

Board's Overview

Chapter 1

Tables A and B

Covering:
Key outputs and service delivery

Board Overview Chapter 1

Key outputs and service delivery

Guidance

Tables A and B summarise information relating to key outputs and service delivery.

Block A in each table relates to key service outputs for the water and sewerage services. Blocks B and C for water concerns the delivery of the drinking water quality and environmental outputs, including those facilities operated by PPP contractors (Table A line 14a and Table B lines 8a to 13a). Whilst blocks B and C for the sewerage service concerns quality and environmental compliance, activities and outputs, block D contains information on parameters used to assess the company's performance in maintaining serviceability to customers. An assessment of the current serviceability of infrastructure and non – infrastructure should be entered by the company.

Block E allows the company to report against other defined outputs for maintaining base services which are included in the SBP. For block E the company should enter a description of the projects included in the SBP, and give a brief description in the commentary of the programme of work carried out in 2007/08 to meet this defined output.

Commentary

The commentary should describe the company's progress in delivering enhanced levels of customer service and maintaining current levels of service. The commentary should describe in detail how the improvements have been effected and quantify them with reference where possible to levels of service indicators. The company is asked to report progress on the delivery of the SBP water quality and sewerage service enhancements against the SBP output expectations. The company should identify expenditure claimed to be part of discretionary capital spending programmes, which may include enhanced levels of service.

Where, in exceptional cases, the company elect to use a different calculation rule from those indicated in the definitions for table B lines 8, 9, 10, 11 and 22, they should fully explain their reasoning.

Health and safety

The company should explain briefly the initiatives they have taken, or are currently taking, to maintain and improve their health and safety performance. The company should set out the general trend of their health and safety performance over the last five years, and draw to our attention any positive, and any adverse, outcomes. The company should also indicate their stance towards Water UK's 'Water Ahead' occupational health reduction initiative.

Reporter's commentary on this issue is also required (see also the Introduction to the Annual Information return).

Carbon Accounting

For the June return 2008 Ofwat are introducing a requirement for companies to report greenhouse gas emissions associated with the provision of water, wastewater and sludge disposal in their commentary to the Board Overview. Ofwat will be collecting this data in future June returns and NIAUR will also be considering including these requirements within the annual information return. We would therefore welcome the company's comments on the data requirements, as defined by Ofwat (detailed below in italics), and on the company's ability to report this information in future returns. **Note: Reporting of the following carbon accounting information by NIW in AIR08 is not required.**

Companies are required to report operational greenhouse gas (GHG) emissions according to the Water UK revised methodology 2007 (UKWIR, Carbon Accounting Methodology, 2007). These emissions include direct and indirect emissions associated with the provision of water, wastewater and sludge disposal (see definitions below). They exclude emissions from the supply chain or embedded carbon in construction activities. The figures quoted should comply with the requirements of reporting for the Carbon Reduction Commitment (CRC) and the June 2007 Defra guidelines on greenhouse gas conversion factors.

Companies are required to report in tonnes of CO₂ equivalent emissions per year:

1. Total net annual emissions according to the CRC (CO₂ from all energy sources, including electricity, gas and other fuels)
[sheet 'Homepage' and cell ref 'N16']
2. Total net annual emissions according to the Defra GHG guidelines (CO₂, CH₄, N₂O, HFCs, PFCs & SF₆)
[sheet 'Homepage' and cell ref 'O16']

These should be net emissions to operate in 2007-08. Net emissions do not include carbon dioxide emissions that are considered to be "short cycle". This is where emissions have been derived directly or indirectly from biomass, thus these emissions returning to the atmosphere are those that have been recently extracted by a growing plant. Short cycle emissions of nitrous oxide and methane are included due to their global warming potential.

Although Carbon Reduction Commitment emissions require reporting on a calendar year basis, the Water UK methodology enables reporting of CRC emissions on a financial year basis. It is financial year values that are required here.

The following should also be reported in kg CO₂ equivalent emissions per Ml according to the Defra GHG guidelines.

3. Net GHG emissions per Ml of treated water
[sheet 'Homepage' and cell ref 'O21']
4. Net GHG emissions per Ml of sewage treated
[sheet 'Homepage' and cell ref 'O22']

These should include all GHG emissions (CO₂, CH₄, N₂O, HFCs, PFCs & SF₆). It should be measured as the net annual GHG emissions to operate in 2007-08 divided by the annual volume of treated water / sewage treated. For treated water, this should include all GHG emissions from the abstraction, treatment and distribution of water. For sewage treated, this should include all GHG emissions from sewage pumping, treatment and sludge treatment and disposal.

Figures should include direct and indirect emissions, but at present exclude supply chain emissions and embedded carbon/greenhouse gases (see definitions below).

- **Direct emissions** are those from sources that are owned or controlled by the water company (e.g. fuels used on sites, process emissions and transport).
- **Indirect emissions** are those arising from a company's activities but occur from sources that are not owned or controlled by the company (e.g. electricity).
- **Supply chain emissions** are those associated with the manufacture and transport of consumables used by the water industry (e.g. those associated with the use of chemicals).

- **Embedded emissions** are those associated with the manufacture and distribution of materials, especially those for materials of construction, such as concrete and steel, rather than for consumables (e.g. emissions embedded in steel include the coke used to smelt ore and the energy used to make steel).

Companies should make clear the key assumptions used in their analysis and reporting, and expose areas where accounting for emissions is not yet fully developed, or where some emissions are currently omitted from the company's greenhouse gas accounting methodology.

Data should be reported in the form of the following table within the commentary for JR08:

Item	Description	Unit	Value
1	Total net annual emissions according to the CRC	tonnes of CO ₂ equivalent emissions	
2	Total net annual emissions according to the Defra GHG guidelines	tonnes of CO ₂ equivalent emissions	
3	Net GHG emissions per MI of treated water	kg of CO ₂ equivalent emissions per MI	
4	Net GHG emissions per MI of sewage treated	kg of CO ₂ equivalent emissions per MI	

Guidance to reporters

Reporters are required to make informed judgements about the validity of the company response on the ability to report this information from 2008/09 onwards..

Table A line definitions

A SERVICE AND PERFORMANCE

1	DG2 Percentage of properties receiving low water pressure	%	2dp
Definition	The percentage of total number of properties in the company water supply area which, at the end of the year, have received and are likely to continue to receive a pressure or flow below the reference level.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Calculated: sum of table 2, line 3 divided by (table 2, line 1 multiplied by 1,000) all multiplied by 100.		
Responsibility	Comparative Efficiency and Performance Team		

2	DG3 Overall performance score	nr	2dp
Definition	Reflects the percentage of properties in the company's area affected by unplanned and unwarned supply interruptions greater than 6 hours, 12 hours and 24 hours, as reported in table 2 lines 6, 7 and 8.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Calculated: sum of (% greater than 6 hrs multiplied by 1) plus (% greater than 12 hrs multiplied by 1) plus (% greater than 24hrs multiplied by 2).		
Responsibility	Comparative Efficiency and Performance Team		

3	DG4 % population- hosepipe restrictions	%	1dp
Definition	The percentage of population affected by hosepipe bans for any reason.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 2 line 21.		
Responsibility	Comparative Efficiency and Performance Team		

4	DG4 % population – drought orders	%	1dp
Definition	The percentage of population affected by drought orders.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 2 line 22.		
Responsibility	Comparative Efficiency and Performance Team		

5	DG6 Percentage dealt with within 5 working days	%	1dp
Definition	The percentage of billing contacts dealt with within five working days.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 4 line 4		
Responsibility	Comparative Efficiency and Performance Team		

Sewer flooding - external

6	DG7 Percentage dealt with within 10 working days	%	1dp
Definition	The number of written complaints dealt with within ten working days.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 5 line 3		
Responsibility	Comparative Efficiency and Performance Team		

7	DG8 Bills for metered customers – performance	%	1dp
Definition	DG8 – Bills for metered customers; the percentage of customers with metered accounts, who during the year received at least one bill based on a company or customer meter reading.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Calculated: table 5, line 9 divided by (line 6 minus line 7) multiplied by 100.		
Responsibility	Comparative Efficiency and Performance Team		

8	DG9 percentage of calls abandoned	%	1dp
Definition	The total number of telephone calls received which were abandoned before a company agent could substantively answer 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.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Calculated: table 5 line 15 divided by table 5 line 13 all multiplied by 100		
Responsibility	Comparative Efficiency and Performance Team		

9	DG9 percentage of calls receiving the engaged tone	%	1dp
Definition	The total number of calls into the principal advertised customer contact points that receive engaged tones. Expressed as a percentage of total calls received plus total abandoned calls.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Calculated: table 5 line 14 divided by (line 14 plus line 13) all multiplied by 100		
Responsibility	Comparative Efficiency and Performance Team		

10	Water ESL (1) enter description (including units)		
Definition	Defined outputs for water enhanced service to be delivered in the current period as set down in the SBP. Please set out units being reported e.g. number, properties.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Comparative Efficiency and Performance Team		

11	Water ESL (2) enter description (including units)
Definition	Defined outputs for water enhanced service to be delivered in the current period as set down in the SBP. Please set out units being reported e.g. number, properties.
Primary Purpose	Confirming delivery of key outputs and service.
Processing rule	Input
Responsibility	Comparative Efficiency and Performance Team

B DRINKING WATER QUALITY OUTPUTS

12	Percentage mean zonal compliance with drinking water Regulations	%	2dp
Definition	The percentage mean zonal compliance with samples taken according to the current Drinking Water Quality Regulations during the calendar year. This is the same figure reported on a calendar year basis by DWI in the Report on Drinking Water Quality in Northern Ireland. (This information may need to be amended after the DWI report is published).		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

13	Percentage mean zonal compliance with PCV for iron at the tap	%	2dp
Definition	The percentage mean zonal compliance with the iron parameter taken according to the current Drinking Water Quality Regulations during the calendar year. This is the same measure reported on a calendar year basis by DWI in the Report on Drinking Water Quality in Northern Ireland. (This information may need to be amended after the Chief Inspector's report is published)		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

14	Water treatment works improvements	nr	0dp
Definition	The number of water treatment works improvements completed in the report year to deliver the quality enhancement programme funded in the SBP given technical support by the DWI. . Note: report year		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

14a	Water treatment works improvements (PPP)	nr	0dp
Definition	The number of water treatment works improvements completed in the report year to deliver the quality enhancement programme funded in the SBP by the PPP Concession company and given technical support by the DWI. . Note: report year		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

15	Distribution mains renovated for quality	km	2dp
Definition	The length of water distribution mains renovated for water quality reasons in the report year expressed in kilometres. This renovation should be the summation of all reline and replacement activity under Article 31 undertakings and any work on consumer acceptability confirmed by DWI and covered by a schedule of works attached to a legally binding instrument of works. This must be consistent with the programme of work funded under the SBP. It may be necessary to amend these lengths at a later date after a review by the DWI.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

16	Distribution mains cleaned for quality	km	2dp
Definition	The length of mains cleaned in report year expressed in kilometres as part of the quality enhancement programme. This can be either specified or general cleaning set down in Article 31 undertakings for the distribution system, which have been accepted as quality enhancement or cleaning as part of the specified activity to improve consumer acceptability. This includes mains cleaning for which the company received technical support from DWI and is listed under the schedule of works attached to a legally binding instruments of works. This must be consistent with the programme of work funded under the SBP I. It may be necessary to amend these lengths at a later date after review by DWI.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 11 line 5		
Responsibility	Network Regulation Team		

C ENVIRONMENTAL WATER OUTPUTS

17	Environmental impact - number of investigations	nr	0dp
Definition	The number of environmental investigations into the environmental impact of water abstraction completed during the report year. These are the investigations included in the SBP. Do not include investigations carried out as part of a larger project. Note: report year		
Primary Purpose	Informing relative performance and efficiency assessments.		
Processing rule	Copied: table 11 line 28.		
Responsibility	Network Regulation Team		

18	Environmental impact - number of options appraisals	nr	0dp
Definition	The number of projects appraising options for the alleviation of the environmental impact of water abstractions completed during the report year. These are the options appraisals included in the SBP.. Note: report year		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 11 line 29		
Responsibility	Comparative Efficiency and Performance Team		

19	Other environmental improvements	nr	0dp
Definition	The number of projects to deliver environmental improvements completed during the report year.. These are the implementation projects included in the SBP. Note: report year		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 11 line 30.		
Responsibility	Network Regulation Team		

D SERVICEABILITY

20	Mains burst per 1,000 km	nr	1dp
Definition	<p>Mains bursts include all physical repair work to mains from which water is lost which is attributable to pipes, fittings, or joint material failures or movement, or caused or deemed to be caused by conditions of 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 classified as leakage. Also include incidents of over-pressure or pressure cycling, 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>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table11 line 11.		
Responsibility	Network Regulation Team		

21	Water treatment work coliform non-compliance	%	2dp
Definition	The number of water treatment works with determinations containing coliforms as a percentage of the number of determinations of water leaving treatment works taken at frequencies required by the 'Water Supply (Water Quality) Regulations (Northern Ireland) 2007'. This information is given in the Drinking Water Inspectorate's Annual Report in the calendar year on drinking water quality in Northern Ireland. This information may need to be amended after the publication of the DWI Report.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

22	Water infrastructure	text
Definition	Assessment of the recent historical trend in serviceability to customers provided by water infrastructure assets, as measured by movements in service and asset performance indicators.	
Primary Purpose	Confirming delivery of key outputs and service.	
Processing rule	Input	
Responsibility	Network Regulation Team	

23	Water non infrastructure	text
Definition	Assessment of the recent historical trend in serviceability to customers provided by water non-infrastructure assets, as measured by movements in service and asset performance indicators.	
Primary Purpose	Confirming delivery of key outputs and service.	
Processing rule	Input	
Responsibility	Network Regulation Team	

E DEFINED OUTPUTS FOR MAINTAINING BASE SERVICES

24	Water infrastructure (1)	text
Definition	Defined outputs in water infrastructure base service to be delivered in the period 2007 to 2008 included in the SBP (where applicable).	
Primary Purpose	Confirming delivery of key outputs and service.	
Processing rule	Input	
Responsibility	Network Regulation Team	

25	Water infrastructure (2)	text
Definition	Defined outputs in water infrastructure base service to be delivered in the period 2007 to 2008 included in the SBP (where applicable).	
Primary Purpose	Confirming delivery of key outputs and service.	
Processing rule	Input	
Responsibility	Network Regulation Team	

26	Water non infrastructure (1)	text
Definition	Defined outputs in water non-infrastructure base service to be delivered in the period 2007-2008 as included in the SBP (where applicable).	
Primary Purpose	Confirming delivery of key outputs and service.	
Processing rule	Input	
Responsibility	Network Regulation Team	

27	Water non infrastructure (2)	text
Definition	Defined outputs in water non-infrastructure base service to be delivered in the period 2007-2008as included in the SBP (where applicable).	
Primary Purpose	Confirming delivery of key outputs and service.	
Processing rule	Input	
Responsibility	Network Regulation Team	

Table B Line definitions

A SERVICE PERFORMANCE

Sewer flooding – internal

1	2 in 10 risk at end of year	nr	0dp
Definition	The total number of properties at risk of internal flooding more than twice in ten years – at end of year.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 3 line 12.		
Responsibility	Network Regulation Team		

2	1 in 10 risk at end of year	nr	0dp
Definition	The total number of properties at risk of internal flooding more than once in ten years – at end of year.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: Table 3 line 13.		
Responsibility	Network Regulation Team		

3	1 in 20 risk at end of year	nr	0dp
Definition	The number of properties at risk of internal flooding more than once in twenty years (but less than 1 in 10) at end of the year.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 3 line 15.		
Responsibility	Network Regulation Team		

4	Properties flooded in the year (overloaded sewers)	nr	0dp
Definition	Number of properties internally flooded due to overloaded sewers – at end of year.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 3 line 2.		
Responsibility	Network Regulation Team		

5	Properties flooded in the year (other causes)	nr	0dp
Definition	<p>The number of properties affected by flooding incidents from equipment failures, blockages or collapses (collectively grouped as other causes) – at end of year.</p> <p>A property affected by more than one incident under this definition is reported as one property in this line.</p>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 3 line 6.		
Responsibility	Network Regulation Team		

Sewer flooding - external

6	Areas flooded externally in the year (overloaded sewers)	nr	0dp
Definition	Total number of areas affected by external flooding incidents in the year due to overloaded sewers.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 3a line 1.		
Responsibility	Network Regulation Team		

7	Areas flooded externally in the year (other causes)	nr	0dp
Definition	<p>The number of properties/areas affected by flooding incidents from equipment failures, blockages or collapses (collectively grouped as other causes) at end of year.</p> <p>A property/area affected by more than one incident under this definition is reported as one property/area in this line.</p>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 3a line 7		
Responsibility	Network Regulation Team		

B QUALITY & ENVIRONMENTAL COMPLIANCE

8	% of sewage treatment works discharges non-compliant (Water Order numeric consents)	%	1dp
Definition	<p>Percentage of sewage treatment works discharges with Water Order numerical discharge consents which were sampled on behalf of the Environment and Heritage Service in the calendar year and found not to be compliant with either or both the sanitary and non-sanitary consent conditions.</p> <p>In calculating the percentage the denominator should be the number of STW discharges with Water Order numerical discharge consent conditions, not the total number of STWs owned and operated by the company. The numerator should be the number of discharges recorded as having at least one failure of the sanitary, upper tier sanitary or upper tier/absolute non sanitary conditions.</p> <p>Note: calendar year</p>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

9	% of sewage treatment works discharges non-compliant (UWWTD consents)	%	1dp
Definition	<p>Percentage of sewage treatment works discharges with Urban Waste Water Treatment Directive consents, which were sampled by the company in the calendar year, and found to be non-compliant with any of the relevant requirements of the Directive. .</p> <p>In calculating the percentage the denominator should be the number of STW discharges with UWWTD discharge consent conditions, not the total number of STWs owned and operated by the company. The numerator should be the number of discharges recorded as having a failure of the 'UWWT All' conditions.</p> <p>Note: calendar year</p>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

10	% of total p.e. served by sewage treatment works in breach of Water Order consent	%	1dp
Definition	<p>Percentage of the total population equivalent served by sewage treatment works, sampled on behalf of the Environment and Heritage Service during the calendar year, which were non-compliant with their Water Order consent conditions. Equivalent population should be calculated on the basis of 60g BOD₅ per capita per day. No account should be taken of holiday or other transient population.</p> <p>Note: calendar year</p>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

11	% of total p.e. served by sewage treatment works in breach of UWWTD consent	%	1dp
Definition	<p>Percentage of population equivalent served by sewage treatment works with Urban Waste Water Treatment Directive consents, which were sampled by the company in the calendar year, and found to be non-compliant with consents for biochemical oxygen demand (BOD), and/or limits for phosphorus and nitrogen measured as an annual average concentration.</p>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

12	% of intermittent discharges satisfactory	%	2dp
Definition	The number of intermittent discharges that have operated in a satisfactory manner during the 2007/08 report year expressed as a percentage.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Calculated (1 minus (table 16 line 16a divided by table 16 line 17a)) all multiplied by 100.		
Responsibility	Network Regulation Team		

13	Percentage unsatisfactory sludge disposal	%	2dp
Definition	Percentage of total sludge disposal that is unsatisfactory. Give reasons for unsatisfactory disposal in the commentary and the percentages affected in table 15 line 14.		
Primary Purpose	Informing relative performance and efficiency		
Processing rule	Copied: table 15 line 14.		
Responsibility	Network Regulation Team		

B1 QUALITY & ENVIRONMENTAL COMPLIANCE (PPP)

Line definitions for B apply to section B1.

C QUALITY AND ENVIRONMENTAL ACTIVITIES AND OUTPUTS

14	Unsatisfactory intermittent discharges dealt with	nr	0dp
Definition	The number of unsatisfactory intermittent discharges (UIDs) for which the company has completed the improvements during the report year. Include all the outputs delivered under the quality enhancement programme allowed for in the SBP.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

15	First time sewerage schemes -properties	prop	0dp
Definition	<p>The number of existing properties that have connected or are now able to connect to the public sewerage system for the first time, due to the completion of Article 157 schemes implemented during the report year. These are the projects included in the SBP.</p> <p>The method for assessing the number of connectable properties must be the same one used by the company in its final business plan in April 2004. The reporter should confirm that this is the case.</p>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 16 line 29.		
Responsibility	Network Regulation Team		

16	Sewage treatment works improved	nr	0dp
Definition	The number of sewage treatment works improved under the quality enhancement programme during the report year. These are the projects included in the SBP, including those improved by PPP contractors..		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

17	Additional sewage sludge arising from new quality obligations since April 2007	ttds	1dp
Definition	The net additional amount of sewage sludge produced by the end of the report year relative to end March 2007 as a result of implementing the quality enhancement through the SBP CWP since April 2007.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 15 line 17.		
Responsibility	Network Regulation Team		

18	Total sewage sludge produced	ttds	1dp
Definition	The total amount of sewage sludge the company produced during the report year as thousands of tonnes of dry solids of sludge produced by the whole service including sludge arising from PPP contractors.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 15 line 15 and (PPP).		
Responsibility	Network Regulation Team		

19	Number of investigations completed, related to the quality programme	nr	0dp
Definition	The total number of investigations completed during the report year. These are the investigations included in the SBP. Do not include investigations carried out as part of a larger project.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 16 line 33		
Responsibility	Network Regulation Team		

D SERVICEABILITY TO CUSTOMERS

20	Sewer collapses per 1,000 km	nr	1dp
Definition	Number of sewer collapses per thousand kilometres of all sewers. Include bursts to rising mains, even where failures are accidental rather than weakness in pipe condition. All third party damage should be excluded where costs are potentially (rather than actually) recovered from a third party. If the incidents are significant, they should be reported in the commentaries.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 16 line 12.		
Responsibility	Network Regulation Team		

21	Nr of pollution incidents at CSOs, foul sewers (categories 1, 2 and 3) and rising mains	nr	0dp
Definition	The total number of category 1, 2 and 3 pollution incidents arising from the sewerage service in the calendar year .		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

22	Percentage of sewage treatment works discharges failing numeric consents	%	2dp
Definition	<p>The percentage of sewage treatment works discharges with numerical discharge consents found to be non-compliant with sanitary or non-sanitary consent conditions in the calendar year</p> <p>The total number of works should include both those failing Water Order consents and UWWTD self-monitored consents.</p>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

23	Sewerage infrastructure	text
Definition	Assessment of the recent historical trend in serviceability to customers provided by sewerage infrastructure assets, as measured by movements in service and asset performance indicators.	
Primary Purpose	Confirming delivery of key outputs and service.	
Processing rule	Input	
Responsibility	Network Regulation Team	

24	Sewerage non-infrastructure	text
Definition	Assessment of the recent historical trend in serviceability to customers provided by sewerage non-infrastructure assets, as measured by movements in service and asset performance indicators.	
Primary Purpose	Confirming delivery of key outputs and service.	
Processing rule	Input	
Responsibility	Network Regulation Team	

E DEFINED OUTPUTS FOR MAINTAINING BASE SERVICES

25	Sewerage infrastructure (1)
Definition	Defined outputs in sewerage infrastructure base service included in the SBP which were to be delivered in the report year.
Primary Purpose	Confirming delivery of key outputs and service.
Processing rule	Input
Responsibility	Network Regulation Team

26	Sewerage infrastructure (2)
Definition	Defined outputs in sewerage infrastructure base service included in the SBP which were to be delivered in the report year.
Primary Purpose	Confirming delivery of key outputs and service.
Processing rule	Input
Responsibility	Network Regulation Team

27	Sewerage non-infrastructure (1)
Definition	Defined outputs in sewerage non-infrastructure base service included in the SBP which were to be delivered in the report year.
Primary Purpose	Confirming delivery of key outputs and service.
Processing rule	Input
Responsibility	Network Regulation Team

28	Sewerage non-infrastructure (2)
Definition	Defined outputs in sewerage non-infrastructure base service included in the SBP which were to be delivered in the report year.
Primary Purpose	Confirming delivery of key outputs and service.
Processing rule	Input
Responsibility	Network Regulation Team

CHANGE CONTROL SHEET
BOARD OVERVIEW CHAPTER 1

2008/1.0	First issue of chapter for the SBP period