to table 4M.</p> | 4E |
| Financial metrics | Line 4H.10 has been amended from Baa1 (stable) to Baa2 (stable), as at publication date. | 4H |
| Base expenditure analysis - water resources and water network+ | Line 4J.6 has been amended to reflect the reallocation of enhancement expenditure and base other operating expenditure. | 4J |
| Base expenditure analysis - wastewater network+ and bioresources | Line 4K.6 has been amended to reflect the reallocation of enhancement expenditure and other operating expenditure. | 4K |
| Enhancement expenditure - water resources and water network+ | <p>Amendments have been made to adjust operating enhancement expenditure, leading to changes in lines within 4L.2-4L.119.</p> <p>Lines 4L.99-4L.105 have been amended to include line descriptions and cumulative allowed expenditure updated.</p> | 4L |
| Enhancement expenditure - wastewater network+ and bioresources | <p>Amendments have been made to adjust operating enhancement expenditure, leading to changes in lines within 4M.2-4M.94.</p> <p>Lines 4M.75-4M.82 have been amended to include line descriptions and cumulative allowed expenditure updated.</p> | 4M |
| Wastewater network+ - Functional expenditure | Lines 7A.1 – 7A.14 have been amended to account for the adjustments to the total base operating expenditure in table 4K.14. | 7A |
| Wastewater network+ - Large sewage treatment works | <p>Line 7B.3 has been amended for a small number of transposition errors for the population equivalent figures.</p> <p>Line 7B.6 has been amended to correct rounding's on a certain ammonia consents.</p> | 7B |
| Wastewater network+ - WINEP phosphorus removal scheme costs and cost drivers | Lines 7F.33-7F.34, 7F.46-7F.47, 7F.54-7F.55, 7F.107-7F.113 show corrected prior year capital expenditure. | 7F |

Table amendments published within the Annual Performance Report (APR) 2023-24

Table 1E: Net debt analysis (appointed activities) for the 12 months ended 31 March 2024 as previously reported (table extract)

| Line description | Units | DPs | Fixed rate | Floating rate | Index linked | | Total | RAG 4 reference |
|---|-------|-----|------------|---------------|--------------|----------|------------|-----------------|
| | | | | | RPI | CPI/CPIH | | |
| Interest rate risk profile | | | | | | | | |
| Borrowings (excluding preference shares) | £m | 3 | 6,281.108 | 1,651.361 | 9,550.047 | 0.000 | 17,482.516 | 1E.1 |
| Preference share capital | £m | 3 | 0.000 | | | | 0.000 | 1E.2 |
| Total borrowings | £m | 3 | 6,281.108 | 1,651.361 | 9,550.047 | 0.000 | 17,482.516 | 1E.3 |
| Cash | £m | 3 | | | | | -14.988 | 1E.4 |
| Short term deposits | £m | 3 | | | | | -1,259.891 | 1E.5 |
| Net Debt | £m | 3 | | | | | 16,207.637 | 1E.6 |
| Gearing | | | | | | | | |
| Gearing | % | 3 | | | | | 81.254% | 1E.7 |
| Adjusted Gearing | % | 3 | | | | | 80.571% | 1E.8 |
| Interest | | | | | | | | |
| Full year equivalent nominal interest cost | £m | 3 | 311.171 | 109.864 | 558.251 | 0.000 | 979.286 | 1E.9 |
| Full year equivalent cash interest payment | £m | 3 | 311.171 | 109.864 | 104.837 | 0.000 | 525.872 | 1E.10 |
| Indicative interest rates | | | | | | | | |
| Indicative weighted average nominal interest rate | % | 3 | 4.954% | 6.653% | 5.846% | 0.000% | 5.602% | 1E.11 |
| Indicative weighted average cash interest rate | % | 3 | 4.954% | 6.653% | 1.098% | 0.000% | 3.008% | 1E.12 |
| Time to maturity | | | | | | | | |
| Weighted average years to maturity | nr | 3 | 9.951 | 2.585 | 25.387 | 0.000 | 12.449 | 1E.13 |

Table 1E: Net debt analysis (appointed activities) for the 12 months ended 31 March 2024 as restated (table extract)

| Line description | Units | DPs | Fixed rate | Floating rate | Index linked | | Total | RAG 4 reference |
|---|-------|-----|------------|---------------|--------------|----------|------------|-----------------|
| | | | | | RPI | CPI/CPIH | | |
| Interest rate risk profile | | | | | | | | |
| Borrowings (excluding preference shares) | £m | 3 | 6,281.108 | 1,651.361 | 9,550.047 | 0.000 | 17,482.516 | 1E.1 |
| Preference share capital | £m | 3 | 0.000 | | | | 0.000 | 1E.2 |
| Total borrowings | £m | 3 | 6,281.108 | 1,651.361 | 9,550.047 | 0.000 | 17,482.516 | 1E.3 |
| Cash | £m | 3 | | | | | -14.988 | 1E.4 |
| Short term deposits | £m | 3 | | | | | -1,259.891 | 1E.5 |
| Net Debt | £m | 3 | | | | | 16,207.637 | 1E.6 |
| Gearing | | | | | | | | |
| Gearing | % | 3 | | | | | 81.254% | 1E.7 |
| Adjusted Gearing | % | 3 | | | | | 80.571% | 1E.8 |
| Interest | | | | | | | | |
| Full year equivalent nominal interest cost | £m | 3 | 311.171 | 109.864 | 558.251 | 0.000 | 979.286 | 1E.9 |
| Full year equivalent cash interest payment | £m | 3 | 311.171 | 109.864 | 104.837 | 0.000 | 525.872 | 1E.10 |
| Indicative interest rates | | | | | | | | |
| Indicative weighted average nominal interest rate | % | 3 | 4.954% | 6.653% | 5.846% | 0.000% | 5.602% | 1E.11 |
| Indicative weighted average cash interest rate | % | 3 | 4.954% | 6.653% | 1.098% | 0.000% | 3.008% | 1E.12 |
| Time to maturity | | | | | | | | |
| Weighted average years to maturity | nr | 3 | 9.947 | 2.493 | 25.363 | 0.000 | 12.427 | 1E.13 |

Table 2B: Totex analysis for the 12 months ended 31 March 2024 - wholesale as previously reported (table extract)

| Line description | Units | DPs | Water resources | Water Network+ | Wastewater Network+ | Bioresources | Additional Control | Total | RAG 4 reference |
|---|-------|-----|-----------------|----------------|---------------------|--------------|--------------------|-----------|-----------------|
| Base operating expenditure | | | | | | | | | |
| Power | £m | 3 | 27.461 | 86.838 | 127.383 | -6.740 | 0.000 | 234.942 | 2B.1 |
| Income treated as negative expenditure | £m | 3 | -0.093 | -0.081 | 0.000 | -14.586 | 0.000 | -14.760 | 2B.2 |
| Service charges/ discharge consents | £m | 3 | 25.007 | 0.000 | 6.716 | 0.075 | 0.000 | 31.798 | 2B.3 |
| Bulk Supply/Bulk discharge | £m | 3 | 5.004 | 0.000 | 3.161 | 0.000 | 0.000 | 8.165 | 2B.4 |
| Renewals expended in year (Infrastructure) | £m | 3 | 0.000 | 76.685 | 85.913 | 0.000 | 0.000 | 162.598 | 2B.5 |
| Renewals expended in year (Non-Infrastructure) | £m | 3 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 2B.6 |
| Other operating expenditure (including Location specific costs & obligations) | £m | 3 | 10.140 | 244.646 | 224.021 | 125.676 | 8.440 | 612.923 | 2B.7 |
| Local authority and Cumulo rates | £m | 3 | 3.716 | 77.135 | 46.520 | 0.514 | 0.000 | 127.885 | 2B.8 |
| Total base operating expenditure | £m | 3 | 71.235 | 485.223 | 493.714 | 104.939 | 8.440 | 1,163.551 | 2B.9 |
| Other operating expenditure | | | | | | | | | |
| Enhancement operating expenditure | £m | 3 | 8.417 | 11.298 | 11.987 | 0.000 | 0.000 | 31.682 | 2B.10 |
| Developer services operating expenditure | £m | 3 | 0.000 | 5.760 | 2.268 | 0.000 | 0.000 | 8.028 | 2B.11 |
| Total operating expenditure excluding third party services | £m | 3 | 79.652 | 502.281 | 507.949 | 104.939 | 8.440 | 1,203.261 | 2B.12 |
| Third party services | £m | 3 | 2.584 | 2.510 | 1.924 | 0.332 | 0.000 | 7.350 | 2B.13 |
| Total operating expenditure | £m | 3 | 82.236 | 504.791 | 509.873 | 105.271 | 8.440 | 1,210.611 | 2B.14 |
| Grants and contributions | | | | | | | | | |
| Grants and contributions - operating expenditure | £m | 3 | 0.000 | 1.455 | 1.831 | 0.000 | 0.000 | 3.286 | 2B.15 |
| Capital expenditure | | | | | | | | | |
| Base capital expenditure | £m | 3 | 14.662 | 463.160 | 486.748 | 115.247 | 24.604 | 1,104.421 | 2B.16 |
| Enhancement capital expenditure | £m | 3 | 34.110 | 259.396 | 272.813 | 8.805 | 5.604 | 580.728 | 2B.17 |
| Developer services capital expenditure | £m | 3 | 0.000 | 67.666 | 18.617 | 0.000 | 0.000 | 86.283 | 2B.18 |
| Total gross capital expenditure excluding third party services | £m | 3 | 48.772 | 790.222 | 778.178 | 124.052 | 30.208 | 1,771.432 | 2B.19 |
| Third party services | £m | 3 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 2B.20 |
| Total gross capital expenditure | £m | 3 | 48.772 | 790.222 | 778.178 | 124.052 | 30.208 | 1,771.432 | 2B.21 |
| Grants and contributions | | | | | | | | | |
| Grants and contributions - capital expenditure | £m | 3 | 4.722 | 44.891 | 57.749 | 0.000 | 0.000 | 107.362 | 2B.22 |
| Net totex | £m | 3 | 126.266 | 1,248.667 | 1,228.471 | 229.323 | 38.648 | 2,871.395 | 2B.23 |
| Cash expenditure | | | | | | | | | |
| Pension deficit recovery payments | £m | 3 | 0.158 | 3.664 | 2.521 | 0.959 | 0.000 | 7.302 | 2B.24 |
| Other cash items | £m | 3 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 2B.25 |
| Totex including cash items | £m | 3 | 126.444 | 1,252.331 | 1,230.992 | 230.282 | 38.648 | 2,878.697 | 2B.26 |

Table 2B: Totex analysis for the 12 months ended 31 March 2024 - wholesale restated (table extract)

| Line description | Units | DPs | Water resources | Water Network+ | Wastewater Network+ | Bioresources | Additional Control | Total | RAG 4 reference |
|---|-------|-----|-----------------|----------------|---------------------|--------------|--------------------|-----------|-----------------|
| Base operating expenditure | | | | | | | | | |
| Power | £m | 3 | 27.461 | 86.838 | 127.383 | -6.740 | 0.000 | 234.942 | 2B.1 |
| Income treated as negative expenditure | £m | 3 | -0.093 | -0.081 | 0.000 | -14.586 | 0.000 | -14.760 | 2B.2 |
| Service charges/ discharge consents | £m | 3 | 25.007 | 0.000 | 6.716 | 0.075 | 0.000 | 31.798 | 2B.3 |
| Bulk Supply/Bulk discharge | £m | 3 | 5.004 | 0.000 | 3.161 | 0.000 | 0.000 | 8.165 | 2B.4 |
| Renewals expended in year (Infrastructure) | £m | 3 | 0.000 | 76.685 | 85.913 | 0.000 | 0.000 | 162.598 | 2B.5 |
| Renewals expended in year (Non-Infrastructure) | £m | 3 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 2B.6 |
| Other operating expenditure (including Location specific costs & obligations) | £m | 3 | 16.526 | 246.086 | 234.172 | 125.676 | 8.440 | 630.900 | 2B.7 |
| Local authority and Cumulo rates | £m | 3 | 3.716 | 77.135 | 46.520 | 0.514 | 0.000 | 127.885 | 2B.8 |
| Total base operating expenditure | £m | 3 | 77.621 | 486.663 | 503.865 | 104.939 | 8.440 | 1,181.528 | 2B.9 |
| Other operating expenditure | | | | | | | | | |
| Enhancement operating expenditure | £m | 3 | 2.031 | 9.858 | 1.816 | 0.000 | 0.000 | 13.705 | 2B.10 |
| Developer services operating expenditure | £m | 3 | 0.000 | 5.760 | 2.268 | 0.000 | 0.000 | 8.028 | 2B.11 |
| Total operating expenditure excluding third party services | £m | 3 | 79.652 | 502.281 | 507.949 | 104.939 | 8.440 | 1,203.261 | 2B.12 |
| Third party services | £m | 3 | 2.584 | 2.510 | 1.924 | 0.332 | 0.000 | 7.350 | 2B.13 |
| Total operating expenditure | £m | 3 | 82.236 | 504.791 | 509.873 | 105.271 | 8.440 | 1,210.611 | 2B.14 |
| Grants and contributions | | | | | | | | | |
| Grants and contributions - operating expenditure | £m | 3 | 0.000 | 1.455 | 1.831 | 0.000 | 0.000 | 3.286 | 2B.15 |
| Capital expenditure | | | | | | | | | |
| Base capital expenditure | £m | 3 | 14.662 | 463.160 | 486.748 | 115.247 | 24.604 | 1,104.421 | 2B.16 |
| Enhancement capital expenditure | £m | 3 | 34.110 | 259.396 | 272.813 | 8.805 | 5.604 | 580.728 | 2B.17 |
| Developer services capital expenditure | £m | 3 | 0.000 | 67.666 | 18.617 | 0.000 | 0.000 | 86.283 | 2B.18 |
| Total gross capital expenditure excluding third party services | £m | 3 | 48.772 | 790.222 | 778.178 | 124.052 | 30.208 | 1,771.432 | 2B.19 |
| Third party services | £m | 3 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 2B.20 |
| Total gross capital expenditure | £m | 3 | 48.772 | 790.222 | 778.178 | 124.052 | 30.208 | 1,771.432 | 2B.21 |
| Grants and contributions | | | | | | | | | |
| Grants and contributions - capital expenditure | £m | 3 | 4.722 | 44.891 | 57.749 | 0.000 | 0.000 | 107.362 | 2B.22 |
| Net totex | £m | 3 | 126.266 | 1,248.667 | 1,228.471 | 229.323 | 38.648 | 2,871.395 | 2B.23 |
| Cash expenditure | | | | | | | | | |
| Pension deficit recovery payments | £m | 3 | 0.158 | 3.664 | 2.521 | 0.959 | 0.000 | 7.302 | 2B.24 |
| Other cash items | £m | 3 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 2B.25 |
| Totex including cash items | £m | 3 | 126.444 | 1,252.331 | 1,230.992 | 230.282 | 38.648 | 2,878.697 | 2B.26 |

Table 2N: Household affordability support and debt as previously reported (table extract)

Section E - Payments to household customers made in accordance with the Guaranteed Standards Scheme (GSS)

GSS payments to household customers

| Line description | Number of payments | Total amount | Number of unique households |
|---|--------------------|--------------|-----------------------------|
| Units | 000s | £m | 000s |
| DPs | 3 | 3 | 3 |
| Total value of payments made to household customers under GSS | | 2.076 | |
| Total number of payments made to household customers under GSS | 45,962 | | |
| Total number of unique household customers receiving GSS payments | | | n/a |

2N.50

2N.51

2N.52

Number and value of GSS and other payments to household customers by type in the reporting period

| Line description | Total number of unique payments made to household customers under GSS | Total value of payments made in relation to column 1 | Total number of unique payments to household customers that could be classed as compensation or goodwill (including all payments made under GSS, customer charter payments and/or other payments e.g. goodwill payments) | Column 4 Total value of payments made in relation to column 3 |
|------------------|---|--|--|--|
| Units | 000s | £m | 000s | £m |
| DPs | 3 | 3 | 3 | 3 |

| | | | | |
|---|--------|-------|-------|-------|
| Keeping of appointments | 1.456 | 0.073 | 0.000 | 0.000 |
| Incidences of low water pressure | 0.000 | 0.000 | 0.000 | 0.000 |
| Incorrect notice of planned interruptions to supply | 3.281 | 0.099 | 0.000 | 0.000 |
| Supply not restored | 23.801 | 1.401 | 6.395 | 0.287 |
| Written account queries and requests to change payment arrangements not actioned on time | 0.909 | 0.018 | 0.000 | 0.000 |
| Written complaints not responded to within 10 working days | 15.658 | 0.313 | 0.000 | 0.000 |
| Properties sewer flooded internally | 0.685 | 0.154 | 0.414 | 0.090 |
| Properties sewer flooded externally | 0.172 | 0.019 | 0.062 | 0.006 |
| Failure to respond to a written enquiry about water or wastewater services (to a property) within 10 working days | | | 0.782 | 0.016 |
| Restriction of use notices | | | 0.135 | 0.004 |
| EGSS penalty payments | | | 7.006 | 0.076 |
| Payment type_4 (extension of columns 3 & 4) | | | 0.000 | 0.000 |
| Payment type_5 (extension of columns 3 & 4) | | | 0.000 | 0.000 |
| Payment type_6 (extension of columns 3 & 4) | | | 0.000 | 0.000 |
| Payment type_7 (extension of columns 3 & 4) | | | 0.000 | 0.000 |
| Payment type_8 (extension of columns 3 & 4) | | | 0.000 | 0.000 |
| Payment type_9 (extension of columns 3 & 4) | | | 0.000 | 0.000 |
| Payment type_10 (extension of columns 3 & 4) | | | 0.000 | 0.000 |
| Late payment penalties (paid in relation to lines 2N.53 to 2N.60) | 7.941 | 0.159 | | |

2N.53

2N.54

2N.55

2N.56

2N.57

2N.58

2N.59

2N.60

2N.61a

2N.61b

2N.61c

2N.61d

2N.61e

2N.61f

2N.61g

2N.61h

2N.61i

2N.61i

2N.62

Table 2N: Household affordability support and restated (table extract)

Section E - Payments to household customers made in accordance with the Guaranteed Standards Scheme (GSS)

GSS payments to household customers

| Line description | Number of payments | Total amount | Number of unique households |
|---|--------------------|--------------|-----------------------------|
| Units | 000s | £m | 000s |
| DPs | 3 | 3 | 3 |
| Total value of payments made to household customers under GSS | | 2.077 | |
| Total number of payments made to household customers under GSS | 45,362 | | |
| Total number of unique household customers receiving GSS payments | | | n/a |

2N.50

2N.51

2N.52

Number and value of GSS and other payments to household customers by type in the reporting period

| Line description | Total number of unique payments made to household customers under GSS | Total value of payments made in relation to column 1 | Total number of unique payments to household customers that could be classed as compensation or goodwill (including all payments made under GSS, customer charter payments and/or other payments e.g. goodwill payments) | Column 4 Total value of payments made in relation to column 3 |
|------------------|---|--|--|--|
| Units | 000s | £m | 000s | £m |
| DPs | 3 | 3 | 3 | 3 |

| | | | | |
|--|--------|-------|--------|-------|
| Keeping of appointments | 1.456 | 0.073 | 1.456 | 0.073 |
| Incidence of low water pressure | 0.000 | 0.000 | 0.000 | 0.000 |
| Incorrect notice of planned interruptions to supply | 3.281 | 0.039 | 3.281 | 0.039 |
| Supply not restored | 23.801 | 1.401 | 30.196 | 1.688 |
| Written account queries and requests to change payment arrangements not actioned on time | 0.303 | 0.018 | 0.303 | 0.018 |
| Written complaints not responded to within 10 working days | 15.658 | 0.313 | 15.658 | 0.313 |
| Properties sewer flooded internally | 0.685 | 0.154 | 1.039 | 0.244 |
| Properties sewer flooded externally | 0.172 | 0.019 | 0.234 | 0.025 |
| Failure to respond to a written enquiry about water or wastewater services (to a property) | | | 0.782 | 0.016 |
| Restriction of use notices | | | 0.135 | 0.004 |
| EGSS penalty payments | | | 7.006 | 0.076 |
| Payment type_4 (extension of columns 3 & 4) | | | 0.000 | 0.000 |
| Payment type_5 (extension of columns 3 & 4) | | | 0.000 | 0.000 |
| Payment type_6 (extension of columns 3 & 4) | | | 0.000 | 0.000 |
| Payment type_7 (extension of columns 3 & 4) | | | 0.000 | 0.000 |
| Payment type_8 (extension of columns 3 & 4) | | | 0.000 | 0.000 |
| Payment type_9 (extension of columns 3 & 4) | | | 0.000 | 0.000 |
| Payment type_10 (extension of columns 3 & 4) | | | 0.000 | 0.000 |
| Late payment penalties (paid in relation to lines 2N.53 to 2N.60) | 7.341 | 0.153 | | |

2N.53

2N.54

2N.55

2N.56

2N.57

2N.58

2N.59

2N.60

2N.61a

2N.61b

2N.61c

2N.61d

2N.61e

2N.61f

2N.61g

2N.61h

2N.61i

2N.61j

2N.62

LWI02 and LWI03 as previously reported (graph extract)



How we’ve done

We’ve met our target for the year.

What we’re doing to improve our performance

All areas proceeding to time and budget.

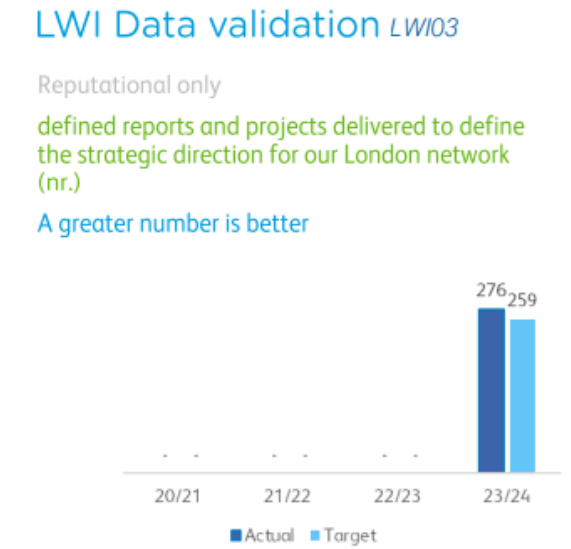
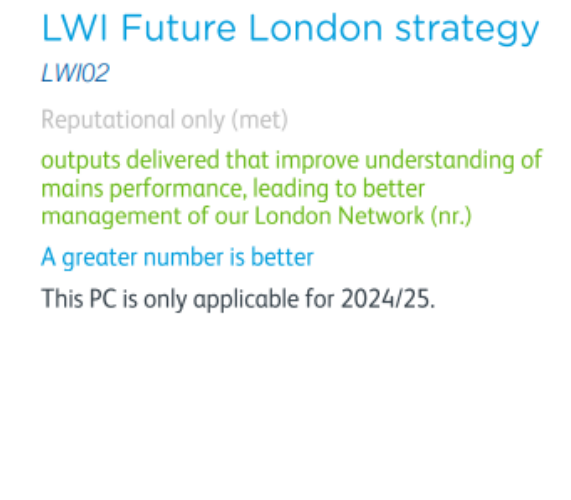
LWI Data validation *LWI03*

Reputational only

defined reports and projects delivered to define the strategic direction for our London network (nr.)

This PC is only applicable for 2024/25.

LWI02 and LWI03 as restated (graph extract)



AR01 as previously reported (graph extract)

C-MeX AR01

Penalty: £12.212m, (17th out of 17 companies)

Customer experience and satisfaction out of 100 through a customer survey

A higher score is better



AR01 restated (graph extract)

C-MeX AR01

Penalty: £12.212m, (17th out of 17 companies)

Customer experience and satisfaction out of 100 through a customer survey

A higher score is better



Table 3D: Developer services measure of experience (D-Mex) as previously reported (table extract)

| Item | Unit | Value | RAG 4 Ref |
|---|------|--------|-----------|
| Qualitative component annual results | nr | 62.09 | 3D.1 |
| Quantitative component annual results | nr | 86.89 | 3D.2 |
| D-MeX score (AWS01) | nr | 74.49 | 3D.3 |
| Developer services revenue (water) | £m | 39.653 | 3D.4 |
| Developer services revenue (wastewater) | £m | 17.271 | 3D.5 |

Table 3D: Developer services measure of experience (D-Mex) restated (table extract)

| Item | Unit | Value | RAG 4 Ref |
|---|------|--------|-----------|
| Qualitative component annual results | nr | 62.09 | 3D.1 |
| Quantitative component annual results | nr | 86.89 | 3D.2 |
| D-MeX score (AWS01) | nr | 74.49 | 3D.3 |
| Developer services revenue (water) | £m | 44.618 | 3D.4 |
| Developer services revenue (wastewater) | £m | 17.351 | 3D.5 |

