

SECTION B : OUTPUTS TO CUSTOMERS
Table B1: Restrictions on water use

						10
Line Ref.	Description	Ofwat Reference	WICS Reference	Units	Field Type	Report Year
		JR 07	AR 06			2006-07 CG

Restrictions on water use							
B1.1	% population affected by hosepipe restrictions	T2, L21	B1.9	%	I	0.00	A1
B1.2	% population affected by drought orders	T2, L22	B1.10	%	I	0.00	A1
B1.3	% population affected by sprinkler/unattended hosepipe restrictions	T2, L23	B1.11	%	I	0.00	A1

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Edition 5

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B1: Restrictions on water use

Line Ref.	Description	Ofwat Reference JR 07	WICS Reference AR 06	Units	Field Type
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10
Report Year 2006-07

Comment Necessary?

Restrictions on water use					
B1.1	% population affected by hosepipe restrictions	T2, L21	B1.9	%	I
B1.2	% population affected by drought orders	T2, L22	B1.10	%	I
B1.3	% population affected by sprinkler/unattended hosepipe restrictions	T2, L23	B1.11	%	I

N
 N
 N

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ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B2: Pressure and Interruptions

Line Ref.	Description	Ofwat Reference JR 07	WICS Reference AR 06	Units	Field Type	10	
						Report Year 2006-07	CG
Properties receiving pressure/flow below reference level							
B2.1	Total connected properties at year end	T2, L1	B2.1	000	I	2482.892	A2
B2.2	Properties below reference level at start of year	T2, L2	B2.2	nr	I	12995	C4
B2.3	Additions due to better information	-	B2.3	nr	I	1727	B3
B2.4	Additions due to asset deterioration	-	B2.4	nr	I	102	B3
B2.5	Additions due to operational changes	-	B2.5	nr	I	7	B3
B2.6	Removed due to better information	-	B2.6	nr	I	6776	B3
B2.7	Removed due to asset improvements	-	B2.7	nr	I	163	B3
B2.8	Removed due to operational improvements	-	B2.8	nr	I	120	B3
B2.9	Properties below reference level at end of year	T2, L3	B2.9	nr	C	7772	B3
B2.10	Properties receiving low pressure but excluded from line B2.9	T2, L4	B2.10	nr	I	23	B3
Properties affected by planned interruptions							
B2.11	More than 3 hours planned and warned	T2, L9	-	nr	I	92417	B3
B2.12	More than 6 hours planned and warned	T2, L10	-	nr	I	63727	B3
B2.13	More than 12 hours planned and warned	T2, L11	-	nr	I	1744	B3
B2.14	More than 24 hours planned and warned	T2, L12	-	nr	I	1740	B3
Properties affected by unplanned interruptions							
B2.15	More than 3 hours unplanned	T2, L5	-	nr	I	83425	B3
B2.16	More than 6 hours unplanned	T2, L6	B2.42a	nr	I	28217	B3
B2.17	More than 12 hours unplanned	T2, L7	B2.43	nr	I	4784	B3
B2.18	More than 24 hours unplanned	T2, L8	B2.43a	nr	I	668	B3
Interruptions caused by third parties							
B2.19	More than 3 hours caused by third parties	T2, L13	-	nr	I	5504	B3
B2.20	More than 6 hours caused by third parties	T2, L14	-	nr	I	5066	B3
B2.21	More than 12 hours caused by third parties	T2, L15	-	nr	I	29	B3
B2.22	More than 24 hours caused by third parties	T2, L16	-	nr	I	0	BX
Unplanned interruptions (overrun of planned interruptions)							
B2.23	More than 6 hours unplanned (overruns of planned interruptions)	T2, L17	-	nr	I	1052	B3
B2.24	More than 12 hours unplanned (overruns of planned interruptions)	T2, L18	-	nr	I	26	B3
B2.25	More than 24 hours unplanned (overruns of planned interruptions)	T2, L19	-	nr	I	0	BX

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SECTION B : OUTPUTS TO CUSTOMERS
Table B2: Pressure and Interruptions

Line Ref.	Description	Ofwat Reference JR 07	WICS Reference AR 06	Units	Field Type
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10
Report Year 2006-07

Comment Necessary?

Properties receiving pressure/flow below reference level					
B2.1	Total connected properties at year end	T2, L1	B2.1	000	I
B2.2	Properties below reference level at start of year	T2, L2	B2.2	nr	I
B2.3	Additions due to better information	-	B2.3	nr	I
B2.4	Additions due to asset deterioration	-	B2.4	nr	I
B2.5	Additions due to operational changes	-	B2.5	nr	I
B2.6	Removed due to better information	-	B2.6	nr	I
B2.7	Removed due to asset improvements	-	B2.7	nr	I
B2.8	Removed due to operational improvements	-	B2.8	nr	I
B2.9	Properties below reference level at end of year	T2, L3	B2.9	nr	C
B2.10	Properties receiving low pressure but excluded from line B2.9	T2, L4	B2.10	nr	I

N
Y
N
N
N
N
N
N
N
N

Properties affected by planned interruptions					
B2.11	More than 3 hours planned and warned	T2, L9	-	nr	I
B2.12	More than 6 hours planned and warned	T2, L10	-	nr	I
B2.13	More than 12 hours planned and warned	T2, L11	-	nr	I
B2.14	More than 24 hours planned and warned	T2, L12	-	nr	I

N
N
N
N

Properties affected by unplanned interruptions					
B2.15	More than 3 hours unplanned	T2, L5	-	nr	I
B2.16	More than 6 hours unplanned	T2, L6	B2.42a	nr	I
B2.17	More than 12 hours unplanned	T2, L7	B2.43	nr	I
B2.18	More than 24 hours unplanned	T2, L8	B2.43a	nr	I

N
N
N
N

Interruptions caused by third parties					
B2.19	More than 3 hours caused by third parties	T2, L13	-	nr	I
B2.20	More than 6 hours caused by third parties	T2, L14	-	nr	I
B2.21	More than 12 hours caused by third parties	T2, L15	-	nr	I
B2.22	More than 24 hours caused by third parties	T2, L16	-	nr	I

N
N
N
N

Unplanned interruptions (overrun of planned interruptions)					
B2.23	More than 6 hours unplanned (overruns of planned interruptions)	T2, L17	-	nr	I
B2.24	More than 12 hours unplanned (overruns of planned interruptions)	T2, L18	-	nr	I
B2.25	More than 24 hours unplanned (overruns of planned interruptions)	T2, L19	-	nr	I

N
N
N

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ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS**Table B3: Sewage - Internal Flooding**

Line Ref.	Description	Ofwat Reference JR 07	WICS Reference AR 06	Units	Field Type	10	
						Report Year 2006-07	CG
Annual flooding summary							
B3.1	Number of domestic properties connected to sewerage system	T3, L1	B3.21	000	I	2379.638	A2
Annual Flooding - Overloaded Sewers							
B3.2	Number of properties flooded in the year	T3, L2	B3.1	nr	I	95	B4
B3.3	Number of flooding incidents in the year	T3, L3	B3.2	nr	I	58	B4
B3.4	Number of flooding incidents attributed to severe weather	T3, L4	B3.3	nr	I	0	BX
B3.5	Props. where flooding limited to uninhabited cellars only (o/loaded sewers)	T3, L5	-	nr	I	0	M
Annual Flooding - Other Causes							
B3.6	Number of properties flooded in the year	T3, L6	B3.7	nr	I	475	B4
B3.7	Properties which have flooded more than once in the last ten years (other causes)	T3, L7	-	nr	I	0	M
B3.8	Flooding incidents due to equipment failure	T3 L8	B3.8	nr	I	21	B4
B3.9	Flooding incidents due to blockages	T3 L9	B3.9	nr	I	162	B4
B3.10	Flooding incidents due to sewer collapses	T3 L10	B3.10	nr	I	2	B4
B3.11	Props. where flooding limited to uninhabited cellars only (other causes)	T3, L11	-	nr	I	0	M
B3.12	Number of flooding incidents in the year	-	B3.11	nr	I	185	B4
Properties on the "At Risk" Register							
(i) At risk summary							
B3.13	2 in 10 at end of year	T3, L12	B3.23	nr	I	496	B4
B3.14	1 in 10 at end of year	T3, L13	B3.24	nr	I	546	B4
B3.15	Total 1 in 10 and 2 in 10 properties at risk at end of year	-	B3.25	nr	C	1042	B4
B3.16	1 in 20 risk at end of year	-	-	nr	I	0	BX
B3.17	Total props. at risk but not flooded in last 10 yrs. (exc. exceptional weather)	T3, L16	B3.26	nr	I	62	B4
(ii) Problem status of properties on the register							
B3.18	Solved but temporary or being tested	-	B3.27	nr	I	120	B4
B3.19	To be solved	-	B3.28	nr	C	922	B4
(iii) Annual changes to register							
B3.20	Removed by authority action	-	B3.29	nr	I	116	B4
B3.21	Removed because of better information	-	B3.30	nr	I	132	B4
B3.22	Added because of better information	-	B3.31	nr	I	60	B4
B3.23	Added because of increased demand	-	B3.32	nr	I	0	BX
(iv) Problem solving costs							
B3.24	Average cost of permanent problem solved (capex)	-	B3.33	£000/prop	I	122.977	B3
B3.25	Average cost of permanent problem solved (opex)	-	B3.34	£000/prop	I	0.117	B3
B3.26	Average cost of temporary problem solving measures (capex)	-	B3.35	£000/prop	I	2.702	B3
B3.27	Average cost of temporary problem solving measures (opex)	-	B3.36	£000/prop	I	0.000	BX
(v) ESL funding							
B3.28	Properties at risk to be removed in the report year as per SW's Delivery Plan (May 2006)	-	-	nr	I	3	A1

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SECTION B : OUTPUTS TO CUSTOMERS
Table B3: Sewage - Internal Flooding

Line Ref.	Description	Ofwat Reference JR 07	WICS Reference AR 06	Units	Field Type
Annual flooding summary					
B3.1	Number of domestic properties connected to sewerage system	T3, L1	B3.21	000	I
Annual Flooding - Overloaded Sewers					
B3.2	Number of properties flooded in the year	T3, L2	B3.1	nr	I
B3.3	Number of flooding incidents in the year	T3, L3	B3.2	nr	I
B3.4	Number of flooding incidents attributed to severe weather	T3, L4	B3.3	nr	I
B3.5	Props. where flooding limited to uninhabited cellars only (o/loaded sewers)	T3, L5	-	nr	I
Annual Flooding - Other Causes					
B3.6	Number of properties flooded in the year	T3, L6	B3.7	nr	I
B3.7	Properties which have flooded more than once in the last ten years (other causes)	T3, L7	-	nr	I
B3.8	Flooding incidents due to equipment failure	T3 L8	B3.8	nr	I
B3.9	Flooding incidents due to blockages	T3 L9	B3.9	nr	I
B3.10	Flooding incidents due to sewer collapses	T3 L10	B3.10	nr	I
B3.11	Props. where flooding limited to uninhabited cellars only (other causes)	T3, L11	-	nr	I
B3.12	Number of flooding incidents in the year	-	B3.11	nr	I
Properties on the "At Risk" Register					
(i) At risk summary					
B3.13	2 in 10 at end of year	T3, L12	B3.23	nr	I
B3.14	1 in 10 at end of year	T3, L13	B3.24	nr	I
B3.15	Total 1 in 10 and 2 in 10 properties at risk at end of year	-	B3.25	nr	C
B3.16	1 in 20 risk at end of year	-	-	nr	I
B3.17	Total props. at risk but not flooded in last 10 yrs. (exc. exceptional weather)	T3, L16	B3.26	nr	I
(ii) Problem status of properties on the register					
B3.18	Solved but temporary or being tested	-	B3.27	nr	I
B3.19	To be solved	-	B3.28	nr	C
(iii) Annual changes to register					
B3.20	Removed by authority action	-	B3.29	nr	I
B3.21	Removed because of better information	-	B3.30	nr	I
B3.22	Added because of better information	-	B3.31	nr	I
B3.23	Added because of increased demand	-	B3.32	nr	I
(iv) Problem solving costs					
B3.24	Average cost of permanent problem solved (capex)	-	B3.33	£000/prop	I
B3.25	Average cost of permanent problem solved (opex)	-	B3.34	£000/prop	I
B3.26	Average cost of temporary problem solving measures (capex)	-	B3.35	£000/prop	I
B3.27	Average cost of temporary problem solving measures (opex)	-	B3.36	£000/prop	I
(v) ESL funding					
B3.28	Properties at risk to be removed in the report year as per SW's Delivery Plan (May 2006)	-	-	nr	I

10
Report Year 2006-07

Comment Necessary?

N

Y

Y

N

Y

Y

Y

Y

Y

Y

Y

Y

Y

Y

Y

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Y

Y

N

Y

Y

Y

Y

Y

Y

N

N

N

N

N

N

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ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B3a: Sewage - External Flooding

Line Ref.	Description	Ofwat Reference JR 07	WICS Reference AR 06	Units	Field Type	10	
						Report Year 2006-07	CG
Annual Flooding summary							
(i) Overloaded sewers							
B3a.1	Areas flooded externally in the year (overloaded sewers)	T3a, L1	-	nr	I	0	M
B3a.2	Curtilege flooding incidents in the year (overloaded sewers)	T3a, L2	-	nr	I	268	B4
B3a.3	Highway flooding incidents (overloaded sewers)	T3a, L3	-	nr	I	270	B4
B3a.4	Other flooding incidents (overloaded sewers)	T3a, L4	-	nr	I	7	B4
B3a.5	Total flooding incidents (overloaded sewers)	T3a, L5	-	nr	C	545	B4
B3a.6	External flooding incidents (overloaded sewers attributed to severe weather)	T3a, L6	-	nr	I	0	M
(ii) Other causes							
B3a.7	Areas flooded externally in the year (other causes)	T3a, L7	-	nr	I	0	M
B3a.8	Flooding incidents (other causes - equipment failure)	T3a, L9	-	nr	I	277	B4
B3a.9	Flooding incidents (other causes - blockages)	T3a, L10	-	nr	I	7053	B4
B3a.10	Flooding incidents (other causes - collapses)	T3a, L11	-	nr	I	185	B4
AREAS ON THE 1:10, 2:10, 1:20 AT RISK REGISTER							
(i) At risk summary							
B3a.11	2 in 10 risk at end of year	T3a, L12	-	nr	I	1048	B4
B3a.12	1 in 10 risk at end of year	T3a, L13	-	nr	I	1784	B4
B3a.13	1 in 20 risk at end of year	T3a, L14	-	nr	I	0	BX
B3a.14	Total at risk on the 1:10, 2:10, 1:20 register at end of year	T3a, L15	-	nr	C	2832	B4
(ii) Problem status of external areas on the 1:10, 2:10, 1:20 register							
B3a.15	Problems solved by temporary measures or subject to testing	-	-	nr	I	1	B4
B3a.16	Problems awaiting solution	-	-	nr	I	2831	B4
(iii) Annual changes to 1:10, 2:10, 1:20 register							
B3a.17	Removed by company action	-	-	nr	I	34	B4
B3a.18	Removed because of better information	-	-	nr	I	65	B4
B3a.19	Added because of better information	-	-	nr	I	8	B4
B3a.20	Added because of increased demand	-	-	nr	I	0	BX
B3a.21	Moved from external to internal register	-	-	nr	I	14	B4
(iv) Problem solving costs							
B3a.22	Average cost of permanent solutions to problems (capex)	-	-	£'000	I	0	M
B3a.23	Average cost of permanent solutions to problems (opex)	-	-	£'000	I	0	M
B3a.24	Average cost of temporary problem solving measures (capex)	-	-	£'000	I	0	M
B3a.25	Average cost of temporary problem solving measures (opex)	-	-	£'000	I	0	M

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SECTION B : OUTPUTS TO CUSTOMERS
Table B3a: Sewage - External Flooding

Line Ref.	Description	Ofwat Reference JR 07	WICS Reference AR 06	Units	Field Type
Annual Flooding summary					
(i) Overloaded sewers					
B3a.1	Areas flooded externally in the year (overloaded sewers)	T3a, L1	-	nr	I
B3a.2	Curtilege flooding incidents in the year (overloaded sewers)	T3a, L2	-	nr	I
B3a.3	Highway flooding incidents (overloaded sewers)	T3a, L3	-	nr	I
B3a.4	Other flooding incidents (overloaded sewers)	T3a, L4	-	nr	I
B3a.5	Total flooding incidents (overloaded sewers)	T3a, L5	-	nr	C
B3a.6	External flooding incidents (overloaded sewers attributed to severe weather)	T3a, L6	-	nr	I
(ii) Other causes					
B3a.7	Areas flooded externally in the year (other causes)	T3a, L7	-	nr	I
B3a.8	Flooding incidents (other causes - equipment failure)	T3a, L9	-	nr	I
B3a.9	Flooding incidents (other causes - blockages)	T3a, L10	-	nr	I
B3a.10	Flooding incidents (other causes - collapses)	T3a, L11	-	nr	I
AREAS ON THE 1:10, 2:10, 1:20 AT RISK REGISTER					
(i) At risk summary					
B3a.11	2 in 10 risk at end of year	T3a, L12	-	nr	I
B3a.12	1 in 10 risk at end of year	T3a, L13	-	nr	I
B3a.13	1 in 20 risk at end of year	T3a, L14	-	nr	I
B3a.14	Total at risk on the 1:10, 2:10, 1:20 register at end of year	T3a, L15	-	nr	C
(ii) Problem status of external areas on the 1:10, 2:10, 1:20 register					
B3a.15	Problems solved by temporary measures or subject to testing	-	-	nr	I
B3a.16	Problems awaiting solution	-	-	nr	I
(iii) Annual changes to 1:10, 2:10, 1:20 register					
B3a.17	Removed by company action	-	-	nr	I
B3a.18	Removed because of better information	-	-	nr	I
B3a.19	Added because of better information	-	-	nr	I
B3a.20	Added because of increased demand	-	-	nr	I
B3a.21	Moved from external to internal register	-	-	nr	I
(iv) Problem solving costs					
B3a.22	Average cost of permanent solutions to problems (capex)	-	-	£'000	I
B3a.23	Average cost of permanent solutions to problems (opex)	-	-	£'000	I
B3a.24	Average cost of temporary problem solving measures (capex)	-	-	£'000	I
B3a.25	Average cost of temporary problem solving measures (opex)	-	-	£'000	I

10

Report Year 2006-07

Comment Necessary?

Y
Y
Y
Y
Y
Y

Y
Y
N
Y

Y
Y

Y
Y
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N
Y

Y
Y
Y
Y

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ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B4: Customer service

Line Ref.	Description	Ofwat Reference JR 07	WICS Reference AR 06	Units	Field Type	10	
						Report Year 2006-07	CG
Billing / Charging / Metering Enquiries							
B4.1	Total number of enquiries	-	B4.1	nr	C	165986	A1
B4.2	No. dealt with within 5 working days	-	B4.2 + B4.3	nr	I	164782	A1
B4.3	No. dealt with in more than 5 but within 10 working days	-	B4.4	nr	I	871	A1
B4.4	No. dealt with in more than 10 working days	-	B4.5 + B4.6 + B4.7	nr	I	333	A1
B4.5	% dealt with within 5 working days	-	B4.8 + B4.9	%	C	99.275	A1
B4.6	% dealt with in more than 5 but within 10 working days	-	B4.10	%	C	0.525	A1
B4.7	% dealt with in more than 10 working days	-	B4.11 + B4.12 + B4.13	%	C	0.201	A1
Change of Payment Method Enquiries							
B4.8	Total number of enquiries	-	B4.14	nr	C	3107	A1
B4.9	No. dealt with within 5 working days	-	B4.15 + B4.16	nr	I	3106	A1
B4.10	No. dealt with in more than 5 but within 10 working days	-	B4.17	nr	I	0	A1
B4.11	No. dealt with in more than 10 working days	-	B4.18 + B4.19 + B4.20	nr	I	1	A1
B4.12	% dealt with within 5 working days	-	B4.21 + B4.22	%	C	99.968	A1
B4.13	% dealt with in more than 5 but within 10 working days	-	B4.23	%	C	0.000	A1
B4.14	% dealt with in more than 10 working days	-	B4.24 + B4.25 + B4.26	%	C	0.032	A1
New Written Complaints							
B4.15	Total number of new written complaints received	T5, L1	B5.1	nr	C	6353	A2
B4.15a	Total number of written complaint correspondence	-	B5.1a	nr	I	6907	B4
B4.15b	Number of items of correspondence/complaints	-	B5.1b	nr	C	1.087	B4
B4.16	No. dealt with within 10 working days	T5, L2	B5.2 + B5.3 + B5.4	nr	I	6272	A2
B4.17	No. dealt with in more than 10 but within 20 working days	-	B5.5 + B5.6	nr	I	23	A2
B4.18	No. dealt with in more than 20 working days	T3, L4	B5.7	nr	I	58	A2
B4.19	% dealt with within 10 working days	T5, L3	B5.8 + B5.9 + B5.10	%	C	98.725	A2
B4.20	% dealt with in more than 10 but within 20 working days	-	B5.11 + B5.12	%	C	0.362	A2
B4.21	% dealt with in more than 20 working days	T3, L5	B5.13	%	C	0.913	A2
Telephone Contacts							
B4.22	Total calls received on customer contact lines	T5, L13	B6.1	nr	I	747369	A1
B4.23	Total calls answered on customer contact lines	-	B6.3	nr	I	740120	A1
B4.24	Total calls answered within 30 seconds on customer contact lines	-	B6.4 + B6.5	nr	I	726619	A1
B4.25	Total calls answered in more than 30 seconds on customer contact lines	-	B6.6	nr	I	13501	A1
B4.26	Average time taken to answer a call on customer contact lines	-	B6.7	secs	I	5	A1
B4.27	All lines busy	T5, L14	-	nr	I	0	A1
B4.28	Total of abandoned calls on customer contact lines	T5, L15	B6.9	nr	I	7249	A1
B4.29	Total Telephone complaints	T5, L17	-	nr	I	180028	A2
Private Septic Tank Emptying							
B4.30	Total private septic tank emptying requests	-	B6.10	nr	I	15695	B2
B4.31	Total private septic tank emptyings carried out	-	B6.11	nr	C	14827	B2
B4.32	Total private pre-planned septic tank emptyings	-	B6.12	nr	I	13020	B2
B4.33	Total emergency request private septic tank emptyings	-	B6.13	nr	I	552	B2
B4.34	Total private ad hoc request septic tank emptyings	-	B6.14	nr	I	1255	B2
B4.35	Ad hoc private ST emptying in 0-10 working days of request	-	B6.15	nr	I	550	B2
B4.36	Ad hoc private ST emptying in 10-15 working days of request	-	B6.16	nr	I	177	B2
B4.37	Ad hoc private ST emptying in 15-20 working days of request	-	B6.17	nr	I	100	B2
B4.38	Ad hoc private ST emptying in 20-25 working days of request	-	B6.18	nr	I	69	B2
B4.39	Ad hoc private ST emptying in 25-30 working days of request	-	B6.19	nr	I	78	B2
B4.40	Ad hoc private ST emptying in 30+ working days of request	-	B6.20	nr	I	281	B2

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ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B4: Customer service

10
Report Year 2006-07
Comment Necessary?

Line Ref.	Description	Ofwat Reference JR 07	WICS Reference AR 06	Units	Field Type
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Billing / Charging / Metering Enquiries					
B4.1	Total number of enquiries	-	B4.1	nr	C
B4.2	No. dealt with within 5 working days	-	B4.2 + B4.3	nr	I
B4.3	No. dealt with in more than 5 but within 10 working days	-	B4.4	nr	I
B4.4	No. dealt with in more than 10 working days	-	B4.5 + B4.6 + B4.7	nr	I
B4.5	% dealt with within 5 working days	-	B4.8 + B4.9	%	C
B4.6	% dealt with in more than 5 but within 10 working days	-	B4.10	%	C
B4.7	% dealt with in more than 10 working days	-	B4.11 + B4.12 + B4.13	%	C

Change of Payment Method Enquiries					
B4.8	Total number of enquiries	-	B4.14	nr	C
B4.9	No. dealt with within 5 working days	-	B4.15 + B4.16	nr	I
B4.10	No. dealt with in more than 5 but within 10 working days	-	B4.17	nr	I
B4.11	No. dealt with in more than 10 working days	-	B4.18 + B4.19 + B4.20	nr	I
B4.12	% dealt with within 5 working days	-	B4.21 + B4.22	%	C
B4.13	% dealt with in more than 5 but within 10 working days	-	B4.23	%	C
B4.14	% dealt with in more than 10 working days	-	B4.24 + B4.25 + B4.26	%	C

New Written Complaints					
B4.15	Total number of new written complaints received	T5, L1	B5.1	nr	C
B4.15a	Total number of written complaint correspondence	-	B5.1a	nr	I
B4.15b	Number of items of correspondence/complaints	-	B5.1b	nr	C
B4.16	No. dealt with within 10 working days	T5, L2	B5.2 + B5.3 + B5.4	nr	I
B4.17	No. dealt with in more than 10 but within 20 working days	-	B5.5 + B5.6	nr	I
B4.18	No. dealt with in more than 20 working days	T3, L4	B5.7	nr	I
B4.19	% dealt with within 10 working days	T5, L3	B5.8 + B5.9 + B5.10	%	C
B4.20	% dealt with in more than 10 but within 20 working days	-	B5.11 + B5.12	%	C
B4.21	% dealt with in more than 20 working days	T3, L5	B5.13	%	C

Telephone Contacts					
B4.22	Total calls received on customer contact lines	T5, L13	B6.1	nr	I
B4.23	Total calls answered on customer contact lines	-	B6.3	nr	I
B4.24	Total calls answered within 30 seconds on customer contact lines	-	B6.4 + B6.5	nr	I
B4.25	Total calls answered in more than 30 seconds on customer contact lines	-	B6.6	nr	I
B4.26	Average time taken to answer a call on customer contact lines	-	B6.7	secs	I
B4.27	All lines busy	T5, L14	-	nr	I
B4.28	Total of abandoned calls on customer contact lines	T5, L15	B6.9	nr	I
B4.29	Total Telephone complaints	T5, L17	-	nr	I

Private Septic Tank Emptying					
B4.30	Total private septic tank emptying requests	-	B6.10	nr	I
B4.31	Total private septic tank emptyings carried out	-	B6.11	nr	C
B4.32	Total private pre-planned septic tank emptyings	-	B6.12	nr	I
B4.33	Total emergency request private septic tank emptyings	-	B6.13	nr	I
B4.34	Total private ad hoc request septic tank emptyings	-	B6.14	nr	I
B4.35	Ad hoc private ST emptying in 0-10 working days of request	-	B6.15	nr	I
B4.36	Ad hoc private ST emptying in 10-15 working days of request	-	B6.16	nr	I
B4.37	Ad hoc private ST emptying in 15-20 working days of request	-	B6.17	nr	I
B4.38	Ad hoc private ST emptying in 20-25 working days of request	-	B6.18	nr	I
B4.39	Ad hoc private ST emptying in 25-30 working days of request	-	B6.19	nr	I
B4.40	Ad hoc private ST emptying in 30+ working days of request	-	B6.20	nr	I

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ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B7: Customer Care - GMS Performance

Line Ref.	Description	Ofwat Reference JR 07	WICS Reference AR 06	Units	Field Type	10	
						Report Year 2006-07	CS
Planned Interruptions							
B7.1	Number of planned interruptions expected to last more than four hours	-	B7.1	nr	I	2219	B3
B7.2	Number of planned interruptions expected to last more than 4 hours where 48 hours notice given	-	B7.2	nr	I	2178	B3
B7.3	Number of planned interruptions expected to last more than 4 hours where restoration time given	-	B7.3	nr	I	2219	B3
B7.4	Number of planned interruptions expected to last more than 4 hours which were restored at advertised time	-	B7.4	nr	I	2178	B3
B7.5	Number of GMS failure payments paid automatically (planned interruptions)	-	B7.5	nr	I	0	B2
B7.6	Number of GMS failure payments claimed (planned interruptions)	-	B7.6	nr	I	128	B2
B7.7	Total number of GMS failure payments made (planned interruptions)	-	B7.7	nr	C	128	B2
B7.8	Total amount paid out for GMS failure (planned interruptions)	-	B7.8	£	I	4791	B2
Unplanned Interruptions							
B7.9	Number of unplanned interruptions	-	B7.9	nr	I	3406	B3
B7.10	Number of unplanned interruptions (strategic main)	-	B7.10	nr	I	105	B3
B7.11	Number of unplanned interruptions (not strategic main)	-	B7.11	nr	I	3301	B3
B7.12	Number of unplanned interruptions (not strategic main) restored within 12 hours	-	B7.12	nr	I	3259	B3
B7.13	Number of unplanned interruptions (strategic main) restored within 48 hours	-	B7.13	nr	I	102	B3
B7.14	Number of GMS failure payments paid automatically (unplanned interruptions)	-	B7.14	nr	I	0	B2
B7.15	Number of GMS failure payments made from claims (unplanned interruptions)	-	B7.15	nr	I	115	B2
B7.16	Total number of GMS failure payments made (unplanned interruptions)	-	B7.16	nr	I	115	B2
B7.17	Total amount paid out for failure (unplanned interruptions)	-	B7.17	£	I	4144	B2
Sewer Flooding							
B7.18	Number of incidents of flooding from sewers	-	B7.18	nr	BF	243	B3
B7.19	Number of payments to domestic properties for flooding from sewers	-	B7.19	nr	I	373	B2
B7.20	Total amount paid to domestic properties for flooding from sewers	-	B7.20	£	I	80181	B2
B7.21	Number of payments to non-domestic properties for flooding from sewers	-	B7.21	nr	I	127	B2
B7.22	Total amount paid to non-domestic properties for flooding from sewers	-	B7.22	£	I	90031	B2
Request to change method of payment enquires							
B7.23	Number not dealt with within GMS period	-	B7.23	nr	I	1	A1
B7.24	Number of payments for failure to respond (automatic)	-	B7.24	nr	I	1	A1
B7.25	Number of payments made from claims for failure to respond	-	B7.25	nr	I	0	A1
B7.26	Total number of payments for failure to respond	-	B7.26	nr	C	1	A1
B7.27	Total amount paid for GMS failure	-	B7.27	£	I	20	A1
Other Billing/ Charging / Metering enquires							
B7.28	Number not dealt with within GMS period	-	B7.28	nr	I	333	A1
B7.29	Number of payments for failure to respond (automatic)	-	B7.29	nr	I	146	B2
B7.30	Number of payments made from claims for failure to respond	-	B7.30	nr	I	83	B2
B7.31	Total number of payments for failure to respond	-	B7.31	nr	C	229	B2
B7.32	Total amount paid for GMS failure	-	B7.32	£	I	6988	B2
Written Complaints							
B7.33	Number not dealt with within GMS period	-	B7.33	nr	I	81	A1
B7.34	Number of payments for failure to respond (automatic)	-	B7.34	nr	I	17	A1
B7.35	Number of payments made from claims for failure to respond	-	B7.35	nr	I	0	A1
B7.36	Total number of payments for failure to respond	-	B7.36	nr	C	17	A1
B7.37	Total amount paid for GMS failure	-	B7.37	£	I	868	A1
Telephone Complaints where a written response is requested.							
B7.38	Number not dealt with within GMS period	-	B7.38	nr	I	0	A1
B7.39	Number of payments for failure to respond (automatic)	-	B7.39	nr	I	0	A1
B7.40	Number of payments made from claims for failure to respond	-	B7.40	nr	I	0	A1
B7.41	Total number of payments for failure to respond	-	B7.41	nr	C	0	A1
B7.42	Total amount paid for GMS failure	-	B7.42	£	I	0	A1
Keeping Appointments							
B7.43	Number of appointments	-	B7.43	nr	I	3497	B3
B7.44	% of appointments made which are kept	-	B7.44	%	I	97.200	B3
B7.45	Number of two hour time banded appointments made	-	B7.45	nr	I	3497	B3
B7.46	% of two hour time banded appointments made which are kept	-	B7.46	%	I	97.200	B3
B7.47	Number of GMS failure payments paid automatically (keeping appointments)	-	B7.47	nr	I	0	B2
B7.48	Number of payments made from claims for failure (keeping appointments)	-	B7.48	nr	I	66	B2
B7.49	Total number of GMS failure payments made (keeping appointments)	-	B7.49	nr	C	66	B2
B7.50	Total amount paid out for GMS failure (keeping appointments)	-	B7.50	£	I	1320	B2
Ex Gratia Payments Made							
B7.51	Total number of ex-gratia payments made	-	B7.51	nr	I	1320	B2
B7.52	Total amount paid out in ex-gratia payments	-	B7.52	£	I	401693	B2
Water Ingress to Gas Mains							
A) Failure to return call within 2 hours							
B7.53	Number not dealt with within GMS period	-	B7.53	nr	I	1	BX
B7.54	Number of payments for failure to respond (automatic)	-	B7.54	nr	I	0	A1
B7.55	Number of payments made from claims for failure to respond	-	B7.55	nr	I	0	A1
B7.56	Total number of payments for failure to respond	-	B7.56	nr	C	0	A1
B7.57	Total amount paid for GMS failure	-	B7.57	£	I	0	A1
Meter Applications							
A) Failure to provide estimate of work within 10 working days of survey							
B7.58	Number not dealt with within GMS period	-	B7.58	nr	I	0	A1
B7.59	Number of payments for failure to respond (automatic)	-	B7.59	nr	I	0	A1
B7.60	Number of payments made from claims for failure to respond	-	B7.60	nr	I	0	A1
B7.61	Total number of payments for failure to respond	-	B7.61	nr	C	0	A1
B7.62	Total amount paid for GMS failure	-	B7.62	£	I	0	A1
Pressure							
A) Failure to inform customer of results of investigation within 5 working days							
B7.63	Number not dealt with within GMS period	-	B7.63	nr	I	0	A1
B7.64	Number of payments for failure to respond (automatic)	-	B7.64	nr	I	0	A1
B7.65	Number of payments made from claims for failure to respond	-	B7.65	nr	I	0	A1
B7.66	Total number of payments for failure to respond	-	B7.66	nr	C	0	A1
B7.67	Total amount paid for GMS failure	-	B7.67	£	I	0	A1
B) Instance of low pressure							
B7.68	Number of instances within GMS definition	-	B7.68	nr	I	10	AX
B7.69	Number of payments for failure to provide guaranteed pressure (automatic)	-	B7.69	nr	I	0	AX
B7.70	Number of payments made from claims for failure to provide guaranteed pressure	-	B7.70	nr	I	10	B2
B7.71	Total number of payments for failure to provide guaranteed pressure	-	B7.71	nr	C	10	B2
B7.72	Total amount paid for GMS failure	-	B7.72	£	I	200	B2
Major Incidents							
A) Failure to provide information							
B7.73	Number not dealt with within GMS period	-	B7.73	nr	I	0	A1
B7.74	Number of payments for failure to respond (automatic)	-	B7.74	nr	I	0	A1
B7.75	Number of payments made from claims for failure to respond	-	B7.75	nr	I	0	A1
B7.76	Total number of payments for failure to respond	-	B7.76	nr	C	0	A1
B7.77	Total amount paid for GMS failure	-	B7.77	£	I	0	A1
B) Failure to provide alternative supplies							
B7.78	Number not dealt with within GMS period	-	B7.78	nr	I	0	A1
B7.79	Number of payments for failure to respond (automatic)	-	B7.79	nr	I	0	A1
B7.80	Number of payments made from claims for failure to respond	-	B7.80	nr	I	0	A1
B7.81	Total number of payments for failure to respond	-	B7.81	nr	C	0	A1
B7.82	Total amount paid for GMS failure	-	B7.82	£	I	0	A1
GMS Payment							
A) Failure to make payment within 10 working days							
B7.83	Number not dealt with within GMS period	-	B7.83	nr	I	0	A1
B7.84	Number of payments for failure to respond (automatic)	-	B7.84	nr	I	0	A1
B7.85	Number of payments made from claims for failure to respond	-	B7.85	nr	I	0	A1
B7.86	Total number of payments for failure to respond	-	B7.86	nr	C	0	A1
B7.87	Total amount paid for GMS failure	-	B7.87	£	I	0	A1

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ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B7: Customer Care - GMS Performance

Line Ref.	Description	Ofwat Reference JR 07	WICS Reference AR 06	Units	Field Type
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10
Report Year 2006-07
Comment Necessary?

Planned Interruptions						
B7.1	Number of planned interruptions expected to last more than four hours	-	B7.1	nr	I	N
B7.2	Number of planned interruptions expected to last more than 4 hours where 48 hours notice given	-	B7.2	nr	I	N
B7.3	Number of planned interruptions expected to last more than 4 hours where restoration time given	-	B7.3	nr	I	N
B7.4	Number of planned interruptions expected to last more than 4 hours which were restored at advertised time	-	B7.4	nr	I	N
B7.5	Number of GMS failure payments paid automatically (planned interruptions)	-	B7.5	nr	I	N
B7.6	Number of GMS failure payments claimed (planned interruptions)	-	B7.6	nr	I	N
B7.7	Total number of GMS failure payments made (planned interruptions)	-	B7.7	nr	C	N
B7.8	Total amount paid out for GMS failure (planned interruptions)	-	B7.8	£	I	N

Unplanned Interruptions						
B7.9	Number of unplanned interruptions	-	B7.9	nr	I	N
B7.10	Number of unplanned interruptions (strategic main)	-	B7.10	nr	I	N
B7.11	Number of unplanned interruptions (not strategic main)	-	B7.11	nr	I	N
B7.12	Number of unplanned interruptions (not strategic main) restored within 12 hours	-	B7.12	nr	I	N
B7.13	Number of unplanned interruptions (strategic main) restored within 48 hours	-	B7.13	nr	I	N
B7.14	Number of GMS failure payments paid automatically (unplanned interruptions)	-	B7.14	nr	I	N
B7.15	Number of GMS failure payments made from claims (unplanned interruptions)	-	B7.15	nr	I	N
B7.16	Total number of GMS failure payments made (unplanned interruptions)	-	B7.16	nr	I	N
B7.17	Total amount paid out for failure (unplanned interruptions)	-	B7.17	£	I	N

Sewer Flooding						
B7.18	Number of incidents of flooding from sewers	-	B7.18	nr	BF	N
B7.19	Number of payments to domestic properties for flooding from sewers	-	B7.19	nr	I	N
B7.20	Total amount paid to domestic properties for flooding from sewers	-	B7.20	£	I	N
B7.21	Number of payments to non-domestic properties for flooding from sewers	-	B7.21	nr	I	N
B7.22	Total amount paid to non-domestic properties for flooding from sewers	-	B7.22	£	I	N

Request to change method of payment enquires						
B7.23	Number not dealt with within GMS period	-	B7.23	nr	I	N
B7.24	Number of payments for failure to respond (automatic)	-	B7.24	nr	I	N
B7.25	Number of payments made from claims for failure to respond	-	B7.25	nr	I	N
B7.26	Total number of payments for failure to respond	-	B7.26	nr	C	N
B7.27	Total amount paid for GMS failure	-	B7.27	£	I	N

Other Billing/ Charging / Metering enquires						
B7.28	Number not dealt with within GMS period	-	B7.28	nr	I	N
B7.29	Number of payments for failure to respond (automatic)	-	B7.29	nr	I	N
B7.30	Number of payments made from claims for failure to respond	-	B7.30	nr	I	N
B7.31	Total number of payments for failure to respond	-	B7.31	nr	C	N
B7.32	Total amount paid for GMS failure	-	B7.32	£	I	N

Written Complaints						
B7.33	Number not dealt with within GMS period	-	B7.33	nr	I	N
B7.34	Number of payments for failure to respond (automatic)	-	B7.34	nr	I	N
B7.35	Number of payments made from claims for failure to respond	-	B7.35	nr	I	N
B7.36	Total number of payments for failure to respond	-	B7.36	nr	C	N
B7.37	Total amount paid for GMS failure	-	B7.37	£	I	N

Telephone Complaints where a written response is requested.						
B7.38	Number not dealt with within GMS period	-	B7.38	nr	I	N
B7.39	Number of payments for failure to respond (automatic)	-	B7.39	nr	I	N
B7.40	Number of payments made from claims for failure to respond	-	B7.40	nr	I	N
B7.41	Total number of payments for failure to respond	-	B7.41	nr	C	N
B7.42	Total amount paid for GMS failure	-	B7.42	£	I	N

Keeping Appointments						
B7.43	Number of appointments	-	B7.43	nr	I	N
B7.44	% of appointments made which are kept	-	B7.44	%	I	N
B7.45	Number of two hour time banded appointments made	-	B7.45	nr	I	N
B7.46	% of two hour time banded appointments made which are kept	-	B7.46	%	I	N
B7.47	Number of GMS failure payments paid automatically (keeping appointments)	-	B7.47	nr	I	N
B7.48	Number of payments made from claims for failure (keeping appointments)	-	B7.48	nr	I	N
B7.49	Total number of GMS failure payments made (keeping appointments)	-	B7.49	nr	C	N
B7.50	Total amount paid out for GMS failure (keeping appointments)	-	B7.50	£	I	N

Ex Gratia Payments Made						
B7.51	Total number of ex-gratia payments made	-	B7.51	nr	I	N
B7.52	Total amount paid out in ex-gratia payments	-	B7.52	£	I	N

Water Ingress to Gas Mains						
A) Failure to return call within 2 hours						
B7.53	Number not dealt with within GMS period	-	B7.53	nr	I	N
B7.54	Number of payments for failure to respond (automatic)	-	B7.54	nr	I	N
B7.55	Number of payments made from claims for failure to respond	-	B7.55	nr	I	N
B7.56	Total number of payments for failure to respond	-	B7.56	nr	C	N
B7.57	Total amount paid for GMS failure	-	B7.57	£	I	N

Meter Applications						
A) Failure to provide estimate of work within 10 working days of survey						
B7.58	Number not dealt with within GMS period	-	B7.58	nr	I	N
B7.59	Number of payments for failure to respond (automatic)	-	B7.59	nr	I	N
B7.60	Number of payments made from claims for failure to respond	-	B7.60	nr	I	N
B7.61	Total number of payments for failure to respond	-	B7.61	nr	C	N
B7.62	Total amount paid for GMS failure	-	B7.62	£	I	N

Pressure						
A) Failure to inform customer of results of investigation within 5 working days						
B7.63	Number not dealt with within GMS period	-	B7.63	nr	I	N
B7.64	Number of payments for failure to respond (automatic)	-	B7.64	nr	I	N
B7.65	Number of payments made from claims for failure to respond	-	B7.65	nr	I	N
B7.66	Total number of payments for failure to respond	-	B7.66	nr	C	N
B7.67	Total amount paid for GMS failure	-	B7.67	£	I	N
B) Instance of low pressure						
B7.68	Number of instances within GMS definition	-	B7.68	nr	I	N
B7.69	Number of payments for failure to provide guaranteed pressure (automatic)	-	B7.69	nr	I	N
B7.70	Number of payments made from claims for failure to provide guaranteed pressure	-	B7.70	nr	I	N
B7.71	Total number of payments for failure to provide guaranteed pressure	-	B7.71	nr	C	N
B7.72	Total amount paid for GMS failure	-	B7.72	£	I	N

Major Incidents						
A) Failure to provide information						
B7.73	Number not dealt with within GMS period	-	B7.73	nr	I	N
B7.74	Number of payments for failure to respond (automatic)	-	B7.74	nr	I	N
B7.75	Number of payments made from claims for failure to respond	-	B7.75	nr	I	N
B7.76	Total number of payments for failure to respond	-	B7.76	nr	C	N
B7.77	Total amount paid for GMS failure	-	B7.77	£	I	N
B) Failure to provide alternative supplies						
B7.78	Number not dealt with within GMS period	-	B7.78	nr	I	N
B7.79	Number of payments for failure to respond (automatic)	-	B7.79	nr	I	N
B7.80	Number of payments made from claims for failure to respond	-	B7.80	nr	I	N
B7.81	Total number of payments for failure to respond	-	B7.81	nr	C	N
B7.82	Total amount paid for GMS failure	-	B7.82	£	I	N

GMS Payment						
A) Failure to make payment within 10 working days						
B7.83	Number not dealt with within GMS period	-	B7.83	nr	I	N
B7.84	Number of payments for failure to respond (automatic)	-	B7.84	nr	I	N
B7.85	Number of payments made from claims for failure to respond	-	B7.85	nr	I	N
B7.86	Total number of payments for failure to respond	-	B7.86	nr	C	N
B7.87	Total amount paid for GMS failure	-	B7.87	£	I	N

Prepared by:	Date:
Checked by:	Date:
Authorised by:	Date:

SECTION B : OUTPUTS TO CUSTOMERS
Table B8: Other Service Indicators - Water and Sewerage Service

						10
Line Ref.	Description	Ofwat Reference JR 07	WICS Reference AR 06	Units	Field Type	Report Year
						2006-07
Water service - distribution						
B8.1	Mains bursts per 1000 km	T11, L11	D5.1	nr	I	166 B3
Water service - Water Treatment Works (Turbidity)						
B8.2	95%ile greater than or equal to 0.5NTU [number of WTWs]	T11a, L1, C1	-	nr	I	13 A2
B8.3	95%ile greater than or equal to 0.5NTU [output for calendar year]	T11a, L1, C2	-	MI/d	I	209.78 C4
B8.4	95%ile less than 0.5NTU [number of WTWs]	T11a, L2, C1	-	nr	I	41 A2
B8.5	95%ile less than 0.5NTU [output for calendar year]	T11a, L2, C2	-	MI/d	I	1870.95 C4
B8.6	Turbidity not recorded [number of WTWs]	T11a, L3, C1	-	nr	I	263 A2
B8.7	Turbidity not recorded [output for calendar year]	T11a, L3, C2	-	MI/d	I	217.08 C4
B8.8	Total [number of WTWs]	T11a, L4, C1	-	nr	C	317 A2
B8.9	Total [output for calendar year]	T11a, L4, C2	-	MI/d	C	2297.81 C4
Sewerage service						
B8.10	Total number of sewer collapses	-	-	nr	I	2754 B3
B8.11	Sewer collapses per 1000 km	T16, L12	D6.1	nr	I	56.1 B3
B8.12	Number of unsatisfactory intermittent discharges	T16, L16	-	nr	I	844 B3
B8.13	Number of intermittent discharges	T16, L17	-	nr	I	3508 B3
B8.14	Percentage of unsatisfactory intermittent discharges	-	-	%	C	24.059 B3
B8.15	Total number of blockages	T16a, L3	-	nr	I	11134 B3
B8.16	Blockages per 1000km	T16, L13	-	nr	I	226.9 B3
B8.17	Total number of rising main failures	T16a, L1	-	nr	I	6 B4
B8.18	Total number of gravity sewer collapses	T16a, L2	-	nr	I	2748 B3
B8.19	Total number of equipment failures repaired	T16a, L4	-	nr	I	27342 B3
Sewage treatment works - BOD performance						
B8.20	Number of STW's (Equivalent Population band 3 to 6)	T16b, L1, C1	-	nr	I	156 B2
B8.21	Percentage of STWs where there are no BOD events forecast for the current year (Event: Max > 2)	T16b, L1, C2	-	%	I	86.0 B2
B8.22	Percentage of STWs where there are no BOD events forecast for the current year (Event: 95%ile>1)	T16b, L1, C3	-	%	I	88.4 B2
B8.23	Percentage of STWs where there are no BOD events forecast for the current year (Event: Mean>0.5)	T16b, L1, C4	-	%	I	93.8 B2
B8.24	Number of excluded STWs	T16b, L2, C1	-	nr	I	1827 B2
B8.25	Total STWs	T16b, L3, C1	-	nr	C	1983 B2
Sewage treatment works - SS performance						
B8.26	Number of STW's (Equivalent Population band 3 to 6)	T16b, L4 C1	-	nr	I	119 B2
B8.27	Percentage of STWs where there are no SS events forecast for the current year (Event: Max > 2)	T16b, L4, C2	-	%	I	92.0 B2
B8.28	Percentage of STWs where there are no SS events forecast for the current year (Event: 95%ile>1)	T16b, L4, C3	-	%	I	89.6 B2
B8.29	Percentage of STWs where there are no SS events forecast for the current year (Event: Mean>0.5)	T16b, L4, C4	-	%	I	94.8 B2
B8.30	Number of excluded STWs	T16b, L5, C1	-	nr	I	1864 B2
B8.31	Total STWs	T16b, L6, C1	-	nr	C	1983 B2
Sewage treatment works - NH3 performance						
B8.32	Number of STW's (Equivalent Population band 3 to 6)	T16b, L7 C1	-	nr	I	91 B2
B8.33	Percentage of STWs where there are no NH3 events forecast for the current year (Event: Max > 2)	T16b, L7, C2	-	%	I	87.1 B2
B8.34	Percentage of STWs where there are no NH3 events forecast for the current year (Event: 95%ile>1)	T16b, L7, C3	-	%	I	85.5 B2
B8.35	Percentage of STWs where there are no NH3 events forecast for the current year (Event: Mean>0.5)	T16b, L7, C4	-	%	I	91.7 B2
B8.36	Number of excluded STWs	T16b, L8, C1	-	nr	I	1892 B2
B8.37	Total STWs	T16b, L9, C1	-	nr	C	1983 B2

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Checked by:	Date: 11/09/2008
Authorised by: Geoff Aitkenhead	Date: 11/09/2008

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B8: Other Service Indicators - Water and Sewerage Service

Line Ref.	Description	Ofwat Reference JR 07	WICS Reference AR 06	Units	Field Type
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10
Report Year 2006-07

Comment Necessary?

Water service - distribution					
B8.1	Mains bursts per 1000 km	T11, L11	D5.1	nr	I

N

Water service - Water Treatment Works (Turbidity)					
B8.2	95%ile greater than or equal to 0.5NTU [number of WTWs]	T11a, L1, C1	-	nr	I
B8.3	95%ile greater than or equal to 0.5NTU [output for calendar year]	T11a, L1, C2	-	MI/d	I
B8.4	95%ile less than 0.5NTU [number of WTWs]	T11a, L2, C1	-	nr	I
B8.5	95%ile less than 0.5NTU [output for calendar year]	T11a, L2, C2	-	MI/d	I
B8.6	Turbidity not recorded [number of WTWs]	T11a, L3, C1	-	nr	I
B8.7	Turbidity not recorded [output for calendar year]	T11a, L3, C2	-	MI/d	I
B8.8	Total [number of WTWs]	T11a, L4, C1	-	nr	C
B8.9	Total [output for calendar year]	T11a, L4, C2	-	MI/d	C

N
 Y
 N
 Y
 N
 Y
 N
 Y

Sewerage service					
B8.10	Total number of sewer collapses	-	-	nr	I
B8.11	Sewer collapses per 1000 km	T16, L12	D6.1	nr	I
B8.12	Number of unsatisfactory intermittent discharges	T16, L16	-	nr	I
B8.13	Number of intermittent discharges	T16,L17	-	nr	I
B8.14	Percentage of unsatisfactory intermittent discharges	-	-	%	C
B8.15	Total number of blockages	T16a, L3	-	nr	I
B8.16	Blockages per 1000km	T16, L13	-	nr	I
B8.17	Total number of rising main failures	T16a, L1	-	nr	I
B8.18	Total number of gravity sewer collapses	T16a, L2	-	nr	I
B8.19	Total number of equipment failures repaired	T16a, L4	-	nr	I

N
 N
 N
 N
 N
 N
 N
 Y
 N
 N

Sewage treatment works - BOD performance					
B8.20	Number of STW's (Equivalent Population band 3 to 6)	T16b, L1, C1	-	nr	I
B8.21	Percentage of STW's where there are no BOD events forecast for the current year (Event: Max > 2)	T16b, L1, C2	-	%	I
B8.22	Percentage of STW's where there are no BOD events forecast for the current year (Event: 95%ile>1)	T16b, L1, C3	-	%	I
B8.23	Percentage of STW's where there are no BOD events forecast for the current year (Event: Mean>0.5)	T16b, L1, C4	-	%	I
B8.24	Number of excluded STW's	T16b, L2, C1	-	nr	I
B8.25	Total STW's	T16b, L3, C1	-	nr	C

N
 N
 N
 N
 N
 N

Sewage treatment works - SS performance					
B8.26	Number of STW's (Equivalent Population band 3 to 6)	T16b, L4 C1	-	nr	I
B8.27	Percentage of STW's where there are no SS events forecast for the current year (Event: Max > 2)	T16b, L4, C2	-	%	I
B8.28	Percentage of STW's where there are no SS events forecast for the current year (Event: 95%ile>1)	T16b, L4, C3	-	%	I
B8.29	Percentage of STW's where there are no SS events forecast for the current year (Event: Mean>0.5)	T16b, L4, C4	-	%	I
B8.30	Number of excluded STW's	T16b, L5, C1	-	nr	I
B8.31	Total STW's	T16b, L6, C1	-	nr	C

N
 N
 N
 N
 N
 N

Sewage treatment works - NH3 performance					
B8.32	Number of STW's (Equivalent Population band 3 to 6)	T16b, L7 C1	-	nr	I
B8.33	Percentage of STW's where there are no NH3 events forecast for the current year (Event: Max > 2)	T16b, L7, C2	-	%	I
B8.34	Percentage of STW's where there are no NH3 events forecast for the current year (Event: 95%ile>1)	T16b, L7, C3	-	%	I
B8.35	Percentage of STW's where there are no NH3 events forecast for the current year (Event: Mean>0.5)	T16b, L7, C4	-	%	I
B8.36	Number of excluded STW's	T16b, L8, C1	-	nr	I
B8.37	Total STW's	T16b, L9, C1	-	nr	C

N
 N
 N
 N
 N
 N

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SECTION B : OUTPUTS TO CUSTOMERS
Table B9a: Security of Supply index - Planned level of service

1	2	3	4	5	6	7	8	9	10	11	12	13	14
Water resource zone	WAFU (SEPA definition) (MI/d)	Bulk imports (MI/d)	Bulk exports (MI/d)	Dry year distribution input (MI/d)	Reporting year distribution input (MI/d)	Dry year available headroom (MI/d)	Target headroom (MI/d)	Surplus/ deficit (MI/d)	Percentage deficit (MI/d)	Zonal population	Percentage of total population with headroom deficit	Zonal index (%age deficit ² x % population affected x 100)	Security of supply index
Belmore	13.10	0.00	0.00	9.43	9.15	3.67	0.76	2.90	0.28	5.243	0.000	0.000	
ARDFERN NEW W.T.W.	0.06	0.00	0.00	0.10	0.09	-0.04	0.01	-0.04	-0.42	0.188	0.000	0.001	
ARDRISHAIG W.T.W.	2.59	0.00	0.00	2.34	2.28	0.25	0.19	0.06	0.02	5.369	0.000	0.000	
ARINAGOUR (COLL) WTW (NEW)	0.04	0.00	0.00	0.03	0.02	0.02	0.00	0.01	0.55	0.127	0.000	0.000	
BALLYGRANT W.T.W.	0.04	0.00	0.00	0.11	0.11	-0.08	0.01	-0.09	-0.69	0.309	0.000	0.003	
BUNESSAN NEW W.T.W.	0.55	0.00	0.00	0.27	0.27	0.28	0.02	0.25	0.86	0.484	0.000	0.000	
CAMPBELTOWN W.T.W.	2.04	0.00	0.00	3.27	3.17	-1.22	0.26	-1.49	-0.42	6.835	0.001	0.025	
CARRADALE W.T.W. (MEMBRANE PLUS)	0.27	0.00	0.00	0.28	0.27	-0.01	0.02	-0.03	-0.10	0.611	0.000	0.000	
CARRICK CASTLE W.T.W.	0.07	0.00	0.00	0.02	0.01	0.05	0.00	0.05	3.18	0.127	0.000	0.000	
CLADICH W T W	0.01	0.00	0.00	0.00	0.00	0.01	0.00	0.01	2.07	0.015	0.000	0.000	
COLONSAY NEW W.T.W. (MEMBRANE PLANT)	0.21	0.00	0.00	0.06	0.06	0.14	0.01	0.14	2.08	0.290	0.000	0.000	
CRAIGHOUSE W.T.W. (MEMBRANE PLANT)	-0.04	0.00	0.00	0.05	0.05	-0.09	0.00	-0.09	-1.67	0.176	0.000	0.010	
CRAIGNURE W.T.W.	0.05	0.00	0.00	0.11	0.11	-0.06	0.01	-0.07	-0.57	0.229	0.000	0.001	
DALMALLY NEW W.T.W. (MEMB. PLANT)	0.45	0.00	0.00	0.40	0.39	0.05	0.03	0.02	0.04	0.457	0.000	0.000	
DERVAIG W.T.W.	0.15	0.00	0.00	0.08	0.08	0.07	0.01	0.06	0.71	0.172	0.000	0.000	
GIGHA NEW W.T.W.	0.07	0.00	0.00	0.08	0.08	-0.01	0.01	-0.02	-0.19	0.139	0.000	0.000	
INVERARAY W.T.W.	1.20	0.00	0.00	1.04	1.01	0.16	0.08	0.07	0.06	1.248	0.000	0.000	
KILBERRY W.T.W.	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-0.75	0.030	0.000	0.000	
Kilchrenan	0.68	0.00	0.00	0.42	0.41	0.27	0.03	0.23	0.52	0.836	0.000	0.000	
KILMELFORD W.T.W.	0.08	0.00	0.00	0.03	0.03	0.05	0.00	0.05	1.20	0.116	0.000	0.000	
LOCHGOILHEAD W.T.W. (MEMBRANE)	0.04	0.00	0.00	0.14	0.14	-0.10	0.01	-0.11	-0.72	0.311	0.000	0.003	
PENINVER W.T.W.	0.01	0.00	0.00	0.06	0.05	-0.05	0.00	-0.05	-0.88	0.107	0.000	0.002	
PORT CHARLOTTE W.T.W.	0.63	0.00	0.00	0.45	0.44	0.18	0.04	0.14	0.30	0.721	0.000	0.000	
SADDELL WTW	0.04	0.00	0.00	0.01	0.01	0.03	0.00	0.03	2.70	0.047	0.000	0.000	
TARBERT W.T.W.	0.97	0.00	0.00	0.80	0.78	0.17	0.06	0.10	0.12	1.647	0.000	0.000	
TIREE W.T.W.	0.40	0.00	0.00	0.48	0.47	-0.08	0.04	-0.12	-0.24	0.708	0.000	0.001	
TOBERMORY W.T.W.	0.44	0.00	0.00	0.63	0.61	-0.18	0.05	-0.23	-0.35	1.345	0.000	0.003	
TORRA W.T.W.	0.71	0.00	0.00	0.80	0.78	-0.09	0.06	-0.16	-0.18	1.870	0.000	0.001	
TULLICH W.T.W.	6.87	0.00	0.00	9.03	8.77	-2.16	0.73	-2.89	-0.30	14.868	0.003	0.026	
Dhu Loch and Loch Ascog	3.57	0.00	0.00	3.30	3.20	0.28	0.27	0.01	0.00	6.449	0.000	0.000	
LOCH ECK W.T.W.	9.91	0.00	0.00	8.81	8.55	1.10	0.71	0.39	0.04	13.894	0.000	0.000	
TIGHNABRUAICH NEW W.T.W.	0.59	0.00	0.00	0.46	0.45	0.12	0.04	0.09	0.17	0.965	0.000	0.000	
Dougliehill and Overton	56.61	0.00	0.00	55.36	53.75	1.25	3.21	-1.96	-0.03	92.155	0.019	0.002	
Campmill and Ashgrove	59.19	0.00	0.00	54.84	53.24	4.35	3.18	1.17	0.02	69.487	0.000	0.000	
Corsehouse and Amlaird	15.39	0.00	0.00	21.48	20.85	-6.09	1.25	-7.33	-0.32	43.137	0.009	0.091	
Afton, Bradan and Penwhapple	121.17	0.00	0.00	131.79	127.95	-10.62	7.64	-18.26	-0.13	225.390	0.046	0.078	
Kaim	5.47	0.00	0.00	5.86	5.69	-0.72	0.34	-0.72	-0.12	6.692	0.001	0.002	
BALMICHAEL W.T.W.	2.88	0.00	0.00	3.15	3.06	-0.27	0.18	-0.46	-0.14	4.210	0.001	0.002	
CORRIE MEMBRANE PLANT W.T.W.	0.18	0.00	0.00	0.08	0.07	0.11	0.00	0.10	1.31	0.275	0.000	0.000	
LOCHRANZA W.T.W. (MEMBRANE PLANT)	0.28	0.00	0.00	0.19	0.18	0.10	0.01	0.09	0.45	0.391	0.000	0.000	
Auchneel, Barclye, Palnure, Penwhirrn	16.80	0.00	0.00	21.49	20.86	-4.69	1.65	-6.34	-0.27	26.355	0.005	0.040	
Black Esk, Kettleton, Moffat, Winterhope and Langholm	22.85	0.00	0.00	34.87	33.85	-12.02	2.68	-14.70	-0.39	51.704	0.010	0.160	
Carsphairn W.T.W. (NEW)	0.04	0.00	0.00	0.03	0.03	0.01	0.00	0.01	0.26	0.091	0.000	0.000	
Glengap, Lochenkil, Lochinvar, Ringford, Cargen	13.82	0.00	0.00	16.58	16.10	-2.76	1.28	-4.04	-0.23	20.404	0.004	0.021	
Killylour, Larchfield, Terregles	14.11	0.00	0.00	13.52	13.13	0.58	1.04	-0.46	-0.03	31.664	0.006	0.001	
Innerleithen	1.47	0.00	0.00	1.21	1.18	0.25	0.09	0.16	0.12	4.263	0.000	0.000	
Castle Moffat and Hopes	25.95	0.00	0.00	32.63	31.68	-6.68	2.51	-9.19	-0.26	56.060	0.011	0.078	
Acreknowe, Dodburn and Robertson	14.33	0.00	0.00	12.99	12.61	1.34	1.00	0.34	0.02	35.584	0.000	0.000	
Howdenwells and Manse Street	11.46	0.00	0.00	12.62	12.25	-1.16	0.97	-2.13	-0.16	28.105	0.006	0.014	
Bonchester and Southdean Mill	0.28	0.00	0.00	0.21	0.20	0.07	0.02	0.05	0.23	0.368	0.000	0.000	
East Berwickshire	9.61	0.00	0.00	6.52	6.33	3.09	0.50	2.58	0.37	16.531	0.000	0.000	
Drumelzier	0.01	0.00	0.00	0.05	0.05	-0.04	0.00	-0.04	-0.73	0.020	0.000	0.000	
Ettrickbridge	0.07	0.00	0.00	0.07	0.070	-0.01	0.01	-0.01	-0.16	0.092	0.000	0.000	
Heriot	0.07	0.00	0.00	0.08	0.08	-0.01	0.01	-0.01	-0.14	0.172	0.000	0.000	
Newcastleton	0.35	0.00	0.00	0.24	0.23	0.11	0.02	0.09	0.37	0.860	0.000	0.000	
Yarrowfeus	0.04	0.00	0.00	0.10	0.10	-0.06	0.01	-0.07	-0.64	0.065	0.000	0.001	
Yarrowford	0.11	0.00	0.00	0.05	0.05	0.06	0.00	0.06	0.99	0.104	0.000	0.000	
Glendevon, Glenfarg, Lomond Hills and borehole WTW	138.97	5.13	0.60	150.51	146.12	-7.01	8.58	-15.59	-0.10	356.982	0.072	0.069	
Newburgh	0.81	0.00	0.00	0.76	0.74	0.05	0.04	0.01	0.01	2.043	0.000	0.000	
Bohuntin	0.02	0.00	0.00	0.01	0.01	0.01	0.00	0.01	1.82	0.025	0.000	0.000	
Kinlochleven	0.45	0.00	0.00	0.35	0.34	0.10	0.03	0.07	0.17	1.198	0.000	0.000	
Glencoe	0.14	0.00	0.00	0.21	0.21	-0.07	0.02	-0.09	-0.38	0.355	0.000	0.001	
Onich	0.85	0.00	0.00	0.38	0.37	0.47	0.03	0.44	1.07	0.609	0.000	0.000	
Mallaig	1.48	0.00	0.00	0.97	0.95	0.50	0.09	0.42	0.39	1.448	0.000	0.000	
Glenugie	0.06	0.00	0.00	0.06	0.06	0.00	0.01	0.00	-0.07	0.050	0.000	0.000	
Acharacle	0.39	0.00	0.00	0.17	0.16	0.22	0.02	0.20	1.10	0.445	0.000	0.000	
Salen	0.07	0.00	0.00	0.06	0.06	0.00	0.01	0.00	-0.04	0.085	0.000	0.000	
Sanna	0.02	0.00	0.00	0.01	0.01	0.01	0.00	0.01	0.43	0.085	0.000	0.000	

Kilchoan	0.16	0.00	0.00	0.13	0.13	0.02	0.01	0.01	0.09	0.264	0.000	0.000
Glenfinnan	0.06	0.00	0.00	0.05	0.05	0.01	0.00	0.01	0.10	0.128	0.000	0.000
Inchlaggan	0.00	0.00	0.00	0.01	0.01	-0.01	0.00	-0.01	-0.90	0.018	0.000	0.000
Strontian	0.20	0.00	0.00	0.22	0.22	-0.03	0.02	-0.05	-0.18	0.383	0.000	0.000
Invergarry	0.20	0.00	0.00	0.12	0.12	0.08	0.01	0.07	0.55	0.225	0.000	0.000
Beasdale	0.00	0.00	0.00	0.00	0.001500	0.00	0.00	0.00	0.78	0.007	0.000	0.000
Lochaline	0.07	0.00	0.00	0.05	0.05	0.02	0.00	0.02	0.36	0.236	0.000	0.000
Drimnin	0.03	0.00	0.00	0.01	0.01	0.01	0.00	0.01	0.64	0.039	0.000	0.000
Glenachulish	0.32	0.00	0.00	0.34	0.33	-0.02	0.03	-0.05	-0.14	0.610	0.000	0.000
Ballachulish	0.08	0.00	0.00	0.26	0.25	-0.17	0.02	-0.19	-0.70	0.692	0.000	0.007
Fort William Wellfield	22.82	0.00	0.00	6.44	6.25	16.38	0.57	15.81	2.26	12.118	0.000	0.000
Glendye, Invercannie, Mannofield and Tanarside	119.37	1.00	0.00	93.16	90.45	27.21	8.20	19.02	0.19	289.925	0.000	0.000
Ballater	1.56	0.00	0.00	1.36	1.32	0.20	0.12	0.08	0.06	3.423	0.000	0.000
Turriff, Gallowhill, Forehill and Rochomie	58.54	0.00	1.00	51.07	49.59	6.47	4.49	1.97	0.04	105.591	0.000	0.000
Herricks	2.57	0.00	0.00	2.22	2.16	0.34	0.20	0.15	0.06	5.416	0.000	0.000
Braemar	0.42	0.00	0.00	0.40	0.39	0.01	0.04	-0.02	-0.05	0.631	0.000	0.000
Craighead	1.54	0.00	0.00	1.19	1.15	0.36	0.10	0.25	0.20	5.033	0.000	0.000
Crathie	0.01	0.00	0.00	0.02	0.02	-0.01	0.00	-0.01	-0.46	0.041	0.000	0.000
Lumsden	0.17	0.00	0.00	0.08	0.08	0.09	0.01	0.09	1.03	0.516	0.000	0.000
Rhynie	0.17	0.00	0.00	0.10	0.09	0.07	0.01	0.07	0.63	0.385	0.000	0.000
Tomnavoulin	0.09	0.00	0.00	0.09	0.09	0.00	0.01	-0.01	-0.07	0.182	0.000	0.000
Blairmorrow	0.15	0.00	0.00	0.21	0.20	-0.06	0.02	-0.08	-0.36	0.436	0.000	0.001
Badentinan and Glenlatterach	33.40	0.00	0.00	27.51	26.70	5.90	1.62	4.27	0.15	62.556	0.000	0.000
Inverness and Nairn	26.47	0.00	0.00	29.37	28.52	-2.90	1.73	-4.63	-0.15	80.007	0.016	0.036
Dores	0.04	0.00	0.00	0.07	0.07	-0.03	0.00	-0.03	-0.46	0.126	0.000	0.001
Newmore and Assynt	26.70	0.00	0.00	21.91	21.27	4.79	1.29	3.50	0.15	15.309	0.000	0.000
Glenconvinth	3.78	0.00	0.00	4.02	3.91	-0.24	0.24	-0.48	-0.11	7.242	0.001	0.002
Garve New	0.15	0.00	0.00	0.08	0.08	0.06	0.00	0.06	0.66	0.153	0.000	0.000
Tomatin	0.59	0.00	0.00	0.35	0.34	0.24	0.02	0.22	0.58	0.401	0.000	0.000
Londrnoch	1.81	0.00	0.00	1.35	1.31	0.47	0.08	0.39	0.27	2.658	0.000	0.000
Bonar Bridge	0.27	0.00	0.00	1.04	1.00	-0.77	0.06	-0.83	-0.76	1.723	0.000	0.020
Oykel Bridge	0.01	0.00	0.00	0.00	0.00	0.01	0.00	0.01	4.51	0.014	0.000	0.000
Fort Augustus	0.41	0.00	0.00	0.33	0.32	0.08	0.02	0.06	0.17	0.704	0.000	0.000
Gorthleck	0.03	0.00	0.00	0.31	0.30	-0.29	0.02	-0.30	-0.92	0.646	0.000	0.011
Invermoriston	0.10	0.00	0.00	0.05	0.05	0.05	0.00	0.04	0.73	0.135	0.000	0.000
Dalchreicht	0.05	0.00	0.00	0.02	0.02	0.02	0.00	0.02	1.07	0.123	0.000	0.000
Blackpark (Aviemore)	0.91	0.00	0.00	5.60	5.44	-4.69	0.33	-5.02	-0.85	13.043	0.003	0.189
Dalwhinnie	0.20	0.00	0.00	0.13	0.12	0.07	0.01	0.07	0.51	0.108	0.000	0.000
Laggan Bridge	0.02	0.00	0.00	0.01	0.01	0.01	0.00	0.01	0.89	0.066	0.000	0.000
Salvabeg (Lairg)	0.58	0.00	0.00	0.45	0.44	0.13	0.03	0.10	0.21	1.074	0.000	0.000
BACKIES	0.94	0.00	0.00	2.35	2.28	-1.41	0.14	-1.55	-0.62	5.431	0.001	0.043
CANNICH AND TOMICH	0.16	0.00	0.00	0.16	0.15	0.00	0.01	-0.01	-0.07	0.339	0.000	0.000
Lochinver	0.23	0.00	0.00	0.35	0.34	-0.12	0.03	-0.15	-0.39	0.582	0.000	0.002
Kylesku	0.08	0.00	0.00	0.03	0.03	0.04	0.00	0.04	1.27	0.050	0.000	0.000
Stoer	0.14	0.00	0.00	0.13	0.13	0.01	0.01	0.00	-0.01	0.225	0.000	0.000
Achmelvich	0.12	0.00	0.00	0.06	0.06	0.05	0.01	0.05	0.71	0.027	0.000	0.000
Drumbeg	0.02	0.00	0.00	0.03	0.03	-0.01	0.00	-0.01	-0.30	0.123	0.000	0.000
Ullapool	1.32	0.00	0.00	1.11	1.08	0.21	0.10	0.12	0.10	1.922	0.000	0.000
Badcaul	0.07	0.00	0.00	0.05	0.05	0.02	0.00	0.01	0.20	0.149	0.000	0.000
Achiltibuie	0.06	0.00	0.00	0.22	0.21	-0.16	0.02	-0.18	-0.76	0.234	0.000	0.003
Gairloch	0.48	0.00	0.00	0.62	0.60	-0.14	0.05	-0.19	-0.28	0.882	0.000	0.001
Kinlochewe	0.05	0.00	0.00	0.09	0.08	-0.04	0.01	-0.04	-0.46	0.110	0.000	0.000
Aultbea	0.50	0.00	0.00	0.19	0.18	0.31	0.02	0.30	1.46	0.795	0.000	0.000
Badachro	0.15	0.00	0.00	0.13	0.13	0.02	0.01	0.01	0.06	0.309	0.000	0.000
Inverasdale	-0.04	0.00	0.00	0.22	0.21	-0.25	0.02	-0.27	-1.15	0.479	0.000	0.013
Torrison	0.10	0.00	0.00	0.08	0.08	0.02	0.01	0.01	0.17	0.108	0.000	0.000
Shieldaig	0.04	0.00	0.00	0.04	0.04	-0.01	0.00	-0.01	-0.21	0.131	0.000	0.000
Alligin	0.06	0.00	0.00	0.03	0.03	0.03	0.00	0.03	0.74	0.117	0.000	0.000
Diabeg	0.02	0.00	0.00	0.02	0.02	0.00	0.00	0.00	-0.08	0.066	0.000	0.000
Achnasheen	0.04	0.00	0.00	0.02	0.02	0.02	0.00	0.02	0.90	0.055	0.000	0.000
Elphin	0.02	0.00	0.00	0.05	0.05	-0.03	0.00	-0.03	-0.62	0.069	0.000	0.001
Boardhouse and Kirbister	5.18	0.00	0.00	5.04	4.89	0.14	0.35	-0.22	-0.04	14.924	0.003	0.000
Eday	0.20	0.00	0.00	0.12	0.12	0.07	0.01	0.06	0.48	0.094	0.000	0.000
North Hoy	0.03	0.00	0.00	0.02	0.02	0.01	0.00	0.01	0.38	0.078	0.000	0.000
South Hoy	0.36	0.00	0.00	0.81	0.78	-0.45	0.06	-0.50	-0.58	0.566	0.000	0.004
North Ronaldsay	0.03	0.00	0.00	0.02	0.02	0.01	0.00	0.01	0.33	0.016	0.000	0.000
Rousay	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.88	0.050	0.000	0.000
Sanday	0.19	0.00	0.00	0.39	0.37	-0.20	0.03	-0.23	-0.55	0.383	0.000	0.002
Shapinsay	0.25	0.00	0.00	0.14	0.13	0.11	0.01	0.10	0.72	0.213	0.000	0.000
Stronsay	0.20	0.00	0.00	0.17	0.17	0.03	0.01	0.02	0.09	0.230	0.000	0.000
Westray	0.50	0.00	0.00	0.34	0.33	0.16	0.02	0.14	0.37	0.375	0.000	0.000
Sullom Voe (Eela Water)	5.20	0.00	0.00	3.32	3.22	1.88	0.29	1.60	0.44	5.355	0.000	0.000
Sandy Loch	6.83	0.00	0.00	6.67	6.47	0.16	0.57	-0.41	-0.06	12.722	0.003	0.001
Cullivoe	0.15	0.00	0.00	0.08	0.08	0.07	0.01	0.06	0.68	0.247	0.000	0.000
Mid Yell	0.09	0.00	0.00	0.25	0.24	-0.16	0.02	-0.18	-0.67	0.497	0.000	0.005
South Yell	0.15	0.00	0.00	0.11	0.11	0.03	0.01	0.03	0.24	0.300	0.000	0.000
Unst	0.60	0.00	0.00	0.50	0.48	0.10	0.04	0.06	0.11	0.889	0.000	0.000
Whalsay	0.40	0.00	0.00	0.30	0.30	0.10	0.03	0.07	0.21	0.857	0.000	0.000
Bressay	0.18	0.00	0.00	0.12	0.11	0.06	0.01	0.05	0.42	0.355	0.000	0.000
Fetlar	0.05	0.00	0.00	0.04	0.04	0.02	0.00	0.01	0.31	0.111	0.000	0.000
Skerries	0.01	0.00	0.00	0.02	0.01	-0.01	0.00	-0.01	-0.53	0.091	0.000	0.001
Fair Isle	0.02	0.00	0.00	0.01	0.01	0.00	0.00	0.00	0.16	0.062	0.000	0.000
Foula	0.02	0.00	0.00	0.01	0.01	0.01	0.00	0.01	0.63	0.062	0.000	0.000
Papa Stour	0.03	0.00	0.00	0.00	0.00	0.03	0.00	0.03	5.49	0.023	0.000	0.000

Neilston	3.55	0.00	0.00	3.75	3.64	-0.20	0.18	-0.39	-0.10	8.002	0.002	0.002	
Picketlaw	7.90	0.00	0.00	10.05	9.76	-2.15	0.49	-2.64	-0.25	24.589	0.005	0.031	
South Moorhouse	5.59	0.00	0.00	6.31	6.13	-0.73	0.31	-1.04	-0.16	30.393	0.006	0.015	
						0.00		0.00	0.00		0.000	0.000	
						0.00		0.00	0.00		0.000	0.000	
						0.00		0.00	0.00		0.000	0.000	
						0.00		0.00	0.00		0.000	0.000	
						0.00		0.00	0.00		0.000	0.000	
						0.00		0.00	0.00		0.000	0.000	
						0.00		0.00	0.00		0.000	0.000	
						0.00		0.00	0.00		0.000	0.000	
						0.00		0.00	0.00		0.000	0.000	
						0.00		0.00	0.00		0.000	0.000	
						0.00		0.00	0.00		0.000	0.000	
						0.00		0.00	0.00		0.000	0.000	
						0.00		0.00	0.00		0.000	0.000	
Total	2659.31	65.92	65.92	2402.21	2332.24					4946.085		1.279	-27.851

Prepared by:	Date: 15/06/07
Checked by:	Date: 15/06/07
Authorised by: Geoff Aitkenhead	Date: 15/06/07

Neilston	3.55	0.00	0.00	3.75	3.64	-0.20	0.18	-0.39	-0.10	8.002	0.002	0.002
Picketlaw	7.90	0.00	0.00	10.05	9.76	-2.15	0.49	-2.64	-0.25	24.589	0.005	0.031
South Moorhouse	5.59	0.00	0.00	6.31	6.13	-0.73	0.31	-1.04	-0.16	30.393	0.006	0.015
						0.00		0.00	0.00		0.000	0.000
						0.00		0.00	0.00		0.000	0.000
						0.00		0.00	0.00		0.000	0.000
						0.00		0.00	0.00		0.000	0.000
						0.00		0.00	0.00		0.000	0.000
						0.00		0.00	0.00		0.000	0.000
						0.00		0.00	0.00		0.000	0.000
						0.00		0.00	0.00		0.000	0.000
						0.00		0.00	0.00		0.000	0.000
						0.00		0.00	0.00		0.000	0.000
						0.00		0.00	0.00		0.000	0.000
						0.00		0.00	0.00		0.000	0.000
Total	2659.31	65.92	65.92	2462.43	2332.24					4946.085		1.514
												-51.373

Prepared by:	Date: 15/06/07
Checked by:	Date: 15/06/07
Authorised by: Geoff Aitkenhead	Date: 15/06/07

CONFIDENCE GRADES LOOK UP TABLE

General		Benchmarking A1		Benchmarking A2		Benchmarking B2	
A1	G	A1	G	A1	G	A1	G
A2	G	A2	N	A2	G	A2	G
A3	G	A3	N	A3	N	A3	G
A4	N	A4	N	A4	N	A4	N
AX	G	AX	G	AX	G	AX	G
B2	G	B2	N	B2	N	B2	G
B3	G	B3	N	B3	N	B3	N
B4	N	B4	N	B4	N	B4	N
BX	G	BX	N	BX	N	BX	G
C2	N	C2	N	C2	N	C2	N
C3	N	C3	N	C3	N	C3	N
C4	N	C4	N	C4	N	C4	N
C5	N	C5	N	C5	N	C5	N
CX	N	CX	N	CX	N	CX	N
M	N	M	N	M	N	M	N
N	N	N	N	N	N	N	N
D3	N	D3	N	D3	N	D3	N
D4	N	D4	N	D4	N	D4	N
D5	N	D5	N	D5	N	D5	N
D6	N	D6	N	D6	N	D6	N
DX	N	DX	N	DX	N	DX	N