

# PC21 Information Requirements

## Chapter 4 – Outputs

### Annex 4A – Definitions

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## Table 4.1 – Water Provision and Service Outputs

### Table 4.1 – Block A – Consumer Service

<b>LINE 1</b>	DG2 Properties at risk of low pressure removed from the risk register by company action	nr	0dp
<b>Definition</b>	The number of properties which have been confirmed as at risk of receiving low pressure, where company action in the year restores the reference level of service and this is confirmed through a complete post project appraisal.  The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission.		
<b>Processing rule</b>	Input		
<b>LINE 2</b>	DG2 Properties receiving pressure below the reference level at end of year	nr	0dp
<b>Definition</b>	The total number of properties in the undertaker'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.		
<b>Processing rule</b>	Input		
<b>LINE 3a</b>	DG3 Supply Interruptions > 6hrs (unplanned & un-warned)	%	2dp
<b>Definition</b>	DG3: The percentage of properties affected by interruptions to supply of more than six hours' duration which are unplanned, un-warned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties. It includes interruptions for which consumers are notified less than 48 hours in advance.		
<b>Processing rule</b>	Input		
<b>LINE 3</b>	DG3 Supply Interruptions > 12hrs (unplanned & un-warned)	%	2dp
<b>Definition</b>	DG3: The percentage of properties affected by interruptions to supply of more than twelve hours' duration which are unplanned, un-warned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties. It includes interruptions for which consumers are notified less than 48 hours in advance.		
<b>Processing rule</b>	Input		

<b>LINE 3b</b>	DG3 Supply Interruptions > 24hrs (unplanned & un-warned)	%	2dp
<b>Definition</b>	DG3: The percentage of properties affected by interruptions to supply of more than twenty four hours' duration which are unplanned, un-warned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties. It includes interruptions for which consumers are notified less than 48 hours in advance.		
<b>Processing rule</b>	Input		

<b>LINE 4</b>	DG3 Supply interruptions (overall performance score)	nr	2dp
<b>Definition</b>	A score calculated from the percentage of properties in the company's area affected by unplanned and un-warned supply interruptions greater than 6 hours, 12 hours and 24 hours.		
<b>Processing rule</b>	Calculated: Line 3a plus Line 3 plus (Line 3b multiplied by 2)		

<b>LINE 5</b>	DG6 % billing contacts dealt with within 5 working days.	%	2dp
<b>Definition</b>	The percentage of billing contacts dealt with within five working days.  The number of billing contacts dealt with within five working days divided by the total number of billing contacts received, all multiplied by 100.		
<b>Processing rule</b>	Input		

<b>LINE 6</b>	DG7 % written complaints dealt with within 10 working days.	%	2dp
<b>Definition</b>	Response to written complaints; percentage of written complaints dealt with within ten working days.  The number of written complaints dealt with within ten working days divided by the total number of written complaints received by company, all multiplied by 100.		
<b>Processing rule</b>	Input		

<b>LINE 7</b>	DG8 % metered customers received bill based on a meter reading	%	2dp
<b>Definition</b>	<p>Bills for metered customers; the percentage of customers with metered accounts, who during the year receive at least one bill based on a company or customer meter reading.</p> <p>The number of customers receiving a bill based on a meter reading (either by the company or the customer) during the report year divided by ([the number of customers receiving a metered account for water supply only, water supply and sewerage services, or sewerage services only i.e. both households and non-households whose water supply etc. charge is based on a meter] minus [meter accounts excluded from the indicator as defined in AIR18, Table 5, Line 7]), all multiplied by 100.</p>		
<b>Processing rule</b>	Input		

<b>LINE 8</b>	Call Handling Satisfaction Score (1-5) - frozen at 4.65 from 2016-17 onwards	nr	2dp
<b>Definition</b>	<p>The annual satisfaction score generated by 4 waves of customer surveys as defined in the AIR Table 5 guidance.</p> <p>Enter historic data for each year prior to the figure being frozen at 4.65 for OPA purposes in 2016-17</p>		
<b>Processing rule</b>	Input for historic actuals only up to 2015-16 inclusive – Score frozen at 4.65 for OPA purposes from 2016-17 onwards		

<b>LINE 8a</b>	Total Contacts	nr	0dp
<b>Definition</b>	Total number of contacts made by customers to the company during the reporting year		
<b>Processing rule</b>	Input		

<b>LINE 8b</b>	Unwanted contacts	nr	0dp
<b>Definition</b>	Total number of unwanted contacts made by customers to the company during the reporting year		
<b>Processing rule</b>	Input		

<b>LINE 8c</b>	Unwanted contacts as a % of total contacts	%	2dp
<b>Definition</b>	This figure outlines the proportion of unwanted contacts as a % of total contacts.		
<b>Processing rule</b>	Calculated: line 20 divided by line 19, multiplied by 100		

<b>LINE 8d</b>	First Point of Contact Resolved (FPOCR)	%	1dp
<b>Definition</b>	A contact is deemed to be dealt with at first point if there is no repeat contact from the same property on the same issue in the time-period applying		
<b>Processing rule</b>	Input		

<b>LINE 8e</b>	Customer advocacy measure	nr	0dp
<b>Definition</b>	CESS NPS-style recommendation Q70  The annual satisfaction score generated by 4 waves of customer surveys (1 = 'not at all likely' and 10 = 'extremely likely' to recommend their water company to a friend or colleague)		
<b>Processing rule</b>	Input		

<b>LINE 8f</b>	Omnibus survey question 1	nr	1dp
<b>Definition</b>	OMNIBUS single measure of satisfaction question  The annual customer satisfaction score generated by a single OMNIBUS representative sample survey of all NI Water consumers (1 = 'strongly agree' and 5 = 'strongly disagree' with 'I am satisfied with the services provided by NI Water')		
<b>Processing rule</b>	Input		

<b>LINE 8g</b>	Omnibus survey question 2	nr	1dp
<b>Definition</b>	OMNIBUS NPS-style recommendation question  The annual customer satisfaction score generated by a single OMNIBUS representative sample survey of all NI Water consumers (1 = 'not at all likely' and 10 = 'extremely likely' to recommend their water company to a friend or colleague)		
<b>Processing rule</b>	Input		

<b>LINE 9</b>	DG9 % calls not abandoned	%	2dp
<b>Definition</b>	The total number of telephone calls received which are not abandoned before a company agent substantively answers them, or where recorded messages (or answer machines or touch tone telephones or automatic transmission or interactive voice response systems) are used, before completion of the relevant message. Expressed as a percentage of total calls received on customer lines, including those abandoned.		
<b>Processing rule</b>	Input		

<b>LINE 10</b>	DG9 % calls not receiving the engaged tone	%	2dp
<b>Definition</b>	The total number of calls into the principal advertised customer contact points that do not receive engaged tones. Expressed as a percentage of total calls received plus total engaged calls.		
<b>Processing rule</b>	Input		

<b>LINE 11</b>	Overall Performance Assessment (OPA) score (11 Measures)	nr	Odp
<b>Definition</b>	<p>Overall performance assessment score for the current 11 measures as per predicted performance levels for each reporting year.</p> <p>Calculated as per the Utility Regulator's OPA methodology (refer to Annex A of the Annual Information Return Reporting Requirements issued for Table 44 in AIR11)</p>		
<b>Processing rule</b>	Input		

<b>LINE 11a</b>	Overall Performance Assessment (OPA) score (16 Measures)	nr	Odp
<b>Definition</b>	<p>Overall performance assessment score for the 16 measures (including two Security of Supply and three DG5 measures) as per predicted performance levels for each reporting year.</p> <p>Calculated as per the Utility Regulator's OPA methodology (refer to Annex A of the Annual Information Return Reporting Requirements issued for Table 44 in AIR11)</p>		
<b>Processing rule</b>	Input		

<b>LINE 11b</b>	Overall Performance Assessment (OPA) score (new composition of measures)	nr	Odp
<b>Definition</b>	tbc		
<b>Processing rule</b>	Input		

<b>LINE 12</b>	Total leakage	MI/d	Odp
<b>Definition</b>	<p>The total leakage including distribution losses and supply pipe leakage, calculated using the methodology the company adopted to develop its leakage targets and uses to prepare the Annual Information Return.</p>		
<b>Processing rule</b>	Input		

<b>LINE 13</b>	Security of Supply Index	nr	Odp
<b>Definition</b>	<p>Security of supply index calculated using the levels of service the company uses to plan its supply/demand balance.</p> <p>The calculation should be consistent with that set out for Table 10a of the AIR.</p> <p>A score of 100 will indicate that the actual level of service provided to all customers meets or betters the planned level of service.</p>		
<b>Processing rule</b>	Input		

<b>LINE 14</b>	Percentage of NI Water's power usage derived from renewable sources.	%	1dp
<b>Definition</b>	The percentage of NI Water's power usage derived from renewable sources. This should include power used at PPP sites.		
<b>Processing rule</b>	Input		

**Table 4.1 – Block B – Quality Water**

<b>LINE 15a</b>	% overall compliance with drinking water regulations	%	2dp
<b>Definition</b>	The percentage overall compliance of the public water supply with the regulatory water quality standards set by the European Union Drinking Water Directive (and as required by National legislation). This figure should be based on statutory samples taken for key water quality parameters at water treatment works, service reservoirs and consumers' taps and be consistent with the overall compliance figure reported on a calendar year basis by DWI in its annual Drinking Water Quality Report.		
<b>Processing rule</b>	Input		

<b>LINE 15b</b>	% compliance at consumers tap	%	2dp
<b>Definition</b>	The percentage compliance of the public water supply with the regulatory water quality standards set by the European Union Drinking Water Directive (and as required by National legislation) at consumer taps. This figure should be based on statutory samples taken for key water quality parameters at consumers' taps (including supply points) and be consistent with the overall "consumers' tap or supply point" compliance figure reported on a calendar year basis by DWI in its annual Drinking Water Quality Report.		
<b>Processing rule</b>	Input		

<b>LINE 16</b>	% iron compliance at consumers tap	%	2dp
<b>Definition</b>	The percentage compliance of the public water supply with the regulatory water quality standard set by the European Union Drinking Water Directive (and as required by National legislation) for iron at consumer taps. This figure should be based on statutory samples taken for iron at consumers' taps and be consistent with the iron compliance figure reported on a calendar year basis by DWI in its annual Drinking Water Quality Report.		
<b>Processing rule</b>	Input		



<b>LINE 17</b>	% Service Reservoirs with coliforms in >5% samples	%	2dp
<b>Definition</b>	<p>The percentage of the overall number of service reservoirs that have not complied with the national regulatory standard (i.e. at least 95 per cent of samples collected weekly from each service reservoir throughout the calendar year to be free from all coliform bacteria).</p> <p>This figure should be consistent with the information reported on a calendar year basis by DWI in its annual Drinking Water Quality Report</p>		
<b>Processing rule</b>	Input		

**Table 4.1 – Block C – Water Outputs**

<b>LINE 18</b>	Water mains activity – Length of new, renewed or relined mains.	km	2dp
<b>Definition</b>	<p>Length of new, renewed or relined mains in the year as part of a programme of planned upgrades. This equates to the information reported in Line 18 of Table A of the information return.</p> <p>Include new mains and mains renewals involving upsizing, whose prime justification is the requirement for additional capacity.</p> <p>Include mains whose prime purpose is renewal of an existing main, even where the existing main remains in service (i.e. is not abandoned immediately on commissioning of new main). Include mains sleeving/pipe cracking/sliplining and all spray applied lining where used for this prime purpose category of work.</p> <p>Exclude mains activity forming part of the nominated trunk mains schemes, new connections, mains on new developments, requisitioned mains and diversions of existing assets to facilitate road schemes or new developments.</p> <p>The length reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission.</p>		
<b>Processing rule</b>	Calculated: Line 18a plus Line 18b plus Line 18c		

<b>LINE 18a</b>	Water mains activity – Length of new water mains.	km	2dp
<b>Definition</b>	<p>Length of new mains laid in the year as part of a programme of planned upgrades. This is the length of new mains contributing to the figure reported in Line 18.</p> <p>Include new mains and mains renewals involving upsizing, whose <b>prime justification is the requirement for additional capacity</b>.</p> <p>Exclude mains activity forming part of the nominated trunk mains schemes, new connections, mains on new developments, requisitioned mains and diversions of existing assets to facilitate road schemes or new developments.</p> <p>The length reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission.</p>		
<b>Processing rule</b>	Input		

<b>LINE 18b</b>	Water mains activity – Length of renewed water mains.	km	2dp
<b>Definition</b>	<p>Length of mains renewed in the year as part of a programme of planned upgrades. This is the length of renewed mains contributing to the figure reported in Line 18.</p> <p>Include mains whose <b>prime purpose is renewal of an existing main</b>, even where the existing main remains in service (i.e. is not abandoned immediately on commissioning of new main).</p> <p>Include mains sleeving/pipe cracking/sliplining where used for this prime purpose category of work, and record any original main as abandoned.</p> <p>Exclude mains activity forming part of the nominated trunk mains schemes, new connections, mains on new developments, requisitioned mains and diversions of existing assets to facilitate road schemes or new developments.</p> <p>The length reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission.</p>		
<b>Processing rule</b>	Input		

<b>LINE 18c</b>	Water mains activity – Length of relined water mains.	km	2dp
<b>Definition</b>	<p>Length of mains relined in the year as part of a programme of planned upgrades. Include all spray applied lining. This is the length of relined mains contributing to the figure reported in Line 18.</p> <p>Exclude mains activity forming part of the nominated trunk mains schemes, new connections, mains on new developments, requisitioned mains and diversions of existing assets to facilitate road schemes or new developments.</p> <p>The length reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission.</p>		
<b>Processing rule</b>	Input		

<b>LINE 19</b>	Completion of nominated trunk main schemes	nr	0dp
<b>Definition</b>	<p>The number of nominated trunk main schemes achieving their beneficial use milestone in the year.</p> <p>The beneficial use milestone date used should be as defined in the PC21 Capital Investment reporting requirements and consistent with that submitted in the PC21 Capital Investment Tables.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission.</p>		
<b>Processing rule</b>	Input		

<b>LINE 20</b>	Completion of nominated water treatment works schemes	nr	0dp
<b>Definition</b>	<p>The number of nominated water treatment upgrades schemes achieving their beneficial use milestone in the year.</p> <p>The beneficial use milestone date used should be as defined in the PC21 Capital Investment reporting requirements and consistent with that submitted in the PC21 Capital Investment Tables.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission.</p>		
<b>Processing rule</b>	Input		

<b>LINE 21</b>	Completion of nominated improvements to increase the capacity of service reservoirs and clear water tanks.	nr	Odp
<b>Definition</b>	<p>The number of nominated service reservoirs and clear water tanks schemes achieving their beneficial use milestone in the year.</p> <p>The beneficial use milestone date used should be as defined in the PC21 Capital Investment reporting requirements and consistent with that submitted in the PC21 Capital Investment Tables.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission.</p>		
<b>Processing rule</b>	Input		

**Table 4.1 – Block D – Serviceability**

<b>LINE 22</b>	Water infrastructure serviceability	Text	N/A
<b>Definition</b>	<p>Company assessment of the trend in serviceability to customers provided by water infrastructure assets, as measured by movements in service and asset performance indicators.</p> <p>Categorised as Improving, Stable, Marginal or Deteriorating.</p>		
<b>Processing rule</b>	Copied: Table 4.5 Line 16		

<b>LINE 23</b>	Water non-infrastructure serviceability	Text	N/A
<b>Definition</b>	<p>Company assessment of the trend in serviceability to customers provided by water non-infrastructure assets, as measured by movements in service and asset performance indicators.</p> <p>Categorised as Improving, Stable, Marginal or Deteriorating.</p>		
<b>Processing rule</b>	Copied: Table 4.5 Line 30		

**Table 4.1 – Block E – PC15 Additional Water Service Output Measures**

<b>LINE 24</b>	Number of Catchment Management Plans	nr	Odp
<b>Definition</b>	<p>The number of Catchment Management Plans, including proposed funding needs &amp; delivery programme, completed.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission if related to a Capex delivery project or programme of work.</p>		
<b>Processing rule</b>	Input		

<b>LINE 25</b>	Number of lead communication pipes replaced under the proactive lead replacement programme	nr	Odp
<b>Definition</b>	<p>The number of lead communication pipes replaced in the reporting year through the proactive lead pipe replacement program. Excludes the number of lead communication pipes replaced through mains rehabilitation or as a consequence of water quality sample results or consumer requests.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission if related to a Capex delivery project or programme of work.</p>		
<b>Processing rule</b>	Input		

<b>LINE 26</b>	Number of school visits	nr	Odp
<b>Definition</b>	<p>The number of school visits. This should equate to the total number of Water Bus visits, class visits and activities held at the Education Centre.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission if related to a Capex delivery project or programme of work.</p>		
<b>Processing rule</b>	Input		

<b>LINE 27</b>	Number of other education events	nr	Odp
<b>Definition</b>	<p>Number of other education and public awareness events, excluding school visits. This should include community visits, attendance at community events and events held at the Silent Valley or the Education Centre.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission if related to a Capex delivery project or programme of work.</p>		
<b>Processing rule</b>	Input		

<b>LINE 28</b>	% Service Reservoirs where sample taps have been assessed and are to required standard	%	1dp
<b>Definition</b>	<p>The percentage of Service Reservoirs where sample taps have been assessed, and if necessary upgraded, to the appropriate standard.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission if related to a Capex delivery project or programme of work.</p>		
<b>Processing rule</b>	Input		

**Table 4.1 – Block F – PC21 Additional Water Service Output Measures**

<b>LINE 29</b>	Number of catchments where management plan recommendations have been delivered	nr	Odp
<b>Definition</b>	<p>The number of catchments where the recommendations included in the catchment management plan have been delivered.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission if related to a Capex delivery project or programme of work.</p>		
<b>Processing rule</b>	Input		
<b>LINE 30</b>	Number of treatability studies completed	nr	Odp
<b>Definition</b>	<p>The number of treatability studies on the priority list agreed with DWI, completed during the year.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission if related to a Capex delivery project or programme of work.</p>		
<b>Processing rule</b>	Input		
<b>LINE 31</b>	Additional PC21 Water service Output Measure 3 – <i>Title tbc by NI Water if used</i>	tbc	tbc
<b>Definition</b>	tbc by NI Water if used		
<b>Processing rule</b>	Input		
<b>LINE 32</b>	Additional PC21 Water service Output Measure 4 – <i>Title tbc by NI Water if used</i>	tbc	tbc
<b>Definition</b>	tbc by NI Water if used		
<b>Processing rule</b>	Input		

## Table 4.2 – Sewerage Provision and Service Outputs

### Table 4.2 – Block A – Customer Service Sewerage

<b>LINE 1</b>	DG5 Properties at risk of flooding - number removed from the 2 in 10, 1 in 10 and 1 in 20 risk register by company action.	nr	Odp
<b>Definition</b>	<p>The number of properties removed from the 2 in 10, 1 in 10 and 1 in 20 "at risk" register by company action in the period.</p> <p>These are properties removed from being at risk of flooding due to company action such as sewer enhancement which is linked to capital investment (for capital maintenance, ESL or SDB purposes) in the sewerage system.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission.</p>		
<b>Processing rule</b>	Input		

<b>LINE 2</b>	DG5 Properties on the 2 in 10, 1 in 10 and 1 in 20 risk register at the end of the year	nr	Odp
<b>Definition</b>	<p>The total number of properties which have flooded and are deemed to be at risk of flooding more than twice in ten years, more than once in ten years (but less than 2 in 10) and more than once in twenty years (but less than 1 in 10) at the end of the year.</p>		
<b>Processing rule</b>	Input		

### Table 4.2 – Block B – Quality Sewerage

<b>LINE 3</b>	% WwTW discharges compliant with numeric consents	%	1dp
<b>Definition</b>	<p>The percentage of wastewater treatment works discharges with numeric discharge consents which were sampled on behalf of the Northern Ireland Environment Agency (NIEA) in the calendar year and found to be compliant with the consent conditions.</p> <p>The % WwTW compliance reported should be the same as that reported by NIEA for the % of WwTWs compliant with numeric consents for the calendar year.</p>		
<b>Processing rule</b>	Input		

<b>LINE 4</b>	% of total p.e. served by WwTWs compliant with numeric consents excluding upper tier failures	%	1dp
<b>Definition</b>	<p>Percentage of population equivalent served by wastewater treatment works with numeric consents which were sampled on behalf of the Northern Ireland Environment Agency (NIEA) in the calendar year and found to be compliant with the consent conditions excluding upper tier failures.</p> <p>Compliance shall be assessed for all WwTW which have a numeric consent as defined by NIEA in its assessment of compliance for the calendar year. Compliance for each WwTW shall be assessed against all consent parameters and conditions considered by NIEA when it assesses and publishes compliance data for the calendar year excluding upper tier failures.</p>		
<b>Processing rule</b>	Input		
<b>LINE 5</b>	Small WwTW compliance (works greater than or equal to 20p.e. but less than 250p.e.)	%	2
<b>Definition</b>	<p>The percentage of wastewater treatment works in the size band 20 – 249 population equivalent (inclusive) that are compliant with the Northern Ireland Environment Agency (NIEA) consent conditions in the calendar year.</p> <p>This measure is directly linked to delivery of small works under the Rural Wastewater Improvement Project (RWIP) as agreed with NIEA.</p>		
<b>Processing rule</b>	Input		
<b>LINE 6</b>	Number of high and medium pollution incidents attributable to NI Water.	nr	0dp
<b>Definition</b>	<p>The total number of high and medium category water and sewerage pollution incidents attributed to NI Water in the calendar year.</p> <p>This should be consistent with information reported by NIEA.</p>		
<b>Processing rule</b>	Input		



Table 4.2 – Block C – Sewerage Outputs

<b>LINE 7</b>	Sewerage activity - Length of sewers replaced or renovated	km	2dp
<b>Definition</b>	<p>Length of sewers replaced or renovated in the year to maintain serviceability or to enhance service / quality. Include all cement and epoxy relining.</p> <p>The length reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission.</p>		
<b>Processing rule</b>	Calculated: Line 7b plus Line 7c		
<b>LINE 7a</b>	Sewerage activity - Length of new sewers	km	2dp
<b>Definition</b>	<p>Length of new sewers constructed in the year. Exclude new sewers adopted by the company. Include gravity sewers and rising mains.</p> <p>The length reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission.</p>		
<b>Processing rule</b>	Input		
<b>LINE 7b</b>	Sewerage activity - Length of sewers renovated	km	2dp
<b>Definition</b>	<p>Length of sewers renovated in the year. Include all cement and epoxy relining. Include gravity sewers and rising mains. This is the length of renovated sewers contributing to the figure reported in Line 7.</p> <p>The length reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission.</p>		
<b>Processing rule</b>	Input		
<b>LINE 7c</b>	Sewerage activity - Length of sewers replaced	km	2dp
<b>Definition</b>	<p>Length of sewers replaced in the year. Include gravity sewers and rising mains. This is the length of replaced sewers contributing to the figure reported in Line 7.</p> <p>The length reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission.</p>		
<b>Processing rule</b>	Input		

<b>LINE 8</b>	Delivery of improvements to nominated UIDs as part of a defined programme of work.	nr	Odp
<b>Definition</b>	<p>The number of nominated unsatisfactory intermittent discharges achieving their beneficial use milestone in the year.</p> <p>The beneficial use milestone date used should be as defined in the PC21 Capital Investment reporting requirements and be consistent with that submitted in the PC21 Capital Investment Tables.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission.</p>		
<b>Processing rule</b>	Input		

<b>LINE 9</b>	Delivery of improvements to nominated WwTWs as part of a defined programme of work.	nr	Odp
<b>Definition</b>	<p>The number of nominated wastewater treatment works achieving their beneficial use milestone in the year.</p> <p>The beneficial use milestone date used should be as defined in the PC21 Capital Investment reporting requirements and be consistent with that submitted in the PC21 Capital Investment Tables.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission.</p>		
<b>Processing rule</b>	Input		

<b>LINE 10</b>	Small wastewater treatment works delivered as part of the rural wastewater investment programme	nr	Odp
<b>Definition</b>	<p>Number of small wastewater treatment works improved under the Rural Wastewater Investment Programme agreed with NIEA.</p> <p>The beneficial use milestone date used should be as defined in the PC21 Capital Investment reporting requirements and be consistent with that submitted in the PC21 Capital Investment Tables.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission.</p>		
<b>Processing rule</b>	Input		

<b>LINE 10a</b>	Investment in improvements to small wastewater treatment works as part of the rural wastewater investment programme.	£m	1dp
<b>Definition</b>	<p>Expenditure in the year on improvements to small wastewater treatment works carried out under the Rural Wastewater Investment Programme agreed with NIEA.</p> <p>Expenditure should be quoted to the same price base as defined in the PC21 Capital Investment reporting requirements. It should be consistent with that submitted in the PC21 Capital Investment Tables.</p>		
<b>Processing rule</b>	Input		

**Table 4.2 – Block D – Serviceability**

<b>LINE 11</b>	Sewerage infrastructure serviceability	Text	N/A
<b>Definition</b>	<p>Company assessment of the trend in serviceability to customers provided by sewerage infrastructure assets, as measured by movements in service and asset performance indicators.</p> <p>Categorised as Improving, Stable, Marginal or Deteriorating.</p>		
<b>Processing rule</b>	Copied: Table 4.5 Line 45		

<b>LINE 12</b>	Sewerage non-infrastructure serviceability	Text	N/A
<b>Definition</b>	<p>Company assessment of the trend in serviceability to customers provided by sewerage non-infrastructure assets, as measured by movements in service and asset performance indicators.</p> <p>Categorised as Improving, Stable, Marginal or Deteriorating.</p>		
<b>Processing rule</b>	Copied: Table 4.5 Line 54		

Table 4.2 – Block E – PC15 Additional Sewerage Service Output Measures

<b>LINE 13</b>	CSO and EO discharges at which event and duration monitoring equipment has been installed	nr	Odp
<b>Definition</b>	<p>Number of CSO and EO discharges at which event and duration monitoring equipment has been installed/fully optimised during the report year and meet NIEA requirements.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission if related to a Capex delivery project or programme of work.</p>		
<b>Processing rule</b>	Input		
<b>LINE 14</b>	WwTWs upgraded to comply with PPC Regulations	nr	Odp
<b>Definition</b>	<p>Number of qualifying Wastewater Treatment Works delivered as part of the defined programme of improvements to comply with PPC Regulations.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission if related to a Capex delivery project or programme of work.</p>		
<b>Processing rule</b>	Input		
<b>LINE 15</b>	Impermeable surface water collection area removed from the combined sewerage network	m <sup>2</sup>	Odp
<b>Definition</b>	<p>Impermeable surface water collection area (such as roads and pavements, roofs and hardstandings) removed from the combined sewerage network through the storm water separation and infiltration reduction programme.</p> <p>The number reported should be consistent with the information submitted in Table 4.4 of the PC21 Output submission if related to a Capex delivery project or programme of work.</p>		
<b>Processing rule</b>	Input		
<b>LINE 16</b>	Number of sustainable WwTW solutions delivered (p.e. ≥ 250)	nr	Odp
<b>Definition</b>	<p>Number of 'sustainable solution' WwTWs serving a p.e. ≥ 250 delivered as part of the defined programme of work for improvements to nominated WwTWs.</p> <p>This should be consistent with information submitted in the PC21 Capital Investment Tables and Table 4.4 of the PC21 Output submission.</p>		
<b>Processing rule</b>	Input		

<b>LINE 17</b>	Number of sustainable WwTW solutions delivered (p.e. < 250)	nr	Odp
<b>Definition</b>	Number of 'sustainable solution' WwTW serving a p.e. < 250 delivered as part of the defined programme of work for improvements to nominated WwTWs.  This should be consistent with information submitted in the PC21 Capital Investment Tables and Table 4.4 of the PC21 Output submission.		
<b>Processing rule</b>	Input		

**Table 4.2 – Block F – PC21 Additional Sewerage Service Output Measures**

<b>LINE 18</b>	Additional PC21 Sewerage Service Output Measure 1 – <i>Title tbc by NI Water if used</i>	tbc	tbc
<b>Definition</b>	tbc by NI Water if used		
<b>Processing rule</b>	Input		

<b>LINE 19</b>	Additional PC21 Sewerage service Output Measure 2 – <i>Title tbc by NI Water if used</i>	tbc	tbc
<b>Definition</b>	tbc by NI Water if used		
<b>Processing rule</b>	Input		

## Table 4.3 – Overall Performance Assessment

### Table 4.3 – Block A – Water Supply

#### DG2 PROPERTIES RECEIVING PRESSURE/FLOW BELOW REFERENCE LEVEL

<b>LINE 1</b>	Total connected properties at year end	nr	0dp
<b>Definition</b>	<p>DG2: The total number of properties (domestic and non-domestic) connected to the distribution system at the end of the report year. This must include properties which are connected but not billed (for example, temporarily unoccupied) but should exclude properties which have been permanently disconnected.</p> <p>A group of properties supplied by a single connection should be counted as several properties. They should only be treated as a single property if a single bill covers the whole property.</p>		
<b>Processing rule</b>	Input		

<b>LINE 2</b>	Properties below reference level at end of year	nr	0dp
<b>Definition</b>	<p>DG2: The total number of properties in the undertaker'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.</p>		
<b>Processing rule</b>	Input		

<b>LINE 3</b>	% of total properties at risk of low pressure (OPA Low pressure value)	%	2dp
<b>Definition</b>	<p>DG2: An assessment based on the number of properties served at risk of receiving pressure below the reference level, expressed as a percentage of the total properties.</p>		
<b>Processing rule</b>	Calculated : (Line 2 divided by Line 1) multiplied by 100		

#### DG3 PROPERTIES AFFECTED BY UNPLANNED INTERRUPTIONS

<b>LINE 4</b>	More than 6 hours	nr	0dp
<b>Definition</b>	<p>DG3: The number of properties affected by interruptions to supply of more than six hours' duration which are unplanned, unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties. It includes interruptions for which consumers are notified less than 48 hours in advance.</p>		
<b>Processing rule</b>	Input		

<b>5</b>	More than 12 hours	nr	0dp
<b>Definition</b>	DG3: The number of properties affected by interruptions to supply of more than twelve hours' duration which are unplanned, unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties. It includes interruptions for which consumers are notified less than 48 hours in advance.		
<b>Processing rule</b>	Input		

<b>6</b>	More than 24 hours	nr	0dp
<b>Definition</b>	DG3: The number of properties affected by interruptions to supply of more than twenty four hours' duration which are unplanned, unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties. It includes interruptions for which consumers are notified less than 48 hours in advance.		
<b>Processing rule</b>	Input		

<b>7</b>	Total connected properties at year end	nr	0dp
<b>Definition</b>	<p>DG3: The total number of properties (domestic and non-domestic) connected to the distribution system at the end of the report year. This must include properties which are connected but not billed (for example, temporarily unoccupied) but should exclude properties which have been permanently disconnected.</p> <p>A group of properties supplied by a single connection should be counted as several properties. They should only be treated as a single property if a single bill covers the whole property.</p>		
<b>Processing rule</b>	Input		

<b>8</b>	OPA supply interruptions	nr	2dp
<b>Definition</b>	Calculation of the OPA value used for incorporation into the unplanned interruptions score.		
<b>Processing rule</b>	<p>Calculated: ((Line 4 divided by Line 7) multiplied by 100) plus ((Line 5 divided by Line 7) multiplied by 100) plus (((Line 6 divided by Line 7) multiplied by 100) multiplied by 2)</p> <p>For clarification: ((Line 4 / Line 7) * 100) + ((Line 5 / Line 7) * 100) + (((Line 6 / Line 7) * 100)*2)</p>		

**DRINKING WATER QUALITY**

<b>9</b>	% iron compliance at consumers tap	%	2dp
<b>Definition</b>	<p>The percentage compliance of the public water supply with the regulatory water quality standard set by the European Union Drinking Water Directive (and as required by National legislation) for iron at consumer taps.</p> <p>This figure should be based on statutory samples taken for iron at consumers' taps and be consistent with the iron compliance figure reported on a calendar year basis by DWI in its annual Drinking Water Quality Report.</p>		
<b>Processing rule</b>	Input		
<b>10</b>	% manganese compliance at consumers tap	%	2dp
<b>Definition</b>	<p>The percentage compliance of the public water supply with the regulatory water quality standard set by the European Union Drinking Water Directive (and as required by National legislation) for manganese at consumer taps.</p> <p>This figure should be based on statutory samples taken for manganese at consumers' taps and be consistent with the manganese compliance figure reported on a calendar year basis by DWI in its annual Drinking Water Quality Report.</p>		
<b>Processing rule</b>	Input		
<b>11</b>	% aluminium compliance at consumers tap	%	2dp
<b>Definition</b>	<p>The percentage compliance of the public water supply with the regulatory water quality standard set by the European Union Drinking Water Directive (and as required by National legislation) for aluminium at consumer taps.</p> <p>This figure should be based on statutory samples taken for aluminium at consumers' taps and be consistent with the aluminium compliance figure reported on a calendar year basis by DWI in its annual Drinking Water Quality Report.</p>		
<b>Processing rule</b>	Input		
<b>12</b>	% turbidity compliance at consumers tap	%	2dp
<b>Definition</b>	<p>The percentage compliance of the public water supply with the regulatory water quality standard set by the European Union Drinking Water Directive (and as required by National legislation) for turbidity at consumer taps.</p> <p>This figure should be based on statutory samples taken for turbidity at consumers' taps and be consistent with the turbidity compliance figure reported on a calendar year basis by DWI in its annual Drinking Water Quality Report..</p>		
<b>Processing rule</b>	Input		



<b>13</b>	% faecal coliforms compliance at consumers tap	%	2dp
<b>Definition</b>	<p>The percentage compliance of the public water supply with the regulatory water quality standard set by the European Union Drinking Water Directive (and as required by National legislation) for faecal coliforms at consumer taps.</p> <p>This figure should be based on statutory samples taken for faecal coliforms at consumers' taps and be consistent with the faecal coliforms compliance figure reported on a calendar year basis by DWI in its annual Drinking Water Quality Report.</p>		
<b>Processing rule</b>	Input		
<b>14</b>	% trihalomethanes compliance at consumers tap	%	2dp
<b>Definition</b>	<p>The percentage compliance of the public water supply with the regulatory water quality standard set by the European Union Drinking Water Directive (and as required by National legislation) for trihalomethanes at consumer taps.</p> <p>This figure should be based on statutory samples taken for trihalomethanes at consumers' taps and be consistent with the trihalomethanes compliance figure reported on a calendar year basis by DWI in its annual Drinking Water Quality Report.</p>		
<b>Processing rule</b>	Input		
<b>15</b>	Average overall compliance figure (Drinking Water Quality OPA value)	nr	2dp
<b>Definition</b>	Average of all the 6 individual parameter percentage compliance figures.		
<b>Processing rule</b>	Calculated : ((sum of (Lines 9, 10, 11, 12, 13 & 14)) divided by 6)		

### Table 4.3 – Block B – Sewerage Service

#### DG5 SEWER FLOODING – OVERLOADED

<b>16</b>	Flooding incidents in the year (overloaded sewers)	nr	0dp
<b>Definition</b>	The number of incidents of internal flooding caused by overloaded sewers. This should include properties where an uninhabited cellar is the only part affected by the flooding.		
<b>Processing rule</b>	Input		

<b>17</b>	Flooding incidents (overloaded sewers attributed to severe weather)	nr	0dp
<b>Definition</b>	<p>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 once in ten 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.</p> <p>The company should use the commentary to report the number of flooding incidents caused by severe weather at properties that are already known to be at risk of flooding from sewers more frequently than once in ten years.</p> <p>The company should include the rainfall return periods for the incidents reported in the commentary</p> <p>Incidents of flooding via the sewers caused by overflowing watercourses should be excluded.</p>		
<b>Processing rule</b>	Input		
<b>18</b>	Number of domestic properties connected to sewerage system	000	1dp
<b>Definition</b>	<p>The number of domestic connected properties connected to the sewerage system within the company's area at the end of the year. The number should include any property connected for surface water drainage only and is billed (whether notionally or otherwise).</p>		
<b>Processing rule</b>	Input		
<b>19</b>	% of domestic properties flooded by overloaded sewers (Overloaded sewers OPA value)	%	4dp
<b>Definition</b>	<p>Number of properties affected by an incident of internal flooding caused by overload of a sewer, excluding those incidents resulting from severe weather. The value is expressed as a percentage of total domestic properties.</p>		
<b>Processing rule</b>	<p>Calculated : ((Line 16 minus Line 17) divided by (Line 18 multiplied by 1000)) multiplied by 100</p>		

## DG5 SEWER FLOODING – OTHER CAUSES

<b>20</b>	Flooding incidents (other causes – equipment failure)	nr	0dp
<b>Definition</b>	The number of incidents of internal flooding caused by the failure or incorrect operation of company apparatus (e.g. non-return (flap) valves, pumping stations, maintenance equipment, penstocks, combined sewer overflows, or real time control systems). Flooding incidents due to third party damage including “customer abuse” must be included.		
<b>Processing rule</b>	Input		
<b>21</b>	Flooding incidents (other causes – blockages)	nr	0dp
<b>Definition</b>	The number of incidents of internal flooding caused by 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 included in the ‘other causes – collapses’ category.		
<b>Processing rule</b>	Input		
<b>22</b>	Flooding incidents (other causes – collapses)	nr	0dp
<b>Definition</b>	The number of incidents of internal flooding caused by the collapse of a sewer. This line’s enumerator should also include incidents due to fracture or deformation.		
<b>Processing rule</b>	Input		
<b>23</b>	Number of domestic properties connected to sewerage system	000	1dp
<b>Definition</b>	The number of domestic connected properties connected to the sewerage system within the company's area at the end of the year. The number should include any property connected for surface water drainage only and is billed (whether notionally or otherwise).		
<b>Processing rule</b>	Input		
<b>24</b>	% of domestic properties flooded by other causes (Other causes OPA value)	%	4dp
<b>Definition</b>	Number of properties affected by an incident of internal flooding caused by equipment failure in, blockage or collapse of, a sewer. The value is expressed as a percentage of total domestic properties.		
<b>Processing rule</b>	Calculated : ((Line 20 plus Line 21 plus Line 22) divided by (Line 23 multiplied by 1000)) multiplied by 100		

## DG5 – PROPERTIES ON THE FLOODING REGISTER

<b>25</b>	2 in 10 register at end of year	nr	0dp
<b>Definition</b>	The number of properties which have flooded and are deemed to be at risk of flooding twice or more in ten years at the end of the year.		
<b>Processing rule</b>	Input		

<b>26</b>	Problems solved due to ESL funding	nr	0dp
<b>Definition</b>	<p>The number of properties planned to be removed from the 1 in 10 and 2 in 10 "at risk" register by company action. These are properties removed from being at risk of flooding due to company action such as sewer enhancement which is linked to capital investment (for capital maintenance, ESL or SDB purposes) in the sewerage system.</p> <p>The company should use the commentary to explain the reasons why and the number of individual properties added to and subsequently removed from the "at risk" register during the report year.</p> <p>There must be clear and auditable links between the company's registers and the DG5 balance sheet.</p>		
<b>Processing rule</b>	Input		

<b>27</b>	1 in 10 register at end of year	nr	0dp
<b>Definition</b>	The number of properties at risk which have flooded and are deemed to be at risk of flooding more than once in ten years (but less than 2 in 10) at the end of the year.		
<b>Processing rule</b>	Input		

<b>28</b>	Number of domestic properties connected to sewerage system	000	1dp
<b>Definition</b>	The number of domestic connected properties connected to the sewerage system within the company's area at the end of the year. The number should include any property connected for surface water drainage only and is billed (whether notionally or otherwise).		
<b>Processing rule</b>	Input		

<b>29</b>	% of domestic properties considered to be at risk of flooding (At risk OPA value)	%	4dp
<b>Definition</b>	Number of properties considered to be at risk of flooding by sewage, caused by overload, more frequently than once in ten years. The assessment will be normalised by the number of properties planned to be removed as a result of individual companies' enhanced service level allowances (ESL) to address at risk properties in the reporting year. The value is expressed as a percentage of total domestic properties.		
<b>Processing rule</b>	Calculated : (((Line 25 plus Line 26 plus (Line 27 multiplied by 0.5)) divided by (Line 28 multiplied by 1000)) multiplied by 100		

**Table 4.3 – Block C – Security of Supply**

**DG4 HOSEPIPE RESTRICTIONS**

<b>30</b>	Hosepipe restrictions (OPA value)	nr	0dp
<b>Definition</b>	Average number of person weeks of hosepipe restrictions imposed by NI Water over the reporting period.		
<b>Processing rule</b>	Input : (Number of person weeks of restrictions divided by winter population) multiplied by 100		

**LEAKAGE**

<b>31</b>	Leakage (Target)	nr	2dp
<b>Definition</b>	An assessment of leakage pre-set performance targets, as published by NI Water in their monitoring plan.		
<b>Processing rule</b>	Input : Company's monitoring plans		
<b>32</b>	Leakage (Actual)	nr	2dp
<b>Definition</b>	An assessment of leakage actual performance, as published by NI Water in their monitoring plan.		
<b>Processing rule</b>	Input		
<b>33</b>	% of Leakage target not met (Leakage OPA value)	%	2dp
<b>Definition</b>	An assessment of leakage performance where actual performance is compared with pre-set leakage targets, as published by NI Water in their monitoring plan over a three year rolling average.		
<b>Processing rule</b>	<p>Calculated:</p> <p>100 minus ((Previous 3 years targets divided by Previous 3 years actual) multiplied by 100)</p> <p><i>N.B. Where the company outperforms the three year target a 0% figure should be returned.</i></p>		

**SECURITY OF SUPPLY – ABSOLUTE PERFORMANCE**

<b>34</b>	Security of supply index – company’s actual based on planned level of service (Absolute performance OPA value)	nr	Odp
<b>Definition</b>	<p>Security of supply index calculated using the levels of service the company uses to plan its supply/demand balance.</p> <p>Guidance on the calculation of the security of supply index can be found in Ofwat’s RD 03/02. For your calculation, bulk imports and exports should be the agreed or contractual maximum amounts, dry year DI should represent the reporting year DI adjusted to represent dry year demand, and WAFU should be reported in column 1 according to the EA Water Resource Planning Guidelines definition (excluding imports and exports).</p> <p>A score of 100 will indicate that the actual level of service provided to all customers meets or betters the planned level of service.</p>		
<b>Processing rule</b>	Input		

**SECURITY OF SUPPLY – PERFORMANCE AGAINST TARGET**

<b>35</b>	Security of supply index - planned (target) levels of service	nr	Odp
<b>Definition</b>	<p>Security of supply index targets calculated using the levels of service the company uses to plan its supply/demand balance.</p> <p>Guidance on the calculation of the security of supply index can be found in Ofwat’s RD 03/02. For your calculation, bulk imports and exports should be the agreed or contractual maximum amounts, dry year DI should represent the reporting year DI adjusted to represent dry year demand, and WAFU should be reported in column 1 according to the EA Water Resource Planning Guidelines definition (excluding imports and exports).</p> <p>A score of 100 will indicate that the actual level of service provided to all customers meets or betters the planned level of service.</p>		
<b>Processing rule</b>	Input		

<b>36</b>	Security of supply index – company’s actual based on planned level of service	nr	0dp
<b>Definition</b>	<p>Security of supply index calculated using the levels of service the company uses to plan its supply/demand balance.</p> <p>Guidance on the calculation of the security of supply index can be found in Ofwat’s RD 03/02. For your calculation, bulk imports and exports should be the agreed or contractual maximum amounts, dry year DI should represent the reporting year DI adjusted to represent dry year demand, and WAFU should be reported in column 1 according to the EA Water Resource Planning Guidelines definition (excluding imports and exports).</p> <p>A score of 100 will indicate that the actual level of service provided to all customers meets or betters the planned level of service.</p>		
<b>Processing rule</b>	Copied: copied from line 34.		
<b>37</b>	% of target not met (Performance against target OPA value)	%	2dp
<b>Definition</b>	<p>An assessment of how the SoSI performance compares to its target which is set in advance by the company and is calculated to incentivise companies to reach their SoSI targets. The figure is a percentage of the target which is not met.</p>		
<b>Processing rule</b>	<p>Calculated : 100 minus ((Line 36 divided by Line 35) multiplied by 100)</p> <p><i>N.B. Where the company outperforms the target a 0% figure should be returned.</i></p>		

**Table 4.3 – Block D – Customer Service****DG6 – RESPONSE TO BILLING CONTACTS**

<b>38</b>	Number dealt with within 5 working days	nr	0dp
<b>Definition</b>	The number of billing contacts dealt with within five working days.		
<b>Processing rule</b>	Input		
<b>39</b>	Total billing contacts	nr	0dp
<b>Definition</b>	The total number of billing contacts received.		
<b>Processing rule</b>	Input		
<b>40</b>	% of billing contacts answered within 5 working days (DG6 OPA value)	%	2dp
<b>Definition</b>	The number of billing contacts answered within five working days as a percentage of billing contacts received (DG6).		
<b>Processing rule</b>	Calculated : (Line 38 divided by Line 39) x100		

**DG7 – RESPONSE TO WRITTEN COMPLAINTS**

<b>41</b>	Total written complaints	nr	0dp
<b>Definition</b>	DG7: Response to written complaints; total - Total number of written complaints received by company.		
<b>Processing rule</b>	Input		
<b>42</b>	Number dealt with within 10 working days	nr	0dp
<b>Definition</b>	DG7: Response to written complaints; number of written complaints dealt with within ten working days.		
<b>Processing rule</b>	Input		
<b>43</b>	% of written complaints answered within 10 working days (DG7 OPA value)	%	2dp
<b>Definition</b>	The number of written complaints answered within ten working days as a percentage of written complaints received (DG7).		
<b>Processing rule</b>	Calculated : (Line 42 divided by Line 41) multiplied by 100		

**DG8 – BILLING METERED CUSTOMERS**

<b>44</b>	Company or customer readings (or both)	nr	0dp
<b>Definition</b>	The number of customers receiving a bill based on a meter reading (either by the company or the customer) during the report year.		
<b>Processing rule</b>	Input		



<b>45</b>	Total metered accounts	nr	0dp
<b>Definition</b>	This is defined as the number of customers receiving a metered account for water supply only, water supply and sewerage services, or sewerage services only i.e. both households and non-households whose water supply etc. charge is based on a meter.		
<b>Processing rule</b>	Input		

<b>46</b>	Metered accounts excluded from indicator	nr	0dp
<b>Definition</b>	Exclusions are defined as follows: <ul style="list-style-type: none"> <li>metered properties which are not charged on the basis of metered consumption (e.g. free supplies or test meters);</li> <li>accounts for properties which have been occupied for less than six consecutive months during the report year, including 'void' properties;</li> <li>complex accounts which are difficult to categorise.</li> </ul>		
<b>Processing rule</b>	Input		

<b>47</b>	% of metered accounts which have meter based bills (DG8 OPA value)	%	2dp
<b>Definition</b>	The number of bills based on a meter reading as a percentage of metered accounts (DG8).		
<b>Processing rule</b>	Calculated : (Line 44 divided by (Line 45 minus Line 46)) multiplied by 100		

#### DG9 – TELEPHONE CONTACT

<b>48</b>	Total number of calls not abandoned	nr	0dp
<b>Definition</b>	The total number of telephone calls received which were abandoned before a company agent could substantively 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.		
<b>Processing rule</b>	Input		

<b>49</b>	Total calls received on customer contact lines	nr	0dp
<b>Definition</b>	This covers all telephone calls to principal advertised customer contact points which can be logged by company monitoring equipment. 'Calls received' is defined as the number of calls which enter the company's telephone system and receive a ringing tone. Calls which receive an engaged tone are to be excluded from this line. Calls to NI Direct Flood Incident Line should not be included.		
<b>Processing rule</b>	Input		

<b>50</b>	% Calls not abandoned (0.25 of DG9 OPA value)	%	2dp
<b>Definition</b>	This figure outlines the amount of calls the company has not abandoned as a % of total calls received of company lines.		
<b>Processing rule</b>	Calculated : (Line 48 divided by Line 49) multiplied by 100		
<b>51</b>	All lines busy	nr	0dp
<b>Definition</b>	The total number of calls into the principal advertised customer contact points that receive engaged tones, or are advised that the company is unable to take their call, are to be reported against this line.		
<b>Processing rule</b>	Input		
<b>52</b>	% Calls not engaged (0.25 of DG9 OPA value)	%	2dp
<b>Definition</b>	This figure outlines the amount of calls not engaged as a % of total calls received of company lines.		
<b>Processing rule</b>	Calculated : $1 - (\text{Line 51} \div (\text{Line 49} + \text{Line 51})) \times 100$		
<b>53</b>	Call handling satisfaction - frozen at 4.65 from 2016-17 onwards	nr	2dp
<b>Definition</b>	The previous annual customer satisfaction score using an OPA survey from the 1980s has been replaced by an actionable Customer Advocacy Measure (of customers who have cause to contact NI Water) alongside OMNIBUS questions on customer satisfaction and advocacy of all consumers.		
<b>Processing rule</b>	Input for historic actuals only up to 2015-16 inclusive – Score frozen at 4.65 for OPA purposes from 2016-17 onwards		

Table 4.3 – Block E – Environmental Performance

## POLLUTION INCIDENTS

<b>54</b>	Number of High & Medium category pollution incidents (Sewage)	nr	0dp
<b>Definition</b>	Number of High and Medium category pollution incidents resulting from NI Water's sewage collection and treatment activities		
<b>Processing rule</b>	Input		
<b>55</b>	Equivalent population served (resident)	000	2dp
<b>Definition</b>	Equivalent population should be calculated on the basis of 60g BOD <sub>5</sub> per capita per day. Domestic population, trade effluent and tankered in effluents should be included in calculation. No account should be taken of holiday population.		
<b>Processing rule</b>	Input		
<b>56</b>	Number of High and Medium sewage incidents per million resident population equivalent (p.e.) served (H&M sewage incidents OPA value)	nr	2dp
<b>Definition</b>	Number of High and Medium category pollution incidents resulting from NI Water's sewage collection and treatment activities per million resident population equivalent (p.e.) served.		
<b>Processing rule</b>	Calculated : (Line 54 divided by (Line 55 divided by 1000))		
<b>57</b>	Number of Low category pollution incidents (Sewage)	nr	0dp
<b>Definition</b>	Number of Low category pollution incidents resulting from NI Water's sewage collection and treatment activities		
<b>Processing rule</b>	Input		
<b>58</b>	Number of Low sewage incidents per million resident population equivalent (p.e.) served (Low sewage incidents OPA value)	nr	2dp
<b>Definition</b>	Number of Low category pollution incidents resulting from NI Water's sewage collection and treatment activities per million resident population equivalent (p.e.) served.		
<b>Processing rule</b>	Calculated : (Line 57 divided by (Line 55 divided by 1000))		
<b>59</b>	Number of High and Medium category pollution incidents (Water)	nr	0dp
<b>Definition</b>	Number of High and Medium category pollution incidents resulting from NI Water's water treatment and distribution activities.		
<b>Processing rule</b>	Input		

<b>60</b>	Winter Population	000	2dp
<b>Definition</b>	Population supplied during the reporting year in the company's area of supply. Include population served by bulk supplies received. The population should be obtained from the most recent NISRA estimates, or the company update of these estimates.		
<b>Processing rule</b>	Input		

<b>61</b>	Number of High and Medium water incidents per million resident population served (H&M water incidents OPA value)	nr	2dp
<b>Definition</b>	Number of High and Medium category pollution incidents resulting from NI Water's water treatment and distribution activities per million resident population served.		
<b>Processing rule</b>	Calculated : (Line 59 divided by (Line 60 divided 1000))		

**SEWAGE – SLUDGE DISPOSAL**

<b>62</b>	Percentage unsatisfactory sludge disposal (Sludge disposal OPA value)	%	2dp
<b>Definition</b>	Percentage of total sludge disposal that is unsatisfactory. Give reasons for unsatisfactory disposal in the commentary and the percentages affected.		
<b>Processing rule</b>	Input		

**SEWERAGE SERVICE – BREACH OF CONSENT**

<b>63</b>	WWTW Discharge consent % compliance (WWTW compliance OPA value)	%	2dp
<b>Definition</b>	<p>Percentage population equivalent (pe) served by NI Water STWs that do not comply with:</p> <p>(i) The LUT discharge consent conditions for Biochemical (BOD), Suspended Solids (SS) and Ammonia (NH<sub>4</sub>) and,</p> <p>(ii) Annual averages for Phosphorus (P)</p> <p>under either the Water Order or UWWTD.</p> <p>No account should be taken of holiday or other transient population.</p> <p>This figure should include :</p> <ul style="list-style-type: none"> <li>• PPP works,</li> <li>• WOC and UWWTD failures,</li> </ul> <p>This figure should exclude:</p> <ul style="list-style-type: none"> <li>• Upper tier limit failures.</li> </ul>		
<b>Processing rule</b>	Input		

## Table 4.4 – Outputs delivered by PC21 Capital Projects and Programmes of Work

### Table 4.4 – Block A – Project Information

<b>COL 1</b>	Unique Capital Project Identifier	text	
<b>Field name</b>	PI_Project_ID		
<b>Definition</b>	<p>Unique project identifier as defined in the information requirements for the capital investment submission.</p> <p>The project identifiers used should be consistent with those used in the PC21 capital investment submission.</p>		
<b>Processing rule</b>	Input		

<b>COL 2</b>	Project Name	text	
<b>Field name</b>	PI_Project_Name		
<b>Definition</b>	<p>Descriptive name of project as defined in the information requirements for the capital investment submission.</p> <p>The project names used should be consistent with those used in the PC21 capital investment submission.</p>		
<b>Processing rule</b>	Input		

<b>COL 3</b>	Primary Investment Programme	text	
<b>Field name</b>	PI_PC21_Prog		
<b>Definition</b>	<p>The primary PC21 programme for the project as defined in the PC21 Programme reference table in the information requirements for the capital investment submission.</p> <p>The primary investment programmes used should be consistent with those used in the PC21 capital investment submission.</p>		
<b>Processing rule</b>	Input		

<b>COL 4</b>	Quality Regulator Date (if appropriate)	dd/mm /yyyy	
<b>Field name</b>	N/A		
<b>Definition</b>	<p>The mandatory delivery date for the key output (such as discharge consent or water quality improvement) as determined by the relevant regulator.</p> <p>The company may choose to profile the project to achieve beneficial use in advance of the mandatory delivery date to work within the confines of PE expenditure limits and to manage a reasonable programme level expenditure profile.</p>		
<b>Processing rule</b>	Input		

<b>COL 5</b>	Current actual or projected beneficial use date (if appropriate)	dd/mm	
<b>Field name</b>	CAM_BU		
<b>Definition</b>	<p>The current actual or projected milestone date for beneficial use as defined in the PC21 Programme reference table in the information requirements for the capital investment submission.</p> <p>The date should be consistent with that used in the PC21 capital investment submission.</p>		
<b>Processing rule</b>	Input		

**Table 4.4 – Block B – Project Outputs**

<b>COL 6</b>	PC21 Output Ref Code	text	
<b>Field name</b>	N/A		
<b>Definition</b>	<p>The output reference code relevant to the output being recorded for the project.</p> <p>The codes that are to be used for each defined output are listed in “Table 5 – PC21 Output Reference Codes” in Chapter 4 of the Business Plan information requirements.</p>		
<b>Processing rule</b>	Input		

<b>COL 7</b>	Output Units	text	
<b>Field name</b>	N/A		
<b>Definition</b>	<p>The output units relevant to the output being recorded for the project.</p> <p>The units that are to be used for each defined output are listed in “Table 5 – PC21 Output Reference Codes” in Chapter 4 of the Business Plan information requirements.</p>		
<b>Processing rule</b>	Input		

<b>COL 8</b>	2010-11 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2010-11.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 9</b>	2011-12 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2011-12.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 10</b>	2012-13 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2012-13.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 11</b>	2013-14 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2013-14.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 12</b>	2014-15 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2014-15.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 13</b>	2015-16 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2015-16.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 14</b>	2016-17 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2016-17.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 15</b>	2017-18 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2017-18.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 16</b>	2018-19 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2018-19.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		



<b>COL 17</b>	2019-20 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2019-20.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 18</b>	2020-21 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2020-21.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 19</b>	2021-22 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2021-22.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 20</b>	2022-23 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2022-23.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 21</b>	2023-24 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2023-24.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 22</b>	2024-25 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2024-25.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 23</b>	2025-26 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2025-26.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 24</b>	2026-27 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2026-27.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 25</b>	2027-28 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2027-28.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 26</b>	2028-29 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2028-29.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 27</b>	2029-30 Outputs		
<b>Field name</b>	N/A		
<b>Definition</b>	The actual or projected output for 2029-30.		
<b>Processing rule</b>	<p>Input: Separate lines to be used for each output associated with each project/programme of work.</p> <p>The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2</p> <p>Refer to table 5 of Chapter 4 guidance for units and decimal places</p>		

<b>COL 28</b>	LWWP Output (Y/N)	text	
<b>Field name</b>	N/A		
<b>Definition</b>	<p>Flag to identify outputs that are associated with Living with Water Programme (LWWP). Company should enter “Y” or “N” against each output listed.</p> <p>Separate lines can be used to disaggregate outputs if the company considers that a programme of work is delivering outputs which lie both within LWWP and outside LWWP.</p>		
<b>Processing rule</b>	Input		

## Table 4.5 – Serviceability

Table 4.5 – Block A – Water Infrastructure

<b>1</b>	Water population	000	2dp
<b>Definition</b>	Total resident population.		
<b>Processing rule</b>	Input		
<b>2</b>	Total connected properties at year end	000	1dp
<b>Definition</b>	<p>The total number of properties (domestic and non-domestic) connected to the distribution system at the end of the report year. This must include properties which are connected but not billed (for example, temporarily unoccupied) but should exclude properties which have been permanently disconnected.</p> <p>A group of properties supplied by a single connection should be counted as several properties. They should only be treated as a single property if a single bill covers the whole property.</p>		
<b>Processing rule</b>	Input		
<b>3</b>	Total length of mains	km	2dp
<b>Definition</b>	<p>Total length of mains, potable water. Company to state in the commentary box if definition of "main" is size related (give minimum size) or based on other criteria (e.g. in public road). Raw water mains to be treated as aqueducts. Report in the commentary box on partially treated or non-potable mains.</p> <p>This is the length of mains at the end of the report year.</p>		
<b>Processing rule</b>	Input		

<b>4</b>	Number of mains bursts (incl Active leakage)	nr	0dp
<b>Definition</b>	<p>Mains bursts include all physical repair work to mains from which water is lost which is attributable to pipes, joints 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 a road formation, loading, etc where the costs of repair cannot be recovered from a third party). Include ferrule failures that are attributable to mains material condition or local ground movements, but not incidents of ferrule failure due to ferrule materials or poor workmanship, or associated with the communication pipe connection.</p> <p>Exclude maintenance work on valve packings, hydrant seals, air valves etc. For the avoidance of doubt, all leakage occurring at locations or through joint or material failures which would have been designed for the life of the main (irrespective of whether earlier failure occurs) should be regarded as mains bursts. Failure of consumable or maintainable items (valve packings etc) should be excluded. Exclude valve, hydrant, washout and air valve replacements.</p> <p>Include incidents of over-pressure or pressure cycling, and surge failures etc, which reflect the system operating conditions, even where these failures are accidental rather than associated with weaknesses in pipe condition.</p> <p>All third party damage should be excluded where costs are potentially (rather than actually) recovered from a third party. If these incidents are significant they should be reported in the commentary.</p>		
<b>Processing rule</b>	Input		
<b>5</b>	Mains bursts per 1000km	nr	1dp
<b>Definition</b>	Mains bursts per 1000km of total length of potable water main.		
<b>Processing rule</b>	Calculated: Line 4 divided by (Line 3 divided by 1000)		
<b>6</b>	Interruptions to supply greater than 3 hours resulting from equipment failure	nr	0dp
<b>Definition</b>	<p>The number of properties affected by interruptions to supply of more than three hours' duration which result from failure of NI Water's equipment (including burst mains and pumping stations).</p> <p>This information should be consistent with the data used to generate the information reported in Block B Section (i) of Table 2 of the annual information return.</p>		
<b>Processing rule</b>	Input		

<b>7</b>	DG3 Properties affected by interruptions > 12hrs (unplanned & unwarned)	nr	0dp
<b>Definition</b>	The number of properties affected by interruptions to supply of more than twelve hours' duration which are unplanned, unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties. It includes interruptions for which customers are notified less than 48 hours in advance.		
<b>Processing rule</b>	Input		
<b>8</b>	DG3 Percentage properties affected by interruptions > 12hrs (unplanned & unwarned)	%	2dp
<b>Definition</b>	The percentage of properties affected by interruptions to supply of more than twelve hours' duration which are unplanned, unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties. It includes interruptions for which consumers are notified less than 48 hours in advance.		
<b>Processing rule</b>	Calculated: [Line 7 divided by (Line 2 multiplied by 1,000)] multiplied by 100		
<b>9</b>	Number of regulatory samples taken for Iron at customer taps	nr	0dp
<b>Definition</b>	The total number of samples taken for Iron at consumers' taps in the calendar year under the regulatory sampling programme. Exclude operational samples.  This information should be consistent with that reported on a calendar year basis to DWI.		
<b>Processing rule</b>	Input		
<b>10</b>	Number of regulatory Iron samples exceeding the drinking water standard PCV	nr	0dp
<b>Definition</b>	The number of samples taken for Iron at consumers' taps in the calendar year under the regulatory sampling programme which exceed the drinking water standard Prescribed Concentration or Value (PCV). Exclude operational samples.  This information should be consistent with that reported to DWI.		
<b>Processing rule</b>	Input		
<b>11</b>	Number of regulatory Iron samples exceeding 75% of the drinking water standard PCV	nr	0dp
<b>Definition</b>	The number of samples taken for Iron at consumers' taps in the calendar year under the regulatory sampling programme which exceed 75% of the drinking water standard Prescribed Concentration or Value (PCV). Exclude operational samples.  This information should be consistent with that reported to DWI.		
<b>Processing rule</b>	Input		

<b>12</b>	Percentage of regulatory Iron samples exceeding 75% of the drinking water standard PCV	%	2dp
<b>Definition</b>	<p>The percentage of samples taken for Iron at consumers' taps in the calendar year under the regulatory sampling programme which exceed 75% of the drinking water standard Prescribed Concentration or Value (PCV). Exclude operational samples.</p> <p>This information should be consistent with that reported to DWI.</p>		
<b>Processing rule</b>	Calculated: (Line 11 divided by Line 9) multiplied by 100		
<b>13</b>	Customer contacts (Discoloured water)	nr	0dp
<b>Definition</b>	<p>The number of customer contacts categorised as 'appearance-colour' during the calendar year.</p> <p>The company should identify the number of these that are categorised as 'brown/black/orange' and 'blue/green' separately in its commentary.</p> <p>This information should be consistent with data reported to DWI.</p>		
<b>Processing rule</b>	Input		
<b>14</b>	Customer contacts per 1000 population (Discoloured water)	nr	2dp
<b>Definition</b>	<p>The number of customer contacts categorised as 'appearance-colour' per 1000 population.</p> <p>This information should be consistent with the customer contact data reported to DWI.</p>		
<b>Processing rule</b>	Calculated: Line 13 divided by Line 1		
<b>15</b>	Distribution losses	MI/d	2dp
<b>Definition</b>	<p>The losses on the company's potable water distribution system, i.e. excluding supply pipe leakage, which is the customer's responsibility.</p>		
<b>Processing rule</b>	Input		
<b>16</b>	Company's overall serviceability assessment for water infrastructure	Text	N/A
<b>Definition</b>	<p>Company assessment of the trend in serviceability to customers provided by water infrastructure assets, as measured by movements in service and asset performance indicators.</p> <p>Categorised as Improving, Stable, Marginal or Deteriorating.</p>		
<b>Processing rule</b>	Input		

Table 4.5 – Block B – Water Non-infrastructure

<b>17</b>	Number of regulatory samples taken for Turbidity at operational WTWs (excluding PPP)	nr	0dp
<b>Definition</b>	<p>The total number of samples taken for Turbidity at operational NI Water water treatment works in the calendar year under the regulatory sampling programme. Exclude operational samples and PPP works.</p> <p>This information should be consistent with that reported on a calendar year basis to DWI.</p> <p>The company commentary should:</p> <ul style="list-style-type: none"> <li>• List any periods (by works) when individual works were out of production and the impact on the number of samples taken.</li> <li>• List any periods (by works) when 'mothballed' works were brought back into production for operational reasons. The company should identify the reasons for their reintroduction and the impact on the number of samples taken.</li> <li>• List any periods (by works) when sampling frequencies at individual works were not undertaken as planned. Providing reasons and the impact on the frequency and number of samples taken.</li> <li>• Identify annual distribution input figures for all works sampled.</li> </ul>		
<b>Processing rule</b>	Input		
<b>18</b>	Number of regulatory samples taken for Turbidity at operational WTWs which exceed 1.0 NTU (excluding PPP)	nr	0dp
<b>Definition</b>	<p>The number of samples taken for Turbidity at NI Water operational WTWs in the calendar year under the regulatory sampling programme which exceed 1.0 NTU. Exclude operational samples and PPP works.</p> <p>This information should be consistent with that reported to DWI</p>		
<b>Processing rule</b>	Input		



<b>19</b>	Number of regulatory samples taken for Turbidity at operational WTWs which exceed 0.8 NTU (excluding PPP)	nr	0dp
<b>Definition</b>	<p>The number of samples taken for Turbidity at NI Water operational WTWs in the calendar year under the regulatory sampling programme which exceed 0.8 NTU. Exclude operational samples and PPP works.</p> <p>The company commentary should:</p> <ul style="list-style-type: none"> <li>• Include a list of the exceedances by works. This should be provided in the same format as the Table of 'WTW &amp; Supply Point Exceedances' provided to DWI in the 'AMD WQR' workbooks.</li> <li>• Identify whether the exceedances were determined to be as a consequence of 'treatment problems', 'inadequate treatment' or 'unrepresentative samples'. NI Water should add additional categories if necessary.</li> </ul> <p>This information should be consistent with that reported to DWI.</p>		
<b>Processing rule</b>	Input		
<b>20</b>	Percentage of regulatory samples taken for Turbidity at operational WTWs which exceed 0.8 NTU (excluding PPP)	%	2dp
<b>Definition</b>	<p>The percentage of samples taken for Turbidity at NI Water operational WTWs in the calendar year under the regulatory sampling programme which exceed 0.8 NTU. Exclude operational samples and PPP works.</p> <p>This information should be consistent with that reported to DWI.</p>		
<b>Processing rule</b>	Calculated: (Line 19 divided by Line 17) multiplied by 100		
<b>21</b>	Number of regulatory samples taken for THMs at customer taps	nr	0dp
<b>Definition</b>	<p>The total number of samples taken for THMs at consumers' taps in the calendar year under the regulatory sampling programme. Exclude operational samples.</p> <p>This information should be consistent with that reported to DWI.</p>		
<b>Processing rule</b>	Input		

<b>22</b>	Number of regulatory THM samples exceeding the drinking water standard PCV	nr	0dp
<b>Definition</b>	<p>The number of samples taken for THMs at consumers' taps in the calendar year under the regulatory sampling programme which exceed the drinking water standard Prescribed Concentration or Value (PCV). Exclude operational samples.</p> <p>This information should be consistent with that reported to DWI.</p>		
<b>Processing rule</b>	Input		
<b>23</b>	Number of regulatory THM samples exceeding 75% of the drinking water standard PCV	nr	0dp
<b>Definition</b>	<p>The number of samples taken for THMs at consumers' taps in the calendar year under the regulatory sampling programme which exceed 75% of the drinking water standard Prescribed Concentration or Value (PCV). Exclude operational samples.</p> <p>This information should be consistent with that reported to DWI.</p>		
<b>Processing rule</b>	Input		
<b>24</b>	Percentage of regulatory THM samples exceeding 75% of the drinking water standard PCV	%	2dp
<b>Definition</b>	<p>The percentage of samples taken for THMs at consumers' taps in the calendar year under the regulatory sampling programme which exceed 75% of the drinking water standard Prescribed Concentration or Value (PCV). Exclude operational samples.</p> <p>This information should be consistent with that reported to DWI.</p>		
<b>Processing rule</b>	Calculated: (Line 23 divided by Line 21) multiplied by 100		
<b>25</b>	Events at WTW resulting from treatment difficulties or ineffective treatment categorised as 'significant' or higher	nr	0dp
<b>Definition</b>	<p>The number of notified events which resulted from treatment difficulties or ineffective treatment at WTWs which were categorised as significant or higher by DWI.</p> <p>The company commentary should also list the events that have been notified to DWI in any category during the calendar year identifying the category that each event falls into (i.e. not significant, minor, significant, serious or major). This should follow the same format as information reported by DWI in its annual report on Drinking Water Quality (i.e. date of incident, area and estimate of properties/population potentially affected, nature and cause of incident, associated council areas).</p> <p>This information should be consistent with that reported to DWI.</p>		
<b>Processing rule</b>	Input		

<b>26</b>	Number of regulatory samples taken at Service Reservoirs for coliform bacteria	nr	0dp
<b>Definition</b>	<p>The total number of samples taken for coliform bacteria at Service Reservoirs in the calendar year under the regulatory sampling programme. Exclude operational samples.</p> <p>This information should be consistent with data reported to DWI.</p>		
<b>Processing rule</b>	Input		

<b>27</b>	Number of regulatory samples taken for coliform bacteria at Service Reservoirs exceeding the drinking water standard PCV	nr	0dp
<b>Definition</b>	<p>The number of regulatory samples taken for coliform bacteria at Service Reservoirs in the calendar year under the regulatory sampling programme which exceed the drinking water standard Prescribed Concentration or Value (PCV). Exclude operational samples.</p> <p>The company commentary should:</p> <ul style="list-style-type: none"> <li>• Include a list of the exceedances by SR. This should be provided in the same format as the Table of 'Service Reservoir Exceedances' provided to DWI in the 'AMD WQR' workbooks.</li> <li>• Identify whether the exceedances were categorised as 'inadequate disinfection', 'no cause could be determined' or 'unrepresentative samples'. NI Water should add additional categories if necessary.</li> </ul> <p>This information should be consistent with data reported to DWI.</p>		
<b>Processing rule</b>	Input		

<b>28</b>	Percentage of regulatory samples taken for coliform bacteria at Service Reservoirs exceeding the drinking water standard PCV	%	2dp
<b>Definition</b>	<p>The percentage of regulatory samples taken for coliform bacteria at Service Reservoirs in the calendar year under the regulatory sampling programme which exceed the drinking water standard Prescribed Concentration or Value (PCV). Exclude operational samples.</p> <p>This information should be consistent with data to DWI.</p>		
<b>Processing rule</b>	Calculated: (Line 27 divided by Line 26) multiplied by 100		

<b>29</b>	Unplanned (reactive) maintenance - Percentage of Water Non-infra critical assets unavailable	%	2dp
<b>Definition</b>	The percentage of Water non-infrastructure critical assets that are unavailable, as measured by the number of critical assets on the telemetry system that were recorded as being in a 'failed state' during the report year.		
<b>Processing rule</b>	Input		
<b>30</b>	Company's overall serviceability assessment for water non-infrastructure	Text	N/A
<b>Definition</b>	Company assessment of the trend in serviceability to customers provided by water non-infrastructure assets, as measured by movements in service and asset performance indicators.  Categorised as Improving, Stable, Marginal or Deteriorating.		
<b>Processing rule</b>	Input		

Table 4.5 – Block C – Sewerage Infrastructure

<b>31</b>	Total length of sewers	km	2dp
<b>Definition</b>	Total length of sewers. Include gravity sewers, rising mains.		
<b>Processing rule</b>	Input		
<b>32</b>	Total number of rising main failures	nr	0dp
<b>Definition</b>	<p>Number of repairs to rising main pipe breaks.</p> <p>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. If the incidents are significant, they should be reported in the commentary.</p>		
<b>Processing rule</b>	Input		
<b>33</b>	Total number of gravity sewer collapses	nr	0dp
<b>Definition</b>	<p>Number of repairs to gravity sewer collapses.</p> <p>All third party damage should be excluded where costs are potentially (rather than actually) recovered from a third party. If the incidents are significant, they should be reported in the commentary.</p>		
<b>Processing rule</b>	Input		
<b>34</b>	Total number of sewer collapses	nr	0dp
<b>Definition</b>	Number of sewer collapses, including bursts to rising mains.		
<b>Processing rule</b>	Calculated: Sum of Line 32 and Line 33		
<b>35</b>	Sewer collapses per 1,000km	nr	1dp
<b>Definition</b>	Number of sewer collapses per thousand kilometres of all sewers.		
<b>Processing rule</b>	Calculated: Line 34 divided by (Line 31 divided by 1000)		
<b>36</b>	Total number of sewer blockages	nr	0dp
<b>Definition</b>	<p>Number of sewer blockage events that required clearing. Exclude blockages cleared as good will on private sewers and private drains. A blockage is an obstruction in a sewer which causes a reportable problem (not caused by hydraulic overload), such as flooding or discharge to a watercourse, unusable sanitation, surcharged sewers or odour.</p>		
<b>Processing rule</b>	Input		

<b>37</b>	Sewer blockages per 1,000km	nr	1dp
<b>Definition</b>	Number of sewer blockage events that required clearing per thousand kilometres of all sewers.		
<b>Processing rule</b>	Calculated: Line 36 divided by (Line 31 divided by 1000)		

<b>38</b>	Number of H & M pollution incidents from sewer network (CSOs, rising mains and foul sewers)	nr	0dp
<b>Definition</b>	The total number of high, and medium category pollution incidents arising from CSOs, foul sewers and rising mains in the calendar year.  This should be consistent with information reported to/by NIEA.		
<b>Processing rule</b>	Input		

<b>39</b>	Number of H, M & L pollution incidents from sewer network (CSOs, rising mains and foul sewers)	nr	0dp
<b>Definition</b>	The total number of high, medium and low category pollution incidents arising from CSOs, foul sewers and rising mains in the calendar year.  This should be consistent with information reported to/by NIEA.		
<b>Processing rule</b>	Input		

<b>40</b>	Properties flooded in the year (other causes)	nr	0dp
<b>Definition</b>	The number of properties affected by flooding incidents from equipment failures, blockages or collapses (collectively grouped as other causes). This should include properties where an uninhabited cellar is the only part affected by the flooding.  A property affected by more than one incident under this definition is reported as one property in this line.		
<b>Processing rule</b>	Input		

<b>41</b>	Areas flooded externally in the year (other causes)	nr	0dp
<b>Definition</b>	The number of external areas affected by flooding incidents from equipment failures, blockages or collapses (collectively grouped as other causes).  An area affected by more than one incident under this definition is reported as one area in this line.		
<b>Processing rule</b>	Input		

<b>42</b>	Total number of equipment failures repaired	nr	Odp
<b>Definition</b>	<p>The total number of sewerage equipment failures. The total number of sewerage equipment failures which had, or were likely to have, a detrimental impact on service to customers or the environment.</p> <p>'Equipment' includes</p> <ul style="list-style-type: none"> <li>• Pumping stations (foul, surface water or combined)</li> <li>• Overflows (CSO and emergency)</li> <li>• Penstocks</li> <li>• Anti-flood valves</li> <li>• Vacuum sewerage systems</li> <li>• Storage tanks</li> <li>• Flow control devices (e.g. Hydrobrakes)</li> <li>• Real-time telemetry control systems</li> <li>• Oil interceptors</li> <li>• Chemical dosing.</li> </ul>		
<b>Processing rule</b>	Input		
<b>43</b>	Number of pumping station emergency overflows triggered by equipment failure	nr	Odp
<b>Definition</b>	The number of overflows at pumping stations (foul, surface water or combined) resulting from equipment failure.		
<b>Processing rule</b>	Input		
<b>44</b>	Number of sewer repairs	nr	Odp
<b>Definition</b>	<p>The number of sewer repairs undertaken in the report year.</p> <p>The company commentary should confirm whether the reported figures include repairs carried out on sewer laterals and drains identifying the numbers of each where relevant.</p>		
<b>Processing rule</b>	Input		
<b>45</b>	Company's overall serviceability assessment for sewerage infrastructure	Text	N/A
<b>Definition</b>	<p>Company assessment of the trend in serviceability to customers provided by sewerage infrastructure assets, as measured by movements in service and asset performance indicators.</p> <p>Categorised as Improving, Stable, Marginal or Deteriorating.</p>		
<b>Processing rule</b>	Input		

**Table 4.5 – Block D – Sewerage Non-infrastructure**

<b>46</b>	% NI Water WwTW discharges not compliant with numeric consents	%	1dp
<b>Definition</b>	<p>The percentage of NI Water wastewater treatment works discharges with numeric discharge consents which were sampled on behalf of the Northern Ireland Environment Agency (NIEA) in the calendar year and found not to be compliant with the consent conditions.</p> <p>Compliance shall be assessed for all WwTW which have a numeric consent as defined by NIEA in its assessment of compliance for the calendar year.</p> <p>Compliance of each WwTW shall be assessed against all consent parameters and conditions considered by NIEA when it assesses and publishes compliance data for the calendar year.</p> <p>The denominator used to calculate percentage non-compliance shall be the total number of WwTW discharges with numeric consents as defined by NIEA in its assessment of compliance for the calendar year. The numerator shall be the number of discharges recorded as having at least one failure of the conditions.</p> <p>The % WwTW non-compliance reported should be consistent with the figure reported by NIEA for the % of WwTWs compliant with numeric consents for the calendar year.</p>		
<b>Processing rule</b>	Input		



47	% of total p.e. served by NI Water WwTWs not compliant with numeric consents excluding upper tier failures	%	2dp
<b>Definition</b>	<p>Percentage of population equivalent served by NI Water wastewater treatment works with numeric consents which were sampled on behalf of the Northern Ireland Environment Agency (NIEA) in the calendar year and found not to be compliant with the consent conditions, excluding upper tier failures.</p> <p>Compliance shall be assessed for all WwTW which have a numeric consent as defined by NIEA in its assessment of compliance for the calendar year.</p> <p>Compliance for each WwTW shall be assessed against all consent parameters and conditions considered by NIEA when it assesses and publishes compliance data for the calendar year.</p> <p>The denominator used to calculate percentage compliance shall be the total population equivalent for WwTW discharges with numeric consents as defined by NIEA in its assessment of compliance for the calendar year. The numerator shall be the population equivalent of discharges which fail any of the consent conditions considered by NIEA when it assesses and publishes compliance data for the calendar year.</p> <p>The % of total p.e. served by WwTWs not compliant with numeric consents should be consistent with the figure reported by NIEA for the % p.e served by WwTWs compliant with numeric consents for the calendar year.</p>		
<b>Processing rule</b>	Input		
48	Number of BOD, SS and Ammonia sample results recorded for compliance reporting at NI Water WwTWs with numeric consents	nr	Odp
<b>Definition</b>	<p>The total number of BOD, SS and Ammonia parameter results recorded during the calendar year for the purpose of compliance reporting.</p> <p>Only include sample results for NI Water WwTWs which have a numeric consent as defined by NIEA in its assessment of compliance for the calendar year.</p> <p>This information should be consistent with that reported to NIEA.</p>		
<b>Processing rule</b>	Input		

<b>49</b>	Number of BOD, SS and Ammonia compliance sample results which exceeded their numeric consent value	nr	0dp
<b>Definition</b>	<p>The total number of BOD, SS and Ammonia parameter results recorded during the calendar year for the purpose of compliance reporting which exceeded their consent value.</p> <p>Only include sample results for NI Water WwTWs which have a numeric consent as defined by NIEA in its assessment of compliance for the calendar year.</p> <p>This information should be consistent with that reported to NIEA.</p>		
<b>Processing rule</b>	Input		
<b>50</b>	Percentage of BOD, SS and Ammonia compliance sample results which exceeded their numeric consent value	%	2dp
<b>Definition</b>	<p>The percentage of the total number of BOD, SS and Ammonia parameter results recorded during the calendar year for the purpose of compliance reporting which exceeded their consent value.</p> <p>Only include sample results for NI Water WwTWs which have a numeric consent as defined by NIEA in its assessment of compliance for the calendar year.</p> <p>This information should be consistent with that reported to NIEA.</p>		
<b>Processing rule</b>	Calculated: (Line 49 divided by Line 48) multiplied by 100		
<b>51</b>	Number of NI Water WwTWs with one or more compliance sample result (BOD, SS or Ammonia) exceeding the numeric consent value	nr	0dp
<b>Definition</b>	<p>The total number of wastewater treatment works with one or more compliance sample result for BOD, SS or Ammonia exceeding the numeric consent value during the calendar year.</p> <p>Include all NI Water WwTWs which have a numeric consent as defined by NIEA in its assessment of compliance for the calendar year.</p> <p>This information should be consistent with that reported to NIEA.</p>		
<b>Processing rule</b>	Input		

<b>52</b>	Small WwTW non-compliance (works greater than or equal to 20p.e. but less than 250p.e.)	%	2dp
<b>Definition</b>	<p>The percentage of wastewater treatment works in the size band 20 – 249 population equivalent (pe) (inclusive) found not to be compliant with the Northern Ireland Environment Agency (NIEA) consent conditions in the calendar year.</p> <p>This measure is directly linked to delivery of small works under the Rural Wastewater Improvement Project (RWIP) as agreed with NIEA.</p>		
<b>Processing rule</b>	Input		
<b>53</b>	Unplanned (reactive) maintenance - Percentage of Sewerage Non-infra critical assets unavailable	%	2dp
<b>Definition</b>	<p>The percentage of Sewerage non-infrastructure critical assets that are unavailable, as measured by the number of critical assets on the telemetry system that were recorded as being in a 'failed state' during the report year.</p>		
<b>Processing rule</b>	Input		
<b>54</b>	Company's overall serviceability assessment for sewerage non-infrastructure	Text	N/A
<b>Definition</b>	<p>Company assessment of the trend in serviceability to customers provided by sewerage non-infrastructure assets, as measured by movements in service and asset performance indicators.</p> <p>Categorised as Improving, Stable, Marginal or Deteriorating.</p>		
<b>Processing rule</b>	Input		