Reporting Criteria

2020–21

from Southern Water®

Ref	Performance commitment	Unit of measure	Reporting Criteria	Boundaries
PR19SRN_WN02	Water quality compliance (CRI)	number	The definition for this performance commitment is set by the Drinking Water Inspectorate (DWI) in collaboration with the industry. This is published as DWI Compliance Risk Index (CRI), August 2018: https://www.ofwat.gov.uk/publication/dwi-compliance-risk-index-cri-definition/ It is based on the calendar year (1 January 2020 – 31 December 2021). A CRI score is calculated for every individual compliance failure at water supply zones, supply points and treatment works, and service reservoirs. The annual CRI for a company, for any given calendar year, is the sum of the individual CRI scores for every compliance failure reported during the year (see the DWI Compliance Risk Index for further detail on the full calculations).	There are no specific exclusions, however, for some special rules on calculation of risk score refer to the definition.
PR19SRN_WN03	Water supply interruptions	HH:MM:SS	Reducing interruptions to water supply is defined in the reporting guidance for PR19 – Supply Interruptions, published on 27 March 2018: https://www.ofwat.gov.uk/publication/reporting-guidance-supply-interruptions/ It is calculated as the average number of minutes lost per customer for the whole customer base for interruptions that lasted three hours or more It is based on the Reporting year (1 April 2020 – 31 March 2021). Output should be presented as average minutes lost. Calculation of performance is carried out using the following equation: $((Properties\ with\ interrupted\ supply \geq 180\ mins) \times Full\ duration\ of\ interruption) \div$ $Total\ number\ of\ properties\ supplied\ (year\ end)$ = average number of minutes lost per customer Properties supplied: properties shall include billed mains	None

			pressure fed household and non-household properties connected to the company's water supply network. Supply interruption: is defined as when the supply of water to a property is at a pressure of three metres or less (adjusted for any difference in ground or property level).	
PR19SRN_WN04	Leakage	%	The percentage reduction of three year average leakage in megalitres per day (Ml/d) from the 2019-20 baseline. The total level of leakage is defined in the Final reporting guidance for PR19 – Leakage, published on 27 March 2018: https://www.ofwat.gov.uk/publication/reporting-guidance-leakage/ Three-year average values are calculated from annual average values for the reporting year and two preceding years and expressed in megalitres per day (Ml/d). It is based on reporting year (1 April 2020 – 31 March 2021). Total leakage is defined as the sum of distribution system leakage, including service reservoir losses and trunk main leakage plus customer supply pipe leakage. Baseline total leakage is calculated as a three-year average of annual values for 2017-18, 2018-19 and 2019-20 and expressed in megalitres per day (Ml/d). The company should provide a commentary in its 2019-20 Annual Performance Report submission describing any differences in its baseline total leakage level expressed in megalitres per day (Ml/d) in comparison with its business plan forecast. Reasons for any differences should be clearly explained and their volumetric impacts on the baseline quantified. Ofwat reserve the right to intervene if the company does not clearly explain the reasons for differences or if the forecast 2019-20 service level is not met due to reasons which Ofwat consider to be within the company's control. As a minimum, if, using the PR14 calculation of leakage set out in the PR14 performance commitment, a company does not meet its 2019-20 leakage performance commitment	• Exclude properties that are defined as void from night use allowances unless a company can evidence any use or losses from illegal occupation • The volume of measured consumption shall include for measured household and measured non-household water use excluding supply pipe leakage and including estimates of meter under-registration.

			level (specified in our PR14 final determinations), the company's actual level for 2019-20 will, for the purposes of setting the baseline for the 2020-25 period, be adjusted downwards by one third of the difference between the value derived from the PR14 2019-20 performance commitment level and the actual level for 2019-20. For PR14 performance commitments set on a three or five year average basis, Ofwat assume the 2019-20 annual performance commitment level is equal to the average level specified in the PR14 performance commitment. Outcome delivery incentives will be applied on a megalitres per day basis. The performance commitment levels expressed as percentage reduction will be applied to 2019-20 baseline. The difference between this value to one decimal place and actual three year average leakage will be used to calculate outcome delivery incentives.	
PR19SRN_WR01	Per capita consumption	%	Per capita consumption is defined in the Final reporting guidance for PR19 – Per Capita Consumption, published on 27 March 2018: https://www.ofwat.gov.uk/publication/reporting-guidance-per-capita-consumption/ Three-year average values are calculated from annual average values for the reporting year and two preceding years and expressed in litres/person/day (l/p/d). It is based on reporting year (1 April 2020 – 31 March 2021). Per capita consumption is defined as the sum of measured household consumption and unmeasured household consumption divided by the total household population. The company should provide a commentary in its 2019-20 Annual Performance Report submission describing any differences in its baseline PCC expressed in litres per person per day (l/p/d) in comparison with its business plan forecast. Reasons for any differences should be clearly explained and their volumetric impacts on the baseline quantified. Ofwat reserve the right to intervene if the company does not	• Exclude properties that are defined as void unless a company can evidence any use or losses from illegal occupation • Demonstrate that the estimate is for household population only (non-household population is either estimated separately or deducted if the estimate obtained is total population for the area of supply). A company should set out its approach to excluding non-household population and demonstrate that this is consistent with the WRMP guidelines. • Supply pipe leakage should be excluded from

			clearly explain the reasons for differences or if the forecast 2019-20 service level is not met due to reasons which Ofwat consider to be within the company's control. Outcome delivery incentives will be applied on a litres per person per day basis. The performance commitment levels expressed as percentage reduction will be applied to 2019-20 baseline. The difference between this value to one decimal place and actual three year average per capita consumption will be used to calculate outcome delivery incentives.	consumption data
PR19SRN_WN12	Distribution input	Ml/d	The volume of potable water entering the distribution network for distribution to Southern Water customers. It is based on the reporting year (1 April 2020 – 31 March 2021). This measure is reported as an annual average in megalitres per day (Ml/d). Distribution input should be reported using the following criteria: Distribution input to the system shall be metered with at least daily readings at all locations of water input to the distribution network at treatment works, boreholes and bulk supply locations; Meters shall be an appropriate size for the flow to be measured and located at appropriate inputs to the network confirmed by record plans. Any treatment works' take-off downstream of a meter shall be excluded from the distribution input calculations; Data validity checks shall be carried out at least monthly; Any missing data shall be infilled using both pre- and post-data for the location over at least one month, extrapolated from pump hours or use of upstream or downstream meters; and The data transfer systems from meter output to the central database shall be checked and validated on a risk-based frequency every one to two years. This measure has been calculated consistently with other water balance components. If any missing data is infilled then the same data should be used in leakage and per capita consumption (PCC) reporting.	It excludes bulk exports to other water undertakers, but includes bulk imports.
PR19SRN_WN05	Mains repairs	number	Mains repairs is defined in the reporting guidance for PR19 –	The default position is that the

			Mains Repairs per 1000km, published on 27 March 2018. https://www.ofwat.gov.uk/publication/reporting-guidance-mains-repairs-per-1000km/ It is reported as the number of mains repairs per thousand kilometres of the entire water main network (excluding communication and supply pipes). It is based on the reporting year (1 April 2020 – 31 March 2021). Mains repairs – This includes all physical repair work to mains from which water is lost. Mains length – This is the length of all pipes conveying treated water around the distribution point but not including communication pipes or supply pipes.	water company manages the risk of mains bursts and there are no exclusions. The cause of the mains burst is not relevant to the calculation of the reported figure, with the following exceptions and points of clarification: • Any work that is not undertaken on the main e.g. solely on a ferrule, hydrant or valve and clamps associated with these ancillaries, which does not involve a repair on the main shall be excluded. Clamps used to repair the main shall be included. • All third party damage should be excluded where costs are potentially (rather than actually) recovered from a third party.
PR19SRN_WN06	Unplanned outage	%	Unplanned outage is defined in the reporting guidance for PR19 – Unplanned Outage, published on 4 April 2019. https://www.ofwat.gov.uk/publication/reporting-guidance-unplanned-outage/ This measure is reported as the temporary loss of peak week production capacity (PWPC) in the reporting year weighted by the duration of the loss (in days). Unplanned outage for each water production site is calculated separately and then summed over the reporting year to give a total actual unplanned outage for the water resource zone. The company water resource zone weighted outage should then be summed (Ml/d) and normalised based on overall company peak week production capacity to be reported as a percentage. It is based on the reporting year (1 April 2020 – 31 March	Unplanned outage arising from changes in raw water quality beyond the normal water quality operating band shall be excluded as this is not a measure of asset health. Exclusions must be evidence based including evidence to show what the normal water quality operating band for that production site is. This exclusion applies to transient changes to raw water quality such as turbidity, algae, pollution, spikes in nitrate and pesticide. If a company chooses to manage variable raw water quality by proactively temporarily restricting water

	2021). See reporting guidance above for additional detail.	production then this should also be classed as an exclusion. Long-term trend based changes in raw water quality which result in unplanned outages are not permitted as exclusions as a company should have the data to recognise a rising trend and foresee the need to plan for treatment etc. Extreme weather can result in raw water quality events as described above. In addition to this they may present constraints on ability to resolve the unplanned outage e.g. a storm event may increase turbidity and cause a site failure and flooding of the immediate area. It may be difficult for operational staff to attend site to rectify the problem. In an example such as this the health and safety constraint on access should be allowed as a further exclusion, but would need to be well justified and assured. Extreme weather may also include heavy snowfall when access to remote sites can be difficult. A company is expected to: • Demonstrate based on evidence normal water quality operating bands for each water production site. • Record raw water quality events outside of these bands and provide evidence of the exceedance

PR19SRN_WR02	Risk of severe restrictions in a drought	%	The performance commitment drought risk is defined in the reporting guidance – Drought resilience metric, published on 13 March 2018: https://www.ofwat.gov.uk/publication/drought-resilience-metric-risk-of-severe-restrictions-in-a-drought/ The overall metric will be, on a company basis, the percentage of the customer population at risk of experiencing severe restrictions in a 1-in-200 year drought, on average, over 25 years. It is based on the reporting year (1 April 2020 – 31 March 2021). The metric will be calculated using the following formula: $At\ risk\ if,\ DO{-}OA < DD{+}TH$ Where: Deployable output (supply) = DO Outage allowance (unavailable supply) = OA Dry year demand = DD Target headroom (uncertainty) = TH The annual percentage of customers at risk is then calculated by dividing total numbers of customers at risk (ie population of a water resource zone) by the total number of customers served by the company.	NA
PR19SRN_RR08	Priority services for customers in vulnerable circumstances	%	This common performance commitment is defined in the reporting guidance: 'Reporting guidance – Common performance commitment for the Priority Service Register'. This performance commitment consists of the following criteria: • The PSR reach: percentage of households that the company supplies with water and/or wastewater services that are registered on the company's PSR; • Attempted contact: percentage of distinct households on the PSR that the company has attempted to contact over a two-year period; • Actual contact: percentage of distinct households on the	None

			PSR that the company has actually contacted over a two-year period. To achieve compliance with this performance commitment the reach, attempted contact and actual contact targets should be achieved. It is based on the reporting year (1 April 2020 – 31 March 2021). The performance commitment is calculated using the following formulas: $PSR\ Reach$= (PSR [$households$]$Total\ households$)×100 $Attempted\ contacts$= ($Number\ of\ attempted\ contacts PSR$ [$households$])×100 $Actual\ contacts$= ($Number\ of\ actual\ contacts PSR$ [$households$])×100 PSR [households] – Number of households on the PSR (recorded on 31 March) Total households – Total number of households served (recorded on 31 March) Attempted contact – Distinct households which the company has attempted to contact over a two-year period (recorded on 31 March) Actual contact – Distinct households where the company had actual contact over a two-year period (recorded on 31 March).	
PR19SRN_RR05	Customer satisfaction with vulnerability support	%	Percentage of customers that have received non-financial support who believe Southern Water's support addresses their specific requirements and needs. Non-financial support is defined as any support that is provided by the company to a customer with specific requirements or needs which affects the customer for reasons that are not specific to their financial position. This support is provided through the PSR e.g. braille bills or talking bills. Performance will be measured through a survey of customers that have received PSR support. Customers will be asked whether the support provided addresses their specific requirements and needs in relation to their water and wastewater service.	NA

			Customers will be provided information about the support the company provides as part of the questionnaire so they clearly understand the premise of the question. The questionnaire used will be consistent with that used in the company's baseline survey for 2017/18. Customers will be able to respond with a "Yes" or "No" answer and provide additional comments to give the company feedback on any improvements that could still be made to improve support. The performance will be measured as the total number of yes responses divided by the number of responses. The company will not include in the survey PSR customers who have not received a service from the company in the reporting period. The survey should be planned and carried out following social research best practice (example any applicable sections of a relevant code such as that published by the Market Research Society). The sample size should be selected to give a reasonable statistical significance for the purpose of the performance commitment.	
PR19SRN_WWN 08	External sewer flooding	Number	The performance commitment will be reported as the absolute number of the company's external sewer flooding incidents per year including incidents caused by severe weather. The external sewer flooding measure is defined in the reporting guidance for PR19 – Sewer Flooding, updated on 28 April 2018: https://www.ofwat.gov.uk/publication/reporting-guidancesewer-flooding/ It is based on the reporting year (1 April 2020 – 31 March 2021). External flooding: is defined as flooding within the curtilage of a building normally used for residential, public, community and business purposes. Flooding event: is defined as the escape of water from a sewerage system, irrespective of size as evidenced by standing water, running water or visible deposits of silt or sewage solids. It includes flooding due to overloaded sewers (hydraulic flooding) and due to other causes (FOC). Number of incidents: is defined as the number of curtilages flooded during each flooding	• Flooding caused by assets which are beyond the undertaker's control is excluded • The following areas shall be excluded from the reported numbers: (1) 'highways' – including footpaths; and (2) 'public' open space; agricultural land; car parks including overflow carparks.

			event from a public sewer including incidents on sewers transferred under the Transfer of Private Sewers Regulations 2011 and pumping stations transferred in 2016. Severe weather: is defined as individual rainfall events with a storm return period greater than 1 in 20 years. Flooding incidents caused by severe weather should be included in this measure.	
PR19SRN_WWN01	Internal sewer flooding	Number	The internal sewer flooding measure is defined in the reporting guidance for PR19 – Sewer Flooding, published on 27 March 2018: https://www.ofwat.gov.uk/publication/reporting-guidance-sewer-flooding/ The measure is calculated as the number of internal sewer flooding incidents normalised per 10,000 sewer connections including sewer flooding due to severe weather events. Companies might also want to present their performance commitments in absolute numbers to make it easier for customers and stakeholders to understand. The definitive service levels are those expressed as the values normalised per 10,000 sewer connections. It is based on the reporting year (1 April 2020 – 31 March 2021). Internal flooding: is defined as flooding which enters a building or passes below a suspended floor. Flooding event: is defined as the escape of water from a sewerage system, irrespective of size as evidenced by standing water, running water or visible deposits of silt or sewage solids. It includes flooding due to overloaded sewers (hydraulic flooding) and due to other causes (FOC). Number of incidents: is defined as the number of properties flooded during each flooding event from a public sewer including incidents on sewers transferred under the Transfer of Private Sewers Regulations 2011 and pumping stations transferred in 2016. Severe weather: is defined as individual rainfall events with a storm return period greater than 1 in 20 years. Flooding	Flooding caused by assets which are beyond the undertaker's control is excluded

			incidents caused by severe weather should be included in this measure. Sewer length: Include the length of the entire network, including sewers that transferred to their responsibility under the Transfer of Public Sewers Regs 2011. The company should separately record the length of transferred sewers, the calculation of this measure should be based on the latest measurements of the length. The absolute number of incidents is divided by the total number of the company's sewer connections and multiplied by 10,000 to derive the normalised value.	
PR19SRN_WWN04	Sewer collapses	Number	Sewer collapses is defined in the reporting guidance for PR19 – Sewer Collapses per 1000km, published on 4 April 2019. https://www.ofwat.gov.uk/publication/reporting-guidance-sewer-collapses-per-1000km/ Number of sewer collapses per 1000 kilometres of all sewers causing an impact on service to customers or the environment. It is based on reporting year (1 April 2020 – 31 March 2021). Sewer collapse: A sewer collapse is considered to be where a structural failure has occurred to the pipe that results in a service impact to a customer or the environment and where action is taken to replace or repair the pipe to reinstate normal service. The measure intentionally does not refer to the magnitude of the collapse. The measure includes rising mains. Collapses on the entire network are to be reported. Sewer length: Include the length of the entire network, including sewers that transferred to their responsibility under the Transfer of Public Sewers Regs 2011. The company should separately record the length of transferred sewers, the calculation of this measure should be based on the latest measurements of the length.	The following exclusions apply to the sewer collapse measure definition: Proactively identified collapses – Should the need to replace or repair a pipe be found as a result of proactive activity (survey or proactive sewer maintenance work) on the network then it should be excluded. Third party damage – Third party structural damage (including water utility damage) of the sewer is not an indicator of asset health and hence should be excluded. Manhole damage and internal backdrops should be excluded Displaced joints, cracked pipes, open joints, intruding connections, hard blockages patch repairs and sewer lining do not reflect sufficiently significant structural failure hence should be excluded from the measure. Root ingress is excluded unless it has resulted in a need for pipe replacement

PR19SRN_WWN02	Pollution incidents	number	Pollution Incidents is defined in the following guidance for PR19 – Water & Sewerage Company Environmental Performance Assessment (EPA) Methodology (version 3). Published November 2017 by the Environment Agency. https://www.ofwat.gov.uk/wp-content/uploads/2017/12/WatCoPerfEPAmethodology_v3-Nov-2017-Final.pdf The total number of pollution incidents (categories 1 to 3) per 10,000km of sewer length for which the company is responsible in a calendar year. The total number of pollution incidents (categories 1 to 3) in a calendar year emanating from a discharge or escape of a contaminant from a company sewerage asset affecting the water environment. This does not include incidents impacting on air or land. Incidents affecting amenity of the water environment, e.g. Bathing Waters, are included. This does not include pollution incidents from transferred/adopted private pumping stations or transferred/adopted private rising mains (transferred in 2016). Pollution incidents attributed to the clean water distribution system and water treatment works are not included in this total pollution incidents sewerage definition.	NA
PR19SRN_WWN05	Treatment works compliance	%	Treatment works compliance is defined in the reporting guidance for PR19 – Water & Sewerage Company Environmental Performance Assessment (EPA) Methodology (version 3). Published November 2017 by the Environment Agency. https://www.ofwat.gov.uk/wp-content/uploads/2017/12/WatCoPerfEPAmethodology_v3-Nov-2017-Final.pdf The discharge permit compliance metric is reported as the number of failing sites (as a percentage of the total number of discharges) and not the number of failing discharges. It is based on calendar year (1 January 2020 – 31 December 2021). A discharge can be confirmed as failing for a number of	None

		breaches of a numeric permit at wastewater treatment works and water treatment works, these are set out in the Environment Agency guidance.	
PR19SRN_RR01	C-MeX	The customer measure of experience (C-MeX) is a measure of customer satisfaction. A company's C-MeX score is calculated as the weighted average of customer satisfaction (CSAT) scores from customer service (CS) and customer experience (CE) surveys. Standard and higher performance payments under C-MeX depend on a company's performance relative to those of other companies. Higher performance payments are available if the company passes each of the following three 'gates': • the company is one of the top three performers by C-MeX score; • the company is at or above a cross-sector threshold of customer satisfaction performance based on the all-sector upper quartile (ASUQ) of the UK Customer Satisfaction Index (UKCSI); and • the company has lower than the industry average number of household complaints (per 10,000 connections). It is based on the reporting year (1 April 2020 – 31 March 2021). The company's C-MeX score (determined before the application of any adjustment for the number of channels offered) is calculated using the following formula: $C\text{-}MeX\ score$ = 50%$*CS\text{-}CSAT$ + 50%$*CE\text{-}CSAT$ Each CSAT score is rescaled to be out of 100. Three points are deducted from the C-MeX score if the company does not offer at least five communication channels, including three online channels, to receive contacts from customers. Standard payments The company's C-MeX incentive rate (determined before the application of any higher performance payment for	None

passing the three gates) depends on its C-MeX score relative to those of other companies. Specifically, it depends on the company's score relative to the median company's score and either the highest or lowest performing company's score. This is demonstrated as follows: $if\ score{>}median$: $(score{-}median){*}(6\%/(maximum{-}median))$ $if\ score{<}median$: $(score{-}median){*}(12\%/(median{-}minimum))$ $if\ score{=}median$: 0%

where:

• 'score' is the company's C-MeX score in the reporting year;

• 'median' is the median score of all companies' C-MeX scores in the reporting year;

• 'maximum' is the highest score achieved by a company in the reporting year; and

• 'minimum' is the lowest score achieved by a company in the reporting year.

Higher performance payments

Up to three companies could receive higher performance payments. The company with the highest score that passes the three gates receives an additional 6% of that year's annual allowed residential retail revenue, potentially taking its total outperformance payments to 12%. If a second company qualifies, it will receive an additional 4% and if a third company qualifies it will receive an additional 2%. For the avoidance of doubt, if only one company passes the three gates it will receive an additional 6% regardless of whether it is has the highest C-MeX score across all companies.

The 'C-MeX ASUQ' threshold referred to in the three gates for higher rewards, above, is calculated using the following formula: $C\text{-}MeX\ ASUQ = C\text{-}MeX\ Mean + (UKCSI\ ASUQ - UKCSI\ Mean)\ /\ UKCSI\ SD * C\text{-}MeX\ SD$

where:

• 'C-MeX Mean' is the mean average of all water

	companies' C-MeX scores; • 'UKCSI ASUQ' is the upper quartile of the CSI scores of all companies in the UKCSI report relating to the relevant year (eg for C-MeX in 2020-21, the UKCSI ASUQ would be based on data from the July 2021 UKCSI surveys); • 'UKCSI Mean' is the mean average score of water companies in the UKCSI report relating to the relevant year; • 'UKCSI SD' is the standard deviation of water companies' scores in the UKCSI report relating to the relevant year; and • 'C-MeX SD' is the standard deviation of the C-MeX scores of all water companies. The underlying methodology for the UKCSI may change during the 2020-25 period. Ofwat will continue to use future iterations of the UKCSI upper quartile, mean and standard deviation for the purposes of C-MeX. However, if the UKCSI methodology moves away from a league table approach such that Ofwat cannot quantify an upper quartile or no longer has a sufficient number of water companies in its sample, Ofwat will use the last appropriate UKCSI results instead in our in-period determinations.

PR19SRN_WN01	D-MeX	D-MeX is a measure of customer satisfaction. A company's overall D-MeX score is calculated from two components that contribute equally: • qualitative D-MeX score, based on the ratings provided by developer services customers who transacted with the company throughout the reporting year to a customer satisfaction survey; and • quantitative D-MeX score, based on the company's performance against a set of selected Water UK performance metrics throughout the reporting year. The survey results which are used to calculate the qualitative component of the company's D-MeX score will be supplied by a survey agent appointed by Ofwat. This is supplied out of 100 to form the score for the qualitative component of D-MeX. The set of Water UK performance metrics which are used to calculate the quantitative component of the company's D-MeX score, in place at the time of PR19 final determinations publication, are set out in annex 2 of 'PR19 final determinations: Customer measure of experience (C-MeX) and developer services measure of experience (D-MeX) policy appendix'. For each metric, a percentage is reported and a simple average of these metrics is taken. This is rescaled to be out of 100 to form the score for the quantitative component of D-MeX. It is based on the reporting year (1 April 2020 – 31 March 2021). The company's D-MeX score is calculated using the following formula: $D\text{-}MeX\ score = 50\% * Qual + 50\% * Quant$ where: 'Qual' is a simple average of satisfaction scores given by developer customers surveyed in the developer customer satisfaction survey in the reporting year; and • 'Quant' is a simple average of the selected Water UK performance metrics which have non-zero volumes in the reporting year.	None

			Outperformance and underperformance payments The company's D-MeX incentive rate depends on its D-MeX score relative to those of other companies. Specifically, it depends on the company's score relative to the median company's score and either the highest or lowest performing company's score. This is demonstrated as follows: $if\ score{>}median$: $(score{-}median){*}(6\%/(maximum{-}median))$ $if\ score{<}median$: $(score{-}median){*}(12\%/(median{-}minimum))$ $if\ score{=}median$: 0% where: • 'score' is the company's D-MeX score in the reporting year; • 'median' is the median score of all companies' D-MeX scores in the reporting year; • 'maximum' is the highest score achieved by a company in the reporting year; and • 'minimum' is the lowest score achieved by a company in the reporting year.	
PR19SRN_WN07	Drinking water appearance	Number	The number of times the company is contacted by consumers due to the drinking water not being clear, reported per 1,000 population. Calculation is the number of contacts for appearance multiplied by 1,000 divided by the resident population as reported to the Drinking Water Inspectorate (DWI). It is based on calendar year (1 January 2020 – 31 December 2021). The consumer contact classification guidance is defined by DWI in Information Letter 1/2006, 6 January 2006: https://www.ofwat.gov.uk/publication/dwi-letter-customer-contacts-about-water-quality-appearance/ Consumers contact a water company for various water quality reasons. Only consumer contacts that are about appearance will be included in this measure.	At the Ofwat workshop in November 2005 companies identified a number of factors which they felt might lead to inconsistent reporting by companies. These points are listed below so that companies can take them into account. • Consumer contact relates to water supplied by another water company (do not include these contacts in the dataset). • Contacts may be received by companies through their websites. Many of these are from school

				children and college students seeking information to help them with an educational assignment – these contacts should be excluded from the dataset as many are not company specific. However if a company sets up a drinking water area of its website specifically inviting consumers to use the facility to contact the company about their drinking water quality then these should be recorded in the dataset • On investigation some contacts will be found to relate to a private supply of water and not the company's public water supply (exclude these contacts)
PR19SRN_WN08	Drinking water taste and odour	Number	The number of times the company is contacted due to the taste and odour of drinking water, reported per 1,000 population. Calculation is the number of contacts for all taste/odour contacts multiplied by 1,000 divided by the resident population as reported to the Drinking Water Inspectorate (DWI). It is based on calendar year (1 January 2020 – 31 December 2021). The consumer contact classification guidance is defined by DWI in Information Letter 1/2006, 6 January 2006: https://www.ofwat.gov.uk/publication/dwi-letter-customer-contacts-about-water-quality-taste-and-odour/	At the workshop in November 2005 companies identified a number of factors which they felt might lead to inconsistent reporting by companies. These points are listed below so that companies can take them into account. • Consumer contact relates to water supplied by another water company (do not include these contacts in the dataset).

			Consumers contact a water company for various water quality reasons. Only consumer contacts that are about taste and odour will be included in this measure.		• Contacts may be received by companies through their websites. Many of these are from school children and college students seeking information to help them with an educational assignment – these contacts should be excluded from the dataset as many are not company specific. However if a company sets up a drinking water area of its website specifically inviting consumers to use the facility to contact the company about their drinking water quality then these should be recorded in the dataset • On investigation some contacts will be found to relate to a private supply of water and not the company's public water supply (exclude these contacts)
PR19SRN_BIO01	Renewable Generation	%	Total renewable electricity generated as a percentage of the company's total electricity consumption. The measure includes all electricity consumed at the company's sites, including both operational sites and offices. All renewable energy generated on the company's sites will contribute towards this performance measure, irrespective of whether it has been generated using assets owned, operated and maintained by it, or on behalf of it by a third party, non-regulated, or subsidiary business unit. In this way	None	

			performance against the target will be intrinsically linked to behaviours incentivised by the market for the purpose of value creation and not restricted by a traditional operating model. The total amount of renewable electricity generated at the company's sites is measured in kilowatt hours (kWh) at the generation source after deducting any power not used (parasitic loads) and including electricity both consumed on site and any surplus exported into the National Grid. It is based on the reporting year (1 April 2020 – 31 March 2021). The energy generation and consumption data collected for this measure is also used to report greenhouse gas emissions in line with Defra guidance using the UKWIR Carbon Accounting Workbook published on 8 May 2019.	
PR19SRN_BIO02	Satisfactory bioresources recycling	%	The overall percentage of company sludge satisfactorily used or disposed of in line with version 3 of the Environment Agency's Water and Sewerage Company Environmental Performance Assessment (EPA) methodology (published November 2017), which includes compliance with certain environmental laws and industry agreements in effect at the date of final determination, including: • the Sludge (Use in Agriculture) Regulations 1989; • Environmental Permitting (England and Wales) Regulations 2010; and • Water company voluntary compliance with the Safe Sludge Matrix. The full methodology, published in 2017, can be found here: https://www.ofwat.gov.uk/wp-content/uploads/2017/12/WatCoPerfEPAmethodology_v3-Nov-2017-Final.pdf It is based on the calendar year (1 January 2020 – 31 December 2021). Reporting is on the basis of tonnes dry solids (tds) disposed	Exemptions are in line with the EPA 2017 methodology in effect at date of final determination. In the most recent version of the EPA (v3) the following exemptions are included: • solids added during the sludge treatment process, e.g. lime added during the treatment process; • grit and screenings; • water treatment sludge; and • treatment related breaches that do not result in non-compliant sludges or residual products going to any outlets. Incineration is considered an 'outlet' for these purposes rather than a treatment.

			to agricultural land in a compliant manner as a percent of total raw tds production. $\%\ compliant\ satisfactory\ disposal/use$ =1−($unsatisactory\ use\ or\ disposal total\ raw\ tDS\ production$)$x$ 100 The measurement includes all sludge that the company produces in its wastewater treatment process that it treats. It also includes all sludge traded; both imports and exports. The company will ensure that: • sludge imported from 3rd parties meets the same disposal standards as sludge it produces and disposes of. • sludge exported to third parties will be contractually assured to meet the Environment Agency's EPA requirements before being exported.	
PR19SRN_WWN09	River water quality	km	The cumulative length of river improved as a consequence of regulatory and legislative drivers. The length of river defined as improved will be based on the delivery of specified schemes in the WINEP. The commitment level will be limited to those schemes with Green status as at 1 April 2019 and which are already confirmed. The length of river water quality improvements will be derived from specified schemes in the WINEP. It is assumed for the purposes of this performance commitment that delivery of the WINEP schemes will deliver the specified improvements to water quality. It is based on the reporting year (1 April 2020 – 31 March 2021). The performance commitment will only include wastewater schemes which lead to an improvement in river water quality, with lengths as specified by WINEP. This comprises the following WINEP driver codes: • HD_IMP; • SSSI_IMP; • U_IMP1; • WFD_IMP_CHEM;	The performance commitment excludes schemes that were uncertain and had an amber status on 1 April 2019. It is also limited to wastewater schemes and therefore excludes the water scheme with unique identification 7SO200207 in the WINEP. Where multiple schemes improve the same stretch of river, the shorter lengths are excluded. The same stretch of river will only be included once.

			• WFD_IMPg; • WFD_IMPm; • WFD_ND; • WFD_NDLS_CHEM1; and • WFD_NDLS_CHEM2. Where there are any changes to the schemes in the WINEP as a result of alternative solutions being identified and agreed by the Environment Agency, the length of river deemed to be improved will be based on the WINEP scheme before the alternative solutions were identified. The length of river will only be measured in the company region. The final scheme completion date in the WINEP tracker, submitted to the Environment Agency, will be used to report outputs.	
PR19SRN_NEP01	Delivery of water industry national environment programme requirements	Text	Has the company “met” or “not met” all of its requirements for WINEP, in the reporting year. This measure tracks the completion of required schemes in each year, as per the latest WINEP programme published by DEFRA. If any scheme is not delivered by the time specified in the WINEP tracker titled “Completion Date (DD/MM/YY)”, the company will report “not met”. All WINEP schemes will be included including those reported under other performance commitments. It is based on reporting year (1 April 2020 – 31 March 2021). The performance commitment will measure against the latest WINEP tracker in the year in which performance is being reported. Therefore, performance for 2020-21 will be reported based on the latest WINEP programme on the 31st March 2021 and the schemes which have been delivered by this date.	None
PR19SRN_WR05	Abstraction Incentive Mechanism	Ml/d	The abstraction incentive mechanism (AIM) reduces abstraction of water at environmentally sensitive sites when flow or levels are below an agreed point otherwise known as a trigger. The trigger point is usually based on a level or	As defined in the reporting guidance. Abstraction under any of the specific drought measures listed

flow, beyond which the AIM is considered to be “switched on”. This trigger will usually be related to the point at which damage is caused and is intended to prevent this from happening or ameliorate the negative impacts.

The company has included one site for AIM for the period 2020-25, this is Otterbourne and Twyford. The trigger point for this site is the month of September as this is when impacts on the environment are most severe.

The September abstraction limit for the 2020-25 period is 2280 Ml. The company’s stated target is to outperform this by 15 Ml/d.

The abstraction incentive mechanism is defined in the reporting guidance – Guidelines on the abstraction incentive mechanism, published in 2016:

https://www.ofwat.gov.uk/wp-content/uploads/2016/02/gud_pro20160226aim.pdf

It is based on the reporting year (1 April 2020 – 31 March 2021).

AIM performance is measured in megalitres (Ml) and can be measured in Megalitres per day (Ml/d) and is equal to the average daily abstraction during the period when flows are at or below the trigger threshold minus the baseline or in this case the maximum average daily abstraction during the period when flows are at or below the trigger threshold, multiplied by the length of the period when flows are at or below the trigger threshold.

AIM performance in Ml = (average daily abstraction during period when flows are at or below the trigger threshold – baseline or in this case maximum average daily abstraction during period when flows are at or below the trigger threshold) * length of period when flows are at or below the trigger threshold.

For example, in the circumstance that the AIM baseline or in this case maximum is 5 Ml/day and the company abstracts an average of 4 Ml/day from the abstraction site when past the trigger threshold then, the company has an improved performance relative to the baseline of (4 Ml/day below will not contribute to the final score:

1. Ordinary drought orders, as provided for in sections 73 to 81 and Schedules 8 and 9 of the Water Resources Act 1991 and detailed in the Drought Direction 2011; and

2. Emergency Drought Orders as defined in the Water Resources Act 1991.

Outperformance payments will not be permitted in any year where the company has used the above drought measures.

			minus 5 Ml/day) = -1 Ml/d. A negative number signifies an improved performance as average abstraction is less than the baseline.	
PR19SRN_WWN 11	Maintain Bathing waters at 'Excellent'	Number	The number of bathing waters maintained at 'Excellent' each year, as designated by the Environment Agency, based on a four year average. This measures the number of designated bathing waters within the Southern Water region which are assessed as having Excellent bathing water quality at the end of each bathing season. This is based on a four year assessment. If a bathing water is closed for sampling the company will use the most recent classification as reported by the Environment Agency. It is based on the calendar year (1 January 2020 – 31 December 2021). In order to assess water quality at designated bathing waters against the Bathing Water Directive standards, the Environment Agency undertakes regular monitoring. A minimum of four samples is taken at each designated Bathing Water throughout the Bathing Season (1 May to 30 September), and is agreed annually by Defra. The Environment Agency apply Pollution Risk Forecasting (PRF) to 21 of the company's bathing waters, this performance commitment also includes PRF. A statistical representation is determined, this provides the quality rating of either Excellent, Good, Sufficient or Poor. This data is summarised in Defra's 'Annual Bathing Water Compliance Report'. In the revised Bathing Water Directive applied by the Environment Agency - 'Excellent' is defined as EC: ≤250 cfu/100ml and IE: ≤100 cfu/100ml with 95th percentile confidence level for coastal bathing waters. The relevant assessment period is a four-year assessment from the Environment Agency unless there have been fundamental changes to a bathing water.	NA
PR19SRN_WWN 12	Improve the number of bathing waters to at least 'Good' (Cost	Number	The cumulative number of named bathing waters that are improved and assessed as at least 'Good' water quality classification by the Environment Agency in the 2020-25 period.	NA

	Adjustment Claim).	The following are the named bathing waters to be taken to 'Good' classification: • Broadstairs Viking Bay • Littlestone • Lancing, Beach Green • Hastings Pelham Beach • Felpham If during investigations an additional bathing water is identified it can be added to this list with the agreement of the Environment Agency. If a bathing water is de-designated during the period, it will not be counted and will reduce the potential for the company to perform. For the 2024-25 reporting year, if a season is classed as 'abnormal' as there are at least two samples two standard deviations away from typical wet weather affected samples, an underperformance payment will not apply for the 2024-25 year so far that it relates to an 'abnormal' assessment. The performance assessment would be deferred to the following year. The performance assessment for bathing waters assessed as abnormal will not be deferred again. It is expected that any underperformance or outperformance payments for bathing waters assessed as abnormal for the 2024-25 year will apply instead for the year 2025-26, this will be confirmed at the next price review. The overall amount of underperformance or outperformance payments should be the same as if an assessment takes place in 2025-26, had taken place in 2024-25. It is based on calendar year (1 January 2020 – 31 December 2021). A statistical representation is determined, this provides the quality rating of either Excellent, Good, Sufficient or Poor. This data is summarised in Defra's 'Annual Bathing Water Compliance Report'. The relevant assessment period is a single bathing water season in 2024. This differs from the standard four-year

			assessment.	
PR19SRN_WWN13	Improve the bathing waters at 'Excellent' quality (cost adjustment claim)	Number	The cumulative number of named beaches that are improved and assessed as 'Excellent' bathing water classification by the Environment Agency in the 2024-25 period. At least two from the following four bathing waters will be improved: • Gurnard; • Seagrove; • Ramsgate Sands; and • Pevensey Bay If a bathing water is de-designated during the period, it will not be counted and will reduce the potential for the company to perform. For the 2024-25 reporting year, if a season is classed as 'abnormal' as there are at least two samples two standard deviations away from typical wet weather affected samples, underperformance payments will not apply for the 2024-25 year so far that it relates to an 'abnormal' assessment. The performance assessment would be deferred to the following year. The performance assessment for bathing waters assessed as abnormal will not be deferred again. It is expected that any underperformance or outperformance payments for bathing waters assessed as abnormal for the 2024-25 year will apply instead for the year 2025-26, this will be confirmed at the next price review. The overall amount of underperformance or outperformance payments should be the same as if an assessment that takes place in 2025-26, had taken place in 2024-25. It is based on the calendar year (1 January 2020 – 31 December 2021). The relevant assessment period is a single bathing water season in 2024. This differs from the standard four-year assessment. A statistical representation is determined, this provides the	NA

			quality rating of either Excellent, Good, Sufficient or Poor. This data is summarised in Defra's 'Annual Bathing Water Compliance Report'. In the revised Bathing Water Directive applied by the Environment Agency - 'Excellent' is defined as EC: ≤250 cfu/100ml and IE: ≤100 cfu/100ml with 95th percentile confidence level for coastal bathing waters.	
PR19SRN_RR03	Void properties	%	The number of household properties classified as void as a percentage of the total number of household properties served by the company. Void properties are defined as properties, within the company's supply area, which are connected for either a water service only, a wastewater service only or both services but do not receive a charge, as there are no occupants. Additionally a property connected for both services that is not occupied, only counts as one void property. It is based on the reporting year (1 April 2020 – 31 March 2021). The proportion of void properties will be measured as an average over the year. The same method to calculate the average will be used each year.	Excludes non-household properties. Properties that are not billed as it is uneconomical to do so are not counted. Uneconomical means the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself.
-	Properties Connected During the Year	Nr	Total number of new residential and business properties connected to a company's area of supply during the reporting year. This covers the number of new residential and business properties added for each year that were not previously recognised as connected for water supply. Exclusions include separation of common services, or other reconnections. Reported in terms of unmeasured, measured and total billed property numbers. Numbers are reported for unmeasured and measured billed properties in terms of the type of meter installed at the property.	
-	Properties Connected	Nr	The average number of Household and Non-Household properties connected to a company's supply area. These are the sum of the average number of household and non-household properties billed in the year within the undertaker's area. Reported in terms of unmeasured,	Excludes void properties

<table>
<tr><td></td><td></td><td></td><td>measured and total property numbers. For household wastewater measured properties, this includes residential properties billed for measured water supply where sewerage bills are based on value of water supplied. For non-household properties, water, wastewater and water and wastewater are reported separately.</td><td></td></tr>
<tr><td>PR19SRN_WN10</td><td>Water supply resilience</td><td>Number</td><td>Number of residential properties at risk of long term loss of supply (>48 hours) in the company's Thanet, Brighton and the Isle of Wight water supply zones.

A property is considered at risk of long term loss of supply (>48 hours) if it is likely to experience a long term supply interruption if one of the key hazards identified in the table below were to occur.

The key hazards and assets that are considered in the assessments are summarised in the table below.

<table>
<tr><th>Key Hazards</th><th>Water supply works</th><th>Service reservoir</th><th>Booster pumping stations</th><th>Trunk mains</th></tr>
<tr><td>Flooding</td><td>✓</td><td>✓</td><td>✓</td><td>×</td></tr>
<tr><td>Critical Asset Failure</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td></tr>
<tr><td>Contamination</td><td>×</td><td>✓</td><td>×</td><td>✓</td></tr>
<tr><td>Raw Water Loss</td><td>✓</td><td>×</td><td>×</td><td>×</td></tr>
<tr><td>Malicious Damage</td><td>✓</td><td>✓</td><td>✓</td><td>×</td></tr>
<tr><td>Cyber Security Incident</td><td>✓</td><td>✓</td><td>✓</td><td>×</td></tr>
</table>

It is based on the reporting year (1 April 2020 – 31 March 2021).

This measure assesses the number of properties likely to experience long term supply failures if the hazards in the table above were to occur. The impacts of hazards are considered under the following scenario:

• Baseline: Considers the current steady state situation

The measure calculates the difference in residential properties at risk of long term supply interruptions (>48hrs) under the baseline scenario before and after the Network 2030 programme schemes have been delivered.</td><td>None</td></tr>
</table>

			The calculation of properties for the measure includes an 'institution factor'. When a zone contains a critical facility such as a hospital or prison, an uplift factor of 500 is applied for each premise, in order to represent it within the measurement. The company will aim to use the same methodology and data each year as were used for the company business plan and the resulting improvements will result from the company delivered water service improvements.	
PR19SRN_WN11	Properties at risk of receiving low pressure	Number	The number of properties receiving or at risk of receiving pressure below the low pressure reference level. This measure is calculated as the total number of properties receiving pressure below standard. This measure is calculated as the total number of properties receiving pressure below standard, minus the number of those properties that are covered by the predetermined allowable exclusion categories as detailed in the reporting guidance. Low pressure reference level is defined in the reporting guidance published 11 December, 2017 'Properties at risk of receiving low pressure': https://www.ofwat.gov.uk/publication/properties-at-risk-of-receiving-low-pressure/ It is based on the reporting year (1 April 2020 – 31 March 2021). The low pressure reference level applies to a single property and is measured on the customer's side of any meter or company fittings.	There are a number of circumstances under which properties identified as receiving low pressure should be excluded from the reported figure. The aim of these exclusions is to exclude properties which receive a low pressure as a result of a one-off event and which, under normal circumstances (including normal peaks in demand), will not receive pressure or flow below the reference level. Allowable exclusions- Companies must maintain verifiable, auditable records of all the exclusions that they apply in order to confirm the accuracy and validity of their information. All properties identified as having received pressure or flow below the reference level must be reported, unless it can be confirmed that they are covered by one of the following exclusions. • Common services • Low pressure incidents of short duration

				• One-off incident • Planned maintenance • Abnormal demand
PR19SRN_RR06	Gap sites	Number	The number of household gap sites identified by the company and brought into charge annually. A gap site is identified as a property that is not recorded on the company's billing database. To add one more site requires the company to add one property to its billing database. It is based on the reporting year (1 April 2020 – 31 March 2021). Southern Water currently do not operate Gap Site processes outside of the Joint Billing portfolio with South East Water therefore the Gap Sites figure reported relates only to those sites reported to Southern Water by South East Water.	Properties which have for any reason been included on the company's billing database in the past are excluded from contributing to the score to avoid double counting. Excludes new or existing connections raised by developers through established new connections processes. Excludes non-household properties.
PR19SRN_WR03	Target 100	%	Percentage of household population with estimated per capita consumption (PCC) of less than 100 litres/person/day. PCC is defined as the average amount of water used by each customer that lives in a household property. It is based on the reporting year (1 April 2020 – 31 March 2021). The proportion of customers using less than 100 l/p/d is calculated using billed household consumption, divided by estimated occupancy at the household level. Household occupancy is to be based on third party demographic data (eg from Experian or similar). A metered household property is one which is charged on the basis of measured consumption. Billed household consumption is based on data from the company's billing system. It excludes meter under-registration and supply-pipe leakage when evidenced (see below).	The measure excludes unmeasured household properties and non-household properties. Unoccupied household properties (void properties) are excluded. If a property's occupancy status changed during the reporting year only the occupied period is to be used for the purpose of the average PCC calculation. Metered properties identified as having a missing, faulty or damaged meter are excluded up to the date of replacement. These are to include meters identified by the company for reactive replacement due to a fault. Properties with estimated PCC equal or less than 40 litres/person/day are excluded.

				An estimate of supply pipe leakage can only be deducted for externally metered properties with a confirmed supply pipe leak where a domestic leak allowance was claimed. Supply pipe leak volume is only to be deducted for the period up to the repair and can be evidenced by job records or meter readings clearly identifying the reduction in flow rates indicating a successful repair.

Ref	Cost assessment data	Unit of measure	Reporting Criteria	Boundaries
-	Population Served	Number	The annual average resident population served. This includes both households and businesses billed.	Non-resident population is not considered as part of total water population as it is trivial compared to the resident population at water resource area level.
-	Water Resources Treatment & Distribution – Explanatory Variables	Various	This metric relates to 52 different measures, relating to water resources, raw water transport and storage, water treatment – treatment type analysis, water treatment – works size, water treatment – other info, and assets and operations. Definitions for these are included within Ofwat's RAG 4.09 in Tables 5A, 6A and 6B, under the references 5A.1 – 5A.17, 5A.25, 5A.27, 5A.29, 6A.1 – 6A.2, 6A.8 – 6A.11, 6A.13 – 6A.28, 6A.33, 6A.35, 6B.12 – 6B.19, 6B.29 and 6B.31.	-
-	Average pumping head	m.hd	Average pumping head is defined using the following formula:	Where companies do not have measured data available they should estimate their Average Pumping Head using credible methods based on robust engineering assessments.

			$$APH_t = \frac{\Sigma(h_i \times WP_i)}{V_P + V_g}$$ Where, for each price control: APH_t = Average pumping head reported for the Period, t (in m.hd) H_i = Annual mean head, h, (in m.hd). The annual mean head is defined as the average delivery pressure minus the average suction pressure when the pump is operating (note that Annual mean head (hi) = Static Head + Dynamic Head (all infrastructure losses) WP_i = Total measured volume of water pumped, (in Ml), entering each price control and any repumping within V_p = Volume of water pumped, (in Ml), entering each price control V_g = Volume of water gravitated, (in Ml), entering each price control Average pumping head is to be calculated using actual pumping head rather than the rating of the pumps. Companies are expected to use measured flow and pressure data. Companies should state in their commentary the proportion (in %) of their Average Pumping Head that has been calculated using measured data in accordance with the above methodology.	Companies should describe in their commentary each method used and the proportion (in %) of their Average Pumping Head calculated using that method. Pumping of water as part of an environmental improvement scheme (for example stream support) should be included, in the appropriate price control unit, unless funded by a third party. Pumping of water that is exported to another company (raw and treated bulk supply exports) **should not be included**. Companies should describe in their commentary these exclusions. All other ancillary pumping (for example as part of the treatment process) should be included, based on robust engineering assessments, in the price control units. Any averaging across separate operating regions should be individually weighted within price control areas.
-	Sludge treatment and disposal	Various	This metric includes 32 different measures, relating to volumes of sludge produced and disposed, intersiting and disposal work, sludge treatment processes and sludge disposal routes. Definitions for these are included within Ofwat's RAG 4.09 in Tables 8A and 8D, under the references 8A.1 – 8A.19, and 8D.1 – 8D.13.	-

-	Water produced	Ml/d	This metric includes 23 measures, relating to water delivered, abstracted, retained exported, lost and supplied. 5 of these are defined within Ofwat's RAG 4.09 in Tables 8A and 8D, under the references 6A and 6B, including 6A.34, 6A.36, 6B.4, 6B.30, 6B.32, Each of the other items are inputs into water balance calculations, and are not reportedly directly to Ofwat. Details on water balance reporting can be found in Ofwat's "Reporting guidance – leakage" document.	-
-	Bottom-up leakage	Ml/d	Southern Water's Bottom Up Leakage figure is defined within "Leakage Calculation Convergence Methodology", which SWS have stated follows the Ofwat's reporting guidance for Leakage from March 2018 as specified in Ofwat's "Targeted review of common performance commitments". In the both the Ofwat and SWS methodology, "Annual average leakage is defined as the sum of distribution system leakage, including: • Service Reservoir losses • Trunk main Leakage • Customer Supply Pipe Leakage It is reported as the annual arithmetic mean (referred to as 'average') daily leakage expressed in mega-litres per day (Ml/d).	-
-	Company and legally unbilled water usage	Ml/d	This metric includes two measures, "Distribution system operational use" and "water taken legally unbilled". This data is used in the calculation of SWS's water balance. "Distribution system operational use" is defined in Ofwat's Reporting Guidance as "water knowingly used by a company to meet its statutory obligations particularly those related to drinking water quality. This includes, amongst other things, mains flushing, air scouring, swabbing, service reservoir cleaning, discharge to control pH and other chemical parameters in distribution. Water taken for commissioning of assets or as part of other legitimate network use shall be included". For SWS, this is comprised of water used for the	-

			purposes of water quality, mains flushing/air scouring, mains flush (inspectors stand pipe), mains flush (repairs), mains swabbing, mains flush (new mains), service res cleaning, draining network, discharge to control pH, discharge to control other parameters, and capital works programme – rehabilitation. "Water taken legally unbilled" is defined in Ofwat's Reporting Guidance as "all water supplied to customers that is unbilled and not reported as water delivered to billed customers. It can include public supplies for which no charge is made such as some sewer flushing, uncharged church and other supplies, firefighting and training where not charged". SWS's data is comprised of WWTW logged, WWTW assessed, WSW assessed where fed from distribution system, WSW logged where fed from distribution system, fire use, uncharged church supplies, uncharged read/log, highway washing and weed control, metered standpipe, capital works – i.e. storm water tunnelling, sewer flushing and jetting, and building water.	
-	Developer services - non financial information	Number	New connections are the number of new service connections between a property (or properties), both business and residential, and a new/ existing water main/ sewer during the reporting period, it is counted at the time of connection being made. This count relates to residential properties and excludes NAVs (New Appointment and Variations). It also excludes connections between an existing main and a new requisition main. One service may serve multiple properties or a new connection might be required in an existing property. New SLP (Self Lay Provider) connections are the number of new connections served by the incumbent where SLPs do the tapping. New properties are the number of new residential and business properties added to the network, excluding those that are being served by NAVs. This relates to new connections made in the year not new billed properties and should be counted at the time the new service connection is completed. New residential and business properties served by NAVs are the number of residential and business properties with a bulk	There is an assumption that all connections are made in the same financial year that the agreement is made, i.e. if the NAV for 100 residential properties is agreed in June 2020 SWS will assume that all 100 connections are made prior to the 31st of March 2021 and will be excluded from next year's data. There is an assumption that connections refers to the number of direct connections to a Southern Water asset, whereas properties refers to the individual plots, i.e. a block of flats with 10 apartments will only have one water connection into the Southern Water Asset but will be 10 properties.

	supply from the incumbent, this metric is permitted to be estimated if unknown. New properties – SLP Connections are the number of new properties served by the incumbent where the service connections were completed by SLPs providers. Definitions for these are included within Ofwat's RAG 4.09 in Tables 4Q, under the references 4Q.1 – 4Q.12. **Further Information** Due to availability of data from 3rd parties, there are a number of assumptions included in the methodology with a level of estimation applied. Assumptions: •Each property connected to the public sewer is the same number of properties that have been connected for water. • If the customer has paid sewerage infrastructure charges then it has been assumed they are making a connection to the sewers. • For waste only connections, there is an assumption that one property equals one sewerage connection, if an application has been located for the connection.	