PC13 Information Requirements
Chapter 4 – Outputs
Annex 4A - Definitions

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Contents

Table 4.1 – Water Provision and Services Outputs

Table 4.1 – Block A – Consumer service water

LINE 1	DG2 Properties at risk of low pressure removed from the risk register by company action	nr	0dp
Definition	The number of properties which have been confirmed as at risk of receiving low pressure, where company action in the year restores the reference level of service and this is confirmed through a complete post project appraisal. The number reported should be consistent with the information submitted in Table 4.4 of the PC13 Output submission.		
Processing rule	Input		

LINE 2	DG2 Properties receiving pressure below the reference level at end of year	nr	0dp
Definition	The total number of properties which, at the end of the year, have received and are likely to continue to receive a pressure or flow below the reference level.		
Processing rule	Input		

LINE 3a	DG3 Supply Interruptions > 6hrs (unplanned & unwarned)	%	2dp
Definition	DG3: The percentage of properties affected by interruptions to supply of more than six hours' duration which are unplanned, unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties. It includes interruptions for which consumers are notified less than 48 hours in advance.		
Processing rule	Input		

LINE 3	DG3 Supply Interruptions > 12hrs (unplanned & unwarned)	%	2dp
Definition	DG3: The percentage of properties affected by interruptions to supply of more than twelve hours' duration which are unplanned, unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties. It includes interruptions for which consumers are notified less than 48 hours in advance.		
Processing rule	Input		

LINE 3b	DG3 Supply Interruptions > 24hrs (unplanned & unwarned)	%	2dp
Definition	DG3: The percentage of properties affected by interruptions to supply of more than twenty four hours' duration which are unplanned, unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties. It includes interruptions for which consumers are notified less than 48 hours in advance.		
Processing rule	Input		

LINE 4	DG3 Supply interruptions (overall performance score)	nr	2dp
Definition	A score calculated from 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.		
Processing rule	Calculated: Table 4.1 Line 3a plus Line 3 plus (Line 3b multiplied by 2)		

LINE 5	DG6 % billing contacts dealt with within 5 working days.	%	1dp
Definition	The percentage of billing contacts dealt with within five working days. The number of billing contacts dealt with within five working days divided by the total number of billing contacts received, all multiplied by 100.		
Processing rule	Input		

LINE 6	DG7 % written complaints dealt with within 10 working days.	%	1dp
Definition	Response to written complaints; percentage of written complaints dealt with within ten working days. The number of written complaints dealt with within ten working days divided by the total number of written complaints received by company, all multiplied by 100.		
Processing rule	Input		

LINE 7	DG8 % metered customers received bill based on a meter reading	%	1dp

Definition	Bills for metered customers; the percentage of customers with metered accounts, who during the year receive at least one bill based on a company or customer meter reading. The number of customers receiving a bill based on a meter reading (either by the company or the customer) during the report year divided by ([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] minus [meter accounts excluded from the indicator as defined in AIR11, Table 5, Line 7]), all multiplied by 100.
Processing rule	Input

LINE 8	Call Handling Satisfaction Score (1-5)	nr	2dp
Definition	The annual satisfaction score generated by 4 waves of customer surveys as defined in the AIR Table 5 guidance.		
Processing rule	Input		

LINE 9	DG9 % calls not abandoned	%	1dp
Definition	The total number of telephone calls received which are not abandoned before a company agent substantively answers 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, including those abandoned.		
Processing rule	Input		

LINE 10	DG9 % calls not receiving the engaged tone	%	1dp
Definition	The total number of calls into the principal advertised customer contact points that do not receive engaged tones. Expressed as a percentage of total calls received plus total engaged calls.		
Processing rule	Input		

LINE 11	Overall Performance Assessment (OPA) score (11 Measures)	nr	0dp

Definition	Overall performance assessment score for the current 11 measures as per predicted performance levels for each reporting year. Calculated as per the Utility Regulator's OPA methodology (refer to Annex A of the Annual Information Return Reporting Requirements for Table 44)
Processing rule	Input

LINE 11a	Overall Performance Assessment (OPA) score (16 Measures)	nr	0dp
Definition	Overall performance assessment score for the 16 measures (including two Security of Supply and three DG5 measures) as per predicted performance levels for each reporting year. Calculated as per the Utility Regulator's OPA methodology (refer to Annex A of the Annual Information Return Reporting Requirements for Table 44)		
Processing rule	Input		

LINE 12	Total leakage	Ml/d	2dp
Definition	The total leakage including distribution losses and supply pipe leakage, calculated using the methodology the company adopted to develop its leakage targets and uses to prepare the Annual Information Return.		
Processing rule	Input		

LINE 13	Security of Supply Index	nr	0dp
Definition	Security of supply index calculated using the levels of service the company uses to plan its supply/demand balance. The calculation should be consistent with that set out for Table 10a of the AIR. A score of 100 will indicate that the actual level of service provided to all customers meets or betters the planned level of service.		
Processing rule	Input		

LINE 14	Power usage	GWh	0dp
Definition	NI Water's estimated annual power usage in GWh.		
Processing rule	Input field		

LINE 15	Percentage of NI Water's power usage derived from renewable sources.	%	2dp
Definition	The percentage of NI Water's power usage derived from renewable sources.		
Processing rule	Input		

Table 4.1 – Block B – Quality Water

LINE 16	% 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 data reported on a calendar year basis by DWI in the Report on Drinking Water Quality in Northern Ireland.		
Processing rule	Input		

LINE 17	Operational Performance Index (Turbidity, Iron & Manganese)	nr	2dp
Definition	The average of the individual percentage mean zonal compliance figures for three parameters (turbidity, iron and manganese) during the calendar year. This is the same data reported on a calendar year basis by DWI in the Report on Drinking Water Quality in Northern Ireland.		
Processing rule	Calculated: (Table 4.1 Line 17a plus Line 17b plus Line 17c) divided by 3		

LINE 17a	% Mean Zonal Compliance for Turbidity	%	2dp
Definition	The average of the zonal percentage compliance values of all water supply zones for turbidity 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 turbidity. This is the same data reported on a calendar year basis by DWI in the annual report on Drinking Water Quality in Northern Ireland.		
Processing rule	Input		

LINE 17b	% Mean Zonal Compliance for Iron	%	2dp

Definition	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.
Processing rule	Input

LINE 17c	% Mean Zonal Compliance for Manganese	%	2dp
Definition	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.		
Processing rule	Input		

LINE 18	% Service Reservoirs with coliforms in >5% samples	%	2dp
Definition	The percentage of the overall number of service reservoirs that have not complied with the national regulatory standard (i.e. at least 95 per cent of samples collected weekly from each service reservoir throughout the calendar year to be free from all coliform bacteria). This is the same data reported on a calendar year basis by DWI in the annual report on Drinking Water Quality in Northern Ireland.		
Processing rule	Input		

Table 4.1 – Block C – Water Outputs

LINE 19	Water mains activity – Length of new, renewed or relined mains.	km	2dp

Definition	Length of new, renewed or relined mains in the year. Include new mains and mains renewals involving upsizing, whose prime justification is the requirement for additional capacity. Include mains whose prime purpose is renewal of an existing main, even where the existing main remains in service (i.e. is not abandoned immediately on commissioning of new main). Include mains sleeving/pipe cracking/sliplining and all spray applied lining where used for this prime purpose category of work. Exclude mains activity forming part of the nominated trunk mains schemes and new connections. The length reported should be consistent with the information submitted in Table 4.4 of the PC13 Output submission.
Processing rule	Calculated: Table 4.1 Line 19a plus Line 19b plus Line 19c

LINE 19a	Water mains activity – new water mains.	km	2dp
Definition	Length of new mains laid in the year. Include new mains and mains renewals involving upsizing, whose **prime justification is the requirement for additional capacity**. Exclude mains activity forming part of the nominated trunk mains schemes and new connections. The length reported should be consistent with the information submitted in Table 4.4 of the PC13 Output submission.		
Processing rule	Input		

LINE 19b	Water mains activity – renewed water mains.	km	2dp
Definition	Length of mains renewed in the year. Include mains whose **prime purpose is renewal of an existing main**, even where the existing main remains in service (i.e. is not abandoned immediately on commissioning of new main). Include mains sleeving/pipe cracking/sliplining where used for this prime purpose category of work, and record any original main as abandoned. Exclude mains activity forming part of the nominated trunk mains schemes and new connections. The length reported should be consistent with the information submitted in Table 4.4 of the PC13 Output submission.		
Processing rule	Input		

LINE 19c	Water mains activity – relined water mains.	km	2dp
Definition	Length of mains relined in the year. Include all spray applied lining. Exclude mains activity forming part of the nominated trunk mains schemes and new connections. The length reported should be consistent with the information submitted in Table 4.4 of the PC13 Output submission.		
Processing rule	Input		

LINE 20	Completion of nominated trunk main schemes	nr	0dp
Definition	The number of nominated trunk main schemes achieving their beneficial use milestone in the year. The beneficial use milestone date used should be as defined in the PC13 Capital Investment reporting requirements and consistent with that submitted in the PC13 Capital Investment Tables. The number reported should be consistent with the information submitted in Table 4.4 of the PC13 Output submission.		
Processing rule	Input		

LINE 21	Completion of nominated water treatment works schemes	nr	0dp
Definition	The number of nominated water treatment upgrades schemes achieving their beneficial use milestone in the year. The beneficial use milestone date used should be as defined in the PC13 Capital Investment reporting requirements and consistent with that submitted in the PC13 Capital Investment Tables. The number reported should be consistent with the information submitted in Table 4.4 of the PC13 Output submission.		
Processing rule	Input		

LINE 22	Completion of nominated improvements to increase the capacity of service reservoirs and clear water tanks.	nr	0dp

Definition	The number of nominated service reservoirs and clear water tanks schemes achieving their beneficial use milestone in the year. The beneficial use milestone date used should be as defined in the PC13 Capital Investment reporting requirements and consistent with that submitted in the PC13 Capital Investment Tables. The number reported should be consistent with the information submitted in Table 4.4 of the PC13 Output submission.
Processing rule	Input

Table 4.1 – Block D – Serviceability

LINE 23	Water infrastructure serviceability	Text	N/A
Definition	Company assessment of the trend in serviceability to customers provided by water infrastructure assets, as measured by movements in service and asset performance indicators. Assess as: Stable, Improving or Deteriorating.		
Processing rule	Input		

LINE 24	Water non-infrastructure serviceability	Text	N/A
Definition	Company assessment of the trend in serviceability to customers provided by water non-infrastructure assets, as measured by movements in service and asset performance indicators. Assess as: Stable, Improving or Deteriorating.		
Processing rule	Input		

Table 4.2 – Sewerage Provision and Services Outputs

Table 4.2 – Block A – Customer service sewerage

LINE 1	DG5 Properties at risk of flooding - number removed from 1 in 10 and 2 in 10 risk register by company action	nr	0dp

Definition	The number of properties removed from the 1 in 10 and 2 in 10 "at risk" register by company action in the period. 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. The number reported should be consistent with the information submitted in Table 4.4 of the PC13 Output submission.
Processing rule	Input

LINE 2	DG5 Properties on the 1 in 10 or 2 in 10 risk register at the end of the year	nr	0dp
Definition	The total number of properties which have flooded and are deemed to be at risk of flooding more than once in ten years and twice in ten years at the end of the year.		
Processing rule	Input		

Table 4.2 – Block B – Quality sewerage

LINE 3	% WWTW discharges compliant with numeric consents	%	1dp
Definition	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 their consent conditions. Compliance should be based on the calendar year and on all WWTW serving which have numeric consent standards. 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. In calculating the percentage the denominator should be the number of WWTW discharges with numeric discharge consent conditions (including PPP), not the total number of WWTWs owned and operated by the company. [Note: the final definition for this compliance measure is to be determined in consultation with NIEA, NI Water and other stakeholders].		
Processing rule	Input		

LINE 4	% of total p.e. served by WWTWs compliant with numeric consents	%	2dp
Definition	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 consent conditions. Equivalent population should be calculated on the basis of 60g BOD_5 per capita per day. No account should be taken of holiday or other transient population. Compliance should be based on the calendar year and on all WWTW serving which have numeric consent standards. PPP works should be included. Compliance of each WWTW should be based on the Look-up Tables (LUT) only for the sanitary parameters (BOD, SS & NH_4) 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. [Note: the final definition for this compliance measure is to be determined in consultation with NIEA, NI Water and other stakeholders].		
Processing rule	Input		

LINE 5	Small WWTW compliance	tbc	tbc
Definition	Compliance measure for small wastewater treatment works. [Note: the definition for this compliance measure is to be determined in consultation with NIEA, NI Water and other stakeholders].		
Processing rule	Input		

LINE 6	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. This should be consistent with information reported by NIEA.		
Processing rule	Input		

Table 4.2 – Block C – Sewerage outputs

LINE 7	Sewerage activity - Length of sewers replaced or renovated	km	2dp

Definition	Length of sewers replaced or renovated in the year to maintain serviceability or to enhance service / quality. Include all cement and epoxy relining. The length reported should be consistent with the information submitted in Table 4.4 of the PC13 Output submission.
Processing rule	Calculated: Table 4.2 Line 7a plus Line 7b plus Line 7c

LINE 7a	Sewerage activity - Length of new sewers	km	2dp
Definition	Length of new sewers constructed in the year. Exclude new sewers adopted by the company. Include gravity sewers and rising mains. The length reported should be consistent with the information submitted in Table 4.4 of the PC13 Output submission.		
Processing rule	Input		

LINE 7b	Sewerage activity - Length of sewers renovated	km	2dp
Definition	Length of sewers renovated in the year. Include all cement and epoxy relining. Include gravity sewers and rising mains. The length reported should be consistent with the information submitted in Table 4.4 of the PC13 Output submission.		
Processing rule	Input		

LINE 7c	Sewerage activity - Length of sewers replaced	km	2dp
Definition	Length of sewers replaced in the year. Include gravity sewers and rising mains. The length reported should be consistent with the information submitted in Table 4.4 of the PC13 Output submission.		
Processing rule	Input		

LINE 8	Delivery of improvements to nominated UIDs as part of a defined programme of work.	nr	0dp

Definition	The number of nominated unsatisfactory intermittent discharges achieving their beneficial use milestone in the year. The beneficial use milestone date used should be as defined in the PC13 Capital Investment reporting requirements and be consistent with that submitted in the PC13 Capital Investment Tables. The number reported should be consistent with the information submitted in Table 4.4 of the PC13 Output submission.
Processing rule	Input

LINE 9	Delivery of improvements to nominated WWTWs as part of a defined programme of work.	nr	0dp
Definition	The number of nominated wastewater treatment works achieving their beneficial use milestone in the year. The beneficial use milestone date used should be as defined in the PC13 Capital Investment reporting requirements and be consistent with that submitted in the PC13 Capital Investment Tables. The number reported should be consistent with the information submitted in Table 4.4 of the PC13 Output submission.		
Processing rule	Input		

LINE 10	Small wastewater treatment works delivered as part of the rural wastewater investment programme	nr	0dp
Definition	Number of small wastewater treatment works improved under the Rural Wastewater Investment Programme agreed with NIEA. The number reported should be consistent with the information submitted in Table 4.4 of the PC13 Output submission.		
Processing rule	Input		

LINE 10a	Investment in improvements to small wastewater treatment works as part of the rural wastewater investment programme.	£m	1dp

Definition	Expenditure in the year on improvements to small wastewater treatment works carried out under the Rural Wastewater Investment Programme agreed with NIEA. Expenditure should be quoted to the same price base as defined in the PC13 Capital Investment reporting requirements. It should be consistent with that submitted in the PC13 Capital Investment Tables.
Processing rule	Input

Table 4.2 – Block D – Serviceability

LINE 11	Sewerage infrastructure serviceability	Text	N/A
Definition	Company assessment of the trend in serviceability to customers provided by sewerage infrastructure assets, as measured by movements in service and asset performance indicators. Assess as: Stable, Improving or Deteriorating.		
Processing rule	Input		

LINE 12	Sewerage non-infrastructure serviceability	Text	N/A
Definition	Company assessment of the trend in serviceability to customers provided by sewerage non-infrastructure assets, as measured by movements in service and asset performance indicators. Assess as: Stable, Improving or Deteriorating.		
Processing rule	Input		

Table 4.3 – Overall Performance Assessment

Table 4.3 – Block A – Water Supply

DG2 PROPERTIES RECEIVING PRESSURE/FLOW BELOW REFERENCE LEVEL

LINE 1	Total connected properties at year end	000	1dp
Definition	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. 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.		
Processing rule	Input		

LINE 2	Properties below reference level at end of year	nr	0dp
Definition	DG2: The total number of properties in the undertaker'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.		
Processing rule	Input		

LINE 3	% of total properties at risk of low pressure	%	2dp
Definition	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.		
Processing rule	Calculated : (L2/{L1*1000}) * 100		

DG3 PROPERTIES AFFECTED BY UNPLANNED INTERRUPTIONS

LINE 4	More than 6 hours	nr	0dp
Definition	DG3: The percentage of properties affected by interruptions to supply of more than six hours' duration which are unplanned, unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties. It includes interruptions for which consumers are notified less than 48 hours in advance.		
Processing rule	Input		

5	More than 12 hours	nr	0dp
Definition	DG3: The percentage of properties affected by interruptions to supply of more than twelve hours' duration which are unplanned, unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties. It includes interruptions for which consumers are notified less than 48 hours in advance.		
Processing rule	Input		

6	More than 24 hours	nr	0dp
Definition	DG3: The percentage of properties affected by interruptions to supply of more than twenty four hours' duration which are unplanned, unwarned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties. It includes interruptions for which consumers are notified less than 48 hours in advance.		
Processing rule	Input		

7	Total connected properties at year end	nr	0dp
Definition	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. 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.		
Processing rule	Calculated: L1 * 1000		

8	OPA supply interruptions	nr	2dp
Definition	Calculation of the OPA value used for incorporation into the unplanned interruptions score.		
Processing rule	Calculated: ((L4 / L7) * 100) + ((L5 / L7) * 100) + (((L6 / L7) * 100)*2)		

DRINKING WATER QUALITY

9	% Mean Zonal Compliance for Iron	%	2dp

Definition	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.
Processing rule	Input

10	% Mean Zonal Compliance for Manganese	%	2dp
Definition	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.		
Processing rule	Input		

11	% Mean Zonal Compliance for Aluminium	%	2dp
Definition	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.		
Processing rule	Input		

12	% Mean Zonal Compliance for Turbidity	%	2dp
Definition	The average of the zonal percentage compliance values of all water supply zones for turbidity 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 turbidity. This is the same data reported on a calendar year basis by DWI in the annual report on Drinking Water Quality in Northern Ireland.		
Processing rule	Input		

13	% Mean Zonal Compliance for Faecal Coliforms	%	2dp
Definition	The average of the zonal percentage compliance values of all water supply zones for Faecal Coliforms 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 Faecal Coliforms. This is the same data reported on a calendar year basis by DWI in the annual report on Drinking Water Quality in Northern Ireland.		
Processing rule	Input		

14	% Mean Zonal Compliance for Trihalomethanes	%	2dp
Definition	The average of the zonal percentage compliance values of all water supply zones for THMs 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 THMs. This is the same data reported on a calendar year basis by DWI in the annual report on Drinking Water Quality in Northern Ireland.		
Processing rule	Input		

15	Average Overall MZC figure (Drinking Water Quality OPA value)	nr	2dp
Definition	The average of the individual percentage mean zonal compliance figures for six parameters (aluminium. turbidity, iron, THMs Faecal Coliforms and manganese) during the calendar year.		
Processing rule	Calculated : ((sum(L9-L14))/6)		

Table 4.3 – Block B – Sewerage Service

DG5 SEWER FLOODING - OVERLOADED

16	Flooding incidents in the year (overloaded sewers)	nr	0dp
Definition	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.		
Processing rule	Input		

17	Flooding incidents (overloaded sewers attributed to severe weather)	nr	0dp
Definition	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. 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. The company should include the rainfall return periods for the incidents reported in the commentary Incidents of flooding via the sewers caused by overflowing watercourses should be excluded.		
Processing rule	Input		

18	Number of domestic properties connected to sewerage system	000	1dp
Definition	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).		
Processing rule	Input		

19	% of domestic properties flooded by overloaded sewers	%	2dp
Definition	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.		
Processing rule	Calculated : ((L16-L17)/(L18*1000)) x100		

DG5 SEWER FLOODING - OTHER CAUSES

20	Flooding incidents (other causes – equipment failure)	nr	0dp

Definition	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.
Processing rule	Input

21	Flooding incidents (other causes – blockages)	nr	0dp
Definition	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.		
Processing rule	Input		

22	Flooding incidents (other causes – collapses)	nr	0dp
Definition	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.		
Processing rule	Input		

23	Number of domestic properties connected to sewerage system	000	1dp
Definition	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).		
Processing rule	Input		

24	% of domestic properties flooded by other causes	%	2dp
Definition	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.		
Processing rule	Calculated : ((L20+L21+L22)/(L23*1000)) x100		

DG5 - PROPERTIES ON THE 'AT RISK' REGISTER

25	2 in 10 register at end of year	nr	0dp

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.
Processing rule	Input

26	Problems solved due to ESL funding	nr	0dp
Definition	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. 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. There must be clear and auditable links between the company's registers and the DG5 balance sheet.		
Processing rule	Input		

27	1 in 10 register at end of year	nr	0dp
Definition	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.		
Processing rule	Input		

28	Number of domestic properties connected to sewerage system	000	1dp
Definition	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).		
Processing rule	Input		

29	% of domestic properties considered to be at risk of flooding	%	2dp

Definition	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.
Processing rule	Calculated : (((L25+L26+(L27*0.5)) / (L28*1000)) x 100

Table 4.3 – Block C – Security of Supply

DG4 HOSEPIPE RESTRICTIONS

30	Hosepipe restrictions (OPA value)	nr	0dp
Definition	Average number of person weeks of hosepipe restrictions imposed by NI Water over the reporting period.		
Processing rule	Input : (Number of person weeks of restrictions divided by winter population) multiplied by 100		

LEAKAGE

31	Leakage (Target)	nr	2dp
Definition	An assessment of leakage pre-set performance targets, as published by NI Water in their monitoring plan.		
Processing rule	Input : Company's monitoring plans		

32	Leakage (Actual)	nr	2dp
Definition	An assessment of leakage actual performance, as published by NI Water in their monitoring plan.		
Processing rule	Input		

33	% of Leakage target not met	%	2dp
Definition	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.		
Processing rule	Calculated: 100 – ((Previous 3 years targets / Previous 3 years actual) * 100) *N.B. Where the company outperforms the three year target a 0% figure should be returned.*		

SECURITY OF SUPPLY – ABSOLUTE PERFORMANCE

34	Security of supply index – company's actual based on planned level of service	nr	0dp
Definition	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.		
Processing rule	Input		

SECURITY OF SUPPLY – PERFORMANCE AGAINST TARGET

35	Security of supply index - planned (target) levels of service	nr	0dp
Definition	Security of supply index targets 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.		
Processing rule	Input		

36	Security of supply index – company's actual based on planned level of service	nr	0dp

Definition	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.
Processing rule	Copied line 35.

37	% of target not met	%	2dp
Definition	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.		
Processing rule	Calculated : 100 - ((L36/L35)*100) *N.B. Where the company outperforms the target a 0% figure should be returned.*		

Table 4.3 – Block D – Customer Service

DG6 – RESPONSE TO BILLING CONTACTS

38	Number dealt with within 5 working days	nr	0dp
Definition	The number of billing contacts dealt with within five working days.		
Processing rule	Input		

39	Total billing contacts	nr	0dp
Definition	The total number of billing contacts received.		
Processing rule	Input		

40	% of billing contacts answered within 5 working days	%	2dp
Definition	The number of billing contacts answered within five working days as a percentage of billing contacts received (DG6).		

Processing rule	Calculated : (L38/L39) x100

DG7 - RESPONSE TO WRITTEN COMPLAINTS

41	Total written complaints	nr	0dp
Definition	DG7: Response to written complaints; total - Total number of written complaints received by company.		
Processing rule	Input		

42	Number dealt with within 10 working days	nr	0dp
Definition	DG7: Response to written complaints; number of written complaints dealt with within ten working days.		
Processing rule	Input		

43	% of billing contacts answered within 5 working days	%	2dp
Definition	The number of written complaints answered within ten working days as a percentage of written complaints received (DG7).		
Processing rule	Calculated : (L41/L42) x100		

DG8 – BILLING METERED CUSTOMERS

44	Company or customer readings (or both)	nr	0dp
Definition	The number of customers receiving a bill based on a meter reading (either by the company or the customer) during the report year.		
Processing rule	Input		

45	Total metered accounts	nr	0dp
Definition	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.		
Processing rule	Input		

46	Metered accounts excluded from indicator	nr	0dp

Definition	Exclusions are defined as follows: • metered properties which are not charged on the basis of metered consumption (e.g. free supplies or test meters); • accounts for properties which have been occupied for less than six consecutive months during the report year, including 'void' properties; or complex accounts which are difficult to categorise.
Processing rule	Input

47	% of metered accounts which have meter based bills	%	2dp
Definition	The number of bills based on a meter reading as a percentage of metered accounts (DG8).		
Processing rule	Calculated : (L44/(L45-L46)) x100		

DG9 – TELEPHONE CONTACT

48	Total number of calls not abandoned	nr	0dp
Definition	The total number of telephone calls received which were 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.		
Processing rule	Input		

49	Total calls received on customer contact lines	nr	0dp
Definition	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. Calls to NI Direct Flood Incident Line should not be included.		
Processing rule	Input		

50	% Calls not abandoned	%	2dp
Definition	This figure outlines the amount of calls the company has not abandoned as a % of total calls received of company lines.		
Processing rule	Calculated : (L48/L49) x100		

51	All lines busy	nr	0dp
Definition	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.		
Processing rule	Input		

52	% Calls not engaged	%	2dp
Definition	This figure outlines the amount of calls not engaged as a % of total calls received of company lines.		
Processing rule	Calculated : 1 - (L51/(L49+L51)) x100		

53	Call handling satisfaction	nr	2dp
Definition	The annual satisfaction score generated by 4 waves of customer surveys.		
Processing rule	Input		

Table 4.3 – Block E – Environmental Performance

POLLUTION INCIDENTS

54	Number of High & Medium category pollution incidents (Sewage)	nr	0dp
Definition	Number of High and Medium category pollution incidents resulting from NI Water's sewage collection and treatment activities		
Processing rule	Input		

55	Equivalent population served (resident)	000	2dp
Definition	Equivalent population should be calculated on the basis of 60g BOD_5 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.		
Processing rule	Input		

56	Number of High and Medium sewage incidents per million resident population equivalent (pe) served.	nr	2dp
Definition	Number of High and Medium category pollution incidents resulting from NI Water's sewage collection and treatment activities per million resident population equivalent (pe) served.		
Processing rule	Calculated : (L54 / (L55/1000))		

57	Number of Low category pollution incidents (Sewage)	nr	0dp
Definition	Number of Low category pollution incidents resulting from NI Water's sewage collection and treatment activities		
Processing rule	Input		

58	Number of Low sewage incidents per million resident population equivalent (pe) served.	nr	2dp
Definition	Number of Low category pollution incidents resulting from NI Water's sewage collection and treatment activities per million resident population equivalent (pe) served.		
Processing rule	Calculated : (L57 / (L55/1000))		

59	Number of High and Medium category pollution incidents (Water)	nr	0dp
Definition	Number of High and Medium category pollution incidents resulting from NI Water's water treatment and distribution activities.		
Processing rule	Input		

60	Winter Population	000	2dp
Definition	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.		
Processing rule	Input		

61	Number of High and Medium water incidents per million resident population served.	nr	2dp
Definition	Number of High and Medium category pollution incidents resulting from NI Water's water treatment and distribution activities per million resident population served.		
Processing rule	Calculated : (L59 / (L60/1000))		

SEWAGE - SLUDGE DISPOSAL

62	Percentage unsatisfactory sludge disposal	%	2dp
Definition	Percentage of total sludge disposal that is unsatisfactory. Give reasons for unsatisfactory disposal in the commentary and the percentages affected.		

Processing rule	Input

SEWERAGE SERVICE - BREACH OF CONSENT

63	WWTW Discharge consent % compliance	%	2dp
Definition	Percentage population equivalent (pe) served by NI Water STWs that do not comply with: (i) The LUT discharge consent conditions for Biochemical (BOD), Suspended Solids (SS) and Ammonia (NH_4) and, (ii) Annual averages for Phosphorus (P) under either the Water Order or UWWTD. This figure should include : • PPP works, • WOC and UWWTD failures, This figure should exclude: • Upper tier limit failures.		
Processing rule	Input		

Table 4.4 - Outputs delivered by PC13 Capital Projects and Programmes of Work

Table 4.4 – Block A – Project Information

COL 1	Unique Capital Project Identifier	text	
Field name	PI_Project_ID		
Definition	Unique project identifier as defined in the information requirements for the capital investment submission. The project identifiers used should be consistent with those used in the PC13 capital investment submission.		
Processing rule	Input		

COL 2	Project Name	text	
Field name	PI_Project_NAME		
Definition	Descriptive name of project as defined in the information requirements for the capital investment submission. The project names used should be consistent with those used in the PC13 capital investment submission.		
Processing rule	Input		

COL 3	Primary Investment Programme	text	
Field name	PI_PC13_Prog		
Definition	The primary PC13 programme for the project as defined in the PC13 Programme reference table in the information requirements for the capital investment submission. The primary investment programmes used should be consistent with those used in the PC13 capital investment submission.		
Processing rule	Input		

COL 4	Quality Regulator Date (if appropriate)	dd/mm /yyyy	
Field name	N/A		
Definition	The mandatory delivery date for the key output (such as discharge consent or water quality improvement) as determined by the relevant regulator. The company may choose to profile the project to achieve beneficial use in advance of the mandatory delivery date to work within the confines of PE expenditure limits and to manage a reasonable programme level expenditure profile.		
Processing rule	Input.		

COL 5	Current actual or projected milestone date – beneficial use (if appropriate)	dd/mm /yyyy	
Field name	CAM_BU		
Definition	The current actual or projected milestone date for beneficial use as defined in the PC13 Programme reference table in the information requirements for the capital investment submission. The date should be consistent with that used in the PC13 capital investment submission.		
Processing rule	Input.		

Table 4.4 – Block B – Project Outputs

COL 6	PC13 Output Ref Code	text	
Field name	N/A		
Definition	The output reference code relevant to the output being recorded for the project. The codes that are to be used for each defined output are listed in "Table 5 – PC13 Output Reference Codes" in Chapter 4 of the Business Plan information requirements.		
Processing rule	Input		

COL 7	Output Units	text	
Field name	N/A		
Definition	The output units relevant to the output being recorded for the project. The units that are to be used for each defined output are listed in "Table 5 – PC13 Output Reference Codes" in Chapter 4 of the Business Plan information requirements.		
Processing rule	Input		

COL 8	2010-11 Outputs		
Field name	N/A		
Definition	The actual or projected output for 2010-11.		
Processing rule	Input: Separate lines to be used for each output associated with each project/programme of work. The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2 Refer to table 5 of guidance for units and decimal places		

COL 9	2011-12 Outputs		
Field name	N/A		
Definition	The actual or projected output for 2011-12.		

Processing rule	Input: Separate lines to be used for each output associated with each project/programme of work. The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2 Refer to table 5 of guidance for units and decimal places

COL 10	2012-13 Outputs		
Field name	N/A		
Definition	The actual or projected output for 2012-13.		
Processing rule	Input: Separate lines to be used for each output associated with each project/programme of work. The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2 Refer to table 5 of guidance for units and decimal places		

COL 11	2013-14 Outputs		
Field name	N/A		
Definition	The actual or projected output for 2013-14.		
Processing rule	Input: Separate lines to be used for each output associated with each project/programme of work. The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2 Refer to table 5 of guidance for units and decimal places		

COL 12	2014-15 Outputs		
Field name	N/A		
Definition	The actual or projected output for 2014-15.		
Processing rule	Input: Separate lines to be used for each output associated with each project/programme of work. The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2 Refer to table 5 of guidance for units and decimal places		

COL 13	2015-16 Outputs		
Field name	N/A		
Definition	The actual or projected output for 2015-16.		

Processing rule	Input: Separate lines to be used for each output associated with each project/programme of work. The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2 Refer to table 5 of guidance for units and decimal places

COL 14	2016-17 Outputs		
Field name	N/A		
Definition	The actual or projected output for 2016-17.		
Processing rule	Input: Separate lines to be used for each output associated with each project/programme of work. The total of all lines for each output should equal the summary figures entered in the equivalent lines and columns on Tables 4.1 and 4.2 Refer to table 5 of guidance for units and decimal places		