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### **Print Workbook**

## Key



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Input cell



Historic data



Calculated



Not to be completed for PC13

**Water and Sewerage service**

**Table 2.1 - Efficiency Improvements**

Line description				Units	DP	Assessment - PC13	PC10			PC13	
							2010-11	2011-12	2012-13	2013-14	2014-15
<b>A</b>	<b>Operating expenditure efficiency (base)</b>										
1	Assessment of relative efficiency			Band	N/A						
2	Assessment of scope for catch-up (base) / assumed profile year on year			%	3						
3	Assumed minimum level of efficiency improvements/ assumed profile year on year (base)			%	3						
4	Overall compounded assumed improvement profile			%	3						
<b>B</b>	<b>Operating expenditure efficiency (enhancement)</b>										
5	Factor for the scope for enhancement catch-up relative to that for base opex			nr	3						
6	Assessment of scope for catch-up (enhancements) / assumed profile year on year			%	3						
7	Factor to assume for minimum level of efficiency compared to base			nr	3						
8	Assumed minimum level of efficiency improvements p.a.			%	3						
9	Overall compounded assumed improvement profile			%	3						
<b>C</b>	<b>Operating expenditure efficiency (PPP)</b>										
10	Assumed improvement profile for PPP opex p.a.			%	3						
11	Overall compounded improvement profile for PPP opex			%	3						

**Table 2.2 - Water Service - Operating Expenditure Projections**

2010-11 prices

Line description		Units	DP
<b>A</b>	<b>Base year (2010-11) actuals</b>		
1	Water operating expenditure in 2010-11	£m	3
<b>B</b>	<b>Adjustments to the base year</b>		
2	Net adjustments to actuals (atypical expenditure)	£m	3
3	Adjusted base year	£m	3
<b>C</b>	<b>Adjustments to post PC10 projections - Additional Opex</b>		
4a	Power	£m	3
4b	Rates	£m	3
4c	Materials and consumables	£m	3
4d	Customer services	£m	3
4...		£m	3
4...		£m	3
4...	Sundry items	£m	3
5	Total base opex	£m	3
<b>D</b>	<b>Efficiency improvements (base)</b>		
6	Overall compounded assumed efficiency improvement profile (base)	%	3
7	Base operating expenditure projection	£m	3
<b>E</b>	<b>Transformation costs</b>		
8	Business improvement programme	£m	3
9	Voluntary Early Retirement / Voluntary Severance	£m	3
9a	Net adjustments to actuals (atypical expenditure)	£m	3
10	Total transformation cost	£m	3
<b>F</b>	<b>Opex from capex</b>		
11	Quality enhancement opex	£m	3
12	ESL Customer service opex	£m	3
13	Supply/demand balance opex	£m	3
14	Security of supply	£m	3
15	Total opex from capex	£m	3
<b>G</b>	<b>Efficiency improvements (enhancement)</b>		
16	Overall compounded assumed efficiency improvement profile (enhancement)	%	3
17	Total opex from capex projection	£m	3
<b>H</b>	<b>PPP Costs and Efficiency</b>		
18	PPP opex (pre efficiency)	£m	3
19	PPP assumed efficiency improvement profile	%	3
20	PPP opex (post efficiency)	£m	3
21	PPP interest payments	£m	3
22	PPP capital repayments	£m	3
23	Total PPP cost	£m	3
<b>I</b>	<b>Totals</b>		
24	Total water operating expenditure projection	£m	3

		PC10			PC13	
		2010-11	2011-12	2012-13	2013-14	2014-15
A						
1						
B						
2						
3						
C						
4a						
4b						
4c						
4d						
4...						
4...						
4...						
5						
D						
6						
7						
E						
8						
9						
9a						
10						
F						
11						
12						
13						
14						
15						
G						
16						
17						
H						
18						
19						
20						
21						
22						
23						
I						
24						

**Table 2.3 - Sewerage Service - Operating Expenditure Projections**

2010-11 prices

Line description	Units	DP	PC10			PC13	
			2010-11	2011-12	2012-13	2013-14	2014-15
<b>A Base year (2010-11) actuals</b>							
1	Sewerage operating expenditure in 2010-11	£m	3				
<b>B Adjustments to the base year</b>							
2	Net adjustments to actuals (atypical expenditure)	£m	3				
3	Adjusted base year	£m	3				
<b>C Adjustments to post PC10 projections - Additional Opex</b>							
4a	Power	£m	3				
4b	Rates	£m	3				
4c	Materials and consumables	£m	3				
4d	Customer services	£m	3				
4...		£m	3				
4...		£m	3				
4...	Sundry items	£m	3				
5	Total base opex	£m	3				
<b>D Efficiency improvements (base)</b>							
6	Overall compounded assumed efficiency improvement profile (base)	%	3				
7	Base operating expenditure projection	£m	3				
<b>E Transformation costs</b>							
8	Business improvement programme	£m	3				
9	Voluntary Early Retirement / Voluntary Severance	£m	3				
9a	Net adjustments to actuals (atypical expenditure)	£m	3				
10	Total transformation cost	£m	3				
<b>F Opex from capex</b>							
11	Quality enhancement opex	£m	3				
12	ESL Customer service opex	£m	3				
13	Supply/demand balance opex	£m	3				
14	Total opex from capex	£m	3				
<b>G Efficiency improvements (enhancement)</b>							
15	Overall compounded assumed efficiency improvement profile (enhancement)	%	3				
16	Total opex from capex projection	£m	3				
<b>H PPP Costs and Efficiency</b>							
17	PPP opex (pre efficiency)	£m	3				
18	PPP assumed efficiency improvement profile	%	3				
19	PPP opex (post efficiency)	£m	3				
20	PPP interest payments	£m	3				
21	PPP capital repayments	£m	3				
22	Total PPP cost	£m	3				
<b>I Totals</b>							
23	Total sewerage operating expenditure projection	£m	3				

## Table 2.4 - Total Operating Expenditure Projections

2010-11 prices

Line description	Units	DP
------------------	-------	----

A	Total opex projections		
1	Base opex	£m	3
2	Transformation costs	£m	3
3	Opex from capex	£m	3
4	PPP costs	£m	3
5	Total opex	£m	3

PC10			PC13	
2010-11	2011-12	2012-13	2013-14	2014-15


















**Table 4.2 - Sewerage Provision and Service Outputs**

Line description		Units	DP	PC13 MP Target
<b>A Consumer Service Sewerage</b>				
1	DG5 Properties at risk of flooding - number removed from 1 in 10 and 2 in 10 risk register by company action	nr	0	Y
2	DG5 Properties on the 1 in 10 or 2 in 10 risk register at the end of the year	nr	0	N
<b>B Quality Sewerage</b>				
3	% of WWTWs discharges compliant with numeric consents	%	1	Y
4	% of total p.e. served by WWTWs compliant with numeric consents	%	2	Y
5	Small WWTW compliance	tbc	tbc	tbc
6	Number of high and medium pollution incidents attributable to NI Water	nr	0	Y
<b>C Sewerage Outputs</b>				
7	Sewerage activity - Length of sewers replaced or renovated	km	2	Y
7a	Sewerage activity - Length of new sewers	km	2	N
7b	Sewerage activity - Length of sewers renovated	km	2	N
7c	Sewerage activity - Length of sewers replaced	km	2	N
8	Delivery of improvements to nominated UIDs as part of a defined programme of work	nr	0	Y
9	Delivery of improvements to nominated WWTWs as part of a defined programme of work	nr	0	Y
10	Small wastewater treatment works delivered as part of the rural wastewater investment programme	nr	0	Y
10a	Investment in improvements to small wastewater treatment works as part of the rural wastewater investment programme	£m	1	N
<b>D Serviceability</b>				
11	Sewerage infrastructure serviceability	Text		Y
12	Sewerage non-infrastructure serviceability	Text		Y

PC10			PC13	
2010-11	2011-12	2012-13	2013-14	2014-15





**Table 4.3 - Overall Performance Assessment**

Line description				PC10		PC13	
				2010-11	2011-12	2012-13	2013-14
<b>A</b>	<b>Water Supply</b>						
	<b>DG2 Properties Receiving Pressure/Flow below Reference Level</b>						
1	Total connected properties at year end	000	1				
2	Properties below reference level at end of year	nr	0				
3	% of total properties at risk of low pressure (OPA Low pressure value)	%	2				
	<b>DG3 Properties affected by Unplanned Interruptions</b>						
4	More than 6 hours	nr	0				
5	More than 12 hours	nr	0				
6	More than 24 hours	nr	0				
7	Total connected properties at year end	nr	0				
8	OPA supply interruption value	nr	2				
	<b>Drinking Water Quality</b>						
9	% Mean Zonal Compliance for Iron	%	2				
10	% Mean Zonal Compliance for Manganese	%	2				
11	% Mean Zonal Compliance for Aluminium	%	2				
12	% Mean Zonal Compliance for Turbidity	%	2				
13	% Mean Zonal Compliance for Faecal Coliforms	%	2				
14	% Mean Zonal Compliance for Trihalomethanes	%	2				
15	Average Overall MZC figure (Drinking Water Quality OPA value)	nr	2				
<b>B</b>	<b>Sewerage Service</b>						
	<b>DG5 Sewer Flooding - Overloaded</b>						
16	Flooding incidents in the year (overloaded sewers)	nr	0				
17	Flooding incidents (overloaded sewers attributed to severe weather)	nr	0				
18	Number of domestic properties connected to sewerage system	000	1				
19	% of domestic properties flooded by overloaded sewers (Overloaded sewers OPA value)	%	2				
	<b>DG5 Sewer Flooding - Other Causes</b>						
20	Flooding incidents (other causes - equipment failures)	nr	0				
21	Flooding incidents (other causes - blockages)	nr	0				
22	Flooding incidents (other causes - collapses)	nr	0				
23	Number of domestic properties connected to sewerage system	000	1				
24	% of domestic properties flooded by other causes (Other causes OPA value)	%	2				
	<b>DG5 Properties on the Flooding Register</b>						
25	2 in 10 register at end of year	nr	0				
26	Removed by company action	nr	0				
27	1 in 10 register at end of year	nr	0				
28	Number of domestic properties connected to sewerage system	000	1				
29	% of domestic properties considered to be at risk of flooding by sewage (At risk OPA value)	%	2				
<b>C</b>	<b>Security of Supply</b>						
	<b>DG4 Hosepipe Restrictions</b>						
30	Hosepipe restrictions (OPA value)	nr	0				
	<b>Leakage</b>						
31	Leakage (Target)	nr	2				
32	Leakage (Actual)	nr	2				
33	% of Leakage target not met (Leakage OPA value)	%	2				
	<b>Security of Supply - Absolute Performance</b>						
34	Security of supply index – company’s actual based on planned level of service (Absolute performance OPA value)	nr	0				
	<b>Security of Supply - Performance against Target</b>						
35	Security of supply index - planned (target) levels of service	nr	0				
36	Security of supply index – company’s actual based on planned level of service	nr	0				
37	% of target not met (Performance against target OPA value)	%	2				
<b>D</b>	<b>Customer Service</b>						
	<b>DG6 - Response to Billing Contacts</b>						
38	Number dealt with within 5 working days	nr	0				
39	Total billing contacts	nr	0				
40	% of billing contacts answered within 5 working days (DG6 OPA value)	%	2				
	<b>DG7 - Response to Written Complaints</b>						
41	Total written complaints	nr	0				
42	Number dealt with within 10 working days	nr	0				
43	% of written complaints answered within 10 working days (DG7 OPA value)	%	2				
	<b>DG8 - Billing Metered Customers</b>						
44	Company or customer readings (or both)	nr	0				
45	Total metered accounts	nr	0				
46	Metered accounts excluded from indicator	nr	0				
47	% of metered accounts which have meter based bills (DG8 OPA value)	%	2				
	<b>DG9 Telephone Contact</b>						
48	Total of calls not abandoned	nr	0				
49	Total calls received on customer contact lines	nr	0				
50	% calls not abandoned (0.25 of DG9 OPA value)	%	2				
51	All lines busy	nr	0				
52	% calls not engaged (0.25 of DG9 OPA value)	%	2				
53	Call handling satisfaction (0.5 of DG9 OPA value)	nr	2				
<b>E</b>	<b>Environmental Performance</b>						
	<b>Pollutions Incidents</b>						
54	Number of High & Medium category pollution incidents (Sewage)	nr	0				
55	Equivalent population served (resident)	000	2				
56	Number of High and Medium sewage incidents per million resident population equivalent (pe) served (H&M sewage incidents OPA value)	nr	2				
57	Number of Low category pollution incidents (Sewage)	nr	0				
58	Number of Low sewage incidents per million resident population equivalent (pe) served (Low sewage incidents OPA value)	nr	2				
59	Number of High & Medium category pollution incidents (Water)	nr	0				
60	Winter population	000	2				
61	Number of High and Medium water incidents per million resident population served (H&M water incidents OPA value)	nr	2				
	<b>Sewage - Sludge Disposal</b>						
62	Percentage unsatisfactory sludge disposal (Sludge disposal OPA value)	%	2				
	<b>Sewerage Service - Breach of Consent</b>						
63	WWTW Discharge consent % compliance (WWTW compliance OPA value)	%	2				

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

A					B								
Project Information					Project Outputs								
Project ID Reference	Project Name	PC13 Programme	Quality Regulator Date (if appropriate)	Current Actual or Projected Beneficial use date (if appropriate)	PC13 Output Ref Code	Output Units	PC10			PC13		PC15	
PI_Project_ID	PI_Project_Name	PI_PC13_Prog		CAM_BU			2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
1	2	3	4	5	6	7	8	9	10	11	12	13	14

Additional rows to be added as necessary



## Financial Projections

**Table 5.1 - Charge Caps and Price Limits**

Line description		Units	DP
<b>A</b>	<b>Charge Caps (from revenue building blocks)</b>		
1	Tariff Basket 1: Measured Water	%	2dp
2	Tariff Basket 2: Measured Sewerage	%	2dp
3	Tariff Basket 3: Unmeasured Water	%	2dp
4	Tariff Basket 4: Unmeasured Sewerage	%	2dp
5	Tariff Basket 5: Trade Effluent	%	2dp
<b>B</b>	<b>Charge Caps (smoothed)</b>		
6	Tariff Basket 1: Measured Water	%	2dp
7	Tariff Basket 2: Measured Sewerage	%	2dp
8	Tariff Basket 3: Unmeasured Water	%	2dp
9	Tariff Basket 4: Unmeasured Sewerage	%	2dp
10	Tariff Basket 5: Trade Effluent	%	2dp
<b>C</b>	<b>Price Limits</b>		
11	Proposed price limit K (including S+U)	%	2dp
12	Water Service indicative "K" (including S+U)	%	2dp
13	Sewerage Service indicative "K" (including S+U)	%	2dp
<b>D</b>	<b>Infrastructure charge Limits</b>		
14	Proposed infrastructure charge limit- water service	£	2dp
15	Proposed infrastructure charge limit- sewerage service	£	2dp

PC10			PC13	
2010-11	2011-12	2012-13	2013-14	2014-15





## Financial Projections

**Table 5.2 - Business Plan to Public Expenditure Reconciliation**

Line description		Units	DP	PC10			PC13	
				2010-11	2011-12	2012-13	2013-14	2014-15
<b>A</b>	<b>Operating Costs per Financial Model</b>							
1	Operating costs (input positive)	£m	3					
2	PPP operating costs (input positive)	£m	3					
3	PPP Interest (input positive)	£m	3					
4	Unregulated costs (input positive)	£m	3					
5	<b>Total</b>	£m	3					
<b>B</b>	<b>Additions</b>							
6	Depreciation (input positive)	£m	3					
7	Infrastructure Renewals Charge (input positive)	£m	3					
8	PPP amortisation (input positive)	£m	3					
9	Amortisation deferred income (input negative)	£m	3					
10	Profit/loss on disposal (input positive or negative)	£m	3					
11a	IFRS capex to opex repairs	£m	3					
11b	Other adjustments- NIW to amend	£m	3					
11c	Other adjustments- NIW to amend	£m	3					
11d	Other adjustments- NIW to amend	£m	3					
11e	Other adjustments- NIW to amend	£m	3					
11f	Other adjustments- NIW to amend	£m	3					
11g	Other adjustments- NIW to amend	£m	3					
11h	Other adjustments- NIW to amend	£m	3					
12	<b>Total additions</b>	£m	3					
<b>C</b>	<b>Deductions</b>							
13	Non-subsidy Income	£m	3					
14	Unregulated Income	£m	3					
15a	Other adjustments- NIW to amend	£m	3					
15b	Other adjustments- NIW to amend	£m	3					
15c	Other adjustments- NIW to amend	£m	3					
15d	Other adjustments- NIW to amend	£m	3					
15e	Other adjustments- NIW to amend	£m	3					
15f	Other adjustments- NIW to amend	£m	3					
15g	Other adjustments- NIW to amend	£m	3					
15h	Other adjustments- NIW to amend	£m	3					
16	<b>Total deductions</b>	£m	3					
<b>D</b>	<b>Total</b>							
17	<b>Adjusted Total</b>	£m	3					

## Customer Bills and Tariffs

**Table 5.3 - Forecasts of new connections and metering programme**

Line description		Units	DP	PC10			PC13	
				2010-11	2011-12	2012-13	2013-14	2014-15
<b>A</b>	<b>Water service- properties connected during the year</b>							
1	Households	nr	0dp					
2	Non households	nr	0dp					
<b>B</b>	<b>Metering programme</b>							
3	Meters household	nr	0dp					
4	Meters non household	nr	0dp					
<b>C</b>	<b>Sewerage service- properties connected during the year</b>							
5	Households	nr	0dp					
6	Non households	nr	0dp					

## Customer Bills and Tariffs

**Table 5.4 - Third party contributions for water and sewerage service**

Line description	Units	DP
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A	Water - Third Party Contributions		
1	Infrastructure charges	£	0dp
2	Service connection charges	£	0dp
3	Reconnection charges	£	0dp
4	Requisitions (Reasonable Cost Allowance)	£	0dp
5	Diversion of a watermain	£	0dp
6	Other third party contributions	£	0dp
7	Total third party contributions- water	£	0dp

PC10			PC13	
2010-11	2011-12	2012-13	2013-14	2014-15


B	Sewerage - Third Party Contributions		
8	Infrastructure charges	£	0dp
9	Service connection charges	£	0dp
10	Requisitions (Reasonable Cost Allowance)	£	0dp
11	Sewers for adoption	£	0dp
12	Building over or near a sewer	£	0dp
13	Other third party contributions	£	0dp
14	Total third party contributions- sewerage	£	0dp


## Customer Bills and Tariffs

**Table 5.5 - Additional information- Unmetered water and sewage volumes**

Line description		Units	DP
<b>A</b>	<b>Non household unmetered water volumes</b>		
1	Total water delivered - non household unmetered customers	m3	0
2	Adjustments	m3	0
3	Total adjusted water volume delivered to non household unmetered customers	m3	0
<b>B</b>	<b>Non household unmetered sewerage volumes</b>		
4	Total sewerage volume collected - non household unmetered customers	m3	0
5	Adjustments	m3	0
6	Total adjusted sewerage volume collected from non household unmetered customers	m3	0
<b>C</b>	<b>Household unmetered water volumes</b>		
7	Total water delivered - household unmetered customers	m3	0
8	Adjustments	m3	0
9	Total adjusted water volume delivered to household unmetered customers	m3	0
<b>D</b>	<b>Household unmetered sewerage volumes</b>		
10	Total sewerage volume collected -household unmetered customers	m3	0
11	Adjustments	m3	0
12	Total adjusted sewerage volume collected from household unmetered customers	m3	0

PC10			PC13	
2010-11	2011-12	2012-13	2013-14	2014-15





**Customer Bills and Tariffs**

**Table 5.6- Additional information- Large users**

Line description	Units	DP
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<b>A Water large users</b>			
<b>1</b>	No of large user water customers with consumption in the 0 - 100,000m <sup>3</sup> band	nr	0
<b>2</b>	No of large user water customers with consumption in the 100,000m <sup>3</sup> -250,000m <sup>3</sup> band	nr	0
<b>3</b>	No of large user water customers with consumption in the 250,000m <sup>3</sup> -500,000m <sup>3</sup> band	nr	0
<b>4</b>	No of large user water customers with consumption > 500,000m <sup>3</sup> band	nr	0
<b>5</b>	Total number of large user water customers	nr	0

<b>B Sewerage large users</b>			
<b>6</b>	No of large user sewerage customers with consumption in the 0 -100,000m <sup>3</sup> band	nr	0
<b>7</b>	No of large user sewerage customers with consumption in the 100,000m <sup>3</sup> -250,000m <sup>3</sup> band	nr	0
<b>8</b>	No of large user sewerage customers with consumption in the 250,000m <sup>3</sup> -500,000m <sup>3</sup> band	nr	0
<b>9</b>	No of large user sewerage customers with consumption > 500,000m <sup>3</sup> band	nr	0
<b>10</b>	Total number of large user sewerage customers	nr	0

<b>C Trade effluent large users</b>			
<b>11</b>	Total number of trade effluent large users	nr	0
<b>12</b>	Total annual chargeable volume for large user trade effluent customers	m <sup>3</sup>	0
<b>13</b>	Total revenue for large user trade effluent customers.	£	0

PC10			PC13	
2010-11	2011-12	2012-13	2013-14	2014-15




## Customer Bills and Tariffs

**Table 5.7 - Additional information- Miscellaneous and unregulated income**

Line description		Units	DP	PC10			PC13	
				2010-11	2011-12	2012-13	2013-14	2014-15
<b>A</b>	<b>Miscellaneous charges - water</b>							
1	Rechargeable works	£	0					
2	Connection charges	£	0					
3	Service mark-ups	£	0					
4	Pre-development checks	£	0					
5	Network capacity checks	£	0					
6	Requisition of watermains extensions - application fee	£	0					
7	Requisition of mains to housing - assessment fee	£	0					
8	Pressure test mains	£	0					
9	Portable standpipe hire	£	0					
10	Watermains design	£	0					
11	Other miscellaneous income - water	£	0					
12	Total miscellaneous regulated charges - water	£	0					
<b>B</b>	<b>Miscellaneous charges - sewerage</b>							
13	Odour assessment - application fees	£	0					
14	Odour assessment - consultancy fees	£	0					
15	Building over or near sewers (<300mm) - application fee	£	0					
16	Building over or near sewers (>=300mm) - application fee	£	0					
17	Realignment of sewers - inspection fee	£	0					
18	Requisition of sewer extensions - application fee	£	0					
19	Self lay mains	£	0					
20	Other miscellaneous income - sewerage	£	0					
21	Total miscellaneous charges - sewerage	£	0					
<b>C</b>	<b>Unregulated income</b>							
22	Septic tank subsidy	£	0					
23	Vehicle maintenance income	£	0					
24	Rents income	£	0					
25	Fishing rights income	£	0					
26	Admission charges	£	0					
27	Aerial site income	£	0					
28	Cryptosporidium testing	£	0					
29	Other unregulated income	£	0					
30	Total unregulated income	£	0					