

# 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 2008/09 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

The Board Overview will include a report on the quantity of greenhouse gas emissions associated with the provision of water, wastewater and sludge disposal.

## Table A line definitions

### A SERVICE AND PERFORMANCE

<b>1</b>	DG2 Percentage of properties receiving low water pressure	%	2dp
<b>Definition</b>	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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated: sum of table 2, line 3 divided by (table 2, line 1 multiplied by 1,000) all multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency and Performance Team		

<b>2</b>	DG3 Overall performance score	nr	2dp
<b>Definition</b>	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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	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).		
<b>Responsibility</b>	Comparative Efficiency and Performance Team		

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

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

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

#### Sewer flooding - external

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

<b>7</b>	DG8 Bills for metered customers – performance	%	1dp
<b>Definition</b>	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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated: table 5, line 9 divided by (line 6 minus line 7) multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency and Performance Team		

<b>8</b>	DG9 percentage of calls abandoned	%	1dp
<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 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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated: table 5 line 15 divided by table 5 line 13 all multiplied by 100		
<b>Responsibility</b>	Comparative Efficiency and Performance Team		

<b>9</b>	DG9 percentage of calls receiving the engaged tone	%	1dp
<b>Definition</b>	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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated: table 5 line 14 divided by (line 14 plus line 13) all multiplied by 100		
<b>Responsibility</b>	Comparative Efficiency and Performance Team		

<b>10</b>	Water ESL (1) enter description (including units)		
<b>Definition</b>	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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency and Performance Team		

<b>11</b>	Water ESL (2) enter description (including units)		
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<b>Definition</b>	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.
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.
<b>Processing rule</b>	Input
<b>Responsibility</b>	Comparative Efficiency and Performance Team

## B DRINKING WATER QUALITY OUTPUTS

<b>12</b>	Percentage mean zonal compliance with drinking water Regulations	%	2dp
<b>Definition</b>	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).		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Network Regulation Team		

<b>13</b>	Percentage mean zonal compliance with PCV for iron at the tap	%	2dp
<b>Definition</b>	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)		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Network Regulation Team		

<b>14</b>	Water treatment works improvements	nr	0dp
<b>Definition</b>	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		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Network Regulation Team		

<b>14a</b>	Water treatment works improvements (PPP)	nr	0dp
<b>Definition</b>	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		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Network Regulation Team		

<b>15</b>	Distribution mains renovated for quality	km	2dp
<b>Definition</b>	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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Network Regulation Team		

<b>16</b>	Distribution mains cleaned for quality	km	2dp
<b>Definition</b>	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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied: table 11 line 5		
<b>Responsibility</b>	Network Regulation Team		

## C ENVIRONMENTAL WATER OUTPUTS

<b>17</b>	Environmental impact - number of investigations	nr	0dp
<b>Definition</b>	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		
<b>Primary Purpose</b>	Informing relative performance and efficiency assessments.		
<b>Processing rule</b>	Copied: table 11 line 28.		
<b>Responsibility</b>	Network Regulation Team		

<b>18</b>	Environmental impact - number of options appraisals	nr	0dp
<b>Definition</b>	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		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied: table 11 line 29		
<b>Responsibility</b>	Comparative Efficiency and Performance Team		

<b>19</b>	Other environmental improvements	nr	0dp
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<b>Definition</b>	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
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.
<b>Processing rule</b>	Copied: table 11 line 30.
<b>Responsibility</b>	Network Regulation Team

## D SERVICEABILITY

<b>20</b>	Mains burst per 1,000 km	nr	1dp
<b>Definition</b>	<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>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied: table11 line 11.		
<b>Responsibility</b>	Network Regulation Team		

<b>21</b>	Water treatment work coliform non-compliance	%	2dp
<b>Definition</b>	<p>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.</p>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Network Regulation Team		

<b>22</b>	Water infrastructure	text
<b>Definition</b>	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.	
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.	
<b>Processing rule</b>	Input	
<b>Responsibility</b>	Network Regulation Team	

  

<b>23</b>	Water non infrastructure	text
<b>Definition</b>	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.	
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.	
<b>Processing rule</b>	Input	
<b>Responsibility</b>	Network Regulation Team	

## E DEFINED OUTPUTS FOR MAINTAINING BASE SERVICES

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

  

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

  

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

  

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

**Table B Line definitions**
**A SERVICE PERFORMANCE**
**Sewer flooding – internal**

<b>1</b>	2 in 10 register at end of year	nr	Odp
<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>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied: table 3 line 12.		
<b>Responsibility</b>	Network Regulation Team		

<b>2</b>	1 in 10 register at end of year	nr	Odp
<b>Definition</b>	The number of properties 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>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied: Table 3 line 13.		
<b>Responsibility</b>	Network Regulation Team		

<b>3</b>	1 in 20 register at end of year	nr	Odp
<b>Definition</b>	The number of properties which have flooded and are deemed to be at risk of flooding more than once in twenty years (but less than 1 in 10) at the end of the year.  Validation: check that lines 26 to 29 add up to line 15. Check line 15 previous return - (line 30 + line 31) +( line 32 + line 33) = line 15 current year)		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied: table 3 line 15.		
<b>Responsibility</b>	Network Regulation Team		

<b>3A</b>	Potential risk of property flooding identified requiring further investigation to assess at risk category.	nr	Odp
<b>Definition</b>	The number of properties where historical records indicate that a property might be at risk of flooding due to hydraulic overload but those records do not provide a sufficiently robust basis to confirm the cause of flooding or the risk of flooding without further investigation		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

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

<b>5</b>	Properties flooded in the year (other causes)	nr	Odp
<b>Definition</b>	<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>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied: table 3 line 6.		
<b>Responsibility</b>	Network Regulation Team		

**Sewer flooding - external**

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

<b>7</b>	Areas flooded externally in the year (other causes)	nr	0dp
<b>Definition</b>	<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>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied: table 3a line 7		
<b>Responsibility</b>	Network Regulation Team		

**B QUALITY & ENVIRONMENTAL COMPLIANCE (Total)**

<b>8</b>	% of sewage treatment works discharges non-compliant (Water Order consents)	%	1dp
<b>Definition</b>	<p>Percentage of sewage treatment works discharges with Water Order numerical 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 Water Order consent conditions.</p> <p>Compliance should be based on the calendar year and on all WWTW serving &gt;250 PE which have Water Order Consent (WOC) numeric standards.</p> <p>Compliance of each WWTW should be based on Look-up Tables (LUT) and Upper Tier Limits (UTL) for the sanitary parameters (BOD, SS &amp; NH<sub>4</sub>) and the annual average for nutrients (N &amp; P). Non sanitary parameters should not be included in the assessment. PPP works should be included.</p> <p>In calculating the percentage the denominator should be the number of STW discharges with Water Order discharge consent conditions, <b>not</b> 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 conditions.</p>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Network Regulation Team		

<b>9</b>	% of sewage treatment works discharges non-compliant (UWWTD consents)	%	1dp
<b>Definition</b>	<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>Compliance should be based on the calendar year and on all WWTW serving &gt;250 PE which have Urban Wastewater Treatment Directive (UWWTD) numeric standards.</p> <p>Compliance of each WWTW should be based on the Look-up Tables (LUT) and Upper Tier Limits (UTL) for the sanitary parameters (BOD, SS, NH<sub>4</sub> &amp; COD) and the annual average for nutrients (N &amp; P). In addition the % reduction option may also be used to assess compliance if influent samples have been collected (for a sample to pass, a minimum of 70% reduction for BOD and a minimum of 75% reduction for COD must be achieved). PPP works should be included.</p> <p>In calculating the percentage the denominator should be the number of STW discharges with UWWTD discharge consent conditions, <b>not</b> 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>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Network Regulation Team		

<b>10</b>	% of total p.e. served by sewage treatment works in breach of Water Order consent (excluding UTL failures)	%	1dp
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<b>Definition</b>	<p>Percentage of the total population equivalent served by sewage treatment works, sampled on behalf of the NIEA during the calendar year, which were non-compliant with their Water Order consent conditions. Equivalent population should be calculated on the basis of 60g BOD<sub>5</sub> per capita per day. No account should be taken of holiday or other transient population.</p> <p>Compliance should be based on the calendar year and on all WWTW serving &gt;250 PE which have Water Order Consent (WOC) numeric standards.</p> <p>In AIR10, the company should report the data including upper tier failures, consistent with previous submissions. In future Annual Information returns, compliance of each WWTW should be based on the Look-up Tables (LUT) only for the sanitary parameters (BOD, SS &amp; NH<sub>4</sub>) and the annual average for nutrients (N &amp; P). Non sanitary parameters and Upper Tier Limits (UTL) for sanitary parameters should not be included in the assessment. In AIR10, the company should also report against this definition in its commentary.</p>
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.
<b>Processing rule</b>	Input
<b>Responsibility</b>	Network Regulation Team

<b>11</b>	% of total p.e. served by sewage treatment works in breach of UWWTD consent (excluding UTL failures)	%	1dp
<b>Definition</b>	<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> <p>Compliance should be based on the calendar year and on all WWTW serving &gt;250 PE which have Urban Wastewater Treatment Directive (UWWTD) numeric standards.</p> <p>In AIR10, the company should report the data including upper tier failures, consistent with previous submissions. In future Annual Information returns, compliance of each WWTW should be based on the Look-up Tables (LUT) only for the sanitary parameters (BOD, SS &amp; NH<sub>4</sub>) and the annual average for nutrients (N &amp; P). Non sanitary parameters and Upper Tier Limits (UTL) for sanitary parameters should not be included in the assessment. In AIR10, the company should also report against this definition in its commentary.</p>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Network Regulation Team		

<b>12</b>	% of intermittent discharges satisfactory	%	2dp
<b>Definition</b>	The number of intermittent discharges that have operated in a satisfactory manner during the 2008/09 report year expressed as a percentage.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated (1 minus (table 16 line 16a divided by table 16 line 17a)) all multiplied by 100.		
<b>Responsibility</b>	Network Regulation Team		

<b>13</b>	Percentage unsatisfactory sludge disposal	%	2dp
<b>Definition</b>	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.		
<b>Primary Purpose</b>	Informing relative performance and efficiency		
<b>Processing rule</b>	Copied: table 15 line 14.		
<b>Responsibility</b>	Network Regulation Team		

## C QUALITY AND ENVIRONMENTAL ACTIVITIES AND OUTPUTS

<b>14</b>	Unsatisfactory intermittent discharges dealt with	nr	0dp
<b>Definition</b>	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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Network Regulation Team		

<b>15</b>	First time sewerage schemes -properties	prop	0dp
<b>Definition</b>	<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>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied: table 16 line 29.		
<b>Responsibility</b>	Network Regulation Team		

<b>16</b>	Sewage treatment works improved	nr	0dp
<b>Definition</b>	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..		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Network Regulation Team		

<b>17</b>	Additional sewage sludge arising from new quality obligations since April 2007	ttds	1dp
<b>Definition</b>	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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied: table 15 line 17.		
<b>Responsibility</b>	Network Regulation Team		

<b>18</b>	Total sewage sludge produced	ttds	1dp
<b>Definition</b>	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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied: table 15 line 15 and (PPP).		
<b>Responsibility</b>	Network Regulation Team		

<b>19</b>	Number of investigations completed, related to the quality programme	nr	0dp
<b>Definition</b>	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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied: table 16 line 33		
<b>Responsibility</b>	Network Regulation Team		

**D SERVICEABILITY TO CUSTOMERS**

<b>20</b>	Sewer collapses per 1,000 km	nr	1dp
<b>Definition</b>	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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied: table 16 line 12.		
<b>Responsibility</b>	Network Regulation Team		

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

<b>22</b>	Percentage of sewage treatment works discharges failing numeric consents	%	2dp
<b>Definition</b>	<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>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	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	

<b>24</b>	Sewerage non-infrastructure	text
<b>Definition</b>	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.	
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.	
<b>Processing rule</b>	Input	
<b>Responsibility</b>	Network Regulation Team	

## E DEFINED OUTPUTS FOR MAINTAINING BASE SERVICES

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

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

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

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

## CHANGE CONTROL SHEET

### BOARD OVERVIEW CHAPTER 1

2008/1.0	First issue of chapter for the SBP period
2009/1.0	Second issue of chapter for the SBP period <ul style="list-style-type: none"> <li>- Carbon accounting reporting requirements added Line 8 description and definition amended</li> </ul>
2010/1.0	Third issue of chapter for the SBP period <ul style="list-style-type: none"> <li>- Changes to reflect changes to table 3 and carbon accounting amendments</li> <li>- Definitions of wastewater compliance data amended.</li> </ul>