

Year-two overview

This year we have built on our strong foundations, delivering services that customers value through sector-leading levels of customer satisfaction and further improving our operational performance. We are making investments to deliver performance improvements that can be maintained in the future, delivering better service to customers. In year two we achieved or beat more than 78% of our performance commitments.

Here are some of our highlights.

- We achieved our target for reducing leaks for the 16th year in a row and are on track for a 15% reduction across AMP7.
- We have replaced lead pipework at over 3,500 customer properties, helping to improve the water quality at customers' taps.
- We continued to roll out our Pollution Incident Reduction Plan, achieving our best ever performance.
- The number of customers registered for our Priority Services scheme has gone up from 128,000 to over 186,000.
- Our extensive affordability schemes have provided support to over 200,000 households who are struggling to pay their bills, helping more than 77,000 customers out of water poverty (see page 9).
- 79% of customers say we offer value for money.
- Our dynamic network management model is helping us identify possible problems on the sewer network before they affect the service customers receive.

There are still some areas where we would like to improve our services. Over the next few pages we describe the performance commitments where we did not achieve our targets – such as internal sewer flooding – and we outline our plans for how we aim to provide an improved service for customers and stakeholders in the North West.

