

Independent Water Networks Limited (IWNL)
Key Performance Indicators for year ended 31st March 2021
Payments under Guaranteed Standards Scheme

Customers of water and sewerage companies are entitled to guaranteed minimum standards of service, as laid down by the Government in the Water Supply and Sewerage Services (Customer Service Standards) Regulations 2008. The table below outlines IWNL's year ending 31st March 2021 performance figures and shows any associated penalty payments made.

Description of Standard	Number of Failures	Total Amount of Compensation paid
KEEPING OF APPOINTMENTS Failure to provide notice in the required form Failure to attend appointment on day specified Failure to attend appointment during the time specified	0 16 0	£0 £675 £0
COMPLAINTS, ACCOUNT QUERIES AND REQUESTS ABOUT PAYMENT ARRANGEMENTS Failure to reply to a complaint or query within 10 working days Failure to reply to a request to change payment arrangements within 5 working days	0 2	£0 £160
NOTICE OF INTERRUPTION OF SUPPLY Failure to provide at least 48 hours' notice of an interruption of supply	0	£0
ENTITLEMENT TO PAYMENT OR CREDIT WHERE SUPPLY NOT RESTORED AS PROMISED Failure to restore supply by the time and date specified in the notice Failure to restore supply within 48 hours of a leak or burst Failure to restore supply within 12 hours	0 0 0	£0 £0 £0
PRESSURE STANDARD Failure to meet the pressure standard	0	£0
FLOODING FROM SEWERS - INTERNAL FLOODING OF BUILDINGS Number of internal sewer flooding incidents	0	£0
FLOODING FROM SEWERS - EXTERNAL FLOODING Number of external sewer flooding incidents	0	£0
TIMING OF PAYMENTS Penalty payments made	0	£0