

Independent Water Networks Limited (IWNL)

Key Performance Indicators for year ended 31st March 2026

Payments under Guaranteed Standards Scheme

Customers of water and sewerage companies are entitled to a guaranteed minimum standard 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 2026 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	0	0
Failure to attend appointment on day specified	75	3,750.00
Failure to attend appointment during the time specified	46	1,920.00
COMPLAINTS, ACCOUNT QUERIES AND REQUESTS ABOUT PAYMENT ARRANGEMENTS		
Failure to reply to a complaint or query within 10 working days	0	0
Failure to reply to a request to change payment arrangements within 5 working days	0	0
NOTICE OF INTERRUPTION OF SUPPLY		
Failure to provide at least 48 hours' notice of an interruption of supply	0	0
Supply not restored by the time and date specified in the notice	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	0	0
Failure to restore supply within 48 hours of a leak or burst	0	0
Failure to restore supply within 12 hours	3,047	264,930
PRESSURE STANDARD		
Failure to meet the pressure standard	1,363	54,825.00
FLOODING FROM SEWERS - INTERNAL FLOODING OF BUILDINGS		
Number of internal sewer flooding incidents	0	0
FLOODING FROM SEWERS - EXTERNAL FLOODING		
Number of internal sewer flooding incidents	0	0
Number of external sewer flooding incidents	0	0
TIMING OF PAYMENTS		
Penalty payments made	0	0
CORE PRIORITY SERVICES		
Failure to inform the customer if they are added to the Core Priority Services Register	0	0
Failure to Deliver Core Priority Service to customers during incident	0	0

DOMESTIC CUSTOMER IN ARREARS		
Failure to give the customer an outstanding charge notice and an opportunity to make payment/representations ahead of passing information to credit reference agency	0	0
WATER METERS		
Failure to install a water meter upon request within relevant time	0	0
Failure to read a customer's water meter at least once in a 13-month period	0	0
WATER QUALITY NOTICE		
If a water quality notice is served and supply is not restored within a 48-hour period	6	900

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