

Key Components - Service delivery

Table B6.1 Customer response output projections

Block A Customer response output projections

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

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

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

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

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

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

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

8	Total number of new written complaints	nr
Full line title	Total number of new written complaints received	
Definition	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	
Processing rules	Input field	
Reference	AR B5.1	

9	New written complaints dealt with in ten working days – no additional funding	nr
Full line title	New written complaints dealt with in ten working days achieved with no additional funding	
Definition	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	
Processing rules	Input field	
Reference	AR B5.2 and 5.4	

10	New written complaints dealt with in ten working days – with additional funding	nr
Full line title	New written complaints dealt with in ten working days – achieved with additional funding	
Definition	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	
Processing rules	Input field	
Reference	AR B5.2 and 5.4	

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

12	Telephone calls received	nr
Full line title	Total calls received on customer contact lines	
Definition	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	
Processing rules	Input field	
Reference	AR B6.1	

13	Telephone calls on customer contact lines answered within 30 seconds – no additional funding	nr
Full line title	Telephone calls on customer contact lines answered within 30 seconds – no additional funding	
Definition	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.	
Processing rules	Input field	
Reference	AR B6.4 and B6.5	

14	Telephone calls on customer contact lines answered within 30 seconds – with additional funding	nr
Full line title	Telephone calls on customer contact lines answered within 30 seconds – with additional funding	
Definition	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.	
Processing rules	Input field	
Reference	AR B6.4 and B6.5	

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

Block B Projected expenditure for customer response enhancements

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

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

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

2	Connected properties for water service	nr
Full line title	Total connected properties at end of year	
Definition	<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>	
Processing rules	Input field	
Reference	AR B2.1	

Block B Water Service delivery output measures

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

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

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

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

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

10	% of properties experiencing unplanned interruptions greater than six hours	%
Full line title	Percentage of properties restored in greater than six hours	
Definition	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.	
Processing rules	Calculated field	
Reference		

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

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

13	% of properties experiencing unplanned interruptions greater than twelve hours	%
Full line title	Percentage of properties restored in greater than twelve hours	
Definition	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.	
Processing rules	Calculated field	
Reference	AR B2.43	

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

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

16	% of properties experiencing unplanned interruptions greater than twenty four hours	%
Full line title	Percentage of properties restored in greater than twenty four hours	
Definition	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.	
Processing rules	Calculated field	
Reference	AR B2.43a	

17	Properties below reference level at end of year - no additional funding	nr
Full line title	Number of connected properties below reference level for inadequate pressure – no additional funding	
Definition	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.	
Processing rules	Input field	
Reference	AR B2.9	

18	Properties below reference level at end of year - additional funding	nr
Full line title	Number of connected properties below reference level for inadequate pressure – additional funding	
Definition	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.	
Processing rules	Input field	
Reference	AR B2.9	

19	% properties below reference level at end of year - no additional funding	%
Full line title	% of connected properties below reference level for inadequate pressure	
Definition	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.	
Processing rules	Calculated field	
Reference	AR B2.9	

Block C Projected expenditure for water service output delivery measures

25	Enhanced water service delivery capex – water infrastructure	£m (3dp)
Full line title	Capital expenditure for enhancements to infrastructure to deliver enhanced service levels to customers	
Definition	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).	
Processing rules	Input field	
Reference		

26	Enhanced water service delivery capex – water non-infrastructure	£m (3dp)
Full line title	Capital expenditure for enhancements to non-infrastructure to deliver enhanced service levels to customers	
Definition	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).	
Processing rules	Input field	
Reference		

27	Enhanced water service delivery opex – water infrastructure	£m (3dp)
Full line title	Operating expenditure for enhancements to infrastructure to deliver enhanced service levels to customers	
Definition	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).	
Processing rules	Input field	
Reference		

Block C Projected expenditure for first time provision of water service

30	Number of new connections for water	nr
Full line title	Projected number of new connections attributable to first time provision of water supply	
Definition	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	
Processing rules	Input field	
Reference		

31	Additional capex – water infrastructure	£m (3dp)
Full line title	Capital expenditure on infrastructure for first time provision of water supply	
Definition	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).	
Processing rules	Input field	
Reference		

32	Additional customer service capex – water non-infrastructure	£m (3dp)
Full line title	Capital expenditure on non-infrastructure for first time provision of water service	
Definition	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).	
Processing rules	Input field	
Reference		

33	Additional customer service water opex	£m (3dp)
Full line title	Additional operating expenditure for first time provision of water service	
Definition	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.	
Processing rules	Input field	
Reference		

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
Full line title	Properties on the “At Risk” register (2 in 10 years) achieved with no additional funding	
Definition	Properties at risk of flooding twice or more in ten years	
Processing rules	Input cell	
Reference	AR B3.23	

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

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

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

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

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

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

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

9	Wastewater activity pollution incidents category 1 and 2 – achieved with no additional funding	nr
Full line title	Wastewater activity pollution incidents category 1 & 2 – achieved with no additional funding	
Definition	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	
Processing rules	Input field	
Reference	AR C4.22, C4.23	

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

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

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

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

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

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

Full line title		
Definition		
Processing rules		
Reference		

Block B Projected expenditure for wastewater service delivery output enhancement

25	Enhanced wastewater service delivery capex – wastewater infrastructure	£m (3dp)
Full line title	Capital expenditure for enhancements to infrastructure to deliver enhanced service levels to customers	
Definition	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).	
Processing rules	Input field	
Reference		

26	Enhanced wastewater service delivery capex – wastewater infrastructure	£m (3dp)
Full line title	Capital expenditure for enhancements to non-infrastructure to deliver enhanced service levels to customers	
Definition	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).	
Processing rules	Input field	
Reference		

27	Enhanced wastewater service delivery opex	£m (3dp)
Full line title	Operating expenditure to deliver enhanced service levels to customers	
Definition	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).	
Processing rules	Input field	
Reference		

30	Number of new connections for wastewater attributable to first time provision	nr
Full line title	Projected number of new connections attributable to first time provision of wastewater services	
Definition	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.	
Processing rules	Input field	
Reference		

31	Additional capex – wastewater infrastructure attributable to first time provision	£m (3dp)
Full line title	Capital expenditure on infrastructure attributable to first time provision of wastewater services	
Definition	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).	
Processing rules	Input field	
Reference		

32	Additional customer service capex – wastewater non-infrastructure	£m (3dp)
Full line title	Capital expenditure on non-infrastructure for first time provision of wastewater service	
Definition	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).	
Processing rules	Input field	
Reference		

33	Additional customer service wastewater opex	£m (3dp)
Full line title	Additional operating expenditure for first time provision of wastewater service	
Definition	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.	
Processing rules	Input field	
Reference		