Reporting Criteria

Annual Performance Report

2024/25

Contents

About this document

The Reporting Criteria outlines Thames Water's interpretation of the PR19 Final Determination, i.e. the approach that Thames Water has adopted to prepare the subject matter information as reported in Tables 3A, and 3B in 'Section 3 – Performance summary' of Thames Water's Annual Performance Report 2024/25 ('APR').

Any deviations from regulatory guidance documents can be found in the Risk and Compliance section of our APR.

Reporting period

This subject matter information is correct at 31 March 2025 and applies to the 2024/25 reporting year.

This includes performance commitments ('PCs') with:

- Regulatory reporting year end of 31 March 2025; and
- Annual reporting year end of 31 December 2024.

Our assurance approach

We apply a risk based assurance approach to the assurance of our 55 performance commitments ('PCs'), based on the three lines model that is explained in our Risk and Compliance section of our APR.

Our risk levels

We have four levels of risk, starting at high and ending at low, based on a combination of:

- PC type (common/bespoke)
- Whether the PC is subject to an outcome delivery incentive ('ODI') payment/reward
- Whether external assurance is prescribed in Thames Water- PR19 Outcomes performance commitment appendix

The greater the level of risk assigned, the higher the level of assurance we apply to gain comfort over the accuracy of our reported number.

The assurance assigned to individual PCs can be found on the next page.

Where we need to provide external assurance regardless of the risk level, we explain the requirements in this document.

High risk

Financial performance element and/or where

Assurance type

External independent limited assurance in accordance with the International Standard on Assurance Engagements ISAE3000 (Revised) 'Assurance Engagements other than Audits or Reviews of Historical Financial Information'

Medium (high) risk

Financial performance element and/or where external assurance is specified, but not complex enough to need ISAE3000 assurance

Assurance type

Specified procedures performed by independent third-party to report factual findings in accordance with the International Standard on Related Services ISRS4400 (Revised) 'Engagements to perform agreed upon procedures ('AUP')'

Medium (low) risk

PCs assessed as requiring overview, but where external independent assurance is not considered commensurate with the risk of misreporting

Assurance type

Internal assurance by our Audit and Assurance function, using similar AUP procedures to those performed by an independent third party

Low risk

Simple reporting with minimal risk of misreporting

Assurance type

Business assured through our internal Information Integrity Declaration ('IID') process which verifies that there are three "pairs of eyes" over each line submitted

Index of performance commitments ('PCs') by assurance type

ISAE3000 assurance	5 PCs
Internal Sewer flooding	C, O/U
Mains repairs	C, O/U
Leakage (% reduction)	C, O/U
PCC (% reduction)	C, O/U, (A)
Water supply interruptions	C, O/U

ISRS4400 agreed upon procedures	23 PCs
Acceptability of water to consumers	B, U
Empty business properties	B, O/U
Empty (void) household properties	B, O/U
Enhancing biodiversity	B, O/U, (A)
Environmental measures delivered	B, U, (A)
Pollution incidents	C, U
Power resilience	B, U, (A)
Reducing risk of lead	B, O/U
Renewable energy produced	B, O/U
Sewage pumping station availability	B, U
Sewer collapses	C, O/U
Sludge treatment before disposal	B, U
Smarter Water Catchment Initiatives	B, U
Surface water management	B, O/U, (A)
Treatment works compliance	C, U
TTT Critical asset readiness	B, U
TTT Managing early hand back of land	B, O/U, (A)
TTT Maximising the value of land sales	B, R
TTT Readiness of Beckton STW	B, U
Unplanned outages	C, U
Unregistered Household properties	B, U
Water quality compliance	C, U
water quality events	B, U

Independent internal assurance	13 PCs
Clearance of blockages	B, O/U
C-MeX*	C
D-MeX*	C
Installing new smart meters in London	B, U, (A)
LWI Trunk mains renewal	B, U
Number of households on social tariff	B, R
Proactive customer engagement	B, R
Properties at risk of low pressure	B, U
Replacing existing meters in London	B, U, (A)
Risk of sewer flooding in a storm	C,R
Securing our sites (2020-25 projects)	B, U, (A)
Securing our sites (legacy projects)	B, U, (A)
Security of Supply Index	B, U

Business assured	14PCs
Abstraction incentive mechanism	B, O/U
BSI for fair, flexible inclusive services	B, R
Counters Creek	B, R
DWMP	B,R
LWI Data validation	B, R
LWI Future London Strategy	B, R
Major trunk mains bursts	B, R
Natural capital accounting	B, R
Priority services	C, R
Risk of severe restrictions in a drought	C, R
Satisfied vulnerable customers	B, R
TTT Effective stakeholder engagement	B, R
TTT Effective system operator	B, R
WINEP Delivery	B, R

Key:

C= Common PC
B= Bespoke PC
R= Reputational PC
O= ODI Financial reward
U= ODI Financial penalty
(A)= ODI penalty/reward calculated at the end of the AMP

*C-Mex and D-Mex measures the relative performance of companies against each other

Internal sewer flooding CS03

Reporting criteria

Internal sewer flooding is defined in Sewer flooding Final reporting guidance for PR19

About the measure

Number of incidents per 10,000 sewer connections reported to two decimal places.

Only incidents supported by multiple levels of evidence are included in this metric.

Period

This is a reporting year measure.

Boundaries

Exclusions to the measure include the following:

- Fluvial Flooding (e.g. rivers);
- Coastal flooding;
- Ground water which has not originated from a public sewer;
- Flooding from water mains, etc.;
- Incidents caused by highway drains; and
- Incidents caused by private assets (including drains) where the Water UK "Guide to Transfer of Private Sewers Regulations 2011" shall be applied to assess if the flooding incident should be attributed to the undertaker or a private asset such as a drain.

Definitions

Examples of what parts of buildings we include in the internal flooding category:

- Main parts of a building;
- Conservatories;
- Basements and cellars (even if unoccupied);
- Areas below suspended floors;
- Lift shafts;
- Stairwell/lobby area of flats (to be counted as one flooded property);
- Any shared car parking areas beneath the main building where access to the parking area is from within the building.
- Studios and workshops, which are an integral part of the main building;
- Porches; and
- Garages which are an integral part of the house with an adjoining door to the occupied building

Internal sewer flooding evidence includes (not an exhaustive list):

- Evidence of flooding in main parts of buildings, conservatories, basements & cellars, stairwells/lobbies, etc.;
- Any flooding due to jetting shall be included, unless the water is fully contained within a toilet bowl; and
- Damp patches caused by seepage through walls or floors shall be excluded, but any area which has visible standing or running water, or which has visible deposits of silt or sewage solids shall be included (including damp patches over 1m2, photos of an internal flood provided by the customer or evidence of a clean-up occurring on the Network service technician's visit to the property)

Potential sewer flooding incidents are recorded on the sewer flooding history database ('SFHD'). The SFHD is populated via incidents of sewer flooding reported to the Thames Water or captured through site surveys. Where, on review, there is not enough evidence to support that an internal sewer flood has occurred, it is classified as an E grade event rather than a B and is excluded from the reported figure.

Compliance with Common Guidance

We are compliant with common guidance, except for one area out of 11.

Mains repairs BW01

Reporting criteria

Mains repairs is defined in reporting guidance for PR19 – Mains Repairs per 1,000km.

About the measure

Number of repairs per 1,000km of mains, reported to one decimal place per thousand kilometres of the entire water main network.

Further analysis of our mains by size and age can be found in table 6C of our APR.

Period

This is a report year measure.

Boundaries

The PC excludes communication and supply pipes (i.e., mains distribution & trunking).

The cause of the mains burst is not relevant to the calculation of the reported figure, with the following exceptions and points of clarification:

- Any work that is not undertaken on the main e.g. solely on a ferrule, hydrant or valve and clamps associated with these ancillaries, which does not involve a repair on the main shall be excluded. Clamps used to repair the main shall be included; and
- All third-party damage should be excluded where costs are potentially (rather than actually) recovered from a third party.

It is assumed all mains repairs reported through Thames Water's digital database are correct, until exported and analysed for the purposes of reporting.

Definitions

Mains

A pipe through which water is fed into a water distribution system that transports raw or potable water between sources and storage, and potable water from water treatment works to district meters

Mains repairs

This includes all physical repair work to mains from which water is lost.

Mains repairs are reported separately for proactive and reactive repairs.

Mains length

Length of all pipes conveying treated water around the distribution point, but not including communication pipes or supply pipes.

Pro-active repairs

Completed, via a proactive job request, as a result of Thames Water's active leakage control ('ALC') or its own leak detection activity.

Reactive repairs

Completed as a result of a customer contact (made using any communication channel) informing Thames Water of a leak. Once reported, the network service technician ('NST') will raise a investigation job request which, if this results in a repair, is classified as a reactive repair on the system.

Length of mains repaired

This is calculated in our geographic information ('GIS') system, using location information input into GIS at the time of the repair.

Compliance with Common Guidance

We are fully compliant with common guidance.

See Compliance with Common Guidance 2024/25

Leakage BW04

Reporting criteria

Leakage is defined in Reporting guidance for leakage for PR19.

About the measure

This is a three-year average percentage reduction in megalitres per day (Ml/d) from the 2019/20 baseline, reported to one decimal place.

Where this calculation results in a positive value, it corresponds to the outperformance of leakage in Ml/d.

Period

This is a report year measure.

Boundaries

Leakage includes any uncontrolled losses between Thames Water's treatment works and the customer's stop tap, including trunk mains, service reservoirs, distribution mains and customer supply pipes. It does not include internal plumbing losses.

We round our baseline and our rolling 3 year average (reported to one decimal place), before calculating the percentage movement.

Percentage reduction (for the report year) = ((2019/20 baseline – Three-year average Leakage (for the report year) / 2019/20 baseline)) x 100.

Three-year average leakage (for the report year) is calculated from annual average values for the reporting year and two preceding years and expressed in Ml/d.

Compliance with Ofwat common guidance

We are compliant with common guidance, except for eight areas out of 76. Areas of non compliance include our household night use calculation and the way we calculate our leakage allowance.

See p16 of Compliance with Common Guidance 2024/25 for more details

Definitions and calculations

Reported Total leakage

Sum of the post-MLE values for distribution leakage, including Supply Pipe Leakage ('SPL'), and Trunk Main / Service Reservoir leakage.

Night Flow Monitoring ('NFL')

This is covered by components 1,2 and 4 of the common guidance.

Leakage from water networks is based on the concept of monitoring flows at a time when demand is at a minimum which is normally during the night.

Allowance is made for legitimate night use for household and non-household customers. Both household and non-household night use are used to derive estimates of daily leakage.

Estimates of Household Night Use ('HHNU') and Non-Household Night Use ('NHHNU') are based on average values over time and applied to night flows.

Legitimate Night Use ('LNU')

These are components 3, 5 and 6 of the common guidance.

Components of night use include the night use of measured and unmeasured households, commercial measured, commercial unmeasured and assessed non-household night use and operational night use, such as that of sewage treatment works.

It also includes allowances for wastage occurring at void properties and night use of occupied void properties.

Estimate of genuine use of water at the flow monitoring zone level is measured as a minimum flow during the night-time during a fixed hour period. Residual flow after legitimate night use is assumed to be leakage.

Leakage BW04 (continued)

We use the following fixed time periods:

Fixed period	Type
3:00 to 4:00 am	Non HHNU
3:30 to 4:30 am	Detached, semi-detached and terraced houses
3:00 to 4:00 am	Flats in large blocks ('FLBs') and unmeasured flats in small blocks ('uFSBs')

How we calculate LNU

We use our legitimate night use model ('LNU model') to calculate the base line for detached, semi detached and terrace houses. The model takes winter base night use from a Domestic Water Use Study ('DWUS') Study using 2006/7 data (adjusted for latest data on occupancy and property types). We use our small area monitors for flats.

Seasonal adjustments are applied to the winter night use to account for changes due to weather factors (including garden use), holiday periods and Ramadan.

T-factor (Hour to Day Conversion)

This is component 7 of the common guidance.

It is calculated, at flow monitoring zone level, by dividing average daily pressure from all critical pressure point ('CPP') loggers located within the zone by night pressure during the fixed hour period (multiplied by 24 hours)

Annual distribution leakage

This is component 8 of the common guidance.

It is the sum of distribution system leakage, including service reservoir losses and trunk main leakage plus customer Supply pipe leakage ('SPL') per day (Ml/d).

Mains and Service reservoirs losses

These are components 9 and 10 of the common guidance.

We follow the criteria outlined in the common guidance for calculating the appropriate level of losses.

Distribution input (DI)

This is component 11 of the common guidance.

It is the average volume of potable water input to the distribution network at treatment works, boreholes and bulk supply locations.

Measured consumption

This is component 12 of the common guidance.

Our measured data is derived from meter readings within our billing systems SAP for households and the Central market operating system ('CMOS') for non-households with an adjustment for meter under-registration ('MUR'). The reported water use excludes SPL.

Unmeasured consumption

This is component 13 of the common guidance.

To best represent unmeasured demand we use a combination of data sources. Our data, sources vary based on geographical location between London and Thames Valley and Home Counties. The sources include our ongoing Progressive Metering Programme ('PMP'), small area monitors ('SAMs') for flats and DWUS data.

Own water use

These are components 14 and 15 of the common guidance.

We follow the criteria outlined in the common guidance for calculating adjustments for on-site operational use.

Water balance and Maximum likelihood estimation (MLE)

These are component 15 and 16 of the common guidance.

MLE is the technique used to distribute the volume of any unaccounted for water in the water balance calculation according to the uncertainty in the components of the water balance.

A water balance discrepancy occurs when the distribution input and the sum of the components of the water balance do not reconcile.

Leakage BW04 (continued)

Our water balance range is within the permitted levels. (See section 16e. on p15 of our Compliance with common guidance document.)

Studies

Studies are analysis of water usage data that we use as inputs into our leakage calculation,

Not all of these studies cover the full population, nor are they all updated annually. However, where this is the case, we are comfortable that the studies continue to be relevant to, and are representative of, the current reporting period and the relevant population

All studies are either performed internally based on existing data or specifically commissioned from external third party experts.

We periodically review the relevancy of this data for our reported values.

Examples of these studies are:

Demand Calculation studies

- Current domestic water use study ('DWUS') - uses baseline AR20 data for London and AR25 for Thames Valley and Home Counties
- London Night Use (LNU) Model - our scientific model used to derive household night use;
- Bulk metered area panels (aka 'SAMs') - monitors day and night usage at unmeasured and measured blocks of flats;
- DWUS investigation into differences in consumption between ethnic groups (2007/08) - to inform adjustments;
- Meter under registration ('MUR') modelling - using under registration curves to recalculate MUR annually; and
- Population studies - examples include review of census 2021 and AR24 approach to population calculations completed in May2024.

Leakage calculations studies

- Supply pipe leakage ('SPL') - 1996 study to inform percentage adjustment
- Wastage Estimates - 2004 study that informs adjustment;
- Uplift of converted properties - to informs adjustment; and
- Progressive Metering Programme (PMP) - used to uplift usage around the smart metering programme.

Other sources of information

- GIS - maps properties to geographical schematics;
- Power BI - data visualisation tool that converts data into an easier to review format
- SAP - Our account and billing management system;
- SCADA/PI - telemetry infrastructure used as the source system for metering flow data
- Netbase & NetAnalytics – geographical street and asset information;
- Meter Data Management system (MDMS) - metering data

Judgements & Assumptions

We apply a number of judgements and assumptions throughout our calculation of leakage. These include:

- Ethnicity is used in the distribution of our population and the extrapolation of our sample in the BMAs.
- Company specific data to make sure there is consistency between each reporting period. e.g. using a consistent figure for:
  - Sales maximisation each year;
  - Illegal connections each year

Leakage BW04 (continued)

- Wastage allowances each year;
- Non Household (NHH) population each year;
- Internal/external SPL % ;
- SPL (% of distribution leakage);
- MLE confidence grades;
- Trunk main leakage rate estimate;
- Fire brigade usage;
- Company tanker usage;
- Using information from our billing systems and applying a derived occupancy rate instead of using the 2021 Census data (which has been deemed inaccurate to use due to the impact of Covid-19). Full details on our water resident population can be seen in our additional commentary for APR Table 4R; and
- Seasonality assumptions and judgements used within our Household Night Use model ('LNU').

Estimates

Where no actual data is available, we will use an estimate that is aligned with Ofwat guidance, where applicable. For example, we estimate data infilling for nightlines/nightflows, which we perform in line with Ofwat guidance.

Where appropriate, these estimates are checked for consistency with other parts of the business.

Improvements in our reporting

While we have not made any further improvements to our leakage reporting methodology for 2024/25, in 2023/24 we made improvements to increase our compliance with Ofwat Common Guidance.

Restatement of our previous performance

Backcasting

We have not made any backcasting adjustments because there have been no methodology changes made in APR25 .

For consistency of reporting over time, we applied the 2023/24 methodology improvements to our previously reported performance meaning that, the baseline has been reset so that our current performance is reported on a consistent basis.

We reset the 2019/20 baseline from 674.4 Ml/d at APR23 to 672.9 Ml/d at APR24.

We also restated our annual leakage for the earlier years of AMP7. As a result, our leakage ODI penalty for the first three years of AMP7 is £1.7 million less than previously reported (2022/23: £1.0m, 2021/22: £0.4m, 2020/21: £0.3m).

We have claimed this overpayment of penalty back through our ODI in-period adjustment model.

Per capita consumption ('PCC') BW05

Reporting criteria

PCC is defined in the Reporting-guidance-per-capita-consumption.pdf for PR19.

About the measure

This is a three-year average percentage reduction in litres per day (l/d) from the 2019/20 baseline, reported to one decimal place.

We round our baseline and our rolling 3 year average, before calculating the percentage movement.

Period

Our performance against the target will be assessed at the end of the AMP.

Boundaries

This measure is a performance movement ('PM') of the three-year average PCC values against the baseline PM (for the report year) = ((PCC baseline – Three-year average PCC (for the report year)/ PCC baseline)) x 100.

Three-year average PCC (for the report year) is calculated from annual average values for the reporting year and two preceding years and expressed in litres/person/day (l/p/d)

Annual PCC is calculated as:

(Measured Household consumption + unmeasured household consumption)/ total household population. It is reported in l/p/d.

Note that the total household population relates to component 1 and 2 of the common guidance.

PCC baseline is calculated as the mean of the annual average PCC for 2019/20, 2018/19 and 2017/18 and expressed in l/p/d.

Where this calculation results in a positive value, it corresponds to an outperformance of PCC in l/p/d. Where this calculation results in a negative value, it corresponds to an underperformance of PCC in l/p/d.

The measure uses post MLE (maximum likelihood estimation) data for measured household consumption and unmeasured household consumption.

Definitions

Measured household consumption

This is component 3 of the common guidance.

Volume of water used by each measured household within Thames Water's area, including meter under-registration but excluding supply pipe leakage. It is calculated from the company's billing system, including actual reads and estimated reads.

Unmeasured household consumption

This is component 4 of the common guidance.

Volume of water used by each unmeasured household excluding supply pipe leakage. It is calculated from average unmeasured per household consumption (PHC expressed in litres/ household/day) multiplied by the number of unmeasured households.

Studies, Judgements & Assumptions, and Estimates

Please refer to our section on leakage, as PCC is calculated using the same data

Backcasting

When leakage is backcast, there is a corresponding restatement of our historically reported PCC position. For details about our restatement, please refer to our leakage section.

Compliance with Ofwat common guidance

We are compliant with common guidance, except for two areas out of 24.

Areas of non compliance include our approach for calculation leakage allowances.

See Compliance with Common Guidance 2024/25.

Water supply interruptions BW03

Reporting criteria

Mains repairs is defined in SI Final reporting guidance for PR19

About the measure

Hours: minutes: seconds (HH:MM:SS) per property per year, reported to zero decimal places.

This measure relates to the average number of minutes lost per customer for the whole customer base for water supply interruptions that lasted three hours or more in the report year.

The metric is calculated as follows:

(Total number of properties with interrupted supply ≥ 3 hours x the full duration of the interruption in minutes) / Total number of properties supplied with water at 31 March 2025.

Period

This is a report year measure.

Boundaries

The performance measure only accounts for interruptions greater than or equal to 3 hours in duration. Any interruptions less than 3 hours are excluded from the measure, as well as interruptions over 3 hours that did not impact any properties.

Interruptions as a result of planned (e.g., planned maintenance) and unplanned interruptions (e.g., an asset failure) are included in the performance results. Interruptions caused by the company, the resident or third parties are in scope.

Where an event spans the report year end, the event is classified in the period of the start date.

The data undergoes an internal verification process to check duration and number of properties (can be based on actual and estimated times and number of properties impacted).

Unverified data is automatically captured for incidents ≥3 hours.

All planned/warned work must include notification times as the DG3 Repository contains several mandatory fields for data input, thus improving the data integrity. The DG3 Repository is subject to data quality checks during the year.

Verified reports contain headed front sheets to summarise the incidents findings. All findings are derived from internal systems.

Definitions

Interruption: when a customer is without a continuous supply of water and the supply has been interrupted for greater than 3 hours. If interruptions occur within 1 hour of each other, their duration will be added together.

Interruptions can be reported via internal identification such as PTW tracker and monitoring equipment or external notification such as customer calls.

Property: one which is connected to the company's water distribution system (all non-ground floor flats are treated as though they are on the ground floor for reporting purposes).

Duration of an interruption: the amount of time which passes between the start time and stop time of an event.

Start time: when water is lost from the first cold water tap at a property. (If notified of the event by a customer or once mains pressure has dropped below 3m pressure at the property).

Stop time: when the company is satisfied that water has been fully restored to an acceptable pressure to the affected property or properties, and water is restored to the first cold water tap at a property.

Compliance with Common Guidance

We are compliant with common guidance, except for three areas out of 13.

See Compliance with Common Guidance 2024/25

Acceptability of water to consumers BW08

Reporting criteria

The consumer contact classification guidance is defined by the DWI guidance.

About the measure

Number of times the company is contacted by consumers per 1,000 population due to drinking water quality (colour or taste) or illness due to drinking water.

Period

This is a calendar year measure.

Boundaries

The following list of water quality customer contacts are excluded from this measure when they are:

- Related to water supplied by another water company;
- Students seeking information to help them with an educational assignment; and
- Representatives of consumers such as a local councillor or an MP, usually relate to a water quality incident or to a consumer's complaint and inclusion of these would duplicate information already recorded;
- Relate to a private supply of water, and not the company's public water supply; and
- Received in the course of managing a notified water quality event.

Definitions

Discoloured water

Brown/orange/black or blue/green particles ,white air, water chalk and animalcules

Taste/odour

chlorine, earthy/musty, petrol/diesel and other taste/odour.

Illness

Gastroenteritis, oral, skin and medical opinion.

Empty business properties EWS08

Reporting criteria

The metric uses the vacancy change application ('VCA') process described in the Market Arrangements Code ('MAC') and the Wholesale Retail Code ('WRC'), that govern the non-household retail market.

About the measure

Number of non-household properties recorded as void in the Central Market Operating System ('CMOS'), which the company identifies as occupied and which are subsequently billed, to zero decimal places.

Period

This is a report year measure

Boundaries

Properties will only be reported if:

- Billed as a result of the notification;
- Systems status been changed to occupied by Thames Water; and
- Property status changed to occupied by retailers, following an intervention by Thames Water.

Definitions

Properties in scope

- Properties that are in vacant status in CMOS for 6 months on 1 April in the reporting year and are retrospectively changed to occupied for a period of 6 months or longer, even if this period has not yet been billed to the retailer; and
- Properties that are vacant for 6 months and are retrospectively changed to occupied for less than 6 months and will be monitored until they reach the 6 month requirement, , even this period has not yet been billed to the retailer.

Subsequently billed

Thames Water considers that the record of the wholesaler billing the retailer is sufficient to meet the requirement of "subsequently billed".

Thames Water notes Ofwat's ruling on this, which stated, "we confirm that Thames Water's record of billing the retailer can be used to satisfy the 'subsequently billed' requirement", and Thames Water's interpretation is that this does not require them to wait until after final settlement (16 months) to include the premises into the EWS08 performance result.

If work around identification of the occupied property took place in the previous reporting year, it can still be claimed in the following year as soon the property meets the ODI eligibility criteria.

Additional assurance requirements

The company will provide external third party assurance that:

- All properties were void for at least six months before notification; and
- Are billed for at least six months after notification.

Empty household ('void') properties ER02

About the measure

Percentage of household properties classed as 'void' (measured as an average over the year) to two decimal places.

Period

This is a report year measure.

Boundaries

This measure excludes:

- Non-household properties ; and
- Properties that are not billed as it is uneconomical for the company to do so.

Definitions

Void property

Property within our supply area, which are connected for either a water service only, a wastewater service only, or both , but do not receive a charge as there are no occupants.

Uneconomical

Where the incremental cost of sending a bill and the normal incremental cost of processing payment, made promptly in response to the bill itself, is likely to be greater than the bill itself.

Average

Total at beginning of the year plus total at end of year, divided by 2

Calculation

((Average 'voids')/(Average total household properties))*100

Assumptions

Where details of a property have been received, but the property is yet to be created for billing purposes, these are classified as occupied metered properties.

Enhancing Biodiversity EWS01

About the measure

Cumulative net gain in biodiversity units at the company's 253 sites of biodiversity interest ('SBIs')

Period

This is a report year measure.

Boundaries

None.

Definitions

Biodiversity units

As defined by Defra in their biodiversity offsetting methodology.

Calculation tool

Calculation of biodiversity units uses Defra's biodiversity offsetting tool.

The latest version of the tool is used for each year of assessment, with the original baseline position rescored for consistency and direct comparison wherever the scoring system has changed.

Net gain

Measured by comparing the total biodiversity units at Thames Water's 253 SBIs at the end of 2019/20 to the those implemented at the end of 2024/25, plus any net change from additional land where specific biodiversity offsetting measures have been implemented

Additional assurance requirements

The company will publish assurance by an appropriately qualified external third party that:

- Any additional sites have been appropriately selected in accordance with the Defra Offsetting Metric v1.0; and
- The calculation of biodiversity units at each of the 253 sites, plus any additional sites, is in accordance with the Defra Offsetting Metric v1.0.

Environmental measures delivered ES02

About the measure

The measure is the cumulative number of 'green' Water Industry National Environment programme ('WINEP') schemes completed since 1 April 2020, measured to zero decimal places

Period

This is a report year measure.

Boundaries

This measure is limited to the schemes with 'green' status as at 11 June 2019 and excludes:

- Schemes that were uncertain on 11 June 2019 "amber schemes".
- Thames Tideway Tunnel as it forms part of the Thames Tideway Tunnel price control.
- Three non-WINEP schemes under section 101A of the Water Industry Act 1991.

Definitions

Categories

1. Wastewater treatment works upgrades – enhance wastewater treatment to improve or protect the quality of the receiving waterbody;
2. Monitoring and investigation schemes – understand better how the company's operational activities may impact on the environment and how these could be improved to reduce this impact;
3. Conservation schemes – meet specific conservation measures to reduce the company's impact on protected sites or biodiversity;
4. Investigations into emerging risks – understand emerging risks
5. Catchment management activities – manage pesticides, nitrates and herbicides in surface and groundwaters through catchment activities;
6. Alleviating low flows – alleviate the impacts that the company's abstractions have on low flows;
7. Reducing environmental impact of river structures – improve fish passage in waterbodies through work on the company's assets where they have been proven to be a blocker; and
8. Addressing invasive non-native species ('INNS') – investment to investigate and implement measures reduce the risk of INNS associated with the company's activities.

Delivered

Any site where the regulatory obligation has been signed off by the company as being complete, and submitted to the EA for approval, should be considered as being delivered.

Evidence types

The following types of evidence can be used:

- If the EA have agreed that the measure is met in the formal WINEP tracking document with a completion date listed in the "actual completion date" column;
- Part B of the relevant BENF form for the line in question has been signed;
- Written confirmation (by email or letter) from the EA or Natural England that the measure's requirements have been sufficiently met;
- Other evidence that the regulatory requirement is being met (for example – sampling data showing new permit conditions are being met); and
- Internal verification that the measure has been delivered.

Additional assurance requirements

The company secures confirmation from the EA that performance has been correctly reported.

The view of the EA will be definitive.

Pollution Incidents ES01

Reporting criteria

Categorisation of an incident is found in the EA guidance 04_01 Incidents and their classification: the Common Incident Classification Scheme (CICS)

The reported number is taken from the annual provisional Environmental Performance Assessment ('EPA') letter issued by the EA.

About the measure

Number of pollution incidents per 10,000 km of the wastewater network reported to two decimal places.

Period

This is a calendar year measure.

Boundaries

The measure records the category 1 to 3 pollution incidents to the water environment from failures on foul sewers, combined sewer overflows, sewage pumping stations, rising mains, storm tanks, sewage treatment works, other water industry premises and polluted surface water outfalls.

Category 4 incidents are excluded from the measure as are incidents related to storms

Definitions

Categories

1: major, serious, persistent and/or extensive impact or effect on the environment, people and/or property;

2: significant impact or effect on the environment, people and/or property; and

3: minor or minimal impact or effect on the environment, people and/or property.

4: substantiated incident with no impact

Total sewer length

Defined in the guidance for PR19 .

Power resilience DWS01

About the measure

The cumulative number of key power dependent sites that are made resilient to power disturbances or interruptions over three hours from the distribution network operators from 1 April 2020 to 31 March 2025, to zero decimal places.

Period

This measure covers the AMP period. (1 April 2020 to 31 March 2025).

Boundaries

this measure reports progress against the 47 power dependent sites that we identified as part of PR19.

The power dependent sites in this include:

- Water and sewage treatment works;
- Water booster stations and sewerage pumping stations with greater than 500kW installed power; and
- Water booster stations without standby generation and with greater than 200 directly fed properties.

Definitions

Process to make site made resilient

Step 1: Evaluation (Gateway 0)

Thames Water uses gateways as an internal governance control to evaluate needs and projects and obtain go/no-go decisions. At gateway 0, the project is approved for the definition phase, rejected or deferred for further investigation.

Key information from the gateway meeting (site name, date presented, approval status) are captured in an excel spreadsheet to track sites approved that impact the PC.

Step 2: Solution validation (Gateway 1)

Written commentary is provided by the head of electrical and ICA engineering that confirms that the technical solution recommended, once implemented renders the site resilient.

This may be a written and saved email for inclusion in the gateway1 documentation pack

Step 3 Project completion

At the end of a project, a benefits fulfilled form ('BenF') or equivalent document (i.e. takeover certificate) is signed by the asset management programme managers to demonstrate that the benefits have been delivered for the project.

Additional assurance requirements

At the end of the AMP, we will publish assurance by an appropriately qualified external third party that confirms that completed sites will continue to operate if there are power disturbances or interruptions over three hours from the distribution network.

Other information

Funding for this programme was reallocated in March 2022 and no projects have been delivered since this date except for an additional sewage pumping station in 2024-25 .

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Reducing risk of lead BW10

About the measure

The cumulative number of lead communication pipes replaced in the 2020-25 period, reported to zero decimal places.

Period

This is a report year measure.

Boundaries

This performance commitment includes replacements that result from:

1. Customer requests for communication pipe replacements (reactive activities);
2. Failed samples (reactive activities ;
3. Targeted replacements in 'hotspots' (proactive activities); and
4. Social homes and establishments with vulnerable customers including those at primary schools, nurseries and similar

Only lead pipes replaced within the four categories above are counted within the target.

Lead pipes replaced by other synergistic work such as leakage are not counted under this programme.

The performance commitment also excludes lead communication pipes replaced as part of other rehabilitation programmes that are not in the 'hotspot' areas.

Definitions

Customers' request

Lead communication pipes replacements where the customer has requested replacement under regulation 30(4)(b) of the Water Supply (Water Quality) Regulations, and where the customer intends to replace or has replaced their supply pipe.

Failed samples

Lead communication pipes replacements where water quality sampling test results have shown the lead content to be higher than the acceptable threshold (10µg).

Targeted 'hotspots'

Lead communication pipes to properties falling within water supply zones which Thames Water has identified (in accordance with methodology confirmed by DWI), as high risk of having lead pipework, and which have been listed and issued to the lead pipe replacement ('LPR') team. This includes communication pipes, replaced as part of water mains rehabilitation programmes, which serve properties within hotspot areas.

Social homes and establishments with vulnerable customers

Lead communication pipes to primary schools and nurseries or other similar establishments across the supply area.

Renewable Energy Produced EWS03

Reporting criteria

The methodology for reporting all renewable energy generation is defined by the industry standard UK Water Industry Research Ltd ('UKWIR') Carbon Accounting Workbook ('CAW') published on 8 May 2019.

About the measure

GWh of renewable energy produced from the company's operational business, in Gigawatt hours ('GWh') to zero decimal places.

Period

This is a report year measure.

Boundaries

None.

Definitions

Renewable energy sources

Renewable energy comes from sources such as biofuel, biomass/biogas, geothermal, hydropower, solar energy, tidal power, heat and wind power.

Measuring outputs

The company will measure the gross and net output of each of its renewable generators using smart metering which meets the Elexon Code of Practice 4 ('CoP4') industry standard.

Additionally, the renewables obligations certificates ('ROCs') are approved by Ofgem each month.

Additional assurance requirements

The company will publish third party assurance to confirm that the calculations are from reliable sources, reflect best practice and, where possible, the smart meters installed meet CoP4 industry standard.

Sewage pumping station availability CS05

About the measure

Average asset availability of pumps in network catchment sewage pumping stations, percentage to one decimal place.

Period

This is a report year measure.

Boundaries

The measure excludes pumps:

- At terminal sewage pumping stations (i.e., located within the boundary of sewage treatment works);
- Not on SCADA (e.g. recently adopted S105a pumping stations);
- Local package sewage pumping stations that are designed to protect individual properties from flooding following heavy rainfall.

Definitions

Sewage pumping station

Site used to move wastewater to higher elevations to allow transport by gravity flow.

Our network sewage pumping station availability is identified from a snapshot downloaded from our SCADA system which is taken daily.

Data source

The PC includes all sewerage pumping stations reported through our supervisory control and data acquisition tool ('SCADA'), equating to approximately 6,000 pumps at 2,800 pumping stations.

Daily snapshots are downloaded from SCADA to identify pumps that have the status is:

- Unavailable;
- Failed; or
- Inhibited.

Availability (%)

((Total pumps – (Total unavailable pumps – variations)) / Total pumps) x 100

Total pumps

Total number of installed pumps matching method definition;

Total unavailable pumps

- Pumps unavailable through maintenance (or status suppressed)
- Pumps where SCADA status is unavailable or failed or inhibited - recorded variations;

Variations

Total number of pumps against which a valid variation request has been recorded for a reporting day.

Adjustments

Extreme events, such as severe flooding, can prevent access to our sites for extended periods of time for health and safety reasons.

Where Thames Water are unable to access and repair a pump due to reasonable exceptional circumstances, Thames Water will record and report these incidents and make a suitable adjustment to the reported availability to reflect the extenuating circumstances outside normal operating conditions.

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Sewer Collapses CS02

Reporting criteria

PCC is defined in the Reporting guidance – sewer collapses per 1,000km for PR19.

About the measure

Number of sewer collapses per thousand 1000 km of all sewers that have not been identified proactively by Thames Water and causing an impact on service to customers or the environment, reported to two decimal places.

Full details on how our sewer length is derived can be found in the APR commentary for Table 7C.

Period

This is a report year measure.

Boundaries

Proactively identified collapses, and those caused by third party structural damage and manhole damage are excluded from this measure. Only sufficiently significant structural failures are included in this measure.

Root ingress is excluded unless it has resulted in a need for pipe replacement.

Collapses should be reported in the year that the collapse was reported, rather than the date that the repair work has been completed.

Definitions

Collapse

A collapse will only be included where both the following actions have occurred:

- There has been a failure to a sewer which is confirmed as the root cause of the resulting customer contact for impact on service or escape (flooding or pollution), leading to the detection of a collapse; and
- This has then resulted in the need to replace or repair the pipe to reinstate normal service

Identification

We identify potential sewer collapses through review of the 'activity raised date' in our systems. This date will often be after the incident has been reported as there is a delay between a potential collapse being reported and the activity being requested.

We do not use the completed date as there is usually a significant time period (weeks) between a dig down activity being raised and the work being completed.

Inclusions

The measure includes rising mains, pipe bridges, failures on the infrastructure network, including inputs into the inlet of treatment works and terminal pumping station rising mains.

It also includes all public sewer and lateral collapses recorded by Thames Water, inclusive of those incidents that have been reported as flooding or pollution failures, if the primary cause of the flooding or pollution was a sewer collapse.

Compliance with Ofwat common guidance

We are fully compliant with common guidance.

See Compliance with Common Guidance 2024/25

Sludge Treated Before disposal ES03

About the measure

The percentage of sludge sent to treatment prior to disposal calculated using tonnes of Dry Solids ('tDS') data to one decimal place.

Period

This is a report year measure.

Boundaries

Sludge exported out of the Thames Water region is excluded if treated before disposal.

We estimate this value using the best data available , including locations of farms outside our region that we export to.

Definitions

Sludge

Product of the wastewater treatment process.

Sludge treatment centres ('STC')

Where sludge collected from wastewater network and third-party sludge (such as sludge traded in from other water companies) is transported to for treatment.

Transformation may be by road, pipeline or indigenous collocated sludge.

Treatment

Includes chemical, biological and thermal processes.

Smarter Water Catchment initiatives EWS02

About the measure

Number of catchments that have an agreed catchment plan (which extends for at least 10 years), created in collaboration with the company's partners, to zero decimal places.

Period

This is a report year measure.

Boundaries

This PC covers three river catchments (Crane, Evenlode, and Chess)

Definitions

Partner

External steering group members

Additional benefits

Project delivers wider benefits over and above those for which the project was primarily designed.

Smarter water catchments initiatives

Whole-river catchment interventions designed to address multiple environmental issues

Engagement

Evidenced by formal support from relevant stakeholders and delivery of the actions set out in the catchment plan for the relevant reporting year.

Additional assurance requirements

This PC states the need for us to publish an external third-party assurance over our reported performance.

2024/25 partnership performance Reports

- River Crane (March 2025)
- River Chess (March 2025)
- River Evenlode (March 25)

Surface water management DS02

About the measure

Number of hectares of surface area disconnected from the combined sewer system or from which the flow of surface water is attenuated by a sustainable drainage system from 1 April 2020, to two decimal places.

Period

This is a report year measure.

Boundaries

Any schemes on site delivery before 31 March 2020.

Definitions

Effective contributing area

Area that generates surface water which communicates with our assets, which is then through appropriate surface water management diverted and passes through either a sustainable drainage system or new surface water system that does not communicate with combined sewers.

Additional assurance requirements

This PC states the need for us to publish an external third-party assurance over our reported performance that:

- Areas have been prioritised to focus on areas that are likely to significantly reduce the risk of pollution incidents or sewer flooding; and
- The company has incorporated best practice of surface water management in delivering solutions.

About Thames Tideway Tunnel

Thames Tideway Tunnel (TTT), is part of the London Tideway tunnel (LTT) network which includes the Lee Tunnel.

The LTT project involves:

- Upgrading five sewage treatment sites to prevent 40 million tonnes of sewage discharges annually,
- Building the Lee Tunnel to stop storm 5 million tonnes of sewage discharges at Abbey Mills; and
- Building the Thames Tideway Tunnel reaching from Acton to Abbey Mills.

It is being constructed by Bazalgette Tunnel Limited to tackle the problem of overflows from the capital's Victorian sewers for at least the next 100 years

We have six PCs relating to Thames Tideway tunnel:

1. TTT Critical asset readiness (this page)
2. TTT Managing early hand back of land
3. TTT Maximising the value of land sales
4. Readiness to receive tunnel flow at Beckton STW
5. TTT Effective stakeholder engagement
6. Establish an effective system operator for the London Tideway Tunnels

Acronyms

- SCCD: System commissioning commencement date. If there are delays in construction, this will result in a change in the SCCD which will be the relevant date for calculating underperformance payments.
- STW: Sewage treatment works
- SPS: Sewage pumping station
- CSO: combined sewer overflow

TTT Critical asset readiness ET04

About the measure

Number of full months in the reporting year, that readiness of critical assets is reported as 'insufficient readiness', after the SCCD, with the first month running from the day after the SCCD, zero decimal places.

Every full month of delay beyond the SCCD will result in underperformance payments.

Period

This is a report year measure.

Boundaries

None

Definitions

Readiness

Assessed by Thames Water in conjunction with Tideway, and overseen by an independent technical assessor

Sufficient readiness

This includes:

- Completion of an integrated operating plan, setting out how we will operate the London Tideway Tunnel assets in a timely, coordinated and integrated manner, and in compliance with relevant environmental permits, consents and the London Tideway Tunnel operating techniques; and
- Demonstrating to stakeholders that critical assets are ready to operate in compliance with the London Tideway Tunnels operating techniques and support timely system commissioning. This will be achieved through advanced preparation of critical assets reporting aligned with the Tideway project master Programme, the System commissioning plan and readiness for the system commissioning commencement.

TTT Critical asset readiness (contd)

Critical asset requirements

- Operational resilience of Beckton STW to treat sustained peak flow for extended periods. For the avoidance of doubt, this excludes the inlet works dealt with in performance commitment ET01;
- Reliable operation of Beckton STW Tideway SPS; reliable and accessible flow data from Abbey Mills SPS to Beckton STW;
- Reliable and accessible level and flow data from Greenwich SPS to Crossness STW;
- Reliable flow control at Abbey Mills SPS;
- Reliable flow control at Greenwich SPS;
- Certified Commissioning Ready Tideway Tunnel to Beckton STW flow transfer system;
- Certified commissioning ready Tideway storm bypass tunnel;
- Certified commissioning ready Tideway CSO overflow shaft;
- Reliable operation of key SPSs with an interface to TTT that are considered critical to the adequate functioning of the London sewerage system;
- Tideway monthly reporting to the interface committee - For SCCD target date for the PC;
- TWUL level 1 programme PAWS 5c – for integrated operating plan completion;
- TWUL Level 1 programme – for construction completion forecasts;
- LTT requirement document – for critical asset definition of integrated operating requirements;
- Critical asset grid – for forecast critical asset sufficient readiness dates and critical;
- Asset notice status; and
- Tideway certification process

.

Additional assurance requirements

Readiness will be reported in line with the joint approach to handover and acceptance as agreed between the company and Tideway in April 2019, and in line with the interface agreement.

This will be supported by external audit.

TTT Managing early hand back of land ET07

About the measure

Net total number of full months before the target date that Thames Water receives land back from Tideway once necessary works related to the Thames Tideway Tunnel have been completed, to zero decimal places.

Period

This is a report year measure.

Boundaries

The list of 90 hand back areas (21 sites) can be found in Annex 3 of PR19 final determinations: Thames Water outcomes performance commitment appendix.

This PC includes 87 hand back areas rather than 90, as three areas relating to Dormay Street are not intended to be handed back.

Definitions

Target date

Three full months after an area has been certified, as being ready for hand back. The actual target date will, in all cases, be three full months after certification, whenever certification occurs.

It is assumed that there is no partial handover with full handover needing to be signed off. The handover certificate is provided only when this is fully complete.

TTT Maximising the value of land sales ET06

About the measure

Total net profit or loss made on the actual sale of any of the 12 plots related to the Thames Tideway Tunnel project that are scheduled to be sold in the 2020-25 period, £m to one decimal place.

Period

This is a report year measure.

Boundaries

The measure includes the 12 plots scheduled to be sold in the 2020-25 period. These are:

1. Camelford House, Albert Embankment;
2. Chambers Wharf, Bermondsey;
3. Whiffin Wharf, Carnwath Riverside;
4. Carnwath Industrial Estate, Carnwath Riverside;
5. Cringle Wharf, Kirtling Street;
6. 80 Kirtling Street, Battersea;
7. 2a Battersea Park Road, Battersea;
8. 88 Kirtling Street (ex V&A Stores);
9. 8 Brooks Court, Battersea;
10. 1 Brooks Court, Battersea;
11. Oyster Pier, Mooring berths 1, 2 & 3; and
12. Oyster Pier, Mooring berths 5 & 6.

Definitions

Net profit or loss

difference between the baseline value and sale value (or net proceeds) of each plot subject to adjustments.

Net proceeds

Proceeds from the sale of the relevant plot after adjusting for the costs, receipts and savings reasonably attributable to or connected with the relevant disposal, which shall include associated costs related to the project land, such as compensation and mitigation costs, to the extent that such costs, receipts and savings were not previously allowed for when a relevant determination was made.

Baseline value

Baseline value = (P x A)

P = the percentage of land that is sold. This is the £m value of the land that is sold divided by the £m value of the land that is sold plus the £m value of the land that is not sold.

A = the acquisition price paid by the company when acquiring the plot (in £m).

The company will report its performance as the sum of the net profit or loss of all plots sold in that year. No adjustment is made for inflation within this performance commitment.

Additional assurance requirements

Independent external assurance will be provided by the company to Ofwat for each plot sold in the relevant reporting year to confirm the percentage of land sold is a fair reflection of the split between the land sold and the land retained relative to the acquisition price paid by the company.

In addition, Ofwat may require independent external assurance in respect of any plot, to confirm that Thames Water took appropriate steps to maximise customer value.

Readiness to receive tunnel flow at Beckton STW ET01

About the measure

Number of full months after the SCCD, of the delivery of beneficial use of the scheme, to zero decimal places.

Period

This is a report year measure.

Boundaries

In the event of tunnel construction being delayed, as it would not be in customers' interests to deliver the inlet modifications ahead of these being required, the company would not qualify for underperformance payments.

Performance is based upon the completion of the scheme, as confirmed and agreed through detailed design and construction. The indicative outline design scope is shown below.

The scope of this capital project includes a number of elements at Beckton STW. The current indicative scope (from outline design) includes:

- 2 new grit lanes and associated grit removal equipment, along with 2 new 50 mm 1D trash
- 8 new 15 - 20 mm 1D bar screens installed downstream of the trash screens and upstream of the grit channels (6 existing and 2 new channels);
- New duty/standby trash and screenings transfer belt or screw conveyors, screenings compactors and skip compactors for the 50 mm 1D trash screens;
- New duty/standby screenings transfer screw conveyors, screenings compactors and skip compactors for the 15 – 20 mm bar screens;
- New grit removal, handling and washing plant along with associated equipment;
- New standby generation;
- Clear accumulated grit and debris from intermediate northern outfall sewer ('NOS') barrels; and
- Modify existing control philosophy to allow all available plant to operate to minimise the hydraulic impact on the NOS, minimise deposition of solids and potentially reduce peak solids loading during first flush scenarios.

Definitions

Beneficial use

Delivery of the capital works associated with the inlet works under solution reference S29184 in the PR19 capital programme, which is part of the upgrade to the Beckton sewage treatment works.

Unregistered household properties ER01

About the measure

Process completed' or 'Process not completed'.

Period

This is a report year measure.

Boundaries

This measure excludes:

- Boundary properties/water only companies (WOC's) where Thames Water are responsible for waste only; and
- Charge points that do not relate to a physical property e.g. kiosks and hereditaments and troughs.

Definitions

Process

External data is downloaded and compared to internal records to identify household properties that are not on our systems (and so appear to be unregistered).

Confirmed unregistered sites are input into our system and steps taken to bring them into charge.

The team then monitors progress as the sites are either confirmed as being put into charge or confirmed as not existing.

Unregistered household properties

Also known as 'gap sites', are properties where water and/or wastewater services are being consumed, but the property is not in the Thames Water systems and is therefore not billed.

Data sources

We use a minimum of three external data sources in each quarter. These sources are not defined, but include Experian, Royal Mail postcode address file, (PAF), Land Registry etc.

Additional assurance requirements

Performance of this measure will be assured by an external third party.

Treatment Work Compliance CS01

Reporting criteria

The measure is governed by guidance and regulations issued by the EA in 2019 Waste water treatment works: treatment monitoring and compliance limits - GOV.UK

The number reported is taken from the annual Provisional EPA letter issued by the EA.

About the measure

This measure is the percentage of treatment works with discharges, compliant with numeric environmental permits in each year, reported to two decimal places.

Period

This is a calendar year measure.

Boundaries

A non-compliant discharge is defined as a level of concentration of a parameter in a wastewater/ water quality sample taken at a treatment works that falls out of the acceptable level, as defined in the individual treatment works permit.

The discharge permit compliance metric is the number of failing sites (as a percentage of the total number of discharges), and not the number of failing discharges (i.e. if a site fails more than once in a period it is just counted once).

Calculation

It is calculated as follows:

(B - A) / B x 100

Where:

A = No. of sites (STWs and WTWs) with numeric limits confirmed as failing relevant conditions in the calendar year; and

B = No. of discharges on the EA register during the calendar year (in force).

Definitions

Sample

Wastewater/water quality sample in line with the EA guidance.

The samples are tested for the concentration of a range of parameters, as set out within the individual permits for each treatment works.

Unplanned outages BW02

Reporting criteria

Unplanned outages is defined in UO final reporting guidance for PR19.

About the measure

Percentage of Peak Week Production Capacity ('PWPC'), reported to two decimal places.

Period

This is a report year measure.

Boundaries

The performance measure only accounts for outages relating to unplanned causes such as asset failure (e.g., failures or deterioration of any asset which impacts on the ability to produce the PWPC). Outages relating to planned causes, such as when assets are taken out of supply or made unavailable for supply to enable planned maintenance or capital works to be completed are excluded from the measure.

Additional exclusions from the measure are:

- Excluded sites which are not in service as per the annual production plan, sites used only in the case of an emergency or sites only required to be in service during a dry year;
- Outages of 24 hours or less in duration (We classify an outage as 24 hours or less where time stamps are not available for Thames Valley WTWs); and
- Outages caused or prolonged by extreme weather events.

Definitions

This measure is defined as the annualised unavailable flow, based on the PWPC.

Calculation

The PWPC dataset has been calculated by directly taking actual daily output figures for each water treatment works from the water into supply dataset for the last 5 years, identifying the period of 7 consecutive days with the highest consistent output (and then identifying the lowest daily output within this period of 7 days).

This measure is proportionate to both the frequency of asset failure as well as the criticality and scale of the assets that are causing an outage. PWPC and outages (planned and unplanned) are defined as per the guidance.

This measure is reported as the temporary loss of PWPC in the reporting year, weighted by the duration of the loss (in days).

Outages arising from planned works are recorded separately to outages arising from unplanned causes, such as asset failure. Unplanned outage for each water production site is calculated separately and then summed over the reporting year to give a total actual unplanned outage for the water resource zone.

The water resource zone weighted outage is summed (Ml/d) and normalised based on overall PWPC to be reported as a percentage.

We report our current company level PWPC (Ml/d), the unplanned outage (Ml/d) and planned outage (Ml/d) in our commentary and APR.

We also provide a summary of data quality and compliance in accordance with the reporting requirements.

Compliance with Ofwat common guidance

We are compliant with common guidance, except for eight areas out of 76.

See Compliance with Common Guidance 2024/25

Water Quality Compliance BW06

Reporting criteria

The definition for this performance commitment is set by the Drinking Water Inspectorate ('DWI') in DWI compliance risk definition for PR19

About the measure

Numerical Compliance Risk Index ('CRI') score, reported to two decimal places.

A CRI score is calculated for every individual compliance failure within all water supply zones, authorised supply points, treatment works and service reservoirs.

The annual CRI for the company is the sum of the individual CRI scores for every compliance failure reported during that year.

Period

This is a calendar year measure.

Boundaries

There are no specific exclusions. However, there are some special rules on calculation of the impact score defined within the DWI procedure.

Definitions

The calculation for each individual compliance failure is as follows:

Water supply zones

CRI = (Parameter Score * Assessment Score x Population affected) / Total company population served

Supply Points and treatment works

CRI = (Parameter Score x Assessment Score * volume supplied (m3/day)) / Total daily volume supplied by the company (m^3/day)

Service reservoirs

CRI = (Parameter Score * Assessment Score x reservoir capacity (m3)) / Total service reservoir capacity of the company (m^3)

Water supply zone

Largest area of a water company's supply system where all customers have the same supply risk.

Supply point

Individual point of service on the customer premises (i.e., a customer tap).

Treatment works

Site or plant whereby processes, and technologies used to remove contaminants from water are carried out.

Service reservoir

Place or structure where water from a water treatment works ('WTW') is stored for delivery to other service reservoirs for distribution to the consumers of a water supply district.

Parameter score

Basis for standard

1. Non health risk indicator
2. Regulatory Impact
3. Aesthetic
4. Health risk indicator
5. Health risk

Assessment score

DWI inspector's assessment

0. Incorrect data//outside operational limits
1. Satisfactory investigation did not identify cause/trivial/unlikely to reoccur
2. Suggestions made
3. Recommendations made
4. Covered by legal instrument/ enforcement considered
5. Enforce

Water quality events BW09

About the measure

Number of events (category 3, 4 and 5)

The Drinking Water Inspectorate's ('DWI') final assessment letter for some events may not be received until after the APR is published if the event is ongoing. In these instances, the BW09 PC may be subject to change.

Period

This is a calendar year measure.

Definitions

Category Events

1 (not significant): least potential negative impact on public confidence in the water supply.

2 (minor): some potential for negative impact on public confidence in the water supply, but not requiring significant level of investigation.

3 (significant): potential for negative impact on public confidence in the water supply requiring a detailed investigation and assessment of the event by a warranted inspector.

4 (serious): significant potential for negative impact on public confidence in the water supply, requiring a detailed investigation and assessment of the event by a warranted inspector, possibly with additional internal and external support (to be determined on initial assessment

5 (major): significant potential for negative impact on public confidence in the water supply requiring a detailed investigation, and assessment of the event by a warranted inspector with additional internal and external support at all seniority levels (to Notes on this metric

The company also reports consumer contacts for appearance, and taste and odour on the Discover Water website.

Clearance of Blockages CS04

About the measure

Number of sewer blockages cleared in the year to zero decimal places.

Period

This is a report year measure.

Boundaries

The following are excluded from the reported figure:

- Duplicate records where more than one sewer blockage clearance has been recorded for the same clearance activity in the same sewer (located within 250 metres) and within the same hour;
- Hydraulic overloads incidents;
- Activities where no clearance was required, or blockage detected;
- Jobs identified as proactive silt or blockage removal;
- Sewer blockages occurring in privately owned sewers; and
- 50% adjustment on disputes over ownership of sewers where the outcome is not available.

Definitions

Blockage

Obstruction in a sewer which causes a reportable problem (not caused by hydraulic overload), such as flooding or discharge to a watercourse, unusable sanitation, surcharged sewers, or odour.

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C-MeX AR01

Reporting criteria

The common guidance for this measure can be found in Delivering Water 2020: Our final methodology for the 2019 price review. Appendix 3: Customer measure of experience (C-MeX) and developer services measure of experience (D-MeX)

About the measure

Residential customer satisfaction score out of 100 to two decimal places.

Period

This is a report year measure.

Boundaries

The following exclusions are applied to the data submitted to Accent (Ofwat's agent):

- Outbound contacts;
- Deceased customers;
- Non-customer contacts;
- Non-household or private network customers;
- Developer services;
- Ex-directory;
- Wrong numbers - contacts from customers that should have contacted another organisation;
- Contractor 0.5% rule - customer contacts from external service providers who take less than 0.5% of total calls for a business unit;
- Customer contacts that are returned on or alongside company requests for feedback or surveys;
- Social media postings, customer comments exclusively about another customer's posting
- Enquiries from CCW on behalf of a customer; and
- Ofwat Do not contact ('DNC').

Definitions

Score

C-MeX= 50% x CS + 50% x CE

Where:

CS= Customer satisfaction score from a survey of a sample of residential customers who have contacted their company, which asks them how satisfied they are with how the company has handled their issue

CE= Customer experience score from a survey of residential customers who have not contacted the company

The surveys are completed by Accent on a monthly basis.

Survey requests

On a monthly basis, Thames Water is notified via email by 10.00hrs on the Monday morning of the week following the designated period.

All inbound customer contacts for the previous week are provided to Accent, via the online portal, by 17.00hrs on Tuesday of the same week. This includes all contact methods on digital and non-digital channels (including where digital contacts made where an email address is not present, and non-digital contacts made where a telephone number is not present).

Customers who opted as DNC for Thames Water are submitted to Ofwat agent in line with C-MeX guidance but are excluded from the survey.

Contacts received by third parties and contractors working on behalf of Thames Water are also included (if volume is above 0.5% of total volume received by Thames) in line with Ofwat guidance.

Additional assurance requirements

We confirm that, in the reporting year, we offered at least:

- Five communication channels for receiving customer contacts and complaints; and
- Three online channels.

D-MeX AWS01

Reporting criteria

The common guidance for this measure can be found in Delivering Water 2020: Our final methodology for the 2019 price review. Appendix 3: Customer measure of experience (C-MeX) and developer services measure of experience (D-MeX)

About the measure

developer services customer satisfaction score out of 100 to two decimal places.

Period

This is a report year measure.

Boundaries

The following can be excluded from the qualitative submission for D-Mex:

- Ofwat Do not contact ('DNC'); and
- Transactions where there is an ongoing dispute with the customer of such severity that approaching the customer to take part in a survey may not be appropriate.

Definitions

Score

50% x qualitative score + 50% x quantitative score

Where:

Qualitative score: Developer services customers satisfaction score from a survey of customers who transacted with the company

Quantitative score: Company's performance against a set of selected Water UK performance metrics throughout the reporting year.

Water UK performance metrics

Set of performance metrics defined by Water UK that are used to calculate the quantitative component of the company's D-MeX score, are set out in the link below.

The metrics are designed to measure compliance against Levels of Service ("LoS") to customers.

Each metric has a target cycle time which is set by Water UK. These are measured from the receipt of the application or the relevant date where all payments and information have been received.

Compliance is calculated using the total completed within target divided by the total completed in period. These metrics apply to both waste and clean water journeys provided by the developer services and WMS departments. For each metric, a percentage is reported, and a simple average of these metrics is taken. This is rescaled to be out of 100 to form the score for the quantitative component of D-MeX.

Additional assurance requirements

The company will report the process the company has taken to assure itself that its performance against the selected Water UK metrics in D-MeX are an accurate reflection of its underlying performance in the reporting year, and any findings that indicate this is not the case.

Installing new smart meters in London M01

About the measure

Number of new smart meters installed in London from 1 April 2020, to zero decimal places.

Period

This is a report year measure.

Boundaries

This measure only applies to residential customers' meters in the London water resource zone ('WRZ') and excludes business customers' meters.

A smart meter can only be counted once in the five-year period for a property. For example, if a smart meter fails within the five years and is replaced, it cannot be recounted towards this PC.

In scope meters include:

- Meters that were installed in the Thames Water network prior to 1 April 2020 without smart meter capability; and
- Small bulk meters, that provide additional benefit to meters already installed are also in scope – i.e., not replacements of bulk meters;

This measure excludes the installation of new smart meters for new connections and excludes the replacement of existing basic meters with smart meters

Definitions

'New'

To be included in the metric, the meter must be:

- installed at a property that previously paid unmetered charges; and
- For an Existing connections .

Smart meters

Meter installations that uses advanced metering infrastructure ("AMI") technology.

Under competition law , the smart meter must have the capability to:

- Record consumption data and comply with the appropriate regulations governing cold water meters;
- Allow ready access to this data by customers (directly or via contractors/agents) and the company at near real time, with data updated daily at a minimum, and made available at a minimum granularity of 1-hour intervals, or such greater frequency and/or granularity as reasonably requested by the customer or its contractors/agents;
- Enable the capability for automated leak alarms to be communicated to the customer and company;
- Transfer consumption data to the company remotely without requiring access to the meter or property; and
- Communicate with the internet

LWI Trunk mains renewal LWI01

About the measure

Km of trunk mains network renewed in km attributable to the investments agreed with Ofwat and delivered as part of the LWI Conditional Allowance programme, to zero decimal places,

Period

This is a report year measure, effective from 2023-24.

Boundaries

An adjustment to size classification should be made where renewal activity results in upsizing or downsizing of main.

Definitions

LWI

London water networks improvements project

Major trunk mains

A main through which water is fed into a water distribution system that transport raw or potable water between sources and storage, and potable water from water treatment works to district meters.

Mains renewal

Mains whose prime purpose is renewal of an existing main, even where existing main remains in service (i.e. is not abandoned immediately on commissioning of new main).

Mains sleeving/pipe cracking/slip lining, where used for this category of work and records any original main as abandoned.

Additional assurance requirements

Thames Water report on progress in delivering these conditional allowance interventions on a quarterly basis to Ofwat and annually as part of their Annual Performance Report.

Households on the Thames Water social tariff ER03

About the measure

Number of households on the company's WaterHelp scheme at the end of the report year, to zero decimal places.

Period

This is a report year measure.

Boundaries

This metric includes:

- All discount bands within the WaterHelp social tariff (including the bandings for 50% reductions)
- Customers who have not yet been transferred to the WaterHelp scheme but receive reduced tariffs from pre-existing legacy schemes such as WaterSure+.
- Customers receiving report assistance through WaterHelp who are directly billed, or indirectly billed via a local authority or housing association (LAHA), for wastewater and water, or water only service.
- Customers receiving financial assistance through WaterHelp who are indirectly billed by WOC and WASC companies on our behalf.

Definitions

WaterHelp

Scheme for customers who are struggling to pay their bills.

More information on WaterHelp can be found on our website.

Proactive Customer Engagement AWS02

About the measure

total number of proactive customer contacts to zero decimal places.

Period

This is a report year measure.

Boundaries

None

Definitions

Eligible customer contacts ('sub measures')

- Households who receive a smarter home visit;
- Business premises receiving a smarter business visit;
- Households which actively participate in the green redeem scheme;
- Schools receiving a water audit;
- Customers receiving a customer visit because of abnormal water usage patterns;
- Lead communication pipes replaced, including contact with the customer on the potential health impacts of lead customer owned pipes and plumbing; and
- Wastewater behaviour campaign', generated off a range of proactive demand reduction activities, including smarter home and business visits, smart meter data and digital customer engagement / campaigns.
- Virtual smarter home and education visits .

Net promoter score

Per the PR19 final determination of this PC, the company are required to report a Net Promoter Score ('NPS') using feedback from customers following the proactive contact.

However, we no longer calculate NPS and now use C-MeX to measure customer satisfaction and engagement instead.

Additional assurance requirements

The company will :

- Report the sub-measures separately in our APR, assured by an qualified external third party
- Once during the five-year period publish a report to assess the benefits resulting from the performance commitment, as far as possible based on primary evidence.

This report should include the relative success of different activity types and approaches. The company should also consider other ways to share learning with other companies and wider stakeholders.

Properties at Risk of Receiving Low Pressure BW07

About the measure

Number of properties receiving, or at risk of receiving, pressure below the low-pressure reference level, at the end of the reporting year, to zero decimal places.

Period

This is a report year measure.

Boundaries

Exclusions are set out in Ofwat's guidance : properties-at-risk-of-receiving-low-pressure.

The aim of these exclusions is to exclude properties which receive a low pressure as a result of a one-off event and which, under normal circumstances (including normal peaks in demand), will not receive pressure or flow below the reference level.

We consider a weather event may exceptional in its intensity or in its duration or a combination of both. A weather event can include drought, heavy rainfall, freezing conditions, heat waves and strong winds.

Definitions

Low pressure

Defined in the reporting guidance published 11 December, 2017: https://www.ofwat.gov.uk/publication/properties-at-risk-of-receiving-low-pressure

Calculation

Total number of properties receiving pressure below standard, minus the number of those properties that are covered by the predetermined allowable exclusion categories as detailed in the reporting guidance.

Verification

Before a property is removed from the low pressure register, there is a verification period which varies depending on method of addition to the register. At the end of the verification period, and assuming that the solution has proven to be sustainable, the property is removed from the register with the date of removal logged as being the date that the solution was implemented.

This aligns the register time with the low pressure being experienced by the customers.

Assumptions

Weather event

Thames Water considers a weather event deemed to have a return period greater than 1 in 10 years to be a mitigating factor, provided that it is beyond the normal design standards.

Additional assurance requirements

While listed in the Ofwat guidance, companies must maintain verifiable, auditable records of all the exclusions that they apply in order to confirm the accuracy and validity of their information.

Replacing existing meters with smart meters in London M02

About the measure

Number of existing meters replaced with smart meters from 1 April 2020 in the London WRZ to zero decimal places.

Period

This is a report year measure.

Boundaries

This measure only applies to residential customers' meters in the London water resource zone ('WRZ') and excludes business customers' meters.

A smart meter can only be counted once in the five-year period for a property. For example, if a smart meter fails within the five years and is replaced, it cannot be recounted towards this measure .

criteria

Definitions

Smart meters

See definition in Installing new smart meters in London M01.

Existing meters

Meters that were installed in the Thames Water network prior to 1 April 2020 without smart meter capability.

Risk of sewer flooding in a storm DS01

About the measure

Percentage of population at risk from internal hydraulic flooding from a 1 in 50-year storm, reported to two decimal places.

Period

This is a report year measure.

Boundaries

Exclusions are as defined in the guidance.

Definitions

Sewer flooding in a storm

Risk of sewer flooding in a storm is defined within the guidance titled guidance – Risk of sewer flooding in a storm, published on 4 April 2019.

1 in 50 year storm

A storm that has a 1 in 50 chance of being equalled or exceeded in any given yea r. This does not mean that a 50-year flood will happen regularly every 50 years, or only once in 50 years.

Hydraulic flooding

Heavy or continued rainfall that overwhelms our sewers causing hydraulic overload.

Assumptions

This measure will record the percentage of the region's population at risk , based on modelled predictions (using 2017/18 data).

Additional assurance requirements

The guidance says that the metric should be subject to assurance.

SEMD - Securing our sites (2020-25 projects) DWS02

About the measure

Percentage of an agreed number of specified sites brought into compliance with Security and Emergency Measures Direction ('SEMD') requirements , to one decimal place.

Period

This is a report year measure.

Boundaries

Legacy site are excluded.

Definitions

Security & Emergency measures Direction ('SEMD')

Issued by the Secretary of state, SEMD requires companies to maintain a water supply and/or sewerage system in the interests of national security or to mitigate the effects of any civil emergency which may occur.

Full details can be found in The Security and Emergency Measures (water and sewerage undertakers and water supply licensees) (Amendment and Revocation) Direction 2024

Agreed list

28 borehole sites agreed between the company and Defra as part of PR19.

Compliance

The schemes are considered complete and compliant when all project milestones have been completed, exit criteria has been met and the benefits have been realised, as set out in the defined project scope at initiation.

Legacy sites

Sites whose compliance was outstanding at the end of AMP6 (i.e.31 March 2020)

Additional assurance requirements

Compliance will be audited annually by an independent SEMD Certifier and this report will be

shared with Defra and Ofwat, including the value of the work completed.

We obtain external assurance as part of our annual SEMD submission to Defra, and report percentage of work completed in our APR.

Since 1 April 2021, there has been a change in regulation in that SEMD certification has been replaced by RAG Assessments.

SEMD - Securing our sites (legacy projects) DWS03

About the measure

Percentage of an agreed number of specified sites brought into compliance with Security and Emergency Measures Direction ('SEMD') requirements , to one decimal place.

Period

This is a report year measure.

Boundaries

New projects which were not due in the 2015-20 period are excluded.

Definitions

Agreed list

264 projects, from the 591 agreed at PR14, which remain outstanding at the beginning of the 2020-25 period.

Compliance

See definition in SEMD - Securing our sites (2020-25 projects) DWS02

Additional assurance requirements

See definition in SEMD - Securing our sites (2020-25 projects) DWS02

Security of supply index (SoSI) DW02

About the measure

Security of Supply Index ('SoSI') calculates the company's ability to meet planned levels of service for average demand in a dry year, presented as a score out of 100 to zero decimal places.

Period

This is a report year measure.

Boundaries

None.

Definitions

Calculation

Difference between available headroom and the target headroom specified in our PR19 WRMP for each of our 6 water resource zone (WRZ).

The 'surplus/deficit' is then expressed as a percentage of the sum of dry year distribution input and target headroom.

For each WRZ, a calculation is performed for both a Dry Year Annual Average and a Dry Year Critical Period (i.e., peak week. See PWPC in BW02), with the lower score of the two being reported.

Score

The SoSI score can range from negative scores to 100. A score of less than 100 demonstrates that Thames Water would have to impose demand restrictions on our customers more frequently than set out in our levels of service.

Head room

Buffer between water supply and demand designed to cater for specified uncertainties.

Dry year

Year with the demand observed under the joint conditions of a 1 in 5 summer, and a 1 in 5 winter levels of water usage and leakage.

Water available for use (WAFU)

WRZ deployable output, less reductions including climate change (based on UKCP09 predictions), sustainability reductions, network constraints and reductions made for outage allowance.

Outage allowance

Assumed amount of deployable output that is not available for supply because of the possibility of an outage event occurring. The outage allowance should be lower for peak supply forecasts than for average supply, as planned events restricting output should not take place during peak supply periods.

Dry year available headroom

WAFU adjusted for bulk imports/exports to and from other companies less adjusted dry year distribution input.

Water resource Zone (WRZ)

Largest area of our supply system where all customers have the same supply risk.

Bulk water exports and imports

Treated and untreated exports and imports but excludes non-potable supplies.

Abstraction incentive mechanism (AIM) EW01

About the measure

Reduction in abstraction of water at five environmentally sensitive sites when flows are below a trigger level, in megalitres to one decimal place.

Period

This is a report year measure.

Boundaries

The following abstraction sites are in scope of this measure:

- River Lee new gauge pumping stations (London WRZ);
- Pangbourne (Kennet Valley WRZ);
- Axford pumping stations (SWOZ WRZ);
- Pan Mill pumping station (SWA WRZ); and
- North Orpington pumping stations (London WRZ).

Definitions

Abstraction incentive mechanism (AIM)

Detailed guidance and the methodology used to prepare the AIM measures can be found in Guidelines on the abstraction incentive mechanism (Feb 2016)

Agreed trigger points

	Trigger threshold (m^3/s)	Baseline Ml/d
River Lee	60.0	89.6
Pangbourne	1.0	31.6
Axford	166.0	7.9
Pan Mill	5.6	11.4
North Orpington	11.4	7.2

BSI standard for fair, flexible and inclusive services AR07

About the measure

Achieving the BS 18477 standard by 2020-21 and maintaining it for the rest of AMP7 measured as achieved/not achieved (year 1) or maintained /not maintained (years 2 to 5).

Period

This is a report year measure.

Boundaries

None.

Definitions

BS18477 standard

Voluntary British standard that provides guidance to help companies identify and meet the needs of vulnerable customers

Certification is awarded by the BSI Group (also known as the British Standards Institution).

We achieved certification in the first year of the AMP.

Achieved

Certification from the BSI group.

Replacement of BS18477

The PC makes provision that, in the event that the BSI Group cease providing certification for BS 18477 , the company may adopt any standard designed to directly succeed the existing standard.

In May 2022, BSI1847 was replaced by a new international standard ISO 22458 ‘Consumer vulnerability: requirements and Guidelines for the design and delivery of inclusive service (British standard)’.

Understanding risk of flooding and resilience within the Counters Creek catchment CC

About the measure

There are two elements to this measure:

- By no later than the end of July 2023, the company must deliver a fully assured report, for the Counters Creek catchment
- The company must report annually, via its APR, on how it is managing its network to ensure long-term resilience and reduce flood risk for customers, and how it is progressively developing its understanding of flood risk in the catchment.

Period

This is a report year measure , but will be measured at the end of the 2023/2024 reporting year. All other years we will report 'N/A'.

Definitions

Report requirements

Sets out the Company's understanding of the risk in the catchment and outlines its long-term strategy for alleviating flooding in the area; and

Additional assurance requirements

Company will report annually, as part of its Annual Performance Report (APR) ,how it is managing its network to ensure long-term resilience and reduce flood risk for customers, and how it is progressively developing its understanding of flood risk in the catchment.

We published our report in July 2023, which was assured by an appropriately qualified third party.

Drainage and wastewater management plans DWMP

About the measure

Cumulative percentage of catchments where company implements level 1 DWMP in accordance with guidelines, to zero decimal places.

Period

This is a report year measure.

Boundaries

None.

Definitions

DWMP

Long term, adaptive plan of wastewater service, to provide a resilient service to our customers that protects and enhances the environment.

Guidelines

Water UK's guidance "Framework for the production of Drainage and Wastewater Management plans", published September 2018 and updated May 2019

Catchment

Area of land through which water from any form of precipitation (such as rain, melting snow or ice) drains into a body of water (such as a river, lake or reservoir, or even into underground water supplies – 'groundwater').

Level 1

Provide a strategic, long-term plan for drainage and wastewater resilience and associated investment over the plan period.

Calculation

Average of the catchments that are completed divided by the total number of catchments.

We published our Drainage and wastewater management plan on 31 May 2023, achieving 100% compliance of this PC.

LWI Data validation LWI03

About the measure

Progress against the delivery of data validation outputs agreed with Ofwat as part of LWI Gate 4, measured in number of outputs delivered.

Period

This is a report year measure, effective from 2023/24.

Boundaries

None.

Definitions

Outputs agreed with Ofwat

- 1,000 data validation samples
- One report (issued internally, available on request)

LWI

London water networks improvements project.

LWI Future London Strategy LWI02

About the measure

Progress against the delivery of strategy outputs agreed with Ofwat as part of LWI Gate 4, measured in number of outputs delivered.

Period

This is a report year measure, effective from 2023/24.

Boundaries

None

Definitions

Outputs agreed with Ofwat

- London Strategy & strategic roadmap
- London Strategic System long term adaptive plan
- Lower Hall B Proof of concept including:
  - System level adaptive plan
  - System model linked to IWLive telemetry
  - Deployment of approximately 200-300 additional pressure monitoring points
  - No Dig Repair Innovation project business case for submission to Ofwat Innovation fund)
  - Coppermills system start after Lower Hall B approach confirmed in year 4
- System level adaptive
- System model linked to telemetry on IWLive Deployment of c600 monitor

LWI

London water networks improvements project.

Additional assurance requirements for LWI performance commitments

Thames Water will report on progress delivering these conditional allowance interventions on a quarterly basis to Ofwat and annually as part of Thames Water's Annual Performance Report.

Thames Water will also report progress to their Board and shareholders on a quarterly basis, with an update on conditional allowance and shareholder contribution being included as a standing item on the TWUL Board Agenda.

Major trunk mains bursts BW11

About the measure

Average lost time per customer due to a major trunk mains burst, in hours:minutes:seconds

Period

This is a report year measure.

Boundaries

The performance measure only accounts for interruptions greater than or equal to 3 hours in duration.

Any interruptions less than 3 hours are excluded from the measure.

Definitions

Trunk mains

A main through which water is fed into a water distribution system that transport sraw or potable water between sources and storage, and potable water from water treatment works to district meters.

A Trunk Main typically has a larger diameter (> 12" in London, >10" in Thames Valley) in a water distribution system, upstream of a district meter.

Major trunk mains

Where the mains has a diameter ≥ 18".

Also, see definitions in Water supply interruptions BW03, as this is a subset of wider PC.

Assumptions

For reporting purposes, non-ground floor flats are treated as though they are on the ground floor

Natural Capital Accounting EWS04

About the measure

Percentage of the company's landholdings, as a percentage of total appointed business landholdings, where natural capital stocks are assessed and reported publicly at 31 March each year. to one decimal place.

Period

This is a report year measure.

Boundaries

All Thames Water land holdings which comprises many small to medium-sized sites across large parts of Greater London, Luton, Thames Valley, Surrey, Gloucestershire, Wiltshire and Kent.

Thames Water owns a variety of sites including reservoirs, water treatment works, recreational sites and nature reserves covering an area of just over 6,500 hectares

Definitions

Natural capital

That part of nature which directly or indirectly underpins value to people.

Natural capital stock

Environmental stock of renewable and non-renewable natural resources. Natural capital may include stocks of species, ecological communities, soils, freshwaters, land and minerals.

Additional assurance requirements

Although not required as part of our final determination, we appointed WSP (third party) in year 1 of the AMP to perform a natural capital assessment for 100% of Thames Water's land holdings.

Priority services for customers in vulnerable circumstances AR06

Reporting criteria

This PC is defined as the following in Ofwat's reporting guidance:Common performance commitment for the priority services register

About the measure

The Priority Services Register ('PSR') is measured in three parts (reach, actual contacts; and attempted contacts) as the number of households on the company's PSR as a proportion of all households in the company's region, reported to one decimal place.

Period

This is a report year measure.

Boundaries

We exclude households that have been added to the company's PSR within the last two years, as these entries should be up to date, and we would not expect to attempt to contact households until after they have been on the PSR for over two years.

The reporting of PSR measures is done at a household level. Multiple occupiers within our PSR will only count each household once when reporting this data line and Thames Water will report individuals separately.

Definitions

Reach

Percentage of households that the company supplies with water and/or wastewater services which are registered.

Calculated as:

Number of households on the PSR at the end of the report year / total number of households served as the end of the report year) x 100.

Actual contacts:

Percentage of distinct households on the PSR that the company has, over a two year period, made a proactive attempt to engage with a customer in the household and has received a response which has allowed it to re-confirm personal information, and then update its PSR where necessary, to improve the accuracy of customer data that it holds.

It also includes instances where Thames Water has received confirmation from a third party that a customer in a household on the PSR has been contacted, and the refreshed information is used by the company to update its own records.

Calculated as:

(Distinct households on the PSR where the company had actual contact over a two-year period as at the end of the report year / total number of households on the PSR over a two-year period as at the end of the report year) x 100.

Attempted contact

Proactive attempt to engage with a customer (or nominated third party contact) in a household on the PSR, to establish whether they are still receiving the right support.

If no actual contact is made, two contact attempts from the list below count as an attempted contact:

- Email
- Letter
- SMS
- Phone

Additional assurance requirements

The company is required to provide commentary on this measure in its Annual performance report, including a breakdown of the types of support received through our PSR by communication; support with mobility and access restrictions; support with supply interruption; support with security; and support with other needs.

Risk of severe restrictions in a drought DW01

Reporting criteria

This PC is defined as the following in Ofwat's reporting guidance: Drought resilience metric for PR19.

About the measure

Percentage of the population the company serves that would experience severe supply restrictions (for example, standpipes or rota cuts) in a 1 in 200 year drought, on average, over 25 years, reported to one decimal place.

Period

This is a report year measure.

Boundaries

Thames Water's reporting for the forward planning period is based on the WRMP19 final plan forecast and not the WRMP19 baseline forecast.

Definitions

At Risk

The population is 'at risk' if the supply-demand balance calculation in each water resource zone for the 1-in-200-year drought event results in a shortfall (deficit).

The calculation is performed at WRZ level with customers at risk if: (DO-OA)<DD+TH

Where:

DO=deployable output (WAFU)

Outage allowance =OA

DD= Dry year demand

TH=Target headroom

25 year average

Average number of customers at risk over the 25 years (2020-21 to 2044-45) divided by total number of customers served by the company (multiplied by 100 to give a percentage)

Percentage risk calculation

All the company's WRZ totals are summed together to give a total number of customers at risk. The annual percentage of customers at risk is calculated by dividing this by the total number of customers served by the company.

For a WRZ with a surplus supply/demand balance at the 1-in-200 year level, the score represents the amount and reliability of this surplus water.

For a WRZ with a negative supply/demand balance (i.e. it is not resilient to the 1- in-200 year event) the score represents a view of the level of deficit

See also definitions for our performance commitments Security of supply Index.

Metric certainty grade

The guidance requires us to provide a certainty grade, indicating the accuracy of calculation.

Methodology grade

This assesses the rigour or sophistication of the method used to derive a drought event.

We have classified London, as grade A as we have sophisticated and comprehensive stochastic based analysis.

We have rated all other WRZs as grade C as we have less information available for modelling.

Despite London containing approximately 70% of the company population, we have chosen to conservatively assess our overall grade as C .

Other information

Based on Thames Water's current WRMP, London WRZ will be in a 1:200 deficit during AMP7 with all the other WRZs being in surplus.

Given that this is the case, Thames Water's performance in relation to the target will be dependent on London's population as a proportion of our whole company population.

Percentage of satisfied vulnerable customers AR05

About the measure

Percentage of how satisfied vulnerable customers on the company's PSR are with the services they receive, to zero decimal places.

Period

This is a report year measure.

Boundaries

None.

Definitions

Satisfied

This is a measured using the 'rant and rave survey' which captures customer satisfaction ratings ('CSAT'). Responses are extracted from those customers on the priority services register ('PSR').

There are 5 responses as follows:

- Very satisfied;
- Satisfied;
- Neither satisfied nor dissatisfied;
- Unsatisfied; and
- Very unsatisfied.

The scoring ranges from 0-10, with satisfied/very satisfied represented by scores of 6, 7, 8 (satisfied) and 9 and 10 (very satisfied).

For the purposes of the measure, only those who respond that they are 'very satisfied' or 'satisfied' will be counted toward the total.

Survey requirements

The survey should be planned and carried out following social research best practice (e.g., any sections of a relevant code such as that published by the market research society).

The sample size should be selected to give a reasonable statistical significance for the purpose of the performance commitment.

TTT Effective stakeholder engagement ET02

About the measure

Effectiveness of engagement activities with key stakeholders in the TTT project, to one decimal place.

Period

This is a report year measure.

Boundaries

None

Definitions

Survey

Carried out by an appropriately qualified external third-party stakeholder research company, responses are obtained for the question "overall as a senior member of your organisation and key stakeholder in the TTT project, how well would you say Thames Water has 'engaged with your organisation so far?."

The average score of responses to the survey is determined based on the following scale:

6 - extremely well, 5 - very well, 4 - quite well,
3 - quite poorly, 2- very poorly ,
1- extremely poorly.

Stakeholders

Thames Water aim to get 2 participants per stakeholder to take the survey but will accept a minimum of one participant from each of the following:

- Bazalgette Tunnel Limited (Tideway);
- EA;
- Department for Environment, Food and Rural Affairs ('DEFRA');
- Independent Technical Assessor ('ITA'); and
- Consumer Council for Water ('CCW').

Calculation

The score attained is a simple average of scores from interviewees.

Establish an effective system operator for the London Tideway Tunnels ET05

About the measure

Percentage completion of the development of the organisational design, and of the systems and capability required to deliver the London Tideway Tunnels operating techniques ('LTTOT'). to zero decimal places.

Period

This is a report year measure.

Boundaries

If delays in construction result in a change to the SCCD the target date will be six months before the revised SCCD.

Definitions

Delivery requirements

1. Development of a management system (including the written System Commissioning Plan for the London Tideway Tunnels) that can be externally assured (via audit) and shown to be progressing towards certification under a suitable international standard for an appropriate management system (such as ISO14001 or similar) by six months before the. SCCD; and
2. Clear evidence of the implementation of the agreed training plan six months before the SCCD.

For more information about TTT, please see [About Thames Tideway Tunnel] earlier in the document

Assessment of delivery

The following key enablers need to be delivered or substantially progressed:

- Development of written documents required for Tideway's system commissioning plan;
- Development of the management system for O&M of the London Tideway Tunnels system;
- Plan for engagement with the EA on the operating techniques and securing any further required environmental permits for CSOs;
- Asset management plans including criticality analysis.
- Establishment of the system operator team for the London Tideway Tunnels; and
- Organisational design confirmed, and recruitment progressed to support training prior to system. commissioning commencement. The benchmark for this organisational capability and capacity shall be defined by a management system that can be externally assessed as progressing towards certification under a suitable international standard for an appropriate management system (such as ISO14001 or similar).

Calculation of percentage completion

A baseline is established for the activities within the system operator plan. Each individual activity is then progressed monthly and the percentage of completion ('POC') of the plan reported against the established baseline to achieve the target dates specified with the PC.

Additional reporting requirements

An annual report on whether the company is on track to meet this performance commitment must be provided to the Liaison Committee.

WINEP delivery NEP01

About the measure

Completion of required schemes in each year, as per the latest WINEP programme published by Defra, text stating either "met" or "not met".

Period

This is a report year measure.

Boundaries

The performance commitment measures against the latest WINEP tracker in the reporting period in which performance is being reported.

Therefore, performance for the reporting period is based on the latest WINEP programme and the schemes which have been delivered by this date.

All WINEP schemes will be included including those reported under other performance commitments.

Definitions

WINEP

Water industry national environment programme

Measurement

If any scheme is not delivered by the time specified in the WINEP tracker "completion date (DD/MM/YY)" column, the company will report "not met".

The company secures confirmation from the EA that performance has been correctly reported.

Additional assurance requirement

The company is required to set out interactions this performance measure has with other performance commitments.. Please also see Environmental measures delivered.