

Ref 5.8B.4

## Definition for asset resilience performance commitment

September 2018

## Ft5: Asset resilience (Impounding reservoirs)

### Short definition

A resilience score for our critical impounding reservoirs based on the company resilience scorecard.

### Measurement

Reported as a percentage to one decimal place, annually for the financial year.

### Mitigation / exceptions

N/A

### Any other information relating to the performance commitment

We have developed the resilience scorecard over the last five years as a way of measuring and improving the resilience of our assets, in terms of how well protected they are against extreme weather events and other short-term challenges, and their ability to recover from service failures arising from those events.

The scorecard uses a scoring of 100% if the asset meets a particular criteria, and 0% if it fails the criteria.

### Full definition of the performance commitment

The resilience scorecard identifies our most critical impounding reservoirs and assesses the level of resilience across these assets. We have identified a set of risks that could mean a reservoir is less resilient than our defined standard. An asset is marked as 100% resilient if it meets all of the criteria that are relevant to it. Any reduction from 100% resilience identifies a risk of major customer impact in extreme circumstances. The resilience score for the set of critical reservoirs is the average score across all the assets considered.

We have defined critical impounding reservoirs according to the table below. These are the assets where a failure could mean a loss of raw water availability, which cannot be replaced, leading to interruptions to customers' water supply or major flooding downstream with potential for significant property damage.

Asset Type	Criticality Definition
Impounding reservoirs	Potential inundation (Cat 3, 4 & 5 – CNI status >2000 properties affected from potential inundation)) or population served > 70000

We review the critical asset list on an annual basis and assets will be added/removed if they fit the criteria above.

Each critical asset is assessed for its resilience against a scorecard. There is a specific scoring methodology for impounding reservoirs which differs from the other critical assets.

Impounding reservoirs are scored using the three criteria below;

Category	Criteria Summary
SEMD	100% - Site must be compliant with all advice notes and Water UK Standard for Security Arrangement for Operational Assets (SSAOA). 0% is applied if the site fails to meet any of these criteria.
Failure	100% - Portfolio Risk Assessment (PRA) score is below the medium risk boundary and below an Annual Probability of Failure (APF) value of 1.0E-07 90% - PRA score is above the medium risk boundary & between an APF value of 1.0E-07 and 1.0E-04 50% - PRA score is above the medium risk boundary with an APF value above 1.0E-04
Access	100% - Access by normal vehicle in all conditions A reduction in % score is applied on a sliding scale, dependant on vehicle required and or conditions when access can be achieved.

All the scores are entered into a scorecard, the score for each asset is calculated as the average of the score against individual criteria.