



Amendments to our 2023–2024 Annual Performance Report

from
**Southern
Water** 

Contents

3 Introduction

Updated tables

4 3E – Outcome performance – Non financial performance commitments

Introduction

In July 2024 we published our Annual Performance Report for 2023–24. Since then, our regulator, Ofwat has been conducting its annual review and query process. As a result, there is an amendment required to table 3E within our Annual Performance Report.

The change identified so far impacts table 3E and does not materially affect our reported performance or financial position. As a result, we have not obtained additional assurance or an updated audit opinion from our auditors, Deloitte LLP. The amendment has been internally reviewed.

Please note that the complete set of updated tables published on our website has also been updated to reflect this change.

A summary of the amendment is detailed below:

| Reference | Description | Tables Affected |
|-----------|---|-----------------|
| 1 | <p>During 2023–24 we completed all 65 AMP7 year 4 schemes that were part of our WINEP 'PR19SRN_NEP01' performance commitment, and this was confirmed by the EA.</p> <p>As a result, when reporting our performance in table 3E of our APR for 2023–24 and using the definition measure “has the company met or not met all of its requirements for WINEP, in the reporting year”, we deemed this measure to have been met. However following discussions between Ofwat and the EA, this metric was deemed as not met as schemes from the previous year remain uncompleted.</p> <p>In the 2022–23 APR this metric was reported as not met as, while we did deliver all 190 U_INV2 driver investigations schemes before the end of December 2022, we were unable to submit to the Environment Agency (EA) our Measures Specification Forms (MSF) that set out the timetable for flow measurement installations under the U_MON4 driver for each scheme. As a result, these schemes remain unconfirmed as completed by the EA.</p> <p>We are actively working to address the issues for completion of the U_MON4 programme and, following the publication of the APR in 2023–24, we submitted the outstanding forms to the EA for the U_MON4 schemes. Now these forms have been submitted we are working with the Environment Agency to obtain the sign off for the 190 U_INV2 investigations from 2022–23. We are also actively delivering the AMP7 phase of our U_MON4 programme.</p> <p>As per Ofwat’s instruction, we have amended the table below to report this metric as ‘not met’.</p> | 3E |

Updated tables

Tables, or extracts from tables, reflecting the changes are shown below.

Key:

| | |
|---|--|
| Cell amended directly | |
| Calculation or cell indirectly affected | |

3E – Outcome performance – Non financial performance commitments

| Common | Unique reference | Status | Unit | Current reporting year | PCL met? |
|---|------------------|--------|---------------------|------------------------|----------|
| Risk of severe restrictions in a drought* | PR19SRN_WR02 | ✓ | % | 0.0 | Yes |
| Priority services for customers in vulnerable circumstances – PSR reach* | PR19SRN_RR08 | ✓ | % | 11.7 | Yes |
| Priority services for customers in vulnerable circumstances – Attempted contacts* | PR19SRN_RR08 | ✓ | % | 98.7 | Yes |
| Priority services for customers in vulnerable circumstances – Actual contacts* | PR19SRN_RR08 | ✓ | % | 36.4 | Yes |
| Risk of sewer flooding in a storm | PR19SRN_WWN03 | ✓ | % | 10.87 | Yes |
| Bespoke performance commitments | | | | | |
| Target 100* | PR19SRN_WR03 | — | % | 38 | No |
| Water saved from water efficiency visits | PR19SRN_WR04 | — | m ³ /day | 832 | No |
| Effectiveness of financial assistance | PR19SRN_RR04 | — | % | 76 | No |
| Customer satisfaction with vulnerability support* | PR19SRN_RR05 | ✗ | % | 70 | No |
| Community engagement | PR19SRN_N01 | — | rank | 33 | No |
| Schools visited and engagement with children | PR19SRN_N02 | ✓ | % | 99 | Yes |
| Water supply resilience* | PR19SRN_WN10 | ✓ | nr | 131,610 | Yes |
| Combined Sewer Overflows (CSO) monitoring | PR19SRN_WWN10 | — | % | 86.59 | No |
| Natural capital | PR19SRN_WWN15 | ✓ | nr | 11 | Yes |
| Gap sites* | PR19SRN_RR06 | — | nr | 39 | No |
| Distribution input* | PR19SRN_WN12 | ✗ | MI/day | 565 | No |
| Value for money | PR19SRN_RR07 | ✗ | % | 57 | No |
| WINEP delivery* | PR19SRN_NEP01 | ✗ | text | Not met | No |
| Non-financial water performance commitments achieved | | | % | | 50 |

Updated table 3E, per item 1 listed on page 2.

The assurance report from KPMG on page 76 of our APR should also refer to this metric as 'not met'.



[southernwater.co.uk](https://www.southernwater.co.uk)

Southern Water
Southern House
Yeoman Road
Worthing
West Sussex
BN13 3NX

Registered no. 02366670

Southern
Water 
Ensuring water for life