



**SECTION G: INVESTMENT MONITORING**  
**Table G2: Summary - Outputs**

Line Ref.	Description	Units	Field Type	10	20	30	40	50	60	70	80
				Report Year Pre 2010	Report Year 2010-11	Report Year 2011-12	Report Year 2012-13	Report Year 2013-14	Report Year 2014-15	Forecast Post 2015	Total
<b>Growth</b>											
G2.1	Strategic Capacity - Water Treatment [WG1]	Pe	I	0	8041	22090	34	0	0	0	30165
G2.2	Strategic Capacity - Wastewater Treatment [SG1]	Pe	I	0	9496	13529	897	4720	7577	0	36219
G2.3	Strategic Water Network Capacity (Infrastructure Charge) [WG5]	Pe	I	0	16625	105	5315	0	0	0	22045
G2.4	Strategic Wastewater Network Capacity (Infrastructure Charge) [SG5]	Pe	I	0	0	0	0	0	0	0	0
<b>Q&amp;SIIIb Enhancements - Drinking Water Quality</b>											
G2.5	Number of Zones with reduced lead levels to meet the standard [DW1A]	No.	I	0	7	21	21	12	1	2	64
G2.6	Number of treatment works improved to meet drinking water quality standards [DW3]	No.	I	0	0	0	2	1	1	3	7
G2.7	Length of mains rehabilitated (including flushing & swabbing) to improve drinking water quality [DW4]	km	I	0.000	0.000	100.078	1839.055	671.041	312.400	1235.006	4157.580
G2.8	Number of DMAs subject to water quality investigations [DW5A]	No.	I	0	61	65	17	0	0	0	143
G2.9	Number of tanker fill points installed [DW8]	No.	I	0	0	14	0	0	0	0	14
G2.10	Number of sites with increased physical security [DW9]	No.	I	0	0	119	256	231	69	46	721
G2.11	Type A Raw Water Supplies provided with treatment [DW10]	No.	I	0	0	1	0	2	2	0	5
G2.12	Number of WwTW with Backflow prevention devices installed [DW11]	No.	I	0	4	173	72	18	1	0	268
G2.13	Number of WTW receiving improved disinfection control [DW13]	No.	I	0	0	12	8	4	4	2	30
G2.14	Number of zones covered by Water safety plans [DW16]	No.	I	0	109	87	0	0	0	0	196
G2.15	Number of WTW with reduced Cryptosporidium risk [DW23]	No.	I	0	0	0	12	10	4	20	46
G2.16	Number of raw water sampling points provided to comply with WFD [DW24]	No.	I	0	0	0	86	132	12	0	230
G2.17	Lead communications pipe survey completed	No.	I	0	0	0	0	0	0	0	0
G2.18	Number of water resource zones with company Level of Service restored (excluding 7 stage)	No.	I	0	0	0	1	0	0	0	1
G2.19	Number of opportunistic lead pipe replacements undertaken [DW1B]	No.	I	0	0	0	0	287	107	0	394
G2.20	Number of customer requested lead pipe replacements undertaken [DW1C]	No.	I	0	0	0	0	612	0	0	612
G2.21	Type B (customer requested) Raw Water Supplies provided with treatment [DW10]	No.	I	0	0	0	0	20	62	11	93
<b>Q&amp;SIIIb Enhancements - Environment</b>											
G2.22	Number of UIDs improved to meet new standard (excluding 7 stage) [EC01B, EC03B, EC10B]	No.	I	0	3	2	8	8	3	7	31
G2.23	Number of UIDs improved to meet new standard (under 7 stage) [EC04B, EC10B]	No.	I	0	0	33	11	27	55	70	196
G2.24	Number of legislative requirements met through improved WwTW discharges [EC01A, EC04A, EC04B]	No.	I	0	1	26	9	10	11	21	78
G2.25	Improvements to the Wastewater Network (properties) [SG3]	No.	I	0	0	0	15	0	0	0	15
G2.26	Number of WwTW discharges improved to meet existing licence standards [WQ01]	No.	I	0	0	10	9	3	2	0	24
G2.27	Number of WwPS improved to meet existing licence conditions [WQ01C]	No.	I	0	0	5	11	3	1	0	20
G2.28	Number of surface water systems improved [EC09B, EC10D]	No.	I	0	0	0	0	3	3	0	6
G2.29	Number of dual manhole systems improved [EC01C, EC04D]	No.	I	0	0	2	0	9	0	0	11
G2.30	Number of sludge treatment facilities improved to comply with safe sludge matrix [EC06]	No.	I	0	0	1	0	1	0	0	2
G2.31	Number of WwTW brought into compliance with non-sanitary requirements [WQ01A]	No.	I	0	0	7	17	36	21	1	82
G2.32	Number of wastewater network assets brought into compliance with non-sanitary requirements [WQ01A]	No.	I	0	0	15	63	111	35	0	224
G2.33	Number of environmental studies undertaken [EC01D, EC03C, EC04C, EC07C, EC08C, EC10C]	No.	I	7	7	31	47	20	1	1	114
G2.34	Number of assets covered by flooding risk assessments [CS16W & CS16S]	No.	I	0	0	216	78	0	0	0	294
G2.35	Number of water resource zones with the company's level of service restored (under 7 stage)	No.	I	0	0	0	4	5	3	2	14
<b>Q&amp;SIIIb Enhancements - Customer Service</b>											
G2.36	Number of WwTW where malodour is reduced [CS2]	No.	I	0	0	3	0	1	0	0	4
G2.37	Number of PFI WwTW where malodour is reduced [CS2]	No.	I	0	0	0	0	0	0	0	0
G2.38	Number of properties removed from the low pressure register [CS1]	No.	I	0	458	1021	802	190	69	0	2540
G2.39	Number of properties removed from the low pressure register (Exclusions under Water (Scotland) Act 2002)	No.	I	0	50	100	327	59	10	0	546
G2.40	Works associated with the Commonwealth Games [CS15]	No.	I	0	31	0	1	36	0	0	68
G2.41	Number of assets protected from flood risk [CS16W]	No.	I	0	0	7	10	8	1	0	26
G2.42	Number of models to support the Flooding Bill [CS16S]	No.	I	0	0	0	0	67	2	3	72
G2.43	Creation of an external sewer flooding register [CS17]	No.	I	0	0	0	0	0	0	0	0
<b>Q&amp;SIIIb Enhancements - Climate Change</b>											
G2.44	Number of climate change studies [CC3, CC4, CC5, CC6]	No.	I	0	0	5	5	0	1	1	12
G2.45	Renewable power generation capacity provided [CC1W]	GWh	I	0.000	0.000	0.000	2.299	1.500	21.340	0.000	25.139
<b>Q&amp;SIIIb Enhancements - Output Monitoring Group</b>											
G2.46	Encouraging Section 29E opportunities [CS18S]	No.	I	0	0	0	0	0	0	0	0
G2.47	Incentivising developers to adopt water efficiency measures [CS18W]	No.	I	0	0	0	0	0	0	0	0
G2.48	Pilot household metering trials [CS19]	No.	I	0	0	0	0	0	0	0	0
G2.49	Strengthening the regulatory framework [CS20]	No.	I	0	0	0	0	0	0	0	0
G2.50	Water Efficiency Plan	No.	I	0	0	0	0	1	0	0	1
G2.51	Sustainable land management solutions	No.	I	0	0	0	0	0	9	0	9
G2.52	Sustainable solutions to Cryptosporidium removal	No.	I	0	0	0	0	0	0	1	1
G2.53	Permanent lowest cost solution at Dalmeir WwTW (PFI)	No.	I	0	0	0	0	0	0	0	0
<b>Q&amp;SIIIa &amp; Q&amp;SII delivery projects</b>											
G2.54	Q&SII projects remaining	No.	I	60	16	6	1	0	0	0	
G2.55	Q&SIIIa projects remaining	No.	I	224	46	23	8	1	1	1	

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**SECTION G: INVESTMENT MONITORING**  
**Table G3: Monitoring Serviceability**

Line Ref.	Description	Units	Field Type	10	20	30	40	50	60	70	80	90	100	110
				Ministerial Target 2010-15	Baseline Delivery Plan Target Mar 2011	Actual March 2011	Delivery Plan Target Mar 2012	Actual March 2012	Delivery Plan Target Mar 2013	Actual March 2013	Delivery Plan Target Mar 2014	Actual March 2014	Delivery Plan Target Mar 2015	Actual March 2015
<b>Drinking Water Quality Indicators</b>														
G3.1	% of compliant zones for iron	%	I	83.0%	83.0%	92.9%	90.2%	90.5%	90.2%	91.3%	90.2%	91.6%	96.5%	94.1%
G3.2	% of compliant zones for manganese	%	I	94.0%	94.0%	94.4%	93.6%	94.9%	93.6%	93.3%	93.6%	93.0%	96.3%	94.8%
G3.3	Number of microbiological failures at WTWs	Nr	I	60	60	44	60	49	60	33	38	17	38	40
G3.4	Number of Customer Contacts relating to Taste	Nr	I										n/a	2,671
G3.5	Number of Customer Contacts relating to Discolouration	Nr	I										n/a	9,211
<b>Environment Serviceability Indicators</b>														
G3.6	Number of failing WWTW	Nr	I	39	18	11	18	10	18	2	18	1	18	3
G3.7	Number of sludge treatment facilities improved to comply with safe sludge matrix	Nr	I		0	0	0	1	0	1	0	2	2	2
G3.8	Maximum number of UIDs	Nr	I	N/A	N/A	821	N/A	818	N/A	823	N/A	857	n/a	791
G3.9	Number of pollution incidents	Nr	I	939	924	824	924	500	924	331	924	265	548	249
G3.10	Pollution incidents (sewerage) per 1,000 km	Nr	I									5.29	n/a	4.83
G3.11	Serious pollution incidents (sewerage) per 10,000 km	Nr	I									1.00	n/a	1.6
G3.12	Serious pollution incidents (water) per 10,000 km	Nr	I									0.2	n/a	0.2
G3.13	Discharge permit compliance	%	I									99.8%	n/a	99.49%
G3.14	Satisfactory sludge disposal	%	I						100%	100%	100%	100%	100%	100%
G3.15	Greenhouse gas (GHG) emissions (ktCO2e)	Nr	I							404				379
<b>Customer Service Serviceability Indicators</b>														
G3.16	Properties on the low pressure register	Nr	I	10707	10707	1962	1000	902	1000	198	1000	56	240	46
G3.17	Properties with unplanned interruptions to supply > 12 hrs	Nr	I	15759	15759	3862	15759	3672	15759	1513	15759	840	684	563
G3.18	Number of hours lost due to water supply interruptions for three hours or longer	Hrs/prop	I									0.53	n/a	0.28
G3.19	Bursts per 1,000km of mains	Nr	I	204	204	207	204	183	204	171	204	163	188	160
G3.20	Properties at risk of internal sewer flooding	Nr	I	1147	341	341	341	337	341	395	341	392	341	302
G3.21	Properties internally flooded due to other causes	Nr	I	1270	1270	820	1270	693	1270	645	1270	432	1270	367
G3.22	Properties internally flooded due to overloaded sewers	Nr	I										n/a	54
G3.23	Incidents of internal sewer flooding for properties that have flooded within the last ten years	Nr	I									162.0	n/a	156.0
G3.24	Properties at risk of external sewer flooding	Nr	I										n/a	3,708
G3.25	Incidents of external sewer flooding due to other causes	Nr	I										n/a	10,768
G3.26	Incidents of external sewer flooding due to overloaded sewers	Nr	I										n/a	227
G3.27	The Overall Satisfaction level (from the customer service questionnaire)	%	I	Above 78	78%	80%	78%	83%	78%	88%	78%	90%	>78%	92%
G3.28	The maximum number of 'second tier' complaints referred to Scottish Public Services Ombudsman	Nr	I	Below 121	121	50	121	44	121	25	121	11	<121	4
G3.29	The number of telephone contacts relating to drinking water quality	Nr	I	<24168	<24168	20510	<24168	25897	<24168	18179	<24168	12285	<24168	14,150
G3.30	The Overall Performance Assessment (OPA) Score (In Year Value)	Nr	I	380+	302	330	317	355	338	368	380	397	380	400
G3.31	The Overall Performance Assessment (OPA) Score (Period Average)	Nr	I										n/a	370
G3.32	The average annual level of leakage	MI/d	I	612.000	720.000	699.148	670.000	629.240	635.000	575.152	[600]	565.840	600.0	543.993
G3.33	Household Customer Experience Measure (HCEM)	Nr	I										n/a	82.6
G3.34	Non-Household Customer Experience Measure (nHCEM)	Nr	I										n/a	n/a
G3.35	High Esteem Test	%	I										n/a	n/a
G3.36	Wholesale Key Performance Indicator (KPI's)	%	I									98.0%	95.0%	92.0%
<b>Resilience of supply</b>														
G3.37	Water Available for Supply Index: % of Population covered by 1:40 level of Service	%	I											88.9%
G3.38	Water Available for Supply Index: % of Population covered by 1:100 level of Service	%	I											71.5%
<b>Asset Serviceability Indicators</b>														
G3.39	Asset Health Index: Water resources													
G3.40	Asset Health Index: Water mains													
G3.41	Asset Health Index: Water treatment works													
G3.42	Asset Health Index: Water storage													
G3.43	Asset Health Index: Water pumping stations													
G3.44	Asset Health Index: Wastewater sewers													
G3.45	Asset Health Index: Wastewater sewer structures													
G3.46	Asset Health Index: Wastewater sea outfalls													
G3.47	Asset Health Index: Wastewater sewage pumping stations													
G3.48	Asset Health Index: Wastewater sewage treatment works													
G3.49	Asset Health Index: Wastewater sludge treatment facilities													

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**SECTION G: INVESTMENT MONITORING**  
**Table G5: Growth**

Line No.	Line Title	Units	Field Type	20	30	40	50	60	70
				Report Year 2010-11	Report Year 2011-12	Report Year 2012-13	Report Year 2013-14	Report Year 2014-15	Forecast Post 2015
<b>Growth expenditure (gross)</b>									
G5.1	Expenditure for reasonable cost contributions - household - water	£m	I	3.821	6.029	3.881	10.025	4.492	0.000
G5.2	Expenditure for reasonable cost contributions - non-household - water	£m	I	0.001	0.032	-0.014	0.029	-0.031	0.000
G5.3	Total expenditure on reasonable cost contributions - water	£m	C	3.822	6.061	3.867	10.054	4.461	-
G5.4	Expenditure for reasonable cost contributions - household - wastewater	£m	I	12.900	9.787	6.123	8.464	7.730	0.000
G5.5	Expenditure for reasonable cost contributions - non-household - wastewater	£m	I	0.001	0.010	-0.006	0.009	-0.014	0.000
G5.6	Total expenditure on reasonable cost contributions - wastewater	£m	C	12.901	9.797	6.116	8.473	7.716	-
G5.7	Total expenditure on reasonable cost Contributions - water and wastewater	£m	C	16.722	15.858	9.983	18.527	12.177	-
G5.8	Expenditure on Part 3 strategic capacity - water	£m	I	5.453	4.024	1.608	1.148	2.998	0.000
G5.9	Expenditure on Part 3 strategic capacity - wastewater	£m	I	15.410	5.314	3.714	9.542	8.438	0.143
G5.1	Total expenditure on Part 3 strategic capacity - water and wastewater	£m	C	20.863	9.338	5.322	10.690	11.436	0.143
G5.11	Expenditure on Part 4 assets - water	£m	I	0.669	0.148	0.569	1.452	1.449	0.000
G5.12	Expenditure on Part 4 assets - wastewater	£m	I	1.792	2.717	9.269	10.039	10.000	0.000
G5.13	Total expenditure on Part 4 assets - water and wastewater	£m	C	2.461	2.865	9.838	11.491	11.448	-
G5.14	Total gross expenditure on growth - (RCC + Part 3 strategic capacity + Part 4)	£m	C	40.046	28.060	25.142	40.708	35.062	0.143
<b>Growth income (Infrastructure charge)</b>									
G5.15	Water household infrastructure charge income	£m	I	3.842	4.426	4.034	4.272	5.631	-
G5.16	Water non-household infrastructure charge income	£m	I	0.034	0.129	0.305	0.132	0.148	-
G5.17	Wastewater household infrastructure charge income	£m	I	3.512	3.182	2.758	3.214	4.536	-
G5.18	Wastewater non-household infrastructure charge income	£m	I	0.020	0.044	0.034	0.025	0.027	-
G5.19	Total infrastructure charge income	£m	C	7.408	7.781	7.131	7.642	10.341	-
<b>Growth expenditure (net of income)</b>									
G5.20	Total net growth expenditure	£m	C	32.638	20.280	18.012	33.065	24.721	0.143
<b>Growth - properties and populations</b>									
G5.21	Number of new household properties connected to the water network	Nr	I	14,568	15,308	13,591	13,229	17,117	-
G5.22	Number of new non-household properties connected to the water network	Nr	I	114	389	867	354	483	-
G5.23	Total number of new properties connected to the water network	Nr	C	14,682	15,697	14,458	13,583	17,600	-
G5.24	Number of new household properties connected to the wastewater network	Nr	I	12,823	11,082	8,913	10,027	13,816	-
G5.25	Number of new non-household properties connected to the wastewater network	Nr	I	128	94	106	73	80	-
G5.26	Total number of new properties connected to the wastewater network	Nr	C	12,951	11,176	9,019	10,100	13,896	-
G5.27	Number of new household properties receiving reasonable cost contributions - water	Nr	I	11,891	13,559	7,982	28,322	10,112	-
G5.28	Number of new non-household properties receiving reasonable cost contributions - water	Nr	I	0	66	11	17	73	-
G5.29	Total number of properties receiving reasonable cost contributions - water part 2 & 3	Nr	C	11,891	13,625	7,971	28,339	10,039	-
G5.30	Number of new household properties receiving reasonable cost contributions - wastewater	Nr	I	13,274	8,997	4,337	7,169	8,975	-
G5.31	Number of new non-household properties receiving reasonable cost contributions - wastewater	Nr	I	-	9	8	17	17	-
G5.32	Total number of properties receiving reasonable cost contributions - wastewater part 2 & 3	Nr	C	13,274	9,006	4,329	7,185	8,958	-
G5.33	Number of household property infrastructure charge payments - water	Nr	I	14,568	15,308	13,591	13,229	17,117	-
G5.34	Number of non-household property infrastructure charge payments - water	Nr	I	114	389	867	354	483	-
G5.35	Total number of infrastructure charge payments - water	Nr	C	14,682	15,697	14,458	13,583	17,600	-
G5.36	Number of household property infrastructure charge payments - wastewater	Nr	I	12,823	11,082	8,913	10,027	13,816	-
G5.37	Number of non-household property infrastructure charge payments - wastewater	Nr	I	128	94	106	73	80	-
G5.38	Total number of property infrastructure charge - wastewater	Nr	C	12,951	11,176	9,019	10,100	13,896	-
G5.39	Additional population equivalent served from new part 4 investment - water	Pe	I	8,041	22,090	34	-	-	-
G5.40	Additional population equivalent served from new part 4 investment - wastewater	Pe	I	9,496	13,529	897	4,720	7,577	-

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