

# Chapter 44

# OPA Reporting

Covering:

Input data for measures that inform the Overall Performance  
Assessment (OPA)

## Chapter 44

# OPA Reporting

This table consists of 63 lines with five main headings. The information is used to inform the Overall Performance Assessment conducted by the regulator. The OPA is used to illustrate how the company is performing in various aspects of its operations and the score is compared to companies in both England and Wales. The data are requested in this table so that all the necessary figures are contained in one location meaning it is much easier to retrieve the data.

The five sections of the table include:

- **A Water Supply**

This section contains data which affect the water supply including DG2 properties with low pressure, DG3 properties affected by unplanned interruptions and the drinking water quality provided by NI Water.

- **B Sewerage Service**

This section reports on sewer flooding due to both overloaded sewers and other causes. It also records the properties which are on the flooding register. These DG5 measures in each case calculate the percentage of domestic properties flooded or at risk of flooding for the appropriate measure.

- **C Security of Supply**

This section reports on the security of supply of water within Northern Ireland. It records the hosepipe restrictions imposed on customers, performance against leakage targets, and its records how well the company has met its objectives with respect to securing supply of water.

- **D Customer Service**

This sections reports on customer service. This includes DG6–DG9, response to billing contacts, response to written complaints, billing metered customers and telephone contact. This area factors customer experience into the OPA. The assessed customer service measures (i.e. compensation policy, debt collection etc) are not yet included in the table as they have yet to be developed fully.

- **E Environmental Performance**

This section reports on pollutions incidents for both sewage and water. The table records how many incidents were of category High and Medium or Low classification. It also reports how much sludge was disposed in an unsatisfactory method and records non-compliant STW's.

### Company commentary

Within the commentary NI Water should provide further information on various areas of the table where necessary. They should:

- Comment on any adjustments which have been made to company targets;
- Structure the commentary under the table headings used in line guidance below;
- Provide commentary on input cells not covered elsewhere in the AIR.
- Not provide commentary where it is otherwise explained.
- Report each category of pollution incidents individually so that there is a breakdown of High, Medium and Low incidents for both water and sewage so that they can be differentiated.

**Guidance to Reporter**

The Reporter is not required to audit this table as the figures are audited elsewhere throughout the Annual Information Return.

## Table 44 line definitions

<b>A</b>	<b>WATER SUPPLY</b>
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### DG2 PROPERTIES RECEIVING PRESSURE/FLOW BELOW REFERENCE LEVEL

<b>1</b>	Total connected properties at year end	000	1dp
<b>Definition</b>	<p>DG2: The total number of properties (domestic and non-domestic) connected to the distribution system at the end of the report year. This must include properties which are connected but not billed (for example, temporarily unoccupied) but should exclude properties which have been permanently disconnected.</p> <p>A group of properties supplied by a single connection should be counted as several properties. They should only be treated as a single property if a single bill covers the whole property.</p>		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied T2 L1		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>2</b>	Properties below reference level at end of year	nr	0dp
<b>Definition</b>	<p>DG2: This is the 'headline' DG2 figure and represents the total number of properties in the company's area of water supply which, at the end of the year, have received and are likely to continue to receive a pressure or flow below the reference level.</p>		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied T2 L3		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>3</b>	% of total properties at risk of low pressure	%	2dp
<b>Definition</b>	<p>DG2: An assessment based on the number of properties served at risk of receiving pressure below the reference level, expressed as a percentage of the total properties.</p>		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated : $(L2 / \{L1 * 1000\}) * 100$		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

**DG3 PROPERTIES AFFECTED BY UNPLANNED INTERRUPTIONS**

<b>4</b>	More than 6 hours	nr	Odp
<b>Definition</b>	DG3: The number of properties affected by interruptions of more than six hours' duration to supply which are unplanned, unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties which should be reported in table 2 line 14 (third party interruptions). It includes interruptions for which customers are notified less than 48 hours in advance.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied T2 L6		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>5</b>	More than 12 hours	nr	Odp
<b>Definition</b>	DG3: The number of properties affected by interruptions of more than twelve hours' duration to supply which are unplanned, unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties which should be reported in table 2 line 15 (third party interruptions). It includes interruptions for which customers are notified less than 48 hours in advance.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied T2 L7		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>6</b>	More than 24 hours	nr	Odp
<b>Definition</b>	DG3: The number of properties affected by interruptions to water supplies of greater than 24 hours' duration which are unplanned, unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties which should be reported in table 2 line 16 (third party interruptions). It includes interruptions for which customers are notified less than 48 hours in advance.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied T2 L8		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>7</b>	Total connected properties at year end	nr	Odp
<b>Definition</b>	<p>DG2: The total number of properties (domestic and non-domestic) connected to the distribution system at the end of the report year. This must include properties which are connected but not billed (for example, temporarily unoccupied) but should exclude properties which have been permanently disconnected.</p> <p>A group of properties supplied by a single connection should be counted as several properties. They should only be treated as a single property if a single bill covers the whole property.</p>		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated: L1 * 1000		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>8</b>	OPA supply interruptions	nr	2dp
<b>Definition</b>	Calculation of the OPA value used for incorporation into the unplanned interruptions score.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated: $((L4 / L7) * 100) + ((L5 / L7) * 100) + (((L6 / L7) * 100)^2)$		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

**DRINKING WATER QUALITY**

<b>9</b>	% Mean Zonal Compliance for Iron	%	2dp
<b>Definition</b>	The average of the zonal percentage compliance values of all water supply zones for iron in the calendar year.  The zonal percentage compliance is the percentage of sample results from consumers' taps in each supply zone which comply with the PCV for iron.  This is the same data reported on a calendar year basis by DWI in the annual report on Drinking Water Quality in Northern Ireland.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Input – DWI (NI)		
<b>Responsibility</b>	Comparative Efficiency and Performance Team		

<b>10</b>	% Mean Zonal Compliance for Manganese	%	2dp
<b>Definition</b>	The average of the zonal percentage compliance values of all water supply zones for manganese in the calendar year.  The zonal percentage compliance is the percentage of sample results from consumers' taps in each supply zone which comply with the PCV for manganese.  This is the same data reported on a calendar year basis by DWI in the annual report on Drinking Water Quality in Northern Ireland.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Input - DWI (NI)		
<b>Responsibility</b>	Comparative Efficiency and Performance Team		

<b>11</b>	% Mean Zonal Compliance for Aluminium	%	2dp
<b>Definition</b>	The average of the zonal percentage compliance values of all water supply zones for aluminium in the calendar year.  The zonal percentage compliance is the percentage of sample results from consumers' taps in each supply zone which comply with the PCV for aluminium.  This is the same data reported on a calendar year basis by DWI in the annual report on Drinking Water Quality in Northern Ireland.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Input – DWI (NI)		
<b>Responsibility</b>	Comparative Efficiency and Performance Team		

12	% Mean Zonal Compliance for Turbidity	%	2dp
<b>Definition</b>	<p>The average of the zonal percentage compliance values of all water supply zones for turbidity in the calendar year.</p> <p>The zonal percentage compliance is the percentage of sample results from consumers' taps in each supply zone which comply with the PCV for turbidity.</p> <p>This is the same data reported on a calendar year basis by DWI in the annual report on Drinking Water Quality in Northern Ireland.</p>		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Input – DWI (NI)		
<b>Responsibility</b>	Comparative Efficiency and Performance Team		

13	% Mean Zonal Compliance for Faecal Coliforms	%	2dp
<b>Definition</b>	<p>The average of the zonal percentage compliance values of all water supply zones for Faecal Coliforms in the calendar year.</p> <p>The zonal percentage compliance is the percentage of sample results from consumers' taps in each supply zone which comply with the PCV for Faecal Coliforms.</p> <p>This is the same data reported on a calendar year basis by DWI in the annual report on Drinking Water Quality in Northern Ireland.</p>		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Input – DWI (NI)		
<b>Responsibility</b>	Comparative Efficiency and Performance Team		

14	% Mean Zonal Compliance for Trihalomethanes	%	2dp
<b>Definition</b>	<p>The average of the zonal percentage compliance values of all water supply zones for THMs in the calendar year.</p> <p>The zonal percentage compliance is the percentage of sample results from consumers' taps in each supply zone which comply with the PCV for THMs.</p> <p>This is the same data reported on a calendar year basis by DWI in the annual report on Drinking Water Quality in Northern Ireland.</p>		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Input – DWI (NI)		
<b>Responsibility</b>	Comparative Efficiency and Performance Team		

15	Average overall MZC Figure	nr	2dp
<b>Definition</b>	Average of all the OPI 6 MZC figures		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated : $((\text{sum}(L9-14))/6)$		
<b>Responsibility</b>	Comparative Efficiency and Performance Team		



**B SEWERAGE SERVICE**
**DG5 SEWER FLOODING - OVERLOADED**

<b>16</b>	Flooding incidents in the year (overloaded sewers)	nr	0dp
<b>Definition</b>	The number of incidents of internal flooding caused by overloaded sewers. This should include properties where an uninhabited cellar is the only part affected by the flooding.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T3 L3		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>17</b>	Flooding incidents (overloaded sewers attributed to severe weather)	nr	0dp
<b>Definition</b>	<p>The number of incidents of internal flooding caused by overloaded sewers in properties which are known to be not at risk of flooding more frequently than once in ten years. Accordingly, this line's enumeration includes flooding incidents caused by severe storms which affect properties that are not at risk of flooding more frequently than once in ten years.</p> <p>The company should use the commentary to report the number of flooding incidents caused by severe weather at properties that are already known to be at risk of flooding from sewers more frequently than once in ten years.</p> <p>The company should include the rainfall return periods for the incidents reported in the commentary</p> <p>Incidents of flooding via the sewers caused by overflowing watercourses should be excluded.</p>		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T3 L4		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>18</b>	Number of domestic properties connected to sewerage system	000	1dp
<b>Definition</b>	The number of domestic connected properties connected to the sewerage system within the company's area at the end of the year. The number should include any property connected for surface water drainage only and is billed (whether notionally or otherwise).		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T3 L1		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>19</b>	% of domestic properties flooded by overloaded sewers	%	4dp
<b>Definition</b>	Number of properties affected by an incident of internal flooding caused by overload of a sewer, excluding those incidents resulting from severe weather. The value is expressed as a percentage of total domestic properties.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated : $((L16-L17)/(L18*1000)) \times 100$		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

#### DG5 SEWER FLOODING – OTHER CAUSES

<b>20</b>	Flooding incidents (other causes – equipment failure)	nr	0dp
<b>Definition</b>	The number of incidents of internal flooding caused by the failure or incorrect operation of company apparatus (e.g. non-return (flap) valves, pumping stations, maintenance equipment, penstocks, combined sewer overflows, or real time control systems). Flooding incidents due to third party damage including “customer abuse” must be included.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied: T3 L8		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>21</b>	Flooding incidents (other causes – blockages)	nr	0dp
<b>Definition</b>	The number of incidents of internal 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>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied T3 L9		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>22</b>	Flooding incidents (other causes – collapses)	nr	0dp
<b>Definition</b>	The number of incidents of internal 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>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T3 L10		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>23</b>	Number of domestic properties connected to sewerage system	000	1dp
<b>Definition</b>	The number of domestic connected properties connected to the sewerage system within the company's area at the end of the year. The number should include any property connected for surface water drainage only and is billed (whether notionally or otherwise).		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T3 L1		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>24</b>	% of domestic properties flooded by other causes	%	4dp
<b>Definition</b>	Number of properties affected by an incident of internal flooding caused by equipment failure in, blockage or collapse of, a sewer. The value is expressed as a percentage of total domestic properties.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated : $((L20+L21+L22)/(L23*1000)) \times 100$		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

#### DG5 - PROPERTIES ON THE 'AT RISK' REGISTER

<b>25</b>	2 in 10 register at end of year	nr	0dp
<b>Definition</b>	The number of properties which have flooded and are deemed to be at risk of flooding twice or more in ten years at the end of the year.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T3 L12		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>26</b>	Problems solved due to ESL funding	nr	0dp
<b>Definition</b>	<p>The number of properties removed from the 1 in 10 and 2 in 10 "at risk" register by company action. These are properties removed from being at risk of flooding due to company action such as sewer enhancement which is linked to capital investment (for capital maintenance, ESL or SDB purposes) in the sewerage system.</p> <p>The company should use the commentary to explain the reasons why and the number of individual properties added to and subsequently removed from the "at risk" register during the report year.</p> <p>There must be clear and auditable links between the company's registers and the DG5 balance sheet.</p>		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Input: Planned number of properties to be removed as detailed in the monitoring plan.		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>27</b>	1 in 10 register at end of year	nr	0dp
<b>Definition</b>	The number of properties at risk 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>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T3 L13		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>28</b>	Number of domestic properties connected to sewerage system	000	1dp
<b>Definition</b>	The number of domestic connected properties connected to the sewerage system within the company's area at the end of the year. The number should include any property connected for surface water drainage only and is billed (whether notionally or otherwise).		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T3 L1		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>29</b>	% of domestic properties considered to be at risk of flooding	%	4dp
<b>Definition</b>	Number of properties considered to be at risk of flooding by sewage, caused by overload, more frequently than once in ten years. The assessment will be normalised by the number of properties removed as a result of individual companies' enhanced service level allowances (ESL) to address at risk properties in the reporting year. The value is expressed as a percentage of total domestic properties.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated : $((L25+L26+(L27*0.5)) / (L28*1000)) \times 100$		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

## C SECURITY OF SUPPLY

### DG4 HOSEPIPE RESTRICTIONS

<b>30</b>	Hosepipe restrictions	nr	0dp
<b>Definition</b>	Average number of person weeks of hosepipe restrictions imposed by NIW over the reporting period.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Input : (Number of person weeks of restrictions / winter population) * 100		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

### LEAKAGE

<b>31</b>	Leakage (Target)	nr	2dp
<b>Definition</b>	An assessment of leakage pre-set performance targets, as published by NI Water in their monitoring plan.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Input : Company's monitoring plans		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>32</b>	Leakage (Actual)	nr	2dp
<b>Definition</b>	An assessment of leakage actual performance, as published by NI Water in their monitoring plan.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T10 L25		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>33</b>	% of Leakage target not met	nr	2dp
<b>Definition</b>	An assessment of leakage performance where actual performance is compared with pre-set leakage targets, as published by NI Water in their monitoring plan over a three year rolling average.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated: $100 - ((\text{Previous 3 years targets} / \text{Previous 3 years actual}) * 100)$  <i>N.B. Where the company outperforms the three year target a 0% figure should be returned.</i>		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

#### SECURITY OF SUPPLY – ABSOLUTE PERFORMANCE

<b>34</b>	Security of supply index – company's actual based on planned level of service	nr	0dp
<b>Definition</b>	Security of supply index calculated using the levels of service the company uses to plan its supply/demand balance.  Guidance on the calculation of the security of supply index can be found in Ofwat's RD 03/02. For your calculation, bulk imports and exports should be the agreed or contractual maximum amounts, dry year DI should represent the reporting year DI adjusted to represent dry year demand, and WAFU should be reported in column 1 according to the EA Water Resource Planning Guidelines definition (excluding imports and exports).  A score of 100 will indicate that the actual level of service provided to all customers meets or betters the planned level of service.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied: T10 L31		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

**SECURITY OF SUPPLY – PERFORMANCE AGAINST TARGET**

<b>35</b>	Security of supply index - planned (target) levels of service	nr	0dp
<b>Definition</b>	Security of supply index <b>target</b> calculated using the levels of service the company uses to plan its supply/demand balance.  Guidance on the calculation of the security of supply index can be found in Ofwat's RD 03/02. For your calculation, bulk imports and exports should be the agreed or contractual maximum amounts, dry year DI should represent the reporting year DI adjusted to represent dry year demand, and WAFU should be reported in column 1 according to the EA Water Resource Planning Guidelines definition (excluding imports and exports).  A score of 100 will indicate that the actual level of service provided to all customers meets or betters the planned level of service.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>36</b>	Security of supply index – company's actual based on planned level of service	nr	0dp
<b>Definition</b>	Security of supply index calculated using the levels of service the company uses to plan its supply/demand balance.  Guidance on the calculation of the security of supply index can be found in Ofwat's RD 03/02. For your calculation, bulk imports and exports should be the agreed or contractual maximum amounts, dry year DI should represent the reporting year DI adjusted to represent dry year demand, and WAFU should be reported in column 1 according to the EA Water Resource Planning Guidelines definition (excluding imports and exports).  A score of 100 will indicate that the actual level of service provided to all customers meets or betters the planned level of service.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied: T10 L31		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>37</b>	% of target not met	%	2dp
<b>Definition</b>	An assessment of how the SoSI performance compares to its target which is set in advance by the company and is calculated to incentivise companies to reach their SoSI targets. The figure is a percentage of the target which is not met.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated : $100 - ((L36/L35) \times 100)$  <i>N.B. Where the company outperforms the target a 0% figure should be returned.</i>		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

**D CUSTOMER SERVICE**
**DG6 – RESPONSE TO BILLING CONTACTS**

<b>38</b>	Number dealt with within 5 working days	nr	0dp
<b>Definition</b>	The number of billing contacts dealt with within five working days.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied: T4 L2		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>39</b>	Total billing contacts	nr	0dp
<b>Definition</b>	The total number of billing contacts received.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied: T4 L1		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>40</b>	% of billing contacts answered within 5 working days	%	2dp
<b>Definition</b>	The number of billing contacts answered within five working days as a percentage of billing contacts received (DG6).		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated : (L38/L39) x100		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

**DG7 - RESPONSE TO WRITTEN COMPLAINTS**

<b>41</b>	Total written complaints	nr	0dp
<b>Definition</b>	DG7: Response to written complaints; total - Total number of written complaints received by company.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T5 L1		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>42</b>	Number dealt with within 10 working days	nr	0dp
<b>Definition</b>	DG7: Response to written complaints; number of written complaints dealt with within ten working days.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T5 L2		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>43</b>	% of written complaints dealt with within 10 working days	%	2dp
<b>Definition</b>	The number of written complaints answered within ten working days as a percentage of written complaints received (DG7).		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated : (L42/L41) x100		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		



**DG8 – BILLING METERED CUSTOMERS**

<b>44</b>	Company or customer readings (or both)	nr	0dp
<b>Definition</b>	The number of customers receiving a bill based on a meter reading (either by the company or the customer) during the report year.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T5 L9		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>45</b>	Total metered accounts	nr	0dp
<b>Definition</b>	This is defined as the number of customers receiving a metered account for water supply only, water supply and sewerage services, or sewerage services only i.e. both households and non-households whose water supply etc. charge is based on a meter.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T5 L6		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>46</b>	Metered accounts excluded from indicator	nr	0dp
<b>Definition</b>	Exclusions are defined as follows: <ul style="list-style-type: none"> <li>• metered properties which are not charged on the basis of metered consumption (e.g. free supplies or test meters);</li> <li>• accounts for properties which have been occupied for less than six consecutive months during the report year, including 'void' properties; or</li> <li>• complex accounts which are difficult to categorise.</li> </ul>		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T5 L7		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>47</b>	% of metered accounts which have meter based bills	%	2dp
<b>Definition</b>	The number of bills based on a meter reading as a percentage of metered accounts (DG8).		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated : $(L44/(L45-L46)) \times 100$		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

**DG9 – TELEPHONE CONTACT**

<b>48</b>	Total number of calls not abandoned	nr	0dp
<b>Definition</b>	The total number of telephone calls received which were not abandoned before a company agent could substantively answer them or, where recorded messages (or answering machines or touch-tone telephones or automatic transactions or interactive voice response systems) are used, before completion of the relevant message.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T5 L15		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		



<b>49</b>	Total calls received on customer contact lines	nr	0dp
<b>Definition</b>	<p>This covers all telephone calls to principal advertised customer contact points which can be logged by company monitoring equipment. 'Calls received' is defined as the number of calls which enter the company's telephone system and receive a ringing tone. Calls which receive an engaged tone are to be excluded from this line but will be reflected in Table 5 line 14. Calls to NI Direct Flood Incident Line should not be included.</p> <p>The company should identify in the commentary the telephone numbers and locations against which it is reporting and information on the number of calls received through the NI Direct Flood Incident Line.</p>		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T5 L13		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>50</b>	% Calls not abandoned	%	2dp
<b>Definition</b>	This figure outlines the amount of calls the company has not abandoned as a % of total calls received of company lines.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated : $(L48/L49) \times 100$		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>51</b>	All lines busy	nr	0dp
<b>Definition</b>	The total number of calls into the principal advertised customer contact points that receive engaged tones, or are advised that the company is unable to take their call, are to be reported against this line.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T5 L14		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>52</b>	% Calls not engaged	%	2dp
<b>Definition</b>	This figure outlines the amount of calls not engaged as a % of total calls received of company lines.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated : $(1 - (L51/(L49+L51))) \times 100$		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>53</b>	Call handling satisfaction	nr	2dp
<b>Definition</b>	The annual satisfaction score generated by 4 waves of customer surveys.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T5 L16		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>E</b>	<b>ENVIRONMENTAL PERFORMANCE</b>
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**POLLUTION INCIDENTS**

<b>54</b>	Number of High & Medium category pollution incidents (Sewage)	nr	0dp
<b>Definition</b>	Number of High and Medium category pollution incidents resulting from NIW's sewage collection and treatment activities		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>55</b>	Equivalent population served (resident)	000	2dp
<b>Definition</b>	Equivalent population should be calculated on the basis of 60g BOD <sub>5</sub> per capita per day. Domestic population, trade effluent and tankered in effluents should be included in calculation. No account should be taken of holiday population.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T15 L6		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>56</b>	Number of High and Medium sewage incidents per million resident population equivalent (pe) served.	nr	2dp
<b>Definition</b>	Number of High and Medium category pollution incidents resulting from NIW's sewage collection and treatment activities per million resident population equivalent (pe) served.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated : $(L54 / (L55/1000))$		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>57</b>	Number of Low category pollution incidents (Sewage)	nr	0dp
<b>Definition</b>	Number of Low category pollution incidents resulting from NIW's sewage collection and treatment activities		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>58</b>	Number of Low sewage incidents per million resident population equivalent (pe) served.	nr	2dp
<b>Definition</b>	Number of Low category pollution incidents resulting from NIW's sewage collection and treatment activities per million resident population equivalent (pe) served.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated : $(L57 / (L55/1000))$		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>59</b>	Number of High and Medium category pollution incidents (Water)	Nr	0dp
<b>Definition</b>	Number of High and Medium category pollution incidents resulting from NIW's water treatment and distribution activities.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>60</b>	Winter Population	000	2dp
<b>Definition</b>	Population supplied during the reporting year in the company's area of supply. Include population served by bulk supplies received. The population should be obtained from the most recent NISRA estimates, or the company update of these estimates.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied :T2 L20		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

<b>61</b>	Number of High and Medium water incidents per million resident population served.	nr	2dp
<b>Definition</b>	Number of High and Medium category pollution incidents resulting from NIW's water treatment and distribution activities per million resident population served.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Calculated : (L59 / (L60/1000))		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

## SEWAGE – SLUDGE DISPOSAL

<b>62</b>	Percentage unsatisfactory sludge disposal	%	2dp
<b>Definition</b>	Percentage of total sludge disposal that is unsatisfactory. Give reasons for unsatisfactory disposal in the commentary and the percentages affected.		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Copied : T15 L14		
<b>Responsibility</b>	Comparative Efficiency & Performance Team		

**SEWERAGE SERVICE – BREACH OF CONSENT**

63	WwTW Discharge consent compliance	%	2dp
<b>Definition</b>	Percentage population equivalent (pe) served by NI Water WwTWs that do not comply with: <ul style="list-style-type: none"> <li>i. The LUT discharge consent conditions for Biochemical (BOD), Suspended Solids (SS) and Ammonia (NH<sub>4</sub>) and,</li> <li>ii. Annual averages for Phosphorus (P)</li> </ul> under either the Water Order or UWWTD. <p>No account should be taken of holiday or other transient population.</p> This figure should include : <ul style="list-style-type: none"> <li>• PPP works,</li> <li>• WOC and UWWTD failures,</li> </ul> This figure should exclude: <ul style="list-style-type: none"> <li>• Upper tier limit failures</li> </ul>		
<b>Primary Purpose</b>	Informing calculation of OPA score for levels of service.		
<b>Processing rule</b>	Input		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

## CHANGE CONTROL SHEET

### CHAPTER 44

2011/1.0	First issue of chapter for the PC10 period.
2011/2.0	Minor amendments to lines 51 and 52.
2012/1.0	Second issue of chapter for the PC10 period. <ul style="list-style-type: none"> <li>- Inclusion of full guidance for drinking water quality parameters.</li> <li>- 4 decimal places introduced for lines 19, 24 and 29.</li> <li>- Revision of L2 guidance from 'start of the year' figure to 'end of the year' value.</li> <li>- Revisions to L34, L35 and L36 SoSI guidance.</li> <li>- Processing rule for L37 has been revised.</li> <li>- Revisions to lines 43, 52 and 61 processing rules.</li> <li>- Revision of L63 name and definition to confirm use of resident population equivalent only.</li> </ul>
2013/1.0	Third issue of chapter for the PC10 period <ul style="list-style-type: none"> <li>- Processing rule for line 26 changed.</li> <li>- Removal of Reporter audit requirement.</li> </ul>