

## Section 2 : Performance for Customers

<b>Table</b>	<b>1</b>	Overall performance assessment (OPA) planned outputs - water
<b>Block</b>	<b>A</b>	Water supply - levels of service
<b>Line</b>	<b>1</b>	Inadequate Pressure - Properties below reference level at end of year

**Line Definition:** The total number of properties in SW's area of water supply which, at the end of the year, have received and are likely to continue to receive a pressure or flow below the reference level.

**Processing Rule:** Input

**AR 07 Ref:** B2.9

nr

Odp

<b>Table</b>	<b>1</b>	Overall performance assessment (OPA) planned outputs - water
<b>Block</b>	<b>A</b>	Water supply - levels of service
<b>Line</b>	<b>2</b>	Unplanned supply interruptions - more than 6 hours unplanned

**Line Definition:** The number of properties affected by interruptions of more than 6 hours' duration to supply which are unplanned unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties which should be reported in commentary. It includes interruptions for which customers are notified less than 48 hours in advance.

**Processing Rule:** Input

**AR 07 Ref:** B2.16

nr

Odp

<b>Table</b>	<b>1</b>	Overall performance assessment (OPA) planned outputs - water
<b>Block</b>	<b>A</b>	Water supply - levels of service
<b>Line</b>	<b>3</b>	Unplanned supply interruptions - more than 12 hours unplanned

**Line Definition:** The number of properties affected by interruptions of more than 12 hours' duration to supply which are unplanned unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties which should be reported in commentary. It includes interruptions for which customers are notified less than 48 hours in advance.

**Processing Rule:** Input

**AR 07 Ref:** B2.17

nr

Odp

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<b>Table</b>	<b>1</b>	Overall performance assessment (OPA) planned outputs - water
<b>Block</b>	<b>A</b>	Water supply - levels of service
<b>Line</b>	<b>4</b>	Unplanned supply interruptions - more than 24 hours unplanned

**Line Definition:** The number of properties affected by interruptions of more than 24 hours' duration to supply which are unplanned, unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties which should be reported in commentary. It includes interruptions for which customers are notified less than 48 hours in advance.

**Processing Rule:** Input

**AR 07 Ref:** B2.18

nr

Odp

<b>Table</b>	<b>1</b>	Overall performance assessment (OPA) planned outputs - water
<b>Block</b>	<b>A</b>	Water supply - levels of service
<b>Line</b>	<b>5</b>	More than 6 hours unplanned (overruns of planned interruptions)

**Line Definition:** The number of properties affected by interruptions to water supplies of more than 6 hours' duration which are caused by a planned and warned interruption exceeding the warned time. Overruns caused by third parties should be excluded and reported in the commentary. The qualifying time for this line includes the warned time plus the overrun time.

**Processing Rule:** Input

**AR 07 Ref:** B2.23

nr

Odp

<b>Table</b>	<b>1</b>	Overall performance assessment (OPA) planned outputs - water
<b>Block</b>	<b>A</b>	Water supply - levels of service
<b>Line</b>	<b>6</b>	More than 12 hours unplanned (overruns of planned interruptions)

**Line Definition:** The number of properties affected by interruptions to water supplies of more than 12 hours' duration which are caused by a planned and warned interruption exceeding the warned time. Overruns caused by third parties should be excluded and reported in the commentary. The qualifying time for this line includes the warned time plus the overrun time.

**Processing Rule:** Input

**AR 07 Ref:** B2.24

nr

Odp

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<b>Table</b>	<b>1</b>	Overall performance assessment (OPA) planned outputs - water
<b>Block</b>	<b>A</b>	Water supply - levels of service
<b>Line</b>	<b>7</b>	More than 24 hours unplanned (overruns of planned interruptions)

**Line Definition:** The number of properties affected by interruptions to water supplies of more than 24 hours' duration which are caused by a planned and warned interruption exceeding the warned time. Overruns caused by third parties should be excluded and reported in the commentary. The qualifying time for this line includes the warned time plus the overrun time.

**Processing Rule:** Input

**AR 07 Ref:** B2.25

nr

0dp

<b>Table</b>	<b>1</b>	Overall performance assessment (OPA) planned outputs - water
<b>Block</b>	<b>A</b>	Water supply - levels of service
<b>Line</b>	<b>8</b>	% population affected by hosepipe restrictions

**Line Definition:** The percentage of population affected by hosepipe bans for any reason.

**Processing Rule:** Input

**AR 07 Ref:** B1.1

%

2dp

<b>Table</b>	<b>1</b>	Overall performance assessment (OPA) planned outputs - water
<b>Block</b>	<b>A</b>	Water supply - levels of service
<b>Line</b>	<b>9</b>	Security of supply index. Planned level of service

**Line Definition:** The overall Security of Supply index score for SW. Planned level of service.

**Processing Rule:** Input

**AR 07 Ref:** B9a.C14

%

3dp

<b>Table</b>	<b>1</b>	Overall performance assessment (OPA) planned outputs - water
<b>Block</b>	<b>A</b>	Water supply - levels of service
<b>Line</b>	<b>10</b>	Security of supply index. Critical period

**Line Definition:** The overall Security of Supply index score for SW. Critical period.

**Processing Rule:** Input

**AR 07 Ref:** B9c.C14

%

3dp

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<b>Table</b>	<b>1</b>	Overall performance assessment (OPA) planned outputs - water
<b>Block</b>	<b>A</b>	Water supply - levels of service
<b>Line</b>	<b>11</b>	Water quality failing DWQR standards

**Line Definition:** The arithmetic mean of the mean zonal compliance values for 6 parameters: Turbidity, iron, manganese, total trihalomethanes, aluminium and e coli. Published in the DWQR annual report to WICS.

**Processing Rule:** Input

**AR 07 Ref:**

<b>Table</b>	<b>1</b>	Overall performance assessment (OPA) planned outputs - water
<b>Block</b>	<b>B</b>	Water - Environmental performance
<b>Line</b>	<b>12</b>	Water pollution incidents categories 1 & 2

**Line Definition:** The number of category 1 and 2 pollution incidents resulting from water treatment and distribution activities. Published in the SEPA annual report to WICS.

**Processing Rule:** Input

**AR 07 Ref:**

<b>Table</b>	<b>1</b>	Overall performance assessment (OPA) planned outputs - water
<b>Block</b>	<b>B</b>	Water - Environmental performance
<b>Line</b>	<b>13</b>	Total Leakage - total losses

**Line Definition:** SW estimate of total leakage delivered from night flow measurements and reservoirs and trunk main tests after deducting allowances for plumbing losses and customer night uses for the measured night flows.

**Processing Rule:** Input

**AR 07 Ref:** A2.30

<b>Table</b>	<b>2</b>	Overall performance assessment (OPA) planned outputs - Wastewater
<b>Block</b>	<b>A</b>	Wastewater - levels of service
<b>Line</b>	<b>1</b>	Sewer flooding incidents (inadequate capacity)

**Line Definition:** The number of flooding incidents causing internal flooding to properties due to overloading sewers. An incident should be counted from each 'source' of flooding e.g. one manhole floods 3 properties = 1 incident, and not each reason for flooding where one event such as heavy rain causes a large number of flooding incidents. This should include all such events, whether or not attributable to severe/extreme weather. This should include properties where an uninhabited cellar is the only part affected by the flooding.

**Processing Rule:** Input

**AR 07 Ref:** B3.3

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<b>Table</b>	<b>2</b>	Overall performance assessment (OPA) planned outputs - Wastewater
<b>Block</b>	<b>A</b>	Wastewater - levels of service
<b>Line</b>	<b>2</b>	Number of flooding incidents attributed to severe weather

**Line Definition:** The number of incidents of internal flooding caused by overloaded sewers in properties which are known to be not at risk of flooding more frequently than 1 in 10 years. Accordingly, this line's enumeration includes flooding incidents caused by severe storms which affect properties that are not at risk of flooding more frequently than once in ten years. Incidents of flooding via the sewers caused by overflowing watercourses should be excluded.

**Processing Rule:** Input

**AR 07 Ref:** B3.4

nr

Odp

<b>Table</b>	<b>2</b>	Overall performance assessment (OPA) planned outputs - Wastewater
<b>Block</b>	<b>A</b>	Wastewater - levels of service
<b>Line</b>	<b>3</b>	Flooding incidents due to equipment failure

**Line Definition:** These are defined as incidents of flooding to property resulting from the failure or maloperation of SW's apparatus (such as pumping stations, flap valves, penstocks, combined sewer overflows, real time control systems). An incident should be counted from each 'source' of flooding e.g. one manhole floods 3 properties = 1 incident, and not each reason for flooding where one event such as pumping station failure causes a large number of flooding incidents.

**Processing Rule:** Input

**AR 07 Ref:** B3.8

nr

Odp

<b>Table</b>	<b>2</b>	Overall performance assessment (OPA) planned outputs - Wastewater
<b>Block</b>	<b>A</b>	Wastewater - levels of service
<b>Line</b>	<b>4</b>	Flooding incidents due to blockages

**Line Definition:** These are defined as incidents of flooding to property resulting from a complete or partial blockage of the sewer (including siltation) where the sewer itself is still intact. If the blockage is the result of a fracture or deformation of the pipe, it should be in the next category. An incident should be counted from each 'source' of flooding e.g. one manhole floods 3 properties = 1 incident, and not each reason for flooding where one event causes a large number of flooding incidents.

**Processing Rule:** Input

**AR 07 Ref:** B3.9

nr

Odp

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<b>Table</b>	<b>2</b>	Overall performance assessment (OPA) planned outputs - Wastewater
<b>Block</b>	<b>A</b>	Wastewater - levels of service
<b>Line</b>	<b>5</b>	Flooding incidents due to sewer collapses

**Line Definition:** For the purpose of this indicator these are defined as incidents of flooding to property resulting from a sewer collapse of the sewer and also include incidents due to fracture or deformation. An incident should be counted from each 'source' of flooding e.g. one manhole floods 3 properties = 1 incident, and not each reason for flooding where one event causes a large number of flooding incidents.

**Processing Rule:** Input

**AR 07 Ref:** B3.10

nr

Odp

<b>Table</b>	<b>2</b>	Overall performance assessment (OPA) planned outputs - Wastewater
<b>Block</b>	<b>A</b>	Wastewater - levels of service
<b>Line</b>	<b>6</b>	Properties at risk - 2 in 10 at end of year

**Line Definition:** The number of properties at risk of flooding 2 or more in 10 years at the end of the year.

**Processing Rule:** Input

**AR 07 Ref:** B3.13

nr

Odp

<b>Table</b>	<b>2</b>	Overall performance assessment (OPA) planned outputs - Wastewater
<b>Block</b>	<b>A</b>	Wastewater - levels of service
<b>Line</b>	<b>7</b>	Properties at risk - 1 in 10 at end of year

**Line Definition:** The number of properties at risk of flooding more than 1 in 10 years (but less than 2 in 10) at the end of the year.

**Processing Rule:** Input

**AR 07 Ref:** B3.14

nr

Odp

<b>Table</b>	<b>2</b>	Overall performance assessment (OPA) planned outputs - Wastewater
<b>Block</b>	<b>B</b>	Wastewater - Environmental service
<b>Line</b>	<b>8</b>	Wastewater pollution incidents categories 1 and 2

**Line Definition:** The number of category 1 and 2 pollution incidents resulting from wastewater activities. Published in the SEPA Annual report to WICS.

**Processing Rule:** Input

**AR 07 Ref:**

nr

Odp

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<b>Table</b>	<b>2</b>	Overall performance assessment (OPA) planned outputs - Wastewater
<b>Block</b>	<b>B</b>	Wastewater - Environmental service
<b>Line</b>	<b>9</b>	Wastewater pollution incidents category 3

**Line Definition:** The number of category 3 pollution incidents resulting from wastewater activities. Published in the SEPA Annual report to WICS.

**Processing Rule:** Input

**AR 07 Ref:**

nr

0dp

<b>Table</b>	<b>2</b>	Overall performance assessment (OPA) planned outputs - Wastewater
<b>Block</b>	<b>B</b>	Wastewater - Environmental service
<b>Line</b>	<b>10</b>	Percentage of sewage sludge disposed of in an unsatisfactory manner

**Line Definition:** Percentage of total sludge disposal that is unsatisfactory.

**Processing Rule:** Input

**AR 07 Ref:** A2.62

%

2dp

<b>Table</b>	<b>2</b>	Overall performance assessment (OPA) planned outputs - Wastewater
<b>Block</b>	<b>B</b>	Wastewater - Environmental service
<b>Line</b>	<b>11</b>	Pop. equiv. served by WWTWs that do not comply with the conditions of their discharge consents

**Line Definition:** Population equivalent served by WWTWs that do not comply with the conditions of their discharge consents. The WWTW compliance conditions included in the OPA are Biological oxygen demand, Suspended solids, Ammonia, Phosphorus and UV disinfection.

**Processing Rule:** Input

**AR 07 Ref:**

nr

0dp

<b>Table</b>	<b>2</b>	Overall performance assessment (OPA) planned outputs - Wastewater
<b>Block</b>	<b>B</b>	Wastewater - Environmental service
<b>Line</b>	<b>12</b>	Pop. equiv. served by WWTWs

**Line Definition:** Total population equivalent served by all WWTWs.

**Processing Rule:** Input

**AR 07 Ref:**

nr

0dp

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<b>Table</b>	<b>2</b>	Overall performance assessment (OPA) planned outputs - Wastewater
<b>Block</b>	<b>B</b>	Wastewater - Environmental service
<b>Line</b>	<b>13</b>	Percentage of pop. equiv. served by non-compliant WWTWs

**Line Definition:** The percentage of population equivalent served by WWTWs that do not comply with the conditions of their discharge consents. The WWTW compliance conditions included in the OPA are Biological oxygen demand, Suspended solids, Ammonia, Phosphorus and UV disinfection.

**Processing Rule:** Calculated field: Line 11 divided by Line 12

**AR 07 Ref:**

%

2dp

<b>Table</b>	<b>3</b>	Overall performance assessment (OPA) planned outputs - Customer services
<b>Block</b>	<b>A</b>	Written complaints
<b>Line</b>	<b>1</b>	Total number of written complaints received by the wholesale business

**Line Definition:** The number of written complaints received from household customers and those forwarded by or originating from licensed retailers.

**Processing Rule:** Input

**AR 07 Ref:**

nr

0dp

<b>Table</b>	<b>3</b>	Overall performance assessment (OPA) planned outputs - Customer services
<b>Block</b>	<b>A</b>	Written complaints
<b>Line</b>	<b>2</b>	Number dealt with within 10 days

**Line Definition:** The number of the above complaints dealt with within 10 days.

**Processing Rule:** Input

**AR 07 Ref:**

nr

0dp

<b>Table</b>	<b>3</b>	Overall performance assessment (OPA) planned outputs - Customer services
<b>Block</b>	<b>A</b>	Written complaints
<b>Line</b>	<b>3</b>	% dealt with within 10 working days

**Line Definition:** The percentage of the total written complaints, received from household customers and those forwarded by or originating from licensed retailers, which are dealt with within 10 days.

**Processing Rule:** Calculated field: Line 2 divided by Line 1

**AR 07 Ref:**

%

2dp

## Section 2 : Performance for Customers

<b>Table</b>	<b>3</b>	Overall performance assessment (OPA) planned outputs - Customer services
<b>Block</b>	<b>B</b>	Telephone contacts
<b>Line</b>	<b>4</b>	Total calls received on wholesale customer contact lines

**Line Definition:** The number of calls received from household customers and licensed retailers on customer contact lines.

**Processing Rule:** Input

**AR 07 Ref:**

nr

0dp

<b>Table</b>	<b>3</b>	Overall performance assessment (OPA) planned outputs - Customer services
<b>Block</b>	<b>B</b>	Telephone contacts
<b>Line</b>	<b>5</b>	Total of abandoned calls on wholesale customer contact lines

**Line Definition:** The total number of the above calls received which were abandoned before a SW agent could answer them or, where recorded messages (or answering machines or touch tone telephones or automatic transactions or interactive voice response systems) are used, before completion of the relevant message on principal advertised customer contact lines. This refers to 'office hours' only.

**Processing Rule:** Input

**AR 07 Ref:**

nr

0dp

<b>Table</b>	<b>3</b>	Overall performance assessment (OPA) planned outputs - Customer services
<b>Block</b>	<b>B</b>	Telephone contacts
<b>Line</b>	<b>6</b>	% of calls abandoned

**Line Definition:** The percentage of the total calls received, from household customers and licensed retailers on customer contact lines, which were abandoned before a SW agent could answer them or, where recorded messages (or answering machines or touch tone telephones or automatic transactions or interactive voice response systems) are used, before completion of the relevant message on principal advertised customer contact lines.

**Processing Rule:** Calculated field: Line 5 divided by Line 4

**AR 07 Ref:**

%

2dp

## Section 2 : Performance for Customers

<b>Table</b>	<b>3</b>	Overall performance assessment (OPA) planned outputs - Customer services
<b>Block</b>	<b>B</b>	Telephone contacts
<b>Line</b>	<b>7</b>	Number of all lines busy

**Line Definition:** The total number of calls from household customers and licensed retailers into the principal advertised customer contact points that receive engaged tones, or are advised that SW is unable to take their call, are to be reported against this line.

**Processing Rule:** Input

**AR 07 Ref:**

nr

0dp

<b>Table</b>	<b>3</b>	Overall performance assessment (OPA) planned outputs - Customer services
<b>Block</b>	<b>B</b>	Telephone contacts
<b>Line</b>	<b>8</b>	% all lines busy

**Line Definition:** The percentage of the total calls received, from household customers and licensed retailers on customer contact lines that receive engaged tones, or are advised that SW is unable to take their call, are to be reported against this line.

**Processing Rule:** Calculated field: Line 7 divided by Line 4

**AR 07 Ref:**

%

2dp

<b>Table</b>	<b>3</b>	Overall performance assessment (OPA) planned outputs - Customer services
<b>Block</b>	<b>B</b>	Telephone contacts
<b>Line</b>	<b>9</b>	Call handling satisfaction - average score

**Line Definition:** The annual satisfaction score generated by 4 waves of customer surveys.

**Processing Rule:** Input

**AR 07 Ref:**

nr

0dp

<b>Table</b>	<b>3</b>	Overall performance assessment (OPA) planned outputs - Customer services
<b>Block</b>	<b>C</b>	Assessed customer service
<b>Line</b>	<b>10</b>	Complaint handling

**Line Definition:** An assessment of two aspects of complaint handling: Waterwatch audits of company complaint files, and the number of customer complaints to the company, which are accepted by Waterwatch for further investigation.

**Processing Rule:** Input

**AR 07 Ref:**

nr

0dp

## Section 2 : Performance for Customers

<b>Table</b>	<b>3</b>	Overall performance assessment (OPA) planned outputs - Customer services
<b>Block</b>	<b>C</b>	Assessed customer service
<b>Line</b>	<b>11</b>	Information to customers

**Line Definition:** A two-part assessment of information sent unsolicited to customers during the report year: whether it covers a number of essential areas of company activity; and, the clarity of the literature. The assessment will cover the extent to which company literature sent to customers, or available on the website, covers essential information.

Detail is included in the Ofwat document "Updating the overall performance assessment (OPA) - Conclusions and methodology for 2004-05 onwards. March 2004"

**Processing Rule:** Input

**AR 07 Ref:**

nr

Odp

<b>Table</b>	<b>3</b>	Overall performance assessment (OPA) planned outputs - Customer services
<b>Block</b>	<b>C</b>	Assessed customer service
<b>Line</b>	<b>12</b>	Telephone contact hours

**Line Definition:** An assessment of SW's advertised accessibility of its call centre. Emergency cover does not form part of the assessment. SW will provide a banding for its call centre based on the following bands of opening hours per week (7days): 1 - Greater than or equal to 55 hours. 2 - Greater than or equal to 50 hours, but less than 55 hours. 3 - Less than 50 hours.

**Processing Rule:** Input

**AR 07 Ref:**

nr

Odp

<b>Table</b>	<b>3</b>	Overall performance assessment (OPA) planned outputs - Customer services
<b>Block</b>	<b>C</b>	Assessed customer service
<b>Line</b>	<b>13</b>	Compensation policy

**Line Definition:** An assessment of SW's advertised compensation policies and customer charters against the requirements of the Guaranteed Minimum Standards (GMS). A score of 1-3 will be given based on the following banding: 1 - Goes significantly beyond the provision of GSS in terms of (a) value of payments; and(b) extended range of compensation payments. 2- Goes beyond GSS for some standards, eg increased value of payments (enhanced GSS). 3 - Standard GSS criteria applies.

**Processing Rule:** Input

**AR 07 Ref:**

nr

Odp

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<b>Table</b>	<b>3</b>	Overall performance assessment (OPA) planned outputs - Customer services
<b>Block</b>	<b>C</b>	Assessed customer service
<b>Line</b>	<b>14</b>	Supply pipe repair policy

**Line Definition:** An assessment of SW's advertised policy for the repair and replacement of supply pipes. It will band its policy as follows: 1 - Free locate and repair/replacement service with only minor restrictions. 2- Free locate and repair/replacement service with two or less major restrictions. 3 - Does not meet the above criteria.

The definition of minor and major restrictions is included in the Ofwat document "Updating the overall performance assessment (OPA) - Conclusions and methodology for 2004-05 onwards. March 2004"

**Processing Rule:** Input

**AR 07 Ref:**

nr

0dp

<b>Table</b>	<b>3</b>	Overall performance assessment (OPA) planned outputs - Customer services
<b>Block</b>	<b>C</b>	Assessed customer service
<b>Line</b>	<b>15</b>	The provision of service to disabled or elderly customers

**Line Definition:** An assessment of SW's advertised policy for the provision of service to disabled or elderly customers. A list of guideline criteria considered essential, elements of policies and procedures needed to meet the needs of disabled or elderly customers is used for this assessment.

Detail is included in the Ofwat document "Updating the overall performance assessment (OPA) - Conclusions and methodology for 2004-05 onwards. March 2004"

**Processing Rule:** Input

**AR 07 Ref:**

nr

0dp

<b>Table</b>	<b>4</b>	Ministerial objectives - planned serviceability outputs
<b>Block</b>	<b>A</b>	Water services
<b>Line</b>	<b>1</b>	% of compliant water supply zones for iron (calendar year)

**Line Definition:** Percentage of compliant water supply zones for iron (calendar year target) as reported in the DWQR annual report.

**Processing Rule:** Input

**AR 07 Ref:** G9.1

%

2dp

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<b>Table</b>	<b>4</b>	Ministerial objectives - planned serviceability outputs
<b>Block</b>	<b>A</b>	Water services
<b>Line</b>	<b>2</b>	% of compliant water supply zones for manganese (calendar year)

**Line Definition:** Percentage of compliant water supply zones for manganese (calendar year target) as reported in the DWQR annual report.

**Processing Rule:** Input

**AR 07 Ref:** G9.2

%

2dp

<b>Table</b>	<b>4</b>	Ministerial objectives - planned serviceability outputs
<b>Block</b>	<b>A</b>	Water services
<b>Line</b>	<b>3</b>	Number of Microbiological failures at water treatment works

**Line Definition:** The total number of water treatment works for microbiology failures in the relevant time period.

**Processing Rule:** Input

**AR 07 Ref:** G9.3

nr

0dp

<b>Table</b>	<b>4</b>	Ministerial objectives - planned serviceability outputs
<b>Block</b>	<b>A</b>	Water services
<b>Line</b>	<b>4</b>	Inadequate Pressure - Properties below reference level at end of year

**Line Definition:** The total number of properties in SW's area of water supply which, at the end of the year, have received and are likely to continue to receive a pressure or flow below the reference level.

**Processing Rule:** Brought forward: Table 2.1, Line 1

**AR 07 Ref:** G9.4

nr

0dp

<b>Table</b>	<b>4</b>	Ministerial objectives - planned serviceability outputs
<b>Block</b>	<b>A</b>	Water services
<b>Line</b>	<b>5</b>	Unplanned supply interruptions - more than 12 hours unplanned

**Line Definition:** The number of properties affected by interruptions of more than 12 hours' duration to supply which are unplanned unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties which should be reported in commentary. It includes interruptions for which customers are notified less than 48 hours in advance.

**Processing Rule:** Brought forward: Table 2.1, Line 3

**AR 07 Ref:** G9.5

nr

0dp

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<b>Table</b>	<b>4</b>	Ministerial objectives - planned serviceability outputs
<b>Block</b>	<b>A</b>	Water services
<b>Line</b>	<b>6</b>	Mains burst per 1000 km

**Line Definition:** Mains bursts include all physical repair work to mains from which water is lost which is attributable to pipes, fittings or joint material failures or movement, or caused or deemed to be caused by conditions or original pipe laying or subsequent changes in ground conditions (such as changes to road formation, loading, etc. where the costs of repair cannot be recovered from a third party).

**Processing Rule:** Input

**AR 07 Ref:** G9.6

nr

1dp

<b>Table</b>	<b>4</b>	Ministerial objectives - planned serviceability outputs
<b>Block</b>	<b>B</b>	Sewerage services
<b>Line</b>	<b>7</b>	Number of properties at risk of internal flooding

**Line Definition:** The number of properties at risk of internal flooding (1 in 10 plus 2 in 10).

**Processing Rule:** Calculated field: Sum of Table 2.2, Line 6 and Table 2.2, Line 7

**AR 07 Ref:** G9.7

nr

0dp

<b>Table</b>	<b>4</b>	Ministerial objectives - planned serviceability outputs
<b>Block</b>	<b>B</b>	Sewerage services
<b>Line</b>	<b>8</b>	Number of properties internally flooded due to other causes

**Line Definition:** The number of properties internally flooded due to other causes.

**Processing Rule:** Input

**AR 07 Ref:** G9.8

nr

0dp

<b>Table</b>	<b>4</b>	Ministerial objectives - planned serviceability outputs
<b>Block</b>	<b>B</b>	Sewerage services
<b>Line</b>	<b>9</b>	Number of sewage treatment works discharges failing numeric consents

**Line Definition:** The number of sewage treatment works discharges with numerical discharge consents found to be non-compliant with sanitary or non-sanitary consent conditions in the calendar year as defined by Ministerial Objectives and as included in SEPA's annual report.

**Processing Rule:** Input

**AR 07 Ref:** G9.9

nr

0dp

## Section 2 : Performance for Customers

<b>Table</b>	<b>4</b>	Ministerial objectives - planned serviceability outputs
<b>Block</b>	<b>B</b>	Sewerage services
<b>Line</b>	<b>10</b>	Number of unsatisfactory intermittent discharges

**Line Definition:** The number of unsatisfactory combined sewer overflows.

**Processing Rule:** Input

**AR 07 Ref:** G9.10

nr

0dp

<b>Table</b>	<b>4</b>	Ministerial objectives - planned serviceability outputs
<b>Block</b>	<b>B</b>	Sewerage services
<b>Line</b>	<b>11</b>	Number of pollution incidents arising from the sewerage service (categories 1, 2 and 3)

**Line Definition:** The total number of category 1, 2 and 3 pollution incidents arising from the sewerage service as defined by Ministerial Objectives and as reported in SEPA's annual report for the latest calendar year.

**Processing Rule:** Input

**AR 07 Ref:** G9.11

nr

0dp

<b>Table</b>	<b>5</b>	Additional serviceability outputs
<b>Block</b>	<b>A</b>	Water treatment works
<b>Line</b>	<b>1</b>	Turbidity - 95%ile greater than or equal to 0.5NTU (number of WTWs)

**Line Definition:** The number of operational potable water treatment works and sources whose turbidity 95 percentile equals or exceeds a 0.5 NTU threshold. Calculate 95 percentile value using all data from regular routine sampling of final water from sources for the calendar year.

**Processing Rule:** Input

**AR 07 Ref:** B8.2

nr

0dp

<b>Table</b>	<b>5</b>	Additional serviceability outputs
<b>Block</b>	<b>A</b>	Water treatment works
<b>Line</b>	<b>2</b>	Turbidity - 95%ile greater than or equal to 0.5NTU (output for calendar year)

**Line Definition:** The sum of the output volume for the calendar year for operational potable water treatment works and sources whose turbidity 95 percentile equals or exceeds a 0.5 NTU threshold. Calculate 95 percentile value using all data from regular routine sampling of final water from sources for the calendar year.

**Processing Rule:** Input

**AR 07 Ref:** B8.3

Mld

2dp

## Section 2 : Performance for Customers

<b>Table</b>	<b>5</b>	Additional serviceability outputs
<b>Block</b>	<b>A</b>	Water treatment works
<b>Line</b>	<b>3</b>	Number of water treatment works with coliform non compliance

**Line Definition:** The number of water treatment works with determinations containing coliforms taken at frequencies required by current Water Quality regulations and as determined in the DWQR annual report for the latest calendar year.

**Processing Rule:** Input

**AR 07 Ref:** DWQR

nr

0dp

<b>Table</b>	<b>5</b>	Additional serviceability outputs
<b>Block</b>	<b>A</b>	Water treatment works
<b>Line</b>	<b>4</b>	% of water treatment works with coliform non compliance

**Line Definition:** The number of water treatment works with determinations containing coliforms as a percentage of the number of determinations of water leaving treatment works taken at frequencies required by current water quality regulations and as provided in the DWQR annual report for the latest calendar year.

**Processing Rule:** Input

**AR 07 Ref:** DWQR

%

2dp

<b>Table</b>	<b>5</b>	Additional serviceability outputs
<b>Block</b>	<b>B</b>	Sewerage service
<b>Line</b>	<b>5</b>	Sewer collapses per 1000 km

**Line Definition:** Number of sewer collapses per thousand kilometres of all sewers. Include bursts to rising mains, even where failures are accidental rather than weakness in pipe condition. All third party damage should be excluded where costs are potentially (rather than actually) recovered from a third party.

**Processing Rule:** Input

**AR 07 Ref:** B8.11

nr

1dp

<b>Table</b>	<b>5</b>	Additional serviceability outputs
<b>Block</b>	<b>B</b>	Sewerage service
<b>Line</b>	<b>7</b>	Blockages per 1000 km

**Line Definition:** Number of sewer blockage events that required clearing per thousand kilometres of all sewers.

**Processing Rule:** Input

**AR 07 Ref:** B8.16

nr

1dp

## Section 2 : Performance for Customers

<b>Table</b>	<b>5</b>	Additional serviceability outputs
<b>Block</b>	<b>C</b>	Sewage treatment works
<b>Line</b>	<b>8</b>	Percentage of STWs where there are no BOD events forecast for the current year (Event: Max>2)

**Line Definition:** Percentage of sewage treatment works (STW) where there are no BOD events forecast for the current calendar year in the event: a) Maximum value more than twice the prevailing consent value.

**Processing Rule:** Input

**AR 07 Ref:** B8.21

%

1dp

<b>Table</b>	<b>5</b>	Additional serviceability outputs
<b>Block</b>	<b>C</b>	Sewage treatment works
<b>Line</b>	<b>9</b>	Percentage of STWs where there are no BOD events forecast for the current year (Event: 95%ile>1)

**Line Definition:** Percentage of sewage treatment works (STW) where there are no BOD events forecast for the current calendar year in the event: b) 95 percentile is greater than the prevailing consent value.

**Processing Rule:** Input

**AR 07 Ref:** B8.22

%

1dp

<b>Table</b>	<b>5</b>	Additional serviceability outputs
<b>Block</b>	<b>C</b>	Sewage treatment works
<b>Line</b>	<b>10</b>	Percentage of STWs where there are no BOD events forecast for the current year (Event: Mean>0.5)

**Line Definition:** Percentage of sewage treatment works (STW) where there are no BOD events forecast for the current calendar year in the event: c) Mean value is more than half of the prevailing consent value.

**Processing Rule:** Input

**AR 07 Ref:** B8.23

%

1dp

## Section 2 : Performance for Customers

<b>Table</b>	<b>5</b>	Additional serviceability outputs
<b>Block</b>	<b>C</b>	Sewage treatment works
<b>Line</b>	<b>11</b>	Percentage of STWs where there are no SS events forecast for the current year (Event: Max>2)

**Line Definition:** Percentage of sewage treatment works (STW) where there are no SS events forecast for the current calendar year in the event: a) Maximum value more than twice of the prevailing consent value.

**Processing Rule:** Input

**AR 07 Ref:** B8.27

%

1dp

<b>Table</b>	<b>5</b>	Additional serviceability outputs
<b>Block</b>	<b>C</b>	Sewage treatment works
<b>Line</b>	<b>12</b>	Percentage of STWs where there are no SS events forecast for the current year (Event: 95%ile>1)

**Line Definition:** Percentage of sewage treatment works (STW) where there are no SS events forecast for the current calendar year in the event: b) 95 percentile is greater than the prevailing consent value.

**Processing Rule:** Input

**AR 07 Ref:** B8.28

%

1dp

<b>Table</b>	<b>5</b>	Additional serviceability outputs
<b>Block</b>	<b>C</b>	Sewage treatment works
<b>Line</b>	<b>13</b>	Percentage of STWs where there are no SS events forecast for the current year (Event: Mean>0.5)

**Line Definition:** Percentage of sewage treatment works (STW) where there are no SS events forecast for the current calendar year in the event: c) Mean value is more than half of the prevailing consent value.

**Processing Rule:** Input

**AR 07 Ref:** B8.29

%

1dp

## Section 2 : Performance for Customers

<b>Table</b>	<b>5</b>	Additional serviceability outputs
<b>Block</b>	<b>C</b>	Sewage treatment works
<b>Line</b>	<b>14</b>	Percentage of STWs where there are no NH3 events forecast for the current year (Event: Max>2)

**Line Definition:** Percentage of sewage treatment works (STW) where there are no NH3 events forecast for the current calendar year in the event: a) Maximum value more than twice of the prevailing consent value.

**Processing Rule:** Input

**AR 07 Ref:** B8.33

%

1dp

<b>Table</b>	<b>5</b>	Additional serviceability outputs
<b>Block</b>	<b>C</b>	Sewage treatment works
<b>Line</b>	<b>15</b>	Percentage of STWs where there are no NH3 events forecast for the current year (Event: 95%ile>1)

**Line Definition:** Percentage of sewage treatment works (STW) where there are no NH3 events forecast for the current calendar year in the event: b) 95 percentile is greater than the prevailing consent value.

**Processing Rule:** Input

**AR 07 Ref:** B8.34

%

1dp

<b>Table</b>	<b>5</b>	Additional serviceability outputs
<b>Block</b>	<b>C</b>	Sewage treatment works
<b>Line</b>	<b>16</b>	Percentage of STWs where there are no NH3 events forecast for the current year (Event: Mean>0.5)

**Line Definition:** Percentage of sewage treatment works (STW) where there are no NH3 events forecast for the current calendar year in the event: c) Mean value is more than half of the prevailing consent value.

**Processing Rule:** Input

**AR 07 Ref:** B8.35

%

1dp

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>A</b>	Customer Service
<b>Line</b>	<b>1</b>	Number of works where odour problem is addressed

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of works where an odour problem has been addressed under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.1

Nr

0dp

## Section 2 : Performance for Customers

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>2</b>	Improve drinking water quality for 1.5m people

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the population for whom the quality of their drinking water has been improved under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.2

**Nr**

**Odp**

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>3</b>	Improve disinfection control for 4m people

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the population for whom disinfection control has improved under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.3

**Nr**

**Odp**

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>4</b>	Number of lead pipes removed as a result of customer requests

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of lead pipes removed as a result of customer requests under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.4

**Nr**

**Odp**

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>5</b>	Number of water resource zones with reduced abstraction

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of water resource zones with reduced abstraction under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.5

**Nr**

**Odp**

## Section 2 : Performance for Customers

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>6</b>	Number of water sources provided with flow monitoring and recording

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of water sources provided with flow monitoring and recording under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.6

**Nr**

**Odp**

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>7</b>	Number of flood studies undertaken

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of relevant flood studies undertaken under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.7

**Nr**

**Odp**

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>8</b>	Number of backflow prevention devices installed

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the technical expression, the number of backflow prevention devices installed under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.8

**Nr**

**Odp**

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>9</b>	Number of cross-connections made redundant

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of cross-connections made redundant under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.9

**Nr**

**Odp**

## Section 2 : Performance for Customers

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>10</b>	Number of sites with increased security

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of sites with increased security organised under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.10

Nr

0dp

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>11</b>	% of population covered with water safety plans

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the percentage of the population covered with water safety plans under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.11

%

2dp

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>C</b>	Waste-water Quality
<b>Line</b>	<b>12</b>	Number of unsatisfactory intermittent discharges improved

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of unsatisfactory intermittent discharges that have improved under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.12

Nr

0dp

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>C</b>	Waste-water Quality
<b>Line</b>	<b>13</b>	Number of waste water treatment works' discharges improved to meet new consent requirements

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of wastewater treatment works' discharges improved to meet new consent requirements under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.13

Nr

0dp

## Section 2 : Performance for Customers

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>C</b>	Waste-water Quality
<b>Line</b>	<b>14</b>	Number of First Time Provision projects to meet environmental objectives in the Directions (cumulative)

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of first time provision projects to meet environmental objectives in the Directions (cumulative), under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.14

**Nr**

**Odp**

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>C</b>	Waste-water Quality
<b>Line</b>	<b>15</b>	Number wastewater treatment works upgraded to meet existing consent requirements

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of wastewater treatment works upgraded to meet existing consent requirements, under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.15

**Nr**

**Odp**

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>C</b>	Waste-water Quality
<b>Line</b>	<b>16</b>	Number of management and monitoring systems at works to meet IPPC Regulations

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of management and monitoring systems at works to meet IPPC Regulations, under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.16

**Nr**

**Odp**

## Section 2 : Performance for Customers

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>C</b>	Waste-water Quality
<b>Line</b>	<b>17</b>	Number of landfill sites contained, monitored and decommissioned

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of landfill sites contained, monitored and decommissioned during under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.17

Nr

Odp

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>D</b>	Development Constraints
<b>Line</b>	<b>18</b>	Provide strategic capacity at waste water treatment works

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the population equivalent released by the provision of strategic capacity at wastewater treatment works under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.18

p.e.

Odp

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>D</b>	Development Constraints
<b>Line</b>	<b>19</b>	Provide strategic capacity at water treatment works

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the population equivalent released by the provision of strategic capacity at water treatment works under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.19

p.e.

Odp

<b>Table</b>	<b>6</b>	Q&S3a - Ministerial outputs
<b>Block</b>	<b>E</b>	Non-household metering
<b>Line</b>	<b>20</b>	Number of non-household meters installed

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the non-household meters installed, under the Q&S 3a programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:** G8.22

Nr

Odp

## Section 2 : Performance for Customers

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<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>A</b>	Customer Service
<b>Line</b>	<b>1</b>	Number of works where odour problem is addressed

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of works where an odour problem has been addressed under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

Nr

Odp

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<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>2</b>	Number of people benefiting from Improved drinking water quality

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the population for whom the quality of their drinking water has been improved under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

Nr

Odp

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<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>3</b>	Number of people benefiting from Improved disinfection control

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the population for whom disinfection control has improved under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

Nr

Odp

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<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>4</b>	Number of lead pipes removed as a result of customer requests

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of lead pipes removed as a result of customer requests under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

Nr

Odp

## Section 2 : Performance for Customers

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<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>5</b>	Number of water resource zones with reduced abstraction

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of water resource zones with reduced abstraction under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

Nr

Odp

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<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>6</b>	Number of water sources provided with flow monitoring and recording

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of water sources provided with flow monitoring and recording under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

Nr

Odp

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<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>7</b>	Number of flood studies undertaken

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of relevant flood studies undertaken under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

Nr

Odp

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<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>8</b>	Number of backflow prevention devices installed

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the technical expression, the number of backflow prevention devices installed under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

Nr

Odp

## Section 2 : Performance for Customers

<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>9</b>	Number of cross-connections made redundant

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of cross-connections made redundant under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

Nr

0dp

<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>10</b>	Number of sites with increased security

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of sites with increased security organised under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

Nr

0dp

<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>B</b>	Water Quality
<b>Line</b>	<b>11</b>	% of population covered with water safety plans

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the percentage of the population covered with water safety plans under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

%

2dp

<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>C</b>	Wastewater Quality
<b>Line</b>	<b>12</b>	Number of unsatisfactory intermittent discharges improved

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of unsatisfactory intermittent discharges that have improved under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

Nr

0dp

## Section 2 : Performance for Customers

<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>C</b>	Wastewater Quality
<b>Line</b>	<b>13</b>	Number of wastewater treatment works' discharges improved to meet new consent requirements

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of wastewater treatment works' discharges improved to meet new consent requirements under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

**Nr**

**Odp**

<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>C</b>	Wastewater Quality
<b>Line</b>	<b>14</b>	Number of First Time Provision projects to meet environmental objectives in the Directions (cumulative)

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of first time provision projects to meet environmental objectives in the Directions (cumulative), under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

**Nr**

**Odp**

<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>C</b>	Wastewater Quality
<b>Line</b>	<b>15</b>	Number wastewater treatment works upgraded to meet existing consent requirements

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of wastewater treatment works upgraded to meet existing consent requirements, under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

**Nr**

**Odp**

## Section 2 : Performance for Customers

<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>C</b>	Wastewater Quality
<b>Line</b>	<b>16</b>	Number of management and monitoring systems at works to meet IPPC Regulations

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of management and monitoring systems at works to meet IPPC Regulations, under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

Nr

Odp

<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>C</b>	Wastewater Quality
<b>Line</b>	<b>17</b>	Number of landfill sites contained, monitored and decommissioned

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of landfill sites contained, monitored and decommissioned during under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

Nr

Odp

<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>D</b>	Development Constraints
<b>Line</b>	<b>18</b>	Provide strategic capacity at wastewater treatment works

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the population equivalent released by the provision of strategic capacity at wastewater treatment works under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

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Odp

## Section 2 : Performance for Customers

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<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>D</b>	Development Constraints
<b>Line</b>	<b>19</b>	Provide strategic capacity at water treatment works

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the population equivalent released by the provision of strategic capacity at water treatment works under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

p.e.

Odp

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<b>Table</b>	<b>7</b>	Q&S3b - Ministerial outputs
<b>Block</b>	<b>E</b>	Non-household metering
<b>Line</b>	<b>20</b>	Number of non-household meters installed

**Line Definition:** With reference to the appropriate Quality and Standards 3 (Q&S 3) objective(s) & the agreed technical expression, the number of non-household meters installed, under the Q&S 3b programme by the end of the report year.

**Processing Rule:** Input

**AR 07 Ref:**

Nr

Odp