



## 2. You have a reliable supply of water now and in the future

### What do customers want?

Our customers want to rely on us to provide enough water to meet their current and future needs. We want to improve the reliability of the water we supply, reducing both short-term interruptions and the risk of longer-term interruptions. We are focusing on reducing leaks and encouraging water efficiency, which research has shown to be high priorities for customers.

We have made 11 performance commitments about the reliability of the water supply and we have achieved eight of these in year two.

### What have we done?

In year two we achieved our lowest ever level of leaks, and we are on track for a 15% reduction over AMP7 by using a mix of traditional and innovative techniques.

In year two we did not meet our supply-interruption target of 6 minutes and 8 seconds for the average time that customers were without a water supply. Our performance of 7 minutes and 58 seconds is our second best ever performance under this measure. This year, our performance has been affected by a number of larger events, notably a large mains burst in Liverpool and events in November relating to Storm Arwen. Despite the scale of the storm and the resulting loss of power to our network, we were able to minimise the effect on customers. We also faced issues in restoring customers' supplies, due to fallen trees and debris on the roads making it difficult for our vehicles to get to where they were needed.

We continue to focus on events that lead to a loss of supply and restoring water supplies to minimise interruptions to customers.

We were successful in reducing the number of mains repairs. We also improved our performance against our resilience measures. These measure how well we take steps to maintain essential services in a range of circumstances. The number of properties on the low-water-pressure register was 0.513 per 10,000 connected properties, beating out target of no more than 0.720.

The average amount of water each person in our region uses each day is measured as 'per capita consumption'. We continue to work with customers to help them understand how to use water efficiently and make informed choices where possible. This includes sending out information on using water efficiently and promoting the use of water meters, including through our 'lowest bill guarantee'. In year two, the amount of water used, on average, per person reduced compared with the previous year. However, this did not meet our target, which was to reduce reported usage by 2.6% compared with a starting position (set at the start of the AMP) of 144 litres per person per day. Our year-two performance was calculated to be 1.5% higher than this.

We will continue to work hard to encourage customers to save water through our campaigns and water-efficiency programmes, helping them to protect this precious resource and save money on their bills.

**8/11**  
measures  
achieved

