

## Operational highlights 2015/16

Accelerated investment to deliver early operational benefits:

**£799m**

capital invested in 2015/16

Reward of:

**£2.5m**

achieved on outcome delivery incentives, against a tough set of targets

Further improvements in customer satisfaction: Service Incentive Mechanism score up year-on-year

'Water Plus' Business Retail JV with Severn Trent: First mover advantage and economies of scale

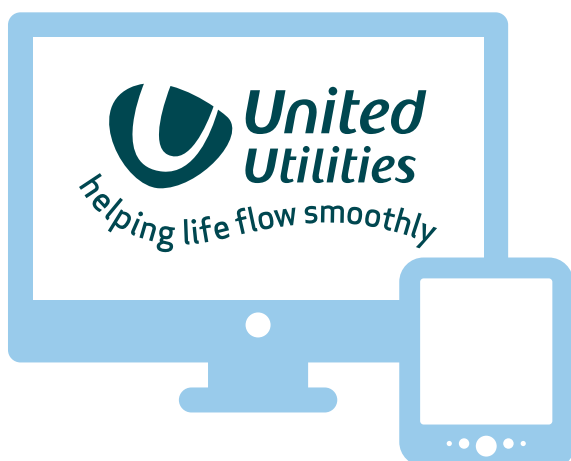
Retained 'World Class' rating in Dow Jones Sustainability Index and sector leading status



See how we performed against Our Operational KPIs on page 29



Read more about Our Operational Performance on pages 31 to 38



### Online annual report

Our annual report is available online at:

[corporate.unitedutilities.com](http://corporate.unitedutilities.com)