

# Chapter 3a

## Key outputs

### Sewerage service

Covering:

DG5 Annual external flooding summary  
DG5 Areas on the external flooding register

## Chapter 3a

### Key outputs

### Sewerage service

This table has 25 lines (2 of which are calculated). It covers:

- **DG5 - Annual external flooding summary**

These lines include areas externally flooded as a result of overloaded sewers and other causes.

- **DG5 – Areas on the external flooding register**

These lines cover areas which have flooded and are deemed to still be at risk of external flooding more frequently than once in twenty years (including more frequently than once in twenty years, once in ten years and twice in ten years), problem status of the external areas on the register and annual changes to the register. The flooding register was formerly known as the 'at risk' register and references to the 'at risk' register should now be treated as referring to the flooding register.

#### Lines 1 to 11: DG5 Annual external flooding summary

##### Aim

To measure the frequency of actual flooding of external areas from the **public sewerage system** by foul water, surface water or combined sewage.

##### Common definitions

**External flooding:** For the purposes of DG5, **external flooding** is defined as flooding which is not classed as internal. For reporting purposes, external areas will be split into curtilages, highways and other external areas. All incidents should be recorded irrespective of size.

**Flooding incidents:** For the purpose of the return, a **flooding incident** is defined as an event of external flooding (as defined above) from a public sewer (whether foul, combined or surface water). It does not include flooding caused by assets which are beyond the water company's control for example:

- Inundation of the sewerage system due to run off from fields
- Fluvial flooding

**Overloaded sewers:** A sewer is overloaded when the flow from a storm is unable to pass through it due to a permanent problem (e.g. flat gradient, small diameter). Temporary problems such as blockages, siltation, collapses and equipment or operational failures are excluded. No account should be taken of the severity of the storm causing the incident.

**External areas on the register:** These are defined as **external areas** that have suffered and are still likely to suffer flooding from public foul, combined or surface water sewers due to overloading of the sewerage system more frequently than the relevant period (once in twenty years or once or twice in ten years).

**Severe weather:** All flooding incidents should be reported irrespective of the severity of the storm. The company may indicate in the commentaries when flooding incidents have been due to severe rainfall and this information will be taken into account if the information is used in the Cost and Performance report. Severe weather incidents should only include rainfall events having a storm return period that is greater than once in twenty years.

**Lines 12 – 25: DG5 External areas on the flooding register****Aim**

To measure the number of external areas that have flooded and are still at risk of flooding from the **public sewerage system** by foul water, surface water or combined sewage.

It is unlikely that external areas on the register can be removed from the risk of flooding again by operational improvements alone.

Information on external areas on the register is to be reported in the form of a balance sheet, which identifies performance against the three DG5 reference levels at the end of the report year as well as the reasons for changes in the reported DG5 figures during the report year. It distinguishes between those problems that have been solved as a result of action by the company and those which have been removed due to information. (External areas should be reported under one of the 1 in 20, 1 in 10 or the 2 in 10 categories.)

**Guidance for Annual flooding summary**

The table requires that the company report flooding by the number of external areas and the number of incidents. No exclusions are permitted, even for third party damage or for “customer abuse”.

**Flooded areas (line 1):**

For the purposes of the annual flooding summary all areas that have experienced external flooding should be reported. If a property suffers external flooding then it should be reported in this line even if on a separate occasion the property has also experienced internal flooding in the report year.

**Flooding incidents (lines 2 to 11):**

All incidents of external flooding should be reported in the table under the appropriate category. A property that is flooded both internally and externally during the same event should only be recorded on the internal incident flooding summary.

For the purpose of the return, all external flooding incidents caused by the overloading of sewers (which cannot be positively attributed to other causes, such as blockage, collapse or equipment failure) must be reported under the heading of overloaded sewers. This includes flooding incidents caused by severe storms which may be outside the company's design standard for a particular sewer. The commentary should state the number of 'unknown cause' external areas affected by flooding incidents which have been placed in the overloaded sewer category.

There are three categories for the reporting of external flooding: curtilages, highways, other. Examples of floodings within the allocations are:

- ‘curtilage’ - any flooding (except internal flooding) within the curtilage of a residential building – this includes detached garages, linked detached garages, sheds, summer houses, swimming pools as these are not included in the definition of internal flooding;
- ‘highways’ – including footpaths; and
- ‘other’ - external flooding to non-residential buildings and areas e.g. schools, offices, commercial premises and public buildings; public open space; agricultural land; car parks.

Whilst we expect the company to use their best judgement to assess the number of flooded areas some further guidance has been asked for therefore for the purposes of the reporting requirements, highway and ‘other’ flooding should be counted as follows:

#### Highway flooding:

- If a road floods in two places and the contour of the road is the only reason for two patches of water, then this should be counted as one highway area flooding;
- If a road floods in two places and the flooding is sufficiently far apart to be deemed as coming from two different hydraulic inadequacies in the network, then this should be counted as two highway area floodings; or
- If a road floods at a cross roads or T junction, this should be counted as one highway area flooding.

#### 'Other' flooding

- Flooding to the external area of, offices, commercial premises, public buildings, car parks and agricultural land should be counted as one area irrespective of how many patches of flood water there are, and whether the areas are split into different uses; or
- Flooding to public open spaces should be judged on the use of the area. For example external flooding of a cafe outdoor eating area in a park and the surrounding parkland may be classed as two areas. The company should use the commentary to justify the differentiation of the areas of use.

### Guidance for flooding register

It should be noted that DG5 measures the frequency of flooding incidents at external areas and not the return period of the storm that causes the flooding.

External areas on the registers will be identified by a number of methods:

- historical information on actual flooding incidents;
- actual flooding incidents reported to the company at the time of the incident;
- areas near to the initial incident that subsequently report flooding. This could be as a result of a member of the household declaring this, from a company operator visiting the property, or by any other contact with members of the household; or
- a **verified** hydraulic model. (**Verified** means that external areas indicated as at risk are known to have flooded, or there is good reason to believe that unreported flooding has occurred,

When a previously unreported external area is flooded, it should normally be added to the 1 in 20 category unless:

- investigation, such as a verified model clearly shows that it is likely to flood more frequently than once in ten years, when it should be included in the once in ten year category;
- investigation clearly shows that it is likely to flood more frequently than twice in ten years, when it should be included in the twice in ten year category;
- the storm was exceptionally severe **and** investigation shows that it is clearly likely to flood as frequently as once in twenty years and the severity of the storm can be verified (e.g. by the Meteorological Office); or
- the cause was a blockage, etc.

In all cases, the decision as to whether a property is to be reported as being on the register should be taken in the context of the aim of the indicator, as set out above.

If a problem is identified and resolved during the report year, it should be entered in the balance sheet as a new problem and as a problem resolved during the same year. (This ensures that NIAUR can identify the total number of problems resolved by the company).

Flooding is not always reported. Therefore, when an incident is reported, the company is expected to investigate the extent of the problem and the number of surrounding areas that were affected. These should then be reported in the relevant categories (both on the register and recorded as incidents). Where the cause of flooding at an external area is still unknown at the time of compilation of the return, then that external area must be categorised as being affected by external flooding due to overloaded sewers, and placed in the appropriate risk category.

All external areas which have flooded in the report year must be entered in the Annual flooding summary part of the DG5 register, although those meeting the defined exclusion criteria are not reported on the flooding register for the DG5 indicator.

A property should appear on either the internal risk register **or** the external risk register but not both. For example:

- A property that has flooded internally and subsequently floods externally should not be added to the external register but kept on the internal register. However this property should be recorded in lines 1 ('areas flooded externally in the year') and line 2 ('Curtilage flooding incidents in the year') of this table; or
- A property that has only flooded externally and then floods internally should be removed from the external flooding register and placed on the internal flooding register and reported in line 25 'transferred from external to internal register'.

Where the company has relied on historical records which 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, the company shall:

- not include the property in the 2 in 10, 1 in 10 or 1 in 20 at risk categories;
- include the property in line 15A of the return which asks for the number of properties identified as potentially at risk of flooding due to hydraulic overload based on historical records whose risk status cannot be confirmed without further investigation;
- provide an explanation in the commentary of the further investigations the company is taking to confirm or otherwise the risk of flooding for these properties and a programme for undertaking this work;
- provide an explanation in the commentary of the changes in this data from the previous year including: an explanation of any additional sources of data which add to the category; the number of properties where investigations have been completed from the previous year; and the number of properties allocated to each at risk category as a result of the investigations completed in the report year.

There must be clear and auditable links between the company's register and the DG5 balance sheet.

**Mitigation:** Mitigation is a temporary solution which lowers but does not eliminate the risk of a property flooding due to hydraulic overload. The company should only install mitigation measures if the flooding is not moved to cause further problems elsewhere. If mitigation measures have to be installed to neighbouring properties to prevent them flooding as part of the overall mitigation solution and the neighbouring properties have never flooded then only the properties that have flooded should be counted in the total number of properties mitigated. A property that is on the 1 in 10 risk register should **not** be moved off the 1 in 10 register or to the lower risk category of 1 in 20 as a result of not flooding due to mitigation measures.

Where such a property is flooded as a result of failure of the mitigation, it should be reported as an overloaded sewer incident.

Properties protected by mitigation measures should include those where mitigation was installed in earlier years and still reduces the risk of flooding at that property.

### **Movements between registers**

Some companies move properties between the flooding registers if they have not flooded for a certain period. We do not expect to see properties that have 'timed out' being added back on to the register due to reflooding. The company should use its commentary to inform us if 'timed out' properties are being added back on to the register.

### **Cost calculations**

We will require cost information for sewer flooding schemes to be submitted in the company's business plan for the next review. The company should therefore ensure that they keep a record of their outturn costs for schemes.

### Methodology statements

The company must include their methodology statements with each Annual information return. The statement should include:

- How an area is added to the flooding register from the initial flooding incident, for example what investigation is carried out immediately after the incident, which register it goes on to;
- How properties are moved between the 1 in 10, 2 in 10 and 1 in 20 risk registers;
- Mitigation – how a company approaches mitigation, how a mitigated area is treated on the flooding register;
- Definition of severe weather – how the company determines whether an area was flooded due to severe weather; and
- If the methodology for external flooding is the same as internal flooding the company should state this. However a definition of what is counted in the 'curtilage', 'highway' and 'other' categories should be included.
- How cost benefit analysis is applied to areas on the registers.

### Records

The company must maintain verifiable records for DG5. The aim of the records is to provide an auditable method for identifying the specific external areas which are affected by flooding.

**The DG5 Register:** As part of these records the company must maintain a DG5 register which should form a database of all properties and external areas which experience sewer flooding. It will enable the identification by address of individual properties and external areas which are below the reference level. It should also contain information on (for example) complaints and the results of their investigation, problems which are attributable to customers' apparatus, and properties and external areas which experience sewer flooding but are covered by one of the allowable exclusions. The register must clearly identify those properties and external areas below the reference level, distinguish them from those which have flooded but are not below the reference level and provide a verifiable reason for the exclusion (e.g. flooding was a result of a blockage).

The records should include:

- date of incident;
- properties or external areas affected identified by address;
- cause of flooding (including source and reason, where known);
- action taken;
- name of the persons completing the records;
- the "at risk" category for reporting under DG5;
- if a property on the register is not reported as being on the flooding register under DG5, the reason should be stated; and
- if the internal and external registers are held in the same database then the problem needs to be identified as an internal or external flooding problem.

### Problem Status of Properties in the various at-risk categories.

The company is not required to provide data or commentary on the problem status of properties in the various at-risk categories for this return.

### Company commentary

The company should:

- comment on significant year on year changes in reported figures;
- comment on the number of external areas reported under external flooding due to overloaded sewers because no other cause has been positively identified for flooding incidents at those external areas;

- state whether any allowance has been made for problems as yet undiscovered;
- state any assumptions made in reporting the figures in the balance sheets;
- comment on the reason why, and number of, external areas, which are added and then removed from the at-risk register during the report year. For example, this might include: external areas added to but subsequently removed from the at risk register in the report year due to the rainfall event associated with the flooding incident being assessed as 'severe weather'; or external areas which are added to but subsequently removed due to company action during the report year;
- include the storm return periods of severe weather incidents reported in line 6 and the number of external areas flooded in each incident;
- include a table in the commentary showing the number of external areas that have experienced repeat hydraulic flooding in the report year and the number of times they have flooded;
- comment on progress of the programme relative to the profile of external problems solved shown in the determination. State any reasons behind any significant changes in outputs in the report year;
- comment on its policy on determining which schemes are cost beneficial; and
- justify the differentiation of the areas of use of parkland;
- provide commentary where the company has relied on historical records which indicate that an external area 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 which are reported in Line 15A.

Note: details of the programme and approach for improving the quality and comprehensiveness of the information held on the DG5 register (including external flooding records) and the progress made against this programme have been requested in the Chapter 3 guidance. This information should be provided in the commentary accompanying Table 3. No separate submission is required under this Chapter.

## Guidance to Reporter

The Reporter should comment on:

- whether data collection methods used are appropriate to meet NIAUR's reporting requirements and clearly set out in the methodology statement;
- whether all assumptions have been disclosed and their materiality;
- the appropriateness of the confidence grades assigned;
- the efficacy of the methodologies used and the quality of data employed by the company to identify severe weather events;
- the quality of the data supplied for external flooding and the methodologies used to collect it;
- how a company is counting highway and 'other' areas; and
- the numbers reported in the additions/removals lines in the balance including minimum design storm return periods for areas removed by company action;
- whether the approach to cost benefit analysis is appropriate;
- the basis of the allocation of properties to line 15A and the companies proposals to reach a conclusion on the risk of property flooding for these properties.

Note: comments on the company's programme and approach for improving the quality and comprehensiveness of the information held on the DG5 register (including external flooding records) and the progress made against this programme have been requested in the Chapter 3 guidance. This information should be provided in the Reporter commentary accompanying Table 3. No separate submission is required under this Chapter.



## Table 3a line definitions

### A ANNUAL FLOODING SUMMARY (i) OVERLOADED SEWERS

<b>1</b>	Areas flooded externally in the year (overloaded sewers)	nr	Odp
<b>Definition</b>	Total number of areas affected by external flooding incidents in the year due to overloaded sewers.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>2</b>	Curtilage flooding incidents in the year (overloaded sewers)	nr	Odp
<b>Definition</b>	The number of incidents of curtilages affected by external flooding in the year due to overloaded sewers.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>3</b>	Highway flooding incidents (overloaded sewers)	nr	Odp
<b>Definition</b>	Total number of incidents of highways flooded in the year due to overloaded sewers. This includes footpaths.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>4</b>	Other flooding incidents (overloaded sewers)	nr	Odp
<b>Definition</b>	Total number of incidents of other areas affected by external flooding in the year due to overloaded sewers.  Examples of other areas includes external flooding to non-residential buildings e.g. schools, offices, commercial premises and public buildings; public open space; agricultural land; car parks.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>5</b>	Total flooding incidents (overloaded sewers)	nr	Odp
<b>Definition</b>	Total number of incidents of areas affected by external flooding in the year due to overloaded sewers.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated: sum of lines 2, 3 and 4.		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		



<b>6</b>	External flooding incidents (overloaded sewers attributed to severe weather)	nr	Odp
<b>Definition</b>	<p>The number of incidents of external flooding caused by overloaded sewers at areas which are known to be <b>not</b> at risk of flooding more frequently than once in twenty years. Accordingly, this line's enumeration includes flooding incidents caused by severe storms which affect areas that are not at risk of flooding more frequently than once in twenty years.</p> <p>The company should use the commentary to report the number of flooding incidents caused by severe weather at areas that are already known to be at risk of flooding from sewers more frequently than once in twenty years.</p> <p>Incidents of flooding via the sewers caused by overflowing watercourses should be excluded.</p> <p>The company should include the rainfall return periods for the incidents reported in the commentary.</p>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>6a</b>	Areas flooded externally (overloaded sewers attributed to severe weather)	nr	Odp
<b>Definition</b>	<p>The number of areas flooded where flooding is caused by overloaded sewers at areas which are known to be <b>not</b> at risk of flooding more frequently than once in twenty years. Accordingly, this line's enumeration includes flooding caused by severe storms which affect areas that are not at risk of flooding more frequently than once in twenty years.</p> <p>The company should use the commentary to report the number caused by severe weather at areas that are already known to be at risk of flooding from sewers more frequently than once in twenty years.</p> <p>Areas of flooding via the sewers caused by overflowing watercourses should be excluded.</p> <p>The company should include the rainfall return periods for the areas reported in the commentary.</p>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

**(ii) OTHER CAUSES**

<b>7</b>	Areas flooded externally in the year (other causes)	nr	Odp
<b>Definition</b>	The number of external areas affected by flooding incidents from equipment failures, blockages or collapses (collectively grouped as other causes).  An area affected by more than one incident under this definition is reported as one area in this line.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>8</b>	Areas which have flooded more than once in the last 10 years (other causes)	nr	Odp
<b>Definition</b>	The number of areas which have experienced multiple incidents of external flooding in the last 10 years caused by blockages, collapses and equipment failure.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>9</b>	Flooding incidents (other causes - equipment failure)	nr	Odp
<b>Definition</b>	The number of incidents of external flooding caused by the failure or incorrect operation of company apparatus (e.g. pumping stations, penstocks, maintenance equipment, combined sewer overflows, or real time control systems).  All areas flooded due to other causes should be counted in the return even if the flooding incident was caused by factors beyond the company's control (third party damage or "customer abuse").		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>10</b>	Flooding incidents (other causes - blockages)	nr	Odp
<b>Definition</b>	The number of incidents of external flooding caused by a complete or partial blockage of the sewer (including siltation) where the sewer itself is still intact. If the blockage is the result of a fracture or deformation of the pipe, it should be included in the 'other causes – collapses' category.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>11</b>	Flooding incidents (other causes - collapses)	nr	Odp
<b>Definition</b>	The number of incidents of external flooding caused by the collapse of a sewer. This line's enumerator should also include incidents due to fracture or deformation. (This does not affect the definition of collapse for reporting in table 16).		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

**B AREAS ON THE 1:10, 2:10, 1:20 FLOODING**  
**(i) AT RISK SUMMARY**

<b>12</b>	2 in 10 register at end of year	nr	0dp
<b>Definition</b>	The number of external areas which have flooded and are deemed to be at risk of flooding twice or more in ten years at the end of the year.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>13</b>	1 in 10 register at end of year	nr	0dp
<b>Definition</b>	The number of external areas which have flooded and are deemed to be at risk of flooding more than once in ten years (but less than 2 in 10) at the end of the year.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>14</b>	1 in 20 register at end of year	nr	0dp
<b>Definition</b>	The number of external areas 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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>15</b>	Total on the 1:10, 2:10, 1:20 register at end of year	nr	0dp
<b>Definition</b>	DG5: Total number of external areas which have flooded and are deemed to be at risk of flooding more than once in twenty years – at end of year.  Validation check: line 15 previous year – (current year line 20 + line 21+ line 22+ line 25) + (current year line 23 + line 24) = line 15 current year.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated: the sum of lines 12, 13 and 14.		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>15A</b>	Potential risk of external flooding identified requiring further investigation to assess at risk category.	nr	0dp
<b>Definition</b>	The number of properties where historical records indicate that an external area might be at risk of flooding due to hydraulic overload but those records do not provide a sufficiently robust basis to confirm the cause of flooding or the risk of flooding without further investigation		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

16 to 19	Not used
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### (iii) ANNUAL CHANGES TO 1:10, 2:10, 1:20 REGISTER

<b>20</b>	Removed by company action (external only)	nr	0dp
<b>Definition</b>	<p>The number of external areas removed from the 1:10, 2:10, 1:20 "at risk" registers by company action. These are external areas removed from being at risk of flooding due to company action such as sewer enhancement which is linked to capital investment (for CM, ESL or SDB purposes) in the sewerage system. The outputs should be from schemes which only solve external flooding</p> <p>The company should use the commentary to explain the reasons why and the number of individual external areas added to and subsequently removed from the "at risk" register during the report year (please see commentaries section within the guidance)</p> <p>There must be clear and auditable links between the company's registers and the DG5 external area balance sheet.</p>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>21</b>	Removed by company action (external linked)	nr	0dp
<b>Definition</b>	<p>The number of external areas removed from the 1:10, 2:10, 1:20 "at risk" registers by company action. These are external areas removed from being at risk of flooding due to company action such as sewer enhancement which is linked to capital investment (for CM, ESL or SDB purposes) in the sewerage system. The outputs should be from schemes which solved both internal and external flooding.</p> <p>The company should use the commentary to explain the reasons why and the number of individual external areas added to and subsequently removed from the "at risk" register during the report year (please see commentaries section within the guidance).</p>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>22</b>	Removed because of better information	nr	Odp
<b>Definition</b>	<p>The number of external areas removed from the 1:10, 2:10, 1:20 "at risk" register because of better information. This category is defined as changes resulting from better quality information such as improved knowledge of the sewerage system (e.g. extended modelling, better estimates of figures). This number will include external areas previously thought to have been at risk but where investigation has subsequently shown the problem to have been, caused by reasons other than overloading (e.g. a blockage or collapse). The line should also include external areas, which were incorrectly identified as being at risk in previous years.</p> <p>Properties which are removed from the external and added to the internal register due to subsequently experiencing internal flooding should not be included in these lines but in line 25 'transferred from external to internal register'.</p> <p>The company should use the commentary to explain the reasons why and the number of individual external areas added to and subsequently removed from the "at risk" register during the report year (please see commentaries section within the guidance).</p> <p>There must be clear and auditable links between the company's registers and the DG5 external area balance sheet.</p>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>23</b>	Added because of better information (actually flooded)	nr	Odp
<b>Definition</b>	<p>The number of external areas added to the 1:10, 2:10 and 1:20 registers following an incident and as a result of better quality information. It includes neighbouring areas to the initial reported area or property which are known to have flooded as a result of more detailed investigation for example results of questionnaires and on site investigations at the time of flooding e.g. door knocking.</p> <p>There must be a clear and auditable links between the company's registers and the DG5 balance sheet.</p>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>24</b>	Added because of better information (modelled)	nr	Odp
<b>Definition</b>	<p>The number of areas added to the 1:10, 2:10 and 1:20 registers because of information provided by a verified hydraulic model. Areas in this line have not been reported as flooded but hydraulic modelling shows that they are at risk of flooding and there is good reason to believe that unreported flooding has occurred e.g. neighbouring areas have actually flooded.</p> <p>Areas identified in this category will have been at risk of flooding in previous years but not identified.</p> <p>There must be a clear and auditable links between the company's registers and the DG5 balance sheet.</p>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>25</b>	Transferred from external to internal register	nr	Odp
<b>Definition</b>	<p>The number of properties on the 1:10 2:10 and 1:20 "at risk" registers which have subsequently flooded internally. These properties are removed from the external register and entered onto the relevant 1:10, 2:10, 1:20 internal register.</p> <p>If the property is entered onto the 1:10 or 2:10 internal register then it should be entered into the appropriate line in table 3. It should also be included in table 3, line 24 'added because of better information'.</p> <p>If the property is entered onto the 1:20 internal register then it should appear in table 3, line 15 '1:20 risk at end of year' and should also be included in table 3 line 32 'added because of better information'.</p>		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

## CHANGE CONTROL SHEET

### CHAPTER 3a

2008/1.0	First issue of chapter for the SBP period.
2009/1.0	Second issue of chapter for the SBP period. <ul style="list-style-type: none"> <li>- Line 19 – correction to definition</li> <li>- Notes in relation to additional Table 3 reporting requirements added</li> </ul>
2010/1.0	Third issue of chapter for the SBP period. <ul style="list-style-type: none"> <li>- Guidance and definitions amended</li> <li>- Line 15A introduced.</li> </ul>
2011/1.0	First issue of chapter for the PC10 period. <ul style="list-style-type: none"> <li>- Lines 16 to 19 'greyed out' in the guidance as not required</li> <li>- Line added for areas flooded externally attributed to severe weather.</li> <li>- "Added because of better information" line split between 'actually flooded' and 'modelled'.</li> <li>- Block B section (ii) deleted</li> </ul>
2012/1.0	Second issue of chapter for the PC10 period. <ul style="list-style-type: none"> <li>- Deletion of line references in the mitigation paragraphs (page 6).</li> </ul>
2013/1.0	Third issue of chapter for the PC10 period <ul style="list-style-type: none"> <li>- No changes.</li> </ul>