

**SECTION A : BASE INFORMATION**  
**Table A1: Connected and billed properties**

Line Ref.	Description	Ofwat Reference JR 07	WICS Reference AR 06	Units	Field Type	10		20	
						Report Year 2012-13	CG	Report Year +1 Forecast 2013-14	CG
<b>Billed Properties - Water</b>									
A1.1	Unmeasured household billed properties - potable water (including exempt)	T7, L11	A1.1 + A1.10a	Nr	I	2394277	A2	2406543	A3
A1.2	Measured household billed properties - potable water	T7, L12 + L13	A1.12	Nr	I	488	A2	469	A3
A1.3	Unmeasured non-household billed properties - potable water (including exempt)	T7, L16	A1.66	Nr	I	20730	B4	20937	B4
A1.4	Measured non-household billed properties - potable water	T7, L17	A1.22	Nr	I	108313	B4	109396	B4
A1.5	Total number of billed properties - potable water	T7, L14 + L18	-	Nr	C	2523808	B4	2537346	B4
<b>Connected Properties - Water</b>									
A1.6	Unmeasured household connected properties	-	A1.1 + A1.10a + A1.11	Nr	I	2441970	A2	2454237	A3
A1.7	Measured household connected properties	-	A1.12 + A1.13	Nr	I	488	A2	469	A3
A1.8	Unmeasured non-household connected properties	-	A1.66 + A1.67	Nr	I	36801	B4	37169	B4
A1.9	Measured non-household connected properties	-	A1.22	Nr	I	122118	B4	123339	B4
A1.10	Total number of connected properties	-	A1.69	Nr	C	2601377	B4	2615214	B4
A1.11	Number of properties connected during the report year	T7, L1	A1.70	Nr	I	14823	A2	13500	A3
<b>Billed Properties - Foul Sewerage</b>									
A1.12	Unmeasured household billed properties (including exempt)	T13, L1	A3.1 + A3.12b	Nr	I	2299643	A2	2311301	A3
A1.13	Measured household billed properties	T13, L2	A3.14	Nr	I	126	A2	118	A3
A1.14	Unmeasured non-household billed properties (including exempt)	T13, L4	A3.73	Nr	I	19597	B4	19793	B4
A1.15	Measured non-household billed properties	T13, L5	A3.26	Nr	I	86035	B4	86895	B4
A1.16	Total number of billed properties	T13, L3 + L7	-	Nr	C	2405401	B4	2418107	B4
<b>Connected Properties - Foul Sewerage</b>									
A1.17	Unmeasured household connected properties	-	A3.1 + A3.12b + A3.13	Nr	I	2345654	A2	2357312	A3
A1.18	Measured household connected properties	-	A3.26 + A3.30	Nr	I	126	A2	118	A3
A1.19	Unmeasured non-household connected properties	-	A3.73 + A3.76	Nr	I	34588	B4	34934	B4
A1.20	Measured non-household connected properties	-	A3.14 + A3.17	Nr	I	98192	B4	99174	B4
A1.21	Total number of connected properties	-	-	Nr	C	2478560	B4	2491537	B4
A1.22	Number of properties connected during the report year	-	-	Nr	I	13786	A2	12550	A3
<b>Billed Properties - Surface Drainage</b>									
A1.23	Unmeasured household billed properties (including exempt) not billed for property drainage	-	A3.12a	Nr	I	0	A2	0	A3
A1.24	Measured household billed properties not billed for property drainage	-	A3.16	Nr	I	16	A2	14	A3
A1.25	Unmeasured non-household billed properties not billed for property drainage	-	A3.75a	Nr	I	701	B4	708	B4
A1.26	Measured non-household billed properties not billed for property drainage	-	A3.29a	Nr	I	1318	B4	1331	B4
A1.27	Household properties billed for surface drainage only	-	A3.11 + A3.15	Nr	I	0	A2	0	A3
A1.28	Non-household properties billed for surface drainage only	-	A3.28 + A3.74	Nr	I	10937	B4	11046	B4
A1.29	Total number of billed properties	-	-	Nr	C	2487462	B4	2500531	B4
<b>Connected Properties - Surface Drainage</b>									
A1.30	Unmeasured household connected properties	-	-	Nr	I	2345654	A2	2357312	A3
A1.31	Measured household connected properties	-	-	Nr	I	429	A2	412	A3
A1.32	Unmeasured non-household connected properties	-	-	Nr	I	50390	B4	50894	B4
A1.33	Measured non-household connected properties	-	-	Nr	I	94453	B4	95398	B4
A1.34	Total number of connected properties	-	-	Nr	C	2490926	B4	2504015	B4
A1.35	Number of properties connected during the report year	-	-	Nr	I	13786	A2	12550	A3
<b>Trade Effluent</b>									
A1.36	Billed Properties	-	-	Nr	I	1361	A3	1329	A3
A1.37	Connected Properties	-	-	Nr	I	2835	A2	2846	A3
A1.38	Trade effluent load receiving secondary treatment (BOD/yr)	-	-	tonnes	I	18648	B2	18624	B4
A1.39	Trade effluent load receiving secondary treatment (COD/yr)	-	-	tonnes	I	39457	B2	39422	B4

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ANNUAL RETURN INFORMATION REQUIREMENTS

**SECTION A : BASE INFORMATION**  
**Table A2: Population, volumes and loads (Water)**

Line Ref.	Description	Ofwat Reference JR 08	WICS Reference AR 07	Units	Field Type	10		20		30	
						Report Year -2 2010-11	CG	Report Year -1 2011-12	CG	Report Year 2012-13	CG
<b>Summary - Population - Water</b>											
A2.1	Winter	-	A1.71	000	I	5056.507	A2	5077.875	A2	5097.931	A2
A2.2	Summer	-	A1.72	000	I	5228.43	B2	5249.796	B2	5228.30	B2
<b>Household - Population - Water</b>											
A2.3	Population of unmeasured household properties	T7, L31	A1.73	000	I	4957.383	A2	4980.970	A2	5000.659	A2
A2.4	Population of measured household properties	T7, L32	A1.74	000	I	1.147	A2	1.094	A2	1.040	A2
A2.5	Household population connected to the water service	-	A1.75	000	C	4958.53	A2	4982.06	A2	5001.70	A2
<b>Water Balance</b>											
A2.6	Water treated at own works to own customers	T10, L33	-	MI/d	I	2000.08	B3	1895.43	B2	1839.97	B2
A2.7	Distribution input treated water	T10, L30	-	MI/d	I	2000.08	B3	1895.43	B2	1839.97	B2
A2.8	Bulk supply imports	T10, L32	A2.41	MI/d	I	0.00	N	0.00	N	0.00	N
A2.9	Bulk supply exports	T10, L33	A2.42	MI/d	I	0.00	N	0.00	N	0.00	N
A2.10	Net Distribution input treated water (water put into supply)	-	-	MI/d	C	2000.08	B3	1895.43	B3	1839.97	B2
A2.11	Unmeasured household volume of water delivered (including losses)	T10, L4	A2.1	MI/d	I	841.89	B2	826.40	B2	810.20	B2
A2.12	Measured household volume of water delivered (including losses)	T10, L1	A2.5	MI/d	I	0.28	B2	0.24	B2	0.19	B2
A2.13	Unmeasured non-household volume of water delivered (including losses)	T10, L5	sum(A2.22:A2.25)	MI/d	I	17.05	C5	20.28	C5	20.83	C5
A2.14	Measured non-household volume of water delivered (including losses)	T10, L2	sum(A2.9:A2.16)	MI/d	I	419.79	B3	408.53	B3	398.94	B3
A2.15	Water taken unbilled - legally	T10, L21	A2.34	MI/d	I	50.72	C4	55.79	C4	54.41	C4
A2.16	Water taken unbilled - illegally	T10, L22	A2.35	MI/d	I	2.20	C4	1.40	C4	1.37	C4
A2.17	Water taken unbilled - Distribution System Operational Use (DSOU)	T10, L20	A2.33	MI/d	I	6.02	C3	4.33	C3	5.39	C3
A2.18	Net Consumption (including supply pipe losses)	-	-	MI/d	C	1337.96	B3	1316.96	B3	1291.33	B3
A2.19	Distribution losses (including trunk mains and reservoirs)	-	-	MI/d	C	662.12	B3	578.47	B3	548.65	B3
A2.20	Customer supply pipe losses	-	-	MI/d	I	94.81	C3	82.22	C3	68.51	C3
A2.21	Overall water balance	T10, L34	-	-	I		B3		B3		B3
<b>Leakage</b>											
A2.22	Total Leakage (pre-MLE Adjustment)	-	-	MI/d	I	693.36	B3	617.20	B3	561.33	B3
A2.23	Water Balance Closing Error	-	-	%	C	3.18	B3	2.29	B3	3.03	B3
A2.24	MLE Adjustment	-	-	MI/d	I	5.78	B3	12.04	B3	13.82	B3
A2.25	Total Leakage (post-MLE Adjustment)	-	-	MI/d	C	699.15	B3	629.24	B3	575.15	B3
<b>Water delivered - non-potable</b>											
A2.26	Volume of non-potable water delivered	T10, L25	A2.17	MI/d	I	12.288	C5	16.919	C5	10.834	C5
<b>Water delivered - components</b>											
A2.27	Per capita consumption (unmeas'd h'hold - excl s/pipe leakage)	T10, L12	A2.4	l/h/d	I	151.400	B2	149.997	B2	148.821	B2
A2.28	Per capita consumption (meas'd h'hold - excl s/pipe leakage)	T10, L13	A2.8	l/h/d	I	241.184	B3	209.981	B3	177.179	B3
A2.29	Meter under-registration (measured households) (included in water delivered)	T10, L18	A2.7	MI/d	I	0.011	C3	0.009	C3	0.007	C3
A2.30	Meter under-registration (measured non-households) (included in water delivered)	T10, L19	A2.21	MI/d	I	18.445	C3	18.197	C3	17.772	C3

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ANNUAL RETURN INFORMATION REQUIREMENTS

**SECTION A : BASE INFORMATION**  
**Table A3: Population, volumes and loads (Waste water)**

Line Ref.	Description	Ofwat Reference JR 08	WICS Reference AR 07	Units	Field Type	10		20		30	
						Report Year -2 2010-11	CG	Report Year -1 2011-12	CG	Report Year 2012-13	CG
<b>Summary - Population - Waste water</b>											
A3.1	Winter	-	A3.81	000	I	5056.507	A2	4879.626	A2	4897.674	A2
A3.2	Summer	-	A3.82	000	I	5164.075	B2	4987.194	B2	4989.335	B2
A3.3	Household Population connected to the wastewater service	-	A3.83	000	I	4767.151	A2	4787.309	A2	4804.725	A2
A3.4	Assumed percentage returned to sewer	-	A3.84	%	I	95%	A2	95%	A2	95%	A2
<b>Sewage - Volumes</b>											
A3.5	Unmeasured household volume (including exempt)	T14, L1	A4.1	MI/d	I	685.47	B3	682.14	B3	679.26	B3
A3.6	Measured household volume	-	-	MI/d	I	0.036	A2	0.027	A2	0.027	A2
A3.7	Unmeasured non-household foul volume (including exempt)	L14, L2	sum(A4.2:A4.5)	MI/d	I	13.687	B3	17.405	B3	21.473	B3
A3.8	Measured non-household foul volume	-	sum(A4.8:A4.15)	MI/d	I	140.826	B3	139.195	B3	139.720	B3
A3.9	Trade effluent volume	L14, L5	A4.16	MI/d	I	88.843	B2	91.452	B2	85.909	B2
A3.10	Total volume	L14, L3 + L4	A4.18	MI/d	C	928.866	B3	930.217	B3	926.385	B3
A3.11	Volume septic tank waste	T14, L8	A4.19	MI	I	30.422	A3	25.112	A3	31.094	A3
<b>Sewage - Load (BOD/yr)</b>											
A3.12	Unmeasured household load (including exempt)	-	-	tonnes	I	104393.796	B3	105122.902	B3	105217.583	B3
A3.13	Measured household load	-	-	tonnes	I	6.812	B4	6.455	B4	5.883	B4
A3.14	Unmeasured non-household foul load (including exempt)	-	-	tonnes	I	1498.712	B4	1911.113	B4	2351.308	B4
A3.15	Measured non-household foul load	-	-	tonnes	I	15420.437	B3	15283.656	B3	15299.374	B3
A3.16	Trade effluent load	-	-	tonnes	I	25654.054	B2	22524.707	B2	20448.677	B2
A3.17	Total load discharged from primary services	-	-	tonnes	C	146973.811	B3	144848.834	B3	143322.825	B3
A3.18	Private septic tank load	-	-	tonnes	I	122.494	B3	123.296	B3	108.228	B3
A3.19	Public septic tank load	-	-	tonnes	I	76.558	B3	41.013	B3	95.217	B3
A3.20	Other tanker load	-	-	tonnes	I	163.906	B3	123.752	B3	654.614	B3
A3.21	Total load entering sewerage system (BOD/yr)	-	A4.34	tonnes	C	147336.768	B3	145136.896	B3	144180.884	B3
A3.22	Average COD concentration	T15, L22	A4.35	mg/l	I	350.00	B2	350.00	B2	350.00	B2
A3.23	Average suspended solids concentration	T15, L23	A4.36	mg/l	I	250.00	B2	250.00	B2	250.00	B2
A3.24	Equivalent population served (resident)	-	A4.37	000	I	6807.934	B3	6713.192	B3	6659.883	B3
A3.25	Equivalent population served (resident)(numerical consents)	-	A4.38	000	I	6747.045	B3	6641.881	B3	6610.135	B3
A3.26	Total load receiving treatment through PPP treatment works	-	A4.39	tonnes	I	67447.659	B3	66668.555	B3	66241.331	B3
<b>Sewage Sludge Treatment and Disposal</b>											
A3.27	Total sewage sludge disposal	T15, L47	A4.52	ttds	I	125.058	B3	133.789	B4	123.520	B4
A3.28	Total sewage sludge disposal by PPP treatment works	-	-	ttds	I	105.367	B4	113.759	B4	104.356	B4
A3.29	Percentage unsatisfactory sludge disposal	T15, L48	A4.53	%	I	0.00	A1	0.00	A1	0.00	A1

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**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