

Board's Overview

Chapter 1

Tables A and B

Covering:
Key outputs and service delivery

Board Overview Chapter 1

Key outputs and service delivery

Guidance

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

Block A in each table relates to key service outputs for the water and sewerage services. Block B for water concerns the delivery of the drinking water quality outputs, whilst blocks B and C for the sewerage service concerns quality and environmental compliance, activities and outputs, block D contains information on parameters used to assess the company's performance in maintaining serviceability to customers. An assessment of the current serviceability of infrastructure and non-infrastructure should be entered by the company.

Block E allows the company to report against other defined outputs for maintaining base services which are included in PC10. For block E the company should enter a description of the projects included in PC10, and give a brief description in the commentary of the programme of work carried out in 2012-13 to meet this defined output.

Commentary

The commentary should describe the company's progress in delivering enhanced levels of customer service and maintaining current levels of service. The commentary should describe in detail how the improvements have been effected and quantify them with reference where possible to levels of service indicators. The company is asked to report progress on the delivery of the PC10 water quality and sewerage service enhancements against the PC10 output expectations. The company should identify expenditure claimed to be part of discretionary capital spending programmes, which may include enhanced levels of service.

Where, in exceptional cases, the company elects to use a different calculation rule from those indicated in the definitions for table B lines 8, 9, 10, 11 (inc. a & b) and 22, they should fully explain their reasoning. In addition, to confirm the numbers of works or population equivalent used for each of the lines reported, the company should include within the commentary, explanatory calculations for each of the figures for lines 8 to 11b and line 22. For clarification on % p.e. WwTW compliance calculations, the only line where holiday population is to be included is line 11 (% of total p.e. served by WwTW's compliant with UWWTD consent (LUT)).

The reporting requirements for wastewater treatment compliance for AIR13 remain unchanged from AIR12. They differ therefore from those of the PC13 Monitoring Plan. It is the Utility Regulator's intention to align the reporting requirements for AIR14 with those of the PC13 Monitoring Plan.

The company should provide as a separate spreadsheet file, the underlying data and calculations employed to generate the figures for Table B lines 8-11b and Table B line 22.

Health and safety

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

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

Table A line definitions

A SERVICE AND PERFORMANCE

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

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

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

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

5	DG6 Percentage dealt with within 5 working days	%	2dp
Definition	The percentage of billing contacts dealt with within five working days.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 4 line 4.		
Responsibility	Comparative Efficiency and Performance Team		

Sewer flooding - external

6	DG7 Percentage dealt with within 10 working days	%	2dp
Definition	The number of written complaints dealt with within ten working days.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 5 line 3		
Responsibility	Comparative Efficiency and Performance Team		

7	DG8 Bills for metered customers – performance	%	2dp
Definition	DG8 – Bills for metered customers; the percentage of customers with metered accounts, who during the year received at least one bill based on a company or customer meter reading.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Calculated: table 5, line 9 divided by (line 6 minus line 7) multiplied by 100.		
Responsibility	Comparative Efficiency and Performance Team		

8	DG9 percentage of calls not abandoned	%	2dp
Definition	The total number of telephone calls received which were not abandoned before a company agent could substantively answer them, or where recorded messages (or answer machines or touch tone telephones or automatic transmission or interactive voice response systems) are used, before completion of the relevant message. Expressed as a percentage of total calls received on customer lines.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Calculated: table 5 line 15 divided by table 5 line 13 all multiplied by 100		
Responsibility	Comparative Efficiency and Performance Team		

9	DG9 percentage of calls not receiving the engaged tone	%	2dp
Definition	The total number of calls into the principal advertised customer contact points that did not receive engaged tones. Expressed as a percentage of total calls received plus total abandoned calls.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Calculated: table 5: $(1 - (L14 / (L14 + L13)))$ all multiplied by 100		
Responsibility	Comparative Efficiency and Performance Team		

10	Water ESL (1) enter description (including units)		
Definition	Defined outputs for water enhanced service to be delivered in the current period as set down in PC10. Please set out units being reported e.g. number, properties.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Comparative Efficiency and Performance Team		

11	Water ESL (2) enter description (including units)
Definition	Defined outputs for water enhanced service to be delivered in the current period as set down in PC10. Please set out units being reported e.g. number, properties.
Primary Purpose	Confirming delivery of key outputs and service.
Processing rule	Input
Responsibility	Comparative Efficiency and Performance Team

B DRINKING WATER QUALITY OUTPUTS

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

13	OPI (TIM)	nr	2dp
Definition	The average of the percentage mean zonal compliance figures for the turbidity, iron and manganese parameters with samples taken according to the current Drinking Water Quality Regulations during the calendar year. This is the same measure reported on a calendar year basis by DWI in the Report on Drinking Water Quality in Northern Ireland. (This information may need to be amended after the Chief Inspector's report is published)		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Calculated: (Sum of table 44 lines 9, 10 and 12) divided by 3		
Responsibility	Network Regulation Team		

14	Completion of nominated water treatment works schemes to improve water quality.	nr	0dp
Definition	The number of nominated water treatment upgrades schemes having achieved the beneficial use milestone as defined for the Capital Investment Monitoring submission in the period. Only report the nominated outputs schemes included in the PC10 FD Annex N1 02.00 subject to any amendments agreed by stakeholders through the PC10 Change Control Protocol.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: Table 11 line 19		
Responsibility	Network Regulation Team		

D SERVICEABILITY

20	Mains burst per 1,000 km	nr	0dp
Definition	<p>Mains bursts include all physical repair work to mains from which water is lost which is attributable to pipes, fittings, or joint material failures or movement, or caused or deemed to be caused by conditions of original pipe laying or subsequent changes in ground conditions (such as changes to a road formation, loading, etc., where the costs of repair cannot be recovered from a third party). Include ferrule failures that are attributable to mains material condition or local ground movements, but not incidents of ferrule failure due to ferrule materials or poor workmanship, or associated with the communication pipe connection.</p> <p>Exclude maintenance work on valve packings, hydrant seals, air valves etc. For the avoidance of doubt, all leakage occurring at locations or through joint or material failures which would have been designed for the life of the main (irrespective of whether earlier failure occurs) should be regarded as mains bursts. Failure of consumable or maintainable items (valve packings, etc.) should be classified as leakage. Also include incidents of over-pressure or pressure cycling, surge failures etc, which reflect the system operating conditions, even where these failures are accidental rather than associated with weaknesses in pipe condition.</p> <p>All third party damage should be excluded where costs are potentially (rather than actually) recovered from a third party. If these incidents are significant they should be reported in the commentary.</p>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table11 line 11.		
Responsibility	Network Regulation Team		

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

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

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

E DEFINED OUTPUTS FOR MAINTAINING BASE SERVICES

24	Water infrastructure (1)	text
Definition	Defined outputs in water infrastructure base service to be delivered in the period 2010 to 2013 included in PC10 (where applicable).	
Primary Purpose	Confirming delivery of key outputs and service.	
Processing rule	Input	
Responsibility	Network Regulation Team	

25	Water infrastructure (2)	text
Definition	Defined outputs in water infrastructure base service to be delivered in the period 2010 to 2013 included in PC10 (where applicable).	
Primary Purpose	Confirming delivery of key outputs and service.	
Processing rule	Input	
Responsibility	Network Regulation Team	

26	Water non infrastructure (1)	text
Definition	Defined outputs in water non-infrastructure base service to be delivered in the period 2010-2013 as included in PC10 (where applicable).	
Primary Purpose	Confirming delivery of key outputs and service.	
Processing rule	Input	
Responsibility	Network Regulation Team	

27	Water non infrastructure (2)	text
Definition	Defined outputs in water non-infrastructure base service to be delivered in the period 2010-2013 as included in PC10 (where applicable).	
Primary Purpose	Confirming delivery of key outputs and service.	
Processing rule	Input	
Responsibility	Network Regulation Team	

Table B Line definitions
A SERVICE PERFORMANCE
Sewer flooding – internal

1	2 in 10 register at end of year	nr	Odp
Definition	The number of properties which have flooded and are deemed to be at risk of flooding twice or more in ten years at the end of the year.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 3 line 12.		
Responsibility	Network Regulation Team		

2	1 in 10 register at end of year	nr	Odp
Definition	The number of properties which have flooded and are deemed to be at risk of flooding more than once in ten years (but less than 2 in 10) at the end of the year.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: Table 3 line 13.		
Responsibility	Network Regulation Team		

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

3A	Potential risk of property flooding identified requiring further investigation to assess at risk category.	nr	Odp
Definition	The number of properties where historical records indicate that a property might be at risk of flooding due to hydraulic overload but those records do not provide a sufficiently robust basis to confirm the cause of flooding or the risk of flooding without further investigation		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: table 3, line 15A.		
Responsibility	Network Regulation Team		

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

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

Sewer flooding - external

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

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

B QUALITY & ENVIRONMENTAL COMPLIANCE (Total)

8	% of WwTWs compliant (Water (NI) Order numeric consents)	%	1dp
Definition	<p>Percentage of wastewater treatment works discharges with Water Order numerical discharge consents which were sampled on behalf of the Northern Ireland Environment Agency (NIEA) in the calendar year and found to be compliant with Water Order consent conditions.</p> <p>Compliance should be based on the calendar year and on all WwTW serving which have Water Order Consent (WOC) numeric standards.</p> <p>Compliance of each WwTW should be based on Look-up Tables (LUT) and Upper Tier Limits (UTL) for the sanitary parameters (BOD, SS & NH₄) and the annual average for nutrients (N & P). Non sanitary parameters should not be included in the assessment. PPP works should be included.</p> <p>In calculating the percentage the denominator should be the number of WwTW discharges with Water Order discharge consent conditions, not the total number of WwTWs owned and operated by the company. The numerator should be the number of discharges recorded as having at least one failure of the conditions.</p>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

9	% of WwTWs compliant (UWWTD consents)	%	1dp
Definition	<p>Percentage of wastewater treatment works discharges with Urban Waste Water Treatment Directive consents, which were sampled by the company in the calendar year, and found to be compliant with any of the relevant requirements of the Directive.</p> <p>Compliance should be based on the calendar year and on all WwTW serving which have Urban Wastewater Treatment Directive (UWWTD) numeric standards.</p> <p>Compliance of each WwTW should be based on the Look-up Tables (LUT) and Upper Tier Limits (UTL) for the sanitary parameters (BOD, SS, NH₄ & COD) and the annual average for nutrients (N & P). In addition, the % reduction option may also be used to assess compliance if influent samples have been collected (for a sample to pass, a minimum of 70% reduction for BOD and a minimum of 75% reduction for COD must be achieved). PPP works should be included.</p> <p>In calculating the percentage the denominator should be the number of WwTW discharges with UWWTD discharge consent conditions, not the total number of WwTWs owned and operated by the company. The numerator should be the number of discharges recorded as having a failure of the 'UWWT All' conditions.</p>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

10	% of total p.e. served by WwTWs compliant with Water (NI) Order consent (LUT)	%	2dp
Definition	<p>Percentage of the total population equivalent served by wastewater treatment works, sampled on behalf of the NIEA during the calendar year, which were compliant with their Water Order consent conditions. Equivalent population should be calculated on the basis of 60g BOD₅ per capita per day. No account should be taken of holiday or other transient population.</p> <p>Compliance should be based on the calendar year and on all WwTW serving which have Water Order Consent (WOC) numeric standards.</p> <p>Compliance of each WwTW should be based on the Look-up Tables (LUT) only for the sanitary parameters (BOD, SS & NH₄) and the annual average for nutrients (N & P). Non sanitary parameters and Upper Tier Limits (UTL) for sanitary parameters should not be included in the assessment.</p>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

11	% of total p.e. served by WwTWs compliant with UWWTD consent (LUT)	%	2dp
Definition	<p>Percentage of population equivalent served by wastewater treatment works with Urban Waste Water Treatment Directive consents, which were sampled by the company in the calendar year, and found to be compliant with consents for biochemical oxygen demand (BOD), and/or limits for phosphorus and nitrogen measured as an annual average concentration.</p> <p>Compliance should be based on the calendar year and on all WwTW serving which have Urban Wastewater Treatment Directive (UWWTD) numeric standards.</p> <p>Compliance of each WwTW should be based on the Look-up Tables (LUT) only for the sanitary parameters (BOD, SS & NH₄) and the annual average for nutrients (N & P). Non sanitary parameters and Upper Tier Limits (UTL) for sanitary parameters should not be included in the assessment.</p>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

11a	% of total p.e. served by WwTWs complying with Water (NI) Order numeric consents	%	2dp
Definition	<p>Percentage of the total population equivalent served by wastewater treatment works, sampled on behalf of the NIEA during the calendar year, which were compliant with their Water Order consent conditions. Equivalent population should be calculated on the basis of 60g BOD₅ per capita per day. No account should be taken of holiday or other transient population.</p> <p>Compliance should be based on the calendar year and on all WwTW serving >250 PE which have Water Order Consent (WOC) numeric standards.</p> <p>Compliance of each WwTW should be based on compliance with all Water Order consent conditions.</p>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

11b	% of total p.e. served by WwTWs complying with UWWTD consent	%	2dp
Definition	<p>Percentage of the total population equivalent served by wastewater treatment works, sampled on behalf of the NIEA during the calendar year, which were compliant with their UWWTD consent conditions. Equivalent population should be calculated on the basis of 60g BOD₅ per capita per day. No account should be taken of holiday or other transient population.</p> <p>Compliance should be based on the calendar year and on all WwTW serving >250 PE which have UWWTD Consent (WOC) numeric standards.</p> <p>Compliance of each WwTW should be based on compliance with all UWWTD consent conditions.</p>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation		

12	% of intermittent discharges satisfactory	%	2dp
Definition	The number of intermittent discharges that have operated in a satisfactory manner during the 2012/13 report year expressed as a percentage.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Calculated (1 minus ((table 16 line 16a + 16b) divided by table 16 line 17a + 17b)) all multiplied by 100.		
Responsibility	Network Regulation Team		

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

C QUALITY AND ENVIRONMENTAL ACTIVITIES AND OUTPUTS

14	Delivery of improvements to nominated UIDs as part of a defined programme of work.	nr	0dp
Definition	The number of nominated unsatisfactory intermittent discharges having achieved the beneficial use milestone as defined for the Capital Investment Monitoring submission in the period. Only report the nominated outputs schemes included in the PC10 FD Annex N1 02.00 subject to any amendments agreed by stakeholders through the PC10 Change Control Protocol.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: Table 16 line 23		
Responsibility	Network Regulation Team		

16	Delivery of improvements to WWTW through nominated schemes as part of a defined programme of work.	nr	0dp
Definition	The number of nominated wastewater treatment works schemes having achieved the beneficial use milestone as defined for the Capital Investment Monitoring submission in the period. Only report the nominated outputs schemes included in the PC10 FD Annex N1 02.00 subject to any amendments agreed by stakeholders through the PC10 Change Control Protocol.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Copied: Table 16 line 24		
Responsibility	Network Regulation Team		

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

D SERVICEABILITY TO CUSTOMERS

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

21	Number of high and medium pollution incidents attributable to NI Water	nr	0dp
Definition	The total number of high and medium category water and sewerage pollution incidents attributed to NI Water in the calendar year.		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Calculated: Sum of table 44 line 54 + table 44 line 59		
Responsibility	Network Regulation Team		

22	% of WwTWs discharges compliant with numeric consents	%	1dp
Definition	<p>Percentage of wastewater treatment works discharges with numeric consents, which were sampled by the company in the calendar year, and found to be compliant with the discharge consent.</p> <p>Compliance should be based on the calendar year and on all WwTW serving which have numeric standards.</p> <p>Compliance of each WwTW should be based on compliance with all consent conditions including Look-up Tables (LUT), Upper Tier Limits (UTL) and annual average for nutrients (N & P). The % reduction option under UWWTD may also be used to assess compliance if influent samples have been collected (for a sample to pass, a minimum of 70% reduction for BOD and a minimum of 75% reduction for COD must be achieved). PPP works should be included.</p> <p>In calculating the percentage the denominator should be the number of WwTW discharges with numeric discharge consent conditions, not the total number of WwTWs owned and operated by the company.</p>		
Primary Purpose	Confirming delivery of key outputs and service.		
Processing rule	Input		
Responsibility	Network Regulation Team		

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

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

E DEFINED OUTPUTS FOR MAINTAINING BASE SERVICES

25	Sewerage infrastructure (1)
Definition	Defined outputs in sewerage infrastructure base service included in PC10 which were to be delivered in the report year.
Primary Purpose	Confirming delivery of key outputs and service.
Processing rule	Input
Responsibility	Network Regulation Team
26	Sewerage infrastructure (2)
Definition	Defined outputs in sewerage infrastructure base service included in PC10 which were to be delivered in the report year.
Primary Purpose	Confirming delivery of key outputs and service.
Processing rule	Input
Responsibility	Network Regulation Team

27	Sewerage non-infrastructure (1)
Definition	Defined outputs in sewerage non-infrastructure base service included in PC10 which were to be delivered in the report year.
Primary Purpose	Confirming delivery of key outputs and service.
Processing rule	Input
Responsibility	Network Regulation Team

28	Sewerage non-infrastructure (2)
Definition	Defined outputs in sewerage non-infrastructure base service included in PC10 which were to be delivered in the report year.
Primary Purpose	Confirming delivery of key outputs and service.
Processing rule	Input
Responsibility	Network Regulation Team

CHANGE CONTROL SHEET

BOARD OVERVIEW CHAPTER 1

2008/1.0	First issue of chapter for the SBP period
2009/1.0	Second issue of chapter for the SBP period <ul style="list-style-type: none"> - Carbon accounting reporting requirements added Line 8 description and definition amended
2010/1.0	Third issue of chapter for the SBP period <ul style="list-style-type: none"> - Changes to reflect changes to table 3 and carbon accounting amendments - Definitions of wastewater compliance data amended.
2011/1.0	First issue of chapter for the PC10 period <ul style="list-style-type: none"> - Table A – Line 13 changed from %MZC for Iron to OPI(TIM) - Table A – definitions for lines 8 and 9 changed to ‘not abandoned’ and ‘not receiving the engaged tone’. - Table A – Line 14 definition changed - Table A – Lines 14a to 16 and Block C deleted - Table B – definitions for lines 8, 9, 10, 11 and 22 changed to ‘compliant’. - Table B – Lines 11a and 11b added. - Table B – lines 15, 17 and 19 deleted. - Table B – definitions for lines 14 and 16 amended - Table B – definition for lines 21 changed to H and M water and sewerage pollution incidents.
2011/2.0	<ul style="list-style-type: none"> - Minor amendments to Line 9 of Table A.
2012/1.0	Second issue of chapter for the PC10 period <ul style="list-style-type: none"> - Requirement to include a report on the quantity of greenhouse gas emissions removed - Clarification on holiday population exclusion in WwTW % p.e. compliance reporting. - Processing rule for Table B – line 3A has changed from an input to a copied cell. - Processing rule for Table B – line 12 has been amended. - Processing rule for Table B – line 18 has been amended.
2013/1.0	Third issue of chapter for the PC10 period <ul style="list-style-type: none"> - Clarification on WwTW compliance reporting requirements for AIR13. - Guidance for Table A lines 5, 6, 7, 8 and 9 changed to two decimal places. - Guidance for Table A line 20 corrected to zero decimal places to align with table.