

B8 Properties and Populations

Outline

These tables provide a breakdown of all metered and unmetered customers (both domestic and non-domestic) that Scottish Water believes it will provide a service to over the forthcoming regulatory period and beyond.

The information supplied in these tables should be consistent and reconcilable with that supplied in the WICS' Annual Return section A.

All definitions are contained within the 'Annual Return Reporting Requirements' and should be consistent between the two submissions. These references are contained within the tables under the column 'WIC Ref'.

WICS suggests that the commentary for these tables should be split between the following

- Domestic customer base
- Non-domestic customer base
- Metering policies

Domestic Customer Base

Scottish Water should give the basis upon which projections of numbers of domestic customers were made and detail

reasons as to why any anomalies in trends have been forecast. It should also identify and substantiate changes in the customer base (excluding the effects of metering policies) cross-referencing with evidence provided in other parts of the business plan and providing evidence as appropriate.

It should then summarise the key aspects and assumptions of its charges affecting domestic customers. Scottish Water should identify key movements in domestic revenues and bills and identify drivers behind these. It is important to highlight relative differences in changes in metered and unmetered domestic bills.

Non-Domestic Customer Base

Scottish Water should summarise the key aspects of its projections of non-domestic customers in the forecasted period. It should give the basis upon which projections are made and detail any material changes.

Specific information should be supplied relating to those non-domestic customers falling under special agreements and bulk supplies.

The commentary should also identify and substantiate changes in the customer base (excluding the effects of metering policies) cross-referencing with evidence provided in other parts of the business plan and providing evidence as appropriate.

Scottish Water should then summarise the key aspects and assumptions of its charges affecting non-domestic customers, again highlighting revenues and numbers of special agreements and bulk supplies. Scottish Water should identify key movements in non-domestic revenues and bills and identify drivers behind these. It is important to highlight relative differences in changes in metered and unmetered non-domestic bills.

Metering Policies

The focus of this should be the overall direction of Scottish Water's metering policies. Where it is appropriate, reference should be made to the detailed information supplied in the supply/demand balance tables of this business plan.

Guidance to Reporters