

Part	Section	commentary	Data Table	Title	
Board Overview	1, chapter 1	yes	A	key outputs and Service Delivery	
	1, chapter 1	yes	B	key outputs and Service Delivery	
	1, chapter 2	yes	C	financial performance measures	
	1, chapter 3	yes	D	key supporting information	
	1, chapter 3	yes	E	key supporting information	
Key Outputs	1, chapter 4	yes	no	Efficiency	
	1, chapter 5	no	no	competition	
	2, chapter 1	yes	1	Water Service 1	
	2, chapter 2	yes	2	Water Service 2	
	2, chapter 3	yes	3	Sewerage Service - Internal Flooding	
	2, chapter 3a	yes	3a	Sewerage Service - Internal Flooding (Inc PPP)	
	2, chapter 4	yes	4	Customer Service - 1	
	2, chapter 5	yes	5	Customer Service - 2	
	2, chapter 5a	yes	5a	Cudtomer complaints data for CCNI	
	2, chapter 6a	yes	6a	Bad debt	
Non Financial Measures	2, chapter 7	yes	7	Water properties and population	
	2, chapter 8	yes	8	Water metering	
	2, chapter 9	yes	9	Water Quality	
	2, chapter 10	yes	10	Water delivered (NIW only)	
	2, chapter 10	yes	10	Water delivered (PPP only)	
	2, chapter 10	yes	10	Water delivered (total)	
	2, chapter 10a	yes	10a	Security of supply index -reference levels of service	
	2, chapter 11	yes	11	Water Service Activities (NIW only)	
	2, chapter 11	yes	11	Water Service Activities (NIW PPP only)	
	2, chapter 11	yes	11	Water Service Activities (NIW total)	
	2, chapter 11a	yes	11a	Water Serviceability indicators (NIW only)	
	2, chapter 11a	yes	11a	Water Serviceability indicators (PPP only)	
	2, chapter 11a	yes	11a	Water Serviceability indicators (Total only)	
	2, chapter 12	yes	12	Water explanatory factors (NIW only)	
	2, chapter 12	yes	12	Water explanatory factors (PPP only)	
	2, chapter 12	yes	12	Water explanatory factors (Total)	
	2, chapter 13	yes	13	Sewerage properties and population	
	2, chapter 14	yes	14	Sewerage collected	
	2, chapter 15	yes	15	Sewage treatment (NIW only)	
	2, chapter 15	yes	15	Sewage treatment (PPP only)	
	2, chapter 15	yes	15	Sewage treatment (Total only)	
	2, chapter 16	yes	16	Sewerage Service Activities (NIW only)	
	2, chapter 16	yes	16	Sewerage Service Activities (PPP only)	
	2, chapter 16	yes	16	Sewerage Service Activities (Total)	
	2, chapter 16a	yes	16a	Sewerage Service Serviceability indicators	
	2, chapter 16b	yes	16b	Sewerage Service Serviceability indicators (NIW only)	
	2, chapter 16b	yes	16b	Sewerage Service Serviceability indicators (PPP only)	
	2, chapter 16b	yes	16b	Sewerage Service Serviceability indicators (Total)	
	Sewage and explanatory factors	2, chapter 17a	yes	17a	Sewerage Sub - Area explanatory factors
		2, chapter 17b	yes	17b	Large Works information database (NIW only)
		2, chapter 17b	yes	17b	Large Works information database (PPP only)
		2, chapter 17c	yes	17c	Sewage Treatment works - numbers (NIW only)
		2, chapter 17c	yes	17c	Sewage Treatment works - numbers (PPP only)
		2, chapter 17c	yes	17c	Sewage Treatment works - numbers (total)
		2, chapter 17d	yes	17d	Sewage Treatment works loads (NIW only)
		2, chapter 17d	yes	17d	Sewage Treatment works loads (PPP only)
		2, chapter 17d	yes	17d	Sewage Treatment works loads (total)
		2, chapter 17f	yes	17f	Sewage Treatment works - costs (NIW only)
		2, chapter 17f	yes	17f	Sewage Treatment works - costs (PPP only)
		2, chapter 17f	yes	17f	Sewage Treatment works - costs (total)
2, chapter 17g		yes	17g	Sludge Treatment and disposal Information (NIW only)	
2, chapter 17g		yes	17g	Sludge Treatment and disposal Information (PPP only)	
2, chapter 17g		yes	17g	Sludge Treatment and disposal Information (Total)	
Regulatory Accounts		2, chapter 18	yes	18	Profit and Loss account for year ending 31 March
		2, chapter 18c	yes	18c	Statement of Total recognised gains and losses
	2, chapter 18d	yes	18d	Allocation of Capital expenditure for tax purposes	
	2, chapter 19	yes	19	Balance sheet as at 31 March	
	2, chapter 19a	yes	19a	Analysis of Borrowings due after more than one year.	
	2, chapter 20	yes	20	profit and Loss account for year ending 31 March 2009	
	2, chapter 21	yes	21	Activity costing analysis - water service (NIW only)	
	2, chapter 21	yes	21	Activity costing analysis - water service (PPP only)	
	2, chapter 21	yes	21	Activity costing analysis - water service (total)	
	2, chapter 22	yes	22	Activity costing analysis - sewerage service (NIW only)	
	2, chapter 22	yes	22	Activity costing analysis - sewerage service (PPP only)	
	2, chapter 22	yes	22	Activity costing analysis - sewerage service (total)	
	2, chapter 23	yes	23	Analysis of turnover and operating income	
	2, chapter 24	yes	24	Balance sheet as at 31 March 2009	
	2, chapter 25	yes	25	Analysis of fixed assets by asset type (incl PPP)	
	2, chapter 26	yes	26	working capital	
	2,chapter 27	yes	27	movement on current cost reserve.	
2, chapter 28	yes	28	Cash flow statement for year ending 31 March		
2, chapter 29	yes	29	Reconciliation of operating profit to net cash flow from operating activities		
Financial Measures	2, chapter 32	yes	32	Analysis of fixed asset additions and asset maintenance by asset type (current cost accounting) (NIW only)	
	2, chapter 32	yes	32	Analysis of fixed asset additions and asset maintenance by asset type (current cost accounting) (PPP only)	
	2, chapter 32	yes	32	Analysis of fixed asset additions and asset maintenance by asset type (current cost accounting) (Total)	
	2, chapter 33	yes	33	Depreciation charge by asset type (NIW only)	
	2, chapter 33	yes	33	Depreciation charge by asset type (PPP only)	
	2, chapter 33	yes	33	Depreciation charge by asset type (total)	
	2, chapter 34	yes	34	Analysis of non-infrastructure fixed asset additions by life categories	
	2, chapter 34	yes	34	Analysis of non-infrastructure fixed asset additions by life categories -PPP	
	2, chapter 35	yes	35	Water Service - expenditure by purpose	
	2, chapter 35a	yes	35a	Water service - expenditure by purpose (incl PPP)	
	2, chapter 36	yes	36	Sewerage Service - expenditure by purpose (incl PPP)	
	2, chapter 36a	yes	36a	Sewerage Service - expenditure comparisions by purpose (incl PPP)	
	2, chapter 37	yes	37	water Compliance - expenditure report.	
	2, chapter 38	yes	38	sewerage compliance - expenditure report	
2, chapter 40	yes	no	Capital Investment Monitoring Return		
Health and Safety Information	2, chapter 41	yes	41	Health and Safety Information	
	3, chapter 1	yes	1	Water Service	
Service Target Report	3, chapter 2	yes	2	Sewerage Service	
	3, Chapter 3	yes	3	Customer Service	
	3, chapter 4	yes	4	Environmental Impact/Sustainability	
Level of Service Information Methodologies	4, DG2	yes	no	DG2 Low pressure	
	4, DG3	yes	no	DG3 Supply interruptions	
	4, DG5	yes	no	DG5 flooding	
	4, DG6	yes	no	DG6 Response to Billing Contacts	
	4, DG7	yes	no	DG7 Response to Written Complaints	
	4, DG8	yes	no	DG8 Bills for Metered Customers	
	4, DG9	yes	no	DG9 Telephone Contact	
	Customer Research Appendix	5,	yes	no	Customer Research Appendix