

British Water Water Company Performance

Survey Results 2010



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UK Water Industry

England and Wales

10 Authorities 1972, Privatised 1989

Scotland

3 Authorities 1996, Scottish Water 2002

Northern Ireland

Government-Owned Company 2007



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Shetland
Isles

SCOTTISH
WATER

UK Water & Wastewater Companies

+ 12 Water Only
Companies

northern ireland
water

United
Utilities

YorkshireWater



SEVERN
TRENT

anglianwater



Thames
Water

SOUTH WEST WATER

Southern
Water



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Subjective – no guidance given, snapshot

*Not everyone works with everyone, thus
not everyone answers every question*

Average of all responses given

Possibility of vindictive responses

*The AMP5 transition may have affected
companies' responses*



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Survey Components

- *Contractual Approach*
- *Attitude*
- *Professional Qualities*
- *Impact on Supply Chain*
- *Procurement*
- *Policy Following*
- *Communication*
- *Partners and Main Contractors*
- *AMP4/AMP5 Transition & Recession (new)*



Contractual Approach

Payment

Terms & Conditions of Contract

Fairness and Reasonableness

Allowance of Sufficient Time

Mind Changing



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Attitude

Non-Adversarial

Co-Operative

Flexible

Respectful & Civil

Spirit of Partnering



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Professional Qualities

Thorough

Accurate

Technically competent

Timely

Objective in Decision Making



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Impact on Supply Chain

Involvement

Contribution

Competence

Consideration for Wellbeing

Realistic Attitude Toward Profit-Making



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Procurement

The Tendering Process

Achilles UVBD & Verification

Risk & Innovation

Debriefing

Whole Life Cost



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Following Policy

Health & Safety

Quality

Environment

Value for money

Adherence



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Communication

Suppliers

Contractors and consultants

Other Water Companies



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Partners/Main Contractors

Others' approach

Others' Impact on Supply Chain

Others' Policy Adherence

Others Communication



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2010 Survey Results

- *Overall average Down: 6.0 to 5.5*
- *Some companies improved their ranking, however*
- *Most Improved: Northumbrian Water, up 8 places*
- *Most Disappointing: Anglian, down 4 places*
- *Biggest Categorical Gain: Contractual Approach 6.0 to 6.1*
- *Biggest Categorical Loss: Partners/Main Contractors 5.9 to 4.9*



League Table 2010

Northumbrian Water	6.9	+1.1
Severn Trent Water	6.4	=
Yorkshire Water	6.4	=
Anglian Water	6.0	-0.9
Dwr Cymru/Welsh Water	5.8	-1.1
Scottish Water	5.7	-0.2
Wessex Water	5.7	-0.6
Industry Average	5.5	-0.5
United Utilities	5.2	-1.0
South West Water	5.2	-0.4
Northern Ireland Water	4.6	-0.1
Southern Water	4.3	-1.6
Thames Water	4.2	-1.0



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League Table 2009

Anglian	6.9
Dwr Cymru/Welsh Water	6.9
Severn Trent Water	6.4
Yorkshire Water	6.4
Wessex Water	6.3
United Utilities	6.2
Industry Average	6.0
Scottish Water	5.9
Southern Water	5.9
Northumbrian Water	5.8
South West Water	5.6
Thames Water	5.2
Northern Ireland Water	4.7



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