






















NWG KEY IMPACT AND DEPENDENCY AREAS	DATA	OUTCOME				ANALYSIS
		16/17	17/18	18/19	19/20	
GHG EMISSIONS	Ghg emissions (kt co2)	187.7	163.5	164	139	 *
	% of sewage sludge into biogas then into renewable energy	100	100	100	100	
WATER AND SEWAGE POLLUTION	% Bathing water quality compliance (sufficient or higher)	100	100	97.06	97.06	
	No. pollution incidents (category 3)	102	58	59	63	 *
	Leakage ml/d (Northumbrian Water)	133.82	137.1	136.3	134.83	 *
	Leakage ml/d (Essex & Suffolk Water)	68.08	66.2	64.5	63.22	 *
FLOOD ATTENUATION	No. properties flooded internally	119	96	124	139	 *
	No. properties flooded externally	839	944	902	1001	 *
	No. repeat sewer floodings (in the last 10 years)	46	38	60	75	 *
WATER RESOURCE MANAGEMENT AND USE	Households water saving ml/d	0.55	0.88	1.06	1.16	
	£k invested in water efficiency programmes	1,607	1,424	1,618	1,429	*NOTE 1
	No. Customers engaged about water efficiency	29,066	48,453	57,608	67,797	
WASTE DISPOSAL	% sewage sent to landfill	0	0	0	0	
TRAINING, EDUCATION & KNOWLEDGE	No. people sponsored on internships & apprenticeships	N/A	42	36	207	
	No. apprentices employed	N/A	41	31	42	
	No. employees undertaking upskilling/development under apprenticeship standards	N/A	>200	161	134	
	No. postgraduate research students sponsored	30	20	25	23	
EMPLOYEE HEALTH AND WELLBEING	% employees participating in Just an Hour	53.2	52.4	48	42	
	No. lost time accidents	17	80	75	84	
	% employee engagement survey participation	71	80	75	84	
	% employee retention	89.78	91.48	95.27	93.45	
CUSTOMER ENGAGEMENT AND WELLBEING	% compliance with drinking water quality standards	99.929	99.938	99.949	99.915	
	Position in CC Water Trust Ratings	1	1	1	2	
	Net promoter score	46	44	46	43	 *
COMMUNITY INVESTMENT	£m spent by group with local contractors	175	175	198	208.5	
	£ contribution to environmental, community & charitable NGOs	613,566	623,897	962,837	859,696	*NOTE 2
	No. visits to owned historical sites - Museum of Power, Tees Cottage & Ryhope Engines Museum	23,512	26,459	26,697	30,211	
	No. visits to Kielder Leisure	408,000	426,000	422,000	*NOTE 3	
	No. visits to Hanningfield & Abberton nature reserves	97,100	107,800	120,500	190,567	
	£ donated via Branch Out	56,679	60,037	60,271	60,060	
	Match funding levered by our Branch Out donations	x7.7	x5.9	x30	x43	
	£ donated via the community foundation	23,576	25,153	25,750	18,487	*NOTE 2

NOTE 1: This metric is shown as green as our investment achieved increased water saving and customers engaged in programmes.

NOTE 2: This metric is shown as green if we achieve our commitment to reinvest at least 1% of our pre-tax profits into our communities.

NOTE 3: This figure is currently unavailable due to team member from partner organisation being furloughed.