



What do customers want?

Customers want us to look after our pipes, sewers and treatment works so they can rely on our service every day.

To deliver this outcome, we will continue to:

- maintain and improve the condition of our underground water mains by repairing burst pipes quickly and effectively;
- reduce unplanned outages (loss of supply) at our water treatment works by keeping our assets that are above the ground in good condition and reducing unexpected failures that limit our ability to produce clean water; and
- prevent service disruption and environmental harm by reducing sewer collapses across our wastewater network.

What have we done?

Despite a challenging year of changeable weather (ranging from warm, dry spells to very cold, wet winters), we continued to deliver a strong performance in this area. We beat our target for burst mains, achieving 104.2 bursts per 1,000km of mains against a target of 111.3 per 1,000km of mains. We have been investing to make our water network stronger, with a particular focus on managing pressure and keeping the system as calm as possible. A calmer network helps reduce stress on pipes, which in turn lowers the likelihood of bursts. These improvements are already making a positive difference and will continue to support more reliable supplies for customers.

We beat our target for unplanned outage this year, with 1.34% of production capacity (the maximum volume of water that can be supplied) affected by unplanned events, compared with our target of 3.55%. To prepare for AMP8 and changes to industry guidance, we carried out a full

review of our processes and systems to identify better ways of working. A key part of this was creating our Unplanned Outage Steering Group, which focused on driving improvements across this measure. We have strengthened our ability to monitor and control outages, and teams across the business have been working together to share learning and best practice. Throughout year one, we also increased our efforts to make the best use of our regional network and maintain reliable supplies for customers. This included moving water to high-risk areas, investment in temporary and permanent engineering solutions, and increased pumping capability at our water treatment works. These improvements are helping us build a more resilient system and reduce the impact of unplanned outages on customers.

We outperformed our target for reducing sewer collapses this year, recording 12.39 collapses per 10,000km of sewer against a target of 12.94. We have increased the use of no dig repair techniques, which allow us to fix problems without major excavation. This not only reduces disruption to customers and stakeholders, but also helps prevent future collapses, making the network stronger.

We are also seeing real benefits from the Dynamic Network Management monitors we have installed across the sewer network. These monitors alert us when blockages start to form, allowing our teams to respond before customers are affected. When sewers become less overloaded because blockages are cleared early, the risk of wastewater escaping the pipe, which can eventually lead to the sewer collapsing, is reduced.

Measures achieved

We have achieved all three of the performance commitments in this outcome.

Our performance commitments

- Repairs to burst mains
- Unplanned outage
- Sewer collapses

3/3
measures achieved

