

Section 2 : Performance for Customers

Table	1	Overall performance assessment (OPA) planned outputs - water
Block	A	Water supply - levels of service
Line	1	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

Table	1	Overall performance assessment (OPA) planned outputs - water
Block	A	Water supply - levels of service
Line	2	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

Table	1	Overall performance assessment (OPA) planned outputs - water
Block	A	Water supply - levels of service
Line	3	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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Table	1	Overall performance assessment (OPA) planned outputs - water
Block	A	Water supply - levels of service
Line	4	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

Table	1	Overall performance assessment (OPA) planned outputs - water
Block	A	Water supply - levels of service
Line	5	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

Table	1	Overall performance assessment (OPA) planned outputs - water
Block	A	Water supply - levels of service
Line	6	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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Table	1	Overall performance assessment (OPA) planned outputs - water
Block	A	Water supply - levels of service
Line	7	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

Table	1	Overall performance assessment (OPA) planned outputs - water
Block	A	Water supply - levels of service
Line	8	% 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

Table	1	Overall performance assessment (OPA) planned outputs - water
Block	A	Water supply - levels of service
Line	9	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

Table	1	Overall performance assessment (OPA) planned outputs - water
Block	A	Water supply - levels of service
Line	10	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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Table	1	Overall performance assessment (OPA) planned outputs - water
Block	A	Water supply - levels of service
Line	11	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:

%

2dp

Table	1	Overall performance assessment (OPA) planned outputs - water
Block	B	Water - Environmental performance
Line	12	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:

nr

0dp

Table	1	Overall performance assessment (OPA) planned outputs - water
Block	B	Water - Environmental performance
Line	13	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

Mld

0dp

Table	2	Overall performance assessment (OPA) planned outputs - Wastewater
Block	A	Wastewater - levels of service
Line	1	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

nr

0dp

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Table	2	Overall performance assessment (OPA) planned outputs - Wastewater
Block	A	Wastewater - levels of service
Line	2	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

Table	2	Overall performance assessment (OPA) planned outputs - Wastewater
Block	A	Wastewater - levels of service
Line	3	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

Table	2	Overall performance assessment (OPA) planned outputs - Wastewater
Block	A	Wastewater - levels of service
Line	4	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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Table	2	Overall performance assessment (OPA) planned outputs - Wastewater
Block	A	Wastewater - levels of service
Line	5	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

Table	2	Overall performance assessment (OPA) planned outputs - Wastewater
Block	A	Wastewater - levels of service
Line	6	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

Table	2	Overall performance assessment (OPA) planned outputs - Wastewater
Block	A	Wastewater - levels of service
Line	7	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

Table	2	Overall performance assessment (OPA) planned outputs - Wastewater
Block	B	Wastewater - Environmental service
Line	8	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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Table	2	Overall performance assessment (OPA) planned outputs - Wastewater
Block	B	Wastewater - Environmental service
Line	9	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

Table	2	Overall performance assessment (OPA) planned outputs - Wastewater
Block	B	Wastewater - Environmental service
Line	10	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

Table	2	Overall performance assessment (OPA) planned outputs - Wastewater
Block	B	Wastewater - Environmental service
Line	11	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

Table	2	Overall performance assessment (OPA) planned outputs - Wastewater
Block	B	Wastewater - Environmental service
Line	12	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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Table	2	Overall performance assessment (OPA) planned outputs - Wastewater
Block	B	Wastewater - Environmental service
Line	13	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

Table	3	Overall performance assessment (OPA) planned outputs - Customer services
Block	A	Written complaints
Line	1	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

Table	3	Overall performance assessment (OPA) planned outputs - Customer services
Block	A	Written complaints
Line	2	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

Table	3	Overall performance assessment (OPA) planned outputs - Customer services
Block	A	Written complaints
Line	3	% 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

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Table	3	Overall performance assessment (OPA) planned outputs - Customer services
Block	B	Telephone contacts
Line	4	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

Table	3	Overall performance assessment (OPA) planned outputs - Customer services
Block	B	Telephone contacts
Line	5	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

Table	3	Overall performance assessment (OPA) planned outputs - Customer services
Block	B	Telephone contacts
Line	6	% 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

Table	3	Overall performance assessment (OPA) planned outputs - Customer services
Block	B	Telephone contacts
Line	7	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

Table	3	Overall performance assessment (OPA) planned outputs - Customer services
Block	B	Telephone contacts
Line	8	% 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

Table	3	Overall performance assessment (OPA) planned outputs - Customer services
Block	B	Telephone contacts
Line	9	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

Table	3	Overall performance assessment (OPA) planned outputs - Customer services
Block	C	Assessed customer service
Line	10	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

Table	3	Overall performance assessment (OPA) planned outputs - Customer services
Block	C	Assessed customer service
Line	11	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

Table	3	Overall performance assessment (OPA) planned outputs - Customer services
Block	C	Assessed customer service
Line	12	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

Table	3	Overall performance assessment (OPA) planned outputs - Customer services
Block	C	Assessed customer service
Line	13	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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Table	3	Overall performance assessment (OPA) planned outputs - Customer services
Block	C	Assessed customer service
Line	14	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

Table	3	Overall performance assessment (OPA) planned outputs - Customer services
Block	C	Assessed customer service
Line	15	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

Table	4	Ministerial objectives - planned serviceability outputs
Block	A	Water services
Line	1	% 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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Table	4	Ministerial objectives - planned serviceability outputs
Block	A	Water services
Line	2	% 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

Table	4	Ministerial objectives - planned serviceability outputs
Block	A	Water services
Line	3	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

Table	4	Ministerial objectives - planned serviceability outputs
Block	A	Water services
Line	4	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

Table	4	Ministerial objectives - planned serviceability outputs
Block	A	Water services
Line	5	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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Table	4	Ministerial objectives - planned serviceability outputs
Block	A	Water services
Line	6	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

Table	4	Ministerial objectives - planned serviceability outputs
Block	B	Sewerage services
Line	7	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

Table	4	Ministerial objectives - planned serviceability outputs
Block	B	Sewerage services
Line	8	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

Table	4	Ministerial objectives - planned serviceability outputs
Block	B	Sewerage services
Line	9	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

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

Line Definition: The number of unsatisfactory combined sewer overflows.

Processing Rule: Input

AR 07 Ref: G9.10

nr

0dp

Table	4	Ministerial objectives - planned serviceability outputs
Block	B	Sewerage services
Line	11	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

Table	5	Additional serviceability outputs
Block	A	Water treatment works
Line	1	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

Table	5	Additional serviceability outputs
Block	A	Water treatment works
Line	2	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

Table	5	Additional serviceability outputs
Block	A	Water treatment works
Line	3	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

Table	5	Additional serviceability outputs
Block	A	Water treatment works
Line	4	% 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

Table	5	Additional serviceability outputs
Block	B	Sewerage service
Line	5	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

Table	5	Additional serviceability outputs
Block	B	Sewerage service
Line	7	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

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Table	5	Additional serviceability outputs
Block	C	Sewage treatment works
Line	8	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

Table	5	Additional serviceability outputs
Block	C	Sewage treatment works
Line	9	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

Table	5	Additional serviceability outputs
Block	C	Sewage treatment works
Line	10	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

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Table	5	Additional serviceability outputs
Block	C	Sewage treatment works
Line	11	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

Table	5	Additional serviceability outputs
Block	C	Sewage treatment works
Line	12	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

Table	5	Additional serviceability outputs
Block	C	Sewage treatment works
Line	13	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

Table	5	Additional serviceability outputs
Block	C	Sewage treatment works
Line	14	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

Table	5	Additional serviceability outputs
Block	C	Sewage treatment works
Line	15	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

Table	5	Additional serviceability outputs
Block	C	Sewage treatment works
Line	16	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

Table	6	Q&S3a - Ministerial outputs
Block	A	Customer Service
Line	1	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

Table	6	Q&S3a - Ministerial outputs
Block	B	Water Quality
Line	2	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

Table	6	Q&S3a - Ministerial outputs
Block	B	Water Quality
Line	3	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

Table	6	Q&S3a - Ministerial outputs
Block	B	Water Quality
Line	4	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

Table	6	Q&S3a - Ministerial outputs
Block	B	Water Quality
Line	5	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

Table	6	Q&S3a - Ministerial outputs
Block	B	Water Quality
Line	6	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

Table	6	Q&S3a - Ministerial outputs
Block	B	Water Quality
Line	7	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

Table	6	Q&S3a - Ministerial outputs
Block	B	Water Quality
Line	8	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

Table	6	Q&S3a - Ministerial outputs
Block	B	Water Quality
Line	9	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

Table	6	Q&S3a - Ministerial outputs
Block	B	Water Quality
Line	10	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

Table	6	Q&S3a - Ministerial outputs
Block	B	Water Quality
Line	11	% 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

Table	6	Q&S3a - Ministerial outputs
Block	C	Waste-water Quality
Line	12	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

Table	6	Q&S3a - Ministerial outputs
Block	C	Waste-water Quality
Line	13	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

Table	6	Q&S3a - Ministerial outputs
Block	C	Waste-water Quality
Line	14	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

Table	6	Q&S3a - Ministerial outputs
Block	C	Waste-water Quality
Line	15	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

Table	6	Q&S3a - Ministerial outputs
Block	C	Waste-water Quality
Line	16	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

Table	6	Q&S3a - Ministerial outputs
Block	C	Waste-water Quality
Line	17	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

Table	6	Q&S3a - Ministerial outputs
Block	D	Development Constraints
Line	18	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

Table	6	Q&S3a - Ministerial outputs
Block	D	Development Constraints
Line	19	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

Table	6	Q&S3a - Ministerial outputs
Block	E	Non-household metering
Line	20	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

Table	7	Q&S3b - Ministerial outputs
Block	A	Customer Service
Line	1	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

Table	7	Q&S3b - Ministerial outputs
Block	B	Water Quality
Line	2	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

Table	7	Q&S3b - Ministerial outputs
Block	B	Water Quality
Line	3	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

Table	7	Q&S3b - Ministerial outputs
Block	B	Water Quality
Line	4	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

Table	7	Q&S3b - Ministerial outputs
Block	B	Water Quality
Line	5	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

Table	7	Q&S3b - Ministerial outputs
Block	B	Water Quality
Line	6	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

Table	7	Q&S3b - Ministerial outputs
Block	B	Water Quality
Line	7	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

Table	7	Q&S3b - Ministerial outputs
Block	B	Water Quality
Line	8	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

Table	7	Q&S3b - Ministerial outputs
Block	B	Water Quality
Line	9	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

Table	7	Q&S3b - Ministerial outputs
Block	B	Water Quality
Line	10	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

Table	7	Q&S3b - Ministerial outputs
Block	B	Water Quality
Line	11	% 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

Table	7	Q&S3b - Ministerial outputs
Block	C	Wastewater Quality
Line	12	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

Table	7	Q&S3b - Ministerial outputs
Block	C	Wastewater Quality
Line	13	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

Table	7	Q&S3b - Ministerial outputs
Block	C	Wastewater Quality
Line	14	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

Table	7	Q&S3b - Ministerial outputs
Block	C	Wastewater Quality
Line	15	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

Table	7	Q&S3b - Ministerial outputs
Block	C	Wastewater Quality
Line	16	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

Table	7	Q&S3b - Ministerial outputs
Block	C	Wastewater Quality
Line	17	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

Table	7	Q&S3b - Ministerial outputs
Block	D	Development Constraints
Line	18	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:

p.e.

Odp

Section 2 : Performance for Customers

Table	7	Q&S3b - Ministerial outputs
Block	D	Development Constraints
Line	19	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

Table	7	Q&S3b - Ministerial outputs
Block	E	Non-household metering
Line	20	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