

Section 4 – Additional regulatory information – service level

4Z Household bill reduction schemes, debt, Guaranteed Standards Scheme payments and Priority Service Register data

Household bill reduction schemes, debt, Guaranteed Standards Scheme payments and Priority Service Register data				RAG 4 reference
Section A – other direct bill reduction schemes for household customers struggling to pay. These should exclude any of the table 2N schemes.				

Other household affordability schemes supported with funding from shareholders				
Line description	Target households	Actual number of unique households helped by scheme	Total value of support	
Units		number	£'000s	
DPs	Text	0	3	
None	N/a	0.000	0.000	4Z.A1

Other household affordability schemes supported with funding from customers				
Line description	Target households	Actual number of unique households helped by scheme	Total value of support	
Units		number	£'000s	
DPs	Text	0	3	
None	N/a	0.000	0.000	4Z.A6

Section B – debt metrics				
Household bill reduction schemes, debt, Guaranteed Standards Scheme payments and Priority Service Register data				
Line description	Water only	Wastewater only	Dual service	
Units	number	number	number	
DPs	0	0	0	
Number of household customers served – active accounts	301,497	0.000	0.000	4Z.B1
Number of household customers served – final accounts	4,220	0.000	0.000	4Z.B2

Household customers in arrears				
Line description	Number of households	Total amount of debt		
Units	number	£'000s		
DPs	0	3		
Households in arrears – active accounts with debt repayment arrangements	512	67,298		4Z.B3
Households in arrears – final accounts with debt repayment arrangements	41	8,762		4Z.B4
Households in arrears – active accounts without debt repayment arrangements	12,695	5,132,795		4Z.B5
Households in arrears – final accounts without debt repayment arrangements	3,498	791,191		4Z.B6
Households not having made any payment for the year – active accounts	19,611	7,033,798		4Z.B7
Households not having made any payment for the year – final accounts	3,251	695,511		4Z.B8

Temporary payment suspension				
Line description	Number of households	Total amount deferred		
Units	number	£'000s		
DPs	0	3		
Households with temporarily suspended payments – payment break arrangements	19	2,557		4Z.B9
Households with temporarily suspended payments – breathing space arrangements	298	112,150		4Z.B10

Household debt collection through third party agents where water company remains creditor				
Line description	Number of households	Total value of debt		
Units	number	£'000s		
DPs	0	3		
Debt collected by external agents – active accounts	2,756	410,908		4Z.B11
Debt collected by external agents – final accounts	254	21,791		4Z.B12
PSR customers with debt passed on to external debt collection agents – active and final accounts	483	143,627		4Z.B13

Household debt sold to external agencies				
Line description	Number of accounts	Total value of debt	Total sale value of debt	
Units	number	£'000s	£'000s	
DPs	0	3	3	
Debt sold to an external agency / third party debt purchaser – active accounts	0	0.000	0.000	4Z.B14
Debt sold to an external agency / third party debt purchaser – final accounts	0	0.000	0.000	4Z.B15
Active and final PSR accounts (and total debt involved) referred to an external agency that has bought the customer debt from the water company during the reporting year.	0	0.000	0.000	4Z.B16

Payment matching activities				
Line description	Number of accounts	Total value of payment matches		
Units	number	£'000s		
DPs	0	3		
Active accounts supported through the matched payment schemes and the total contribution of matched payments made by the water company for the reporting year	243	28,117		4Z.B17
Final accounts supported through the matched payment schemes and the total contribution of matched payments made by the water company for the reporting year	6	0,290		4Z.B18

Unpaid household bills referred to courts				
Line description	Number of accounts	Total amount involved		
Units	number	£'000s		
DPs	0	3		
Number of county court claims	0.000	0.000		4Z.B19
Number of county court judgements	0.000	0.000		4Z.B20
Number of county court judgement enforcements	0.000	0.000		4Z.B21
Number of high court claims	0.000	0.000		4Z.B22
Number of high court judgements	0.000	0.000		4Z.B23
Number of high court judgement enforcements	0.000	0.000		4Z.B24

Section C – Payments to household customers made in accordance with the Guaranteed Standards Scheme (GSS)				
GSS payments to household customers				
Line description	Number of payments	Total amount	Number of unique households	
Units	number	£'000s	number	
DPs	0	3	0	
Total value of payments made to household customers under GSS		34,130		4Z.C1
Total number of payments made to household customers under GSS	599			4Z.C2
Total number of unique household customers receiving GSS payments			472	4Z.C3

Number and value of statutory payments and other payments in excess of the statutory amounts for events and standards that are currently part of the GSS to household customers by type in the reporting period													
Line description	Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10	Column 11	Column 12	
Units	Total number of times the statutory GSS amounts were paid to household customers – before 2 July	Total number of times the statutory GSS amounts were paid to household customers – from 2 July	Total value of payments made in relation to column 1	Total value of payments made in relation to column 2	Total number of times enhanced payments were made to household customers for GSS related events – before 2 July	Total number of times enhanced payments were made to household customers for GSS related events – from 2 July	Total value of payments made in relation to column 5	Total value of payments made in relation to column 6	Total number of times the statutory GSS penalty payments were made to household customers – before 2 July	Total number of times the statutory GSS penalty payments were made to household customers – from 2 July	Total value of payments made in relation to column 9	Total value of payments made in relation to column 10	
DPs	number	number	£'000s	£'000s	number	number	£'000s	£'000s	number	number	£'000s	£'000s	
Making appointments	0	2	0	0.080									4Z.C4
Keeping appointments		34	1,250		5				1		0.040		4Z.C5
Low water pressure		14		0.700			0.150		14		0.560		4Z.C6
Notice of supply interruptions													4Z.C7
Supply restoration – initial period		263		13,150					110		4,400		4Z.C8
Supply restoration – each full 12-hr period													4Z.C9
Correctness of a bill query		19		0.740	3		0.900						4Z.C10
Changes to payment arrangements requests		1		0.040									4Z.C11
Complaints not answered on time		3		0.120	1		0.030						4Z.C12
Sewer flooding inside property													4Z.C13
Sewer flooding outside property													4Z.C14

Number and value of payments made to household customers for additional GSS standards that came into effect from 1 October 2025					
Line description	Column 1	Column 2	Column 3	Column 4	
Units	Total number of times the statutory GSS amounts were paid to household customers	Total value of payments made in relation to column 1	Total number of times the statutory GSS penalty payments were made to household customers	Total value of payments made in relation to column 3	
DPs	number	£'000s	number	£'000s	
Core priority services	127	12,700	0	3	4Z.C15
Domestic customers in debt					4Z.C16
Meter readings					4Z.C17
Meter installation	2	0.080			4Z.C18
Water quality notices					4Z.C19

Number and value of payments made to household customers for events that are not part of the GSS				
Line description	Column 1	Column 2		
Units	Total number of payments for all events that are not part of the GSS scheme	Total value of payments made in relation to column 1		
DPs	number	£'000s		
Payment type_1	6	0.195		4Z.C20
Payment type_2	177	6.696		4Z.C21

Number and value of statutory GSS penalty payments made to household customers				
Line description	Column 1	Column 2		
Units	Total number of penalty payments made under the current GSS scheme	Total value of payments made in relation to column 1		
DPs	number	£'000s		
Penalty payments made for the year:				
This may be under the previous GSS scheme ending on 1 July 2025 and current GSS scheme effective from 2 July 2025 (Column 1 value should equal the sum of the values in column 9 and column 10 of lines 4Z.C4 - 4Z.C14 and the sum of the values in column 3 of lines 4Z.C15 - 4Z.C19)	125	5,000,000		4Z.C30
and				
(Column 2 value should equal the sum of the values in column 11 and column 12 of lines 4Z.C4 - 4Z.C14 and the sum of the values in column 4 of lines 4Z.C15 - 4Z.C19)				

Section D – PSR								
PSR reach, attempted contacts and actual contacts								
Line description	Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
Units	Total number of households served	Number of households on the PSR	PSR reach	Attempted contacts over a two-year period	Number of households on the PSR over a two-year period	PSR - Attempted contacts over a two-year period	Actual contacts over a two-year period	PSR - Actual contacts
DPs	Number	Number	Percentage	Number	Number	Percentage	Number	Percentage
PSR reach, attempted contacts and actual contacts	313,932	53,424	17.0%	32,404	34,107	95.0%	15,290	44.8%

Different broad categories of PSR support						
Line description	Column 1	Column 2	Column 3	Column 4	Column 5	Column 6
Units	Medical / Health (non-water dependent)	Communication and Non-Physical Accessibility Needs	Safety and Practical Support	Temporary Circumstances	Dependency on Water Supply	Other
DPs	Number	Number	Number	Number	Number	Number
Different broad categories of PSR support	17,845	20,990	0	4,689	3,655	44,664