

**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			2008-09 <small>CG</small>

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 7

**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 2008-09**

**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 2008-09	CG
<b>Properties receiving pressure/flow below reference level</b>							
B2.1	Total connected properties at year end	T2, L1	B2.1	000	I	2561.653	B2
B2.2	Properties below reference level at start of year	T2, L2	B2.2	nr	I	5907	B3
B2.3	Additions due to better information	-	B2.3	nr	I	837	B3
B2.4	Additions due to asset deterioration	-	B2.4	nr	I	170	B3
B2.5	Additions due to operational changes	-	B2.5	nr	I	47	B3
B2.6	Removed due to better information	-	B2.6	nr	I	1648	B3
B2.7	Removed due to asset improvements	-	B2.7	nr	I	817	B3
B2.8	Removed due to operational improvements	-	B2.8	nr	I	1522	B3
B2.9	Properties below reference level at end of year	T2, L3	B2.9	nr	C	2974	B3
B2.10	Properties receiving low pressure but excluded from line B2.9	T2, L4	B2.10	nr	I	2086	B3
<b>Properties affected by planned interruptions</b>							
B2.11	More than 3 hours planned and warned	T2, L9	-	nr	I	61921	A3
B2.12	More than 6 hours planned and warned	T2, L10	-	nr	I	23437	A3
B2.13	More than 12 hours planned and warned	T2, L11	-	nr	I	3583	A3
B2.14	More than 24 hours planned and warned	T2, L12	-	nr	I	3581	A3
<b>Properties affected by unplanned interruptions</b>							
B2.15	More than 3 hours unplanned	T2, L5	-	nr	I	87622	A3
B2.16	More than 6 hours unplanned	T2, L6	B2.42a	nr	I	17832	A3
B2.17	More than 12 hours unplanned	T2, L7	B2.43	nr	I	5819	A3
B2.18	More than 24 hours unplanned	T2, L8	B2.43a	nr	I	71	A3
<b>Interruptions caused by third parties</b>							
B2.19	More than 3 hours caused by third parties	T2, L13	-	nr	I	973	A3
B2.20	More than 6 hours caused by third parties	T2, L14	-	nr	I	815	A3
B2.21	More than 12 hours caused by third parties	T2, L15	-	nr	I	39	A3
B2.22	More than 24 hours caused by third parties	T2, L16	-	nr	I	0	AX
<b>Unplanned interruptions (overrun of planned interruptions)</b>							
B2.23	More than 6 hours unplanned (overruns of planned interruptions)	T2, L17	-	nr	I	51	A3
B2.24	More than 12 hours unplanned (overruns of planned interruptions)	T2, L18	-	nr	I	0	AX
B2.25	More than 24 hours unplanned (overruns of planned interruptions)	T2, L19	-	nr	I	0	AX

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Edition 7

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
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10
<b>Report Year 2008-09</b>

Comment Necessary?
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**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  
N  
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 2008-09	CG
<b>Annual flooding summary</b>							
B3.1	Number of domestic properties connected to sewerage system	T3, L1	B3.21	000	I	2434.132	B2
<b>Annual Flooding - Overloaded Sewers</b>							
B3.2	Number of properties flooded in the year	T3, L2	B3.1	nr	I	109	B2
B3.3	Number of flooding incidents in the year	T3, L3	B3.2	nr	I	56	B2
B3.4	Number of flooding incidents attributed to severe weather	T3, L4	B3.3	nr	I	14	B2
B3.5	Props. where flooding limited to uninhabited cellars only (o/loaded sewers)	T3, L5	-	nr	I	17	B2
<b>Annual Flooding - Other Causes</b>							
B3.6	Number of properties flooded in the year	T3, L6	B3.7	nr	I	206	B2
B3.7	Properties which have flooded more than once in the last ten years (other causes)	T3, L7	-	nr	I	17	C5
B3.8	Flooding incidents due to equipment failure	T3 L8	B3.8	nr	I	16	B2
B3.9	Flooding incidents due to blockages	T3 L9	B3.9	nr	I	154	B2
B3.10	Flooding incidents due to sewer collapses	T3 L10	B3.10	nr	I	5	B2
B3.11	Props. where flooding limited to uninhabited cellars only (other causes)	T3, L11	-	nr	I	44	B2
B3.12	Number of flooding incidents in the year	-	B3.11	nr	I	175	B2
<b>Properties on the "At Risk" Register</b>							
<b>(i) At risk summary</b>							
B3.13	2 in 10 at end of year	T3, L12	B3.23	nr	I	203	B2
B3.14	1 in 10 at end of year	T3, L13	B3.24	nr	I	180	B2
B3.15	Total 1 in 10 and 2 in 10 properties at risk at end of year	-	B3.25	nr	C	383	B2
B3.16	1 in 20 risk at end of year	-	-	nr	I	2	B2
B3.17	Total props. at risk but not flooded in last 10 yrs. (exc. exceptional weather)	T3, L16	B3.26	nr	I	14	B2
<b>(ii) Problem status of properties on the register</b>							
B3.18	Solved but temporary or being tested	-	B3.27	nr	I	157	B2
B3.19	To be solved	-	B3.28	nr	C	226	B2
<b>(iii) Annual changes to register</b>							
B3.20	Removed by authority action	-	B3.29	nr	I	139	B2
B3.21	Removed because of better information	-	B3.30	nr	I	77	B2
B3.22	Added because of better information	-	B3.31	nr	I	36	B2
B3.23	Added because of increased demand	-	B3.32	nr	I	0	BX
<b>(iv) Problem solving costs</b>							
B3.24	Average cost of permanent problem solved (capex)	-	B3.33	£000/prop	I	85.534	B2
B3.25	Average cost of permanent problem solved (opex)	-	B3.34	£000/prop	I	0.000	BX
B3.26	Average cost of temporary problem solving measures (capex)	-	B3.35	£000/prop	I	6.323	B2
B3.27	Average cost of temporary problem solving measures (opex)	-	B3.36	£000/prop	I	0.000	BX
<b>(v) ESL funding</b>							
B3.28	Properties at risk to be removed in the report year as per SW's Delivery Plan (May 2006)	-	-	nr	I	100	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
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10
<b>Report Year 2008-09</b>

Comment Necessary?
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**Annual flooding summary**

B3.1	Number of domestic properties connected to sewerage system	T3, L1	B3.21	000	I	N
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**Annual Flooding - Overloaded Sewers**

B3.2	Number of properties flooded in the year	T3, L2	B3.1	nr	I	N
B3.3	Number of flooding incidents in the year	T3, L3	B3.2	nr	I	N
B3.4	Number of flooding incidents attributed to severe weather	T3, L4	B3.3	nr	I	N
B3.5	Props. where flooding limited to uninhabited cellars only (o/loaded sewers)	T3, L5	-	nr	I	N

**Annual Flooding - Other Causes**

B3.6	Number of properties flooded in the year	T3, L6	B3.7	nr	I	N
B3.7	Properties which have flooded more than once in the last ten years (other causes)	T3, L7	-	nr	I	Y
B3.8	Flooding incidents due to equipment failure	T3 L8	B3.8	nr	I	N
B3.9	Flooding incidents due to blockages	T3 L9	B3.9	nr	I	N
B3.10	Flooding incidents due to sewer collapses	T3 L10	B3.10	nr	I	N
B3.11	Props. where flooding limited to uninhabited cellars only (other causes)	T3, L11	-	nr	I	N
B3.12	Number of flooding incidents in the year	-	B3.11	nr	I	N

**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	N
B3.14	1 in 10 at end of year	T3, L13	B3.24	nr	I	N
B3.15	Total 1 in 10 and 2 in 10 properties at risk at end of year	-	B3.25	nr	C	N
B3.16	1 in 20 risk at end of year	-	-	nr	I	N
B3.17	Total props. at risk but not flooded in last 10 yrs. (exc. exceptional weather)	T3, L16	B3.26	nr	I	N

**(ii) Problem status of properties on the register**

B3.18	Solved but temporary or being tested	-	B3.27	nr	I	N
B3.19	To be solved	-	B3.28	nr	C	N

**(iii) Annual changes to register**

B3.20	Removed by authority action	-	B3.29	nr	I	N
B3.21	Removed because of better information	-	B3.30	nr	I	N
B3.22	Added because of better information	-	B3.31	nr	I	N
B3.23	Added because of increased demand	-	B3.32	nr	I	N

**(iv) Problem solving costs**

B3.24	Average cost of permanent problem solved (capex)	-	B3.33	£000/prop	I	N
B3.25	Average cost of permanent problem solved (opex)	-	B3.34	£000/prop	I	N
B3.26	Average cost of temporary problem solving measures (capex)	-	B3.35	£000/prop	I	N
B3.27	Average cost of temporary problem solving measures (opex)	-	B3.36	£000/prop	I	N

**(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	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 2008-09 CG	
<b>Annual Flooding summary</b>							
<b>(i) Overloaded sewers</b>							
B3a.1	Areas flooded externally in the year (overloaded sewers)	T3a, L1	-	nr	I	712	B4
B3a.2	Curtilege flooding incidents in the year (overloaded sewers)	T3a, L2	-	nr	I	356	B4
B3a.3	Highway flooding incidents (overloaded sewers)	T3a, L3	-	nr	I	273	B4
B3a.4	Other flooding incidents (overloaded sewers)	T3a, L4	-	nr	I	83	B4
B3a.5	Total flooding incidents (overloaded sewers)	T3a, L5	-	nr	C	712	B4
B3a.6	External flooding incidents (overloaded sewers attributed to severe weather)	T3a, L6	-	nr	I	142	B4
<b>(ii) Other causes</b>							
B3a.7	Areas flooded externally in the year (other causes)	T3a, L7	-	nr	I	6511	B4
B3a.8	Flooding incidents (other causes - equipment failure)	T3a, L9	-	nr	I	131	B4
B3a.9	Flooding incidents (other causes - blockages)	T3a, L10	-	nr	I	6247	B4
B3a.10	Flooding incidents (other causes - collapses)	T3a, L11	-	nr	I	156	B4
<b>AREAS ON THE 1:10, 2:10, 1:20 AT RISK REGISTER</b>							
<b>(i) At risk summary</b>							
B3a.11	2 in 10 risk at end of year	T3a, L12	-	nr	I	900	B4
B3a.12	1 in 10 risk at end of year	T3a, L13	-	nr	I	1236	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	2136	B4
<b>(ii) Problem status of external areas on the 1:10, 2:10, 1:20 register</b>							
B3a.15	Problems solved by temporary measures or subject to testing	-	-	nr	I	9	B4
B3a.16	Problems awaiting solution	-	-	nr	I	2127	B4
<b>(iii) Annual changes to 1:10, 2:10, 1:20 register</b>							
B3a.17	Removed by company action	-	-	nr	I	122	B4
B3a.18	Removed because of better information	-	-	nr	I	75	B4
B3a.19	Added because of better information	-	-	nr	I	53	B4
B3a.20	Added because of increased demand	-	-	nr	I	0	BX
B3a.21	Moved from external to internal register	-	-	nr	I	5	B4
<b>(iv) Problem solving costs</b>							
B3a.22	Average cost of permanent solutions to problems (capex)	-	-	£'000	I	0	N
B3a.23	Average cost of permanent solutions to problems (opex)	-	-	£'000	I	0	N
B3a.24	Average cost of temporary problem solving measures (capex)	-	-	£'000	I	0	N
B3a.25	Average cost of temporary problem solving measures (opex)	-	-	£'000	I	0	N

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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
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10
<b>Report Year 2008-09</b>

<b>Comment Necessary?</b>
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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

Y
Y
Y
Y
Y
Y

Y
Y
Y
Y

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

Y
Y
N
Y

Y
Y

Y
Y
Y
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 2008-09	cg
<b>Billing / Charging / Metering Enquiries</b>							
B4.1	Total number of enquiries	-	B4.1	nr	C	3522	A1
B4.2	No. dealt with within 5 working days	-	B4.2 + B4.3	nr	I	3521	A1
B4.3	No. dealt with in more than 5 but within 10 working days	-	B4.4	nr	I	0	AX
B4.4	No. dealt with in more than 10 working days	-	B4.5 + B4.6 + B4.7	nr	I	1	A1
B4.5	% dealt with within 5 working days	-	B4.8 + B4.9	%	C	99.972	A1
B4.6	% dealt with in more than 5 but within 10 working days	-	B4.10	%	C	0.000	A1
B4.7	% dealt with in more than 10 working days	-	B4.11 + B4.12 + B4.13	%	C	0.028	A1
<b>Change of Payment Method Enquiries</b>							
B4.8	Total number of enquiries	-	B4.14	nr	C	0	N
B4.9	No. dealt with within 5 working days	-	B4.15 + B4.16	nr	I	0	N
B4.10	No. dealt with in more than 5 but within 10 working days	-	B4.17	nr	I	0	N
B4.11	No. dealt with in more than 10 working days	-	B4.18 + B4.19 + B4.20	nr	I	0	N
B4.12	% dealt with within 5 working days	-	B4.21 + B4.22	%	C	#DIV/0!	N
B4.13	% dealt with in more than 5 but within 10 working days	-	B4.23	%	C	#DIV/0!	N
B4.14	% dealt with in more than 10 working days	-	B4.24 + B4.25 + B4.26	%	C	#DIV/0!	N
<b>New Written Complaints</b>							
B4.15	Total number of new written complaints received	T5, L1	B5.1	nr	C	5086	B2
B4.15a	Total number of written complaint correspondence	-	B5.1a	nr	I	5164	B2
B4.15b	Number of items of correspondence/complaints	-	B5.1b	nr	C	1.015	B2
B4.16	No. dealt with within 10 working days	T5, L2	B5.2 + B5.3 + B5.4	nr	I	5086	B2
B4.17	No. dealt with in more than 10 but within 20 working days		B5.5 + B5.6	nr	I	0	BX
B4.18	No. dealt with in more than 20 working days	T3, L4	B5.7	nr	I	0	BX
B4.19	% dealt with within 10 working days	T5, L3	B5.8 + B5.9 + B5.10	%	C	100.000	B2
B4.20	% dealt with in more than 10 but within 20 working days		B5.11 + B5.12	%	C	0.000	BX
B4.21	% dealt with in more than 20 working days	T3, L5	B5.13	%	C	0.000	BX
<b>Telephone Contacts</b>							
B4.22	Total calls received on customer contact lines	T5, L13	B6.1	nr	I	535376	A1
B4.23	Total calls answered on customer contact lines	-	B6.3	nr	I	529953	A1
B4.24	Total calls answered within 30 seconds on customer contact lines	-	B6.4 + B6.5	nr	I	521487	A1
B4.25	Total calls answered in more than 30 seconds on customer contact lines	-	B6.6	nr	I	8466	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	AX
B4.28	Total of abandoned calls on customer contact lines	T5, L15	B6.9	nr	I	5423	A1
B4.29	Total Telephone complaints	T5, L17	-	nr	I	191016	A1
<b>Private Septic Tank Emptying</b>							
B4.30	Total private septic tank emptying requests	-	B6.10	nr	I	18902	B2
B4.31	Total private septic tank emptyings carried out	-	B6.11	nr	C	15555	B2
B4.32	Total private pre-planned septic tank emptyings	-	B6.12	nr	I	13643	B2
B4.33	Total emergency request private septic tank emptyings	-	B6.13	nr	I	587	B2
B4.34	Total private ad hoc request septic tank emptyings	-	B6.14	nr	I	1325	B2
B4.35	Ad hoc private ST emptying in 0-10 working days of request	-	B6.15	nr	I	566	B2
B4.36	Ad hoc private ST emptying in 10-15 working days of request	-	B6.16	nr	I	172	B2
B4.37	Ad hoc private ST emptying in 15-20 working days of request	-	B6.17	nr	I	131	B2
B4.38	Ad hoc private ST emptying in 20-25 working days of request	-	B6.18	nr	I	139	B2
B4.39	Ad hoc private ST emptying in 25-30 working days of request	-	B6.19	nr	I	147	B2
B4.40	Ad hoc private ST emptying in 30+ working days of request	-	B6.20	nr	I	170	B2

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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
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10
<b>Report Year 2008-09</b>

<b>Comment Necessary?</b>
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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

N  
N  
N  
N  
N  
N  
N

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

Y
Y
Y
Y
Y
Y
Y

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

N  
N  
N  
N  
N  
N  
N  
N

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

N  
N  
N  
N  
N  
N  
N  
N

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

N  
N  
N  
N  
N  
N  
N  
N  
N  
N

Prepared by: .....	Date: 11/06/2009
Checked by: .....	Date: 11/06/2009
Authorised by: Geoff Aitkenhead	Date: 11/06/2009

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 2008-09	ca
<b>Planned Interruptions</b>							
B7.1	Number of planned interruptions expected to last more than four hours	-	B7.1	nr	I	1656	A3
B7.2	Number of planned interruptions expected to last more than 4 hours where 48 hours notice given	-	B7.2	nr	I	1629	A3
B7.3	Number of planned interruptions expected to last more than 4 hours where restoration time given	-	B7.3	nr	I	1656	A3
B7.4	Number of planned interruptions expected to last more than 4 hours which were restored at advertised time	-	B7.4	nr	I	1647	A3
B7.5	Number of GMS failure payments paid automatically (planned interruptions)	-	B7.5	nr	I	0	AX
B7.6	Number of GMS failure payments claimed (planned interruptions)	-	B7.6	nr	I	14	A1
B7.7	Total number of GMS failure payments made (planned interruptions)	-	B7.7	nr	C	14	A1
B7.8	Total amount paid out for GMS failure (planned interruptions)	-	B7.8	£	I	370	A1
<b>Unplanned Interruptions</b>							
B7.9	Number of unplanned interruptions	-	B7.9	nr	I	4173	A3
B7.10	Number of unplanned interruptions (strategic main)	-	B7.10	nr	I	91	A3
B7.11	Number of unplanned interruptions (not strategic main)	-	B7.11	nr	I	4082	A3
B7.12	Number of unplanned interruptions (not strategic main) restored within 12 hours	-	B7.12	nr	I	4040	A3
B7.13	Number of unplanned interruptions (strategic main) restored within 48 hours	-	B7.13	nr	I	91	A3
B7.14	Number of GMS failure payments paid automatically (unplanned interruptions)	-	B7.14	nr	I	0	AX
B7.15	Number of GMS failure payments made from claims (unplanned interruptions)	-	B7.15	nr	I	60	A1
B7.16	Total number of GMS failure payments made (unplanned interruptions)	-	B7.16	nr	I	60	A1
B7.17	Total amount paid out for failure (unplanned interruptions)	-	B7.17	£	I	2720	A1
<b>Sewer Flooding</b>							
B7.18	Number of incidents of flooding from sewers	-	B7.18	nr	BF	231	B2
B7.19	Number of payments to domestic properties for flooding from sewers	-	B7.19	nr	I	435	A1
B7.20	Total amount paid to domestic properties for flooding from sewers	-	B7.20	£	I	79203	A1
B7.21	Number of payments to non-domestic properties for flooding from sewers	-	B7.21	nr	I	201	A1
B7.22	Total amount paid to non-domestic properties for flooding from sewers	-	B7.22	£	I	150646	A1
<b>Request to change method of payment enquires</b>							
B7.23	Number not dealt with within GMS period	-	B7.23	nr	I	0	N
B7.24	Number of payments for failure to respond (automatic)	-	B7.24	nr	I	0	N
B7.25	Number of payments made from claims for failure to respond	-	B7.25	nr	I	0	N
B7.26	Total number of payments for failure to respond	-	B7.26	nr	C	0	N
B7.27	Total amount paid for GMS failure	-	B7.27	£	I	0	N
<b>Other Billing/ Charging / Metering enquires</b>							
B7.28	Number not dealt with within GMS period	-	B7.28	nr	I	1	A1
B7.29	Number of payments for failure to respond (automatic)	-	B7.29	nr	I	0	AX
B7.30	Number of payments made from claims for failure to respond	-	B7.30	nr	I	1	A1
B7.31	Total number of payments for failure to respond	-	B7.31	nr	C	1	A1
B7.32	Total amount paid for GMS failure	-	B7.32	£	I	20	A1
<b>Written Complaints</b>							
B7.33	Number not dealt with within GMS period	-	B7.33	nr	I	0	BX
B7.34	Number of payments for failure to respond (automatic)	-	B7.34	nr	I	0	N
B7.35	Number of payments made from claims for failure to respond	-	B7.35	nr	I	0	N
B7.36	Total number of payments for failure to respond	-	B7.36	nr	C	0	N
B7.37	Total amount paid for GMS failure	-	B7.37	£	I	0	N
<b>Telephone Complaints where a written response is requested.</b>							
B7.38	Number not dealt with within GMS period	-	B7.38	nr	I	0	AX
B7.39	Number of payments for failure to respond (automatic)	-	B7.39	nr	I	0	N
B7.40	Number of payments made from claims for failure to respond	-	B7.40	nr	I	0	N
B7.41	Total number of payments for failure to respond	-	B7.41	nr	C	0	N
B7.42	Total amount paid for GMS failure	-	B7.42	£	I	0	N
<b>Keeping Appointments</b>							
B7.43	Number of appointments	-	B7.43	nr	I	3424	A2
B7.44	% of appointments made which are kept	-	B7.44	%	I	99.912	A2
B7.45	Number of two hour time banded appointments made	-	B7.45	nr	I	3424	A2
B7.46	% of two hour time banded appointments made which are kept	-	B7.46	%	I	99.912	A2
B7.47	Number of GMS failure payments paid automatically (keeping appointments)	-	B7.47	nr	I	3	A1
B7.48	Number of payments made from claims for failure (keeping appointments)	-	B7.48	nr	I	6	A1
B7.49	Total number of GMS failure payments made (keeping appointments)	-	B7.49	nr	C	9	A1
B7.50	Total amount paid out for GMS failure (keeping appointments)	-	B7.50	£	I	180	A1
<b>Ex Gratia Payments Made</b>							
B7.51	Total number of ex-gratia payments made	-	B7.51	nr	I	724	A1
B7.52	Total amount paid out in ex-gratia payments	-	B7.52	£	I	142128	A1
<b>Water Ingress to Gas Mains</b>							
<b>A) Failure to return call within 2 hours</b>							
B7.53	Number not dealt with within GMS period	-	B7.53	nr	I	0	AX
B7.54	Number of payments for failure to respond (automatic)	-	B7.54	nr	I	0	N
B7.55	Number of payments made from claims for failure to respond	-	B7.55	nr	I	0	N
B7.56	Total number of payments for failure to respond	-	B7.56	nr	C	0	N
B7.57	Total amount paid for GMS failure	-	B7.57	£	I	0	N
<b>Meter Applications</b>							
<b>A) Failure to provide estimate of work within 10 working days of survey</b>							
B7.58	Number not dealt with within GMS period	-	B7.58	nr	I	1	BX
B7.59	Number of payments for failure to respond (automatic)	-	B7.59	nr	I	0	BX
B7.60	Number of payments made from claims for failure to respond	-	B7.60	nr	I	1	AX
B7.61	Total number of payments for failure to respond	-	B7.61	nr	C	1	A1
B7.62	Total amount paid for GMS failure	-	B7.62	£	I	20	A1
<b>Pressure</b>							
<b>A) Failure to inform customer of results of investigation within 5 working days</b>							
B7.63	Number not dealt with within GMS period	-	B7.63	nr	I	1	BX
B7.64	Number of payments for failure to respond (automatic)	-	B7.64	nr	I	0	BX
B7.65	Number of payments made from claims for failure to respond	-	B7.65	nr	I	1	A1
B7.66	Total number of payments for failure to respond	-	B7.66	nr	C	1	A1
B7.67	Total amount paid for GMS failure	-	B7.67	£	I	20	A1
<b>B) Instance of low pressure</b>							
B7.68	Number of instances within GMS definition	-	B7.68	nr	I	3	B2
B7.69	Number of payments for failure to provide guaranteed pressure (automatic)	-	B7.69	nr	I	2	A1
B7.70	Number of payments made from claims for failure to provide guaranteed pressure	-	B7.70	nr	I	3	A1
B7.71	Total number of payments for failure to provide guaranteed pressure	-	B7.71	nr	C	5	A1
B7.72	Total amount paid for GMS failure	-	B7.72	£	I	120	A1
<b>Major Incidents</b>							
<b>A) Failure to provide information</b>							
B7.73	Number not dealt with within GMS period	-	B7.73	nr	I	0	AX
B7.74	Number of payments for failure to respond (automatic)	-	B7.74	nr	I	0	N
B7.75	Number of payments made from claims for failure to respond	-	B7.75	nr	I	0	N
B7.76	Total number of payments for failure to respond	-	B7.76	nr	C	0	N
B7.77	Total amount paid for GMS failure	-	B7.77	£	I	0	N
<b>B) Failure to provide alternative supplies</b>							
B7.78	Number not dealt with within GMS period	-	B7.78	nr	I	0	AX
B7.79	Number of payments for failure to respond (automatic)	-	B7.79	nr	I	0	N
B7.80	Number of payments made from claims for failure to respond	-	B7.80	nr	I	0	N
B7.81	Total number of payments for failure to respond	-	B7.81	nr	C	0	N
B7.82	Total amount paid for GMS failure	-	B7.82	£	I	0	N
<b>GMS Payment</b>							
<b>A) Failure to make payment within 10 working days</b>							
B7.83	Number not dealt with within GMS period	-	B7.83	nr	I	0	AX
B7.84	Number of payments for failure to respond (automatic)	-	B7.84	nr	I	0	N
B7.85	Number of payments made from claims for failure to respond	-	B7.85	nr	I	0	N
B7.86	Total number of payments for failure to respond	-	B7.86	nr	C	0	N
B7.87	Total amount paid for GMS failure	-	B7.87	£	I	0	N

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**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
						2008-09 CG
<b>Water service - distribution</b>						
B8.1	Mains bursts per 1000 km	T11, L11	D5.1	nr	I	204 B3
<b>Water service - Water Treatment Works (Turbidity)</b>						
B8.2	95%ile greater than or equal to 0.5NTU [number of WTWs]	T11a, L1, C1	-	nr	I	7 A2
B8.3	95%ile greater than or equal to 0.5NTU [output for calendar year]	T11a, L1, C2	-	MI/d	I	160.82 B3
B8.4	95%ile less than 0.5NTU [number of WTWs]	T11a, L2, C1	-	nr	I	50 A2
B8.5	95%ile less than 0.5NTU [output for calendar year]	T11a, L2, C2	-	MI/d	I	1854.87 B3
B8.6	Turbidity not recorded [number of WTWs]	T11a, L3, C1	-	nr	I	240 A2
B8.7	Turbidity not recorded [output for calendar year]	T11a, L3, C2	-	MI/d	I	172.62 B3
B8.8	Total [number of WTWs]	T11a, L4, C1	-	nr	C	297 A2
B8.9	Total [output for calendar year]	T11a, L4, C2	-	MI/d	C	2188.32 B3
<b>Sewerage service</b>						
B8.10	Total number of sewer collapses	-	-	nr	I	2884 B3
B8.11	Sewer collapses per 1000 km	T16, L12	D6.1	nr	I	57.5 B3
B8.12	Number of unsatisfactory intermittent discharges	T16, L16	-	nr	I	738 B3
B8.13	Number of intermittent discharges	T16, L17	-	nr	I	3636 B3
B8.14	Percentage of unsatisfactory intermittent discharges	-	-	%	C	20.297 B3
B8.15	Total number of blockages	T16a, L3	-	nr	I	17604 B3
B8.16	Blockages per 1000km	T16, L13	-	nr	I	351.1 B3
B8.17	Total number of rising main failures	T16a, L1	-	nr	I	187 B3
B8.18	Total number of gravity sewer collapses	T16a, L2	-	nr	I	2697 B3
B8.19	Total number of equipment failures repaired	T16a, L4	-	nr	I	8640 B3
<b>Sewage treatment works - BOD performance</b>						
B8.20	Number of STW's (Equivalent Population band 3 to 6)	T16b, L1, C1	-	nr	I	222 A3
B8.21	Percentage of STWs where there are no BOD events forecast for the current year (Event: Max > 2)	T16b, L1, C2	-	%	I	88.5 A3
B8.22	Percentage of STWs where there are no BOD events forecast for the current year (Event: 95%ile>1)	T16b, L1, C3	-	%	I	87.3 A3
B8.23	Percentage of STWs where there are no BOD events forecast for the current year (Event: Mean>0.5)	T16b, L1, C4	-	%	I	92.0 A3
B8.24	Number of excluded STWs	T16b, L2, C1	-	nr	I	1652 A3
B8.25	Total STWs	T16b, L3, C1	-	nr	C	1874 A3
<b>Sewage treatment works - SS performance</b>						
B8.26	Number of STW's (Equivalent Population band 3 to 6)	T16b, L4 C1	-	nr	I	220 A3
B8.27	Percentage of STWs where there are no SS events forecast for the current year (Event: Max > 2)	T16b, L4, C2	-	%	I	89.9 A3
B8.28	Percentage of STWs where there are no SS events forecast for the current year (Event: 95%ile>1)	T16b, L4, C3	-	%	I	87.8 A3
B8.29	Percentage of STWs where there are no SS events forecast for the current year (Event: Mean>0.5)	T16b, L4, C4	-	%	I	91.6 A3
B8.30	Number of excluded STWs	T16b, L5, C1	-	nr	I	1654 A3
B8.31	Total STWs	T16b, L6, C1	-	nr	C	1874 A3
<b>Sewage treatment works - NH3 performance</b>						
B8.32	Number of STW's (Equivalent Population band 3 to 6)	T16b, L7 C1	-	nr	I	131 A3
B8.33	Percentage of STWs where there are no NH3 events forecast for the current year (Event: Max > 2)	T16b, L7, C2	-	%	I	91.3 A3
B8.34	Percentage of STWs where there are no NH3 events forecast for the current year (Event: 95%ile>1)	T16b, L7, C3	-	%	I	86.7 A3
B8.35	Percentage of STWs where there are no NH3 events forecast for the current year (Event: Mean>0.5)	T16b, L7, C4	-	%	I	94.9 A3
B8.36	Number of excluded STWs	T16b, L8, C1	-	nr	I	1743 A3
B8.37	Total STWs	T16b, L9, C1	-	nr	C	1874 A3

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 Authorised by: Geoff Aitkenhead Date: 11/06/09



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

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Report Year 2008-09

Comment Necessary?

N  
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Prepared by: ..... Date: 11/06/2009  
 Checked by: ..... Date: 11/06/2009  
 Authorised by: Geoff Aitkenhead Date: 11/06/2009

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
<b>Report Year 2008-09</b>

Comment Necessary?
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**Water service - distribution**

B8.1	Mains bursts per 1000 km	T11, L11	D5.1	nr	I	N
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**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	N
B8.3	95%ile greater than or equal to 0.5NTU [output for calendar year]	T11a, L1, C2	-	MI/d	I	N
B8.4	95%ile less than 0.5NTU [number of WTWs]	T11a, L2, C1	-	nr	I	N
B8.5	95%ile less than 0.5NTU [output for calendar year]	T11a, L2, C2	-	MI/d	I	N
B8.6	Turbidity not recorded [number of WTWs]	T11a, L3, C1	-	nr	I	N
B8.7	Turbidity not recorded [output for calendar year]	T11a, L3, C2	-	MI/d	I	N
B8.8	Total [number of WTWs]	T11a, L4, C1	-	nr	C	N
B8.9	Total [output for calendar year]	T11a, L4, C2	-	MI/d	C	N

**Sewerage service**

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

**Sewage treatment works - BOD performance**

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

**Sewage treatment works - SS performance**

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

**Sewage treatment works - NH3 performance**

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

Prepared by: .....	Date: 11/06/09
Checked by: .....	Date: 11/06/09
Authorised by: Geoff Aitkenhead	Date: 11/06/09





Campbelltown WRZ	2.94	0.00	0.00	2.85	2.77	0.09	0.15	-0.06	-0.02	6.839	0.001	0.000
Meavaig WRZ	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-0.36	0.013	0.000	0.000
Ballygrant WRZ	0.11	0.00	0.00	0.11	0.11	0.00	0.01	-0.01	-0.08	0.289	0.000	0.000
Torrin WRZ	0.05	0.00	0.00	0.05	0.05	0.00	0.00	-0.01	-0.11	0.092	0.000	0.000
Rousay WRZ	0.01	0.00	0.00	0.01	0.01	0.00	0.00	0.00	-0.15	0.055	0.000	0.000
Carsphairn WRZ	0.10	0.00	0.00	0.11	0.10	-0.01	0.00	-0.01	-0.10	0.092	0.000	0.000
Ardvourlie WRZ	0.01	0.00	0.00	0.01	0.01	0.00	0.00	0.00	-0.14	0.023	0.000	0.000
Forth Valley WRZ	195.60	0.00	0.00	186.75	181.31	8.85	9.14	-0.29	0.00	278.906	0.056	0.000
Kinloch Rannoch WRZ	0.20	0.00	0.00	0.19	0.18	0.01	0.02	-0.01	-0.04	0.315	0.000	0.000
Glenfinnan WRZ	0.05	0.00	0.00	0.04	0.04	0.00	0.00	0.00	-0.04	0.115	0.000	0.000
Berneray WRZ	0.18	0.00	0.00	0.18	0.18	0.00	0.01	-0.01	-0.03	0.225	0.000	0.000
Sconser WRZ	0.01	0.00	0.00	0.01	0.01	0.00	0.00	0.00	-0.04	0.061	0.000	0.000
Lumsden WRZ	0.09	0.00	0.00	0.08	0.08	0.01	0.01	0.00	-0.01	0.468	0.000	0.000
South Moorhouse WRZ	8.17	0.00	0.00	5.81	5.64	2.36	0.38	1.98	0.32	29.003	0.000	0.000
Campmill & Ashgrove WRZ	52.18	0.00	0.00	49.19	47.76	2.99	2.89	0.09	0.00	68.577	0.000	0.000
Muirdykes WRZ	38.86	0.00	0.00	35.23	34.20	3.63	1.82	1.82	0.05	76.280	0.000	0.000
Loch Eck WRZ	9.67	0.00	0.00	8.31	8.06	1.36	0.72	0.65	0.07	14.071	0.000	0.000
Tarbet WRZ	0.28	0.00	0.00	0.24	0.24	0.04	0.02	0.01	0.06	0.996	0.000	0.000
Bumcrooks WRZ	26.79	0.00	0.00	17.83	17.31	8.96	1.06	7.90	0.42	50.111	0.000	0.000
Mallaig WRZ	1.13	0.00	0.00	0.96	0.93	0.17	0.09	0.08	0.08	1.274	0.000	0.000
Drumelzier WRZ	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.000	0.000	0.000
Kilchoan WRZ	0.11	0.00	0.00	0.07	0.07	0.04	0.01	0.03	0.39	0.218	0.000	0.000
Dores WRZ	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-1.00	0.000	0.000	0.000
Lemreway WRZ	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-1.00	0.000	0.000	0.000
Cannich & Tomich WRZ	0.20	0.00	0.00	0.17	0.16	0.03	0.01	0.02	0.11	0.281	0.000	0.000
Glenug WRZ	0.06	0.00	0.00	0.03	0.03	0.03	0.00	0.02	0.68	0.039	0.000	0.000
Mid Yell WRZ	0.30	0.00	0.00	0.26	0.26	0.04	0.02	0.01	0.05	0.595	0.000	0.000
Diabeg WRZ	0.02	0.00	0.00	0.02	0.02	0.00	0.00	0.00	0.04	0.067	0.000	0.000
Dalmally WRZ	0.44	0.00	0.00	0.22	0.22	0.22	0.02	0.20	0.81	0.464	0.000	0.000
Dougliehill & Greenock WRZ	68.16	0.00	0.00	47.49	46.11	20.67	2.85	17.82	0.35	90.588	0.000	0.000
Clatto & Lintrathen & Whitehillocks WRZ	103.36	0.00	0.00	96.55	93.74	6.81	5.75	1.07	0.01	283.169	0.000	0.000
Perth & Dunkeld WRZ	37.37	0.00	0.00	16.63	16.15	20.73	1.70	19.03	1.04	88.313	0.000	0.000
Killicrankie & Kenmore WRZ	6.24	0.00	0.00	3.87	3.75	2.37	0.24	2.13	0.52	7.928	0.000	0.000
Kirkmichael WRZ	0.17	0.00	0.00	0.12	0.11	0.06	0.01	0.05	0.40	0.282	0.000	0.000
Castle Moffat & Hopes WRZ	29.15	0.00	0.00	24.07	23.37	5.07	1.52	3.55	0.14	56.752	0.000	0.000
Glendye & Invercannie & Mannofield & Tanarside WRZ	117.80	0.00	0.00	93.85	91.12	23.95	8.51	15.44	0.15	310.338	0.000	0.000
Ballater WRZ	1.51	0.00	0.00	1.14	1.10	0.38	0.11	0.27	0.21	3.548	0.000	0.000
Turriff & Gallowhill & Forehill & Rochomie WRZ	57.95	0.00	0.00	49.84	48.39	8.11	1.76	6.35	0.12	96.547	0.000	0.000
Braemar WRZ	0.48	0.00	0.00	0.28	0.28	0.19	0.03	0.16	0.51	0.689	0.000	0.000
Craighead WRZ	1.57	0.00	0.00	1.18	1.14	0.39	0.11	0.29	0.22	5.101	0.000	0.000
Rhynie WRZ	0.18	0.00	0.00	0.08	0.08	0.10	0.01	0.09	1.10	0.462	0.000	0.000
Tomnavoulin WRZ	0.09	0.00	0.00	0.05	0.04	0.05	0.00	0.04	0.90	0.184	0.000	0.000
Newmore & Assynt WRZ	25.90	0.00	0.00	22.14	21.49	3.76	1.17	2.60	0.11	39.880	0.000	0.000
Glenconvinth WRZ	4.41	0.00	0.00	3.72	3.61	0.69	0.25	0.44	0.11	5.424	0.000	0.000
Garve WRZ	0.15	0.00	0.00	0.06	0.06	0.08	0.00	0.08	1.16	0.137	0.000	0.000
Tomatin WRZ	0.59	0.00	0.00	0.42	0.41	0.16	0.02	0.14	0.31	0.369	0.000	0.000
Londornoch WRZ	1.46	0.00	0.00	1.22	1.19	0.24	0.07	0.17	0.13	2.370	0.000	0.000
Oykel Bridge WRZ	0.01	0.00	0.00	0.01	0.01	0.00	0.00	0.00	0.68	0.011	0.000	0.000
Fort Augustus WRZ	0.42	0.00	0.00	0.29	0.28	0.12	0.02	0.10	0.72	0.839	0.000	0.000
Dalwhinnie WRZ	0.20	0.00	0.00	0.11	0.11	0.09	0.01	0.08	0.32	0.096	0.000	0.000
North Coast Regional Scheme WRZ	16.98	0.00	0.00	14.09	13.68	2.89	1.15	1.74	0.11	24.848	0.000	0.000
Melness WRZ	0.11	0.00	0.00	0.06	0.06	0.05	0.01	0.04	0.62	0.251	0.000	0.000
Durness WRZ	0.25	0.00	0.00	0.15	0.14	0.10	0.02	0.09	0.53	0.317	0.000	0.000
Kinlochbervie WRZ	0.39	0.00	0.00	0.24	0.24	0.14	0.02	0.12	0.47	0.608	0.000	0.000
Scourie WRZ	0.18	0.00	0.00	0.07	0.06	0.11	0.01	0.11	1.47	0.222	0.000	0.000
Altnaharra WRZ	0.02	0.00	0.00	0.01	0.01	0.01	0.00	0.01	0.85	0.030	0.000	0.000
Backies WRZ	2.72	0.00	0.00	2.51	2.43	0.22	0.15	0.07	0.03	4.854	0.000	0.000
Kylesku WRZ	0.07	0.00	0.00	0.05	0.05	0.02	0.00	0.02	0.32	0.055	0.000	0.000
Stoer WRZ	0.14	0.00	0.00	0.12	0.12	0.02	0.01	0.01	0.10	0.260	0.000	0.000
Achmelvich WRZ	0.12	0.00	0.00	0.06	0.06	0.06	0.01	0.05	0.82	0.026	0.000	0.000
Ullapool WRZ	1.26	0.00	0.00	1.04	1.01	0.22	0.09	0.13	0.11	1.868	0.000	0.000
Badcaul WRZ	0.07	0.00	0.00	0.06	0.06	0.01	0.01	0.00	0.03	0.161	0.000	0.000
Gairloch WRZ	0.48	0.00	0.00	0.39	0.38	0.10	0.04	0.06	0.14	0.776	0.000	0.000
Aultbea WRZ	0.45	0.00	0.00	0.29	0.28	0.16	0.03	0.13	0.40	0.708	0.000	0.000
Badachro WRZ	0.18	0.00	0.00	0.12	0.11	0.07	0.01	0.06	0.45	0.292	0.000	0.000
Torrison WRZ	0.10	0.00	0.00	0.07	0.07	0.03	0.01	0.03	0.34	0.109	0.000	0.000
Duror WRZ	0.12	0.00	0.00	0.11	0.11	0.01	0.01	0.00	0.00	0.248	0.000	0.000
Achnasheen WRZ	0.04	0.00	0.00	0.02	0.02	0.02	0.00	0.02	0.72	0.041	0.000	0.000
Kinlochleven WRZ	0.45	0.00	0.00	0.29	0.28	0.16	0.03	0.13	0.43	0.961	0.000	0.000
Acharacle WRZ	0.36	0.00	0.00	0.20	0.19	0.16	0.02	0.14	0.64	0.552	0.000	0.000
Salen WRZ	0.07	0.00	0.00	0.01	0.01	0.05	0.00	0.05	3.47	0.000	0.000	0.000
Inchlaggan WRZ	0.01	0.00	0.00	0.00	0.00	0.01	0.00	0.01	2.75	0.017	0.000	0.000
Strontian WRZ	0.32	0.00	0.00	0.19	0.18	0.13	0.02	0.12	0.57	0.364	0.000	0.000
Invergarry WRZ	0.20	0.00	0.00	0.11	0.11	0.09	0.01	0.07	0.59	0.214	0.000	0.000
Beasdale WRZ	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.76	0.006	0.000	0.000
Drimnin WRZ	0.02	0.00	0.00	0.01	0.01	0.01	0.00	0.01	1.28	0.044	0.000	0.000
Forest WRZ	2.00	0.00	0.00	1.69	1.64	0.31	0.16	0.15	0.08	3.541	0.000	0.000
Barra WRZ	0.91	0.00	0.00	0.80	0.78	0.11	0.06	0.05	0.05	1.218	0.000	0.000
Penfilier WRZ	0.05	0.00	0.00	0.02	0.02	0.03	0.00	0.03	1.34	0.000	0.000	0.000
Kilmaluag WRZ	0.09	0.00	0.00	0.05	0.05	0.04	0.00	0.03	0.63	0.087	0.000	0.000
Tarskavaig WRZ	0.05	0.00	0.00	0.02	0.02	0.03	0.00	0.02	0.90	0.092	0.000	0.000
Drumfearn WRZ	0.02	0.00	0.00	0.01	0.01	0.01	0.00	0.01	1.21	0.050	0.000	0.000
Raasay WRZ	0.18	0.00	0.00	0.14	0.13	0.05	0.02	0.02	0.13	0.257	0.000	0.000
Glenelg WRZ	0.13	0.00	0.00	0.09	0.09	0.04	0.01	0.03	0.35	0.211	0.000	0.000
Arnisdale WRZ	0.08	0.00	0.00	0.04	0.04	0.03	0.00	0.03	0.63	0.098	0.000	0.000
Elgol WRZ	0.07	0.00	0.00	0.03	0.03	0.04	0.00	0.04	1.21	0.072	0.000	0.000
Lochcarron WRZ	0.46	0.00	0.00	0.36	0.35	0.10	0.03	0.07	0.18	0.833	0.000	0.000
Achmore WRZ	0.09	0.00	0.00	0.05	0.05	0.04	0.00	0.03	0.63	0.126	0.000	0.000
Eday WRZ	0.20	0.00	0.00	0.13	0.13	0.06	0.01	0.05	0.38	0.091	0.000	0.000
North Hoy WRZ	0.02	0.00	0.00	0.02	0.02	0.01	0.00	0.01	0.35	0.044	0.000	0.000
South Hoy WRZ	0.36	0.00	0.00	0.29	0.29	0.06	0.02	0.04	0.13	0.550	0.000	0.000
North Ronaldsay WRZ	0.03	0.00	0.00	0.02	0.02	0.01	0.00	0.01	0.30	0.028	0.000	0.000





**SECTION B : OUTPUTS TO CUSTOMERS**  
**Table B9c: Security of Supply index - Critical period 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 <sup>2</sup> x % population affected x 100)	Security of supply index
Glendevon & Glenfarg & Lomond Hills & Boreholes WRZ	132.72	0.00	0.00	138.44	134.41	-5.73	8.85	-14.58	-0.10	364.999	0.073	0.071	
Blackpark WRZ	0.93	0.00	0.00	5.56	5.40	-4.63	0.33	-4.96	-0.84	11.962	0.002	0.169	
Corsehouse & Amlaird WRZ	14.25	0.00	0.00	19.62	19.05	-5.37	1.49	-6.86	-0.32	43.552	0.009	0.092	
Black Esk & Kettleton & Moffat & Winterhope & Langholm WRZ	24.79	0.00	0.00	34.23	33.23	-9.44	2.37	-11.81	-0.32	47.741	0.010	0.099	
Forth Valley WRZ	195.60	0.00	0.00	186.75	181.31	8.85	9.14	-0.29	0.00	278.906	0.056	0.000	
Kaim WRZ	2.42	0.00	0.00	4.90	4.76	-2.48	0.29	-2.77	-0.53	6.843	0.001	0.039	
Kyle WRZ	0.33	0.00	0.00	1.63	1.30	-1.30	0.13	-1.43	-0.81	2.413	0.000	0.032	
Aiton & Bradan & Penwhapple WRZ	124.78	0.00	0.00	120.78	117.26	4.00	7.50	-3.50	-0.03	223.359	0.045	0.003	
Bonar Bridge WRZ	0.14	0.00	0.00	1.10	0.88	-0.96	0.07	-1.03	-0.88	1.565	0.000	0.024	
Auchneel & Barclay & Palnure & Penwhim WRZ	15.03	0.00	0.00	17.44	16.93	-2.41	1.25	-3.66	-0.20	27.198	0.005	0.021	
Badentinan & Glenlatterach WRZ	23.03	0.00	0.00	23.82	23.13	-0.79	1.42	-2.21	-0.09	61.305	0.012	0.009	
Broadford WRZ	0.00	0.00	0.00	0.60	0.45	-0.60	0.07	-0.67	-0.99	1.115	0.000	0.022	
Torra WRZ	0.63	0.00	0.00	1.68	0.72	-1.05	0.14	-1.19	-0.65	2.148	0.000	0.018	
South Moorhouse WRZ	8.17	0.00	0.00	5.81	5.64	2.36	0.38	1.98	0.32	29.003	0.000	0.000	
Gorthleck WRZ	0.00	0.00	0.00	0.41	0.29	-0.41	0.05	-0.47	-1.00	0.577	0.000	0.012	
Inveraray WRZ	0.39	0.00	0.00	1.00	0.93	-0.62	0.07	-0.69	-0.64	1.275	0.000	0.010	
Osedale WRZ	0.05	0.00	0.00	0.34	0.29	-0.29	0.03	-0.32	-0.87	0.655	0.000	0.010	
Inverness & Nairn WRZ	26.13	0.00	0.00	26.21	25.45	-0.08	2.05	-2.14	-0.08	69.592	0.014	0.008	
Ardriahag WRZ	1.89	0.00	0.00	2.69	2.30	-0.80	0.21	-1.01	-0.35	5.781	0.001	0.014	
Killin WRZ	0.13	0.00	0.00	0.39	0.34	-0.26	0.02	-0.28	-0.68	0.956	0.000	0.009	
Carbost WRZ	0.00	0.00	0.00	0.22	0.17	-0.22	0.02	-0.24	-1.00	0.498	0.000	0.010	
Ballachulish WRZ	0.08	0.00	0.00	0.33	0.24	-0.25	0.04	-0.29	-0.78	0.595	0.000	0.007	
Benbecula WRZ	0.59	0.00	0.00	0.88	0.77	-0.29	0.09	-0.39	-0.40	1.434	0.000	0.005	
Tulloch WRZ	8.54	0.00	0.00	9.73	8.66	-1.19	0.53	-1.72	-0.17	12.472	0.002	0.007	
South Uist WRZ	0.55	0.00	0.00	1.04	0.93	-0.49	0.09	-0.58	-0.51	1.497	0.000	0.008	
Geocrab WRZ	0.26	0.00	0.00	0.70	0.62	-0.44	0.06	-0.50	-0.66	0.905	0.000	0.008	
Camphill & Ashgrove WRZ	52.18	0.00	0.00	49.19	47.76	2.99	2.89	0.09	0.00	68.577	0.000	0.000	
Onich WRZ	0.15	0.00	0.00	0.46	0.36	-0.31	0.04	-0.35	-0.70	0.612	0.000	0.006	
Glencoe WRZ	0.00	0.00	0.00	0.24	0.16	-0.24	0.03	-0.26	-1.00	0.292	0.000	0.006	
Inverasdale WRZ	0.04	0.00	0.00	0.32	0.23	-0.27	0.03	-0.30	-0.88	0.421	0.000	0.006	
Tarbet WRZ	0.28	0.00	0.00	0.47	0.24	-0.19	0.05	-0.24	-0.45	0.996	0.000	0.004	
Corrie WRZ	0.00	0.00	0.00	0.11	0.08	-0.11	0.01	-0.12	-1.00	0.274	0.000	0.005	
Lochinver WRZ	0.22	0.00	0.00	0.36	0.25	-0.15	0.04	-0.19	-0.46	0.593	0.000	0.003	
Sanday WRZ	0.18	0.00	0.00	0.49	0.41	-0.31	0.03	-0.35	-0.67	0.370	0.000	0.003	
Tobermory WRZ	0.45	0.00	0.00	0.71	0.63	-0.26	0.06	-0.32	-0.42	1.549	0.000	0.005	
Campbelltown WRZ	3.04	0.00	0.00	3.00	2.77	0.04	0.16	-0.12	-0.04	6.839	0.001	0.000	
Staffin WRZ	0.20	0.00	0.00	0.41	0.28	-0.21	0.05	-0.26	-0.57	0.486	0.000	0.003	
Boardhouse & Kirbister WRZ	7.99	0.00	0.00	8.28	7.14	-0.29	0.58	-0.87	-0.10	15.398	0.003	0.003	
Bracadale WRZ	0.00	0.00	0.00	0.13	0.11	-0.12	0.01	-0.13	-0.97	0.220	0.000	0.004	
Ballygrant WRZ	0.11	0.00	0.00	0.33	0.11	-0.22	0.04	-0.25	-0.70	0.289	0.000	0.003	
West Lewis WRZ	1.55	0.00	0.00	1.82	1.61	-0.27	0.21	-0.48	-0.24	3.167	0.001	0.004	
Braes WRZ	0.02	0.00	0.00	0.05	0.04	-0.03	0.01	-0.04	-0.67	0.000	0.000	0.000	
Mallaig WRZ	1.16	0.00	0.00	1.36	0.93	-0.19	0.12	-0.31	-0.21	1.274	0.000	0.001	
Kilmuir WRZ	0.03	0.00	0.00	0.20	0.15	-0.17	0.02	-0.18	-0.85	0.177	0.000	0.003	
Glendale WRZ	0.08	0.00	0.00	0.18	0.14	-0.10	0.02	-0.11	-0.58	0.491	0.000	0.003	
Muirdykes WRZ	38.86	0.00	0.00	35.23	34.20	3.63	1.82	1.82	0.05	76.280	0.000	0.000	
Uig WRZ	0.27	0.00	0.00	0.50	0.41	-0.23	0.04	-0.27	-0.50	0.461	0.000	0.002	
Lochaline WRZ	0.03	0.00	0.00	0.08	0.05	-0.06	0.01	-0.07	-0.72	0.192	0.000	0.002	
Achiltibuie WRZ	0.13	0.00	0.00	0.22	0.15	-0.09	0.02	-0.11	-0.45	0.264	0.000	0.001	
Tyndrum WRZ	0.04	0.00	0.00	0.55	0.23	-0.51	0.01	-0.53	-0.92	0.148	0.000	0.003	
Herricks WRZ	2.19	0.00	0.00	2.31	2.01	-0.11	0.20	-0.31	-0.13	5.401	0.001	0.002	
Newcastleton WRZ	0.35	0.00	0.00	0.88	0.37	-0.52	0.04	-0.56	-0.61	0.763	0.000	0.006	
Kilchrenan WRZ	0.65	0.00	0.00	0.78	0.47	-0.13	0.07	-0.19	-0.23	0.916	0.000	0.001	
Strollamus WRZ	0.01	0.00	0.00	0.12	0.10	-0.11	0.01	-0.12	-0.95	0.109	0.000	0.002	
Forest WRZ	2.06	0.00	0.00	2.18	1.64	-0.11	0.20	-0.31	-0.13	3.541	0.001	0.001	
Bonchester & Southdean Mill WRZ	0.28	0.00	0.00	0.40	0.39	-0.12	0.02	-0.14	-0.34	0.347	0.000	0.001	
Kinloch Rannoch WRZ	0.20	0.00	0.00	0.33	0.18	-0.13	0.03	-0.16	-0.44	0.315	0.000	0.001	
Peninver WRZ	0.01	0.00	0.00	0.07	0.05	-0.06	0.01	-0.07	-0.90	0.098	0.000	0.002	
Blairnamarrow WRZ	0.15	0.00	0.00	0.22	0.17	-0.07	0.02	-0.09	-0.38	0.539	0.000	0.002	
Sandy Loch WRZ	6.18	0.00	0.00	6.14	5.96	0.03	0.40	-0.36	-0.06	12.637	0.003	0.001	
Dalmally WRZ	0.44	0.00	0.00	0.36	0.22	0.08	0.04	0.04	0.09	0.464	0.000	0.000	
Sanna WRZ	0.00	0.00	0.00	0.02	0.01	-0.02	0.00	-0.03	-1.00	0.070	0.000	0.001	
Earlish WRZ	0.14	0.00	0.00	0.22	0.18	-0.09	0.02	-0.11	-0.44	0.294	0.000	0.001	
Port Charlotte WRZ	0.63	0.00	0.00	0.81	0.44	-0.18	0.06	-0.25	-0.18	1.134	0.000	0.002	
Gairloch WRZ	0.48	0.00	0.00	0.56	0.38	-0.08	0.05	-0.13	-0.21	0.776	0.000	0.001	
Teangue WRZ	0.35	0.00	0.00	0.48	0.37	-0.13	0.04	-0.17	-0.33	0.624	0.000	0.001	
Ardfern WRZ	0.08	0.00	0.00	0.12	0.09	-0.05	0.01	-0.06	-0.43	0.196	0.000	0.001	
Dalchreichart WRZ	0.04	0.00	0.00	0.17	0.09	-0.13	0.01	-0.14	-0.77	0.115	0.000	0.001	
Watnish WRZ	0.08	0.00	0.00	0.12	0.10	-0.04	0.02	-0.06	-0.43	0.288	0.000	0.001	
Ullapool WRZ	1.30	0.00	0.00	1.35	1.01	-0.05	0.12	-0.17	-0.12	1.868	0.000	0.000	
Glenfinnan WRZ	0.05	0.00	0.00	0.06	0.04	-0.02	0.01	-0.02	-0.35	0.115	0.000	0.000	
Kinlochewe WRZ	0.05	0.00	0.00	0.12	0.08	-0.07	0.01	-0.08	-0.61	0.100	0.000	0.001	
Lumsden WRZ	0.09	0.00	0.00	0.12	0.08	-0.03	0.01	-0.04	-0.33	0.468	0.000	0.001	
Kilchoan WRZ	0.11	0.00	0.00	0.10	0.07	0.01	0.01	0.00	-0.03	0.218	0.000	0.000	
Lochmaddy WRZ	0.34	0.00	0.00	0.42	0.38	-0.09	0.04	-0.12	-0.27	0.493	0.000	0.001	
Loch Eck WRZ	9.67	0.00	0.00	8.31	8.06	1.36	0.72	0.65	0.07	14.071	0.000	0.000	

Brig O Turk WRZ	0.08	0.00	0.00	0.13	0.12	-0.05	0.01	-0.06	-0.45	0.115	0.000	0.000
Laid WRZ	0.01	0.00	0.00	0.03	0.02	-0.02	0.00	-0.03	-0.80	0.039	0.000	0.001
Shieldaig WRZ	0.04	0.00	0.00	0.07	0.05	-0.03	0.01	-0.04	-0.50	0.135	0.000	0.001
Balmichael WRZ	3.95	0.00	0.00	4.04	3.22	-0.09	0.24	-0.33	-0.08	4.586	0.001	0.001
Elphin WRZ	0.02	0.00	0.00	0.06	0.04	-0.03	0.01	-0.04	-0.65	0.065	0.000	0.001
Ardeonaig WRZ	0.05	0.00	0.00	0.08	0.07	-0.03	0.01	-0.04	-0.44	0.060	0.000	0.000
Glenachulish WRZ	0.32	0.00	0.00	0.37	0.24	-0.05	0.03	-0.08	-0.20	0.488	0.000	0.000
Dores WRZ	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-1.00	0.000	0.000	0.000
Lochcarron WRZ	0.46	0.00	0.00	0.43	0.35	0.03	0.04	0.00	0.00	0.833	0.000	0.000
Drumbeg WRZ	0.03	0.00	0.00	0.05	0.04	-0.02	0.00	-0.02	-0.40	0.142	0.000	0.000
Lemreway WRZ	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-1.00	0.000	0.000	0.000
Alligin WRZ	0.05	0.00	0.00	0.16	0.09	-0.12	0.01	-0.12	-0.71	0.122	0.000	0.001
Glenuig WRZ	0.06	0.00	0.00	0.06	0.03	0.00	0.01	-0.01	-0.17	0.039	0.000	0.000
Waterstein WRZ	0.00	0.00	0.00	0.04	0.02	-0.04	0.00	-0.04	-0.95	0.000	0.000	0.000
Yarrowfeus WRZ	0.04	0.00	0.00	0.07	0.03	-0.03	0.01	-0.04	-0.45	0.057	0.000	0.000
Berneray WRZ	0.19	0.00	0.00	0.36	0.18	-0.17	0.02	-0.19	-0.50	0.225	0.000	0.001
Torrison WRZ	0.10	0.00	0.00	0.11	0.07	-0.01	0.01	-0.02	-0.17	0.109	0.000	0.000
Stoer WRZ	0.14	0.00	0.00	0.18	0.12	-0.03	0.01	-0.05	-0.24	0.260	0.000	0.000
Cladich WRZ	0.01	0.00	0.00	0.07	0.02	-0.06	0.00	-0.06	-0.86	0.020	0.000	0.000
Sconsar WRZ	0.01	0.00	0.00	0.01	0.01	0.00	0.00	0.00	-0.20	0.061	0.000	0.000
Craighouse WRZ	0.08	0.00	0.00	0.07	0.05	0.01	0.01	0.00	-0.04	0.191	0.000	0.000
Burncrooks WRZ	26.79	0.00	0.00	17.83	17.31	8.96	1.06	7.90	0.42	50.111	0.000	0.000
Badachro WRZ	0.18	0.00	0.00	0.16	0.11	0.02	0.01	0.01	0.06	0.292	0.000	0.000
Rheinigadale WRZ	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-1.00	0.011	0.000	0.000
Govig WRZ	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-1.00	0.009	0.000	0.000
Diabeg WRZ	0.02	0.00	0.00	0.03	0.02	-0.01	0.00	-0.01	-0.33	0.067	0.000	0.000
Maaurig WRZ	0.01	0.00	0.00	0.01	0.01	-0.01	0.00	-0.01	-0.56	0.018	0.000	0.000
Kinlochbervie WRZ	0.39	0.00	0.00	0.36	0.24	0.03	0.03	0.00	-0.01	0.608	0.000	0.000
Drumelzier WRZ	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.000	0.000	0.000
Ardvourlie WRZ	0.01	0.00	0.00	0.01	0.01	-0.01	0.00	-0.01	-0.48	0.023	0.000	0.000
Crathie WRZ	0.01	0.00	0.00	0.02	0.01	-0.01	0.00	-0.01	-0.47	0.039	0.000	0.000
Achnasheen WRZ	0.04	0.00	0.00	0.04	0.02	0.01	0.00	0.00	0.03	0.041	0.000	0.000
Mid Yell WRZ	0.30	0.00	0.00	0.29	0.26	0.01	0.02	-0.01	-0.04	0.595	0.000	0.000
Drimnin WRZ	0.02	0.00	0.00	0.02	0.01	0.00	0.00	0.00	0.01	0.044	0.000	0.000
Invermoriston WRZ	0.10	0.00	0.00	0.25	0.15	-0.15	0.01	-0.15	-0.61	0.116	0.000	0.001
Heriot WRZ	0.08	0.00	0.00	0.08	0.06	-0.01	0.01	-0.02	-0.17	0.166	0.000	0.000
North Ronaldsay WRZ	0.03	0.00	0.00	0.03	0.02	0.00	0.00	0.00	-0.06	0.028	0.000	0.000
Gigha WRZ	0.14	0.00	0.00	0.13	0.06	0.01	0.01	0.00	0.00	0.148	0.000	0.000
Durness WRZ	0.25	0.00	0.00	0.19	0.14	0.06	0.02	0.04	0.18	0.317	0.000	0.000
Lochgoilhead WRZ	0.15	0.00	0.00	0.17	0.13	-0.01	0.01	-0.03	-0.15	0.353	0.000	0.000
Balquidder WRZ	0.10	0.00	0.00	0.09	0.06	0.01	0.01	0.01	0.06	0.214	0.000	0.000
Strontian WRZ	0.32	0.00	0.00	0.35	0.18	-0.03	0.03	-0.06	-0.15	0.364	0.000	0.000
Meavaig WRZ	0.00	0.00	0.00	0.01	0.00	-0.01	0.00	-0.01	-0.74	0.013	0.000	0.000
North Hoy WRZ	0.03	0.00	0.00	0.02	0.02	0.00	0.00	0.00	-0.06	0.044	0.000	0.000
Crianlarich WRZ	0.16	0.00	0.00	0.17	0.14	-0.01	0.01	-0.02	-0.12	0.142	0.000	0.000
Cliasmol WRZ	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.32	0.016	0.000	0.000
Rousay WRZ	0.01	0.00	0.00	0.01	0.01	0.00	0.00	0.00	-0.25	0.055	0.000	0.000
Cannich & Tomich WRZ	0.20	0.00	0.00	0.17	0.16	0.03	0.01	0.02	0.11	0.281	0.000	0.000
Fair Isle WRZ	0.03	0.00	0.00	0.02	0.01	0.01	0.00	0.00	0.18	0.053	0.000	0.000
Ballater WRZ	1.56	0.00	0.00	1.30	1.10	0.26	0.12	0.13	0.09	3.548	0.000	0.000
Hushinish WRZ	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-0.27	0.007	0.000	0.000
Craignure WRZ	0.17	0.00	0.00	0.15	0.11	0.01	0.01	0.00	-0.01	0.200	0.000	0.000
Kilmelford WRZ	0.08	0.00	0.00	0.10	0.04	-0.02	0.01	-0.03	-0.25	0.111	0.000	0.000
South Hoy WRZ	0.36	0.00	0.00	0.36	0.29	0.00	0.03	-0.03	-0.07	0.550	0.000	0.000
Badcaul WRZ	0.07	0.00	0.00	0.09	0.06	-0.02	0.01	-0.02	-0.26	0.161	0.000	0.000
Savalbeg WRZ	0.58	0.00	0.00	0.68	0.56	-0.11	0.04	-0.14	-0.20	0.977	0.000	0.001
Dougliehill & Greenock WRZ	68.16	0.00	0.00	47.49	46.11	20.67	2.85	17.82	0.35	90.588	0.000	0.000
Clatto & Lintrathen & Whitehillocks WRZ	103.36	0.00	0.00	96.55	93.74	6.81	5.75	1.07	0.01	283.169	0.000	0.000
Perth & Dunkeld WRZ	37.37	0.00	0.00	16.63	16.15	20.73	1.70	19.03	1.04	88.313	0.000	0.000
Killicrankie & Kenmore WRZ	6.27	0.00	0.00	4.45	3.75	1.82	0.28	1.54	0.33	7.928	0.000	0.000
Kirkmichael WRZ	0.18	0.00	0.00	0.16	0.11	0.01	0.01	0.00	0.03	0.282	0.000	0.000
Castle Moffat & Hopes WRZ	29.15	0.00	0.00	24.07	23.37	5.07	1.52	3.55	0.14	56.752	0.000	0.000
Glendye & Invercannie & Mannofield & Tanarside WRZ	121.39	0.00	0.00	102.83	91.12	18.56	9.30	9.25	0.08	310.338	0.000	0.000
Turriff & Gallowhill & Forehill & Rochomie WRZ	59.80	0.00	0.00	54.53	48.39	5.27	1.92	3.35	0.06	96.547	0.000	0.000
Braemar WRZ	0.48	0.00	0.00	0.40	0.28	0.09	0.04	0.05	0.10	0.689	0.000	0.000
Craighead WRZ	1.62	0.00	0.00	1.27	1.14	0.35	0.11	0.24	0.17	5.101	0.000	0.000
Rhynie WRZ	0.18	0.00	0.00	0.10	0.08	0.08	0.01	0.07	0.62	0.462	0.000	0.000
Tomnavoulin WRZ	0.10	0.00	0.00	0.06	0.04	0.03	0.01	0.03	0.41	0.184	0.000	0.000
Newmore & Assynt WRZ	25.90	0.00	0.00	22.14	21.49	3.76	1.17	2.60	0.11	39.880	0.000	0.000
Glencovinth WRZ	4.41	0.00	0.00	3.72	3.61	0.69	0.25	0.44	0.11	5.424	0.000	0.000
Garve WRZ	0.15	0.00	0.00	0.08	0.06	0.07	0.01	0.06	0.67	0.137	0.000	0.000
Tomatin WRZ	0.59	0.00	0.00	0.49	0.41	0.10	0.03	0.07	0.14	0.369	0.000	0.000
Londornoch WRZ	1.46	0.00	0.00	1.22	1.19	0.24	0.07	0.17	0.13	2.370	0.000	0.000
Oykel Bridge WRZ	0.01	0.00	0.00	0.01	0.01	0.00	0.00	0.00	0.53	0.011	0.000	0.000
Fort Augustus WRZ	0.42	0.00	0.00	0.29	0.28	0.12	0.02	0.10	0.32	0.839	0.000	0.000
Dalwhinnie WRZ	0.20	0.00	0.00	0.15	0.11	0.05	0.01	0.04	0.26	0.096	0.000	0.000
Laggan Bridge WRZ	0.02	0.00	0.00	0.04	0.03	-0.02	0.00	-0.02	-0.53	0.057	0.000	0.000
North Coast Regional Scheme WRZ	16.98	0.00	0.00	14.09	13.68	2.89	1.15	1.74	0.11	24.848	0.000	0.000
Meiness WRZ	0.11	0.00	0.00	0.07	0.06	0.04	0.01	0.03	0.34	0.251	0.000	0.000
Scourie WRZ	0.18	0.00	0.00	0.12	0.06	0.06	0.01	0.05	0.40	0.222	0.000	0.000
Altnaharra WRZ	0.02	0.00	0.00	0.01	0.01	0.01	0.00	0.00	0.33	0.030	0.000	0.000
Backies WRZ	2.72	0.00	0.00	2.51	2.43	0.22	0.15	0.07	0.03	4.854	0.000	0.000
Kylesku WRZ	0.08	0.00	0.00	0.06	0.05	0.01	0.01	0.01	0.13	0.055	0.000	0.000
Achmelvich WRZ	0.12	0.00	0.00	0.09	0.06	0.03	0.01	0.03	0.26	0.026	0.000	0.000
Aultbea WRZ	0.45	0.00	0.00	0.37	0.28	0.08	0.03	0.04	0.11	0.708	0.000	0.000
Duror WRZ	0.12	0.00	0.00	0.15	0.11	-0.02	0.01	-0.03	-0.22	0.248	0.000	0.000
Kinlochleven WRZ	0.45	0.00	0.00	0.36	0.28	0.09	0.03	0.06	0.15	0.961	0.000	0.000
Acharacle WRZ	0.36	0.00	0.00	0.28	0.19	0.08	0.03	0.05	0.18	0.552	0.000	0.000
Salen WRZ	0.07	0.00	0.00	0.02	0.01	0.05	0.00	0.04	1.92	0.000	0.000	0.000
Inchlaggan WRZ	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.80	0.017	0.000	0.000
Invergarry WRZ	0.20	0.00	0.00	0.14	0.11	0.06	0.01	0.05	0.33	0.214	0.000	0.000
Beasdale WRZ	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.65	0.006	0.000	0.000



**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