

**ANNUAL RETURN INFORMATION REQUIREMENTS**

**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			2009-2010 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 8

**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
<b>Report Year 2009-2010</b>

<b>Comment Necessary?</b>
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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 2009-2010	cg
<b>Properties receiving pressure/flow below reference level</b>							
B2.1	Total connected properties at year end	T2, L1	B2.1	000	I	2570.887	B2
B2.2	Properties below reference level at start of year	T2, L2	B2.2	nr	I	2974	B3
B2.3	Additions due to better information	-	B2.3	nr	I	1772	B3
B2.4	Additions due to asset deterioration	-	B2.4	nr	I	0	BX
B2.5	Additions due to operational changes	-	B2.5	nr	I	0	BX
B2.6	Removed due to better information	-	B2.6	nr	I	1188	A2
B2.7	Removed due to asset improvements	-	B2.7	nr	I	64	A2
B2.8	Removed due to operational improvements	-	B2.8	nr	I	998	A2
B2.9	Properties below reference level at end of year	T2, L3	B2.9	nr	C	2496	B2
B2.10	Properties receiving low pressure but excluded from line B2.9	T2, L4	B2.10	nr	I	1860	B3
<b>Properties affected by planned interruptions</b>							
B2.11	More than 3 hours planned and warned	T2, L9	-	nr	I	36880	A3
B2.12	More than 6 hours planned and warned	T2, L10	-	nr	I	12647	A3
B2.13	More than 12 hours planned and warned	T2, L11	-	nr	I	90	A3
B2.14	More than 24 hours planned and warned	T2, L12	-	nr	I	90	A3
<b>Properties affected by unplanned interruptions</b>							
B2.15	More than 3 hours unplanned	T2, L5	-	nr	I	56516	A3
B2.16	More than 6 hours unplanned	T2, L6	B2.42a	nr	I	22754	A3
B2.17	More than 12 hours unplanned	T2, L7	B2.43	nr	I	5594	A3
B2.18	More than 24 hours unplanned	T2, L8	B2.43a	nr	I	90	A3
<b>Interruptions caused by third parties</b>							
B2.19	More than 3 hours caused by third parties	T2, L13	-	nr	I	471	A3
B2.20	More than 6 hours caused by third parties	T2, L14	-	nr	I	101	A3
B2.21	More than 12 hours caused by third parties	T2, L15	-	nr	I	0	AX
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	122	A3
B2.24	More than 12 hours unplanned (overruns of planned interruptions)	T2, L18	-	nr	I	30	A3
B2.25	More than 24 hours unplanned (overruns of planned interruptions)	T2, L19	-	nr	I	0	AX

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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
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10
<b>Report Year 2009-2010</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 2009-2010	CG
<b>Annual flooding summary</b>							
B3.1	Number of domestic properties connected to sewerage system	T3, L1	B3.21	000	I	2446.969	B2
<b>Annual Flooding - Overloaded Sewers</b>							
B3.2	Number of properties flooded in the year	T3, L2	B3.1	nr	I	106	B2
B3.3	Number of flooding incidents in the year	T3, L3	B3.2	nr	I	58	B2
B3.4	Number of flooding incidents attributed to severe weather	T3, L4	B3.3	nr	I	8	B2
B3.5	Props. where flooding limited to uninhabited cellars only (o/loaded sewers)	T3, L5	-	nr	I	18	B2
<b>Annual Flooding - Other Causes</b>							
B3.6	Number of properties flooded in the year	T3, L6	B3.7	nr	I	230	B2
B3.7	Properties which have flooded more than once in the last ten years (other causes)	T3, L7	-	nr	I	29	C5
B3.8	Flooding incidents due to equipment failure	T3, L8	B3.8	nr	I	26	B2
B3.9	Flooding incidents due to blockages	T3, L9	B3.9	nr	I	124	B2
B3.10	Flooding incidents due to sewer collapses	T3, L10	B3.10	nr	I	6	B2
B3.11	Props. where flooding limited to uninhabited cellars only (other causes)	T3, L11	-	nr	I	57	B2
B3.12	Number of flooding incidents in the year	-	B3.11	nr	I	156	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	168	B2
B3.14	1 in 10 at end of year	T3, L13	B3.24	nr	I	160	B2
B3.15	Total 1 in 10 and 2 in 10 properties at risk at end of year	-	B3.25	nr	C	328	B2
B3.16	1 in 20 risk at end of year	-	-	nr	I	43	B2
B3.17	Total props. at risk but not flooded in last 10 yrs. (exc. exceptional weather)	T3, L16	B3.26	nr	I	15	B2
<b>(ii) Problem status of properties on the register</b>							
B3.18	Solved but temporary or being tested	-	B3.27	nr	I	158	B2
B3.19	To be solved	-	B3.28	nr	C	170	B2
<b>(iii) Annual changes to register</b>							
B3.20	Removed by authority action	-	B3.29	nr	I	142	B2
B3.21	Removed because of better information	-	B3.30	nr	I	7	B2
B3.22	Added because of better information	-	B3.31	nr	I	94	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	77.035	B2
B3.25	Average cost of permanent problem solved (opex)	-	B3.34	£000/prop	I	0.306	B2
B3.26	Average cost of temporary problem solving measures (capex)	-	B3.35	£000/prop	I	3.570	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	253	A1

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

Line Ref.	Description	Ofwat Reference	WICS Reference	Units	Field Type
		JR 07	AR 06		
<b>Annual flooding summary</b>					
B3.1	Number of domestic properties connected to sewerage system	T3, L1	B3.21	000	I
<b>Annual Flooding - Overloaded Sewers</b>					
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
<b>Annual Flooding - Other Causes</b>					
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
<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
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
<b>(ii) Problem status of properties on the register</b>					
B3.18	Solved but temporary or being tested	-	B3.27	nr	I
B3.19	To be solved	-	B3.28	nr	C
<b>(iii) Annual changes to register</b>					
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
<b>(iv) Problem solving costs</b>					
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
<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

10
Report Year 2009-2010
Comment Necessary?

N

N

N

N

N

N

Y

N

N

N

N

N

N

N

N

N

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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 2009-2010	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	333	B4
B3a.2	Curtilege flooding incidents in the year (overloaded sewers)	T3a, L2	-	nr	I	176	B4
B3a.3	Highway flooding incidents (overloaded sewers)	T3a, L3	-	nr	I	135	B4
B3a.4	Other flooding incidents (overloaded sewers)	T3a, L4	-	nr	I	22	B4
B3a.5	Total flooding incidents (overloaded sewers)	T3a, L5	-	nr	C	333	B4
B3a.6	External flooding incidents (overloaded sewers attributed to severe weather)	T3a, L6	-	nr	I	132	B4
<b>(ii) Other causes</b>							
B3a.7	Areas flooded externally in the year (other causes)	T3a, L7	-	nr	I	5797	B4
B3a.8	Flooding incidents (other causes - equipment failure)	T3a, L9	-	nr	I	158	B4
B3a.9	Flooding incidents (other causes - blockages)	T3a, L10	-	nr	I	5523	B4
B3a.10	Flooding incidents (other causes - collapses)	T3a, L11	-	nr	I	133	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	887	B4
B3a.12	1 in 10 risk at end of year	T3a, L13	-	nr	I	1206	B4
B3a.13	1 in 20 risk at end of year	T3a, L14	-	nr	I	7	BX
B3a.14	Total at risk on the 1:10, 2:10, 1:20 register at end of year	T3a, L15	-	nr	C	2100	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	23	B4
B3a.16	Problems awaiting solution	-	-	nr	I	2077	B4
<b>(iii) Annual changes to 1:10, 2:10, 1:20 register</b>							
B3a.17	Removed by company action	-	-	nr	I	78	B4
B3a.18	Removed because of better information	-	-	nr	I	8	BX
B3a.19	Added because of better information	-	-	nr	I	66	B4
B3a.20	Added because of increased demand	-	-	nr	I	0	BX
B3a.21	Moved from external to internal register	-	-	nr	I	16	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	9	B4
B3a.25	Average cost of temporary problem solving measures (opex)	-	-	£'000	I	0	BX

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ANNUAL RETURN INFORMATION REQUIREMENTS

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

Line Ref.	Description	Ofwat Reference R 07	WICS Reference AR 06	Units	Field Type
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10
Report Year 2009-2010

Comment Necessary?
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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
Y
N
Y

Y
Y

Y
N

Y
N

Y
Y
Y
N

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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 2009-2010	CG
<b>Billing / Charging / Metering Enquiries</b>							
B4.1	Total number of enquiries	-	B4.1	nr	C	3874	A1
B4.2	No. dealt with within 5 working days	-	B4.2 + B4.3	nr	I	3871	A1
B4.3	No. dealt with in more than 5 but within 10 working days	-	B4.4	nr	I	2	A1
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	99.923	A1
B4.6	% dealt with in more than 5 but within 10 working days	-	B4.10	%	C	0.052	A1
B4.7	% dealt with in more than 10 working days	-	B4.11 + B4.12 + B4.13	%	C	0.026	A1
<b>Change of Payment Method Enquiries</b>							
B4.8	Total number of enquiries	-	B4.14	nr	C	33	B2
B4.9	No. dealt with within 5 working days	-	B4.15 + B4.16	nr	I	33	B2
B4.10	No. dealt with in more than 5 but within 10 working days	-	B4.17	nr	I	0	BX
B4.11	No. dealt with in more than 10 working days	-	B4.18 + B4.19 + B4.20	nr	I	0	BX
B4.12	% dealt with within 5 working days	-	B4.21 + B4.22	%	C	100.000	B2
B4.13	% dealt with in more than 5 but within 10 working days	-	B4.23	%	C	0.000	BX
B4.14	% dealt with in more than 10 working days	-	B4.24 + B4.25 + B4.26	%	C	0.000	BX
<b>New Written Complaints</b>							
B4.15	Total number of new written complaints received	T5, L1	B5.1	nr	C	4522	A2
B4.15a	Total number of written complaint correspondence	-	B5.1a	nr	I	4574	A2
B4.15b	Number of items of correspondence/complaints	-	B5.1b	nr	C	1.011	A2
B4.16	No. dealt with within 10 working days	T5, L2	B5.2 + B5.3 + B5.4	nr	I	4521	A2
B4.17	No. dealt with in more than 10 but within 20 working days	-	B5.5 + B5.6	nr	I	1	A2
B4.18	No. dealt with in more than 20 working days	T3, L4	B5.7	nr	I	0	AX
B4.19	% dealt with within 10 working days	T5, L3	B5.8 + B5.9 + B5.10	%	C	99.978	A2
B4.20	% dealt with in more than 10 but within 20 working days	-	B5.11 + B5.12	%	C	0.022	A2
B4.21	% dealt with in more than 20 working days	T3, L5	B5.13	%	C	0.000	AX
<b>Telephone Contacts</b>							
B4.22	Total calls received on customer contact lines	T5, L13	B6.1	nr	I	561945	A1
B4.23	Total calls answered on customer contact lines	-	B6.3	nr	I	551872	A1
B4.24	Total calls answered within 30 seconds on customer contact lines	-	B6.4 + B6.5	nr	I	540520	A1
B4.25	Total calls answered in more than 30 seconds on customer contact lines	-	B6.6	nr	I	11352	A1
B4.26	Average time taken to answer a call on customer contact lines	-	B6.7	secs	I	8	A1
B4.27	All lines busy	T5, L14	-	nr	I	13	A1
B4.28	Total of abandoned calls on customer contact lines	T5, L15	B6.9	nr	I	10073	A1
B4.29	Total Telephone complaints	T5, L17	-	nr	I	204623	A1
<b>Private Septic Tank Emptying</b>							
B4.30	Total private septic tank emptying requests	-	B6.10	nr	I	17461	B2
B4.31	Total private septic tank emptyings carried out	-	B6.11	nr	C	14467	B2
B4.32	Total private pre-planned septic tank emptyings	-	B6.12	nr	I	13023	B2
B4.33	Total emergency request private septic tank emptyings	-	B6.13	nr	I	490	B2
B4.34	Total private ad hoc request septic tank emptyings	-	B6.14	nr	I	954	B2
B4.35	Ad hoc private ST emptying in 0-10 working days of request	-	B6.15	nr	I	306	B2
B4.36	Ad hoc private ST emptying in 10-15 working days of request	-	B6.16	nr	I	142	B2
B4.37	Ad hoc private ST emptying in 15-20 working days of request	-	B6.17	nr	I	104	B2
B4.38	Ad hoc private ST emptying in 20-25 working days of request	-	B6.18	nr	I	79	B2
B4.39	Ad hoc private ST emptying in 25-30 working days of request	-	B6.19	nr	I	76	B2
B4.40	Ad hoc private ST emptying in 30+ working days of request	-	B6.20	nr	I	247	B2

Prepared by: ..... Date: 11/06/2010  
 Checked by: ..... Date: 11/06/2010  
 Authorised by: Peter Farrer Date: 11/06/2010

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
Report Year 2009-2010

Comment Necessary?
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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

N  
N  
N  
N  
N  
N  
N

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  
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: 11/06/2010
Checked by: .....	Date: 11/06/2010
Authorised by: Peter Farrer	Date: 11/06/2010

ANNUAL RETURN INFORMATION REQUIREMENTS

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

Line Ref.	Description	Owat Reference JR 07	WICS Reference AR 06	Units	Field Type	10 Report Year 2009-2010 CS
<b>Planned Interruptions</b>						
B7.1	Number of planned interruptions expected to last more than four hours	-	B7.1	nr	I	1169 A3
B7.2	Number of planned interruptions expected to last more than 4 hours where 48 hours notice given	-	B7.2	nr	I	1158 A3
B7.3	Number of planned interruptions expected to last more than 4 hours where restoration time given	-	B7.3	nr	I	1169 A3
B7.4	Number of planned interruptions expected to last more than 4 hours which were restored at advertised time	-	B7.4	nr	I	1161 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	5 A1
B7.7	Total number of GMS failure payments made (planned interruptions)	-	B7.7	nr	C	5 A1
B7.8	Total amount paid out for GMS failure (planned interruptions)	-	B7.8	£	I	100 A1
<b>Unplanned Interruptions</b>						
B7.9	Number of unplanned interruptions	-	B7.9	nr	I	3252 A3
B7.10	Number of unplanned interruptions (strategic main)	-	B7.10	nr	I	95 A3
B7.11	Number of unplanned interruptions (not strategic main)	-	B7.11	nr	I	3157 A3
B7.12	Number of unplanned interruptions (not strategic main) restored within 12 hours	-	B7.12	nr	I	3137 A3
B7.13	Number of unplanned interruptions (strategic main) restored within 48 hours	-	B7.13	nr	I	95 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	103 A1
B7.16	Total number of GMS failure payments made (unplanned interruptions)	-	B7.16	nr	I	103 A1
B7.17	Total amount paid out for failure (unplanned interruptions)	-	B7.17	£	I	12290 A1
<b>Sewer Flooding</b>						
B7.18	Number of incidents of flooding from sewers	-	B7.18	nr	BF	214 B2
B7.19	Number of payments to domestic properties for flooding from sewers	-	B7.19	nr	I	337 A1
B7.20	Total amount paid to domestic properties for flooding from sewers	-	B7.20	£	I	66639 A1
B7.21	Number of payments to non-domestic properties for flooding from sewers	-	B7.21	nr	I	185 A1
B7.22	Total amount paid to non-domestic properties for flooding from sewers	-	B7.22	£	I	116470 A1
<b>Request to change method of payment enquires</b>						
B7.23	Number not dealt with within GMS period	-	B7.23	nr	I	0 BX
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	3 A1
B7.29	Number of payments for failure to respond (automatic)	-	B7.29	nr	I	3 A1
B7.30	Number of payments made from claims for failure to respond	-	B7.30	nr	I	0 AX
B7.31	Total number of payments for failure to respond	-	B7.31	nr	C	3 A1
B7.32	Total amount paid for GMS failure	-	B7.32	£	I	60 A1
<b>Written Complaints</b>						
B7.33	Number not dealt with within GMS period	-	B7.33	nr	I	2 A2
B7.34	Number of payments for failure to respond (automatic)	-	B7.34	nr	I	2 A1
B7.35	Number of payments made from claims for failure to respond	-	B7.35	nr	I	0 AX
B7.36	Total number of payments for failure to respond	-	B7.36	nr	C	2 A1
B7.37	Total amount paid for GMS failure	-	B7.37	£	I	40 A1
<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	6092 A2
B7.44	% of appointments made which are kept	-	B7.44	%	I	99.835 A2
B7.45	Number of two hour time banded appointments made	-	B7.45	nr	I	6092 A2
B7.46	% of two hour time banded appointments made which are kept	-	B7.46	%	I	99.835 A2
B7.47	Number of GMS failure payments paid automatically (keeping appointments)	-	B7.47	nr	I	2 A1
B7.48	Number of payments made from claims for failure (keeping appointments)	-	B7.48	nr	I	10 A1
B7.49	Total number of GMS failure payments made (keeping appointments)	-	B7.49	nr	C	12 A1
B7.50	Total amount paid out for GMS failure (keeping appointments)	-	B7.50	£	I	340 A1
<b>Ex Gratia Payments Made</b>						
B7.51	Total number of ex-gratia payments made	-	B7.51	nr	I	742 A1
B7.52	Total amount paid out in ex-gratia payments	-	B7.52	£	I	169925 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	10 B2
B7.59	Number of payments for failure to respond (automatic)	-	B7.59	nr	I	11 A1
B7.60	Number of payments made from claims for failure to respond	-	B7.60	nr	I	0 AX
B7.61	Total number of payments for failure to respond	-	B7.61	nr	C	11 A1
B7.62	Total amount paid for GMS failure	-	B7.62	£	I	220 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	0 BX
B7.64	Number of payments for failure to respond (automatic)	-	B7.64	nr	I	0 N
B7.65	Number of payments made from claims for failure to respond	-	B7.65	nr	I	0 N
B7.66	Total number of payments for failure to respond	-	B7.66	nr	C	0 N
B7.67	Total amount paid for GMS failure	-	B7.67	£	I	0 N
<b>B) Instance of low pressure</b>						
B7.68	Number of instances within GMS definition	-	B7.68	nr	I	17 B2
B7.69	Number of payments for failure to provide guaranteed pressure (automatic)	-	B7.69	nr	I	17 A1
B7.70	Number of payments made from claims for failure to provide guaranteed pressure	-	B7.70	nr	I	6 A1
B7.71	Total number of payments for failure to provide guaranteed pressure	-	B7.71	nr	C	23 A1
B7.72	Total amount paid for GMS failure	-	B7.72	£	I	480 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

Prepared by: ..... Date: 11/06/2010  
 Checked by: ..... Date: 11/06/2010  
 Authorised by: Peter Farrer Date: 11/06/2010

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS

Table B7: Customer Care - GMS Performance

Line Ref.	Description	Ofwat Reference	WICS Reference	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

10
Report Year 2009-2010
Comment Necessary?

N  
N  
N  
N  
N  
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N

N  
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Y  
Y

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Y

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Y

N  
Y  
Y  
Y

N  
Y  
Y  
Y

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 Checked by: ..... Date: 11/06/2010  
 Authorised by: Peter Farrer Date: 11/06/2010

ANNUAL RETURN INFORMATION REQUIREMENTS

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

						10
Line Ref.	Description	Ofwat Reference	WICS Reference	Units	Field Type	Report Year
						2009-2010 CG
<b>Water service - distribution</b>						
B8.1	Mains bursts per 1000 km	T11, L11	D5.1	nr	I	217 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	2 A2
B8.3	95%ile greater than or equal to 0.5NTU [output for calendar year]	T11a, L1, C2	-	MI/d	I	16.74 B3
B8.4	95%ile less than 0.5NTU [number of WTWs]	T11a, L2, C1	-	nr	I	55 A2
B8.5	95%ile less than 0.5NTU [output for calendar year]	T11a, L2, C2	-	MI/d	I	1861.76 B3
B8.6	Turbidity not recorded [number of WTWs]	T11a, L3, C1	-	nr	I	225 A2
B8.7	Turbidity not recorded [output for calendar year]	T11a, L3, C2	-	MI/d	I	161.32 B3
B8.8	Total [number of WTWs]	T11a, L4, C1	-	nr	C	282 A2
B8.9	Total [output for calendar year]	T11a, L4, C2	-	MI/d	C	2039.81 B3
<b>Sewerage service</b>						
B8.10	Total number of sewer collapses	-	-	nr	I	4452 B3
B8.11	Sewer collapses per 1000 km	T16, L12	D6.1	nr	I	88.9 B3
B8.12	Number of unsatisfactory intermittent discharges	T16, L16	-	nr	I	679 B3
B8.13	Number of intermittent discharges	T16, L17	-	nr	I	3840 B3
B8.14	Percentage of unsatisfactory intermittent discharges	-	-	%	C	17.682 B3
B8.15	Total number of blockages	T16a, L3	-	nr	I	19571 B3
B8.16	Blockages per 1000km	T16, L13	-	nr	I	390.8 B3
B8.17	Total number of rising main failures	T16a, L1	-	nr	I	621 B3
B8.18	Total number of gravity sewer collapses	T16a, L2	-	nr	I	3831 B3
B8.19	Total number of equipment failures repaired	T16a, L4	-	nr	I	9895 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	226 A3
B8.21	Percentage of STWs where there are no BOD events forecast for the current year (Event: Max > 2)	T16b, L1, C2	-	%	I	90.9 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	86.8 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	92.9 A3
B8.24	Number of excluded STWs	T16b, L2, C1	-	nr	I	1732 A3
B8.25	Total STWs	T16b, L3, C1	-	nr	C	1958 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	205 A3
B8.27	Percentage of STWs where there are no SS events forecast for the current year (Event: Max > 2)	T16b, L4, C2	-	%	I	90.5 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	89.3 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	91.9 A3
B8.30	Number of excluded STWs	T16b, L5, C1	-	nr	I	1753 A3
B8.31	Total STWs	T16b, L6, C1	-	nr	C	1958 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	136 A3
B8.33	Percentage of STWs where there are no NH3 events forecast for the current year (Event: Max > 2)	T16b, L7, C2	-	%	I	90.8 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	88.7 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	95.3 A3
B8.36	Number of excluded STWs	T16b, L8, C1	-	nr	I	1822 A3
B8.37	Total STWs	T16b, L9, C1	-	nr	C	1958 A3

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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 2009-2010

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  
N  
N  
N  
N  
N  
N  
N

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  
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 STWs where there are no BOD events forecast for the current year (Event: Max > 2)	T16b, L1, C2	-	%	I
B8.22	Percentage of STWs where there are no BOD events forecast for the current year (Event: 95%ile > 1)	T16b, L1, C3	-	%	I
B8.23	Percentage of STWs where there are no BOD events forecast for the current year (Event: Mean > 0.5)	T16b, L1, C4	-	%	I
B8.24	Number of excluded STWs	T16b, L2, C1	-	nr	I
B8.25	Total STWs	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 STWs where there are no SS events forecast for the current year (Event: Max > 2)	T16b, L4, C2	-	%	I
B8.28	Percentage of STWs where there are no SS events forecast for the current year (Event: 95%ile > 1)	T16b, L4, C3	-	%	I
B8.29	Percentage of STWs where there are no SS events forecast for the current year (Event: Mean > 0.5)	T16b, L4, C4	-	%	I
B8.30	Number of excluded STWs	T16b, L5, C1	-	nr	I
B8.31	Total STWs	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 STWs where there are no NH3 events forecast for the current year (Event: Max > 2)	T16b, L7, C2	-	%	I
B8.34	Percentage of STWs where there are no NH3 events forecast for the current year (Event: 95%ile > 1)	T16b, L7, C3	-	%	I
B8.35	Percentage of STWs where there are no NH3 events forecast for the current year (Event: Mean > 0.5)	T16b, L7, C4	-	%	I
B8.36	Number of excluded STWs	T16b, L8, C1	-	nr	I
B8.37	Total STWs	T16b, L9, C1	-	nr	C

N  
N  
N  
N  
N  
N

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Checked by: .....	Date: 11/06/2010
Authorised by: Geoff Aitkenhead	Date: 11/06/2010



**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 <sup>2</sup> x % population affected x 100)	Security of supply index
Doufthill & Greenock WRZ	66.45	0.00	0.00	40.84	39.65	25.61	2.53	23.07	0.53	90,440	0.000	0.000	0.000
Garnhill & Ashgrove WRZ	32.35	0.00	0.00	30.46	29.67	1.89	1.89	0.00	0.00	38,793	0.000	0.000	0.000
Corsehouse & Amlaird WRZ	14.25	0.00	0.00	17.20	16.70	-2.95	1.35	-4.31	-0.23	43,995	0.009	0.047	0.047
Alton & Brackin & Penwhaite WRZ	125.23	0.00	0.00	130.19	126.40	-4.96	8.42	-13.38	-0.10	254,020	0.050	0.047	0.047
Craig & Lintrathen & Whitehilllocks WRZ	103.36	0.00	0.00	100.95	98.11	-2.41	6.50	-4.09	-0.04	285,533	0.057	0.108	0.108
Bath & Dunkeld WRZ	32.78	0.00	0.00	25.17	24.43	-7.60	0.22	-7.38	0.22	98,129	0.000	0.000	0.000
Killiecrankie & Kenmore WRZ	6.62	0.00	0.00	3.62	3.51	-3.00	0.23	-2.77	0.72	8,433	0.000	0.000	0.000
Kinloch Bannoch WRZ	0.29	0.00	0.00	0.16	0.15	-0.13	0.01	-0.12	0.75	0,339	0.000	0.000	0.000
Kirkmichael WRZ	0.12	0.00	0.00	0.09	0.09	0.02	0.01	0.02	0.19	0,342	0.000	0.000	0.000
Castle Moffat & Hoops WRZ	29.15	0.00	0.00	20.81	20.20	-8.34	1.31	-7.02	0.32	58,776	0.000	0.000	0.000
Glenlyve & Invercarnie & Manrofield & Tanarside WRZ	122.47	0.00	0.00	97.11	94.28	-25.36	8.58	-16.77	0.16	312,720	0.000	0.000	0.000
Balfour WRZ	1.75	0.00	0.00	1.12	1.09	-0.62	0.10	-0.52	0.43	3,887	0.000	0.000	0.000
Tumult & Gallowhill & Frouhill & Bochomie WRZ	57.92	0.00	0.00	49.58	49.40	-17.34	1.55	-15.78	0.37	92,377	0.000	0.000	0.000
Badenoch & Glenisterach WRZ	23.03	0.00	0.00	23.16	22.48	-0.12	-1.46	-1.58	-0.06	60,983	0.012	0.005	0.005
Herricks WRZ	2.19	0.00	0.00	1.95	1.89	-0.24	0.17	-0.07	0.03	5,505	0.000	0.000	0.000
Braemar WRZ	0.48	0.00	0.00	0.20	0.19	-0.28	0.02	-0.26	1.23	0,777	0.000	0.000	0.000
Crathie WRZ	1.62	0.00	0.00	1.33	1.29	-0.30	0.12	-0.18	0.12	5,324	0.000	0.000	0.000
Lumsden WRZ	0.04	0.00	0.00	0.01	0.01	-0.02	0.00	-0.02	1.72	0,036	0.000	0.000	0.000
Rhyndale WRZ	0.09	0.00	0.00	0.10	0.10	-0.01	0.01	-0.02	-0.17	0,477	0.000	0.000	0.000
Blairnagowan WRZ	0.09	0.00	0.00	0.04	0.04	0.05	0.00	0.05	1.00	0,474	0.000	0.000	0.000
Inverness & Nairn WRZ	26.13	0.00	0.00	26.38	25.62	-0.26	1.85	-2.11	-0.07	67,637	0.013	0.007	0.007
Newmore & Assynt WRZ	25.90	0.00	0.00	20.32	19.73	-5.77	1.28	-4.49	0.20	40,573	0.000	0.000	0.000
Glenconvalth WRZ	3.88	0.00	0.00	2.34	2.28	-1.54	0.15	-1.39	0.56	5,438	0.000	0.000	0.000
Garve WRZ	0.15	0.00	0.00	0.10	0.09	-0.08	0.01	-0.07	0.41	0,146	0.000	0.000	0.000
Tomatin WRZ	0.59	0.00	0.00	0.43	0.43	-0.24	0.02	-0.22	0.60	0,383	0.000	0.000	0.000
Tomnacoch WRZ	1.48	0.00	0.00	1.42	1.38	-0.04	0.04	-0.04	-0.03	1,061	0.000	0.000	0.000
Bonar Bridge WRZ	0.14	0.00	0.00	0.13	0.12	-0.11	0.01	-0.10	0.71	0,581	0.000	0.000	0.000
Cykel Bridge WRZ	0.01	0.00	0.00	0.00	0.00	-0.01	0.00	-0.01	7.07	0,010	0.000	0.000	0.000
Fort Augustus WRZ	0.42	0.00	0.00	0.27	0.26	-0.15	0.02	-0.13	0.45	0,861	0.000	0.000	0.000
Gorthleck WRZ	0.17	0.00	0.00	0.26	0.26	-0.09	0.03	-0.12	-0.42	0,610	0.000	0.002	0.002
Invermoriston WRZ	0.10	0.00	0.00	0.44	0.43	-0.34	0.03	-0.36	-0.78	0,132	0.000	0.002	0.002
Dalrindoch WRZ	0.04	0.00	0.00	0.06	0.06	-0.02	0.00	-0.02	-0.32	0,109	0.000	0.000	0.000
Blacklock WRZ	0.16	0.00	0.00	0.85	0.85	-4.28	0.01	-4.28	-0.85	12,074	0.000	0.178	0.178
Dalwhinnie WRZ	0.16	0.00	0.00	0.11	0.11	-0.05	0.01	-0.04	0.32	0,104	0.000	0.000	0.000
Laggan Bridge WRZ	0.02	0.00	0.00	0.04	0.04	-0.02	0.00	-0.02	-0.50	0,057	0.000	0.000	0.000
North Coast Regional Scheme WRZ	16.98	0.00	0.00	13.31	12.92	-3.67	1.09	-2.58	0.18	26,327	0.000	0.000	0.000
Durness WRZ	0.25	0.00	0.00	0.14	0.13	-0.11	0.01	-0.10	0.68	0,360	0.000	0.000	0.000
Kinlochbannoch WRZ	0.31	0.00	0.00	0.30	0.29	-0.02	0.02	-0.01	-0.03	0,659	0.000	0.000	0.000
Soudie WRZ	0.13	0.00	0.00	0.05	0.05	-0.08	0.00	-0.07	1.29	0,244	0.000	0.000	0.000
Alnabara WRZ	0.02	0.00	0.00	0.01	0.01	-0.01	0.01	-0.01	0.93	0,030	0.000	0.000	0.000
Saxelburg WRZ	0.57	0.00	0.00	0.62	0.60	-0.02	0.04	-0.09	-0.13	1,051	0.000	0.000	0.000
Backies WRZ	2.72	0.00	0.00	2.06	2.00	-0.66	0.13	-0.53	0.24	4,996	0.000	0.000	0.000
Lochnivar WRZ	0.22	0.00	0.00	0.30	0.29	-0.08	0.03	-0.10	-0.33	0,628	0.000	0.001	0.001
Kylesku WRZ	0.07	0.00	0.00	0.06	0.06	-0.02	0.01	-0.01	0.17	0,065	0.000	0.000	0.000
Storr WRZ	0.14	0.00	0.00	0.09	0.09	-0.05	0.01	-0.05	0.48	0,321	0.000	0.000	0.000
Achmelvich WRZ	0.12	0.00	0.00	0.05	0.05	-0.07	0.00	-0.07	1.31	0,104	0.000	0.000	0.000
Dumfries WRZ	0.03	0.00	0.00	0.04	0.04	-0.04	0.00	-0.04	-0.31	0,146	0.000	0.000	0.000
Lullisloch WRZ	1.42	0.00	0.00	1.42	1.39	-0.25	-0.15	-0.39	-0.21	1,126	0.000	0.001	0.001
Backs WRZ	0.15	0.00	0.00	0.07	0.07	-0.08	0.01	-0.07	0.92	0,168	0.000	0.000	0.000
Achiltibuie WRZ	0.22	0.00	0.00	0.17	0.17	-0.05	0.02	-0.04	0.20	0,332	0.000	0.000	0.000
Gairloch WRZ	0.48	0.00	0.00	0.36	0.35	-0.12	0.03	-0.09	0.23	0,885	0.000	0.000	0.000
Kinlochewe WRZ	0.12	0.00	0.00	0.06	0.06	-0.06	0.01	-0.05	0.77	0,126	0.000	0.000	0.000
Aultbea WRZ	0.45	0.00	0.00	0.15	0.15	-0.30	0.01	-0.28	1.73	0,755	0.000	0.000	0.000
Bardoch WRZ	0.18	0.00	0.00	0.12	0.12	0.06	0.01	0.05	0.37	0,324	0.000	0.000	0.000
Imvrosk WRZ	0.08	0.00	0.00	0.19	0.19	-0.12	0.02	-0.14	0.64	0,386	0.000	0.000	0.000
Torridon WRZ	0.10	0.00	0.00	0.04	0.04	-0.05	0.00	-0.05	1.05	0,117	0.000	0.000	0.000
Shieldaig WRZ	0.07	0.00	0.00	0.06	0.06	-0.00	0.01	-0.00	-0.04	0,141	0.000	0.000	0.000
Alligin WRZ	0.05	0.00	0.00	0.03	0.03	-0.02	0.00	-0.01	0.39	0,123	0.000	0.000	0.000
Diabaig WRZ	0.04	0.00	0.00	0.02	0.02	0.02	0.00	0.02	0.81	0,069	0.000	0.000	0.000
Abolcross WRZ	0.12	0.00	0.00	0.12	0.12	-0.02	0.01	-0.01	-0.09	0,258	0.000	0.000	0.000
Achnahairn WRZ	0.04	0.00	0.00	0.03	0.03	-0.02	0.00	-0.01	0.50	0,052	0.000	0.000	0.000
Elchies WRZ	0.02	0.00	0.00	0.05	0.05	-0.03	0.00	-0.03	-0.61	0,077	0.000	0.001	0.001
Kinlochleven WRZ	0.54	0.00	0.00	0.23	0.22	-0.31	0.02	-0.29	1.15	0,947	0.000	0.000	0.000
Glencoe WRZ	0.00	0.00	0.00	0.18	0.18	-0.18	0.02	-0.20	-1.00	0,321	0.000	0.006	0.006
Onich WRZ	0.15	0.00	0.00	0.37	0.36	-0.22	0.03	-0.26	-0.63	0,650	0.000	0.005	0.005
Mallaig WRZ	1.13	0.00	0.00	0.94	0.91	-0.19	0.09	-0.10	0.10	1,399	0.000	0.000	0.000
Glenugie WRZ	0.08	0.00	0.00	0.03	0.03	-0.05	0.00	-0.04	1.24	0,045	0.000	0.000	0.000
Archardale WRZ	0.25	0.00	0.00	0.23	0.23	-0.02	0.02	-0.01	-0.02	0,602	0.000	0.000	0.000
Spina WRZ	0.00	0.00	0.00	0.02	0.02	0.00	0.00	-0.03	-1.00	0,069	0.000	0.001	0.001
Kilchrean WRZ	0.15	0.00	0.00	0.08	0.08	-0.07	0.01	-0.06	0.62	0,233	0.000	0.000	0.000
Glenfinnan WRZ	0.05	0.00	0.00	0.06	0.06	-0.01	0.01	-0.02	-0.27	0,119	0.000	0.000	0.000
Inchlaggan WRZ	0.01	0.00	0.00	0.00	0.00	0.01	0.00	0.01	1.62	0,015	0.000	0.000	0.000
Stronlhan WRZ	0.38	0.00	0.00	0.18	0.17	-0.21	0.02	-0.19	0.99	0,394	0.000	0.000	0.000
Inverpary WRZ	0.25	0.00	0.00	0.10	0.10	-0.15	0.01	-0.14	1.22	0,227	0.000	0.000	0.000
Beauly WRZ	0.01	0.00	0.00	0.00	0.00	0.01	0.00	0.01	4.75	0,005	0.000	0.000	0.000
Inchmaln WRZ	0.02	0.00	0.00	0.05	0.05	-0.02	0.00	-0.03	-0.51	0,185	0.000	0.001	0.001
Dimton WRZ	0.02	0.00	0.00	0.01	0.01	-0.01	0.00	-0.01	0.59	0,059	0.000	0.000	0.000
Forest WRZ	2.02	0.00	0.00	1.71	1.66	-0.38	0.15	-0.23	0.13	3,907	0.000	0.000	0.000
Barra WRZ	0.91	0.00	0.00	0.62	0.60	-0.29	0.05	-0.23	0.34	1,229	0.000	0.000	0.000
Staffin WRZ	0.20	0.00	0.00	0.30	0.29	-0.10	0.03	-0.14	-0.41	0,539	0.000	0.002	0.002
Kilmuir WRZ	0.40	0.00	0.00	0.14	0.14	-0.26	0.01	-0.25	1.61	0,223	0.000	0.000	0.000
Kilmaluag WRZ	0.10	0.00	0.00	0.07	0.07	-0.03	0.01	-0.02	0.30	0,104	0.000	0.000	0.000
Castledale WRZ	0.02	0.00	0.00	0.33	0.32	-0.33	0.03	-0.36	-1.00	0,738	0.000	0.015	0.015
Watershield WRZ	0.08	0.00	0.00	0.10	0.10	-0.02	0.00	-0.02	-0.28	0,092	0.000	0.000	0.000
Glenelg WRZ	0.10	0.00	0.00	0.14	0.14	-0.14	0.01	-0.15	-0.35	0,522	0.000	0.001	0.001
Bracadale WRZ	0.01	0.00	0.00	0.10	0.10	-0.10	0.02	-0.11	-0.94	0,245	0.000	0.004	









**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 x % population affected)	Security of supply index
Douglas & Greenock WRZ	66.45	0.00	0.00	40.84	39.65	26.61	2.53	23.07	0.53	90,440	0.000	0.000	0.000
Garnhill & Ashgrove WRZ	32.35	0.00	0.00	30.46	29.67	1.89	1.89	0.00	0.00	38,793	0.000	0.000	0.000
Corsehouse & Amlaird WRZ	14.25	0.00	0.00	17.20	16.70	-2.95	1.35	-4.31	-0.23	43,995	0.009	0.047	0.047
Alton & Brackin & Penwhable WRZ	125.23	0.00	0.00	130.19	126.40	-4.96	8.42	-13.38	-0.10	254,020	0.050	0.047	0.047
Clatto & Lintrathen & Whitehilllocks WRZ	103.36	0.00	0.00	100.95	98.11	-2.84	6.50	-9.34	-0.04	285,533	0.057	0.008	0.008
Bath & Dunkeld WRZ	32.78	0.00	0.00	26.17	24.83	-1.34	0.21	-1.55	0.22	89,221	0.000	0.000	0.000
Killiecrankie & Kenmore WRZ	6.82	0.00	0.00	4.16	3.51	-0.65	0.27	-0.92	0.54	8,433	0.000	0.000	0.000
Kinloch Bannoch WRZ	0.29	0.00	0.00	0.27	0.15	-0.12	0.02	-0.10	0.01	0,339	0.000	0.000	0.000
Kirkmichael WRZ	0.12	0.00	0.00	0.13	0.09	-0.04	0.01	-0.02	-0.13	0,342	0.000	0.000	0.000
Castle Moffat & Hoops WRZ	29.15	0.00	0.00	20.81	20.20	-8.34	1.31	-7.02	0.32	58,776	0.000	0.000	0.000
Glenlyve & Invercarnie & Mannofield & Tanarside WRZ	126.17	0.00	0.00	106.41	94.28	-19.76	9.41	-10.35	0.09	312,790	0.000	0.000	0.000
Balfour WRZ	1.80	0.00	0.00	1.29	1.19	-0.61	0.11	-0.49	0.28	3,887	0.000	0.000	0.000
Tumult & Gallowhill & Freshhill & Bochomie WRZ	59.71	0.00	0.00	44.80	39.40	-14.31	1.70	-12.61	0.77	92,377	0.000	0.000	0.000
Badenoch & Glenisterach WRZ	23.03	0.00	0.00	23.16	22.48	-0.12	1.46	-1.58	-0.06	60,983	0.012	0.005	0.005
Herricks WRZ	2.19	0.00	0.00	2.17	1.89	-0.03	0.19	-0.07	-0.07	5,505	0.001	0.001	0.001
Braemar WRZ	0.48	0.00	0.00	0.28	0.19	-0.09	0.02	-0.18	0.61	0,777	0.000	0.000	0.000
Craighall WRZ	1.62	0.00	0.00	1.43	1.29	-0.20	0.13	-0.07	0.04	5,324	0.000	0.000	0.000
Craithie WRZ	0.04	0.00	0.00	0.02	0.01	-0.01	0.00	-0.01	1.04	0,046	0.000	0.000	0.000
Lumsden WRZ	0.09	0.00	0.00	0.15	0.10	-0.05	0.01	-0.07	-0.44	0,477	0.000	0.002	0.002
Blythie WRZ	0.18	0.00	0.00	0.12	0.09	-0.09	0.01	-0.08	0.35	0,474	0.000	0.000	0.000
Tennisholm WRZ	0.10	0.00	0.00	0.06	0.04	-0.04	0.01	-0.03	0.48	0,000	0.000	0.000	0.000
Blairstown WRZ	0.23	0.00	0.00	0.16	0.12	-0.08	0.01	-0.06	0.36	0,581	0.000	0.000	0.000
Inverness & Nairn WRZ	26.13	0.00	0.00	26.38	25.62	-0.76	1.85	-2.11	-0.07	67,637	0.013	0.007	0.007
Newmore & Assynt WRZ	25.90	0.00	0.00	20.32	19.73	-5.77	1.28	-4.29	0.20	40,573	0.000	0.000	0.000
Glenconvinth WRZ	3.88	0.00	0.00	2.34	2.28	-1.54	0.15	-1.39	0.56	5,438	0.000	0.000	0.000
Garve WRZ	0.15	0.00	0.00	0.13	0.09	-0.02	0.01	-0.03	0.10	0,146	0.000	0.000	0.000
Trompsburg WRZ	0.59	0.00	0.00	0.40	0.33	-0.19	0.08	-0.17	0.39	0,383	0.000	0.000	0.000
Landersoch WRZ	1.48	0.00	0.00	1.42	1.38	-0.04	0.04	-0.04	-0.03	1,213	0.000	0.000	0.000
Bonar Bridge WRZ	0.14	0.00	0.00	0.12	0.10	-0.02	0.07	-0.05	-0.88	1,617	0.000	0.025	0.025
Cykel Bridge WRZ	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.98	0,010	0.000	0.000	0.000
Fort Augustus WRZ	0.42	0.00	0.00	0.27	0.26	-0.15	0.02	-0.13	0.45	0,861	0.000	0.000	0.000
Gorthleck WRZ	0.17	0.00	0.00	0.36	0.26	-0.19	0.04	-0.23	-0.57	0,610	0.000	0.004	0.004
Invermoriston WRZ	0.10	0.00	0.00	0.70	0.43	-0.60	0.04	-0.64	-0.86	0,132	0.000	0.002	0.002
Dalrhuachan WRZ	0.04	0.00	0.00	0.11	0.05	-0.07	0.01	-0.08	-0.65	0,109	0.000	0.001	0.001
Dalchaco WRZ	0.16	0.00	0.00	0.82	0.85	-4.80	-0.85	-4.23	-0.85	12,134	0.000	0.178	0.178
Dalwhinnie WRZ	0.16	0.00	0.00	0.16	0.11	-0.04	0.01	-0.03	-0.03	0,104	0.000	0.000	0.000
Laggan Bridge WRZ	0.02	0.00	0.00	0.04	0.04	-0.02	0.00	-0.03	-0.58	0,057	0.000	0.000	0.000
North Coast Regional Scheme WRZ	16.98	0.00	0.00	13.31	12.92	-3.67	1.09	-2.58	0.18	26,327	0.000	0.000	0.000
Durness WRZ	0.25	0.00	0.00	0.18	0.13	-0.07	0.01	-0.06	0.29	0,360	0.000	0.000	0.000
Kinlochbaronia WRZ	0.31	0.00	0.00	0.44	0.29	-0.13	0.04	-0.16	-0.34	0,659	0.000	0.002	0.002
Stouie WRZ	0.13	0.00	0.00	0.09	0.05	-0.04	0.01	-0.03	0.31	0,244	0.000	0.000	0.000
Alnabara WRZ	0.02	0.00	0.00	0.02	0.01	-0.01	0.00	-0.01	0.36	0,000	0.000	0.000	0.000
Saighie WRZ	0.58	0.00	0.00	0.74	0.50	-0.16	0.05	-0.21	-0.27	1,051	0.000	0.001	0.001
Backies WRZ	2.72	0.00	0.00	2.06	2.00	-0.66	0.13	-0.53	0.24	4,996	0.000	0.000	0.000
Lochinvar WRZ	0.22	0.00	0.00	0.41	0.29	-0.19	0.04	-0.23	-0.51	0,628	0.000	0.003	0.003
Kylesku WRZ	0.08	0.00	0.00	0.07	0.06	-0.01	0.01	-0.01	-0.01	0,065	0.000	0.000	0.000
Storr WRZ	0.14	0.00	0.00	0.13	0.09	-0.01	0.01	-0.01	0.02	0,321	0.000	0.000	0.000
Achmalloch WRZ	0.12	0.00	0.00	0.07	0.05	-0.05	0.01	-0.05	0.59	0,104	0.000	0.000	0.000
Dumfries WRZ	0.09	0.00	0.00	0.42	0.24	-0.19	0.08	-0.17	-0.44	0,146	0.000	0.001	0.001
Lullisloch WRZ	1.48	0.00	0.00	1.42	1.38	-0.04	0.19	-0.88	-0.38	1,199	0.000	0.003	0.003
Backal WRZ	0.15	0.00	0.00	0.10	0.07	-0.05	0.01	-0.04	0.37	0,168	0.000	0.000	0.000
Achiltzie WRZ	0.23	0.00	0.00	0.24	0.17	-0.02	0.02	-0.04	-0.15	0,332	0.000	0.000	0.000
Gairloch WRZ	0.48	0.00	0.00	0.52	0.35	-0.04	0.05	-0.08	-0.15	0,885	0.000	0.000	0.000
Kinlochewe WRZ	0.12	0.00	0.00	0.09	0.06	-0.03	0.01	-0.03	0.27	0,126	0.000	0.000	0.000
Aultbea WRZ	0.45	0.00	0.00	0.19	0.15	-0.26	0.02	-0.24	1.14	0,725	0.000	0.000	0.000
Inverness WRZ	0.18	0.00	0.00	0.17	0.12	-0.02	0.01	-0.01	0.00	0,320	0.000	0.000	0.000
Inverness WRZ	0.08	0.00	0.00	0.07	0.19	-0.19	0.02	-0.27	-0.70	0,077	0.000	0.000	0.000
Torrilong WRZ	0.10	0.00	0.00	0.07	0.04	-0.03	0.01	-0.02	0.28	0,117	0.000	0.000	0.000
Shieldaig WRZ	0.07	0.00	0.00	0.08	0.06	-0.02	0.01	-0.02	-0.23	0,141	0.000	0.000	0.000
Alligin WRZ	0.05	0.00	0.00	0.05	0.03	-0.01	0.00	-0.01	-0.19	0,123	0.000	0.000	0.000
Diabag WRZ	0.04	0.00	0.00	0.03	0.02	-0.01	0.00	-0.01	0.16	0,069	0.000	0.000	0.000
Abolcross WRZ	0.12	0.00	0.00	0.16	0.12	-0.04	0.01	-0.05	-0.29	0,258	0.000	0.000	0.000
Achintee WRZ	0.04	0.00	0.00	0.03	0.00	-0.00	0.00	0.00	-0.10	0,052	0.000	0.000	0.000
Elchies WRZ	0.02	0.00	0.00	0.02	0.01	-0.01	0.00	-0.01	-0.70	0,077	0.000	0.001	0.001
Kinlochleven WRZ	0.54	0.00	0.00	0.29	0.22	-0.25	0.03	-0.23	0.73	0,947	0.000	0.000	0.000
Glencoe WRZ	0.00	0.00	0.00	0.26	0.18	-0.08	0.02	-0.28	-1.00	0,321	0.000	0.006	0.006
Onich WRZ	0.15	0.00	0.00	0.46	0.36	-0.31	0.04	-0.35	-0.70	0,650	0.000	0.006	0.006
Mallaig WRZ	1.16	0.00	0.00	1.33	0.91	-0.17	0.12	-0.29	-0.20	1,399	0.000	0.001	0.001
Glenugie WRZ	0.08	0.00	0.00	0.04	0.03	-0.04	0.00	-0.03	0.71	0,045	0.000	0.000	0.000
Achardale WRZ	0.25	0.00	0.00	0.33	0.23	-0.08	0.03	-0.11	-0.30	0,602	0.000	0.001	0.001
Strathgairn WRZ	0.00	0.00	0.00	0.02	0.04	0.04	0.00	0.04	-1.00	0,069	0.000	0.001	0.001
Kilchreoch WRZ	0.16	0.00	0.00	0.12	0.08	-0.03	0.01	-0.02	-0.16	0,233	0.000	0.000	0.000
Glenfinnan WRZ	0.05	0.00	0.00	0.08	0.05	-0.04	0.01	-0.05	-0.50	0,119	0.000	0.001	0.001
Inchlaggan WRZ	0.01	0.00	0.00	0.01	0.00	-0.00	0.00	0.00	0.25	0,015	0.000	0.000	0.000
Stronlathie WRZ	0.38	0.00	0.00	0.21	0.17	-0.18	0.02	-0.16	0.70	0,394	0.000	0.000	0.000
Inverpary WRZ	0.25	0.00	0.00	0.12	0.10	-0.13	0.01	-0.11	0.84	0,227	0.000	0.000	0.000
Beauly WRZ	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.40	0,005	0.000	0.000	0.000
Inchkeith WRZ	0.01	0.00	0.00	0.02	0.05	-0.05	0.01	-0.06	-0.70	0,185	0.000	0.002	0.002
Dumfries WRZ	0.02	0.00	0.00	0.02	0.01	-0.01	0.00	-0.01	-0.28	0,042	0.000	0.000	0.000
Forest WRZ	2.16	0.00	0.00	2.20	1.66	-0.54	0.19	-0.23	-0.10	3,907	0.001	0.001	0.001
Barra WRZ	0.91	0.00	0.00	0.77	0.60	-0.15	0.07	-0.08	0.10	1,229	0.000	0.000	0.000
Staffin WRZ	0.20	0.00	0.00	0.42	0.29	-0.19	0.05	-0.22	-0.58	0,539	0.000	0.004	0.004
Kilmuir WRZ	0.40	0.00	0.00	0.18	0.14	-0.22	0.02	-0.21	1.06	0,223	0.000	0.000	0.000
Kilmaluig WRZ	0.10	0.00	0.00	0.12	0.07	-0.02	0.01	-0.03	-0.23	0,104	0.000	0.000	0.000
Craighall WRZ	0.09	0.00	0.00	0.38	0.32	-0.38	0.03	-0.41	-1.00	0,738	0.000	0.015	0.015
Waterside WRZ	0.08	0.00	0.00	0.12	0.10	-0.04	0.01	-0.04	-0.04	0,000	0.000	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