

# Key Performance Indicators

We have set out a clear strategy to focus on our core skills of managing water, wastewater, gas and electricity networks. This will enable us to achieve our ambition of world class performance. Within that strategy we are concentrating on four key areas:

- Improving operational performance
- Successfully delivering our 2005-10 regulatory contract
- The 2009 water price review
- Delivering our non-regulated strategy

For a snap shot of how we have performed in these areas please see the summary. For more detail on each of the areas outlined above go to [www.unitedutilities.com/annualreport2009](http://www.unitedutilities.com/annualreport2009).