

**Key Components - Service delivery**

**Table B6.1 Customer response output projections**

**Block A Customer response output projections**

1	Total number of enquiries	nr
<b>Full line title</b>	Total number of enquiries	
<b>Definition</b>	The total number billing/charging/metering enquiries received.	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B4.1	


2	Billing contacts dealt with in five working days – no additional funding	nr
<b>Full line title</b>	Billing contacts dealt with in five working days achieved with no additional funding	
<b>Definition</b>	The number of billing/charging/metering enquiries dealt with within 5 working days to be achieved with no additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B4.2 and 4.3	

3	Billing contacts dealt with in five working days – achieved with additional funding	nr
<b>Full line title</b>	Billing contacts dealt with in five working days – achieved with additional funding	
<b>Definition</b>	The number of billing/charging/metering enquiries dealt with within 5 working days	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B4.2 and B4.3	

4	% billing contacts dealt with in five working days	%
<b>Full line title</b>	The percentage of billing contacts dealt with in five working days	
<b>Definition</b>	The number of billing/charging/metering enquiries dealt with within five working days expressed as a percentage of the total number of enquiries	
<b>Processing rules</b>	Calculated field	
<b>Reference</b>		

5	Billing contacts dealt with in ten working days – no additional funding	nr
<b>Full line title</b>	Billing contacts dealt with in ten working days achieved with no additional funding	
<b>Definition</b>	The number of billing/charging/metering enquiries dealt with within 5 working days to be achieved with no additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B4.2, 4.3 and 4.4	

6	Billing contacts dealt with in ten working days – achieved with additional funding	nr
<b>Full line title</b>	Billing contacts dealt with in ten working days – achieved with additional funding	
<b>Definition</b>	The number of billing/charging/metering enquiries dealt with within 5 working days	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B4.2, 4.3 and 4.4	

7	% billing contacts dealt with in ten working days	%
<b>Full line title</b>	The percentage of billing contacts dealt with in ten working days	
<b>Definition</b>	The number of billing/charging/metering enquiries dealt with within ten working days expressed as a percentage of the total number of enquiries	
<b>Processing rules</b>	Calculated field	
<b>Reference</b>		

8	Total number of new written complaints	nr
<b>Full line title</b>	Total number of new written complaints received	
<b>Definition</b>	All items of written correspondence from a customer or customer representative regarding a new or ongoing complaint. This includes receipt of further information or completed claim forms etc. Written complaints include those made by letter, fax, and electronic mail	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B5.1	

9	New written complaints dealt with in ten working days – no additional funding	nr
<b>Full line title</b>	New written complaints dealt with in ten working days achieved with no additional funding	
<b>Definition</b>	Total number of new written complaints dealt with within ten working days. All items of written correspondence from a customer or customer representative regarding a new or ongoing complaint. This includes receipt of further information or completed claim forms etc. Written complaints include those made by letter, fax, and electronic mail – to be achieved with no additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B5.2 and 5.4	

10	New written complaints dealt with in ten working days – with additional funding	nr
<b>Full line title</b>	New written complaints dealt with in ten working days – achieved with additional funding	
<b>Definition</b>	Total number of new written complaints dealt with within ten working days. All items of written correspondence from a customer or customer representative regarding a new or ongoing complaint. This includes receipt of further information or completed claim forms etc. Written complaints include those made by letter, fax, and electronic mail – to be achieved with additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B5.2 and 5.4	

11	% new written complaints dealt with in ten working days	%
<b>Full line title</b>	Percentage of written complaints dealt with in more than five working days but within ten working days.	
<b>Definition</b>	The number of new written complaints dealt with within ten working days expressed as a percentage of the total number of enquiries	
<b>Processing rules</b>	Calculated field	
<b>Reference</b>	AR B5.10	

12	Telephone calls received	nr
<b>Full line title</b>	Total calls received on customer contact lines	
<b>Definition</b>	This refers to 'office hours' only. <i>Calls received</i> is defined as the number of calls which enter the authority's telephone system and receive a ringing tone. Calls which receive an engaged tone are to be excluded from this line	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B6.1	

13	Telephone calls on customer contact lines answered within 30 seconds – no additional funding	nr
<b>Full line title</b>	Telephone calls on customer contact lines answered within 30 seconds – no additional funding	
<b>Definition</b>	Calls answered by a Scottish Water agent on principal advertised customer contact lines within 30 seconds of the customer first hearing the ringing tone. This refers to 'office hours' only. Projections achieved with no additional funding.	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B6.4 and B6.5	

14	Telephone calls on customer contact lines answered within 30 seconds – with additional funding	nr
<b>Full line title</b>	Telephone calls on customer contact lines answered within 30 seconds – with additional funding	
<b>Definition</b>	Calls answered by a Scottish Water agent on principal advertised customer contact lines within 30 seconds of the customer first hearing the ringing tone. This refers to ‘office hours’ only. Projections achieved with additional funding.	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B6.4 and B6.5	

15	% telephone calls on customer contact lines answered within 30 seconds	nr
<b>Full line title</b>	Percentage of telephone calls on customer contact lines answered within 30 seconds	
<b>Definition</b>	Telephone calls received that are answered within 30 seconds expressed as a percentage of the total number of call received on customer contact lines.	
<b>Processing rules</b>	Calculated field	
<b>Reference</b>		

**Block B      Projected expenditure for customer response enhancements**

20	Enhanced customer service capex - water non-infrastructure	£m (3dp)
<b>Full line title</b>	Enhanced customer service capital investment (water non-infrastructure)	
<b>Definition</b>	Enhanced customer service capital investment to deliver outputs identified in lines 3, 6, 10 and 14 (water non-infrastructure).	
<b>Processing rules</b>	Input field	
<b>Reference</b>		

21	Enhanced customer service opex	£m (3dp)
<b>Full line title</b>	Enhanced customer service operating expenditure	
<b>Definition</b>	Enhanced customer service operating expenditure to deliver outputs identified in lines 3, 6, 10 and 14 (opex).	
<b>Processing rules</b>	Input field	
<b>Reference</b>		

**Key Components - Service delivery**

**Table B6.2W Water service delivery and first time service output projections**

**Block A Denominators**

1	Number of determinands taken at customers' taps	nr
<b>Full line title</b>	Number of determinands taken at customers' taps	
<b>Definition</b>	The total number of determinands measured from water obtained at customer's tap.	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR C1.1	

2	Connected properties for water service	nr
<b>Full line title</b>	Total connected properties at end of year	
<b>Definition</b>	<p>The total number of properties (domestic and non-domestic) connected to the distribution system at the end of the report year. This must include properties which are connected but not billed (for example, temporarily unoccupied) but should exclude properties which have been permanently disconnected.</p> <p>A group of properties supplied by a single connection should be counted as several properties. They should only be treated as a single property if a single bill covers the whole property.</p>	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B2.1	

**Block B Water Service delivery output measures**

5	Number of determinands failing for iron – achieved with no additional funding	nr
<b>Full line title</b>	The number of determinands failing from samples taken at customers' taps – to be achieved with no additional funding	
<b>Definition</b>	The total number of determinants measured at customer's tap, which have failed their pcv – improvements achieved with no additional funding.	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR C1.2	

6	Number of determinands failing for iron – achieved with additional funding	nr
<b>Full line title</b>	The number of determinands failing from samples taken at customers' taps – to be achieved with additional funding	
<b>Definition</b>	The total number of determinants measured at customer's tap, which have failed their pcv – improvements to be achieved with additional funding.	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR C1.2	

7	% of determinands failing from samples taken at customers' taps	%
<b>Full line title</b>	% of determinands failing from samples taken at customers' taps	
<b>Definition</b>	% of determinands failing from samples taken at customers' taps	
<b>Processing rules</b>	Calculated field	
<b>Reference</b>		


8	Properties experiencing unplanned interruptions greater than six hours – achieved with no additional funding	nr
<b>Full line title</b>	Number of properties restored in greater than six hours – achieved with no additional funding	
<b>Definition</b>	Number of properties affected by an unplanned interruption to supply restored in more than six hours – improvements achieved with no additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B2.42, 2.44, 2.46	

9	Properties experiencing unplanned interruptions greater than six hours – achieved with additional funding	nr
<b>Full line title</b>	Number of properties restored in greater than six hours – achieved with additional funding	
<b>Definition</b>	Number of properties affected by an unplanned interruption to supply restored in more than six hours – improvements achieved with additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B2.42, 2.44, 2.46	

10	% of properties experiencing unplanned interruptions greater than six hours	%
<b>Full line title</b>	Percentage of properties restored in greater than six hours	
<b>Definition</b>	Number of properties affected by an unplanned interruption to supply restored in more than six hours, expressed as a percentage of properties connected for water service.	
<b>Processing rules</b>	Calculated field	
<b>Reference</b>		


11	Properties experiencing unplanned interruptions greater than twelve hours – achieved with no additional funding	nr
<b>Full line title</b>	Number of properties restored in greater than twelve hours – achieved with no additional funding	
<b>Definition</b>	Number of properties affected by an unplanned interruption to supply restored in more than twelve hours – improvements achieved with no additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B2.42, 2.44, 2.46	

12	Properties experiencing unplanned interruptions greater than twelve hours – achieved with additional funding	nr
<b>Full line title</b>	Number of properties restored in greater than twelve hours – achieved with additional funding	
<b>Definition</b>	Number of properties affected by an unplanned interruption to supply restored in more than twelve hours – improvements achieved with additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B2.43	

13	% of properties experiencing unplanned interruptions greater than twelve hours	%
<b>Full line title</b>	Percentage of properties restored in greater than twelve hours	
<b>Definition</b>	Number of properties affected by an unplanned interruption to supply restored in more than twelve hours, expressed as a percentage of properties connected for water service.	
<b>Processing rules</b>	Calculated field	
<b>Reference</b>	AR B2.43	


14	Properties experiencing unplanned interruptions greater than twenty four hours – achieved with no additional funding	nr
<b>Full line title</b>	Number of properties restored in greater than twenty four hours – achieved with no additional funding	
<b>Definition</b>	Number of properties affected by an unplanned interruption to supply restored in more than twenty four hours – improvements achieved with no additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B2.43a	

15	Properties experiencing unplanned interruptions greater than twenty four hours – achieved with additional funding	nr
<b>Full line title</b>	Number of properties restored in greater than twenty four hours – achieved with additional funding	
<b>Definition</b>	Number of properties affected by an unplanned interruption to supply restored in more than twenty four hours – improvements achieved with additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B2.43a	

16	% of properties experiencing unplanned interruptions greater than twenty four hours	%
<b>Full line title</b>	Percentage of properties restored in greater than twenty four hours	
<b>Definition</b>	Number of properties affected by an unplanned interruption to supply restored in more than twenty four hours, expressed as a percentage of properties connected for water service.	
<b>Processing rules</b>	Calculated field	
<b>Reference</b>	AR B2.43a	


17	Properties below reference level at end of year - no additional funding	nr
<b>Full line title</b>	Number of connected properties below reference level for inadequate pressure – no additional funding	
<b>Definition</b>	The total number of properties in Scottish Water’s water supply area which, at the end of the year, have received and are likely to continue to receive a pressure or flow below the reference level – improvements achieved with no additional funding.	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B2.9	

18	Properties below reference level at end of year - additional funding	nr
<b>Full line title</b>	Number of connected properties below reference level for inadequate pressure – additional funding	
<b>Definition</b>	The total number of properties in Scottish Water’s water supply area which, at the end of the year, have received and are likely to continue to receive a pressure or flow below the reference level – improvements achieved with additional funding.	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B2.9	

19	% properties below reference level at end of year - no additional funding	%
<b>Full line title</b>	% of connected properties below reference level for inadequate pressure	
<b>Definition</b>	The total number of properties in Scottish Water's water supply area which, at the end of the year, have received and are likely to continue to receive a pressure or flow below the reference level, expressed as a percentage of the total number of properties connected.	
<b>Processing rules</b>	Calculated field	
<b>Reference</b>	AR B2.9	


**Block C Projected expenditure for water service output delivery measures**

25	Enhanced water service delivery capex – water infrastructure	£m (3dp)
<b>Full line title</b>	Capital expenditure for enhancements to infrastructure to deliver enhanced service levels to customers	
<b>Definition</b>	Actual and forecast capital expenditure allocated to infrastructure asset improvements to deliver enhanced service levels to customers as set out in this table under outputs. Do not include any expenditure allocated to quality enhancements or to maintain existing levels of service (which is to be allocated to base maintenance).	
<b>Processing rules</b>	Input field	
<b>Reference</b>		

26	Enhanced water service delivery capex – water non-infrastructure	£m (3dp)
<b>Full line title</b>	Capital expenditure for enhancements to non-infrastructure to deliver enhanced service levels to customers	
<b>Definition</b>	Actual and forecast capital expenditure allocated to non-infrastructure asset improvements to deliver enhanced service levels to customers as set out in this table under outputs. Do not include any expenditure allocated to quality enhancements or to maintain existing levels of service (which is to be allocated to base maintenance).	
<b>Processing rules</b>	Input field	
<b>Reference</b>		

27	Enhanced water service delivery opex – water infrastructure	£m (3dp)
<b>Full line title</b>	Operating expenditure for enhancements to infrastructure to deliver enhanced service levels to customers	
<b>Definition</b>	Actual and forecast operating expenditure allocated to infrastructure asset improvements to deliver enhanced service levels to customers as set out in this table under outputs. Do not include any expenditure allocated to quality enhancements or to maintain existing levels of service (which is to be allocated to base maintenance).	
<b>Processing rules</b>	Input field	
<b>Reference</b>		


**Block C Projected expenditure for first time provision of water service**

30	Number of new connections for water	nr
<b>Full line title</b>	Projected number of new connections attributable to first time provision of water supply	
<b>Definition</b>	Number of properties not currently connected, relying for drinking water supply on a private source. Connection to the public water supply is necessary for public health considerations. It is outwith the reasonable cost criteria currently applied by Scottish Water and also outwith the financial means of those wishing to connect to the public water supply network	
<b>Processing rules</b>	Input field	
<b>Reference</b>		

31	Additional capex – water infrastructure	£m (3dp)
<b>Full line title</b>	Capital expenditure on infrastructure for first time provision of water supply	
<b>Definition</b>	Actual and forecast capital expenditure allocated to infrastructure asset improvements for first time provision of water supply. For properties not currently connected, relying for drinking water supply on a private source. Connection to the public water supply is necessary for public health considerations. It is outwith the reasonable cost criteria currently applied by Scottish Water and also outwith the financial means of those wishing to connect to the public water supply network. Do not include any expenditure allocated to quality enhancements or to maintain existing levels of service (which is to be allocated to base maintenance).	
<b>Processing rules</b>	Input field	
<b>Reference</b>		

32	Additional customer service capex – water non-infrastructure	£m (3dp)
<b>Full line title</b>	Capital expenditure on non-infrastructure for first time provision of water service	
<b>Definition</b>	Actual and forecast capital expenditure allocated to non-infrastructure asset improvements for first time provision of water supply. For properties not currently connected, relying for drinking water supply on a private source. Connection to the public water supply is necessary for public health considerations. It is outwith the reasonable cost criteria currently applied by Scottish Water and also outwith the financial means of those wishing to connect to the public water supply network. Do not include any expenditure allocated to quality enhancements or to maintain existing levels of service (which is to be allocated to base maintenance).	
<b>Processing rules</b>	Input field	
<b>Reference</b>		

33	Additional customer service water opex	£m (3dp)
<b>Full line title</b>	Additional operating expenditure for first time provision of water service	
<b>Definition</b>	Incremental operating expenditure allocated to non-infrastructure asset improvements for first time provision of water supply. For properties not currently connected, relying for drinking water supply on a private source. Connection to the public water supply is necessary for public health considerations. It is outwith the reasonable cost criteria currently applied by Scottish Water and also outwith the financial means of those wishing to connect to the public water supply network.	
<b>Processing rules</b>	Input field	
<b>Reference</b>		

### B6.3S Wastewater service delivery and first time provision output projections and expenditure

#### Block A Wastewater service delivery output measures

1	Number of properties with sewer flooding 2 in 10 at end of year with no additional funding	nr
<b>Full line title</b>	Properties on the “At Risk” register (2 in 10 years) achieved with no additional funding	
<b>Definition</b>	Properties at risk of flooding twice or more in ten years	
<b>Processing rules</b>	Input cell	
<b>Reference</b>	AR B3.23	

2	Number of properties with sewer flooding 2 in 10 at end of year with additional funding	nr
<b>Full line title</b>	Properties on the “At Risk” register (2 in 10 years) achieved with additional funding	
<b>Definition</b>	Properties at risk of flooding twice or more in ten years	
<b>Processing rules</b>	Input cell	
<b>Reference</b>		

3	Number of properties with sewer flooding 1 in 10 at end of year with no additional funding	nr
<b>Full line title</b>	Properties on the “At Risk” register (1 in 10 years) achieved with no additional funding	
<b>Definition</b>	Properties at risk of flooding twice or more in ten years	
<b>Processing rules</b>	Input cell	
<b>Reference</b>	AR B3.24	

4	Number of properties with sewer flooding 1 in 10 at end of year with additional funding	nr
<b>Full line title</b>	Properties on the “At Risk” register (1 in 10 years) achieved with additional funding	
<b>Definition</b>	Properties at risk of flooding once or more in ten years	
<b>Processing rules</b>	Input cell	
<b>Reference</b>		

5	Flooding incidents due to overloaded sewers – achieved with no additional funding	nr
<b>Full line title</b>	Flooding incidents due to overloaded sewers – achieved with no additional funding	
<b>Definition</b>	Flooding incidents due to overloaded sewers – achieved with no additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B3.2	

6	Flooding incidents due to overloaded sewers – achieved with additional funding	nr
<b>Full line title</b>	Flooding incidents due to overloaded sewers – achieved with additional funding	
<b>Definition</b>	Flooding incidents due to overloaded sewers – achieved with additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR B3.2	

7	Flooding incidents due to other causes – achieved with no additional funding	nr
<b>Full line title</b>	Total flooding incidents due to other causes – achieved no additional funding	
<b>Definition</b>	Total flooding incidents due to other causes – achieved with no additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>		

8	Total flooding incidents due to other causes sewers – achieved with additional funding	nr
<b>Full line title</b>	Total flooding incidents due to other causes – achieved with additional funding	
<b>Definition</b>	Total flooding incidents due to other causes – achieved with additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>		

9	Wastewater activity pollution incidents category 1 and 2 – achieved with no additional funding	nr
<b>Full line title</b>	Wastewater activity pollution incidents category 1 & 2 – achieved with no additional funding	
<b>Definition</b>	The number of major pollution incidents and significant incidents as defined by The Scottish Executive attributable to the Wastewater service –achieved with no additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR C4.22, C4.23	

10	Wastewater activity pollution incidents category 1 and 2 – achieved with additional funding	nr
<b>Full line title</b>	Wastewater activity pollution incidents category 1 and 2 – achieved with additional funding	
<b>Definition</b>	The number of major pollution incidents and significant incidents as defined by The Scottish Executive attributable to the Wastewater service – achieved with additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR C4.22, C4.23	

11	Wastewater activity pollution incidents category 3 – achieved with no additional funding	nr
<b>Full line title</b>	Wastewater activity pollution incidents category 3 – achieved with no additional funding	
<b>Definition</b>	The number of other pollution incidents as defined by The Scottish Executive attributable to the Wastewater service – achieved with no additional funding	
<b>Processing rules</b>	Input cell	
<b>Reference</b>	AR C4.24	

12	Wastewater activity pollution incidents category 3 – achieved with additional funding	nr
<b>Full line title</b>	Wastewater activity pollution incidents category 3 – achieved with additional funding	
<b>Definition</b>	The number of other pollution incidents as defined by The Scottish Executive attributable to the Wastewater service – achieved with additional funding	
<b>Processing rules</b>	Input cell	
<b>Reference</b>	AR C4.24	

13	Pop. equiv. served by discharges confirmed as failing – achieved with no additional funding	nr
<b>Full line title</b>	Population equivalent served by discharges confirmed as failing – achieved with no additional funding	
<b>Definition</b>	The total population equivalent for all works confirmed as failing their consents at year end – achieved with no additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR C4.20	

14	Pop. equiv. served by discharges confirmed as failing – achieved with no additional funding	nr
<b>Full line title</b>	Population equivalent served by discharges confirmed as failing – achieved with additional funding	
<b>Definition</b>	The total population equivalent for all works confirmed as failing their consents at year end – achieved with additional funding	
<b>Processing rules</b>	Input field	
<b>Reference</b>	AR C4.20	

15	Percentage of pop. equiv. served by non-compliant WWTW	%
<b>Full line title</b>	Percentage of population equivalent served by non-compliant WWTW	
<b>Definition</b>	The percentage of the population equivalent for Scottish Water’s area served by WWTWs confirmed as failing their discharge consents	
<b>Processing rules</b>	Calculated field	
<b>Reference</b>	AR C4.21	

<b>Full line title</b>		
<b>Definition</b>		
<b>Processing rules</b>		
<b>Reference</b>		

**Block B Projected expenditure for wastewater service delivery output enhancement**

25	Enhanced wastewater service delivery capex – wastewater infrastructure	£m (3dp)
<b>Full line title</b>	Capital expenditure for enhancements to infrastructure to deliver enhanced service levels to customers	
<b>Definition</b>	Actual and forecast capital expenditure allocated to infrastructure asset improvements to deliver enhanced service levels to customers as set out in this table under outputs. Do not include any expenditure allocated to quality enhancements or to maintain existing levels of service (which is to be allocated to base maintenance).	
<b>Processing rules</b>	Input field	
<b>Reference</b>		

26	Enhanced wastewater service delivery capex – wastewater infrastructure	£m (3dp)
<b>Full line title</b>	Capital expenditure for enhancements to non-infrastructure to deliver enhanced service levels to customers	
<b>Definition</b>	Actual and forecast capital expenditure allocated to non-infrastructure asset improvements to deliver enhanced service levels to customers as set out in this table under outputs. Do not include any expenditure allocated to quality enhancements or to maintain existing levels of service (which is to be allocated to base maintenance).	
<b>Processing rules</b>	Input field	
<b>Reference</b>		

27	Enhanced wastewater service delivery opex	£m (3dp)
<b>Full line title</b>	Operating expenditure to deliver enhanced service levels to customers	
<b>Definition</b>	Actual and forecast operating expenditure to deliver enhanced service levels to customers as set out in this table under outputs. Do not include any expenditure allocated to quality enhancements or to maintain existing levels of service (which is to be allocated to base maintenance).	
<b>Processing rules</b>	Input field	
<b>Reference</b>		


30	Number of new connections for wastewater attributable to first time provision	nr
<b>Full line title</b>	Projected number of new connections attributable to first time provision of wastewater services	
<b>Definition</b>	Number of properties not currently connected to the public sewerage system and reliant on other methods of disposal for its wastewater (this can be to a septic tank or direct discharge via a pipe to a watercourse or other body. Connection to the public sewer network is necessary because of legislative requirements of for environmental benefit. It is outwith the “reasonable cost” criteria currently applied by Scottish Water and also outwith the financial means of those wishing to connect to the public sewer network.	
<b>Processing rules</b>	Input field	
<b>Reference</b>		

31	Additional capex – wastewater infrastructure attributable to first time provision	£m (3dp)
<b>Full line title</b>	Capital expenditure on infrastructure attributable to first time provision of wastewater services	
<b>Definition</b>	Actual and forecast capital expenditure allocated to infrastructure asset improvements for first time provision of water supply. For properties not currently connected, relying for drinking water supply on a private source. Connection to the public sewer network is necessary for public health considerations. It is outwith the reasonable cost criteria currently applied by Scottish Water and also outwith the financial means of those wishing to connect to the public sewer network. Do not include any expenditure allocated to quality enhancements or to maintain existing levels of service (which is to be allocated to base maintenance).	
<b>Processing rules</b>	Input field	
<b>Reference</b>		

32	Additional customer service capex – wastewater non-infrastructure	£m (3dp)
<b>Full line title</b>	Capital expenditure on non-infrastructure for first time provision of wastewater service	
<b>Definition</b>	Actual and forecast capital expenditure allocated to non-infrastructure asset improvements for first time provision of water supply. For properties not currently connected, relying for drinking water supply on a private source. Connection to the public water supply is necessary for public health considerations. It is outwith the reasonable cost criteria currently applied by Scottish Water and also outwith the financial means of those wishing to connect to the public water supply network. Do not include any expenditure allocated to quality enhancements or to maintain existing levels of service (which is to be allocated to base maintenance).	
<b>Processing rules</b>	Input field	
<b>Reference</b>		

33	Additional customer service wastewater opex	£m (3dp)
<b>Full line title</b>	Additional operating expenditure for first time provision of wastewater service	
<b>Definition</b>	Incremental operating expenditure allocated to non-infrastructure asset improvements for first time provision of water supply. For properties not currently connected, relying for drinking water supply on a private source. Connection to the public water supply is necessary for public health considerations. It is outwith the reasonable cost criteria currently applied by Scottish Water and also outwith the financial means of those wishing to connect to the public water supply network.	
<b>Processing rules</b>	Input field	
<b>Reference</b>		