

# 2020-21

Within these tables some trading parties may have significantly higher volumes of meter reads than expected.

During this period we have seen the restrictions on customers and trading parties, alike as a result of COVID-19 market standards: some customer premises have become permanently vacant while others, although remaining occupied, have not had the reading of meters. In some cases the level of completed tasks shown in these tables has more than doubled.

It is important to recognise this when viewing the tables and acknowledging that whilst the data is accurate, it may not reflect the true picture.

MPS Performance - Retailers with > 5,000 SPIDs					
Retailer	Financial Year 2020-21			Apr-Sep 2020	
	Rank	Performance	Total Tasks	Performance	Rank
Water 2 Business	1	95.1%	403,719	95.8%	1
Business Stream	2	93.5%	778,228	95.0%	2
Everflow	3	90.6%	184,389	92.1%	3
Wave	4	89.2%	847,668	88.1%	8
First Business Water	5	89.0%	21,393	90.7%	4
Clear Business Water	6	87.9%	35,247	90.1%	5
SES Business Water	7	87.7%	70,641	89.5%	6
Water Plus	8	87.5%	1,384,569	89.4%	7
Pennon Water Services	9	86.3%	393,264	83.7%	9
Castle Water	10	78.0%	898,469	76.8%	10
<b>Market-Wide Performance</b>		<b>87.7%</b>	<b>5,017,587</b>	<b>88.0%</b>	

ected, often due to the submission of AMR

DVID-19, impact on the performance of  
remaining open, have imposed restrictions on  
halved.

urate, it does not reflect the market in BAU.

	Task Vol	Performance Trend Indicator	Tasks per 1k SPIDs (FY 2020- 21)
	184,657		2,651
	380,519		1,924
	73,072		2,244
	376,474		2,033
	8,010		3,171
	17,150	▼	1,976
	26,192		1,702
	638,714		1,814
	172,684	▲	2,429
	407,479		1,611
	<b>2,284,987</b>		