



Our performance commitments

- Customer contacts about water quality
- Compliance Risk Index
- Water supply interruptions
- Internal sewer flooding
- External sewer flooding
- C-MeX
- D-MeX
- BR-MeX

What do customers want?

Customers want a service they can rely on, with clean, safe water, quick solutions to any problems and a great experience whenever they get in touch.

We will continue to meet drinking-water standards to reduce risks relating to water quality, reduce the number and length of water-supply interruptions, and protect homes and businesses by reducing the number of internal sewer flooding incidents. We will also aim to improve customer experience across all service areas. We will do this by delivering excellent household service through C-MeX, supporting developers with fast and efficient services through D-MeX, and providing a high-quality experience for business customers and retailers through BR-MeX. We aim to make every interaction simple, supportive and reliable. C-MeX is the measure used across the water industry to assess customer service and experience. D-MeX is the measure of service and experience provided to developers such as housebuilders. BR-MeX is a new performance commitment for AMP8 that aims to encourage wholesalers to provide excellent customer service to business customers and retailers within the non-household retail market.

What have we done?

We know how important a reliable water supply is, and we are sorry that we did not meet our performance commitment for reducing interruptions this year. We recorded an average interruption time of 13 minutes and 2 seconds, against our target of 5 minutes 0 seconds. Although we didn't meet the target, this performance is an improvement when compared with our performance in the final year of AMP7. The long, dry summer followed by winter freeze-thaw conditions (when temperatures fall then rise quickly, causing pipes to burst) created significant challenges for our network. Despite the rise in the number of incidents (such as burst pipes) compared with previous years, the average time supplies were lost per property has reduced. By focusing on our supply interruption plan and operational controls, we are helping to limit the effect this has on customers. We continue to use our fleet of alternative supply vehicles to help keep homes and businesses supplied by adding extra water into the network at times when supplies may be disrupted. Over the next four years, we expect to make further improvements and reduce the number and length of interruptions as we strengthen, replace and upgrade our water network.

We continue to supply a very high standard of drinking water and have delivered the first year of our water-quality improvement programme. We increased and improved our efforts to flush our mains network, which has helped reduce the amount of iron, aluminium and manganese in the water we supply, as well as the number of customer contacts about the taste, smell and appearance of their water. Water-quality performance is measured using the Compliance Risk Index (CRI), set by the Drinking Water Inspectorate. Our aim is always to achieve a perfect score of zero. In year one we scored 2.11, meaning we did not meet our target, but this is a significant improvement from last year when we scored 10.29. We also missed our target for reducing the number of customer contacts about the taste, smell or appearance of their water, recording 1.33 contacts per 1,000 people against a target of 1.12.

We achieved our strongest performance to date in reducing both internal and external sewer flooding, beating our targets in both areas. Most flooding incidents are caused by 'other causes' such as blocked or collapsed sewers. As well as responding quickly when there is a flooding incident, we are working to prevent incidents from happening in the first place. Our Dynamic Network Management programme uses sewer monitors to detect unusual conditions so we can investigate and fix issues early, before customers notice any effect on their service. This year, we estimate the programme helped prevent over 1,600 blocked sewers.

We are also continuing our 'Stop the Block' campaign, using a range of media to help customers understand what should and shouldn't be flushed down the toilet. As part of this, one of our new customer campaigns, 'Change the Cycle', encourages customers to wrap period products and put them in the bin instead of flushing them down the toilet, which could cause a blockage.

Since 2019, we've worked with more than 1,100 food service businesses to install grease-removal equipment, helping to keep fats, oils and grease out of the sewer network. You can read more about this campaign at unitedutilities.com/help-and-support/wastewater-services/stop-the-block.

We have also committed to aiming to deal with the cause of flooding the first time it happens, limiting the number of repeat incidents and developing a greater understanding of the root cause of flooding. This allows us to take action to prevent future incidents.

Flooding caused by hydraulic issues happens when the sewer system cannot cope with heavy rainfall. To help reduce this, we are working closely with developers and local authorities to reduce the amount of surface water that enters the network, and to support more sustainable development.

We have performed well in both C-MeX and D-MeX this year. Final industry positions will be confirmed later in the year, but we currently expect to be ranked seventh out of 17 companies on both measures.

Measures achieved

We have met two of our annual performance commitments for 2025/26, achieving the targets for both internal and external sewer flooding. The three customer experience measures (C-MeX, D-MeX and BR-MeX) are reported using an industry ranking, and do not have a target in the same way as other performance commitments.



2/5
measures
achieved