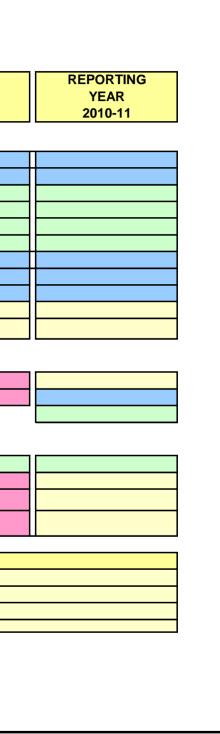


ANNUAL RETURN - BOARD'S OVERVIEW

TABLE A - WATER SERVICE - KEY OUTPUTS AND SERVICE DELIVERY (TOTAL)

DESCRIPTION	UNITS	DP	REPORTING YEAR 2007-08	REPORTING YEAR 2008-09	REPORTING YEAR 2009-10
A SERVICE AND PERFORMANCE	1				
1 DG2 Percentage of properties receiving low water pressure	%	2			
2 DG3 Overall performance score	nr	2			
3 DG4 % population - hosepipe restrictions	%	1			
4 DG4 % population - drought orders	%	1			
5 DG6 Percentage dealt with within 5 working days	%	1			
6 DG7 Percentage dealt with within 10 working days	%	1			
7 DG8 Bills for metered customers – performance	%	1			
8 DG9 Percentage of calls not abandoned	%	1			
9 DG9 Percentage of calls not receiving the engaged tone	%	1			
10 Water ESL (1) enter description (including units)					
11 Water ESL (2) enter description (including units)					
B DRINKING WATER QUALITY OUTPUTS	1				
12 % mean zonal compliance with drinking water Regulations	%	2			
13 OPI(TIM)	nr	2			
14 Completion of nominated water treatment works schemes to improve water	nr	0			
D SERVICEABILITY					
20 Mains bursts per 1,000 km	nr	0			
21 Water treatment work coliform non-compliance	%	2			
22 Water Infrastructure	text				
23 Water non-infrastructure	text				
E DEFINED OUTPUTS FOR MAINTAINING BASE SERVICES				Desci	ription
24 Water infrastructure (1)					ext
25 Water infrastructure (2)	-				ext
	-				ext
26 Water non-infrastructure (1)					ext

	SERVICEABILITY ASSESSMENT
S	Stable
Μ	Marginal
1	Improving
D	Deteriorating



ANNUAL RETURN - BOARD'S OVERVIEW TABLE B - SEWERAGE SERVICE - KEY OUTPUTS AND SERVICE DELIVERY -WATER SERVICE (TOTAL)

DESCRIPTION	UNITS	DP	REPORTING YEAR 2007-08	REPORTING YEAR 2008-09	REPORTING YEAR 2009-10	REPORTING YEAR 2010-11
A SERVICE PERFORMANCE	1					
Sewer flooding- internal						
1 2 in 10 register at end of year	nr	0				
2 1 in 10 register at end of year	nr	0				
3 1 in 20 register at end of year	nr	0				
3A Potential risk of property flooding identified requiring further investigation to assess the risk category.	nr	0				
4 Properties flooded in the year (overloaded sewers)	nr	0				
5 Properties flooded in the year (other causes)	nr	0				
Sewer flooding- external						
6 Areas flooded externally in the year (overloaded sewers)	nr	0				
7 Areas flooded externally in the year (other causes)	nr	0				
B QUALITY & ENVIRONMENTAL COMPLIANCE - Total						
8 % of WWTWs compliant (Water (NI) Order numeric consents)	%	1				
9 % of WWTWs compliant (UWWTD consents)	%	$\frac{1}{1}$				
10 % of total p.e. served by WWTWs compliant with Water (NI) Order consent (LUT)	%	2				
11 % of total p.e. served by WWTWs compliant with UWWTD consent (LUT)	%	2				
11a % of total p.e. served by WWTWs complying with Water (NI) Order numeric consents	%	2				
11b % of total p.e. served by WWTWs complying with UWWTD consent	%	2				
12 % of intermittent discharges satisfactory	%	2				
13 Percentage unsatisfactory sludge disposal	%	2				
C QUALITY AND ENVIRONMENTAL ACTIVITIES AND OUTPUTS						
14 Delivery of improvements to nominated UIDs as part of a defined programme of work	nr	0				
16 Delivery of improvements to WWTW through nominated schemes as part of a defined programme of work	nr	0				
18 Total sewage sludge produced (inc. PPP)	ttds	1				
D SERVICEABILITY TO CUSTOMERS						
20 Sewer collapses per 1,000 km	nr	1				
21 Number of high and medium pollution incidents attributable to NI Water	nr	0				
22 % of WWTWs discharges compliant with numeric consents		1				
23 Sewerage infrastructure	text	╉┷┛				
24 Sewerage non- infrastructure	text	-				
		L				
E DEFINED OUTPUTS FOR MAINTAINING BASE SERVICES				Desc	ription	
25 Sewerage infrastructure (1)				te	ext	
26 Sewerage infrastructure (2)				te	ext	
27 Sewerage non-infrastructure (1)				te	ext	
28 Sewerage non-infrastructure (2)				te	ext	

	SERVICEABILITY ASSESSMENT
S	Stable
Μ	Marginal
1	Improving
D	Deteriorating

ANNUAL RETURN - BOARD'S OVERVIEW

TABLE C - EXPENDITURE & FINANCIAL PERFORMANCE MEASURES (TOTAL)

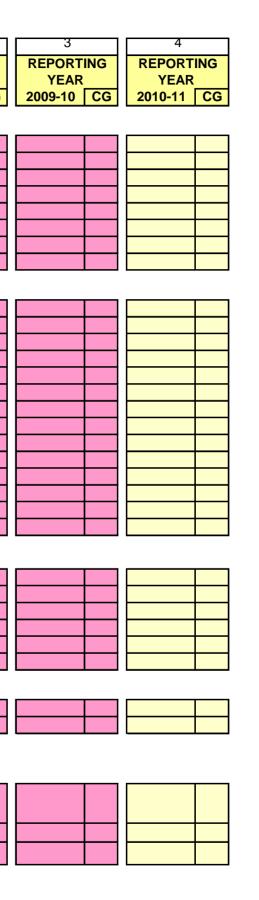
DESCRIPTION	UNITS	DP	REPORTING YEAR 2007-08	REPORTING YEAR 2008-09	REPORTING YEAR 2009-10	REPORTING YEAR 2010-11
A TOTAL EXPENDITURE						
1 Total operating expenditure - water service (NI Water only)	£m	3				
1a Total operating expenditure (PPP) - water service	£m	3				
2 Total capital expenditure (excl. adopted and nil cost assets)	£m	3				
3 Total operating expenditure - sewerage service (NI Water only)	£m	3				
3a Total operating expenditure (PPP) - sewerage service	£m	3				
4 Total capital expenditure (excluding adopted and nil cost assets)	£m	3				
B CURRENT COST ACCOUNTS - PROFIT & LOSS	-					
5 Total Turnover	£m	3				
6 Current cost operating costs (including CCD & IRC)	£m	3				
7 Current cost operating profit	£m	3				
	~	<u> </u>				
C CAPITAL BASE & POST TAX RETURN						
8 Capital Value Year - End (outturn)	£m	3				
9 Total net debt	£m	3				
10a Post tax return on capital	%	2				
10b Pre tax return on capital	%	2				
D KEY FINANCIAL INDICATORS						
11 Cash interest cover (funds from operations; gross interest)	ratio	2				
Adjusted cash interest cover (funds from operation less capital charges; gross interest)	ratio	2				
Adjusted cash interest cover (funds from operation less capital maintenance; gross interest)	ratio	2				
14 Funds from operations: debt	ratio	2				
15 Retained cash flow: debt	ratio	2				
16 Gearing: D/RCV	%	2				

DESCRIPTION	UNITS	DP	REPORTING YEAR 2007-08	REPORTING YEAR 2008-09	REPORTING YEAR 2009-10	REPORTING YEAR 2010-11
A OPERATING EXPENDITURE/PROPERTY ANALYSIS						
1 Base service - operating expenditure/property served	£/prop	2				
2 Enhanced service - additional operating expenditure/property served		2				
3 Improving and maintaining supply demand balance – additional operating expenditure/property served		2				
4 Quality enhancements - additional operating expenditure/property served	£/prop	2				
5 New outputs/obligations – additional operating expenditure/property served		2				
6 Water service - total operating expenditure/property served	£/prop	2				
B CAPITAL EXPENDITURE/PROPERTY ANALYSIS						
7 Base service - capital maintenance expenditure/property served (infra and non-infra)	£/prop	2				
8 Enhanced service - additional capital expenditure/property served		2				
9 Improving and maintaining supply/demand balance - additional capital expenditure/property served		2				
10 Quality enhancements - additional capital expenditure/property served		2				
11 New outputs/obligations – additional capital expenditure/property served		2				
12 Water service - total capital expenditure/property served		2				
C CAPITAL WORKS ACTIVITY						
17 Length of new, renewed or relined mains	km	2				
D WATER BALANCE						
18 Distribution input (inc. PPP)		2				
19 Total leakage		2				
20 Total water savings achieved/assumed		2				
21 Water delivered		2				
22 Security of supply index (planned levels of service)		0				
23 Security of supply index (reference levels of service)	nr	0				
E METERING						
24a Number of non household meters renewed	nr	0				
25 Meter optants installed	nr	0				
25a Meter optants installed- non household		0				
26 Selective meters - installed		0				
26a Selective meters - installed- non household		0				
27 Percentage of households metered	%	1				
27a Percentage of non households metered	%	1				
F OTHER KEY SUPPORTING INFORMATION						
29 Customers on the customer care register		0				
30 Total revenue outstanding < 48 months as % of annual forecast revenue		2				
31 Average connected properties - water (excluding void properties)	000	0				

DESCRIPTION	UNITS	DP	REPORTING YEAR	REPORTING YEAR	REPORTING YEAR	REPORTING YEAR
			2007-08	2008-09	2009-10	2010-11
OPERATING EXPENDITURE / PROPERTY ANALYSIS						
Base service - operating expenditure/property served	£/prop	2				
Enhanced service - additional operating expenditure/property served	£/prop					
Supply/demand balance - additional operating expenditure/property served	£/prop					
Quality enhancements - additional operating expenditure/property served	£/prop	2				
New outputs/obligations - additional operating expenditure	£/prop	2				
Sewerage service - Total operating expenditure/property served	£/prop	2				
CAPITAL EXPENDITURE/PROPERTY ANALYSIS						
Base service - Capital expenditure/property served (infrastructure and non-infrastructure)	£/prop	2				
Enhanced service - additional capital expenditure/property served	£/prop					
Supply/demand balance - additional capital expenditure/property served	£/prop					
Quality enhancements - additional capital expenditure/property served	£/prop					
New outputs/obligations - additional capital expenditure	£/prop					
2 Sewerage service - Total capital expenditure/property served	£/prop	2				
CAPITAL WORKS ACTIVITY						
3 Sewers renovated	km	2				
4 Sewers replaced	km	2				
5 Total sewers renovated and replaced	km	2				
3 Internal property flooding solved by company action	nr	0				
9 External only flooding problems solved by company action	nr	0				
External linked problems solved by company action	nr	0				
Reduction in internal flooding due to other causes	nr	0				
OTHER KEY SUPPORTING INFORMATION						
Volume waste water returned	MI/d	2				

# ANNUAL INFORMATION RETURN - TABLE 1 KEY OUTPUTS WATER SERVICE - 1 (TOTAL)

	DESCRIPTION	UNITS	DP	REPORTING YEAR 2007-08 CG	REPORTING YEAR 2008-09 C
A	HOUSEHOLD - LEAKAGE	1			
1	Number of household supply pipes repaired	nr	0		
2	Number of household supply pipes repaired free	nr	0		
3	Number of household supply pipes repaired - subsidised	nr	0	·	
4	Number of household supply pipes replaced	nr	0		
5	Number of household supply pipes replaced free	nr	0		
6	Number of household supply pipes replaced - subsidised	nr	0	·	
7	Total savings achieved/assumed	MI/d	2		
8	Total cost of initiative	£000	2		
В	HOUSEHOLD - WATER EFFICIENCY METHODS	1			
9	Number of cistern devices distributed to households	nr	0		
0	Number of cistern devices installed	nr	0		
1	Total savings achieved/assumed	MI/d	2		
2	Total cost of initiative	£000	2		
3	Number of water butts distributed to households	nr	0		
4	Number of water butts installed	nr	0		
5	Total savings achieved/assumed	MI/d	2		
6	Total cost of initiative	£000	2		
7	Number of water audit packs distributed to households	nr	0		
8	Total savings achieved/assumed	MI/d	2		
9	Total cost of initiative	£000	2		
20	Number of water audits carried out by the company in households	nr	0		
21	Total savings achieved/assumed	MI/d	2		
22	Total cost of initiative	£000	2		
C	NON HOUSEHOLD - WATER EFFICIENCY METHODS	1			
23	Self water audit packs distributed to commercial customers by co.	nr	0		
24	Total savings achieved/assumed	MI/d	2		
25	Total cost of initiative	£000	2		
26	Water audits at commercial premises completed by co. or agent	nr	0		
27	Total savings achieved/assumed	MI/d	2		
	Total cost of initiative	£000	2		
D	TOTALS	1	-		
29	Total savings achieved/assumed	MI/d	2		
30	Total cost of initiatives	£000	2		
E		]			. <u> </u>
31	Other efficiency methods - company choice (company to enter description and multiple lines if required)	nr	0		
32	Total savings achieved/assumed	MI/d	2		
33	Total cost of initiative	£000	2		



ANNUAL INFORMATION RETURN - TABLE 2 KEY OUTPUTS WATER SERVICE - 2 (TOTAL)

				1	2	3	4
				REPORTING	REPORTING	REPORTING	REPORTING
	DESCRIPTION	UNITS	DP	YEAR	YEAR	YEAR	YEAR
				2007-08 CG	2008-09 CG	2009-10 CG	2010-11 CG
		1					
A	DG2 PROPERTIES RECEIVING PRESSURE/FLOW BELOW REFERENCE LEVEL	000					
1	Total connected properties at year end	000	1				
	Properties below reference level at start of year	nr	0				
	Properties below reference level at end of year	nr	0				
	Properties receiving low pressure but excluded from DG2	nr	0				
	DG2 Properties with pressure below a surrogate level of 7.5m at end of year	nr	0				
	DG2 Properties at risk of low pressure removed from the risk register by company action	nr	0				
<b>4c</b>	Average capex cost of permanent solutions to DG2 problems	£000/prop	1				
В	DG3 PROPERTIES AFFECTED BY SUPPLY INTERRUPTIONS	1					
	(i) UNPLANNED INTERRUPTIONS						
	More than 3 hours	nr	0				
	More than 6 hours	nr	0				
7	More than 12 hours	nr	0				
	More than 24 hours	nr	0				
	(ii) PLANNED AND WARNED INTERRUPTIONS			ļļ	·	· · · · ·	<u> </u>
	More than 3 hours	nr	0				
10	More than 6 hours	nr	0				
	More than 12 hours	nr	0				
	More than 24 hours	nr	0				
	(iii) INTERRUPTIONS CAUSED BY THIRD PARTIES			<b></b>		I	
	More than 3 hours	nr	0				
14	More than 6 hours	nr	0				
15	More than 12 hours	nr	0				
	More than 24 hours	nr	0				
	(iv) UNPLANNED INTERRUPTIONS (OVERRUNS OF PLANNED INTERRUPTIONS)				·	· · · · ·	· · · · · ·
	More than 6 hours	nr	0				
	More than 12 hours	nr	0				
19	More than 24 hours	nr	0				
		1					
_	POPULATION	000					
20	Population (winter) (total)	000	2				
D	DG4 RESTRICTIONS ON USE OF WATER	1					
	% population - hosepipe restrictions	%	1				
	% population - drought orders	%					
	% population - sprinkler/unattended hosepipe restrictions	%					
20		/0	' '				

ANNUAL INFORMATION RETURN - TABLE 3 KEY OUTPUTS SEWERAGE SERVICE - INTERNAL FLOODING (TOTAL)

	ERAGE SERVICE - INTERNAL FLOODING (TOTAL)			1	2	3	4
	DESCRIPTION	UNITS	DP	REPORTING YEAR		REPORTING YEAR	REPORTING YEAR
				2007-08 CG	2008-09 CG	2009-10 CG	2010-11 CG
Α	DG5 ANNUAL FLOODING SUMMARY						
1	Number of domestic properties connected to sewerage system	000	1				
	(I) OVERLOADED SEWERS						
2	Properties flooded in the year (overloaded sewers)	nr	0				
	Flooding incidents in the year (overloaded sewers)	nr	0				
	Flooding incidents (overloaded sewers attributed to severe weather)	nr	0				
	Properties flooded in the year attributed to severe weather	nr	0				
	Props. where flooding limited to uninhabited cellars only (o/loaded sewers)	nr	0				
<u> </u>	(ii) OTHER CAUSES		<u> </u>				
6	Properties flooded in the year (other causes)	nr	0				
7	Properties which have flooded more than once in the last ten years (other causes)	nr	0				
8	Flooding incidents (other causes - equipment failures)	nr	0				
9	Flooding incidents (other causes - blockages)	nr	0				
10	Flooding incidents (other causes - collapses)	nr	0				
	Props. where flooding limited to uninhabited cellars only (other causes)	nr	0				
D							
в	DG5 PROPERTIES ON THE AT RISK REGISTER (i) SUMMARY	-					
12	2 in 10 register at end of year	nr	0				
12	1 in 10 register at end of year	nr	0				
14		nr	0				
	1 in 20 register at end of year	nr	0				
	Potential risk of property flooding identified requiring further investigation to assess at risk category.	nr	0				
	Props. on the register which have not flooded in the past 10 yrs (excl. severe weather)	nr	0				
	Properties which have not flooded internally but suffer restricted toilet use (RTU)	nr	0				
17	(iii) ANNUAL CHANGES TO 2 IN 10 & 1 IN 10 REGISTERS		0				
22	Removed by company action	nr	0				
	Removed because of better information	nr	0				
<u>23</u> 24	Added because of better information (actually flooded)	nr					
24 25	Added because of better information (actually hooded) Added because of better information (modelled)	nr	0				
25 26	Average capex cost of permanent solutions to 1 in 10 & 2 in 10 DG5 problems	E000/prop	<b>-</b>				
20	(v) ANNUAL CHANGES TO THE 1 IN 20 REGISTER	L000/pi0p					
30	Removed by company action (1 in 20)	Dr	0				
31	Removed because of better information (1 in 20)	nr	0				
	Added because of better information (actually flooded - 1 in 20)	nr	0				
			-				
33	Added because of better information (modelled - 1 in 20)	nr	0				

ANNUAL INFORMATION RETURN - TABLE 3A KEY OUTPUTS SEWERAGE SERVICE - EXTERNAL FLOODING (TOTAL)

				1	2	3	4
				REPORTING	REPORTING	REPORTING	REPORTING
	DESCRIPTION	UNITS	DP	YEAR	YEAR	YEAR	YEAR
				2007-08 CG	2008-09 CG	2009-10 CG	2010-11 CG
Α	ANNUAL FLOODING SUMMARY	T					
	(I) OVERLOADED SEWERS	1					
1	Areas flooded externally in the year (overloaded sewers)	nr	0				
2	Curtilege flooding incidents in the year (overloaded sewers)	nr	0				
3	Highway flooding incidents (overloaded sewers)	nr	0				
4	Other flooding incidents (overloaded sewers)	nr	0				
5	Total flooding incidents (overloaded sewers)	nr	0				
6	External flooding incidents (overloaded sewers attributed to severe weather)	nr	0				
6a	Areas flooded externally attributed to severe weather	nr	0				
	(ii) OTHER CAUSES						
7	Areas flooded externally in the year (other causes)	nr	0				
8	Areas which have flooded more than once in the last 10 years (other causes)	nr	0				
9	Flooding incidents (other causes - equipment failure)	nr	0				
10	Flooding incidents (other causes - blockages)	nr	0				
11	Flooding incidents (other causes - collapses)	nr	0				
В	AREAS ON THE 1:10, 2:10, 1:20 AT RISK REGISTER	T					
	(I) SUMMARY						
12	2 in 10 register at end of year	nr	0				
	1 in 10 register at end of year	nr	0				
	1 in 20 register at end of year	nr	0				
15	Total on the 1:10, 2:10, 1:20 register at end of year	nr	0				
	Potential risk of property flooding identified requiring further investigation to assess at risk categories		Ť				
	(iii) ANNUAL CHANGES TO 1:10, 2:10, 1:20 REGISTER	<u>, , , , , , , , , , , , , , , , , , , </u>	1				
20	Removed by company action (external only)	nr	0				
	Removed by company action (external linked)	nr	0				
22	Removed because of better information	nr	0				
23	Added because of better information (actually flooded)	nr	0				
24	Added because of better information (modelled)	nr	0				
25	Transferred from external to internal register	nr	0				
						·	· · · · · · · · · · · · · · · · · · ·

ANNUAL INFORMATION RETURN - TABLE 4 KEY OUTPUTS CUSTOMER SERVICE - 1 (TOTAL)

DESCRIPTION		DESCRIPTION		DESCRIPTION		UNITS	DP	REPORTING YEAR 2007-08 CG	REPORTING YEAR 2008-09 CG	REPORTING YEAR 2009-10 CG	REPORTING YEAR 2010-11 CG
١	DG6 RESPONSE TO BILLING CONTACTS - GENERAL										
1	Total billing contacts	nr	0								
2	Number dealt with within 5 working days	nr	0								
3	Number dealt with in more than 10 working days	nr	0								
4	DG6 Percentage dealt with within 5 working days	%	1								
5	Percentage dealt with in more than 10 working days	%	1								
B	CONNECTED PROPERTIES										
	Number of properties connected for water supply only	nr	0								
7	Number of properties connected for water and sewerage services	nr	0								
8	Number of properties connected for sewerage services only	nr	0								

June return reporting requirements and definitions manual

#### ANNUAL INFORMATION RETURN - TABLE 5 KEY OUTPUTS CUSTOMER SERVICE - 2 (TOTAL)

				1	2	3	4
				REPORTING	REPORTING	REPORTING	REPORTING
	DESCRIPTION	UNITS	DP	YEAR	YEAR	YEAR	YEAR
				2007-08 CG	2008-09 CG	2009-10 CG	2010-11 CG
Α	DG7 RESPONSE TO WRITTEN COMPLAINTS	ſ					
1	Total written complaints	nr	0				
2	Number dealt with within 10 working days	nr	0				
3	Percentage dealt with within 10 working days	%	1				
4	Number dealt with in more than 20 working days	nr	0				
5	Percentage dealt with in more than 20 working days	%	1				
_		1					
B	DG8 BILLS FOR METERED CUSTOMERS						
6 7	Total metered accounts Metered accounts excluded from indicator	nr	0				
1		nr	0				
	(I) NO. OF CUSTOMERS WITH METERED ACCOUNTS RECEIVING AT						
	LEAST ONE BILL DURING YEAR BASED ON METER READING:						
8	Company readings	nr	0				
9	Company or customer readings (or both)	nr	0				
	(ii) NUMBER OF CUSTOMERS WITH METERED ACCOUNTS RECEIVING:						
	Estimated bills only	nr	0				
	No bills received during the report year	nr	0				
12	Unread by company for 2 years	nr	0				
С	DG9 TELEPHONE CONTACT	[					
13	Total calls received on customer contact lines	nr	0				
14	All lines busy	nr	0				
15	Total of calls not abandoned	nr	0				
16	Call handling satisfaction	nr	2				
17	Total telephone complaints	nr	0				
-			-				
D	SPECIAL ASSISTANCE REGISTER						
18	Customers on the customer care register	nr	0				

#### NORTHERN IRELAND WATER LIMITED - ANNUAL INFORMATION RETURN **ANNUAL INFORMATION RETURN - TABLE 5A KEY OUTPUTS** Customer complaints data for Consumer Council for Northern Ireland (TOTAL) 2 3 REPORTING REPORTING REPORTING REPORTING UNITS DP DESCRIPTION YEAR YEAR YEAR YEAR 2007-08 CG 2008-09 CG 2009-10 CG 2010-11 CG A TOTAL WRITTEN COMPLAINTS Total written complaints 1 nr 0 2 Number dealt with within 10 working days nr 0 3 Number dealt with in more than 20 working days nr 0 **B** CATEGORY OF WRITTEN COMPLAINTS (i) Charges and Bills 4 Total written complaints about charging and billing issues 0 nr 0 5 Total written complaints about charging and billing issues escalated to second stage review nr (ii) Water Service 6 Total written complaints about water service issues nr 0 7 Total written complaints about water service issues escalated to second stage review 0 nr (iii) Sewerage Service 8 Total written complaints about sewerage service issues nr 0 9 Total written complaints about sewerage service issues escalated to second stage review 0 nr (iv) Metering 10 Total written complaints about metering issues 0 nr 0 11 Total written complaints about metering issues escalated to second stage review nr (v) Other activities 12 Total written complaints about other service issues or activities nr 0 0 13 Total written complaints about other service issues or activities escalated to second stage re nr

ANNUAL INFORMATION RETURN - TABLE 6 KEY OUTPUTS CUSTOMER SERVICE STANDARDS (TOTAL)

DESCRIPTION     UNITS     P     REPORTING VEAR 200-40     REPORTING						2	3	4
1       Parkue to specify arright or processor 2 hours and (Events)       rr       0         2       Fallue to be groupdomer (Events)       rr       0         3       Fallue to despective (Events)       rr       0         4       Entrance OSS official (Events)       rr       0         5       Fallue to despective (Events)       rr       0         6       Fallue to despective (Events)       rr       0         7       Fallue to despective (Events)       rr       0         8       OSS - WHITEN ACCOUNT OURLIES       0       0         7       Fallue to despective (Events)       rr       0         8       International CSS official (Events)       rr       0         7       Fallue to despective (Events)       rr       0         8       Fallue to despective (Events)       rr       0         9       Fallue to despective (Events)       rr       0         10       Editarian Constantive (Events)       rr       0         11       Fallue to despective (Events)       rr       0         12       Entrance CSS official (Events)       rr       0         13       Fallue to despective (Events)       rr       0 <td< th=""><th></th><th>DESCRIPTION</th><th>UNITS</th><th>DP</th><th>YEAR</th><th>YEAR</th><th>YEAR</th><th>YEAR</th></td<>		DESCRIPTION	UNITS	DP	YEAR	YEAR	YEAR	YEAR
2       Falauro to koop appointment (Events)       nr       0         3       Falauro to koop appointment (Events)       nr       0         4       Set Set Transace GSS criteria (Events)       nr       0         5       GSS - WITTER ACCOUNT OURTIES         ACCOUNT OURTIES       nr       0         6       Events)       nr       0         7	Α	GSS - APPOINTMENTS	T					
3       Tailure to correctly Larence and an appointment (Swints)       nr       0         4       Endonced SS individ (Events)       nr       0         8       SSS - WRITTEN ACCOUNT OLERES         ACCOUNT OLERES       nr       0         9       SSS - WRITTEN ACCOUNT OLERES         ACCOUNT OLERES       nr       0         9       Flaures to despitch a substantive reply within 10 working days       nr       0         9       Flaures to despitch a substantive reply within 5 working days       nr       0         9       Flaures to despitch a substantive reply within 5 working days       nr       0         9       Flaures to despitch a substantive reply within 10 working days       nr       0         9       Sas working the substantive reply within 10 working days       nr       0         10       Flaures to despitch a substantive reply within 10 working days       nr       0         10       Flaures to despitch a substantive reply within 10 working days       nr       0         11       Flaures to despitch a substantive reply within 10 working days       nr       0         12       Endonce to Sas within 10 working days       nr       0         13       Flaures to substantive reply within 10 working days       nr       0 <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	1							
a       Interved GS others (Events)       nr       0         B       IGSS - WRITEN ACCOUNT QUERES         ACCOUNT QUERES								
ACCOUNT OUERES         5       Failure to depatch a substantive reply within 9 working days       nr       0         9       Refunced GSS criterins (Events)       nr       0         7       Refunced GSS criterins (Events)       nr       0         8       Enhanced GSS criterins (Events)       nr       0         9       Refunce to depatch a substantive reply within 9 working days       nr       0         9       Refunce to depatch a substantive reply within 9 working days       nr       0         9       Refunce to depatch a substantive reply within 9 working days       nr       0         10       Edss. WITTEN COMPLANTS       nr       0         11       Failure to depatch a substantive reply within 9 working days       nr       0         12       Enhanced GSS criterins (Events)       nr       0         13       Failure to restore supply within 48 hours for emergency works - nr       0         14       Railure to restore supply within 48 hours for emergency works - nr       0         15       Folder frame Scritering (Events)       nr       0         16       for attrabule formating monomers line (Events)       nr       0         17       Failure to restore supply within 48 hours for emergency works - nr       0       0 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>								
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5       Filter to despitch a substitute reply within 10 working days       nr       0         6       Enanced CSS otheria (Events)       nr       0         7       Filter to despitch a substitute reply within 5 working days       nr       0         8       Enline to despitch a substitute reply within 5 working days       nr       0         9       Filter to despitch a substitute reply within 10 working days       nr       0         9       Filter to despitch a substitute reply within 10 working days       nr       0         10       Enhanced CSS otheria (Events)       nr       0         11       Failure to despitch a substitute reply within 10 working days       nr       0         12       Failure to despitch a substitute reply within 10 working days       nr       0         13       Failure to represent to a substitute reply within 10 working days       nr       0         13       Failure to represent subgly within 40 tours for emergency works - nr       0       0         14       Failure to represe subgly within 40 tours for emergency works - nr       0       0       0         14       Failure to represe subgly within 40 tours for emergency works - nr       0       0       0       0         15       Enhanced SSS otheria (Events)       nr       0		•						
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10       Enhanced QSS criteria (Events)       nr       0         9       GSS - NOTCC 0 FINTERRUPTIONS TO SUPPLY         11       Failure to wain for planned interuptions of more than 4 hours       nr       0         12       Enhanced QSS criteria (Events)       nr       0         13       Failure to wain for planned interuptions of more than 4 hours       nr       0         13       Failure to restore supply within 48 hours for emergency works - nr       0         14       failure to restore supply within 48 hours for emergency works - nr       0         16       failure to restore supply within 48 hours for emergency works - nr       0         16       failure to restore supply within 12 hours for emergency works - nr       0         16       failure to restore supply within 12 hours for emergency works - nr       0         16       failure to restore supply within 12 hours for emergency works - nr       0         16       failure to maintain minimum pressure standard (Events)       nr       0         16       failure to maintain minimum pressure standard (Events)       nr       0         18       Flooding from severes entering properties (Events)       nr       0         19       Flooding from severes entering outcomers land (Events)       nr       0         10								
D       SS. NOTICE OF INTERRUPTIONS TO SUPPLY         11       Falure to warm for planned interruptions of more than 4 hours in r       0         12       Enhanced GSS citeria (Events)       rr       0         13       Falure to warm for planned interruptions of more than 4 hours in r       0         14       Stature to warm for planned interruptions       rr       0         15       Falure to restors supply within 48 hours for emergancy works - rr       0         14       Status for success supply within 48 hours for emergancy works - rr       0         16       Enhanced GSS citeria (Events)       rr       0         16       Enhanced GSS citeria (Events)       rr       0         17       Falure to nearinta minimum pressure standard (Events)       rr       0         18       Enhanced GSS citeria (Events)       rr       0         19       Flooding from sewers entering ocustomers land (Events)       rr       0         1       ALL REGULATIONS       rr       0       intervents       intervents         20       Flooding from severs entering ocustomers land (Events)       rr       0       intervents       intervents         21       Mumber of Events where payment has not made as allowed by exclusions in regulations 6, 7 & 7 b (Automatic rr       0								
11       Falure to warm for planned interruptions of more than 4 hours       nr       0         12       Enhanced CSS citeria (Events)       nr       0         E       GSS - SUPPLY NOT DULY RESTORED       PLANNED INTERRUPTIONS         13       Falure to restore supply within eff depacified in notice       nr       0         14       Falure to restore supply within 48 notus for emergency works - nr       0         15       Falure to restore supply within 12 hours for emergency works - nr       0         16       Enhanced CSS citeria (Events)       nr       0         17       Falure to restore supply within 12 hours for emergency works - nr       0       0         18       Enhanced CSS citeria (Events)       nr       0         19       Flooding from sewers entering properties (Events)       nr       0         11       ALL REGULATIONS       nr       0         12       Sess PENALTY PAYMENTS MADE - ALL CATEGORES       nr       0         13       Ponalty payments made under regulations 6, 7 & 7b (Automatic nr       0       0       0         14       ALL REGULATIONS       nr       0       0       0       0       0       0       0       0       0       0       0       0       0       0 <td></td> <td></td> <td><u>, ,,,</u> 1</td> <td></td> <td></td> <td></td> <td></td> <td></td>			<u>, ,,,</u> 1					
12       Enhanced GSS criteria (Events)       nr       0         12       Enhanced GSS criteria (Events)       nr       0         13       Falure to restore supply within period specified in notice       nr       0         14       Falure to restore supply within 26 to us for emergency works - nr       0         15       Falure to restore supply within 26 tours for emergency works - nr       0         16       Enhanced GSS criteria (Events)       nr       0         17       Falure to restore supply within 12 hours for emergency works - nr       0         16       Enhanced GSS criteria (Events)       nr       0         17       Falure to restore supply within 12 hours for emergency works - nr       0         16       Enhanced GSS criteria (Events)       nr       0         17       Falure to restore supply within 12 hours for emergency works - nr       0         18       Enhanced GSS criteria (Events)       nr       0         19       Flooding from severs entering properties (Events)       nr       0         11       ALL REGULATIONS       nr       0       nr       0         12       Ses PENALTY PAWENTS MADE -ALL CATEGORIES       penalty payments made under regulations 6, 7 & 7b (Automatic nr       0       nr       0       nr <td>D</td> <td>GSS - NOTICE OF INTERRUPTIONS TO SUPPLY</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	D	GSS - NOTICE OF INTERRUPTIONS TO SUPPLY						
E       GSS - SUPPLY NOT DULY RESTORED         PLANNED INTERRUPTIONS       In 2         13       Failure to restore supply within 48 hours for emergency works - nr 0         Failure to restore supply within 12 hours for emergency works - nr 0         Failure to restore supply within 12 hours for emergency works - nr 0         Failure to restore supply within 12 hours for emergency works - nr 0         Failure to restore supply within 12 hours for emergency works - nr 0         Follure to restore supply within 12 hours for emergency works - nr 0         Follure to restore supply within 12 hours for emergency works - nr 0         Follure to restore supply within 12 hours for emergency works - nr 0         Follure to restore supply within 12 hours for emergency works - nr 0         Follure to restore supply within 12 hours for emergency works - nr 0         Follure to restore supply to restore supply mathin as possible to the supple supp			nr	0				
PLANNED INTERRUPTIONS       Image: Construct supply within period specified in notice         13       Failure to restore supply within A8 hours for emergency works - nr 0         14       Failure to restore supply within 12 hours for emergency works - nr 0         15       Failure to restore supply within 12 hours for emergency works - nr 0         16       Enhanced GSS criteria (Events)         17       Failure to restore supply within 12 hours for emergency works - nr 0         16       Enhanced GSS criteria (Events)         17       Failure to maintain minimum pressure standard (Events)         18       Enhanced GSS criteria (Events)         19       Flooding from sewers entering properties (Events)         11       ALL REGULATIONS         12       Number of Events where payment has not made as allowed by exclusions in regulations as g-severe weather or 3rd party action         13       GSS PENALTY PAYMENTS MADE -ALL CATEGOORES         14       ALL REGULATIONS         12       Variable addition faile (Events)       nr 0         13       GSS PENALTY PAYMENTS MADE -ALL CATEGOORES         14       Panalty payments made under regulations 3, 4, 8 5 (Claimed nr 0)         13       GSS total events (number)       nr 0         14       Statutory GSS - total events (number)       nr 0         15	12	Enhanced GSS criteria (Events)	nr	0				
PLANNED INTERRUPTIONS       Image: Control Supply within period specified in notice       nr       0         113       Failure to restore supply within 24 hours for emergency works - nr       0       0         14       Failure to restore supply within 12 hours for emergency works - nr       0         15       Failure to restore supply within 12 hours for emergency works - nr       0         16       Enhanced GSS criteria (Events)       nr       0         17       Failure to restore supply within 24 hours for emergency works - nr       0         18       Enhanced GSS criteria (Events)       nr       0         19       Flooding from severs entering properties (Events)       nr       0         11       ALL REGULATIONS       nr       0         12       Flooding from severs entering customers land (Events)       nr       0         13       GSS PENALTY PAYMENTS MADE -ALL CATEGORIES       Panalty payments made under regulations 6, 7 8 7b (Automatic nr       0         14       ALL REGULATIONS       nr       0       0       0         14       ALL REGULATIONS       nr       0       0       0       0         13       GSS PENALTY PAYMENTS MADE -ALL CATEGORIES       Panalty payments made under regulations 6, 7 8 7b (Automatic nr       0       0       0 <td>E</td> <td>GSS - SUPPLY NOT DULY RESTORED</td> <td>T</td> <td></td> <td></td> <td></td> <td></td> <td></td>	E	GSS - SUPPLY NOT DULY RESTORED	T					
UNPLANNED NTERRUPTIONS	PLA	NNED INTERRUPTIONS				. <u> </u>		
14       Fallure to restore supply within 48 hours for emergency works - nr 0         15       Fallure to restore supply within 12 hours for emergency works - nr 0         16       Enhanced GSS criteria (Events)         17       Fallure to maintain minimum pressure standard (Events)         18       Enhanced GSS criteria (Events)         19       Follow to maintain minimum pressure standard (Events)         18       Enhanced GSS criteria (Events)         19       Flooding from severs entering properties (Events)         19       Flooding from severs entering properties (Events)         11       ALL REGULATIONS         12       Flooding from severs entering customers land (Events)         14       OSS - SEWER FLOODING - External         20       Flooding from severs entering customers land (Events)         11       ALL REGULATIONS         21       Number of Events where payment has not made as allowed by exclusions in regulations e.g.severe weather or 3rd party action         22       Penalty payments made under regulations \$, 7 & 7 b (Automatic nr 0 exclusions in regulations \$, 7 & 7 b (Automatic nr 0 exclusions in regulations \$, 7 & 7 b (Automatic nr 0 exclusions in regulations 3, 4, 8 5 (Claimed nr 0 exclusions in regulations 3, 4, 8 5 (Claimed nr 0 exclusions in regulations 3, 4, 8 5 (Claimed nr 0 exclusions in regulations 3, 4, 8 5 (Claimed nr 0 exclusions in regulations 3, 4, 8 5 (Claimed nr 0 exclusions in regulations 3, 4, 8 5 (Claimed nr 0 exclusio			nr	0				
15 Failure to restore supply within 12 hours for emergency works - nr 0   16 Enhanced GSS criteria (Events) nr   17 Failure to maintain minimum pressure standard (Events) nr   18 Enhanced GSS criteria (Events)   19 Flooding from sewers entering properties (Events)   10 Assessment efficient (Events)   11 Assessment efficient (Events)   12 Flooding from sewers entering properties (Events)   13 Enhanced GSS criteria (Events)   14 GSS - SEWER FLOODING - External   19 Flooding from sewers entering customers land (Events)   14 GSS - SEWER FLOODING - External   20 Flooding from sewers entering customers land (Events)   14 GSS - SEWER FLOODING - External   20 Flooding from sewers entering customers land (Events)   14 ALL REGULATIONS   21 Number of Events where payment has not made as allowed by exclusions in regulations 6, 7 & 7b (Automatic nr 0 exclusions in regulations 6, 7 & 7b (Automatic nr 0 exerts)   22 Penalty payments made under regulations 3, 4, 4, 5 (Claimed nr 0 exerts)   23 Penalty payments made (value)   24 Enhanced GSS - total events (number)   25 Total penalty payments made (value)   26 Statutory GSS - total events (number)   27 Statutory GSS - total events made (number)   28 Statutory GSS - total events (number)   29 Enhanced GSS - total events (number)   20 Ethanced GSS - total events (number)<		Failure to restore supply within 48 hours for emergency works -	nr	0				
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F       GSS - PRESSURE STANDARD         17       Failure to maintain minimum pressure standard (Events)       nr       0         18       Enhanced GSS criteria (Events)       nr       0         G       GSS - SEWER FLOODING - Internal								
17       Falure to maintain minimum pressure standard (Events)       nr       0         18       Enhanced GSS criteria (Events)       nr       0         G       GSS - SEWER FLOODING - Internal	16	Enhanced GSS criteria (Events)	nr	0				
18       Enhanced GSS criteria (Events)       nr       0         G       CSS - SEWER FLOODING - Internal         19       Flooding from sewers entering properties (Events)       nr       0         H       CSS - SEWER FLOODING - External	F	GSS - PRESSURE STANDARD	[					
G       GSS - SEWER FLOODING - Internal         19       Flooding from sewers entering properties (Events)       nr       0         H       GSS - SEWER FLOODING - External								
19       Flooding from sewers entering properties (Events)       nr       0         H       GSS - SEWER FLOODING - External         20       Flooding from sewers entering customers land (Events)       nr       0         I       ALL REGULATIONS       nr       0         I       ALL REGULATIONS       nr       0         I       ALL REGULATIONS       nr       0         J       GSS PENALTY PAYMENTS MADE - ALL CATEGORIES	18	Ennanced GSS chiena (Events)	nr	0				
H       GSS - SEWER FLOODING - External         20       Flooding from sewers entering customers land (Events)       nr       0         1       ALL REGULATIONS       Image: Comparison of Events where payment has not made as allowed by exclusions in regulations e.g.severe weather or 3rd party action       nr       0         21       Number of Events where payment has not made as allowed by exclusions in regulations e.g.severe weather or 3rd party action       nr       0         31       GSS PENALTY PAYMENTS MADE - ALL CATEGORIES       Image: Comparison of Events made under regulations 3, 4, 8 5 (Claimed nr 0)       Image: Comparison of Claimed and for late EGSS       Image: Comparison of Claimed and for late EGSS         22       Penalty payments made under regulations 3, 4, 8 5 (Claimed nr 0)       Image: Comparison of Claimed and for late EGSS       Image: Comparison of Claimed and for late EGSS         23       Total penalty payments made (value)       £       0       Image: Comparison of Claimed and for late EGSS       Image: Claimed and for late EGSS       Image: C	G	GSS - SEWER FLOODING - Internal	[	T 1		·		
20       Flooding from sewers entering customers land (Events)       nr       0         I       ALL REGULATIONS       Image: Company Customers (Company Customers (Company Customers (Company Customer Charter - payments made (number))       nr       0         21       Number of Events where payment has not made as allowed by exclusions in regulations e.g.severe weather or 3rd party action       nr       0         31       GSS PENALTY PAYMENTS MADE - ALL CATEGORIES       Image: Company Customers (Company Customer (Company (Company (Company (Company (Company (Company (Company (	19	Flooding from sewers entering properties (Events)	nr	0				
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21       Number of Events where payment has not made as allowed by exclusions in regulations e.g.severe weather or 3rd party action       nr       0         J       GSS PENALTY PAYMENTS MADE - ALL CATEGORIES         22       Penalty payments made under regulations 6, 7 & 7b (Automatic Events)       nr       0         23       Penalty payments made under regulations 3, 4, & 5 (Claimed nr       0         24       Enhanced GSS criteria (Events) e.g automatic payment for claimed and for late EGSS       nr       0         25       Total penalty payments made (value)       £       0         26       Statutory GSS - total events (number)       nr       0         27       Statutory GSS - payments made (value)       £       0         28       Statutory GSS - total events (number)       nr       0         29       Enhanced GSS - payments made (value)       £       0         29       Enhanced GSS - payments made (value)       £       0         29       Enhanced GSS - payments made (value)       £       0         29       Enhanced GSS - payments made (value)       £       0         20       Enhanced GSS - payments made (value)       £       0         20       Enhanced GSS - payments made (value)       £       0         20       En	20	Flooding from sewers entering customers land (Events)	nr	0				
21       Number of Events where payment has not made as allowed by exclusions in regulations e.g.severe weather or 3rd party action       nr       0         J       GSS PENALTY PAYMENTS MADE - ALL CATEGORIES         22       Penalty payments made under regulations 6, 7 & 7b (Automatic Events)       nr       0         23       Penalty payments made under regulations 3, 4, & 5 (Claimed nr       0         24       Enhanced GSS criteria (Events) e.g automatic payment for claimed and for late EGSS       nr       0         25       Total penalty payments made (value)       £       0         26       Statutory GSS - total events (number)       nr       0         27       Statutory GSS - payments made (value)       £       0         28       Statutory GSS - total events (number)       nr       0         29       Enhanced GSS - payments made (value)       £       0         29       Enhanced GSS - payments made (value)       £       0         29       Enhanced GSS - payments made (value)       £       0         29       Enhanced GSS - payments made (value)       £       0         20       Enhanced GSS - payments made (value)       £       0         20       Enhanced GSS - payments made (value)       £       0         20       En			1					
21       exclusions in regulations e.g.severe weather or 3rd party action       nr       0         J       GSS PENALTY PAYMENTS MADE -ALL CATEGORIES         22       Penalty payments made under regulations 6, 7 & 7b (Automatic Events)       nr       0         23       Penalty payments made under regulations 3, 4, & 5 (Claimed Fivents)       nr       0         24       Enhanced GSS criteria (Events) e.g automatic payment for claimed and for late EGSS       nr       0         25       Total penalty payments made (value)       £       0         K       STATUTORY, ENHANCED GSS & COMPANY CUSTOMER	1							
22       Penalty payments made under regulations 6, 7 & 7b (Automatic nr       0         23       Penalty payments made under regulations 3, 4, & 5 (Claimed nr       0         24       Enhanced GSS criteria (Events) e.g automatic payment for claimed and for late EGSS       nr       0         25       Total penalty payments made (value)       £       0         K       STATUTORY, ENHANCED GSS & COMPANY CUSTOMER	21		nr	0				
22       Events)       Init       0         23       Penalty payments made under regulations 3, 4, & 5 (Claimed nr       0         24       Enhanced GSS criteria (Events) e.g automatic payment for claimed and for late EGSS       nr       0         25       Total penalty payments made (value)       £       0         25       Total penalty payments made (value)       £       0         26       Statutory GSS - total events (number)       nr       0         27       Statutory GSS - payments made (number)       nr       0         28       Statutory GSS - payments made (number)       nr       0         29       Enhanced GSS - total events (number)       nr       0         29       Enhanced GSS - payments made (number)       nr       0         20       Enhanced GSS - payments made (number)       nr       0         21       Enhanced GSS - payments made (number)       nr       0         22       Company Customer Charter - payments made (number)       nr       0	J	GSS PENALTY PAYMENTS MADE -ALL CATEGORIES		<b>.</b>				
Events)       Image: Construction of the const	22		nr	0				
23       Events)       111       0         24       Enhanced GSS criteria (Events) e.g automatic payment for claimed and for late EGSS       nr       0         25       Total penalty payments made (value)       £       0         25       Total penalty payments made (value)       £       0         26       Statutory GSS - total events (number)       nr       0         27       Statutory GSS - payments made (number)       nr       0         28       Statutory GSS - payments made (number)       nr       0         29       Enhanced GSS - total events (number)       nr       0         29       Enhanced GSS - total events (number)       nr       0         20       Enhanced GSS - payments made (value)       £       0         30       Enhanced GSS - payments made (value)       £       0         31       Enhanced GSS - payments made (value)       £       0         32       Company Customer Charter - payments made (number)       nr       0				_				
24       claimed and for late EGSS       Imited of the end of	23	Events)	nr	0				
25       Total penalty payments made (value)       £       0       Image: Constraint of the second seco	24		nr	0				
K       STATUTORY, ENHANCED GSS & COMPANY CUSTOMER         26       Statutory GSS - total events (number)         27       Statutory GSS - payments made (number)         28       Statutory GSS - payments made (value)         29       Enhanced GSS - total events (number)         30       Enhanced GSS - payments made (value)         31       Enhanced GSS - payments made (value)         32       Company Customer Charter - payments made (number)	25		c					
26Statutory GSS - total events (number)nr027Statutory GSS - payments made (number)nr028Statutory GSS - payments made (value)£029Enhanced GSS - total events (number)nr030Enhanced GSS - payments made (number)nr031Enhanced GSS - payments made (value)£032Company Customer Charter - payments made (number)nr0	25	Total penalty payments made (value)	£	0				
27       Statutory GSS - payments made (number)       nr       0         28       Statutory GSS - payments made (value)       £       0         29       Enhanced GSS - total events (number)       nr       0         30       Enhanced GSS - payments made (value)       £       0         31       Enhanced GSS - payments made (value)       £       0         32       Company Customer Charter - payments made (number)       nr       0								
28       Statutory GSS - payments made (value)       £       0         29       Enhanced GSS - total events (number)       nr       0         30       Enhanced GSS - payments made (number)       nr       0         31       Enhanced GSS - payments made (value)       £       0         32       Company Customer Charter - payments made (number)       nr       0								
29       Enhanced GSS - total events (number)       nr       0         30       Enhanced GSS - payments made (number)       nr       0         31       Enhanced GSS - payments made (value)       £       0         32       Company Customer Charter - payments made (number)       nr       0								
31       Enhanced GSS - payments made (value)       £       0         32       Company Customer Charter - payments made (number)       nr       0	29	Enhanced GSS - total events (number)		0				
32 Company Customer Charter - payments made (number) nr 0								
		Company Customer Charter - payments made (namber)	£	0				

47 Revenue outstanding 3 -12 months (unmeasured non households)

40

#### ANNUAL INFORMATION RETURN - TABLE 6A BAD DEBT

OUTSTANDING REVENUE AND BREAKDOWN OF CUSTOMER SERVICES OPERATING EXPENDITURE (TOTAL)

DESCRIPTION	UNITS	DP	REPORTING YEAR 2007-08	2 REPORTING YEAR 2008-09	3 REPORTING YEAR 2009-10	4 REPORTING YEAR 2010-11 C
A REVENUE OUTSTANDING - MEASURED HOUSEHOLDS						
1 Total revenue outstanding < 48 months (measured households)	£m	3				
2 Number of measured households with outstanding revenue < 48 months	nr	0				
3 Revenue outstanding < 3 months (measured households)	£m	3				
Number of measured households with outstanding revenue < 3 months	nr	0				
Revenue outstanding 3 - 12 months (measured households)	£m	3				
Number of measured households with outstanding revenue 3 - 12 months	nr	0				
7 Revenue outstanding 12 - 24 months (measured households)	£m	3				
8 Number of measured households with outstanding revenue 12 - 24 months	nr	0				
Revenue outstanding 24 - 36 months (measured households)	£m	3				
0 Number of measured households with outstanding revenue 24 - 36 months	nr	0				
1 Revenue outstanding 36 - 48 months (measured households)	£m	3				
2 Number of measured households with outstanding revenue 36 - 48 months	nr	0				
3 Revenue outstanding > 48 months (measured households)	£m	3				
Number of measured households with outstanding revenue > 48 months	nr	0				
REVENUE OUTSTANDING - UNMEASURED HOUSEHOLDS	1					
5 Total revenue outstanding < 48 months (unmeasured households)	£m	3				
6 Number of unmeasured households with outstanding revenue < 48 months	nr	0				
<ul> <li>Revenue outstanding &lt;3 months (unmeasured households)</li> </ul>	£m	3				
Number of unmeasured households with outstanding revenue < 3 months	nr	0				
P Revenue outstanding 3 -12 months (unmeasured households)	£m	3				
	nr	0				
1 Revenue outstanding 12-24 months (unmeasured households)	£m	3				
2 Number unmeasured households with outstanding revenue 12 - 24 months	nr	0				
3 Revenue outstanding 24-36 months (unmeasured households)	£m	3				
4 Number of unmeasured households with outstanding revenue 24 - 36 months		0				
5 Revenue outstanding 36 -48 months (unmeasured households)	£m	3				
6 Number of unmeasured households with outstanding revenue 36 - 48 months		0				
<ul> <li>7 Revenue outstanding &gt;48 months (unmeasured households)</li> <li>8 Number of unmeasured households with outstanding revenue &gt; 48 months</li> </ul>	£m	3				
Number of unmeasured nouseholds with outstanding revenue > 48 months	nr	0				
REVENUE OUTSTANDING - MEASURED NON HOUSEHOLDS						
9 Total revenue outstanding < 48 months (measured non households)	£m	3				
0 Number of measured non households with outstanding revenue < 48 months	nr	0				
Revenue outstanding < 3 months (measured non households)	£m	3				
2 Number of measured non households with outstanding revenue < 3 months	nr	0				
B Revenue outstanding 3 - 12 months (measured non households)	£m	3				
1 Number of measured non households with outstanding revenue 3 - 12 months		0				
5 Revenue outstanding 12 - 24 months (measured non households)	£m	3				
6 Number of measured non households with outstanding revenue 12 - 24 month		0				
7 Revenue outstanding 24 - 36 months (measured non households)	£m	3				
3 Number of measured non households with outstanding revenue 24 - 36 month		0				
P Revenue outstanding 36 - 48 months (measured non households)	£m	3				
0 Number of measured non households with outstanding revenue 36 - 48 month		0				
1 Revenue outstanding > 48 months (measured non households)	£m	3				
2 Number of measured non households with outstanding revenue > 48 months	nr	0				
REVENUE OUTSTANDING - UNMEASURED NON HOUSEHOLDS	1					
3 Total revenue outstanding < 48 months (unmeasured non households)	£m	3				
4 Number of unmeasured non households with outstanding revenue < 48 month		0				
5 Revenue outstanding <3 months (unmeasured non households)	£m	3				
6 Number of unmeasured non households with outstanding revenue < 3 months		0				
7 Revenue outstanding 3 -12 months (unmeasured non households)	£m	3				

40	Number of unmeasured non households with outstanding revenue 3 - 12 mon	nr	0			
49	Revenue outstanding 12-24 months (unmeasured non households)	£m	3			
50	Number unmeasured non households with outstanding revenue 12 - 24 month	nr	0			
51	Revenue outstanding 24-36 months (unmeasured non households)	£m	3			
52	Number of unmeasured non households with outstanding revenue 24 - 36 mo	nr	0			
53	Revenue outstanding 36 -48 months (unmeasured non households)	£m	3			
54	Number of unmeasured non households with outstanding revenue 36 - 48 mo	nr	0			
55	Revenue outstanding >48 months (unmeasured non households)	£m	3			
56	Number of unmeasured non households with outstanding revenue > 48 month	nr	0			
	REVENUE WRITTEN OFF			 		 
	Amount of revenue written off from measured households	£m	3			
	Amount of revenue written off from measured non-households	£m	3			
58	Amount of revenue written off from unmeasured households	£m	3			
58a	Amount of revenue written off from unmeasured non-households	£m	3			
	CUSTOMER SERVICES OPERATING EXPENDITURE			 		 
	CUSTOMER SERVICES OPERATING EXPENDITURE General customer services operating expenditure Total	£m	3			
		£m	3			
		£m	3			
		£m	3			
		£m	3			
59 i ii iii iv		£m	3			
59 i iii iii iv 60	General customer services operating expenditure Total					
59 i ii iii 60 60a	General customer services operating expenditure Total Outstanding revenue collection operating expenditure (households)	£m	3			
59 i iii iv 60 60a 61	General customer services operating expenditure Total Outstanding revenue collection operating expenditure (households) Outstanding revenue collection operating expenditure (non households)	£m £m	33			

£m

3

#### ANNUAL INFORMATION RETURN - TABLE 6B VULNERABLE CUSTOMERS APPLICATIONS FOR VULNERABLE CUSTOMER STATUS (TOTAL)

	DESCRIPTION	UNITS	DP	1 REPORTING YEAR 2007-08	2 <b>REPORTING</b> <b>YEAR</b> 2008-09	3 REPORTING YEAR 2009-10	4 REPORTING YEAR 2010-11
1	Applications - large families	nr	0				
2	Successful applications - large families	nr	0				
3	Applications - medical conditions	nr	0				
4	Successful applications - medical conditions	nr	0				
5	Total number of applications	nr	0				
6	Total number of successful applications	nr	0				

#### ANNUAL INFORMATION RETURN - TABLE 7 NON FINANCIAL MEASURES WATER PROPERTIES & POPULATION (TOTAL)

WATER PROPERTIES & POPULATION (TOTAL)						
		1	2	3	4	5
		REPORTING	REPORTING	REPORTING	REPORTING	CURRENT
DESCRIPTION	UNITS DP	YEAR	YEAR	YEAR	YEAR	YEAR
		2007-08 CG	2008-09 CG	2009-10 CG	2010-11 CG	2011-12 CG
	-					
A PROPERTIES						
1 Household properties connected during the year	000 3					
2 Non-household properties connected during the year	000 3					
	7					
B BILLING					·	
3 Households billed unmeasured water	000 3					
4 Households billed measured water (external meter)	000 3					
5 Households billed measured water (not external meter)						
6 Households billed water	000 3					
7 Household properties (water supply area)	000 3					
8 Non-households billed unmeasured water	000 3					
9 Non-households billed measured water	000 3					
10 Non-households billed water	000 3					
11 Non-household properties (water supply area)	000 3					
12 Void properties	000 3					
C POPULATION						
13 Population - households billed unmeasured water	000 2					
14 Population - households billed measured water	000 2					
15 Population - non-households billed unmeasured water	000 2					
16 Population - non-households billed measured water	000 2					
17 Population - total	000 2					

## ANNUAL INFORMATION RETURN - TABLE 8 NON FINANCIAL MEASURES WATER METERING (TOTAL)

				1	2	3	4	
	DESCRIPTION	UNITS	DP	REPORTING YEAR 2007-08	REPORTING YEAR 2008-09	REPORTING YEAR 2009-10	REPORTING YEAR 2010-11	CG
Α	HOUSEHOLD METER INSTALLATION	1						
1	Selective meters - installed	nr	0					
2	Meter optants installed	nr	0					
3	Meters installed - external meter with existing boundary box	nr	0					
4	Meters installed - external meter without boundary box	nr	0					
5	Meters installed - internal meter	nr	0					
6	No. of meter installation requests outstanding for greater than three months	nr	0					
В	NON HOUSEHOLD METER INSTALLATION							
7	Selective meters - installed	nr	0					
	Number of non household meters renewed	nr	0					
	Meter optants installed	nr	0					
9	Meters installed - external meter with existing boundary box	nr	0					
10	Meters installed - external meter without boundary box	nr	0					
11	Meters installed - internal meter	nr	0					
12	No. of meter installation requests outstanding for greater than three months	nr	0					
	WATER DEMAND AT RECENTLY METERED NON-HOUSEDHOLD PROPERTIES Average water billed - selective metered properties	l/prop/d	2					]
		• • •	•					<b>_</b>

ANNUAL INFORMATION RETURN - TABLE 9 NON FINANCIAL MEASURES WATER QUALITY (TOTAL)

			1	2	3	4
DESCRIPTION	UNITS	DP	REPORTING YEAR 2007-08 CG	REPORTING YEAR 2008-09 CG	REPORTING YEAR 2009-10 CG	REPORTING YEAR 2010-11 CG
A WATER TREATMENT AND DISTRIBUTION						
1 Distribution input affected by Article 31 undertakings (or ADs)	MI/d	3				
2 Distribution input affected by new Article 31 (or ADs) since start of report year.	MI/d	3				
3 Percentage distribution input not affected by Article 31s (or ADs)	%	3				
4 Percentage properties in WSZs affected by Article 31s in distribution (or ADs)	%	3				
5 Percentage properties in WSZs affected by new Article 31s in distribution (or ADs)	%	3				
B DISTRIBUTION INPUT COVERED BY WORK PROGRAMMES AGREED WITH DWI						
6 Raw water deterioration	Ml/d	3				
7 Conditioning water supplies to reduce plumbosolvency	Ml/d	3				
8 Reducing the risk from Cryptosporidium	MI/d	3				
9 Other	Ml/d	3				

ANNUAL INFORMATION RETURN - TABLE 10 NON FINANCIAL MEASURES WATER DELIVERED (TOTAL)

VATER DELIVERED (TOTAL)			1		2		3	4	5
DESCRIPTION	UNITS	DP	REPORT YEAR 2007-08		REPORT YEAR 2008-09		REPORT YEAR 2009-10	REPORT YEAR 2010-11	CURRENT YEAR 2011-2012
A WATER DELIVERED - VOLUMES		••							
1 Billed measured household	MI/d	2		]					
2 Billed measured non-household	MI/d	2							
3 Billed measured	MI/d	2							
4 Billed unmeasured household	MI/d	2							
5 Billed unmeasured non-household	MI/d	2							
6 Billed unmeasured	MI/d	2							
	1	••							
B WATER DELIVERED - COMPONENTS	l/nran/d								
7 Estimated water delivered per unmeasured non-household	l/prop/d								
7a Estimated water delivered per unmeasured household	l/prop/d								
8 Per capita consumption (unmeas'd h'hold - excl s/pipe leakage)	l/h/d	2							
9 Per capita consumption (meas'd h'hold - excl s/pipe leakage)	l/h/d								
10 Underground supply pipe leakage (unmeas'd households)	l/prop/d								
11 Underground supply pipe leakage (ext. metered households)	l/prop/d								
12 Underground supply pipe leakage (other metered h'holds)	l/prop/d								
13 Underground supply pipe leakage (void properties)	l/prop/d								
14 Meter under-registration (measured households)	MI/d	2							
15 Meter under-registration (measured non-households)	MI/d	2							
16 Distribution system operational use	MI/d	2							
17 Water taken legally unbilled	MI/d	2							
18 Water taken illegally unbilled	MI/d	2							
19 Water taken unbilled	MI/d	2							
20 Water delivered (potable)	MI/d	2							
21 Water delivered (non-potable)	MI/d	2							
22 Water delivered (non-standard rates: potable)	MI/d	2							
23 Water delivered (non-standard rates: non-potable)	MI/d	2							
24 Distribution losses	MI/d	2							
25 Total leakage	MI/d	2							
26 Distribution input	MI/d	2							
27 Bulk supply imports	MI/d	2							
28 Bulk supply exports	MI/d	2							
29 Water treated at own works to own customers	MI/d	2							
30 Overall water balance	cg	ļ							
C SECURITY OF SUPPLY	1								
31 Security of supply index - company's planned levels of service	nr	0							
32 Security of supply index - reference levels of service	nr	0				1			

	LAND WATER LIMITED - ANN												
	ipply Index - Planned leve												
	2	3	4	5	6	7	8	9	10	11	12	13	14
Water resource zone		Bulk imports (MI/d)	Bulk exports (MI/d)	Druveer	Reporting year	Dry year available headroom (MI/d)	Target headroom (MI/d)	Surplus/ deficit (MI/d)	Percentage surplus/ deficit (MI/d)	Zonal population	Percentage of total population with headroom deficit	Zonal index (%age deficit <sup>2</sup>	Security of supply index
													1
Total													

ANNUAL IN	I IRELAND WATER - ANNUAL FORMATION RETURN - TABLI of Supply Index - Reference	E 10A NON F	INANCIAL ME										
	2	3	4	5	6	7	8	9	10	11	12	13	14
Water resource zone	WAFU (EA definition) (MI/d)		Bulk exports (MI/d)	Druweer	Reporting year distribution input (MI/d)	Dry year available headroom (MI/d)	Target headroom (MI/d)	Surplus/ deficit (MI/d)	Percentage surplus/ deficit (MI/d)	Zonal population	Percentage of total population with headroom deficit	Zonal index (%age deficit <sup>2</sup>	Security of supply index
													4
Total						J					J		

	FORMATION RETURN - TABL			ASURES									
	f Supply Index - Critical p	3	AL)	5	6		8	9	10	11	12	13	14
Water resource zone		Bulk imports (MI/d)	Bulk exports	Dryvoor	Reporting year	Dry year available headroom (MI/d)	Target headroom (MI/d)	Surplus/ deficit (MI/d)	Percentage surplus/ deficit (MI/d)	Zonal	Percentage of total population with headroom deficit	Zonal index (%age deficit <sup>2</sup>	Security of supply index
Total													

ANNUAL INFORMATION RETURN - TABLE 10B NON FINANCIAL MEASURES

Northern Ireland Environment Agency Data - annual average out-turns

	DESCRIPTION	UNITS	DP
Α	BASIC RESOURCES		
1	Deployable output	MI/d	2dp
2	Outage allowance	MI/d	2dp
3	Water available for use	Ml/d	2dp
В	RAW WATER		
4	Raw water abstracted	MI/d	2dp
5	Raw water exported	Ml/d	2dp
6	Raw water retained	Ml/d	2dp
7	Raw water imported	Ml/d	2dp
8	Raw water collected	Ml/d	2dp
9	Raw water losses	Ml/d	2dp
	Raw water operational use	Ml/d	2dp
11	Non potable supplies	MI/d	2dp
12	Raw water into treatment	MI/d	2dp
С	POTABLE WATER TO POINT OF DELIVERY		
13	Treatment works losses	MI/d	2dp
14	Treatment works operational use	Ml/d	2dp
15	Potable water produced	Ml/d	2dp
16	Potable water imports	Ml/d	2dp
17	Potable water exports	Ml/d	2dp
18	Distribution input	MI/d	2dp
19	Distribution losses	MI/d	2dp
20	Water taken	MI/d	2dp
21 22	Distribution system operational use Water delivered	Ml/d Ml/d	2dp 2dp
22		IVII/O	Ζαρ
D	POTABLE WATER CUSTOMER BASE		
23	Unmeasured household - population	000's	3dp
24	Unmeasured household - properties	000's	3dp
25	Unmeasured household - occupancy rate	h/pr	2dp
	Measured household - population	000's	3dp
27	Measured household - properties	000's	3dp
28	Measured household - occupancy rate	h/pr	2dp
29	Unmeasured non household population	000's	3dp
30	Unmeasured non household - properties	000's	3dp
31	Measured non household - population	000's	3dp
32	Measured non household - properties	000's	3dp
33	Total population	000's	3dp
34	Void household - properties	000's	3dp
35 36	Void non households - properties Total properties	000's 000's	3dp 3dp
50		000 8	Jup
Ε	POTABLE WATER DELIVERED		
37	Water taken unbilled	Ml/d	2dp
38	Water delivered billed	MI/d	2dp
39	Unmeasured household water delivered	MI/d	2dp
40	Unmeasured household - uspl	MI/d	2dp
41	Unmeasured household - consumption	MI/d	2dp
42	Unmeasured household - pcc	l/h/d	2dp
43	Measured household water delivered	MI/d	2dp
44	Measured household - uspl	MI/d	2dp
45	Measured household - consumption Measured household - pcc	Ml/d Ml/d	2dp
46 47	Unmeasured non-household water delivered	MI/d	2dp 2dp
47	Unmeasured non-household - uspl	MI/d	2dp 2dp
48 49	Unmeasured non-household - uspi	MI/d	2dp 2dp
49 50	Measured non household water delivered	MI/d	2dp 2dp
50	Measured non household - uspl	MI/d	2dp 2dp
52	Measured non household - consumption	MI/d	2dp 2dp
53	Void properties - uspl	MI/d	2dp 2dp
55		IVII/U	Lap
F	LEAKAGE		
Г			r
<b>F</b>	Total leakage	MI/d	2dp



	DESCRIPTION	UNITS	DP	E RESOURCE ZONE	Tota
^	BASIC RESOURCES				
<mark>Α</mark> 1	Deployable output	MI/d	2dp		
2	Outage allowance	MI/d	2dp 2dp		
3	Water available for use	MI/d	2dp		
В	RAW WATER				
4	Raw water abstracted	MI/d	2dp		
5	Raw water exported	MI/d	2dp		
6	Raw water retained	MI/d	2dp		
7	Raw water imported	MI/d	2dp		
8	Raw water collected	MI/d	2dp		
9 10	Raw water losses Raw water operational use	MI/d MI/d	2dp 2dp		
11	Non potable supplies	MI/d	2dp 2dp		
12	Raw water into treatment	MI/d	2dp 2dp		
~					
<mark>C</mark> 13	POTABLE WATER TO POINT OF DELIVERY Treatment works losses	MI/d	2dp		
14	Treatment works operational use	MI/d	2dp		
15	Potable water produced	MI/d	2dp		
16	Potable water imports	MI/d	2dp		
17	Potable water exports	MI/d	2dp		
18	Distribution input	MI/d	2dp		
19	Distribution losses	MI/d	2dp		
20 21	Water taken Distribution system operational use	MI/d MI/d	2dp 2dp	 	
21 22	Water delivered	MI/d	2dp 2dp		
_					
<b>D</b> 23	POTABLE WATER CUSTOMER BASE Unmeasured household - population	000's	3dp		
23 24	Unmeasured household - properties	000's	3dp 3dp	 	
24 25	Unmeasured household - occupancy rate	000 s	2dp		
26	Measured household - population	000's	3dp		
27	Measured household - properties	000's	3dp		
28	Measured household - occupancy rate	h/pr	2dp		
29	Unmeasured non household population	000's	3dp		
30	Unmeasured non household - properties	000's	3dp		
31	Measured non household - population	000's	3dp		
32	Measured non household - properties	000's	3dp		
33	Total population	000's	3dp		
34 35	Void household - properties Void non households - properties	000's	3dp 3dp		
36	Total properties	000's	3dp		
<mark>Е</mark> 37	POTABLE WATER DELIVERED Water taken unbilled	MI/d	2dn		
	Water taken unblied Water delivered billed	MI/d	2dp 2dp		
	Unmeasured household water delivered	MI/d	2dp 2dp		
37 38 39	Unmeasured household - uspl	MI/d	2dp		
38	Torrineasureu nousenoiù - uspi	N 41 / -1	2dp		
38 39	Unmeasured household - uspi Unmeasured household - consumption	MI/d			
38 39 40 41 42	Unmeasured household - consumption Unmeasured household - pcc	l/h/d	2dp		
38 39 40 41 42 43	Unmeasured household - consumption Unmeasured household - pcc Measured household water delivered	l/h/d Ml/d	2dp		
38 39 40 41 42 43 44	Unmeasured household - consumption Unmeasured household - pcc Measured household water delivered Measured household - uspl	l/h/d Ml/d Ml/d	2dp 2dp		
38 39 40 41 42 43 44 45	Unmeasured household - consumption Unmeasured household - pcc Measured household water delivered Measured household - uspl Measured household - consumption	l/h/d MI/d MI/d MI/d	2dp 2dp 2dp		
38 39 40 41 42 43 44 45 46	Unmeasured household - consumption Unmeasured household - pcc Measured household water delivered Measured household - uspl Measured household - consumption Measured household - pcc	l/h/d MI/d MI/d MI/d MI/d	2dp 2dp 2dp 2dp		
38 39 40 41 42 43 44 45 46 47	Unmeasured household - consumptionUnmeasured household - pccMeasured household water deliveredMeasured household - usplMeasured household - consumptionMeasured household - pccUnmeasured non-household water delivered	l/h/d MI/d MI/d MI/d MI/d MI/d	2dp 2dp 2dp 2dp 2dp 2dp		
38 39 40 41 42 43 44 45 46 47 48	Unmeasured household - consumptionUnmeasured household - pccMeasured household water deliveredMeasured household - usplMeasured household - consumptionMeasured household - pccUnmeasured non-household water deliveredUnmeasured non-household - uspl	I/h/d MI/d MI/d MI/d MI/d MI/d	2dp 2dp 2dp 2dp 2dp 2dp 2dp		
38 39 40 41 42 43 44 45 46 47 48 49	Unmeasured household - consumptionUnmeasured household - pccMeasured household water deliveredMeasured household - usplMeasured household - consumptionMeasured household - pccUnmeasured non-household water deliveredUnmeasured non-household - usplUnmeasured non-household - usplUnmeasured non-household - usplUnmeasured non-household - uspl	l/h/d MI/d MI/d MI/d MI/d MI/d MI/d	2dp 2dp 2dp 2dp 2dp 2dp 2dp 2dp		
38       39       40       41       42       43       44       45       46       47       48       49       50	Unmeasured household - consumptionUnmeasured household - pccMeasured household water deliveredMeasured household - usplMeasured household - consumptionMeasured household - pccUnmeasured non-household water deliveredUnmeasured non-household - usplUnmeasured non-household - usplUnmeasured non-household - usplUnmeasured non-household - consumptionMeasured non household - consumptionMeasured non household - consumption	l/h/d MI/d MI/d MI/d MI/d MI/d MI/d MI/d	2dp 2dp 2dp 2dp 2dp 2dp 2dp 2dp 2dp		
38 39 40 41 42 43 44 45 46 47 48 49	Unmeasured household - consumptionUnmeasured household - pccMeasured household water deliveredMeasured household - usplMeasured household - consumptionMeasured household - pccUnmeasured non-household water deliveredUnmeasured non-household - usplUnmeasured non-household - usplUnmeasured non household - consumptionMeasured non household - usplUnmeasured non household - usplMeasured non household - usplMeasured non household - uspl	l/h/d MI/d MI/d MI/d MI/d MI/d MI/d	2dp 2dp 2dp 2dp 2dp 2dp 2dp 2dp 2dp 2dp		
38       39       40       41       42       43       44       45       46       47       48       49       50       51	Unmeasured household - consumptionUnmeasured household - pccMeasured household water deliveredMeasured household - usplMeasured household - consumptionMeasured household - pccUnmeasured non-household water deliveredUnmeasured non-household - usplUnmeasured non-household - usplUnmeasured non-household - usplUnmeasured non-household - consumptionMeasured non household - consumptionMeasured non household - consumption	I/h/d           MI/d           MI/d	2dp 2dp 2dp 2dp 2dp 2dp 2dp 2dp 2dp		
38       39       40       41       42       43       44       45       46       47       48       49       50       51       52       53	Unmeasured household - consumptionUnmeasured household - pccMeasured household water deliveredMeasured household - usplMeasured household - consumptionMeasured household - pccUnmeasured non-household water deliveredUnmeasured non-household - usplUnmeasured non-household - consumptionMeasured non household - usplUnmeasured non household - consumptionMeasured non household - consumptionMeasured non household - usplMeasured non household - uspl	I/h/d MI/d MI/d MI/d MI/d MI/d MI/d MI/d MI	2dp 2dp 2dp 2dp 2dp 2dp 2dp 2dp 2dp 2dp		
38       39       40       41       42       43       44       45       46       47       48       49       50       51       52	Unmeasured household - consumptionUnmeasured household - pccMeasured household water deliveredMeasured household - usplMeasured household - consumptionMeasured household - pccUnmeasured non-household water deliveredUnmeasured non-household - usplUnmeasured non-household - usplUnmeasured non household - consumptionMeasured non household - usplUnmeasured non household - consumptionMeasured non household water deliveredMeasured non household - usplMeasured non household - usplMeasured non household - usplMeasured non household - usplMeasured non household - uspl	I/h/d MI/d MI/d MI/d MI/d MI/d MI/d MI/d MI	2dp 2dp 2dp 2dp 2dp 2dp 2dp 2dp 2dp 2dp		

ANNUAL INFORMATION RETURN - TABLE 11 NON FINANCIAL MEASURES WATER SERVICE ACTIVITIES (NI Water Only)

ATER SERVICE ACTIVITIES (NI Water Only)			1	2	3	4
			REPORTING	REPORTING	REPORTING	REPORTING
DESCRIPTION	UNITS	DP	YEAR	YEAR	YEAR	YEAR
			2007-08 CG	2008-09 CG	2009-10 CG	2010-11 C
A ASSET BALANCE AT APRIL 1						
1 Total length of mains	km	2				
B CHANGES DURING REPORT YEAR						
2 Mains renewed	km	2				
3 Mains relined	km	2				
4 Mains cleaned (total)	km	2				
6 New mains	km	2				
7 Mains abandoned and other changes	km	2				
8 Lead communication pipes replaced - quality	nr	0				
9 Lead communication pipes replaced - maintenance or other	nr	0				
0 Communication pipes replaced - other	nr	0				
1 Mains bursts per 1000km	nr	0				
C ASSET BALANCE AT MARCH 31	1	0				
2 Total length of mains	km	2				
D DISTRIBUTION STUDIES						
3 Cumulative number of distribution zone studies completed	nr	0				
4 Distribution zone studies ongoing	nr	0				
5 Total distribution zones identified for study	nr	0				
6 Cumulative % distribution zone studies completed	%	1				
7 Percentage population/properties - completed studies	%	1				
E NOMINATED WATER SERVICE OUTPUTS						
8 Completion of nominated trunk main schemes to improve security of supply	nr	0				
9 Completion of nominated water treatment works schemes to improve water	nr	0				
20 Completion of nominated improvements to increase the capacity of service	nr	0				

ANNUAL INFORMATION RETURN - TABLE 11A NON FINANCIAL MEASURES WATER SERVICE SERVICEABILITY INDICATORS (NIW Only)

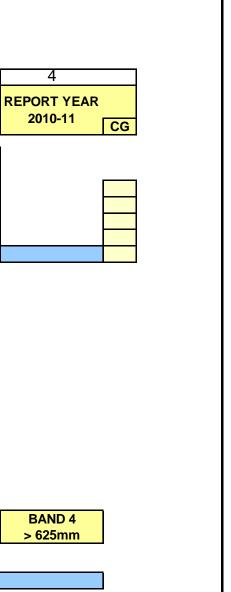
	DESCRIPTION	1 NUMB WT		OUTPU CALEI YE	NDAR	CG
		UNITS	DP	UNITS	DP	]
Α	WATER TREATMENT WORKS - TURBIDITY	nr	0	MI/d	2	1
1	95%ile greater than or equal to 0.5NTU					
2	95%ile less than 0.5NTU					
3	Turbidity not recorded					
4	Total					
4	· · · · · · · · · · · · · · · · · · ·					

		1		2			3	4	
DESCRIPTION			URCES	PROP'N DIS	ST INPUT	BULK PRO	P'N OF D.I.	REPORT YEAR 2010-11	
		UNITS	DP	UNITS	DP	UNITS	DP	1	
A SOURCE TYPES AND PUMPING		nr	0	Prop'n (0-1)	3	Prop'n (0-1)	3		
1 Impounding reservoirs									
2 River abstractions									
3 Boreholes									
4 Source types and pumping; total									
5 Average pumping head - total	m.hd 1								
		D.I.		WOR	KS				
B TREATMENT TYPE		UNITS Prop'n (0-1)	<b>DP</b> 3	UNITS nr	<b>DP</b>				
6 Proportion of distribution input - simple disinfection		110011(0-1)	5		0				
7 Proportion of distribution input - W1	_								
8 Proportion of distribution input - W2									
9 Proportion of distribution input - W3						1			
0 Proportion of distribution input - W4	7					1			
1 Proportion of distribution input - total						-			
12 Total numbers of works									
		BAND	) 1	BAND	12	BAN	ID 3	BAND 4	
		<= 165		166 - 32		321 - 6		> 625mm	

			1		2		3		4
DESCRIPTION	UNITS	DP	NR OF SOURCES		PROP'N DIST INPUT		BULK PROP'N OF D.I.		REPORT YEAR 2010-11
			UNITS	DP	UNITS	DP	UNITS	DP	]
SOURCE TYPES AND PUMPING			nr	0	Prop'n (0-1)	3	Prop'n (0-1)	3	
Impounding reservoirs									
River abstractions									
Boreholes									
Source types and pumping; total									
Average pumping head - total	m.hd	1							
			UNITS	DP		DP	]		
TREATMENT TYPE			Prop'n (0-1)	3	nr	0			
Proportion of distribution input - simple disinfection									
Proportion of distribution input - W1									
Proportion of distribution input - W2									
Proportion of distribution input - W3									
Proportion of distribution input - W4									
Proportion of distribution input - total							•		
Total numbers of works									
			BAND 1		BAND 2		BAND 3		BAND 4
			<= 165mm		166 - 320mm		321 - 625mm		> 625mm

ANNUAL INFORMATION RETURN - TABLE 12 NON FINANCIAL MEASURES

				1	2	3
	DESCRIPTION	UNITS	DP	NR OF SOURCES	PROP'N DIST INPUT	BULK PROP'N
						OF D.I.
				UNITS DP	UNITS DP	D UNITS D
A	SOURCE TYPES AND PUMPING			nr 0	Prop'n (0-1) 3	Prop'n (0-1) 3
1	Impounding reservoirs					
2	River abstractions					
3	Boreholes					
4	Source types and pumping; total					
5	Average pumping head - total	m.hd	1			
D	TDEATMENT TYDE	-		UNITS DP		
	TREATMENT TYPE			UNITS DP Prop'n (0-1) 3	UNITS DP nr 0	
6	Proportion of distribution input - simple dis	infection				
6 7	Proportion of distribution input - simple dis Proportion of distribution input - W1	 infection				
6 7 8	Proportion of distribution input - simple dis Proportion of distribution input - W1 Proportion of distribution input - W2	infection				
6 7 8 9	Proportion of distribution input - simple dis Proportion of distribution input - W1	infection				
6 7 8 9 10	Proportion of distribution input - simple dis Proportion of distribution input - W1 Proportion of distribution input - W2 Proportion of distribution input - W3	infection				
<b>B</b> 6 7 8 9 10 11 12	<ul> <li>Proportion of distribution input - simple dis</li> <li>Proportion of distribution input - W1</li> <li>Proportion of distribution input - W2</li> <li>Proportion of distribution input - W3</li> <li>Proportion of distribution input - W4</li> </ul>					
6 7 8 9 0 1	Proportion of distribution input - simple disProportion of distribution input - W1Proportion of distribution input - W2Proportion of distribution input - W3Proportion of distribution input - W4Proportion of distribution input - total	infection				
6 7 8 9 10	Proportion of distribution input - simple disProportion of distribution input - W1Proportion of distribution input - W2Proportion of distribution input - W3Proportion of distribution input - W4Proportion of distribution input - total	infection				BAND 3
6 7 8 9 0 1	Proportion of distribution input - simple disProportion of distribution input - W1Proportion of distribution input - W2Proportion of distribution input - W3Proportion of distribution input - W4Proportion of distribution input - total			Prop'n (0-1) 3	nr 0	
6 7 8 9 10	Proportion of distribution input - simple disProportion of distribution input - W1Proportion of distribution input - W2Proportion of distribution input - W3Proportion of distribution input - W4Proportion of distribution input - total	infection		Prop'n (0-1) 3	nr 0	BAND 3



#### ANNUAL INFORMATION RETURN - TABLE 13 NON FINANCIAL MEASURES SEWERAGE PROPERTIES & POPULATION (TOTAL)

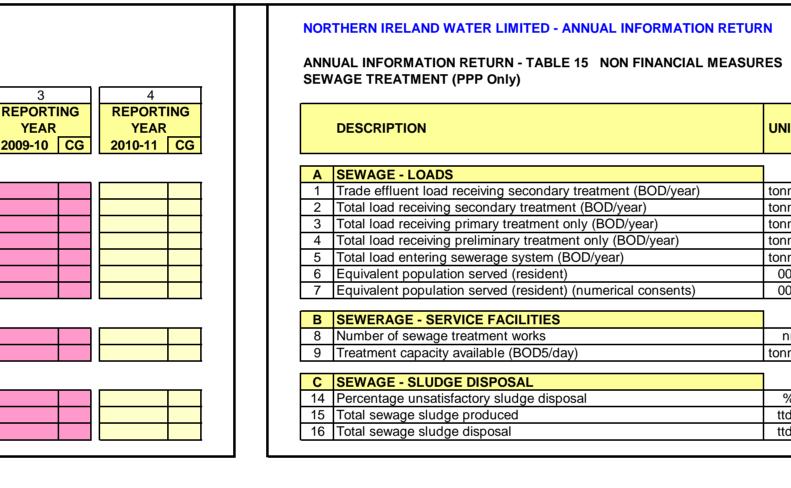
	VERAGE PROPERTIES & POPULATION (TOTAL)			1	2	3	4	
	DESCRIPTION	UNITS	DP	REPORT YEAR 2007-08	REPORTIN YEAR 2008-09	REPORTII YEAR 2009-10	REPORTING YEAR 2010-11	CG
Α	PROPERTIES						 	
1	Households properties connected during the year	000	3					
2	Non-households properties connected during the year	000	3					
В	BILLING							
3	Households billed unmeasured sewage	000	3					
4	Households billed measured sewage	000	3					
5	Households billed sewage	000	3					
6	Non-households billed unmeasured sewage	000	3					
7	Non-households billed measured sewage	000	3					
8	Non-households billed sewage	000	3					
9	Void properties	000	3					
С	POPULATION					 -		
10	Total connected population	000	3					_

ANNUAL INFORMATION RETURN - TABLE 14 NON FINANCIAL MEASURES SEWAGE COLLECTED (TOTAL)

DESCRIPTIONUNITSDPYEAR 2007-08YEAR CGYEAR 2008-09YEAR 2009-10YEAR 2009-10YEAR 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-11Year 2010-1					1	[	2		3	4
1Volume unmeasured household sewageMI/d22Volume unmeasured non-household sewageMI/d23Volume unmeasured sewageMI/d24Volume measured household domestic sewageMI/d25Volume trade effluent (excluding Roads Drainage)MI/d27Volume waste water returnedMI/d2		DESCRIPTION	UNITS	DP			YEAR	G	YEAR	
2       Volume unmeasured non-household sewage       MI/d       2         3       Volume unmeasured sewage       MI/d       2         4       Volume measured household domestic sewage       MI/d       2         5       Volume trade effluent (excluding Roads Drainage)       MI/d       2         7       Volume waste water returned       MI/d       2	Α	SEWAGE - VOLUMES								
3       Volume unmeasured sewage       MI/d       2         4       Volume measured household domestic sewage       MI/d       2         5       Volume measured non - household domestic sewage       MI/d       2         6       Volume waste water returned       MI/d       2	1	Volume unmeasured household sewage	MI/d	2		ſ				
4       Volume measured household domestic sewage       MI/d       2         5       Volume measured non - household domestic sewage       MI/d       2         6       Volume trade effluent (excluding Roads Drainage)       MI/d       2         7       Volume waste water returned       MI/d       2	2	Volume unmeasured non-household sewage	Ml/d	2						
5       Volume measured non - household domestic sewage       MI/d       2         6       Volume trade effluent (excluding Roads Drainage)       MI/d       2         7       Volume waste water returned       MI/d       2	3	Volume unmeasured sewage	Ml/d	2						
6       Volume trade effluent (excluding Roads Drainage)       MI/d       2         7       Volume waste water returned       MI/d       2	4	Volume measured household domestic sewage	Ml/d	2						
7 Volume waste water returned MI/d 2	5	Volume measured non - household domestic sewage	Ml/d	2						
	6	Volume trade effluent (excluding Roads Drainage)	Ml/d	2		ſ				
8 Volume of Roads Drainage returned MI/d 2	7	Volume waste water returned	Ml/d	2		Ī				
	8	Volume of Roads Drainage returned	Ml/d	2		[				

June return reporting requirements and definitions manual

				1	2	
				REPORTING	REPORTING	
	DESCRIPTION	UNITS	DP	YEAR	YEAR	
				2007-08 CG	2008-09 CG	
1	SEWAGE - LOADS					
	Trade effluent load receiving secondary treatment (BOD/year)	tonnes	1			
2	Total load receiving secondary treatment (BOD/year)	tonnes	1			
;	Total load receiving primary treatment only (BOD/year)	tonnes	1			
ŀ	Total load receiving preliminary treatment only (BOD/year)	tonnes	1			
;	Total load entering sewerage system (BOD/year)	tonnes	1			
;	Equivalent population served (resident)	000	2			
'	Equivalent population served (resident) (numerical consents)	000	2			
3	SEWERAGE - SERVICE FACILITIES					
	Number of sewage treatment works	nr	0			
	Treatment capacity available (BOD5/day)	tonnes	1			
_						
;	SEWAGE - SLUDGE DISPOSAL					
4	Percentage unsatisfactory sludge disposal	%	2			
5	Total sewage sludge produced	ttds	1			
6	Total sewage sludge disposal	ttds	1			

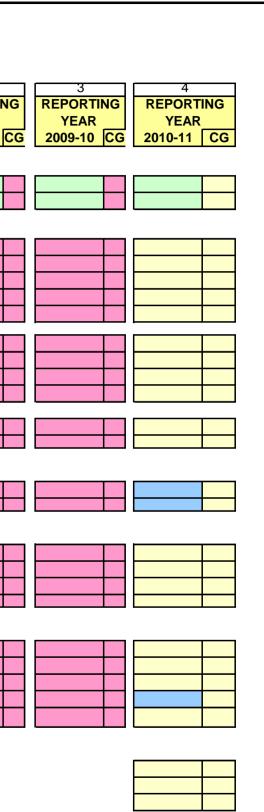


02	NAGE TREATMENT (PPP Only)			1	2	3	
				REPORTING	REPORTING	REPORTING	REP
	DESCRIPTION	UNITS	DP	YEAR	YEAR	YEAR	Y
				2007-08 CG	2008-09 CG	2009-10 CG	2010
Α	SEWAGE - LOADS						
1	Trade effluent load receiving secondary treatment (BOD/year)	tonnes	1				
2	Total load receiving secondary treatment (BOD/year)	tonnes	1				
3	Total load receiving primary treatment only (BOD/year)	tonnes	1				
4	Total load receiving preliminary treatment only (BOD/year)	tonnes	1				
5	Total load entering sewerage system (BOD/year)	tonnes	1				
6	Equivalent population served (resident)	000	2				
7	Equivalent population served (resident) (numerical consents)	000	2				
В	SEWERAGE - SERVICE FACILITIES						
8	Number of sewage treatment works	nr	0				
9	Treatment capacity available (BOD5/day)	tonnes	1				
С	SEWAGE - SLUDGE DISPOSAL						
14	Percentage unsatisfactory sludge disposal	%	2				
15	Total sewage sludge produced	ttds	1				
16		ttds	1				

	IUAL INFORMATION RETURN - TABLE 15 NON FINANCIAL MEASU	NLO							
SEN	VAGE TREATMENT (Total)				_				
				1		2		3	4
				REPORTING	3	REPORTING		REPORTING	REPORTING
	DESCRIPTION	UNITS	DP	YEAR		YEAR		YEAR	YEAR
				2007-08 CC	G	2008-09 C	G	2009-10 CG	2010-11 CG
Α	SEWAGE - LOADS								
1	Trade effluent load receiving secondary treatment (BOD/year)	tonnes	1						
2	Total load receiving secondary treatment (BOD/year)	tonnes	1						
3	Total load receiving primary treatment only (BOD/year)	tonnes	1						
4	Total load receiving preliminary treatment only (BOD/year)	tonnes	1						
5	Total load entering sewerage system (BOD/year)	tonnes	1						
6	Equivalent population served (resident)	000	2						
7	Equivalent population served (resident) (numerical consents)	000	2						
В	SEWERAGE - SERVICE FACILITIES								
8	Number of sewage treatment works	nr	0						
9	Treatment capacity available (BOD5/day)	tonnes	1						
С	SEWAGE - SLUDGE DISPOSAL								
	Percentage unsatisfactory sludge disposal	%	2						
15		ttds	1						
	Total sewage sludge disposal	ttds	1						

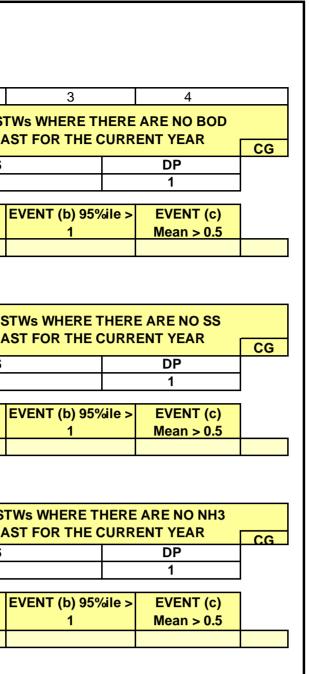
#### ANNUAL INFORMATION RETURN - TABLE 16 NON FINANCIAL MEASURES SEWERAGE SERVICE ACTIVITIES (NIW Only)

				Z
			REPORTING	REPORTI
DESCRIPTION	UNITS	DP	YEAR	YEAR
			2007-08 CG	2008-09
A ASSET BALANCE AT APRIL 1				
1 Total length of sewers	km	2		_
2 Total length of "critical" sewers	km	2		
B CHANGES DURING REPORT YEAR			_	
3 New "critical" sewers	km	2		
4 "Critical" sewers - inspection by CCTV/man entry	km	2		
5 "Critical" sewers - renovated	km	2		
6 "Critical" sewers - replaced	km	2		
7 Abandoned "critical" sewers and other changes	km	2		
8 New "non-critical" sewers	km	2		
9 "Non-critical" sewers - renovated	km	2		_
10 "Non-critical" sewers - replaced	km	2		
11 Abandoned "non-critical" sewers and other changes	km	2		
The Abandoned Horrentical Sewers and other changes	NII	2		
12 Sewer collapses per 1,000km	nr	1		
13 Sewer blockages per 1,000km	nr	1		
C ASSET BALANCE AT MARCH 31	l in the second s			]
14 Total length of sewers 15 Total length of "critical" sewers	km km	2		
15 Flotariengthol childar sewers	KIII	2		
D INTERMITTENT DISCHARGES				
16a Number of unsatisfactory intermittent discharges excluding CSOs (EHS)	nr	0		
16b Number of unsatisfactory intermittent discharges CSOs (EHS)	nr	0		
17a Number of intermittent discharges excluding CSOs	nr	0		
17b Number of CSOs	nr	0		
E DRAINAGE AREA PLANS				
18 Cumulative number of drainage area plans completed	nr	0		
19 Number of drainage area plan studies in progress at the report end of the report year	nr	0		
20 Total sewerage drainage areas	nr	0		
21 Cumulative % drainage area plan studies completed	%	1		
22 % population/properties covered by completed studies	%	1		
F NOMINATED SEWERAGE SERVICE OUTPUTS				
23 Delivery of improvements to nominated UIDs as part of a defined programme of work	nr	0		
24 Delivery of improvements to WWTW through nominated schemes as part of a defined programme of work	nr	0		
25 Investment in improvements to small wastewater treatment works as part of the rural wastewater investment	£m	1		

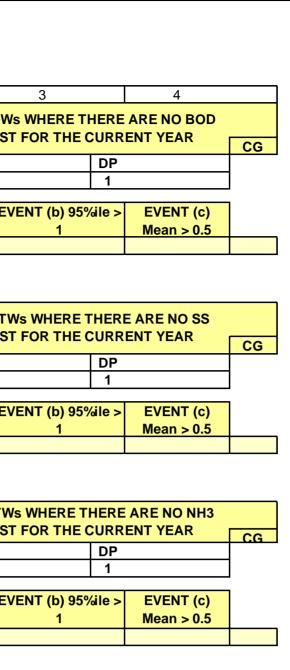


NORTHERN IRELAND WATER LIMITED - ANNUAL INFORMATION RETURN ANNUAL INFORMATION RETURN - TABLE 16A NON FINANCIAL MEASURES SEWERAGE SERVICE SERVICEABILITY INDICATORS (TOTAL)							
	DESCRIPTION	UNITS	DP	2010-11 CG			
<b>A</b> 1 2 3 4	SEWERS - MAINTENANCE Total number of rising main failures Total number of gravity sewer collapses Total number of sewer blockages Total number of equipment failures repaired	nr nr nr nr	0 0 0				

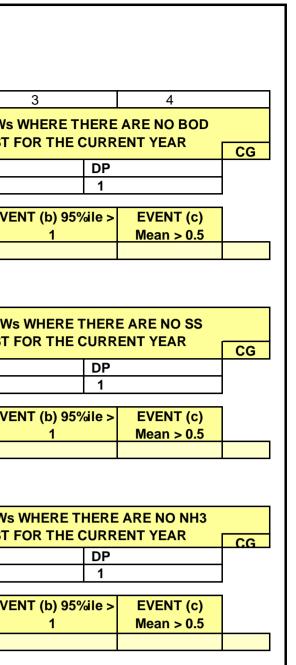
			1		2	
DESCRIPTION	UNITS	DP	NUMBER OF ST	ſW's	PERCENTAGE OF ST EVENTS FORECA	
	<b>_</b>		UNITS	DP	UNITS	_
			nr	0	%	
SEWAGE TREATMENT WORKS - BOD PERFORMANCE					EVENT (a) Max > 2	E
1 Equivalent population band 3 to 6	_					
2 Excluded STWs 3 Total STWs	nr	0				
3 Total STWs	nr	0				
			NUMBER OF STW's		PERCENTAGE OF ST EVENTS FORECAS	
			UNITS	DP	UNITS	
			nr		%	
SEWAGE TREATMENT WORKS - SS PERFORMANCE					EVENT (a) Max > 2	E
4 Equivalent population band 3 to 6						
5 Excluded STWs	nr	0				
6 Total STWs	nr	0				
			NUMBER OF STW's		PERCENTAGE OF S EVENTS FORECA	
			UNITS	DP	UNITS	
			nr		%	
C SEWAGE TREATMENT WORKS - NH3 PERFORMANCE	1				EVENT (a) Max > 2	E
	-					
7 Equivalent population band 3 to 6						
<ul> <li>Equivalent population band 3 to 6</li> <li>Excluded STWs</li> <li>Total STWs</li> </ul>	nr	0				



			1		2	
DESCRIPTION		DP	NUMBER OF STW's		PERCENTAGE OF STW EVENTS FORECAST	
			UNITS	DP	UNITS	
			nr	0	%	
SEWAGE TREATMENT WORKS - BOD PERFORMANCE	_				EVENT (a) Max > 2	EV
Equivalent population band 3 to 6	-					+
	nr	0				
Excluded STWs Total STWs	nr	0				
			NUMBER OF STW's		PERCENTAGE OF STW EVENTS FORECAST	
			UNITS	DP	UNITS	
			nr		%	
SEWAGE TREATMENT WORKS - SS PERFORMANCE					EVENT (a) Max > 2	EV
Equivalent population band 3 to 6						
Excluded STWs	nr	0				
Total STWs	nr	0				
			NUMBER OF STW's		PERCENTAGE OF STW EVENTS FORECAS	
			UNITS	DP	UNITS	
			nr		%	
	_				EVENT (a) Max > 2	EV
SEWAGE TREATMENT WORKS - NH3 PERFORMANCE					.,	
<ul> <li>Equivalent population band 3 to 6</li> <li>Excluded STWs</li> <li>Total STWs</li> </ul>	nr	0				



N	ORTHERN IRELAND WATER LIMITED - ANNUAL INFORMATIO	ON RETURN				
	NNUAL INFORMATION RETURN - TABLE 16B NON FINANCI EWERAGE SERVICE SERVICEABILITY INDICATORS (Total)	AL MEASURES				
			1		2	
	DESCRIPTION	UNITS DP	NUMBER OF S	TW's	PERCENTAGE OF S EVENTS FOREC	
			UNITS	DP	UNITS	
			nr	0	%	
						EVE
	A SEWAGE TREATMENT WORKS - BOD PERFORMANCE				EVENT (a) Max > 2	
	1 Equivalent population band 3 to 6					
	2 Excluded STWs	nr 0				
	3 Total STWs	nr 0				
					-	
			NUMBER OF STW's		PERCENTAGE OF STWS EVENTS FORECAST F	
			UNITS	DP	UNITS	
			nr		%	
	B SEWAGE TREATMENT WORKS - SS PERFORMANCE				EVENT (a) Max > 2	EVE
	4 Equivalent population band 3 to 6					
	5 Excluded STWs	nr 0				
	6 Total STWs	nr 0				
					_	
			NUMBER OF STW's		PERCENTAGE OF STW EVENTS FORECAST	
			UNITS	DP	UNITS	
			nr		%	
	C SEWAGE TREATMENT WORKS - NH3 PERFORMANCE				EVENT (a) Max > 2	EVE
	7 Equivalent population band 3 to 6					
	8 Excluded STWs	nr 0				
	9 Total STWs	nr 0			1	

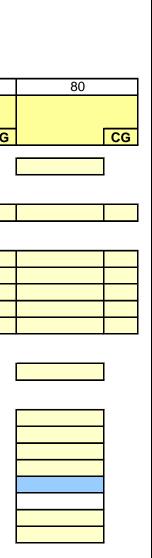


## ANNUAL INFORMATION RETURN - TABLE 17A SEWERAGE EXPLANATORY FACTORS SEWERAGE SUB - AREA EXPLANATORY FACTORS (TOTAL)

			1	2		3	4		5	6		7		8	9
DESCRIPTION	UNITS	DP	AREA 1	AREA	2 CG	AREA 3	ARE	A 4 CG	AREA 5	AREA	6 CG	AREA 7	CG	AREA 8	Total
SEWERAGE SUB AREAS				<u> </u>							· · ·	<b>i</b>			
Area name:-	I				/						] [				
1 Annual average resident connected populatio		1													
2 Annual average non-resident population	000	1													
3 Volume of sewage collected (daily average)	MI/d	1													
4 Total connected properties	nr	0													
5 Area of Sewerage District	km <sup>2</sup>	0													
B SEWERAGE DATA															
6 Total length of sewer	km	0													
C Costs	I														
7 Sewerage: Direct Costs	£000	0			1 /			<b>-</b> 1			ז ו				
8 Sewerage: Power Costs	£000	0						-			1 1				
9 Sewerage: Service Charges	£000	0						-			1 1				
10 Sewerage: General & Support Expenditure	£000	0									1 1				
11 Sewerage: Functional Expenditure	£000	0			/						1 1				

#### ANNUAL INFORMATION RETURN - TABLE 17B SEWERAGE EXPLANATORY FACTORS SEWAGE TREATMENT WORKS - LARGE WORKS INFORMATION DATABASE (NIW Only)

					1	~	~	~
	DESCRIPTION	UNITS	DP	TOTAL	CG	CG	CG	CG
1	Works Name	]						
Α	WORKS SIZE							
2	Population equivalent of total load received	000	0					
	EFFLUENT CONSENT STANDARD							
	Suspended solids consent	mg/l	0					
	BOD5 consent	mg/l	0					
	COD consent	mg/l	0					
	Ammonia consent	mg/l	0					
7	Phosphates consent	mg/l	0					
С	TREATMENT CATEGORY	]						
8	Classification of Treatment Works							
D	COSTS							
9	Direct cost	£000	0					
10	Power costs	£000	0					
	Service Charges	£000	0					
	General and support expenditure	£000	0					
13	Functional expenditure	£000	0					
	Estimated terminal pumping costs	£000	0					
15	Estimated sludge costs	£000	0					



			1	2	3	4	5	6
DESCRIPTION	UNITS	DP		SECO	NDARY		TER	<u>FIARY</u>
			PRIMARY	ACTIVATED	BIOLOGICAL	A1	A2	B1
SMALL WORKS								
Number of STWs in size band 1	nr	0						
Number of STWs in size band 2	nr	0						
Number of STWs in size band 3	nr	0						
Number of STWs in size band 4	nr	0						
Number of STWs in size band 5	nr	0						
LARGE WORKS								
Number of STWs in size band 6	nr	0						
Total numbers of STWs	nr	0						

7	8	9	10	11
		EA OUTFALLS		
B2	PRELIMINARY TREATMENT	SCREENED	UNSCREENED	TOTAL

EWAGE TREATMENT WORKS - NUMBERS (PPP Only)		1	2	3	4	5	6	7	8	9	10	11
	UNITS					TREATM	ENT CATEGOR	Ý	•			
DESCRIPTION	DP	PRIMARY	SECONDARY		TERTIARY				SEA OUTFALLS			TOTAL
			ACTIVATED	BIOLOGICAL	A1	A2	B1	B2	PRELIMINARY TREATMENT	SCREENED	UNSCREENED	
			-							-	<u> </u>	
SMALL WORKS												
Number of STWs in size band 1	nr 0											
Number of STWs in size band 2	nr 0											
3 Number of STWs in size band 3	nr 0											
1 Number of STWs in size band 4	nr 0											
Number of STWs in size band 5	nr 0											
Number of STWs in size band 6	nr 0											
Total numbers of STWs	nr 0											
SMALL WORKS WITH AMMONIA CONSENTS												
Number of small STWs with NH3 consent (5 - 10mg/l)	nr 0		1									
9 Number of small STWs with NH3 consent ( $< = 5mg/l$ )	nr 0		-									

			1	2	3	4	5	6	7	8	9	10	11
				•			TREATME	<b>NT CATEGORY</b>					
DESCRIPTION		DP		SECO	NDARY		TERT	IARY		S	EA OUTFALLS		
	UNITS		PRIMARY	ACTIVATED	BIOLOGICAL	A1	A2	B1	B2	PRELIMINARY TREATMENT	SCREENED	UNSCREENED	TOTAL
SMALL WORKS													
Number of STWs in size band 1	nr	0											
2 Number of STWs in size band 2	nr	0											
8 Number of STWs in size band 3	nr	0											
1 Number of CTM in size band 1	nr	0											
Number of STWs in size band 4	nr												
	nr	0											
Number of STWs in size band 5													

-											
NOF	RTHERN IRELAND WATER LIMITED- ANNUAL INF		RETU	RN							
ANN	IUAL INFORMATION RETURN - TABLE 17D SEW	/ERAGE EXP	LANA	TORY FACTO	RS						
SEV	VAGE TREATMENT WORKS - LOADS (NIW Only)										
				1	2	3	4	5	6	7	8
					•	•	-	TREATM	ENT CAT	EGORY	-
	DESCRIPTION				SECO	NDARY		TER	TIARY		
		UNITS	DP	PRIMARY	ACTIVATED SLUDGE	BIOLOGICAL	A1	A2	B1	B2	PRELIMINA TREATMEI
		1				•			•		
A	SMALL WORKS					I					Т
1	Load received by STWs in size band 1	kg BOD₅/dav									<b>_</b>
2	Load received by STWs in size band 2	kg BOD₅/day									<u> </u>
3	Load received by STWs in size band 3	kg BOD₅/day									
4	Load received by STWs in size band 4	kg BOD₅/dav									
5	Load received by STWs in size band 5	kg BOD₅/day	y 0								
В	LARGE WORKS	1									
6	Load received by STWs in size band 6	kg BOD₅/dav	0								
7	Total loads rec'd (daily average all size bands)	kg BOD <sub>5</sub> /da	y 0								
		1									
C	SMALL WORKS WITH AMMONIA CONSENTS				1						
8	Load rec'd by small STW w. NH <sub>3</sub> consent (5 - 10mg				4						
9	Load rec'd by small STW w. $NH_3$ consents (< = 5m	ikg BOD <sub>5</sub> /day	y U		l						

	9	10	1	1
S	SEA OUTFALL	3	TOTAL	
RY NT	SCREENED	UNSCREENED	TOTAL	CG

## NORTHERN IRELAND WATER LIMITED- ANNUAL INFORMATION RETURN ANNUAL INFORMATION RETURN - TABLE 17D SEWERAGE EXPLANATORY FACTORS SEWAGE TREATMENT WORKS - LOADS (PPP Only) 1 2 3 4 TREATMEN UNITS DP DESCRIPTION TERTIA PRIMARY SECONDARY ACTIVATED SLUDGE BIOLOGICAL A1 ASMALL WORKS1Load received by STWs in size band 12Load received by STWs in size band 23Load received by STWs in size band 34Load received by STWs in size band 45Load received by STWs in size band 5 kg BOD5/day 0 B LARGE WORKS 6 Load received by STWs in size band 6 kg BOD5/day 0 7 Total loads rec'd (daily average all size bands) kg BOD5/day 0 CSMALL WORKS WITH AMMONIA CONSENTS8Load rec'd by small STW w. NH3 consent (5 - 10m kg BOD5/day 09Load rec'd by small STW w. NH3 consents (< = 5m kg BOD5/day 0</td>

	5	6	7	8	9	10	11	
		EGORY		SEA OUTFALLS			TOTAL	
<u> </u>	A2	B1	B2	PRELIMINARY TREATMENT	SCREENED	UNSCREENED	TOTAL	CG

			1	2	3	4	5	6	7	8	9	10	11	1
							REATME	ENT CAT	EGORY					
DESCRIPTION				SECO	NDARY		TERT	IARY		5	SEA OUTFALL	S	TOTAL	
	UNITS	DP	PRIMARY	ACTIVATED SLUDGE	BIOLOGICAL	A1	A2	B1	B2	PRELIMINARY TREATMENT	SCREENED	UNSCREENED	TOTAL	CG
A SMALL WORKS		<u> </u>												
1 Load received by STWs in size band 1	kg BOD5/day	0												
2 Load received by STWs in size band 2	kg BOD5/day													
3 Load received by STWs in size band 3	kg BOD5/day													
4 Load received by STWs in size band 4	kg BOD5/day													
5 Load received by STWs in size band 5	kg BOD5/day	0												
B LARGE WORKS														
6 Load received by STWs in size band 6	kg BOD5/day	0												

EWAGE TREATMENT WORKS - COSTS (NIW (	Jniy)												
			1	2	3	4	5	6	7	8	9	10	11
				[				INT CATEG	ORY	1			
DESCRIPTION	UNITS	DP			NDARY		TERT	IARY			SEA OUTFALLS		ΤΟΤΑΙ
			PRIMARY	ACTIVATED SLUDGE	BIOLOGICAL	A1	A2	B1	B2	PRELIMINARY TREATMENT	SCREENED	UNSCREENED	
A SMALL WORKS													
1 Direct costs of STWs in size band 1	£000	3											
2 Direct costs of STWs in size band 2	£000	3											
3 Direct costs of STWs in size band 3	£000	3											
4 Direct costs of STWs in size band 4	£000	3											
5 Direct costs of STWs in size band 5	£000	3											
B LARGE WORKS													
6 Direct costs of STWs in size band 6	£000	3											
C ALL WORKS													
7 Total direct costs of STWs - all sizes	£000	3											
3 Sludge Treatment and Disposal Adjustments	£000	3											
Sewage Treatment: Direct costs	£000	3											
0 Sewage Treatment: Power costs	£000	3											
1 Sewage Treatment: service charges	£000	3											
2 Sewage Treatment: General and Support	£000	3											
13 Sewage Treatment: Functional Expenditure	£000	3											

		· · · · · ·	1	2	3	4	Ţ
DECODIDITION				0500			T
DESCRIPTION	UNITS	DP	PRIMARY	ACTIVATED	NDARY		-
				SLUDGE	BIOLOGICAL	A1	
SMALL WORKS							
Direct costs of STWs in size band 1	£000	3					Τ
Direct costs of STWs in size band 2	£000	3					
Direct costs of STWs in size band 3	£000	3					
Direct costs of STWs in size band 4	£000	3					
Direct costs of STWs in size band 5	£000	3					
Direct costs of STWs in size band 6	£000	3					
ALL WORKS							
Total direct costs of STWs - all sizes	£000	3					Т
Sludge Treatment and Disposal Adjustments	£000	3	-				Т
Sewage Treatment: Direct costs	£000	3					T
Sewage Treatment: Power costs	£000	3					T
Sewage Treatment: service charges	£000	3					
Sewage Treatment: General and Support (NIW)	£000	3					
3 Sewage Treatment: Functional Expenditure	£000	3					

					I		,
	5	6	7	8	9	10	11
		NT CATEGO	)R î		SEA OUTFALLS	1	TOTAL
	A2	B1	B2	PRELIMINARY TREATMENT	SCREENED	UNSCREENED	
4							

NORTHERN IRELAND WATER LIMITED													
ORTHERN IRELAND WATER LIMITED													
NNUAL INFORMATION RETURN - TABLE 17F SEWER	AGE EXPLANATO	RY FACTORS	5										
EWAGE TREATMENT WORKS - COSTS (Total)			1	2	3	Λ	5	6	7	8	9	10	11
				2	5	4	TREATME	ENT CATEO	ORY	0	3	10	
DESCRIPTION				SECO	NDARY			<b>FIARY</b>			SEA OUTFALLS		-
	UNITS	DP	PRIMARY	ACTIVATED SLUDGE	BIOLOGICAL	A1	A2	B1	B2	PRELIMINARY TREATMENT	SCREENED	UNSCREENED	- ΤΟΤΑΙ
A SMALL WORKS													
1 Direct costs of STWs in size band 1	£000	3											
2 Direct costs of STWs in size band 2	£000	3											
3 Direct costs of STWs in size band 3	£000	3											
4 Direct costs of STWs in size band 4	£000	3											
5 Direct costs of STWs in size band 5	£000	3											
B LARGE WORKS	0000	2											
6 Direct costs of STWs in size band 6	£000	3											
C ALL WORKS													
7 Total direct costs of STWs - all sizes	£000	3											
8 Sludge Treatment and Disposal Adjustments	£000	3											
9 Sewage Treatment: Direct costs	£000	3											
0 Sewage Treatment: Power costs	£000	3											
1 Sewage Treatment: service charges	£000	3											
12 Sewage Treatment: General and Support	£000	3											
13 Sewage Treatment: Functional Expenditure	£000	3											

## ANNUAL INFORMATION RETURN - TABLE 17G SEWERAGE EXPLANATORY FACTORS

			1		2		3		4		5		6	7	8		9		10
DESCRIPTION	UNITS	DP		CG		CG	FARMLAND ADVANCED	6	INCINERATION	CG	TO PPP	CG	LANDFILL	COMPOSTED	LAND RECLAMATION	CG	OTHER	CG TOTA	AL C
1 Resident population served	000	1																	
2 Amount of sewage sludge	ttds	1																	
3 Sludge treatment: direct costs		3		[		[													
4 Sludge disposal: direct costs	£000	3																	
Sludge treatment & disposal: direct costs	£000	3								4									
Sludge treatment & disposal: power costs	£000	3																	
Sludge treatment & disposal: service charges	£000	3																	
Sludge treatment & disposal: general & support	£000	3																	
Sludge treatment & disposal: functional expendit	£000	3				Г													

## ANNUAL INFORMATION RETURN - TABLE 18 REGULATORY ACCOUNTS (HISTORICAL COST ACCOUNTING) PROFIT AND LOSS ACCOUNT FOR YEAR ENDING 31 MARCH

				1	2	3
	DESCRIPTION	UNITS	DP	2008-09	2009-10	2010-11
1	Turnover	£m	3			
2	Operating costs (excluding HCD)	£m	3			
3	Historical cost depreciation	£m	3			
4	Operating income	£m	3			
		Cree				
5	Operating profit	£m	3			
6	Other income	£m	3			
1	Net interest receivable less payable	£m	3			
8	Profit on ordinary activities before taxation	£m	3			
9	Current tax	£m	3			
10	Deferred tax	£m	3			
11	Profit on ordinary activities after taxation	£m	3			
12	Extraordinary items	£m	3			
12		2111	5			
13	Profit for the year	£m	3			
14	Dividends	£m	3			
15	Retained profit for the year	£m	3			

#### **COMMERCIAL IN CONFIDENCE**

ANNUAL INFORMATION RETURN - TABLE 18A REGULATORY ACCOUNTS (HISTORICAL COST ACCOUNTING) RECONCILIATION OF OPERATING PROFIT TO TAXATION CHARGE

				1	2	3
	DESCRIPTION	UNITS	DP	2008-09	2009-10	2010-11
Α	CALCULATION OF TRADING PROFIT	1				
1	HCA Operating profit	£m	3			
2	Total HCA Depreciation	£m	3			
3	Infrastructure renewals charge	£m	3			
4	Deduction for capitalised revenue expenditure	£m	3			
5	Trading profit	£m	3			
D						
<b>B</b> 6	DEDUCTIONS TO TRADING PROFIT Depreciation - Capitalised revenue expenditure - Non -infra	£m	3			
7	Depreciation - Capitalised revenue expenditure - Non -Infra	£m	3			
	Total interest charge	£m	3			
	Capital allowances utilised - General pool	£m	3			
	Capital allowances utilised - Long life pool	£m	3			
	Industrial building allowance utilised	£m	3			
	Other deductions	£m	3			
	Total deductions	£m	3			
		1				
	ADDITIONS TO TRADING PROFIT					
	Grants and contributions taxable on receipt	£m	3			
	Other additions	£m	3			
16	Total additions	£m	3			
17	Trading profit for tax	£m	3			
	Adjusted trading profit for tax	£m	3			
	Current tax charge	£m	3			
	Prior year adjustments	£m	3			
	Payments for group relief	£m	3			
	Total current tax charge	£m	3			

#### COMMERCIAL IN CONFIDENCE

ANNUAL INFORMATION RETURN - TABLE 18B REGULATORY ACCOUNTS (HISTORICAL COST ACCOUNTING) ALLOCATION OF CAPITAL EXPENDITURE FOR TAX PURPOSES (TOTAL)

				1	2	3	4	5	6
	DESCRIPTION	UNITS	DP	2008-09	% 2008-09	2009-10	% 2009-10	2010-11	% 2010-11
Α	CAPITAL EXPENDITURE CATEGORIES								
1	Assets qualifying for 100% first year allowances	£m	3						
2	Assets to be included in the general pool (25%)	£m	3						
3	Assets qualifying for the long life pool (6%)	£m	3						
4	Assets qualifying for the Industrial buildings allowance	£m	3						
5	Assets purchased under Finance leasing	£m	3						
6	Capitalised revenue expenditure deducted in year of spend	£m	3						
7	Capitalised revenue expenditure depreciated - Non infra	£m	3						
8	Capitalised revenue expenditure depreciated - Infra	£m	3						
9	Capitalised revenue expenditure not depreciated	£m	3						
10	Other assets not qualifying for capital allowances or revenue deductions	£m	3						
11	Grants and contributions taxable on receipt	£m	3						
12	Total capitalised expenditure including IRE	£m	3						
В	ADDITIONAL INFORMATION								
13	Average asset life - Non infrastructure	Years	0						
14	Average asset life - Infrastructure	Years	0						
15	Closing pool of capital allowances - general pool	£m	3						
16	Closing pool of capital allowances - long life pool	£m	3						
	Residual IBA's	£m	3						
18	Losses brought forward	£m	3						
	PPP expenditure qualifying for capital allowances	£m	3						

June return reporting requirements and definitions manual

## ANNUAL INFORMATION RETURN - TABLE 18C REGULATORY ACCOUNTS (HISTORICAL COST ACCOUNTING) STATEMENT OF TOTAL RECOGNISED GAINS AND LOSSES

	DESCRIPTION	UNITS	DP	1 2008-09	2 2009-10	3 2010-11
Α	CAPITAL EXPENDITURE CATEGORIES					
1	Profit for the year	£m	3			
2	Actuarial gains/losses on post employment plans	£m	3			
3	Other gains and losses	£m	3			
4	Total recognised gains and losses for the year	£m	3			

## ANNUAL INFORMATION RETURN - TABLE 18d REGULATORY ACCOUNTS (HISTORICAL COST ACCOUNTING) ALLOCATION OF CAPITAL EXPENDITURE FOR TAX PURPOSES (TOTAL)

	CATION OF CAPITAL EXPENDITORE FOR TAX FURFUSES (TOTAL)			1	2	3
	DESCRIPTION	UNITS	DP	2008-09	2009-10	2010-11
Α	DIVIDEND ANALYSIS	1				
1	Dividends in respect of a financial re-organisation	£m	3			
2	Other ordinary dividends	£m	3			
3	Total dividends	£m	3			
В	INTEREST ANALYSIS	1				
4	Interest receivable/payable on intercompany balances	£m	3			
5	Interest receivable/payable in respect of a financial re-organisation	£m	3			
6	Indexation element of index-linked bonds	£m	3			
7	Preference share dividends	£m	3			
8	Other interest receivable	£m	3			
	Other interest payable	£m	3			
10	Other finance charges - post employment costs	£m	3			
11	Other finance charges	£m	3			
12	Total net interest	£m	3			

				2
DESCRIPTION	UNITS	DP	2008-09	2009-10
A FIXED ASSETS			· ·	
Tangible fixed assets	£m	3		
2 Investment - loan to group company	£m	3		
3 Investment - other	£m	3		
Total fixed assets	£m	3		
3 CURRENT ASSETS				
5 Stocks	£m	3		
6 Debtors	£m	3		
7 Cash	£m	3		
3 Short term deposits	£m	3		
Infrastructure renewals prepayment	£m	3		
0 Total current assets	£m	3		
C CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR				
1 Overdrafts	£m	3		
2 Infrastructure renewals accrual	£m	3		
3 Creditors	£m	3		
4 Borrowings	£m	3		
5 Corporation tax payable	£m	3		
6 Ordinary share dividends payable	£m	3		
7 Preference share dividends payable	£m	3		
8 Total creditors	£m	3		
9 Net current assets	£m	3		
	_			
CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR	£m	<u> </u>		
0 Borrowings 1 Other creditors	£m	$\frac{3}{3}$		
2 Total creditors	£m	3		
PROVISION FOR LIABILITIES AND CHARGES	0		·	
3 Deferred tax provision     4 Deferred income - grants and contributions	<u>£m</u> £m	3		
5 Post employment asset / (liabilities)	£m	3		
6 Other provisions	£m	3		
PREFERENCE SHARE CAPITAL     Preference share capital	£m	3		
	L 111	3		
8 Net assets employed	£m	3		
	_	_		
CAPITAL AND RESERVES     Called up share capital	£m	3		
0 Share premium	£m	3		
1 Profit and loss account	£m	3		
2 Other reserves	£m	3		
3 Capital and reserves	£m	3		

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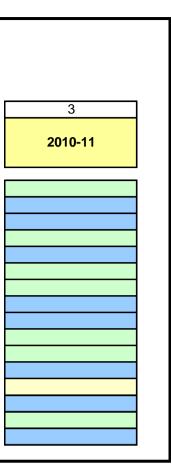
ANNUAL INFORMATION RETURN - TABLE 19a ANALYSIS OF BORROWINGS DUE AFTER MORE THAN ONE YEAR (HISTORICAL COST ACCOUNTING) BALANCE SHEET AS AT 31 MARCH

	1	2	3	4	i
	DESCRIPTION	YEARS TO MATURITY	PRINCIPAL SUM	Years to maturity x principle sum	F
			3dp		
Α	BORROWINGS IN HEDGING RELATIONSHIPS				
A1	Fixed rate instruments				_
1					
50					
<b>A2</b> 51	Floating rate instruments				
"					
100					
<b>A3</b>	Index linked instruments				
101					
" 150					
100	TOTAL FOR HEDGING INSTRUMENTS				
	BORROWINGS DESIGNATED AT FAIR VALUE THROUGH PROFIT AND LOSS Fixed rate instruments				
151					
" 200					
					_
<b>B2</b> 201	Floating rate instruments				
"					
250					
<b>B</b> 3	Index linked instruments				
251					
"					
300	TOTAL FOR BORROWINGS DESIGNATED AT FAIR VALUE THROUGH PROFIT AND LOSS				
				i i	-
	OTHER BORROWINGS				
<b>C1</b> 301	Fixed rate instruments				
"					
350					
<b>C2</b>	Floating rate instruments				
351					
400					
C3	Index linked instruments				
401					
" 450					
430	TOTAL FOR OTHER BORROWINGS				
D	TOTALS				
E	RPI assumption				
F	ANALYSIS				
	INDICATIVE INTEREST RATES Nominal interest		l		
	Cash interest				
G1	INDICATIVE DEBT PORTFOLIO BREAKDOWN Floating rate debt as percentage of total debt		l		
G2	Fixed rate debt as percentage of total debt				
G4	Index linked debt as percentage of total debt Fixed rate debt and index linked debt as percentage of total debt				
G5	Weighted average years to maturity				

5	6	7	8	9
			FULL YEAR	
		FULL YEAR		
			EQUIVALENT	
	NOMINAL	EQUIVALENT		
REAL COUPON	INTEREST RATE	NOMINAL	REAL CASH	CARRYING VALUE
	INTERESTRATE		INTEREST	
		INTEREST COST		
			PAYMENT	
%	%	£m	£m	£m
		3dp	3dp	3dp
				-
				•

ANNUAL INFORMATION RETURN - TABLE 20 REGULATORY ACCOUNTS (CURRENT COST ACCOUNTING) PROFIT AND LOSS ACCOUNT FOR YEAR ENDING 31 MARCH (TOTAL)

				1	2
	DESCRIPTION	UNITS	DP	2008-09	2009-10
1	Turnover	£m	3		
2	Current cost operating costs (including CCD & IRC)		3		
3	Operating income	£m	3		
4	Working capital adjustment	£m	3		
5	Current cost operating profit	£m	3		
6	Other income	£m	3		
7	Net interest receivable less payable	£m	3		
8	Financing adjustment	£m	3		
9	Current cost profit before taxation	£m	3		
10	Current tax	£m	3		
11	Deferred tax	£m	3		
12	Current cost profit on ordinary activities	£m	3		
13	Extraordinary items	£m	3		
14	Current cost profit attributable to shareholders	£m	3		
15	Dividends	£m	3		
16	Current cost profit retained	£m	3		



NORTHERN IRELAND WATER LIMITED	

ANNUAL INFORMATION RETURN - TABLE 21 REGULATORY ACCOUNTS (CURRENT COST ACCOUNTING) ACTIVITY COSTING ANALYSIS - WATER SERVICE (NIW Only)

A	TWITT COSTING ANALTSIS - WATER SERVICE (NW ONLY)					
				1	2	3
				WATER RESOURCES	WATER	WATER SERVICE
	DESCRIPTION	UNITS	DP	& TREATMENT	DISTRIBUTION	TOTAL
		•				
	SERVICE ANALYSIS - WATER					
	A DIRECT COSTS					
	Employment costs	£m	3			

A	DIRECT COSTS				
1	Employment costs	£m	3		
2	Power	£m	3		
3	Agencies	£m	3		
4	Hired and contracted services	£m	3		
5	Associated companies	£m	3		
6	Materials and consumables	£m	3		
7	Service charges	£m	3		
8	Bulk supply imports	£m	3		
9	Other direct costs	£m	3		
10	Total direct costs	£m	3		
11	General and support expenditure	£m	3		
12	Functional expenditure	£m	3		
					 -

В	OPERATING EXPENDITURE		
13	Customer services	£m	3
14	Scientific services	£m	3
15	Other business activities	£m	3
16	Total business activities	£m	3
17	Rates	£m	3
18	Doubtful debts	£m	3
19	Exceptional items	£m	3
20	Total opex less third party services	£m	3
21	Third party services - opex	£m	3
21a	PPP Unitary Charges (Opex element)	£m	3
22	Total operating expenditure	£m	3

#### £m 3 22a Payment by concessionaire to operator

С	REACTIVE AND PLANNED MAINTENANCE (INCLUDING OPEX)				
23	Reactive and planned maintenance infrastructure	£m	3		
24	Reactive and planned maintenance non-infrastructure	£m	3		

#### D CAPITAL MAINTENANCE

	CAPITAL MAINTENANCE			
25	Infrastructure renewals charge (excluding third party services)	£m	3	
26	Current cost depreciation (allocated)	£m	3	
27	Amortisation of deferred credits	£m	3	
28	Amortisation of intangible assets	£m	3	
29	Business activities current cost depreciation (non-allocated)	£m	3	
30	Capital maintenance excluding third party services	£m	3	
31	Third party services - current cost depreciation	£m	3	
32	Third party services - infrastructure renewals charge	£m	3	
33	Total capital maintenance	£m	3	
34	Total operating costs	£m	3	

## NORTHERN IRELAND WATER LIMITED

10 Total direct costs

12 Functional expenditure

11 General and support expenditure (NIW Only)

ANNUAL INFORMATION RETURN - TABLE 21 REGULATORY ACCOUNTS (CURRENT COST ACCOUNTING) ACTIVITY COSTING ANALYSIS - WATER SERVICE - (PPP Only) 3 WATER SERVICE 1 2 WATER RESOURCES WATER DISTRIBUTION UNITS DP & TREATMENT TOTAL DESCRIPTION SERVICE ANALYSIS - WATER A DIRECT COSTS 

 £m
 3

 1 Employment costs 2 Power 3 Agencies 4 Hired and contracted services 5 Associated companies 6 Materials and consumables 7 Service charges 8 Bulk supply imports 9 Other direct costs

£m 3

В	OPERATING EXPENDITURE		
13	Customer services	£m	3
14	Scientific services	£m	3
15	Other business activities	£m	3
16	Total business activities	£m	3
17	Rates	£m	3
18	Doubtful debts	£m	3
19	Exceptional items	£m	3
20	Total opex less third party services	£m	3
21	Third party services - opex	£m	3
21a	PPP Unitary Charges (Opex element)	£m	3
22	Total operating expenditure	£m	3

22a Payment by concessionaire to operator £m 3

C REACTIVE AND PLANNED MAINTENANCE (INCLUDING OPEX)	•	
	С	REACTIVE AND PLANNED MAINTENANCE (INCLUDING OPEX)

L					 
	23	Reactive and planned maintenance infrastructure	£m	3	
	24	Reactive and planned maintenance non-infrastructure	£m	3	
L	•				

D	CAPITAL MAINTENANCE		
25	Infrastructure renewals charge (excluding third party services)	£m	3
26	Current cost depreciation (allocated)	£m	3
27	Amortisation of deferred credits	£m	3
28	Amortisation of intangible assets	£m	3
29	Business activities current cost depreciation (non-allocated)	£m	3
30	Capital maintenance excluding third party services	£m	3
31	Third party services - current cost depreciation	£m	3
32	Third party services - infrastructure renewals charge	£m	3
33	Total capital maintenance	£m	3
34	Total operating costs	£m	3

### NORTHERN IRELAND WATER LIMITED

ANNUAL INFORMATION RETURN - TABLE 21 REGULATORY ACCOUNTS (CURRENT COST ACCOUNTING) ACTIVITY COSTING ANALYSIS - WATER SERVICE - (TOTAL)

				1 WATER RESOURCES	2 WATER	3 WATER SERVICE
	DESCRIPTION	UNITS	DP	& TREATMENT	DISTRIBUTION	TOTAL
	SERVICE ANALYSIS - WATER					
Α	DIRECT COSTS					
1	Employment costs	£m	3			
2	Power	£m	3			
3	Agencies	£m	3			
4	Hired and contracted services	£m	3			
5	Associated companies	£m	3			
6	Materials and consumables	£m	3			
7	Service charges	£m	3			
8	Bulk supply imports	£m	3			
9	Other direct costs	£m	3			
10	Total direct costs	£m	3			
11	General and support expenditure	£m	3			
12	Functional expenditure	£m	3			

В	OPERATING EXPENDITURE		
13	Customer services	£m	3
14	Scientific services	£m	3
15	Other business activities	£m	3
16	Total business activities	£m	3
17	Rates	£m	3
18	Doubtful debts	£m	3
19	Exceptional items	£m	3
20	Total opex less third party services	£m	3
21	Third party services - opex	£m	3
21a	PPP Unitary Charges (Opex element)	£m	3
22	Total operating expenditure	£m	3

#### 22a Payment by concessionaire to operator £m 3

23Reactive and planned maintenance infrastructure£m3Image: ConstructureConstructure24Reactive and planned maintenance non-infrastructure£m3Image: ConstructureImage: Constructure	С	REACTIVE AND PLANNED MAINTENANCE (INCLUDING OPEX)				 
24 Reactive and planned maintenance non-infrastructure £m 3	23	Reactive and planned maintenance infrastructure	£m	3		
	24	Reactive and planned maintenance non-infrastructure	£m	3		

## D CAPITAL MAINTENANCE

D	CAPITAL MAINTENANCE		
25	Infrastructure renewals charge (excluding third party services)	£m	3
26	Current cost depreciation (allocated)	£m	3
27	Amortisation of deferred credits	£m	3
28	Amortisation of intangible assets	£m	3
29	Business activities current cost depreciation (non-allocated)	£m	3
30	Capital maintenance excluding third party services	£m	3
31	Third party services - current cost depreciation	£m	3
32	Third party services - infrastructure renewals charge	£m	3
33	Total capital maintenance	£m	3
34	Total operating costs	£m	3

NORTHERN IRELAND WATER LIMITED						NORTHERN IRELAND WATER LIMITED						NORTHERN IRELAND WATER LIMITED					
ANNUAL INFORMATION RETURN - TABLE 22 REGULATORY ACCOUNTS (CU	RRENT COST ACCOUN	ITING)				ANNUAL INFORMATION RETURN - TABLE 22 REGULATORY ACCOUNTS (CURREN	NT COST ACCOUN	NTING)				ANNUAL INFORMATION RETURN - TABLE 22 REGULATORY ACCOUNTS (CURRENT COST AC	COUNTING)				
ACTIVITY COSTING ANALYSIS - SEW ERAGE SERVICE (NIW Only)						ACTIVITY COSTING ANALYSIS - SEW ERAGE SERVICE (PPP Only)						ACTIVITY COSTING ANALYSIS - SEW ERAGE SERVICE (Total)	<b></b>				7
		1	Z SEW AGE	3 SLUDGE	4 SEW ERAGE			1	2 SEW AGE	3 SLUDGE	4 SEW ERAGE			1	Z SEW AGE	3 SLUDGE	4 SEW ERAGE
DESCRIPTION	UNITS DP	SEW ERAGE	TREATMENT	TREATMENT & DISPOSAL	SERVICE TOTAL	DESCRIPTION	UNITS DP	SEW ERAGE	TREATMENT	TREATMENT & DISPOSAL	SER VICE TOTAL	DESCRIPTION UNITS	DP SEV		TREATMENT	TREATMENT & DISPOSAL	SERVICE TOT
SERVICE ANALYSIS - SEW ERAGE		·				SERVICE ANALYSIS - SEW ERAGE						SERVICE ANALYSIS - SEW ERAGE					
A DIRECT COSTS						A DIRECT COSTS						A DIRECT COSTS					
1 Employment costs	£m 3					1 Employment costs	£m 3					1 Employment costs £m	3				1
2 Power	£m 3					2 Power	£m 3					2 Power £m	3				1
3 Agencies	£m 3					3 Agencies	£m 3					3 Agencies £m	3				1
4 Hired and contracted services	£m 3					4 Hired and contracted services	£m 3					4 Hired and contracted services £m	3				1
5 Associated companies	£m 3					5 Associated companies	£m 3					5 Associated companies £m	3				
6 Materials and consumables	£m 3					6 Materials and consumables	£m 3					6 Materials and consumables £m	3				1
7 Service charges	£m 3					7 Service charges	£m 3					7 Service charges £m	3				1
8 Other direct costs	£m 3					8 Other direct costs	£m 3					8 Other direct costs £m	3				1
9 Total direct costs	£m 3					9 Total direct costs	£m 3					9 Total direct costs £m	3				
10 General and support expenditure	£m 3					10 General and support expenditure (NIW Only)	£m 3					10 General and support expenditure £m	3				1
11 Functional expenditure	£m 3					11 Functional expenditure	£m 3					11 Functional expenditure £m	3				4
																	4
B OPERATING EXPENDITURE						B OPERATING EXPENDITURE						B OPERATING EXPENDITURE					
12 Customer services	£m 3					12 Customer services	£m 3					12 Customer services £m	3				
13 Scientific services	£m 3					13 Scientific services	£m 3					13 Scientific services £m	3				
14 Other business activities	£m 3					14 Other business activities	£m 3					14 Other business activities £m	3				
15 Total business activities	£m 3					15 Total business activities	£m 3	1				15 Total business activities £m	3				
16 Rates	£m 3					16 Rates	£m 3					16 Rates £m					
17 Doubtful debts	£m 3					17 Doubtful debts	£m 3					17 Doubtful debts £m	3				
18 Exceptional items	£m 3					18 Exceptional items	£m 3	-				18 Exceptional items £m	3				
19 Total opex less third party services	£m 3					19 Total opex less third party services	£m 3					19 Total opex less third party services £m	3				
20 Third party services - opex	£m 3					20 Third party services - opex	£m 3	-				20 Third party services - opex £m	3 3				
20a PPP Unitary Charges (Opex element)	£m 3					20a PPP Unitary Charges (Opex element)	£m 3	-				20a PPP Unitary Charges (Opex element) £m	3				
21 Total operating expenditure	£m 3					21 Total operating expenditure	£m 3					21     Total operating expenditure     £m					
	2 0						v						<u> </u>				
21a Payment by concessionaire to operator	£m 3					21a Payment by concessionaire to operator	£m 3					21a Payment by concessionaire to operator £m	3				1
	i																<u> </u>
C REACTIVE AND PLANNED MAINTENANCE (INCLUDING OPEX)						C REACTIVE AND PLANNED MAINTENANCE (INCLUDING OPEX)						C REACTIVE AND PLANNED MAINTENANCE (INCLUDING OPEX)					
22 Reactive and planned maintenance infrastructure	£m 3					22 Reactive and planned maintenance infrastructure	£m 3					22 Reactive and planned maintenance infrastructure £m	3				
23 Reactive and planned maintenance non-infrastructure	£m 3					23 Reactive and planned maintenance non-infrastructure	£m 3					23 Reactive and planned maintenance non-infrastructure £m	3				
						D CAPITAL MAINTENANCE						D CAPITAL MAINTENANCE					
D CAPITAL MAINTENANCE							£m 2										
24 Infrastructure renewals charge (excluding third party services)	£m 3					<ul><li>24 Infrastructure renewals charge (excluding third party services)</li><li>25 Current cost depreciation (allocated)</li></ul>	£m 3 £m 3					24Infrastructure renewals charge (excluding third party services)£m25Current cost depreciation (allocated)£m					
25 Current cost depreciation (allocated)	£m 3																
26 Amortisation of deferred credits	£m 3					26 Amortisation of deferred credits	£m 3					26 Amortisation of deferred credits £m	3				
27 Amortisation of intangible assets	£m 3					27 Amortisation of intangible assets	£m 3					27     Amortisation of intangible assets     £m       29     Evaluation of intangible assets     £m					
28 Business activities current cost depreciation (non-allocated)	£m 3 £m 3					28 Business activities current cost depreciation (non-allocated)	£m 3 £m 3	4				28     Business activities current cost depreciation (non-allocated)     £m       20     Capital assistances a valueling third part sami lag     Capital assistances as a valueling third part sami lag	3				
29 Capital maintenance excluding third party services	£m 3					29 Capital maintenance excluding third party services	£m 3 £m 3	4				29       Capital maintenance excluding third party services       £m         30       Third party services - current cost depreciation       £m	3				
30 Third party services - current cost depreciation	£m 3					30 Third party services - current cost depreciation		_									
31 Third party services - infrastructure renewals charge	£m 3					31 Third party services - infrastructure renewals charge	£m 3	_				31     Third party services - infrastructure renewals charge     £m					
32 Total capital maintenance	£m 3					32 Total capital maintenance	£m 3	_				32 Total capital maintenance £m					
33 Total operating costs	£m 3					33 Total operating costs	£m 3					33 Total operating costs £m	3				

#### ANNUAL INFORMATION RETURN - TABLE 23 REGULATORY ACCOUNTS ANALYSIS OF TURNOVER AND OPERATING INCOME

		1	2	3	4	5	6	7	8	9	10	11	
			2008-09			2009-10			2010-11				
DESCRIPTION	UNITS DE		SEWERAGE	APPOINTED	WATER	SEWERAGE	APPOINTED	WATER	SEWERAGE	APPOINTED	SUBSIDY	SUBSIDY	
		SERVICES	SERVICES	BUSINESS	SERVICES	SERVICES	BUSINESS	SERVICES	SERVICES	BUSINESS	WATER INCLUDED	SEWERAGE INCLUDED	<u> </u>
A TURNOVER													
1 Unmeasured - household	£m 3												
2 Unmeasured - non- household	£m 3												
3 Unmeasured	£m 3												
4 Measured - household	£m 3												
5 Measured - non- household	£m 3												
6 Measured	£m 3												
7 Trade effluent	£m 3												
7a Roads Drainage Revenue	£m 3												
8 Large user and special agreement	£m 3												
9 Revenue grants	£m 3												
10 Non potable water large user and special agreements	£m 3												
11 Rechargeable works	£m 3												
12 Bulk supplies/inter company payments	£m 3												
13 Other appointed business (third party)	£m 3												
14 Third party services (excluding non-potable water)	£m 3												
15 Other sources (excluding large users, third parties and special agreemer	£m 3												
16 Total turnover	£m 3												
	1												
B OPERATING INCOME													
17 Current cost profit or loss on sale of fixed assets	£m 3												
18 Exceptional items	£m 3												
19 Other operating income	£m 3												
20 Total operating income	£m 3												
C WORKING CAPITAL ADJUSTMENT	l												
21 Working capital adjustment	£m 3										1		
											4		
D REVENUE CORRECTION MECHANISM	l												
22 Net revenue movement out of the tariff basket	£m 3												

ANUAL INFORMATION RETURN - TABLE 24 REGULATORY ACCOUNTS (CURRENT COST) BALANCE SHEET AS AT 31 MARCH(TOTAL)           1         2         3           DESCRIPTION         UNITS         DP         2008-09         2009-10         2010-11           A         FIXED ASSETS         1         1         2         3         2010-11           A         FIXED ASSETS         5         1         1         2008-09         2009-10         2010-11           A         FIXED ASSETS         5         1         1         1         2         3           B         OTHER OPERATING ASSETS AND LIABILITIES         5         3         1 </th <th colspan="11">NORTHERN IRELAND WATER LIMITED</th>	NORTHERN IRELAND WATER LIMITED										
DESCRIPTION     UNITS     DP     2008-09     2009-10     2010-11       A     FIXED ASSETS     Em     3			REGULA	TOR	Y A(						
A       FIXED ASSETS         1       Tangible assets       £m       3         2       Third party contributions       £m       3         8       OTHER OPERATING ASSETS AND LIABILITIES       3         1       Cash       £m       3         4       Cash       £m       3         5       Short term deposits       £m       3         6       Overdrafts       £m       3         7       Infrastructure renewals prepayment/(accrual)       £m       3         9       Borrowings       £m       3         10       Non-trade debtors       £m       3         11       Non-trade debtors       £m       3         11       Non-trade debtors       £m       3         11       Non-trade debtors       £m       3         12       Investment - ohan to group company       £m       3         14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         18       Other creditors       £m       3       1         19						1	2	3			
1       Tangible assets       £m       3         2       Third party contributions       £m       3         3       Working capital       £m       3         4       Cash       £m       3         5       Short term deposits       £m       3         6       Overdrafts       £m       3         7       Infrastructure renewals prepayment/(accrual)       £m       3         8       Net operating assets       £m       3         9       Borrowings       £m       3         10       Non-trade debtors       £m       3         11       Investment - loan to group company       £m       3         12       Investment - other       £m       3         13       Investment - other       £m       3         14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         15       Ordinary share dividends       £m       3         16       Preference share dividends       £m       3         17       Borrowings       £m		DESCRIPTION	UNITS	DP		2008-09	2009-10	2010-11			
1       Tangible assets       £m       3         2       Third party contributions       £m       3         3       Working capital       £m       3         4       Cash       £m       3         5       Short term deposits       £m       3         6       Overdrafts       £m       3         7       Infrastructure renewals prepayment/(accrual)       £m       3         8       Net operating assets       £m       3         9       Borrowings       £m       3         10       Non-trade debtors       £m       3         11       Investment - loan to group company       £m       3         12       Investment - other       £m       3         13       Investment - other       £m       3         14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         15       Ordinary share dividends       £m       3         16       Preference share dividends       £m       3         17       Borrowings       £m	Δ	FIXED ASSETS	I								
2       Third party contributions       £m       3         B       OTHER OPERATING ASSETS AND LIABILITIES         3       Working capital       £m       3         4       Cash       £m       3         5       Short term deposits       £m       3         6       Overdrafts       £m       3         7       Infrastructure renewals prepayment/(accrual)       £m       3         8       Net operating assets       £m       3         10       Non-trade debtors       £m       3         11       Non-trade creditors due within one year       £m       3         12       Investment - loan to group company       £m       3         13       Investment - other       £m       3         14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         18       Other creditors       £m       3         19       Deferred tax provision       £m       3         21       Other provisions       £m       3         21       Other reditors       £			fm	3							
B       OTHER OPERATING ASSETS AND LIABILITIES         3       Working capital       £m         4       Cash       £m         5       Short term deposits       £m         6       Overdrafts       £m         7       Infrastructure renewals prepayment/(accrual)       £m         8       Net operating assets       £m         9       Borrowings       £m         9       Borrowings       £m         10       Non-trade debtors       £m         9       Borrowings       £m         11       Non-trade creditors due within one year       £m         12       Investment - loan to group company       £m         13       Investment - other       £m         14       Corporation tax payable       £m         15       Ordinary share dividends payable       £m         16       Preference share dividends payable       £m         18       Other creditors       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other growings       £m       3         22       Preference share capital       £m       3         23 <td< td=""><td></td><td>ů.</td><td></td><td></td><td></td><td></td><td></td><td></td></td<>		ů.									
3       Working capital       £m       3         4       Cash       £m       3         5       Short term deposits       £m       3         6       Overdrafts       £m       3         7       Infrastructure renewals prepayment/(accrual)       £m       3         8       Net operating assets       £m       3         9       Borrowings       £m       3         10       Non-trade debtors       £m       3         11       Non-trade creditors due within one year       £m       3         12       Investment - loan to group company       £m       3         13       Investment - other       £m       3         14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         17       Borrowings       £m       3         18       Other creditors       £m       3         19       Deferred tax provision       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provisions<		Third party contributions	2.111	0							
4       Cash       £m       3         5       Short term deposits       £m       3         6       Overdrafts       £m       3         7       Infrastructure renewals prepayment/(accrual)       £m       3         8       Net operating assets       £m       3         8       Net operating assets       £m       3         9       Borrowings       £m       3         10       Non-trade debtors       £m       3         11       Non-trade creditors due within one year       £m       3         12       Investment - loan to group company       £m       3         13       Investment - other       £m       3         14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         15       Ordinary share dividends payable       £m       3         18       Other creditors       £m       3         18       Other creditors       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provision       £m       3         22       Preference share	В	OTHER OPERATING ASSETS AND LIABILI	TIES								
4       Cash       £m       3         5       Short term deposits       £m       3         6       Overdrafts       £m       3         7       Infrastructure renewals prepayment/(accrual)       £m       3         8       Net operating assets       £m       3         8       Net operating assets       £m       3         9       Borrowings       £m       3         10       Non-trade debtors       £m       3         11       Non-trade creditors due within one year       £m       3         12       Investment - loan to group company       £m       3         13       Investment - other       £m       3         14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         15       Ordinary share dividends payable       £m       3         18       Other creditors       £m       3         18       Other creditors       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provision       £m       3         22       Preference share	3	Working capital	£m	3							
5       Short term deposits       £m       3         6       Overdrafts       £m       3         7       Infrastructure renewals prepayment/(accrual)       £m       3         8       Net operating assets       £m       3         0       Non-roperating assets       £m       3         10       Non-trade debtors       £m       3         11       Non-trade creditors due within one year       £m       3         12       Investment - loan to group company       £m       3         13       Investment - other       £m       3         14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         18       Other creditors       £m       3         19       Deferred tax provision       £m       3         21       Other provisions       £m       3         21       Other provisions       £m       3         19       Deferred tax provision       £m       3         21       Other provisions       £m       3         22	4		£m	3							
6       Overdrafts       £m       3         7       Infrastructure renewals prepayment/(accrual)       £m       3         8       Net operating assets       £m       3         9       Borrowings       £m       3         10       Non-trade debtors       £m       3         11       Non-trade debtors       £m       3         12       Investment - loan to group company       £m       3         12       Investment - other       £m       3         13       Investment - other       £m       3         14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         17       Borrowings       £m       3         18       Other creditors       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provision       £m       3         22       Preference share capital       £m       3         23       Net assets employed       £m       3         23       Net assets employed<	5										
7       Infrastructure renewals prepayment/(accrual)       £m       3         8       Net operating assets       £m       3         9       Borrowings       £m       3         10       Non-trade debtors       £m       3         11       Non-trade creditors due within one year       £m       3         12       Investment - loan to group company       £m       3         13       Investment - other       £m       3         14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         18       Other creditors       £m       3         19       Deformed tax provision       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provisions       £m       3         22       Preference share capital       £m       3         23       Net assets employed       £m       3         23       Net assets employed       £m       3         24       Called up share capital       £m       3 <tr< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr<>											
8       Net operating assets       £m       3         0       Non-OPERATING ASSETS AND LIABILITIES         9       Borrowings       £m       3         10       Non-trade debtors       £m       3         11       Non-trade creditors due within one year       £m       3         12       Investment - loan to group company       £m       3         13       Investment - other       £m       3         14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         17       Borrowings       £m       3         18       Other creditors       £m       3         18       Other creditors       £m       3         19       Deferred tax provision       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provisions       £m       3         22       Preference share capital       £m       3         23       Net assets employed       £m       3         23       Net assets employed	7	Infrastructure renewals prepayment/(accrual)									
C       NON-OPERATING ASSETS AND LIABILITIES         9       Borrowings         10       Non-trade debtors         11       Non-trade creditors due within one year         12       Investment - Ioan to group company         13       Investment - Ioan to group company         14       Corporation tax payable         15       Ordinary share dividends payable         16       Preference share dividends payable         17       Borrowings         18       Investment - other         19       December and invidends payable         10       Preference share dividends payable         11       Borrowings         19       Deferred tax provision         18       Other creditors         19       Deferred tax provision         10       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provisions       £m       3         22       Preference share capital       £m       3         23       Net assets employed       £m       3         23       Net assets employed       £m       3         24       Called up share capital       £m											
9       Borrowings       £m       3         10       Non-trade debtors       £m       3         11       Non-trade creditors due within one year       £m       3         12       Investment - loan to group company       £m       3         13       Investment - other       £m       3         14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         17       Borrowings       £m       3         18       Other creditors       £m       3         19       Deferred tax provision       £m       3         21       Other provisions       £m       3         22       Preference share capital       £m       3         23       Net assets employed       £m       3         23       Net assets employed       £m       3         24       Called up share capital       £m       3         25       Share premium       £m       3         26       Profit and loss account       £m       3         26       Profit and loss account											
9       Borrowings       £m       3         10       Non-trade debtors       £m       3         11       Non-trade creditors due within one year       £m       3         12       Investment - loan to group company       £m       3         13       Investment - other       £m       3         14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         17       Borrowings       £m       3         18       Other creditors       £m       3         19       Deferred tax provision       £m       3         21       Other provisions       £m       3         22       Preference share capital       £m       3         23       Net assets employed       £m       3         23       Net assets employed       £m       3         24       Called up share capital       £m       3         25       Share premium       £m       3         26       Profit and loss account       £m       3         26       Profit and loss account	С	NON-OPERATING ASSETS AND LIABILITIE	ES								
11       Non-trade creditors due within one year       £m       3         12       Investment - loan to group company       £m       3         13       Investment - other       £m       3         14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         17       Borrowings       £m       3         18       Other creditors       £m       3         19       Deferred tax provision       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provisions       £m       3         22       Preference share capital       £m       3         23       Net assets employed       £m       3         24       Called up share capital       £m       3         25       Share premium       £m       3         26       Profit and loss account       £m       3         27       Current cost reserve at 31 March       £m       3         28       Other reserves       £m       3       1 <td>9</td> <td>Borrowings</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	9	Borrowings									
12       Investment - loan to group company       £m       3         13       Investment - other       £m       3         14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         17       Borrowings       £m       3         18       Other creditors       £m       3         19       Deferred tax provision       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provisions       £m       3         22       Preference share capital       £m       3         23       Net assets employed       £m       3         23       Net assets employed       £m       3         24       Called up share capital       £m       3         25       Share premium       £m       3         26       Profit and loss account       £m       3         27       Current cost reserve at 31 March       £m       3         28       Other reserves       £m       3	10	Non-trade debtors	£m	3							
13       Investment - other       £m       3         14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         17       Borrowings       £m       3         18       Other creditors       £m       3         18       Other creditors       £m       3         18       Other creditors       £m       3         19       Deferred tax provision       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provisions       £m       3         22       Preference share capital       £m       3         23       Net assets employed       £m       3         23       Net assets employed       £m       3         24       Called up share capital       £m       3         26       Profit and loss account       £m       3         27       Current cost reserve at 31 March       £m       3         28       Other reserves       £m       3       1	11	Non-trade creditors due within one year	£m	3							
14       Corporation tax payable       £m       3         15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         16       Preference share dividends payable       £m       3         17       Borrowings       £m       3         18       Other creditors       £m       3         19       Deferred tax provision       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provisions       £m       3         22       Preference share capital       £m       3         23       Net assets employed       £m       3         24       Called up share capital       £m       3         25       Share premium       £m       3         26       Profit and loss account       £m       3         27       Current cost reserve at 31 March       £m       3         28       Other reserves       £m       3       6	12	Investment - loan to group company	£m	3							
15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         17       Borrowings       £m       3         18       Other creditors       £m       3         18       Other creditors       £m       3         19       Deferred tax provision       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provisions       £m       3         22       Preference share capital       £m       3         23       Net assets employed       £m       3         24       Called up share capital       £m       3         25       Share premium       £m       3         26       Profit and loss account       £m       3         27       Current cost reserve at 31 March       £m       3         28       Other reserves       £m       3       1	13	Investment - other	£m	3							
15       Ordinary share dividends payable       £m       3         16       Preference share dividends payable       £m       3         17       Borrowings       £m       3         18       Other creditors       £m       3         19       Deferred tax provision       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provisions       £m       3         22       Preference share capital       £m       3         23       Net assets employed       £m       3         25       Share premium       £m       3         26       Profit and loss account       £m       3         27       Current cost reserve at 31 March       £m       3         28       Other reserves       £m       3       1	14	Corporation tax payable	£m	3							
16       Preference share dividends payable       £m       3	15		£m	3							
17       Borrowings       £m       3			£m	3							
17       Borrowings       £m       3											
18       Other creditors       £m       3         E       PROVISION FOR LIABILITIES AND CHARGES         19       Deferred tax provision       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provisions       £m       3         F       PREFERENCE SHARE CAPITAL         22       Preference share capital       £m       3         23       Net assets employed       £m       3         G       CAPITAL AND RESERVES       24       Called up share capital       £m       3         25       Share premium       £m       3					HAP	NONE YEAR					
E       PROVISION FOR LIABILITIES AND CHARGES         19       Deferred tax provision       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provisions       £m       3         21       Other provisions       £m       3         22       Preference Share capital       £m       3         23       Net assets employed       £m       3         3       S       S       S         24       Called up share capital       £m       3         25       Share premium       £m       3         26       Profit and loss account       £m       3         27       Current cost reserve at 31 March       £m       3         28       Other reserves       £m       3											
19       Deferred tax provision       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provisions       £m       3         21       Other provisions       £m       3         F       PREFERENCE SHARE CAPITAL         22       Preference share capital       £m       3         23       Net assets employed       £m       3         23       Net assets employed       £m       3         24       Called up share capital       £m       3         25       Share premium       £m       3         26       Profit and loss account       £m       3         27       Current cost reserve at 31 March       £m       3         28       Other reserves       £m       3	18	Other creditors	£M	3							
19       Deferred tax provision       £m       3         20       Post employment asset / (liabilities)       £m       3         21       Other provisions       £m       3         21       Other provisions       £m       3         F       PREFERENCE SHARE CAPITAL         22       Preference share capital       £m       3         23       Net assets employed       £m       3         23       Net assets employed       £m       3         24       Called up share capital       £m       3         25       Share premium       £m       3         26       Profit and loss account       £m       3         27       Current cost reserve at 31 March       £m       3         28       Other reserves       £m       3	F	PROVISION FOR LIABILITIES AND CHARG	FS								
20       Post employment asset / (liabilities)       £m       3				3							
21       Other provisions       £m       3											
F       PREFERENCE SHARE CAPITAL         22       Preference share capital       £m       3         23       Net assets employed       £m       3											
22       Preference share capital       £m       3       Image: Capital for the system of	21		~	<u> </u>							
22       Preference share capital       £m       3       Image: Capital for the system of	F	PREFERENCE SHARE CAPITAL									
23       Net assets employed       £m       3       Image: Constraint of the system of th			£m	3							
G       CAPITAL AND RESERVES         24       Called up share capital       £m       3         25       Share premium       £m       3         26       Profit and loss account       £m       3         27       Current cost reserve at 31 March       £m       3         28       Other reserves       £m       3											
24Called up share capital£m325Share premium£m326Profit and loss account£m327Current cost reserve at 31 March£m328Other reserves£m3	23	Net assets employed	£m	3							
24Called up share capital£m325Share premium£m326Profit and loss account£m327Current cost reserve at 31 March£m328Other reserves£m3											
25Share premium£m326Profit and loss account£m327Current cost reserve at 31 March£m328Other reserves£m3					_						
26Profit and loss account£m327Current cost reserve at 31 March£m328Other reserves£m3											
27       Current cost reserve at 31 March       £m       3         28       Other reserves       £m       3											
28   Other reserves   £m   3											
	27		£m								
29 Total capital and reserves   £m   3											
	29	Total capital and reserves	£m	3							

IALYSIS OF FIXED ASSETS BY ASSET TYPE (TOTAL)			1	2	3	4	5	6	7	8	9
				WATER	SERVICE	_		SEWERAG	E SERVICE	-	
DESCRIPTION	UNITS	DP	INFRASTRUCTURE ASSETS	OPERATIONAL ASSETS	OTHER TANGIBLE ASSETS	SUBTOTAL	INFRASTRUCTURE ASSETS	OPERATIONAL ASSETS	OTHER TANGIBLE ASSETS	SUBTOTAL	TOTAL
GROSS REPLACEMENT COST											
Gross replacement cost at 1 April	£m	3									
AMP adjustment	£m	3									
RPI adjustment	£m	3									
Disposals	£m	3									
Additions	£m	3									
Gross replacement cost at 31 March	£m	3									
DEPRECIATION											
Depreciation at 1 April	£m	3	]								
AMP adjustment	£m	3									
AMP adjustment - gross MEA revaluation	£m	3									
AMP adjmt - amendment to remaining useful econ. lives	£m	3									
RPI adjustment	£m	3									
Disposals	£m	3									
Charge for year	£m	3									
Depreciation at 31 March	£m	3									

## ANNUAL INFORMATION RETURN - TABLE 26 REGULATORY ACCOUNTS WORKING CAPITAL

				1	2	3
	DESCRIPTION	UNITS	DP	2008-09	2009-10	2010-11
1	Stocks	£m	3			
2	Trade debtors - measured household	£m	3			
3	Trade debtors - unmeasured household	£m	3			
4	Trade debtors - measured non household	£m	3			
5	Trade debtors - unmeasured non household	£m	3			
6	Other trade debtors	£m	3			
7	Measured income accrual	£m	3			
8	Prepayments and other debtors	£m	3			
9	Trade creditors	£m	3			
10	Deferred income - customer advance receipts	£m	3			
11	Short term capital creditors	£m	3			
12	Accruals and other creditors	£m	3			
13	Total working capital	£m	3			

NOR	NORTHERN IRELAND WATER LIMITED											
	ANNUAL INFORMATION RETURN - TABLE 27 REGULATORY ACCOUNTS MOVEMENT ON CURRENT COST RESERVE (TOTAL)											
	EMENT ON CORRENT COST RESERVE (TO			1	2	3						
	DESCRIPTION	UNITS	DP	2008-09	2009-10	2010-11						
1	Current cost reserve at 1 April	£m	3									
	AMP adjustment	£m	3									
Α	RPI ADJUSTMENTS											
3	Fixed assets	£m	3									
4	Working capital adjustment	£m	3									
	Financing adjustment	£m	3									
6	Grants and third party contributions	£m	3									
7	Current cost reserve at 31 March	£m	3									

#### ANNUAL INFORMATION RETURN - TABLE 28 REGULATORY ACCOUNTS CASH FLOW STATEMENT FOR YEAR ENDING 31 MARCH (TOTAL)

				2	3
DESCRIPTION	UNITS	DP	2008-09	2009-10	2010-11
1 Net cashflow from operating activities	£m	3			
A RETURN ON INVESTMENTS & SERVICING OF FINANCE					
2 Interest received	£m	3			
3 Interest paid	£m	3			
4 Interest in finance lease rentals	£m	3			
5 Non-equity dividends paid	£m	3			
6 Net cashflow from returns on investments & servicing of finance	£m	3			
B TAXATION					
7 Taxation (paid)/received	£m	3			
		<u> </u>			
C CAPITAL EXPENDITURE AND FINANCIAL INVESTMENT					
8 Gross cost of purchase of fixed assets	£m	3			
9 Receipts of grants and contributions	£m	3			
10 Infrastructure renewals expenditure	£m	3			
11 Disposal of fixed assets	£m	3			
12 Movements on long term loans to group companies	£m	3			
13 Net cashflow from investing activities	£m	3			
D         ACQUISITIONS AND DISPOSALS           14         Acquisitions and disposals	£m	3			
	2111	5			
E EQUITY DIVIDENDS					
15 Equity dividends paid	£m	3			
	~				
F MANAGEMENT OF LIQUID RESOURCES					
16 Net cashflow from management of liquid resources	£m	3			
17 Net cashflow before financing	£m	3			
G FINANCING					
18 Capital in finance lease rentals	£m	3			
19 New bank loans taken out	£m	3			
20 Repayment of bank loans	£m	3			
21 Proceeds from share issues	£m	3			
22 Net cash inflow from financing	£m	3			
23 Increase/(decrease) in cash in the year	6m				
	£m	3			

ANNUAL INFORMATION RETURN - TABLE 29 REGULATORY ACCOUNTS (CURRENT COST ACCOUNTING) RECONCILIATION OF OPERATING PROFIT TO NET CASH FLOW FROM OPERATING ACTIVITIES (TOTAL)

		1	2	3		
	DESCRIPTION	UNITS	DP	2008-09	2009-10	2010-11
1	Current cost operating profit	£m	3			
	Working capital adjustment	£m	3			
3	Movement in working capital	£m	3			
4	Receipts from other income	£m	3			
5	Depreciation	£m	3			
6	Current cost profit on sale of fixed assets	£m	3			
7	Infrastructure renewals charge	£m	3			
8	Other non-cash profit and loss items	£m	3			
9	Net cash flow from operating activities	£m	3			

#### **COMMERCIAL IN CONFIDENCE**

#### ANNUAL INFORMATION RETURN - TABLE 30 REGULATORY ACCOUNTS TRANSACTIONS WITH ASSOCIATED COMPANIES: CAPEX

	1	2	3	4	5
	ASSOCIATE	DESCRIPTION	NR	£000	PERCENTAGE OF TOTAL
Α	COMPETITIVE LE	TTING			
1					
~					
~					
~					
~					
98					
99	TOTAL FOR COM	PETITIVE LETTING			
В	OTHER MARKET	TESTING			
100					
~					
~					
~					
~					
198					
	TOTAL FOR OTH	ER MARKET TESTING			
	NO MARKET				
200					
~					
~					
~					
~ 298					
	TOTAL FOR NO M	IARKET			
-					
300	TOTAL				

#### COMMERCIAL IN CONFIDENCE

#### ANNUAL INFORMATION RETURN - TABLE 31 REGULATORY ACCOUNTS TRANSACTIONS WITH ASSOCIATED COMPANIES: PROFIT AND LOSS CHARGES

ASSOCIATE DESCRIPTION NR £000 PERCENTAG	E OF TOTAL
A COMPETITIVE LETTING	
~	
~	
~	
98     99     TOTAL FOR COMPETITIVE LETTING	
99 TOTAL FOR COMPETITIVE LETTING	
B OTHER MARKET TESTING	
100	
~	
~	
~	
199     TOTAL FOR OTHER MARKET TESTING	
C NO MARKET	
200	
~	
~	
~	
298	
300 TOTAL	

#### ANNUAL INFORMATION RETURN - TABLE 32 FINANCIAL MEASURES ANALYSIS OF FIXED ASSET ADDITIONS AND ASSET MAINTENANCE <u>BY ASSET TYPE (CURRENT COST ACCOUNTING) (NIW Only)</u>

			1	2	3		4
				WATER SERVICE			
DESCRIPTION	UNITS	DP	INFRASTRUCTURE	NON-INFRASTRUCTURE	SUBTOTAL		INFRASTRUCTURE
			ASSETS	ASSETS	SUBIUTAL		INFRASIRUCTURE
	-			-			
A NIW ADDITIONS -NEW ASSETS (ENHANCEMENT							
1 Water resource facilities	£m	3					
2 Water treatment works	£m	3					
3 Water distribution mains	£m	3					
4 Service reservoirs and water towers	£m	3					
5 Pumping stations	£m	3					
6 Water management and general	£m	3					
7 Sewerage	£m	3					
8 Sea outfalls and headworks	£m	3					
9 Sewage treatment works	£m	3					
10 Sludge treatment works	£m	3					
11 Sludge disposal	£m	3					
12 In-line pumping stations	£m	3					
13 Terminal pumping stations	£m	3					
14 Sewerage management and general	£m	3					
15 Total infrastructure additions (Enhancement)	£m	3					
16 Total non-infrastructure additions (Enhancement)	£m	3					
17 Total additions (Enhancement)	£m	3					
	-						
B NIW BASE SERVICE PROVISION							
18 Water resource facilities	£m	3					
19 Water treatment works	£m	3					
20 Water distribution mains	£m	3					
21 Service reservoirs and water towers	£m	3					
22 Pumping stations	£m	3					
23 Water management and general	£m	3				i	
24 Sewerage	£m	3					
25 Sea outfalls and headworks	£m	3					
26 Sewage treatment works	£m	3					
27 Sludge treatment works	£m	3				1	
28 Sludge disposal	£m	3					
29 In-line pumping stations	£m	3					
30 Terminal pumping stations	£m	3				i	
31 Sewerage management and general	£m	3					
32 Total infrastructure renewals (Base)	£m	3					
33 Total non-infrastructure expenditure (Base)	£m	3					
34 Total expenditure (Base service provision)	£m	3					

	5	6	7
ASSETS	SEWERAGE SERVICE NON-INFRASTRUCTURE ASSETS	SUBTOTAL	TOTAL

			1	2	3	4	1	5	6	7	8	1	9	10	11	12
				Water Serv	ice				Sewerage Se	rvice			Total			
DESCRIPTION	UNITS	DP	As per SBP (2007-10)	As at 31 March 2010	Per PC10 2010-11	Actual 10-11	CG	As per SBP (2007-10)	As at 31 March 2010	Per PC10 2010-11	Actual 10-11	CG	As per SBP (2007-10)	As at 31 March 2010	Per PC10 2010-11	Actual 10-
DEPRECIATION CHARGE FOR THE YEAR							<b></b>									·
CCD as at 31 March 2010	£m	3			1										1	
CCD on additions (enhancement assets) post 1 April 2010	£m	3														
CCD on additions (MNI assets) post 1 April 2010	£m	3														
Total depreciation charge for the year	£m	3														
Total depreciation charge	£m	3														
			1	2	3	4	1	5	6	7	8	ן	9	10	11	12
				Water Serv	ice		1		Sewerage Se	rvice				Total		
DESCRIPTION	UNITS	DP	As per SBP (2007-10)	Actual for SBP period	Per PC10 2010-11	Actual 10-11	CG	As per SBP (2007-10)	Actual for SBP period	Per PC10 2010-11	Actual 10-11	CG	As per SBP (2007-10)	Actual for SBP period	Per PC10 2010-11	Actual 10-
INFRASTRUCTURE RENEW ALS CHARGES,				•												·
Infrastructure renewals expenditure	£m	3														
Infrastructure renewals charges	£m	3														
Infrastructure renewals prepayment/ (accrual)	£m	3														

#### ANNUAL INFORMATION RETURN - TABLE 33 FINANCIAL MEASURES (CURRENT COST ACCOUNTING) DEPRECIATION CHARGE BY ASSET TYPE (PPP Only)

				1	2	3	4		5	6	7	8		9	10	11	12
					Water Serv	/ice				Sewerage Serv	vice				Total		
	DESCRIPTION	UNITS	DP	As per SBP (2007-10)	As at 31 March 2010	Per PC10 2010-11	Actual 10-11	CG	As per SBP (2007-10)	As at 31 March 2010	Per PC10 2010-11	Actual 10-11	CG	As per SBP (2007-10)	As at 31 March 2010	Per PC10 2010-11	Actual 10-11
^	DEPRECIATION CHARGE FOR THE YEAR												<u> </u>				
1	CCD as at 31 March 2010	£m	3			1					1					1	
4	CCD on additions (enhancement assets) post 1 April 2010	£m	3														
5	CCD on additions (MNI assets) post 1 April 2010	£m	3														
6	Total depreciation charge for the year	£m	3														
6	Total depreciation charge	£m	3														
				1	2	3	4		5	6	7	8		9	10	11	12
					Water Serv	/ice			Sewerage Service					Total			
	DESCRIPTION	UNITS	DP	As per SBP (2007-10)	Actual for SBP period (07	Per PC10 2010-11	Actual 10-11	CG	As per SBP (2007-10)	Actual for SBP period (07	- Per PC10 2010-11	Actual 10-11	CG	As per SBP (2007-10)	Actual for SBP period	Per PC10 2010-11	Actual 10-11
В	INFRASTRUCTURE RENEW ALS CHARGES,																
7	Infrastructure renewals expenditure	£m	3														
8	Infrastructure renewals charges	£m	3														
0	Infrastructure renewals prepayment/ (accrual)	£m	3														

ATION CHARGE BY ASSET TYPE (Total)			1	2	3	4		5	6	7	8		9	10	11	12	
				Water Serv	ice				Sewerage Ser	vice				Total			
DESCRIPTION	UNITS	DP	As per SBP (2007-10)	As at 31 March 2010	Per PC10 2010-11	Actual 10-11	CG	As per SBP (2007-10)	As at 31 March 2010	Per PC10 2010-11	Actual 10-11	CG	As per SBP (2007-10)	As at 31 March 2010	Per PC10 2010-11	Actual 10-11	CG
DEPRECIATION CHARGE FOR THE YEAR																	
CCD as at 31 March 2010	£m	3				Г				1							
CCD on additions (enhancement assets) post 1 April 2010	£m	3															
CCD on additions (MNI assets) post 1 April 2010	£m	3															
Total depreciation charge for the year	£m	3															
Total depreciation charge	£m	3															
			1	2	3	4		5	6	7	8	-	٩	10	11	12	7
			I	Water Serv	ice	7		5	Sewerage Ser		0		3	Total		12	
DESCRIPTION	UNITS	DP	As per SBP (2007-10)	Actual for SBP period		Actual 10-11	CG	As per SBP (2007-10)	Actual for SBP period (07-		Actual 10-11	CG	As per SBP (2007-10)	Actual for SBP period (07-	Per PC10 2010-11	Actual 10-11	CG
	onno			Actual for Obl period		Actual to 11			Actual for oblighted (of		Actual to 11						00

	DESCRIPTION	UNITS	DP
_	ACCOUNTING FIXED ASSET ADDITIONS	1	
4	NON-INFRASTRUCTURE ASSET ADDITIONS (ENHANCEMENT) BY ASSET LIFE		
1	Very Short	£m	3
2	Short	£m	3
3	Medium	£m	3
ŀ	Medium long	£m	3
5	Long	£m	3
5	Land	£m	3
7	Land Disposals	£m	3
}	Total	£m	3
3	NON-INFRASTRUCTURE ASSET ADDITIONS (BASE SERVICE) BY ASSET LIFE		
)	Very Short	£m	3
	Short	£m	3
1	Medium	£m	3
2	Medium long	£m	3
3	Long	£m	3
4	Total	£m	3
		1	
	NON-INFRASTRUCTURE ADDITIONS AVERAGE LIFE (YEARS)		
	Very Short	years	1
	Short	years	1
7	Medium	years	0
8	Medium long	years	0

	]	5	6	7 GE SERVICE	8	
	CG					CG
l		2007-08	2008-09	2009-10	2010-11	
	<b></b>					_
						_
						-
	<u>├</u> ──┤					
	<u>├</u> ──┤					_
	1 1					

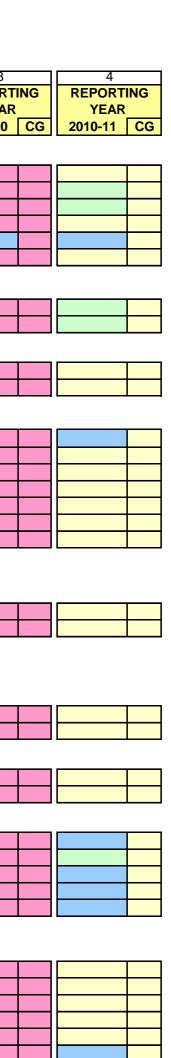
ANNUAL INFORMATION RETURN - TABLE 34 FINANCIAL MEASURES (CURRENT COST ACCOUNTING) ANALYSIS OF NON-INFRASTRUCTURE FIXED ASSET ADDITIONS BY LIFE CATEGORIES - PPP

				1	2	3	4		5	6	7	8	
					WATE	R SERVICE				SEWER	AGE SERVICE		
	DESCRIPTION	UNITS	DP	2007-08	2008-09	2009-10	2010-11	CG	2007-08	2008-09	2009-10	2010-11	
	ACCOUNTING FIXED ASSET ADDITIONS												
Α	NON-INFRASTRUCTURE ASSET ADDITIONS (ENHANCEMENT) BY ASSET LIFE												
1	Very Short	£m	3										
2	Short	£m	3										
3	Medium	£m	3										
4	Medium long	£m	3										
5	Long	£m	3										
6	Land	£m	3										
7	Land Disposals	£m	3										
8	Total	£m	3										
в	NON-INFRASTRUCTURE ASSET ADDITIONS (BASE SERVICE) BY ASSET LIFE				_								
9	Very Short	£m	3										
10	Short	£m	3										
11	Medium	£m	3										
12	Medium long	£m	3										
13	Long	£m	3										
14	Total	£m	3										
С	NON-INFRASTRUCTURE ADDITIONS AVERAGE LIFE (YEARS)												
15	Very Short	years	1										
16	Short	years	1										
17	Medium	years	0										
18	Medium long	years	0										



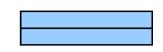
# ANNUAL INFORMATION RETURN - TABLE 35 FINANCIAL MEASURES WATER SERVICE - EXPENDITURE BY PURPOSE

	DESCRIPTION	UNITS	DP	REPORTING YEAR 2007-08 CG	REPORTING YEAR 2008-09 CG	REP Y 2009
4	BASE SERVICE PROVISION	Cree				
1	Base operating expenditure	£m	3			
2	Infrastructure renewals expenditure (net)	£m £m	3			
3	MNI (gross of grants and contributions)	£m	3			
4 5	MNI - grants and contributions MNI - net of grants and contributions	£m	3			
5 6	Infrastructure renewals expenditure (gross)	£m	3			
В	QUALITY ENHANCEMENTS					
7	Capex: Total quality enhancement programme	£m	3			
8	Opex: Total quality enhancement programme	£m	3			
C	ENHANCED SERVICE LEVELS					
9	Capital expenditure - customer service	£m	3			
0	Additional operating expenditure - customer service	£m	3			
D	MAINTAINING AND IMPROVING SUPPLY/DEMAND BALANCE	1				
1	Capital expenditure supply/demand balance	£m	3			
2	Capex - new development	£m	3			
3	Capex - growth	£m	3			
4	Capex - free meter "selective and optants"	£m	3			
5	Additional operating expenditure supply/demand balance	£m	3			
6	Capital expenditure - security of supply	£m	3			
7	Additional operating expenditure - security of supply	£m	3			
E	NEW OUTPUTS/OBLIGATIONS SINCE PC10 FINAL DETERMINATION					
8	New outputs/obligations - capex	£m	3			
9	New outputs/obligations - opex	£m	3			
F	GRANTS, CAPITAL CONTRIBUTIONS AND INFRASTRUCTURE CHARGES RECEIPTS FOR NEW CONNECTIONS					
0	Infrastructure charge receipts - new connections	£m	3			
21	Enhancement requisitions, grants and contributions	£m	3			
3	ADOPTED ASSETS, NILL COST ASSETS					
2	Assets adopted or acquired at nil cost	£m	3			
3	Adopted assets in return for a payment	£m	3			
H	EXPENDITURE TOTALS					
24	Total operating expenditure (total)	£m	3			
25	Infrastructure renewals expenditure (net) (NIW only)	£m	3			
	Total asset additions (NIW only)	£m	3			
27	Total enhancement capital contributions (NIW only)	£m	3			
8	Total capital expenditure (excl. adopted and nil cost assets) (NIW	£m	3			
I	Capital element of PPP unitary charge payment	1				
9	Base maintenance (infrastructure and non-infrastructure)	£m	3			
0	Quality enhancement expenditure	£m	3			
31	Enhanced service level expenditure	£m	3			
2	Supply demand balance expenditure	£m	3			
3	New outputs/obligations	£m	3			
34	Total capital element of PPP unitary charge payment	£m	3			

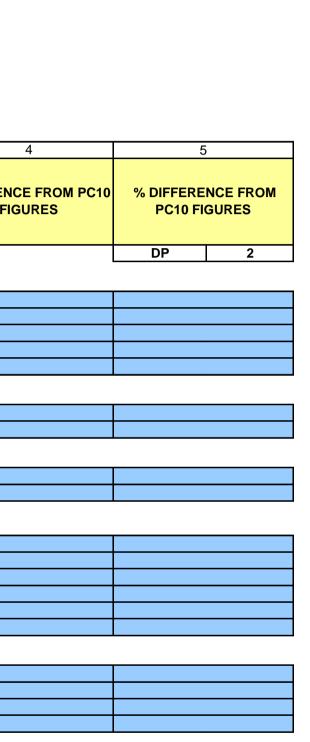


#### ANNUAL INFORMATION RETURN - TABLE 35A FINANCIAL MEASURES WATER SERVICE - EXPENDITURE BY PURPOSE

RPI Inflator (Operating Expenditure) base year to report year prices COPI Inflator (Capital Expenditure) base year to report year prices

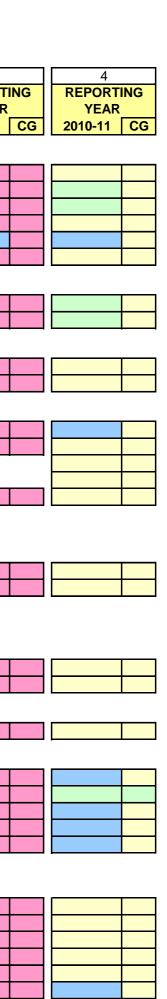


						-
			1	2	3	
DESCRIPTION	UNITS	DP	PC10 PROJECTIONS FOR 2010-11	PC10 PROJECTIONS UPLIFTED FOR RPI AND COPI	ACTUAL 2010-11 OUTTURN	
A BASE SERVICE PROVISION						
1 Base operating expenditure	£m	3				
2 Infrastructure renewals expenditure (net)	£m	3				
3 MNI (gross of grants and contributions)	£m	3				
4 MNI - grants and contributions	£m	3				
5 MNI (net of grants and contributions)	£m	3				
	-					
B QUALITY ENHANCEMENTS	0					
6 Capex - total quality enhancement programme	£m £m	3				
7 Opex - total quality enhancement programme	£M	3				
C ENHANCED SERVICE LEVELS	7					
8 Capital expenditure - customer service	£m	3				
9 Additional operating expenditure - customer service	£m	3				
D MAINTAINING AND IMPROVING SUPPLY/DEMAND BALANCE						
10 Capital expenditure supply/demand balance	£m	3				
11 Total enhancement capital contributions	£m	3				
12 Capex net of enhancement capital contributions	£m	3				
13 Additional operating expenditure supply/demand balance	£m	3				
14 Capital expenditure - security of supply	£m	3				
15 Additional operating expenditure - security of supply	£m	3				
	-					
E EXPENDITURE TOTALS	0					
16 Total gross capex - gross of grants (ire net) and excluding new outputs	£m	3				
17 Total opex excluding new outputs	£m	3				
<ul> <li>18 Total gross capex - gross of grants (ire net) and including new outputs</li> <li>19 Total opex including new outputs</li> </ul>	£m £m	3				
Ta Trotal opex including new outputs	±[]]	3				



#### ANNUAL INFORMATION RETURN - TABLE 36 FINANCIAL MEASURES SEWERAGE SERVICE - EXPENDITURE BY PURPOSE

				REPORTING	REPORTING	REPORTI
	DESCRIPTION	UNITS	DP	YEAR	YEAR	YEAR
				2007-08 CG	2008-09 CG	2009-10
Α	BASE SERVICE PROVISION					
1	Base operating expenditure	£m	3			
2	Infrastructure renewals expenditure (net)	£m	3			
3	MNI (gross of grants and contributions)	£m	3			
4	MNI - grants and contributions	£m	3			
5	MNI - net of grants and contributions	£m	3			
6	Infrastructure renewals expenditure (gross)	£m	3			
В	QUALITY ENHANCEMENTS					
7	Capex - total quality enhancement programme	£m	3			
8	Opex - total quality enhancement programme	£m	3			
		~				
<u>C</u>	ENHANCED SERVICE LEVELS					
9	Capital expenditure - customer service	£m	3			
0	Additional operating expenditure - customer service	£m	3			
)	IMPROVING SUPPLY/DEMAND BALANCE					
1	Capital expenditure supply/demand balance	£m	3			
2	Capex - new development	£m	3			
13	Capex - growth - sewage	£m	3			
4	Capex - growth - sewage treatment	£m	3			
	Additional operating expenditure supply/demand balance	£m	3			
Е	NEW OUTPUTS/OBLIGATIONS SINCE THE PC10					
E	FINAL DETERMINATION					
16	New outputs/obligations - capex	£m	3			
17	New outputs/obligations - opex	£m	3			
	GRANTS, CAPITAL CONTRIBUTIONS AND	1				
F	INFRASTRUCTURE CHARGES RECEIPTS FOR					
Г						
18	NEW CONNECTIONS Infrastructure charge receipts - new connections	£m	3			
	Enhancement requisitions, grants and contributions	£m	3			
3		2111	5			
	ADOPTED ASSETS, NIL COST ASSETS					
20	Assets adopted or acquired at nil cost	£m	3			
н	EXPENDITURE TOTALS	I				
<u>п</u> 21	Total operating expenditure	£m	3			
	Infrastructure renewals expenditure (net)	£m	3			
	Total asset additions	£m	3			
	Total enhancement capital contributions	£m	3			
	Total capital expenditure (excluding adopted and nil cost		3			
		~!!!				
1	Capital element of PPP unitary charge payment					
26	Base maintenance (infrastructure and non-infrastructure)	£m	3			
27	Quality enhancement expenditure	£m	3			
	Enhanced service level expenditure	£m	3			
20 29	Supply demand balance expenditure	£m	3			
-	New outputs/obligations	£m	3			
	Total capital element of PPP unitary charge payment	£m	3			
	THORA SAPILAL SIGNISTICULUL I THUNKALY CHAINE PAYITETIL	- <b>4</b> 111				



#### ANNUAL INFORMATION RETURN - TABLE 36A FINANCIAL MEASURES SEWERAGE SERVICE - EXPENDITURE BY PURPOSE

			1	2	3	4	5
DESCRIPTION	UNITS	DP	PC10 PROJECTIONS FOR 2010-11	PC10 PROJECTIONS UNPLIFTED FOR COPI AND RPI FOR 2010-11	ACTUAL 2010-11 OUTTURN	DIFFERENCE FROM PC10 FIGURES	% DIFFERENCE FROM PC10 FIGURES
						DP	2
A BASE SERVICE PROVISION							
1 Base operating expenditure	£m	3					
2 Infrastructure renewals expenditure (net)	£m	3					
3 MNI (gross of grants and contributions)	£m	3					
4 MNI - grants and contributions	£m	3					
5 MNI (net of grants and contributions)	£m	3					
3 QUALITY ENHANCEMENTS							
6 Capex: Total quality enhancement programme	£m	3					
7 Opex: Total quality enhancement programme	£m	3					
C ENHANCED SERVICE LEVELS							
3 Capital expenditure	£m	3					
9 Additional operating expenditure - customer service	£m	3					
				·			
MAINTAINING SUPPLY/DEMAND BALANCE							1
0 Capital expenditure supply/demand balance	£m	3	-				
1 Total enhancement capital contributions	£m	3					
2 Capex net of enhancement capital contributions	£m	3					
3 Additional operating expenditure supply/demand balance	£m	3					
EXPENDITURE TOTALS							
4 Total gross capex - gross of grants (ire net) and excluding new outputs	£m	3					
5 Total opex (excluding new outputs)	£m	3					
6 Total gross capex - gross of grants (ire net) and including new outputs	£m	3					
7 Total opex including new outputs	£m	3					

#### **COMMERCIAL IN CONFIDENCE**

#### ANNUAL INFORMATION RETURN - TABLE 39 FINANCIAL MEASURES PROCEEDS FROM DISPOSALS OF PROTECTED LAND

	1	2	3	4
	DESCRIPTION	Number of transactions (nr) - (0dp)	Net proceeds from transactions (£m) - (3dp)	Sites that required prior consent and date of consent letter (text)
Α				
1	Transactions that required prior consent			
2	Transactions that were insufficiently material to have required prior consent			
_	Total			

# Utility Regulator

**CAPITAL INVESTMENT MONITORING TABLE 40 - CIM1** 

b         b			Р	<b>Project Identificat</b>	on						Bas	eline				Baseline					Ba	Baseline					Baseline				Current	Actual or Projected				Cu	rent Actual or Project	ed						Cu	rrent Actual or Proje	cted						Current Ac	tual or Projected
March and	IM Submission Reference	Project ID Reference	Project PC Pro Name Peri	Project Parent eriod I	roject Substit Projec	ute Primary ID Asset Category	PC10 Programme	Regulatory Sign- off Required	E Baseline I A1 Date A	Baseline Project Base pproval on s Date	line Start Site date use	line Baseline icial Regulator late sign-off da	Baseline Completion of construction date	Baseline End of maintenance period date	aseline <b>Service</b> Ilocation water nfrastructure in	Baseline Baseline Baseline Service S allocation allowater non- se frastructure infra	aseline Baseli ervice Servi ocation allocat werage sewerage structure infrastru	Baseline Baseline CAPEX 2007-08 £m	Baseline Ba CAPEX C 2008-09 20 £m	seline Baseline APEX CAPEX 09-10 2010-11 £m £m	e Baseline CAPEX 2011-12 £m	Baseline E CAPEX 2012-13 £m	Baseline Baseline CAPEX CAPEX 2013-14 2014-15 £m £m	e Baseline CAPEX 5 2015-16 £m	Baseline CAPEX CAPEX 2016-17 2017-18 £m £m	Baseline Purpose Allocation Quality	Baseline F Purpose F Allocation Al Base	Baseline Baselin Purpose Purpo Allocation Allocati ESL SDB	ine ose tion B	I Current Actual or Projected <b>Project</b> <b>Approval Date</b>	Current Actual or Projected Start on site date	rent Actual or Curre Projected Pr neficial use Regul date o	nt Actual or ojected atory sign- f date	Actual or cted Current Actu Projected tion of End of uction maintenar te period da	e Current Actual of Projected Service allocation water infrastructure	or Current Actua ce Projected Serv er allocation water e infrastructu	or Current Actu ice Projected Ser non- allocation sew e infrastruct	al or vice erage ire	tion sewerage	ected CAPEX Proje	ent Actual or Curr cted <b>CAPEX</b> Proje 2007-08 £m	ent Actual or Curre cted CAPEX Projec 2008-09 2 £m	ent Actual or Curr cted CAPEX Proje 2009-10 £m	ent Actual or Curre ected CAPEX Proje 2010-11 2	ent Actual or ected CAPEX 2011-12 £m	at Actual or Current ted CAPEX Projecte 012-13 201 £m £	Actual or ed CAPEXCurrent Ad Projected (13-142014-Em£m	tual or Current Act CAPEX Projected C. 15 2015-10 £m	ctual or Current Ac CAPEX Projected C 16 2016-1 £m	CAPEX Projected CAP	PEX Current Actual or Projected Purpose	Current Actual o e Projected <b>Purpo</b> ty Allocation Bas	or Current Actual or se Projected <b>Purpose</b> e Allocation ESL
M. Capera Lama           M. Papea Lama	2	3	4 5	5	7	8	9	10	11	12	13 1	15	16	17	18	19	20 21	22	23	24 25	26	27	28 29	30	31 32	33	34	35 36	37	38	39	40	41 4	2 43	44	45	46	2	7	48	49	50	51	52	53	54 5	55 56	57	58	59	60	61	62
In Project ID       In Project Name       In Project ID		То	tal capital expenditure	ire reported.																																																	
	CIM_Sub	Pl_Project_ID Pl_Proiect_Name	PL PC. Period	Pl_PC_Period	PI_SUBSTITUTE_Project_ID	PI_Pri_Asset_Cat	PI_PC10_Prog	PI_Reg_Signoff	BLM_A1	BLM_Project_Approval	BLM_SoS BIM BII	BLM_RSO	BLM_CoC	BLM_EoMP	BSA_WI%	BSA_WNI%	BSA_SI% BSA_SNI%	BL_Capex_2007-08_£m	BL_Capex_2008-09_£m	BL_Capex_2009-10_£m BL_Capex_2010-11_£m	BL_Capex_2011-12_£m	BL_Capex_2012-13_£m	BL_Capex_2013-14_£m BL_Capex_2014-15_£m	BL_Capex_2015-16_£m	BL_Capex_2016-17_£m BL_Capex_2017-18_£m	BLPA_Q%	BLPA_B%	BLPA_E% BLPA_G%	CAM_A1	CAM_Project Approval	CAM_SoS	CAM_BU	CAM_RSO	CAM_EoMP	CASA_WI%	CASA_WNI%	CASA_SI%			CAP_Capex_YTD_£m	CAP_Capex_2007-08_£m	CAP_Capex_2008-09_£m	CAP_Capex_2001-10_£m	CAP_Capex_2010-11_£m	CAP_Capex_2011-12_£m	CAP_Capex_2012-13_£m	CAP_Capex_2013-14_£m CAP_Capex_2014-15_£m	CAP_Capex_2015-16_£m	CAP_Capex_2016-17_£m	CAP_Capex_2017-18_£m	CAPPA_Q%	CAPPA_B%	CAPPA_E%

## ANNUAL INFORMATION RETURN- TABLE 41 KEY OUTPUTS HEALTH & SAFETY INFORMATION

				1	2	3	4
				REPORTING	REPORTING	REPORTING	REPORTING
	DESCRIPTION	UNITS	DP	YEAR	YEAR	YEAR	YEAR
				2007-08 CG	2008-09 CG	2009-10 CG	2010-11 CG
•	LOST TIME DUE TO SICKNESS AND ACCIDENTS AND INCIDENCE OF	1					
×	OCCUPATIONAL ILL HEALTH						
1	Employee total	nr	0				
2	Total days lost due to sickness, accident and occupational ill health	nr	0				
3	Total days lost - rate per 1000 employees	nr	2				
4	Number of incidents of occupational ill health	nr	0				
5	Incidents of occupational ill health - rate per 1000 employees	nr	2				
	RIDDOR REPORTS						·
	Total RIDDOR incidents	nr	0				
	RIDDOR - rate per 1000 employees	nr	2				
	3-day accident rate per 1000 employees	nr	2				
9	Major/fatal accident rate per 1000 employees	nr	2				
	CONTRACTORS! LOST TIME DUE TO SICKNESS AND ACCIDENTS	1					
С	CONTRACTORS' LOST TIME DUE TO SICKNESS AND ACCIDENTS,						
4.0	AND INCIDENCE OF OCCUPATIONAL ILL HEALTH						
	Contractors' employees total	nr	0				
	Total days lost due to sickness, accident and occupational ill health	nr	0				
	Total days lost - rate per 1000 employees	nr	2				
	Number of incidents of occupational ill health	nr	0				
14	Incidents of occupational ill health - rate per 1000 employees	nr	2				
D	CONTRACTORS' RIDDOR REPORTS	1					
	Total RIDDOR incidents	nr	0				
	RIDDOR - rate per 1000 contractors' employees	nr	2				
	3-day accident rate per 1000 contractors' employees		0				
		nr	2				
10	Major/fatal accident rate per 1000 contractors' employees	nr	2				

ANNUAL INFORMATION RETURN- TABLE 42 PPP REPORTING PPP REPORTING REPORTING YEAR 2010-2011

DESCRIPTION	UNITS	DP	CG Corr	responding Report	Calculation	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME		TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
A PROJECT DESCRIPTION		-					_							-							-				_		
1 PPP Concession	text	na		na		Alpha	Alpha	Alpha	Alpha	Alpha	Alpha	Alpha	Kinnegar	Omega	Omega WWT	Omega WWT	Omega WWT	Omega	Omega	Omega	Omega	Omega	Alpha	Kinnegar	Omega	Water	Sewerage
2 Service Area	text	na		na		WT	WT	WT	WT	WD/WT	WD	WD	WWT	WWT	WWT	WWT		WWT	WWS	WWS	Omega WWS	WWS	All	All	All	Service	Service
3	text	na		na		Balinrees	Castor Bay	Dunore Point	Moyola	DBFO LM & FKd BDG Cont TK	Ballymoney LM	Limavady LM	Kinnegar	Richhill	Armagh	Ballynacor	North Down	Ballyrickard	Ballynacor Lagoon	ns Ballynacor	Duncrue	Sludge Service	Total	Total	Total	Water Service Total	Sewerage Service Total
Name of works										BDG Cont TK																	
4 Commencement date	date	na		na																							
5 Service duration	yrs date	0		na																							4
6 Service completion date	date	na		na																							
B PAYMENT TO PPP CONCESSIONAIRE																											
7 Unitary Charge Capacity	fm	3		na																							
7     Unitary Charge Capacity       8     Unitary Charge Variable	£m	3		na																							
9 Unitary Charge Deductions	£m	3		na																							
9     Unitary Charge Deductions       10     Atypical expenditure	£m	3		na																							
11 Efficiency Gains, included in 7 to 10	£m	3		na																							
12 Total PPP Payments (7to 10)	£m	3		na	Sum 7 to 10																						
12     Total PPP Payments (7to 10)       13     Capital repayment	£m	3		na																							
14 Maintenance	£m	3		na																							
15 Residual interest	£m	3		na																							
16 Atypical payments capitalised	£m	3		na																							
16Atypical payments capitalised17Total capitalised (13 to 16)	£m	3		na	Sum 13 to 16																						
18 Total PPP Expensed (12-17)	£m	3		na	Lines 12-17																						
19 Interest	£m	3		na																							
20 Total PPP Opex (18-19)	£m	3		na	Line 18-19																						
C WATER DISTRIBUTION DATA																											
21 Distribution input	Mld	2	т	Table 10 Line 26	I			Г Г																			
21a Water Treatment Works Capacity	Mid	0																									
21aWater Treatment Works Capacity22Length of mains	km	2	Т Т	Table 11 Line 12																							
22 Eorigan of mainto	NIT .																										
D WATER RESOURCE AND TREATMENT DATA																											
23 Turbidity 95%ile greater or equal to 0.5NTU	1/0	0	Т	Table 11a Line 1																							
23Turbidity 95%ile greater or equal to 0.5NTU24Turbidity 95%ile less than 0.5NTU	1/0	0		Table 11a Line 2																							
25 Source Type	text		Т	Table 12 Block A																							
26 Treatment type	text		Т	Table 12 Block B																							
27 Average pumping head	m.hd	1	Т	Table 12 Block A																							
E SEWERAGE DATA		-																									
28Total length of sewer29Total length of critical sewer	km	2																									
29 Total length of critical sewer	km	2																									
F SEWAGE TREATMENT AND DISPOSAL DATA																											
30 Population equivalent of total load received	000			Table 17b line 2																							
31 Load received by STW's	kg BOD/day	0		Table 17d																							
32 Suspended solids consent	mg/l	0		Table 17b line 3																							
33 BOD5 consent	mg/l	0		Table 17b line 4																							
34 COD consent	mg/l	0		Table 17b line 5																							
35 Ammonia consent	mg/l	0		Table 17b line 6																							
36 Phosphates consent	mg/l	0		Table 17b line 7																							
37 Classification of Treatment Works	text			Table 17b line 8																							
38 Size band of sewage treatment works	nr	0		Table 17c																							
				_																							

G SLUDGE TREATMENT AND DISPOSAL DATA									
39 Total sludge imported from NI Water	ttds	3							
40 Sludge produced by the PPP facility	ttds	3							
41 Sludge exported to Duncrue Incinerator	ttds	3							
42 Sludge exported to other PPP facilities	ttds	3							
43 Sludge exported to NI Water	ttds	3							
44 Sludge disposed of from site to - Farmland Untreated	ttds	3		e 17G Col 1					
45 Sludge disposed of from site to - Farmland Convestional	ttds	3		e 17G Col 2					
46 Sludge disposed of from site to - Farmland Advanced	ttds	3		e 17G Col 3					
47 Sludge disposed of from site to - Incineration	ttds	3		e 17G Col 4					
48 Sludge disposed of from site to - Landfill	ttds	3		e 17G Col 5					
49 Sludge disposed of from site to - Composted	ttds	3		e 17G Col 6					
50 Sludge disposed of from site to - Land Reclamation	ttds	3		e 17G Col 7					
51 Sludge disposed of from site to - Other (Willow Coppice)	ttds	3		e 17G Col 8					
52 Sludge disposed of from site - Total	ttds	3	Table 1	e 17G Col 9					

RTHERN IRELAND WATER LIMITED - ANNUAL INFORMATION RI	ETURN																						
UAL INFORMATION RETURN- TABLE 43 PPP REPORTING REPORTING - OPERATIONAL COSTS ORTING YEAR 2010-2011																							
DESCRIPTION	UNITS	DP Corresponding Report	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	SCHEME	TOTAL	TOTAL	TOTAL	TOTAL	ТОТА
				-		_	-	-	_			10			10			10		40	10		
A PROJECT DESCRIPTION			1	2	3	4	5	6	/	8	9	10	11	12	13	14	15	16	1/	18	19	20	21
PPP Concession		na	Alpha WT	Alpha	Alpha WT	Alpha WT	Alpha WD	Alpha WD	Alpha	Kinnegar WWT	Omega WWT	Omega WWT	Omega WWT	Omega WWT	Omega WWT	Omega WWS	Omega	Omega WWS	Alpha	Kinnegar	Omega	Water	Sewe Ser
Service Area Name of works		na	Balinrees	Castor Bay	** 1	Moyola	DBFO LM		Limavady LM		Richhill	1	Ballynacor	North Down			WWS Ballynacor		All Total	Total	All Total	Service Total	To
INAITIE OF WORKS		lia	Daimiees	Casior Day	Dunore Point	IVIOYOIa		Ballymoney LM	LIMAVAUY LIVI	Kinnegar	RICHIII	Armagh	Dallynacor	North Down	Dallyfickaru	Ballinacor Lagoons	Dallynacol	Duncrue	Total	Total	TOLAI	Total	<u> </u>
PPP INFORMATION																							
Payment to Concessionaire	£m	3																					
Payment by Concessionaire to Operating Company	£m	3																					
				-						•		•	•		•			•				<u> </u>	
DIRECT COSTS TO NI WATER																							
Power	£m	3																					
Other direct costs	£m	3																					
Total direct costs	£m	3 sum 6 + 7																					
General and support expenditure	£m £m	3																					
Total functional expenditure	£m	3 sum 8 + 9																					
OPERATING EXPENDITURE - NI WATER					· · · · · · · · · · · · · · · · · · ·		1							-1									
Scientific services	£m	3																				/	(
Rates	£m	3																					
Estimated terminal pumping costs	£m	3																					
Estimated sludge costs	£m	3																					
TOTAL PPP OPERATING EXPENDITURE																							
5 Total PPP operating expenditure	£m	3 Sum 5, 10, 11 and 12																					
	٤																						

#### ANNUAL INFORMATION RETURN - TABLE 44 OPA INPUT DATA

OVERALL PERFORMANCE ASSESSMENT

	DESCRIPTION	UNITS	DP	REPORTING YEAR2007-08CG	2 <b>REPORTING</b> YEAR 2008-09 CG	3 <b>REPORTING</b> YEAR 2009-10 CG	REPORTINGYEAR2010-11
A	WATER SUPPLY						
	DG2 PROPERTIES RECEIVING PRESSURE/FLOW BELOW REFERENCE LEVEL						
1	Total connected properties at year end	000	1				
2	Properties below reference level at end of year	nr	0				
3	% of total properties at risk of low pressure (OPA Low pressure value)	%	2				
	DG3 PROPERTIES AFFECTED BY UNPLANNED INTERRUPTIONS		1				
4	More than 6 hours	nr	0				
5	More than 12 hours	nr	0				
6	More than 24 hours	nr	0				
7	Total connected properties at year end	nr	0				
8	OPA supply interruption value	nr	2				
	DRINKING WATER QUALITY						
9	% MZC Iron	%	2				
10	% MZC Managanese	%	2				
11	% MZC Aluminium	%	2				
12	% MZC Turbidity	%	2				
13	% MZC Faecal Coliforms	%	2				
14	% MZC Trihalomethanes	%	2				
15	Average Overall MZC figure (Drinking Water Quality OPA value)	nr	2				
				<u>.</u>			
В	SEWERAGE SERVICE						
	DG5 SEWER FLOODING - OVERLOADED						
16	Flooding incidents in the year (overloaded sewers)	nr	0				
17	Flooding incidents (overloaded sewers attributed to severe weather)	nr	0				
18	Number of domestic properties connected to sewerage system	000	1				
19	% of domestic properties flooded by overloaded sewers (Overloaded sewers OPA value)	%	2				
	DG5 SEWER FLOODING - OTHER CAUSES			. <u></u>			
20	Flooding incidents (other causes - equipment failures)	nr	0				
21	Flooding incidents (other causes - blockages)	nr	0				
22	Flooding incidents (other causes - collapses)	nr	0				
23	Number of domestic properties connected to sewerage system	000	1				
24	% of domestic properties flooded by other causes (Other causes OPA value)	%	2				
	DG5 PROPERTIES ON THE FLOODING REGISTER		-				
25	2 in 10 register at end of year	nr	0				
26	Removed by company action	nr	0				
27	1 in 10 register at end of year	nr	0				
28	Number of domestic properties connected to sewerage system	000	1				
		1					

С	SECURITY OF SUPPLY
	DG4 HOSEPIPE RESTRICTIONS
20	Decentage of population conved by NIW/ that has superiorsed because restrictions (ODA value)

)	Percentage of population served by NIVV that has experienced hosepipe restrictions (OPA value)	%	1		
	LEAKAGE		•		
31	Leakage (Target)	nr	2		
2	Leakage (Actual)	nr	2		
33	% of leakage target not met (Leakage OPA value)	nr	2		
	SECURITY OF SUPPLY - ABSOLUTE PERFORMANCE		1		
34	Security of supply index - reference levels of service (Absolute performance OPA value)	nr	0	]	
-	SECURITY OF SUPPLY - PERFORMANCE AGAINST TARGET				
35	Security of supply index - reference levels of service	nr	0		
36	Security of supply index - planned level of service	nr	0		
37	% of target not met (Performance against target OPA value)	%	2		
		70			
D	CUSTOMER SERVICE				
	DG6 - RESPONSE TO BILLING CONTACTS				
38	Number dealt with within 5 working days	nr	0		
39	Total billing contacts	nr	0		
40	% of billing contacts answered within 5 working days (DG6 OPA value)	%	2		
	DG7 - RESPONSE TO WRITTEN COMPLAINTS	,0	1 -		
41	Total written complaints	nr	0		
42	Number dealt with within 10 working days	nr	0		
43	% of written complaints answered within 10 working days	%	2		
	DG8 - BILLING METERED CUSTOMERS	/0	<u> </u>		
44	Company or customer readings (or both)	nr	0	1	
45	Total metered accounts	nr	0		
46	Metered accounts excluded from indicator	nr	0		
47	% of metered accounts which have meter based bills (DG8 OPA value)	%	2		
-1	DG9 TELEPHONE CONTACT	70	2		
48	Total of calls not abandoned	nr	0	1	
40	Total calls received on customer contact lines	nr	0		
49 50	% calls not abandoned (0.25 of DG9 OPA value)	%	2		
51	All lines busy		0		
52	% calls not engaged (0.25 of DG9 OPA value)	nr %	2		
53	Call handling satisfaction (0.5 of DG9 OPA value)		2		
55	Call handling satisfaction (0.5 of DG9 OFA value)	nr	2		
E	ENVIRONMENTAL PERFORMANCE				
-	POLLUTION INCIDENTS				
54	Number of High & Medium category pollution incidents (Sewage)	nr	0	]	
55	Equivalent population served (resident)	000	2		
	Number of High and Medium sewage incidents per million resident population equivalent (pe) served				
56	(H&M sewage incidents OPA value)	nr	2		
57	Number of Low category pollution incidents (Sewage)	nr	0		
	Number of Low sewage incidents per million resident population equivalent (pe) served (Low sewage				
58	incidents OPA value)	nr	2		
59	Number of High & Medium category pollution incidents (Water)	nr	0		
60	Winter population	000	2		
61	Number of High and Medium water incidents per million resident population served (H&M water	nr	2		
01	incidents OPA value)	111			
	SEWAGE - SLUDGE DISPOSAL			, <u> </u>	
~~	Percentage unsatisfactory sludge disposal (Sludge disposal OPA value)	%	2		
62					
62	SEWERAGE SERVICE - BREACH OF CONSENT				
62	Percentage population equivalent (pe) served by NIW STWs that do not comply with the conditions				
62		%	2		

#### ANNUAL INFORMATION RETURN- TABLE 45 KEY OUTPUTS

#### ENERGY CONSUMPTION AND GREENHOUSE GAS ACCOUNTING

				1	2	3
	DESCRIPTION	UNITS	DP	NIW 2010-11 CG	PPP 2010-11 CG	NIW Total
Α	ELECTRICITY CONSUMPTION					
1	Grid electricity purchased (excluding renewable energy)	MW.hr	0			
2	Grid electricity purchased - renewable energy	MW.hr	0			
3	Non-renewable electricity generated and used	MW.hr	0			
4	Renewable electricity generated and used	MW.hr	0			
5 6	Total electricity consumption Non-renewable electricity generated and exported to the grid	MW.hr MW.hr	0			
7	Renewable electricity generated and exported to the grid	MW.hr	0			
8	Total renewable energy generated	MW.hr	0			
0		10100.111	<u> </u>			
В	GROSS ANNUAL OPERATIONAL GHG EMISSIONS					
3.1	Scope 1 Emissions					
9	Direct emissions from burning fossil fuels (including natural gas CHP generation on sit	t.CO <sub>2</sub> e	0			
10	Process and fugitive emissions	t.CO <sub>2</sub> e	0			
11	Transport: company owned or leased vehicles	t.CO <sub>2</sub> e	0			
••			Ŭ			
3.2	Scope 2 Emissions					
	Total grid energy used (including CHP electricity purchased).	t.CO <sub>2</sub> e	0			
			·	· · · · · ·		•
	Scope 3 Emissions			·		
13	Business travel on public transport and private vehicles used for company business	t.CO <sub>2</sub> e	0			
14	Outsourced activities (if not included in Scope 1 or 2) Energy and other	t.CO <sub>2</sub> e	0			
15	Not used					
	Not used					
10						
17	Gross operational emissions	t.CO <sub>2</sub> e	0			
			Ŭ			
С	Net annual operational emissions					
	Exported renewables (generated on-site and exported)	t.CO <sub>2</sub> e	0			
	Green tariff electricity purchased	t.CO <sub>2</sub> e	0			
15			U			
20	Net operational emissions	t.CO <sub>2</sub> e	0			
20			Ŭ			
D	ANNUAL OPERATIONAL GHG INTENSITY RATIO VALUES					
21	Operational GHG per MI of treated water	t.CO <sub>2</sub> e/M	0			
22	Operational GHG per MI of sewage treated (flow to full treatment)	t.CO <sub>2</sub> e/M				
23	Operational GHG per MI of sewage treated (based on water distribution input)	t.CO <sub>2</sub> e/M				
20	operational of to per wind sewage treated (based on water distribution input)		0			
E	RENEWABLE INCENTIVES					
	Revenue from renewable energy sales and incentives	£000	3			
						L