

**SECTION E : OPERATING COSTS AND EFFICIENCY**  
**Table E1: Activity Based Costing - Water Service**

**Report Year 2007-08**

| Line Ref.  | Description   | Ofwat Ref<br>JR 07 | WICS Reference<br>AR 06 | Units | Field Type | 10                          |    | 20                 |    | 199                 |    |
|--|---|--------------------|-------------------------|-------|------------|-----------------------------|----|--------------------|----|---------------------|----|
|  |   |                    |                         |       |            | Water Resources & Treatment | CG | Water Distribution | CG | Water Service Total | CG |
| <b>Service Analysis - Water : Direct Costs</b>             |   |                    |                         |       |            |                             |    |                    |    |                     |    |
| E1.1   | Employment costs                                    | T21, L1            | E1.1                    | £m    | I/C        | 0.000                       |    | 0.000              |    | 0.000               |    |
| E1.2   | Power   | T21, L2            | E1.2                    | £m    | I/C        | 0.000                       |    | 0.000              |    | 0.000               |    |
| E1.3   | Hired and contracted services                       | T21, L4            | E1.3                    | £m    | I/C        | 0.000                       |    | 0.000              |    | 0.000               |    |
| E1.4   | Materials and consumables                           | T21, L6            | E1.5                    | £m    | I/C        | 0.000                       |    | 0.000              |    | 0.000               |    |
| E1.5   | Service charges by SEPA                             | T21, L7            | E1.6                    | £m    | I/C        | 0.000                       |    | 0.000              |    | 0.000               |    |
| E1.6   | Bulk supply imports                                 | T21, L8            | E1.7                    | £m    | I/C        | 0.000                       |    | 0.000              |    | 0.000               |    |
| E1.7   | Other direct costs                                  | T21, L9            | E1.8                    | £m    | I/C        | 0.000                       |    | 0.000              |    | 0.000               |    |
| E1.8   | Total direct costs                                  | T21, L10           | E1.9                    | £m    | C          | 0.000                       |    | 0.000              |    | 0.000               |    |
| E1.9   | General and support costs                           | T21, L11           | E1.10 + E1.11           | £m    | I/C        | 0.000                       |    | 0.000              |    | 0.000               |    |
| E1.10  | Functional expenditure                              | T21, L12           | E1.12                   | £m    | C          | 0.000                       |    | 0.000              |    | 0.000               |    |
| <b>Operating Expenditure</b>                               |   |                    |                         |       |            |                             |    |                    |    |                     |    |
| E1.11  | Customer services                                   | T21, L13           | E1.13                   | £m    | I          |                             |    |                    |    | 120.191             | A2 |
| E1.12  | Scientific services                                 | T21, L14           | E1.14                   | £m    | I          |                             |    |                    |    | 0.000               | N  |
| E1.13  | Other business activities                           | T21, L15           | E1.15                   | £m    | I          |                             |    |                    |    | 0.000               | N  |
| E1.14  | Total business activities                           | T21, L16           | E1.16                   | £m    | C          |                             |    |                    |    | 120.191             | A2 |
| E1.15  | Local authority rates                               | T21, L17           | E1.17                   | £m    | I          |                             |    |                    |    | 0.028               | A2 |
| E1.16  | Doubtful debts                                      | T21, L18           | E1.18                   | £m    | I          |                             |    |                    |    | 1.864               | A2 |
| E1.17  | Total Exceptional items                             | T21, L19           | E1.23                   | £m    | I          |                             |    |                    |    | 0.000               | A1 |
| E1.18  | Total opex less third party services                | T21, L20           | E1.24                   | £m    | C          |                             |    |                    |    | 122.083             | A2 |
| E1.19  | Third party services - opex                         | T21, L21           | E1.25                   | £m    | I          |                             |    |                    |    | 0.097               | A2 |
| E1.20  | Total operating expenditure                         | T21, L22           | E1.26                   | £m    | C          |                             |    |                    |    | 122.180             | A2 |
| <b>Reactive and Planned Maintenance (included in Opex)</b> |   |                    |                         |       |            |                             |    |                    |    |                     |    |
| E1.21  | Reactive and planned maintenance infrastructure     | T21, L23           | E1.27                   | £m    | I/C        | 0.000                       |    | 0.000              |    | 0.000               | N  |
| E1.22  | Reactive and planned maintenance non-infrastructure | T21, L24           | E1.28                   | £m    | I/C        | 0.000                       |    | 0.000              |    | 0.000               | N  |
| <b>Capital Maintenance</b>                                 |   |                    |                         |       |            |                             |    |                    |    |                     |    |
| E1.23  | Infrastructure depreciation charge                  | T21, L25           | E1.29                   | £m    | I/C        | 0.000                       |    | 0.000              |    | 0.000               | N  |
| E1.24  | Non-Infrastructure depreciation charge              | T21, L26           | E1.30                   | £m    | I/C        | 0.000                       |    | 0.000              |    | 0.000               | N  |
| E1.25  | Amortisation of deferred credits                    | T21, L27           | E1.31                   | £m    | I          |                             |    |                    |    | 0.000               | N  |
| E1.26  | Amortisation of intangible assets                   | T21, L28           | E1.32                   | £m    | I          |                             |    |                    |    | 0.000               | N  |
| E1.27  | Business activities depreciation charge             | T21, L29           | E1.33                   | £m    | I          |                             |    |                    |    | 0.372               | A2 |
| E1.28  | Capital maintenance less third party services       | T21, L30           | E1.34                   | £m    | C          |                             |    |                    |    | 0.372               | A2 |
| E1.29  | Third party services - depreciation                 | T21, L31 + L32     | E1.35                   | £m    | I          |                             |    |                    |    | 0.000               | N  |
| E1.30  | Total capital maintenance                           | T21, L33           | E1.36                   | £m    | C          |                             |    |                    |    | 0.372               | A2 |
| <b>Total operating costs</b>                               |   |                    |                         |       |            |                             |    |                    |    |                     |    |
| E1.31  | Total operating costs                               | T21, L34           | E1.39                   | £m    | C          |                             |    |                    |    | 122.552             | A2 |

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 Checked by: ..... Date: .....  
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**BUSINESS STREAM**

**ANNUAL RETURN INFORMATION REQUIREMENTS**



**SECTION E : OPERATING COSTS AND EFFICIENCY  
Table E1: Activity Based Costing - Water Service**

| Line Ref. | Description | Ofwat Ref<br>JR 07 | WICS Reference<br>AR 06 | Units | Field Type |
|-----------|-------------|--------------------|-------------------------|-------|------------|
|-----------|-------------|--------------------|-------------------------|-------|------------|

| 10<br>Report Year 2007-08<br>Water Resources & |
|--|
| Comment Necessary?                             |

| 20<br>Report Year 2007-08<br>Water Distribution |
|---|
| Comment Necessary?                              |

| 199<br>Report Year 2007-08<br>Water Service Total |
|---|
| Comment Necessary?                                |

| Service Analysis - Water : Direct Costs |                               |         |      |    |     |
|---|-------------------------------|---------|------|----|-----|
| E1.1                                    | Employment costs              | T21, L1 | E1.1 | £m | I/C |
| E1.2                                    | Power                         | T21, L2 | E1.2 | £m | I/C |
| E1.3                                    | Hired and contracted services | T21, L4 | E1.3 | £m | I/C |
| E1.4                                    | Materials and consumables     | T21, L6 | E1.5 | £m | I/C |
| E1.5                                    | Service charges by SEPA       | T21, L7 | E1.6 | £m | I/C |
| E1.6                                    | Bulk supply imports           | T21, L8 | E1.7 | £m | I/C |
| E1.7                                    | Other direct costs            | T21, L9 | E1.8 | £m | I/C |

|       |                           |          |               |    |     |
|-------|---------------------------|----------|---------------|----|-----|
| E1.8  | Total direct costs        | T21, L10 | E1.9          | £m | C   |
| E1.09 | General and support costs | T21, L11 | E1.10 + E1.11 | £m | I/C |

|       |                        |          |       |    |   |
|-------|------------------------|----------|-------|----|---|
| E1.10 | Functional expenditure | T21, L12 | E1.12 | £m | C |
|-------|------------------------|----------|-------|----|---|

| Operating Expenditure |                           |          |       |    |   |
|-----------------------|---------------------------|----------|-------|----|---|
| E1.11                 | Customer services         | T21, L13 | E1.13 | £m | I |
| E1.12                 | Scientific services       | T21, L14 | E1.14 | £m | I |
| E1.13                 | Other business activities | T21, L15 | E1.15 | £m | I |
| E1.14                 | Total business activities | T21, L16 | E1.16 | £m | C |

|       |                       |          |       |    |   |
|-------|-----------------------|----------|-------|----|---|
| E1.15 | Local authority rates | T21, L17 | E1.17 | £m | I |
| E1.16 | Doubtful debts        | T21, L18 | E1.18 | £m | I |

|       |                         |          |       |    |   |
|-------|-------------------------|----------|-------|----|---|
| E1.17 | Total Exceptional items | T21, L19 | E1.23 | £m | I |
|-------|-------------------------|----------|-------|----|---|

|       |                                      |          |       |    |   |
|-------|--------------------------------------|----------|-------|----|---|
| E1.18 | Total opex less third party services | T21, L20 | E1.24 | £m | C |
| E1.19 | Third party services - opex          | T21, L21 | E1.25 | £m | I |

|       |                             |          |       |    |   |
|-------|-----------------------------|----------|-------|----|---|
| E1.20 | Total operating expenditure | T21, L22 | E1.26 | £m | C |
|-------|-----------------------------|----------|-------|----|---|

| Reactive and Planned Maintenance (included in Opex) |   |         |       |    |     |
|---|---|---------|-------|----|-----|
| E1.21   | Reactive and planned maintenance infrastructure     | T21,L23 | E1.27 | £m | I/C |
| E1.22   | Reactive and planned maintenance non-infrastructure | T21,L24 | E1.28 | £m | I/C |

| Capital Maintenance |   |          |       |    |     |
|---------------------|---|----------|-------|----|-----|
| E1.23               | Infrastructure depreciation charge      | T21, L25 | E1.29 | £m | I/C |
| E1.24               | Non-Infrastructure depreciation charge  | T21, L26 | E1.30 | £m | I/C |
| E1.25               | Amortisation of deferred credits        | T21, L27 | E1.31 | £m | I   |
| E1.26               | Amortisation of intangible assets       | T21, L28 | E1.32 | £m | I   |
| E1.27               | Business activities depreciation charge | T21, L29 | E1.33 | £m | I   |

|       |   |                |       |    |   |
|-------|---|----------------|-------|----|---|
| E1.28 | Capital maintenance less third party services | T21, L30       | E1.34 | £m | C |
| E1.29 | Third party services - depreciation           | T21, L31 + L34 | E1.35 | £m | I |

|       |                           |          |       |    |   |
|-------|---------------------------|----------|-------|----|---|
| E1.30 | Total capital maintenance | T21, L33 | E1.36 | £m | C |
|-------|---------------------------|----------|-------|----|---|

| Total operating costs |                       |         |       |    |   |
|-----------------------|-----------------------|---------|-------|----|---|
| E1.31                 | Total operating costs | T21,L34 | E1.39 | £m | C |

|                      |             |
|----------------------|-------------|
| Prepared by: .....   | Date: ..... |
| Checked by: .....    | Date: ..... |
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**SECTION E : OPERATING COSTS AND EFFICIENCY**  
**Table E2: Activity Based Costing - Wastewater Service**

Report Year 2007-08

| Line Ref.  | Description   | Ofwat Ref<br>JR 07 | WICS Reference<br>AR 06 | Units | Field Type | 10       | 20     | 30     | 40     | 50     | 60     | 70     | 80     | 199       | 210              | 220              | 999                    |    |
|--|---|--------------------|-------------------------|-------|------------|----------|--------|--------|--------|--------|--------|--------|--------|-----------|------------------|------------------|------------------------|----|
|  |   |                    |                         |       |            | Sewerage |        |        |        |        |        |        |        |           | Sewage Treatment | Sludge Treatment | Sewerage Service Total | CG |
|  |   |                    |                         |       |            | Area 1   | Area 2 | Area 3 | Area 4 | Area 5 | Area 6 | Area 7 | Area 8 | sub total |                  |                  |                        |    |
| <b>Service Analysis - Waste Water Direct Costs</b>         |   |                    |                         |       |            |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.0   | Name  | -                  | E2.0                    |       | I          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.1   | Employment costs                                    | T22, L1            | E2.1                    | £m    | I/C        |          |        |        |        |        |        |        |        | 0.000     | 0.000            | 0.000            | 0.000                  |    |
| E2.2   | Power   | T22, L2            | E2.2                    | £m    | I/C        |          |        |        |        |        |        |        |        | 0.000     | 0.000            | 0.000            | 0.000                  |    |
| E2.3   | Hired and contracted services                       | T22, L4            | E2.3                    | £m    | I/C        |          |        |        |        |        |        |        |        | 0.000     | 0.000            | 0.000            | 0.000                  |    |
| E2.4   | Materials and consumables                           | T22, L6            | E2.5                    | £m    | I/C        |          |        |        |        |        |        |        |        | 0.000     | 0.000            | 0.000            | 0.000                  |    |
| E2.5   | Service charges by SEPA                             | T22, L7            | E2.6                    | £m    | I/C        |          |        |        |        |        |        |        |        | 0.000     | 0.000            | 0.000            | 0.000                  |    |
| E2.6   | Other direct costs                                  | T22, L8            | E2.8                    | £m    | I/C        |          |        |        |        |        |        |        |        | 0.000     | 0.000            | 0.000            | 0.000                  |    |
| E2.7   | Total direct costs                                  | T22, L9            | E2.9                    | £m    | C          | 0.000    | 0.000  | 0.000  | 0.000  | 0.000  | 0.000  | 0.000  | 0.000  | 0.000     | 0.000            | 0.000            | 0.000                  |    |
| E2.8   | General and support costs                           | T22, L10           | E2.10 + E2.11           | £m    | I/C        |          |        |        |        |        |        |        |        | 0.000     | 0.000            | 0.000            | 0.000                  |    |
| E2.9   | Functional expenditure                              | T22, L11           | E2.12                   | £m    | C          | 0.000    | 0.000  | 0.000  | 0.000  | 0.000  | 0.000  | 0.000  | 0.000  | 0.000     | 0.000            | 0.000            | 0.000                  |    |
| <b>Operating Expenditure</b>                               |   |                    |                         |       |            |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.10  | Customer services                                   | T22, L12           | E2.13                   | £m    | I          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.11  | Scientific services                                 | T22, L13           | E2.14                   | £m    | I          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.12  | Other business activities                           | T22, L14           | E2.15                   | £m    | I          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.13  | Total business activities                           | T22, L15           | E2.16                   | £m    | C          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.14  | Local authority rates                               | T22, L16           | E2.17                   | £m    | I          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.15  | Doubtful debts                                      | T22, L17           | E2.18                   | £m    | I          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.16  | Total Exceptional items                             | T22, L18           | E2.23                   | £m    | I          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.17  | Total opex less third party services                | T22, L19           | E2.24                   | £m    | C          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.18  | Third party services - opex                         | T22, L20           | E2.25                   | £m    | I          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.19  | Total operating expenditure                         | T22, L21           | E2.26                   | £m    | C          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| <b>Reactive and Planned Maintenance (included in Opex)</b> |   |                    |                         |       |            |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.20  | Reactive and planned maintenance infrastructure     | T22, L22           | E2.27                   | £m    | I/C        |          |        |        |        |        |        |        |        | 0.000     | 0.000            | 0.000            | 0.000                  | N  |
| E2.21  | Reactive and planned maintenance non-infrastructure | T22, L23           | E2.28                   | £m    | I/C        |          |        |        |        |        |        |        |        | 0.000     | 0.000            | 0.000            | 0.000                  | N  |
| <b>Capital Maintenance</b>                                 |   |                    |                         |       |            |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.22  | Infrastructure depreciation charge                  | T22, L24           | E2.29                   | £m    | I/C        |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.23  | Non-infrastructure depreciation charge              | T22, L25           | E2.30                   | £m    | I/C        |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.24  | Amortisation of deferred credits                    | T22, L26           | E2.31                   | £m    | I          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.25  | Amortisation of intangible assets                   | T22, L27           | E2.32                   | £m    | I          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.26  | Business activities depreciation charge             | T22, L28           | E2.33                   | £m    | I          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.27  | Capital maintenance less third party services       | T22, L29           | E2.34                   | £m    | C          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.28  | Third party services - depreciation                 | T22, L30 + L31     | E2.35                   | £m    | I          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.29  | Total capital maintenance                           | T22, L32           | E2.36                   | £m    | C          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| <b>Total Operating Costs</b>                               |   |                    |                         |       |            |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |
| E2.30  | Total operating costs                               | T22, L33           | E2.39                   | £m    | C          |          |        |        |        |        |        |        |        |           |                  |                  |                        |    |

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**SECTION E : OPERATING COSTS AND EFFICIENCY**  
**Table E2: Activity Based Costing - Wastewater Service**

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**Report Year 2007-08**

Comment Necessary?

| Line Ref. | Description | Ofwat Ref JR 07 | WICS Reference AR 06 | Units | Field Type |
|-----------|-------------|-----------------|----------------------|-------|------------|
|-----------|-------------|-----------------|----------------------|-------|------------|

**Service Analysis - Waste Water Direct Costs**

|      |                               |         |      |    |     |
|------|-------------------------------|---------|------|----|-----|
| E2.0 | Name                          | -       | E2.0 |    | I   |
| E2.1 | Employment costs              | T22, L1 | E2.1 | £m | I/C |
| E2.2 | Power                         | T22, L2 | E2.2 | £m | I/C |
| E2.3 | Hired and contracted services | T22, L4 | E2.3 | £m | I/C |
| E2.4 | Materials and consumables     | T22, L6 | E2.5 | £m | I/C |
| E2.5 | Service charges by SEPA       | T22, L7 | E2.6 | £m | I/C |
| E2.6 | Other direct costs            | T22, L8 | E2.8 | £m | I/C |

#N/A  
 #N/A  
 #N/A  
 #N/A  
 #N/A  
 #N/A

|      |                           |          |               |    |     |
|------|---------------------------|----------|---------------|----|-----|
| E2.7 | Total direct costs        | T22, L9  | E2.9          | £m | C   |
| E2.8 | General and support costs | T22, L10 | E2.10 + E2.11 | £m | I/C |

#N/A  
 #N/A

|      |                        |          |       |    |   |
|------|------------------------|----------|-------|----|---|
| E2.9 | Functional expenditure | T22, L11 | E2.12 | £m | C |
|------|------------------------|----------|-------|----|---|

#N/A

**Operating Expenditure**

|       |                           |          |       |    |   |
|-------|---------------------------|----------|-------|----|---|
| E2.10 | Customer services         | T22, L12 | E2.13 | £m | I |
| E2.11 | Scientific services       | T22, L13 | E2.14 | £m | I |
| E2.12 | Other business activities | T22, L14 | E2.15 | £m | I |
| E2.13 | Total business activities | T22, L15 | E2.16 | £m | C |

Y  
 Y  
 Y  
 Y

|       |                       |          |       |    |   |
|-------|-----------------------|----------|-------|----|---|
| E2.14 | Local authority rates | T22, L16 | E2.17 | £m | I |
| E2.15 | Doubtful debts        | T22, L17 | E2.18 | £m | I |

Y  
 Y

|       |                         |         |       |    |   |
|-------|-------------------------|---------|-------|----|---|
| E2.16 | Total Exceptional items | T22,L18 | E2.23 | £m | I |
|-------|-------------------------|---------|-------|----|---|

Y

|       |                                      |         |       |    |   |
|-------|--------------------------------------|---------|-------|----|---|
| E2.17 | Total opex less third party services | T22,L19 | E2.24 | £m | C |
| E2.18 | Third party services - opex          | T22,L20 | E2.25 | £m | I |

Y  
 Y

|       |                             |         |       |    |   |
|-------|-----------------------------|---------|-------|----|---|
| E2.19 | Total operating expenditure | T22,L21 | E2.26 | £m | C |
|-------|-----------------------------|---------|-------|----|---|

Y

**Reactive and Planned Maintenance (included in Opex)**

|       |   |          |       |    |     |
|-------|---|----------|-------|----|-----|
| E2.20 | Reactive and planned maintenance infrastructure     | T22, L22 | E2.27 | £m | I/C |
| E2.21 | Reactive and planned maintenance non-infrastructure | T22, L23 | E2.28 | £m | I/C |

Y  
 Y

**Capital Maintenance**

|       |   |          |       |    |     |
|-------|---|----------|-------|----|-----|
| E2.22 | Infrastructure depreciation charge      | T22, L24 | E2.29 | £m | I/C |
| E2.23 | Non-infrastructure depreciation charge  | T22, L25 | E2.30 | £m | I/C |
| E2.24 | Amortisation of deferred credits        | T22, L26 | E2.31 | £m | I   |
| E2.25 | Amortisation of intangible assets       | T22, L27 | E2.32 | £m | I   |
| E2.26 | Business activities depreciation charge | T22, L28 | E2.33 | £m | I   |

Y  
 Y  
 Y  
 Y  
 Y

|       |   |              |       |    |   |
|-------|---|--------------|-------|----|---|
| E2.27 | Capital maintenance less third party services | T22,L29      | E2.34 | £m | C |
| E2.28 | Third party services - depreciation           | T22,L30 + L3 | E2.35 | £m | I |

Y  
 Y

|       |                           |         |       |    |   |
|-------|---------------------------|---------|-------|----|---|
| E2.29 | Total capital maintenance | T22,L32 | E2.36 | £m | C |
|-------|---------------------------|---------|-------|----|---|

Y

**Total Operating Costs**

|       |                       |         |       |    |   |
|-------|-----------------------|---------|-------|----|---|
| E2.30 | Total operating costs | T22,L33 | E2.39 | £m | C |
|-------|-----------------------|---------|-------|----|---|

Y

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**ANNUAL RETURN INFORMATION REQUIREMENTS**

**SECTION E : OPERATING COSTS AND EFFICIENCY**  
**Table E11: Management and General**

| Line Ref.                            | Description                               | Ofwat Ref<br>JR 07 | WICS Reference<br>AR 06 | Units          | Field Type | 10            |         | 20                 |         |
|--------------------------------------|---|--------------------|-------------------------|----------------|------------|---------------|---------|--------------------|---------|
|                                      |   |                    |                         |                |            | Water Service | CG      | Wastewater Service | CG      |
| <b>Employee numbers</b>              |   |                    |                         |                |            |               |         |                    |         |
| E11.1                                | Direct operations                         | -                  | E11.1                   | nr             | I          |               | 0 N     |                    | 0 N     |
| E11.2                                | Indirect operations (General and support) | -                  | E11.2                   | nr             | I          |               | 0 N     |                    | 0 N     |
| E11.3                                | Other (incl hired and contracted)         | -                  | E11.3                   | nr             | I          |               | 46 A2   |                    | 80 A2   |
| E11.4                                | Total employee numbers                    | -                  | E11.4                   | nr             | C          |               | 46 A2   |                    | 80 A2   |
| <b>Management and General Assets</b> |   |                    |                         |                |            |               |         |                    |         |
| E11.5                                | Number of Offices                         | -                  | E11.5                   | nr             | I          |               | 1 A2    |                    | 2 A2    |
| E11.6                                | Area of Offices                           | -                  | E11.6                   | m <sup>2</sup> | I          |               | 1170 A2 |                    | 2030 A2 |
| E11.7                                | Number of Laboratories                    | -                  | E11.7                   | nr             | I          |               | 0 N     |                    | 0 N     |
| E11.8                                | Area of Laboratories                      | -                  | E11.8                   | m <sup>2</sup> | I          |               | 0 N     |                    | 0 N     |
| E11.9                                | Number of Depots                          | -                  | E11.9                   | nr             | I          |               | 0 N     |                    | 0 N     |
| E11.10                               | Area of Depots                            | -                  | E11.10                  | m <sup>2</sup> | I          |               | 0 N     |                    | 0 N     |
| E11.11                               | Number of Workshops                       | -                  | E11.11                  | nr             | I          |               | 0 N     |                    | 0 N     |
| E11.12                               | Area of Workshops                         | -                  | E11.12                  | m <sup>2</sup> | I          |               | 0 N     |                    | 0 N     |
| E11.13                               | Number of Control Centres                 | -                  | E11.13                  | nr             | I          |               | 0 N     |                    | 0 N     |
| E11.14                               | Area of Control Centres                   | -                  | E11.14                  | m <sup>2</sup> | I          |               | 0 N     |                    | 0 N     |
| E11.15                               | Vehicles & Plant                          | -                  | E11.15                  | £m             | I          |               | 0 N     |                    | 0 N     |
| E11.16                               | % Coverage of Telemetry Systems           | -                  | E11.16                  | %              | I          |               | 0 N     |                    | 0 N     |
| E11.17                               | Number of Telemetry Outstations           | -                  | E11.17                  | nr             | I          |               | 0 N     |                    | 0 N     |
| E11.18                               | Information Systems: Personal Computers   | -                  | E11.18                  | nr             | I          |               | 62 A2   |                    | 107 A2  |
| E11.19                               | Information Systems: Workstations         | -                  | E11.19                  | nr             | I          |               | 65 A2   |                    | 112 A2  |
| E11.20                               | Information Systems: Mainframes           | -                  | E11.20                  | nr             | I          |               | 0 A2    |                    | 0 A2    |

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Edition 6

**BUSINESS STREAM**



**ANNUAL RETURN INFORMATION REQUIREMENTS**

**SECTION E : OPERATING COSTS AND EFFICIENCY**  
**Table E11: Management and General**

| Line Ref. | Description | Ofwat Ref<br>JR 07 | WICS Reference<br>AR 06 | Units | Field Type |
|-----------|-------------|--------------------|-------------------------|-------|------------|
|-----------|-------------|--------------------|-------------------------|-------|------------|

| Employee numbers |   |   |       |    |   |
|------------------|---|---|-------|----|---|
| E11.1            | Direct operations                         | - | E11.1 | nr | I |
| E11.2            | Indirect operations (General and support) | - | E11.2 | nr | I |
| E11.3            | Other (incl hired and contracted)         | - | E11.3 | nr | I |
| E11.4            | Total employee numbers                    | - | E11.4 | nr | C |

| Management and General Assets |   |   |        |                |   |
|-------------------------------|---|---|--------|----------------|---|
| E11.5                         | Number of Offices                       | - | E11.5  | nr             | I |
| E11.6                         | Area of Offices                         | - | E11.6  | m <sup>2</sup> | I |
| E11.7                         | Number of Laboratories                  | - | E11.7  | nr             | I |
| E11.8                         | Area of Laboratories                    | - | E11.8  | m <sup>2</sup> | I |
| E11.9                         | Number of Depots                        | - | E11.9  | nr             | I |
| E11.10                        | Area of Depots                          | - | E11.10 | m <sup>2</sup> | I |
| E11.11                        | Number of Workshops                     | - | E11.11 | nr             | I |
| E11.12                        | Area of Workshops                       | - | E11.12 | m <sup>2</sup> | I |
| E11.13                        | Number of Control Centres               | - | E11.13 | nr             | I |
| E11.14                        | Area of Control Centres                 | - | E11.14 | m <sup>2</sup> | I |
| E11.15                        | Vehicles & Plant                        | - | E11.15 | £m             | I |
| E11.16                        | % Coverage of Telemetry Systems         | - | E11.16 | %              | I |
| E11.17                        | Number of Telemetry Outstations         | - | E11.17 | nr             | I |
| E11.18                        | Information Systems: Personal Computers | - | E11.18 | nr             | I |
| E11.19                        | Information Systems: Workstations       | - | E11.19 | nr             | I |
| E11.20                        | Information Systems: Mainframes         | - | E11.20 | nr             | I |

|                      |
|----------------------|
| 10                   |
| <b>Water Service</b> |

|                           |
|---------------------------|
| 20                        |
| <b>Wastewater Service</b> |

Comment Necessary?

Comment Necessary?

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Checked by: ..... Date: .....

Authorised by: ..... Date: .....

**CONFIDENCE GRADES LOOK UP TABLE**

| General |   | Benchmarking A1 |   | Benchmarking A2 |   | Benchmarking B2 |   |
|---------|---|-----------------|---|-----------------|---|-----------------|---|
| A1      | G | A1              | G | A1              | G | A1              | G |
| A2      | G | A2              | N | A2              | G | A2              | G |
| A3      | G | A3              | N | A3              | N | A3              | G |
| A4      | N | A4              | N | A4              | N | A4              | N |
| AX      | G | AX              | G | AX              | G | AX              | G |
| B2      | G | B2              | N | B2              | N | B2              | G |
| B3      | G | B3              | N | B3              | N | B3              | N |
| B4      | N | B4              | N | B4              | N | B4              | N |
| BX      | G | BX              | N | BX              | N | BX              | G |
| C2      | N | C2              | N | C2              | N | C2              | N |
| C3      | N | C3              | N | C3              | N | C3              | N |
| C4      | N | C4              | N | C4              | N | C4              | N |
| C5      | N | C5              | N | C5              | N | C5              | N |
| CX      | N | CX              | N | CX              | N | CX              | N |
| M       | N | M               | N | M               | N | M               | N |
| N       | N | N               | N | N               | N | N               | N |
| D3      | N | D3              | N | D3              | N | D3              | N |
| D4      | N | D4              | N | D4              | N | D4              | N |
| D5      | N | D5              | N | D5              | N | D5              | N |
| D6      | N | D6              | N | D6              | N | D6              | N |
| DX      | N | DX              | N | DX              | N | DX              | N |