

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

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|-----------|-------------|-----------------|----------------|-------|------------|---------------------------|
| Line Ref. | Description | Ofwat Reference | WICS Reference | Units | Field Type | Report Year |
| | | JR 07 | AR 06 | | | 2007-08 <small>CG</small> |

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

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Edition 6

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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| Report Year 2007-08 |

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| Comment Necessary? |
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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 |

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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 2007-08 | CG |
| Properties receiving pressure/flow below reference level | | | | | | | |
| B2.1 | Total connected properties at year end | T2, L1 | B2.1 | 000 | I | 2503.991 | A2 |
| B2.2 | Properties below reference level at start of year | T2, L2 | B2.2 | nr | I | 7772 | B3 |
| B2.3 | Additions due to better information | - | B2.3 | nr | I | 2445 | B3 |
| B2.4 | Additions due to asset deterioration | - | B2.4 | nr | I | 51 | B3 |
| B2.5 | Additions due to operational changes | - | B2.5 | nr | I | 13 | B3 |
| B2.6 | Removed due to better information | - | B2.6 | nr | I | 2738 | B3 |
| B2.7 | Removed due to asset improvements | - | B2.7 | nr | I | 540 | B3 |
| B2.8 | Removed due to operational improvements | - | B2.8 | nr | I | 1096 | B3 |
| B2.9 | Properties below reference level at end of year | T2, L3 | B2.9 | nr | C | 5907 | B3 |
| B2.10 | Properties receiving low pressure but excluded from line B2.9 | T2, L4 | B2.10 | nr | I | 104 | B3 |
| Properties affected by planned interruptions | | | | | | | |
| B2.11 | More than 3 hours planned and warned | T2, L9 | - | nr | I | 140377 | A3 |
| B2.12 | More than 6 hours planned and warned | T2, L10 | - | nr | I | 82377 | A3 |
| B2.13 | More than 12 hours planned and warned | T2, L11 | - | nr | I | 1903 | A3 |
| B2.14 | More than 24 hours planned and warned | T2, L12 | - | nr | I | 1741 | A3 |
| Properties affected by unplanned interruptions | | | | | | | |
| B2.15 | More than 3 hours unplanned | T2, L5 | - | nr | I | 72652 | A3 |
| B2.16 | More than 6 hours unplanned | T2, L6 | B2.42a | nr | I | 7816 | A3 |
| B2.17 | More than 12 hours unplanned | T2, L7 | B2.43 | nr | I | 1502 | A3 |
| B2.18 | More than 24 hours unplanned | T2, L8 | B2.43a | nr | I | 654 | A3 |
| Interruptions caused by third parties | | | | | | | |
| B2.19 | More than 3 hours caused by third parties | T2, L13 | - | nr | I | 52 | A3 |
| B2.20 | More than 6 hours caused by third parties | T2, L14 | - | nr | I | 52 | A3 |
| B2.21 | More than 12 hours caused by third parties | T2, L15 | - | nr | I | 2 | A3 |
| B2.22 | More than 24 hours caused by third parties | T2, L16 | - | nr | I | 0 | AX |
| Unplanned interruptions (overrun of planned interruptions) | | | | | | | |
| B2.23 | More than 6 hours unplanned (overruns of planned interruptions) | T2, L17 | - | nr | I | 9258 | A3 |
| B2.24 | More than 12 hours unplanned (overruns of planned interruptions) | T2, L18 | - | nr | I | 98 | A3 |
| B2.25 | More than 24 hours unplanned (overruns of planned interruptions) | T2, L19 | - | nr | I | 12 | A3 |

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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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| Report Year 2007-08 |

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| 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 |

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| 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 |

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| 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 |

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| 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 |

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| 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 |

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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 2007-08 | CG |
|--|--|--------------------------|-------------------------|-----------|------------|----------|------------------------|----|
| Annual flooding summary | | | | | | | | |
| B3.1 | Number of domestic properties connected to sewerage system | T3, L1 | B3.21 | 000 | I | 2393.540 | A2 | |
| Annual Flooding - Overloaded Sewers | | | | | | | | |
| B3.2 | Number of properties flooded in the year | T3, L2 | B3.1 | nr | I | 88 | B3 | |
| B3.3 | Number of flooding incidents in the year | T3, L3 | B3.2 | nr | I | 44 | B3 | |
| B3.4 | Number of flooding incidents attributed to severe weather | T3, L4 | B3.3 | nr | I | 0 | BX | |
| B3.5 | Props. where flooding limited to uninhabited cellars only (o/loaded sewers) | T3, L5 | - | nr | I | 10 | B3 | |
| Annual Flooding - Other Causes | | | | | | | | |
| B3.6 | Number of properties flooded in the year | T3, L6 | B3.7 | nr | I | 238 | B3 | |
| B3.7 | Properties which have flooded more than once in the last ten years (other causes) | T3, L7 | - | nr | I | 0 | M | |
| B3.8 | Flooding incidents due to equipment failure | T3 L8 | B3.8 | nr | I | 18 | B3 | |
| B3.9 | Flooding incidents due to blockages | T3 L9 | B3.9 | nr | I | 159 | B3 | |
| B3.10 | Flooding incidents due to sewer collapses | T3 L10 | B3.10 | nr | I | 7 | B3 | |
| B3.11 | Props. where flooding limited to uninhabited cellars only (other causes) | T3, L11 | - | nr | I | 31 | B3 | |
| B3.12 | Number of flooding incidents in the year | - | B3.11 | nr | I | 184 | B3 | |
| Properties on the "At Risk" Register | | | | | | | | |
| (i) At risk summary | | | | | | | | |
| B3.13 | 2 in 10 at end of year | T3, L12 | B3.23 | nr | I | 307 | B3 | |
| B3.14 | 1 in 10 at end of year | T3, L13 | B3.24 | nr | I | 256 | B3 | |
| B3.15 | Total 1 in 10 and 2 in 10 properties at risk at end of year | - | B3.25 | nr | C | 563 | B3 | |
| B3.16 | 1 in 20 risk at end of year | - | - | nr | I | 0 | BX | |
| B3.17 | Total props. at risk but not flooded in last 10 yrs. (exc. exceptional weather) | T3, L16 | B3.26 | nr | I | 14 | B3 | |
| (ii) Problem status of properties on the register | | | | | | | | |
| B3.18 | Solved but temporary or being tested | - | B3.27 | nr | I | 157 | B3 | |
| B3.19 | To be solved | - | B3.28 | nr | C | 406 | B3 | |
| (iii) Annual changes to register | | | | | | | | |
| B3.20 | Removed by authority action | - | B3.29 | nr | I | 107 | B3 | |
| B3.21 | Removed because of better information | - | B3.30 | nr | I | 468 | B3 | |
| B3.22 | Added because of better information | - | B3.31 | nr | I | 96 | B3 | |
| B3.23 | Added because of increased demand | - | B3.32 | nr | I | 0 | BX | |
| (iv) Problem solving costs | | | | | | | | |
| B3.24 | Average cost of permanent problem solved (capex) | - | B3.33 | £000/prop | I | 80.482 | B3 | |
| B3.25 | Average cost of permanent problem solved (opex) | - | B3.34 | £000/prop | I | 0.000 | BX | |
| B3.26 | Average cost of temporary problem solving measures (capex) | - | B3.35 | £000/prop | I | 2.650 | B3 | |
| B3.27 | Average cost of temporary problem solving measures (opex) | - | B3.36 | £000/prop | I | 0.000 | BX | |
| (v) ESL funding | | | | | | | | |
| B3.28 | Properties at risk to be removed in the report year as per SW's Delivery Plan (May 2006) | - | - | nr | I | 100 | A1 | |

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

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

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| Report Year 2007-08 |
| Comment Necessary? |

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

| Line Ref. | Description | Ofwat Reference JR 07 | WICS Reference AR 06 | Units | Field Type | 10 Report Year 2007-08 CG | |
|---|--|--------------------------|-------------------------|-------|------------|---------------------------------|----|
| Annual Flooding summary | | | | | | | |
| (i) Overloaded sewers | | | | | | | |
| B3a.1 | Areas flooded externally in the year (overloaded sewers) | T3a, L1 | - | nr | I | 0 | M |
| B3a.2 | Curtilege flooding incidents in the year (overloaded sewers) | T3a, L2 | - | nr | I | 249 | B4 |
| B3a.3 | Highway flooding incidents (overloaded sewers) | T3a, L3 | - | nr | I | 162 | B4 |
| B3a.4 | Other flooding incidents (overloaded sewers) | T3a, L4 | - | nr | I | 50 | B4 |
| B3a.5 | Total flooding incidents (overloaded sewers) | T3a, L5 | - | nr | C | 461 | B4 |
| B3a.6 | External flooding incidents (overloaded sewers attributed to severe weather) | T3a, L6 | - | nr | I | 0 | M |
| (ii) Other causes | | | | | | | |
| B3a.7 | Areas flooded externally in the year (other causes) | T3a, L7 | - | nr | I | 0 | M |
| B3a.8 | Flooding incidents (other causes - equipment failure) | T3a, L9 | - | nr | I | 122 | B4 |
| B3a.9 | Flooding incidents (other causes - blockages) | T3a, L10 | - | nr | I | 6073 | B4 |
| B3a.10 | Flooding incidents (other causes - collapses) | T3a, L11 | - | nr | I | 170 | B4 |
| AREAS ON THE 1:10, 2:10, 1:20 AT RISK REGISTER | | | | | | | |
| (i) At risk summary | | | | | | | |
| B3a.11 | 2 in 10 risk at end of year | T3a, L12 | - | nr | I | 936 | B4 |
| B3a.12 | 1 in 10 risk at end of year | T3a, L13 | - | nr | I | 1349 | B4 |
| B3a.13 | 1 in 20 risk at end of year | T3a, L14 | - | nr | I | 0 | BX |
| B3a.14 | Total at risk on the 1:10, 2:10, 1:20 register at end of year | T3a, L15 | - | nr | C | 2285 | B4 |
| (ii) Problem status of external areas on the 1:10, 2:10, 1:20 register | | | | | | | |
| B3a.15 | Problems solved by temporary measures or subject to testing | - | - | nr | I | 8 | B4 |
| B3a.16 | Problems awaiting solution | - | - | nr | I | 2277 | B4 |
| (iii) Annual changes to 1:10, 2:10, 1:20 register | | | | | | | |
| B3a.17 | Removed by company action | - | - | nr | I | 130 | B4 |
| B3a.18 | Removed because of better information | - | - | nr | I | 524 | B4 |
| B3a.19 | Added because of better information | - | - | nr | I | 122 | B4 |
| B3a.20 | Added because of increased demand | - | - | nr | I | 0 | BX |
| B3a.21 | Moved from external to internal register | - | - | nr | I | 15 | B4 |
| (iv) Problem solving costs | | | | | | | |
| 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 | 3 | B4 |
| B3a.25 | Average cost of temporary problem solving measures (opex) | - | - | £'000 | I | 0 | N |

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

| Line Ref. | Description | Ofwat Reference JR 07 | WICS Reference AR 06 | Units | Field Type |
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| Report Year 2007-08 |

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| 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 |

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| 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 |

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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 2007-08 | cg |
| Billing / Charging / Metering Enquiries | | | | | | | |
| B4.1 | Total number of enquiries | - | B4.1 | nr | C | 3445 | A1 |
| B4.2 | No. dealt with within 5 working days | - | B4.2 + B4.3 | nr | I | 3432 | A1 |
| B4.3 | No. dealt with in more than 5 but within 10 working days | - | B4.4 | nr | I | 10 | A1 |
| B4.4 | No. dealt with in more than 10 working days | - | B4.5 + B4.6 + B4.7 | nr | I | 3 | A1 |
| B4.5 | % dealt with within 5 working days | - | B4.8 + B4.9 | % | C | 99.623 | A1 |
| B4.6 | % dealt with in more than 5 but within 10 working days | - | B4.10 | % | C | 0.290 | A1 |
| B4.7 | % dealt with in more than 10 working days | - | B4.11 + B4.12 + B4.13 | % | C | 0.087 | A1 |
| Change of Payment Method Enquiries | | | | | | | |
| B4.8 | Total number of enquiries | - | B4.14 | nr | C | 0 | N |
| B4.9 | No. dealt with within 5 working days | - | B4.15 + B4.16 | nr | I | 0 | N |
| B4.10 | No. dealt with in more than 5 but within 10 working days | - | B4.17 | nr | I | 0 | N |
| B4.11 | No. dealt with in more than 10 working days | - | B4.18 + B4.19 + B4.20 | nr | I | 0 | N |
| B4.12 | % dealt with within 5 working days | - | B4.21 + B4.22 | % | C | #DIV/0! | N |
| B4.13 | % dealt with in more than 5 but within 10 working days | - | B4.23 | % | C | #DIV/0! | N |
| B4.14 | % dealt with in more than 10 working days | - | B4.24 + B4.25 + B4.26 | % | C | #DIV/0! | N |
| New Written Complaints | | | | | | | |
| B4.15 | Total number of new written complaints received | T5, L1 | B5.1 | nr | C | 4007 | B2 |
| B4.15a | Total number of written complaint correspondence | - | B5.1a | nr | I | 4353 | B2 |
| B4.15b | Number of items of correspondence/complaints | - | B5.1b | nr | C | 1.086 | B2 |
| B4.16 | No. dealt with within 10 working days | T5, L2 | B5.2 + B5.3 + B5.4 | nr | I | 4007 | B2 |
| B4.17 | No. dealt with in more than 10 but within 20 working days | | B5.5 + B5.6 | nr | I | 0 | BX |
| B4.18 | No. dealt with in more than 20 working days | T3, L4 | B5.7 | nr | I | 0 | BX |
| B4.19 | % dealt with within 10 working days | T5, L3 | B5.8 + B5.9 + B5.10 | % | C | 100.000 | B2 |
| B4.20 | % dealt with in more than 10 but within 20 working days | | B5.11 + B5.12 | % | C | 0.000 | BX |
| B4.21 | % dealt with in more than 20 working days | T3, L5 | B5.13 | % | C | 0.000 | BX |
| Telephone Contacts | | | | | | | |
| B4.22 | Total calls received on customer contact lines | T5, L13 | B6.1 | nr | I | 558452 | A1 |
| B4.23 | Total calls answered on customer contact lines | - | B6.3 | nr | I | 552909 | A1 |
| B4.24 | Total calls answered within 30 seconds on customer contact lines | - | B6.4 + B6.5 | nr | I | 543469 | A1 |
| B4.25 | Total calls answered in more than 30 seconds on customer contact lines | - | B6.6 | nr | I | 9440 | A1 |
| B4.26 | Average time taken to answer a call on customer contact lines | - | B6.7 | secs | I | 5 | A1 |
| B4.27 | All lines busy | T5, L14 | - | nr | I | 0 | AX |
| B4.28 | Total of abandoned calls on customer contact lines | T5, L15 | B6.9 | nr | I | 5543 | A1 |
| B4.29 | Total Telephone complaints | T5, L17 | - | nr | I | 202717 | A1 |
| Private Septic Tank Emptying | | | | | | | |
| B4.30 | Total private septic tank emptying requests | - | B6.10 | nr | I | 15880 | B2 |
| B4.31 | Total private septic tank emptyings carried out | - | B6.11 | nr | C | 16529 | B2 |
| B4.32 | Total private pre-planned septic tank emptyings | - | B6.12 | nr | I | 14277 | B2 |
| B4.33 | Total emergency request private septic tank emptyings | - | B6.13 | nr | I | 801 | B2 |
| B4.34 | Total private ad hoc request septic tank emptyings | - | B6.14 | nr | I | 1451 | B2 |
| B4.35 | Ad hoc private ST emptying in 0-10 working days of request | - | B6.15 | nr | I | 838 | B2 |
| B4.36 | Ad hoc private ST emptying in 10-15 working days of request | - | B6.16 | nr | I | 209 | B2 |
| B4.37 | Ad hoc private ST emptying in 15-20 working days of request | - | B6.17 | nr | I | 125 | B2 |
| B4.38 | Ad hoc private ST emptying in 20-25 working days of request | - | B6.18 | nr | I | 71 | B2 |
| B4.39 | Ad hoc private ST emptying in 25-30 working days of request | - | B6.19 | nr | I | 59 | B2 |
| B4.40 | Ad hoc private ST emptying in 30+ working days of request | - | B6.20 | nr | I | 149 | B2 |

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 Authorised by: Geoff Aitkenhead Date: 13/06/2008

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 2007-08 |

Comment Necessary?

| Billing / Charging / Metering Enquiries | | | | | |
|---|--|---|-----------------------|----|---|
| B4.1 | Total number of enquiries | - | B4.1 | nr | C |
| B4.2 | No. dealt with within 5 working days | - | B4.2 + B4.3 | nr | I |
| B4.3 | No. dealt with in more than 5 but within 10 working days | - | B4.4 | nr | I |
| B4.4 | No. dealt with in more than 10 working days | - | B4.5 + B4.6 + B4.7 | nr | I |
| B4.5 | % dealt with within 5 working days | - | B4.8 + B4.9 | % | C |
| B4.6 | % dealt with in more than 5 but within 10 working days | - | B4.10 | % | C |
| B4.7 | % dealt with in more than 10 working days | - | B4.11 + B4.12 + B4.13 | % | C |

N
N
N
N
N
N
N

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

Y
Y
Y
Y
Y
Y

| 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
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N

| | |
|---------------------------------|------------------|
| Prepared by: | Date: 13/06/2008 |
| Checked by: | Date: 13/06/2008 |
| Authorised by: Geoff Aitkenhead | Date: 13/06/2008 |

ANNUAL RETURN INFORMATION REQUIREMENTS

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

| Line Ref. | Description | Ofwat Reference JR 07 | WICS Reference AR 06 | Units | Field Type | 10 | |
|--|---|-----------------------|----------------------|-------|------------|---------------------|----|
| | | | | | | Report Year 2007-08 | ca |
| Planned Interruptions | | | | | | | |
| B7.1 | Number of planned interruptions expected to last more than four hours | - | B7.1 | nr | I | 2535 | A3 |
| B7.2 | Number of planned interruptions expected to last more than 4 hours where 48 hours notice given | - | B7.2 | nr | I | 2468 | A3 |
| B7.3 | Number of planned interruptions expected to last more than 4 hours where restoration time given | - | B7.3 | nr | I | 2535 | A3 |
| B7.4 | Number of planned interruptions expected to last more than 4 hours which were restored at advertised time | - | B7.4 | nr | I | 2493 | A3 |
| B7.5 | Number of GMS failure payments paid automatically (planned interruptions) | - | B7.5 | nr | I | 0 | BX |
| B7.6 | Number of GMS failure payments claimed (planned interruptions) | - | B7.6 | nr | I | 20 | B2 |
| B7.7 | Total number of GMS failure payments made (planned interruptions) | - | B7.7 | nr | C | 20 | B2 |
| B7.8 | Total amount paid out for GMS failure (planned interruptions) | - | B7.8 | £ | I | 660 | B2 |
| Unplanned Interruptions | | | | | | | |
| B7.9 | Number of unplanned interruptions | - | B7.9 | nr | I | 3657 | A3 |
| B7.10 | Number of unplanned interruptions (strategic main) | - | B7.10 | nr | I | 65 | A3 |
| B7.11 | Number of unplanned interruptions (not strategic main) | - | B7.11 | nr | I | 3592 | A3 |
| B7.12 | Number of unplanned interruptions (not strategic main) restored within 12 hours | - | B7.12 | nr | I | 3551 | A3 |
| B7.13 | Number of unplanned interruptions (strategic main) restored within 48 hours | - | B7.13 | nr | I | 65 | A3 |
| B7.14 | Number of GMS failure payments paid automatically (unplanned interruptions) | - | B7.14 | nr | I | 0 | BX |
| B7.15 | Number of GMS failure payments made from claims (unplanned interruptions) | - | B7.15 | nr | I | 132 | B2 |
| B7.16 | Total number of GMS failure payments made (unplanned interruptions) | - | B7.16 | nr | I | 132 | B2 |
| B7.17 | Total amount paid out for failure (unplanned interruptions) | - | B7.17 | £ | I | 4920 | B2 |
| Sewer Flooding | | | | | | | |
| B7.18 | Number of incidents of flooding from sewers | - | B7.18 | nr | BF | 228 | B3 |
| B7.19 | Number of payments to domestic properties for flooding from sewers | - | B7.19 | nr | I | 358 | B2 |
| B7.20 | Total amount paid to domestic properties for flooding from sewers | - | B7.20 | £ | I | 67507 | B2 |
| B7.21 | Number of payments to non-domestic properties for flooding from sewers | - | B7.21 | nr | I | 229 | B2 |
| B7.22 | Total amount paid to non-domestic properties for flooding from sewers | - | B7.22 | £ | I | 185672 | B2 |
| Request to change method of payment enquires | | | | | | | |
| B7.23 | Number not dealt with within GMS period | - | B7.23 | nr | I | 0 | N |
| B7.24 | Number of payments for failure to respond (automatic) | - | B7.24 | nr | I | 0 | N |
| B7.25 | Number of payments made from claims for failure to respond | - | B7.25 | nr | I | 0 | N |
| B7.26 | Total number of payments for failure to respond | - | B7.26 | nr | C | 0 | N |
| B7.27 | Total amount paid for GMS failure | - | B7.27 | £ | I | 0 | N |
| Other Billing/ Charging / Metering enquires | | | | | | | |
| 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 | B2 |
| B7.30 | Number of payments made from claims for failure to respond | - | B7.30 | nr | I | 0 | BX |
| B7.31 | Total number of payments for failure to respond | - | B7.31 | nr | C | 3 | B2 |
| B7.32 | Total amount paid for GMS failure | - | B7.32 | £ | I | 180 | B2 |
| Written Complaints | | | | | | | |
| B7.33 | Number not dealt with within GMS period | - | B7.33 | nr | I | 0 | A1 |
| B7.34 | Number of payments for failure to respond (automatic) | - | B7.34 | nr | I | 0 | N |
| B7.35 | Number of payments made from claims for failure to respond | - | B7.35 | nr | I | 0 | N |
| B7.36 | Total number of payments for failure to respond | - | B7.36 | nr | C | 0 | N |
| B7.37 | Total amount paid for GMS failure | - | B7.37 | £ | I | 0 | N |
| Telephone Complaints where a written response is requested. | | | | | | | |
| B7.38 | Number not dealt with within GMS period | - | B7.38 | nr | I | 0 | A1 |
| B7.39 | Number of payments for failure to respond (automatic) | - | B7.39 | nr | I | 0 | 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 |
| Keeping Appointments | | | | | | | |
| B7.43 | Number of appointments | - | B7.43 | nr | I | 3020 | A2 |
| B7.44 | % of appointments made which are kept | - | B7.44 | % | I | 99.834 | A2 |
| B7.45 | Number of two hour time banded appointments made | - | B7.45 | nr | I | 3020 | A2 |
| B7.46 | % of two hour time banded appointments made which are kept | - | B7.46 | % | I | 99.834 | A2 |
| B7.47 | Number of GMS failure payments paid automatically (keeping appointments) | - | B7.47 | nr | I | 5 | B2 |
| B7.48 | Number of payments made from claims for failure (keeping appointments) | - | B7.48 | nr | I | 0 | BX |
| B7.49 | Total number of GMS failure payments made (keeping appointments) | - | B7.49 | nr | C | 5 | B2 |
| B7.50 | Total amount paid out for GMS failure (keeping appointments) | - | B7.50 | £ | I | 100 | B2 |
| Ex Gratia Payments Made | | | | | | | |
| B7.51 | Total number of ex-gratia payments made | - | B7.51 | nr | I | 724 | B2 |
| B7.52 | Total amount paid out in ex-gratia payments | - | B7.52 | £ | I | 139981 | B2 |
| Water Ingress to Gas Mains | | | | | | | |
| A) Failure to return call within 2 hours | | | | | | | |
| B7.53 | Number not dealt with within GMS period | - | B7.53 | nr | I | 0 | A1 |
| 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 |
| Meter Applications | | | | | | | |
| A) Failure to provide estimate of work within 10 working days of survey | | | | | | | |
| B7.58 | Number not dealt with within GMS period | - | B7.58 | nr | I | 6 | B2 |
| B7.59 | Number of payments for failure to respond (automatic) | - | B7.59 | nr | I | 6 | B2 |
| B7.60 | Number of payments made from claims for failure to respond | - | B7.60 | nr | I | 0 | BX |
| B7.61 | Total number of payments for failure to respond | - | B7.61 | nr | C | 6 | B2 |
| B7.62 | Total amount paid for GMS failure | - | B7.62 | £ | I | 120 | B2 |
| Pressure | | | | | | | |
| A) Failure to inform customer of results of investigation within 5 working days | | | | | | | |
| B7.63 | Number not dealt with within GMS period | - | B7.63 | nr | I | 0 | A1 |
| B7.64 | Number of payments for failure to respond (automatic) | - | B7.64 | nr | I | 0 | 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) Instance of low pressure | | | | | | | |
| B7.68 | Number of instances within GMS definition | - | B7.68 | nr | I | 5 | B2 |
| B7.69 | Number of payments for failure to provide guaranteed pressure (automatic) | - | B7.69 | nr | I | 0 | BX |
| B7.70 | Number of payments made from claims for failure to provide guaranteed pressure | - | B7.70 | nr | I | 6 | B2 |
| B7.71 | Total number of payments for failure to provide guaranteed pressure | - | B7.71 | nr | C | 6 | B2 |
| B7.72 | Total amount paid for GMS failure | - | B7.72 | £ | I | 160 | B2 |
| Major Incidents | | | | | | | |
| A) Failure to provide information | | | | | | | |
| B7.73 | Number not dealt with within GMS period | - | B7.73 | nr | I | 0 | A1 |
| B7.74 | Number of payments for failure to respond (automatic) | - | B7.74 | nr | I | 0 | 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) Failure to provide alternative supplies | | | | | | | |
| B7.78 | Number not dealt with within GMS period | - | B7.78 | nr | I | 0 | A1 |
| B7.79 | Number of payments for failure to respond (automatic) | - | B7.79 | nr | I | 0 | 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 |
| GMS Payment | | | | | | | |
| A) Failure to make payment within 10 working days | | | | | | | |
| B7.83 | Number not dealt with within GMS period | - | B7.83 | nr | I | 0 | A1 |
| B7.84 | Number of payments for failure to respond (automatic) | - | B7.84 | nr | I | 0 | 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: 13/06/2008
 Checked by: Date: 13/06/2008
 Authorised by: Geoff Aitkenhead Date: 13/06/2008

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

| | | | | | | 10 |
|--|--|-----------------------|----------------------|-------|------------|-------------|
| Line Ref. | Description | Ofwat Reference JR 07 | WICS Reference AR 06 | Units | Field Type | Report Year |
| | | | | | | 2007-08 CG |
| Water service - distribution | | | | | | |
| B8.1 | Mains bursts per 1000 km | T11, L11 | D5.1 | nr | I | 169 B3 |
| Water service - Water Treatment Works (Turbidity) | | | | | | |
| B8.2 | 95%ile greater than or equal to 0.5NTU [number of WTWs] | T11a, L1, C1 | - | nr | I | 19 A2 |
| B8.3 | 95%ile greater than or equal to 0.5NTU [output for calendar year] | T11a, L1, C2 | - | MI/d | I | 741.54 C4 |
| B8.4 | 95%ile less than 0.5NTU [number of WTWs] | T11a, L2, C1 | - | nr | I | 35 A2 |
| B8.5 | 95%ile less than 0.5NTU [output for calendar year] | T11a, L2, C2 | - | MI/d | I | 1278.74 C4 |
| B8.6 | Turbidity not recorded [number of WTWs] | T11a, L3, C1 | - | nr | I | 253 A2 |
| B8.7 | Turbidity not recorded [output for calendar year] | T11a, L3, C2 | - | MI/d | I | 251.24 C4 |
| B8.8 | Total [number of WTWs] | T11a, L4, C1 | - | nr | C | 307 A2 |
| B8.9 | Total [output for calendar year] | T11a, L4, C2 | - | MI/d | C | 2271.52 C4 |
| Sewerage service | | | | | | |
| B8.10 | Total number of sewer collapses | - | - | nr | I | 1998 B3 |
| B8.11 | Sewer collapses per 1000 km | T16, L12 | D6.1 | nr | I | 40.2 B3 |
| B8.12 | Number of unsatisfactory intermittent discharges | T16, L16 | - | nr | I | 856 B3 |
| B8.13 | Number of intermittent discharges | T16, L17 | - | nr | I | 3576 B3 |
| B8.14 | Percentage of unsatisfactory intermittent discharges | - | - | % | C | 23.937 B3 |
| B8.15 | Total number of blockages | T16a, L3 | - | nr | I | 12306 B3 |
| B8.16 | Blockages per 1000km | T16, L13 | - | nr | I | 247.3 B3 |
| B8.17 | Total number of rising main failures | T16a, L1 | - | nr | I | 20 B3 |
| B8.18 | Total number of gravity sewer collapses | T16a, L2 | - | nr | I | 1978 B3 |
| B8.19 | Total number of equipment failures repaired | T16a, L4 | - | nr | I | 8968 B3 |
| Sewage treatment works - BOD performance | | | | | | |
| B8.20 | Number of STW's (Equivalent Population band 3 to 6) | T16b, L1, C1 | - | nr | I | 157 A3 |
| B8.21 | Percentage of STWs where there are no BOD events forecast for the current year (Event: Max > 2) | T16b, L1, C2 | - | % | I | 86.4 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 | 89.4 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 | 94.5 A3 |
| B8.24 | Number of excluded STWs | T16b, L2, C1 | - | nr | I | 1737 A3 |
| B8.25 | Total STWs | T16b, L3, C1 | - | nr | C | 1894 A3 |
| Sewage treatment works - SS performance | | | | | | |
| B8.26 | Number of STW's (Equivalent Population band 3 to 6) | T16b, L4 C1 | - | nr | I | 124 A3 |
| B8.27 | Percentage of STWs where there are no SS events forecast for the current year (Event: Max > 2) | T16b, L4, C2 | - | % | I | 90.8 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 | 90.1 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 | 96.0 A3 |
| B8.30 | Number of excluded STWs | T16b, L5, C1 | - | nr | I | 1770 A3 |
| B8.31 | Total STWs | T16b, L6, C1 | - | nr | C | 1894 A3 |
| Sewage treatment works - NH3 performance | | | | | | |
| B8.32 | Number of STW's (Equivalent Population band 3 to 6) | T16b, L7 C1 | - | nr | I | 93 A3 |
| B8.33 | Percentage of STWs where there are no NH3 events forecast for the current year (Event: Max > 2) | T16b, L7, C2 | - | % | I | 87.6 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 | 85.1 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 | 93.3 A3 |
| B8.36 | Number of excluded STWs | T16b, L8, C1 | - | nr | I | 1801 A3 |
| B8.37 | Total STWs | T16b, L9, C1 | - | nr | C | 1894 A3 |

Prepared by: Date: 13/06/2008
 Checked by: Date: 13/06/2008
 Authorised by: Geoff Aitkenhead Date: 13/06/2008

ANNUAL RETURN INFORMATION REQUIREMENTS

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

| Line Ref. | Description | Ofwat Reference JR 07 | WICS Reference AR 06 | Units | Field Type |
|-----------|-------------|-----------------------|----------------------|-------|------------|
|-----------|-------------|-----------------------|----------------------|-------|------------|

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| 10 |
| Report Year 2007-08 |

Comment Necessary?

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

N

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|--|---|--------------|---|------|---|
| Water service - Water Treatment Works (Turbidity) | | | | | |
| B8.2 | 95%ile greater than or equal to 0.5NTU [number of WTWs] | T11a, L1, C1 | - | nr | I |
| 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 |

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| 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 |

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

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

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

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|---------------------------------|------------------|
| Prepared by: | Date: 13/06/2008 |
| Checked by: | Date: 13/06/2008 |
| Authorised by: Geoff Aitkenhead | Date: 13/06/2008 |

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

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 |
|---|-------------------------------|---------------------|---------------------|------------------------------------|--|------------------------------------|------------------------|------------------------|---------------------------|------------------|--|---|--------------------------|
| Water resource zone | WAFU (SEPA definition) (MI/d) | Bulk imports (MI/d) | Bulk exports (MI/d) | Dry year distribution input (MI/d) | Reporting year distribution input (MI/d) | Dry year available headroom (MI/d) | Target headroom (MI/d) | Surplus/deficit (MI/d) | Percentage deficit (MI/d) | Zonal population | Percentage of total population with headroom deficit | Zonal index (%age deficit ² x % population affected x 100) | Security of supply index |
| Belmore | 13.10 | 0.00 | 0.00 | 7.94 | 8.50 | 5.15 | 0.64 | 4.51 | 0.52 | 5,330 | 0.000 | 0.000 | |
| ARDFERN NEW W.T.W. | 0.08 | 0.00 | 0.00 | 0.09 | 0.09 | -0.01 | 0.01 | -0.03 | -0.24 | 0.195 | 0.000 | 0.000 | |
| ARDRISHAIG W.T.W. | 1.84 | 0.00 | 0.00 | 2.36 | 2.11 | -0.52 | 0.20 | -0.72 | -0.28 | 5,441 | 0.001 | 0.009 | |
| ARINAGOUR (COLL) WTW (NEW) | 0.06 | 0.00 | 0.00 | 0.03 | 0.03 | 0.03 | 0.00 | 0.03 | 0.87 | 0.122 | 0.000 | 0.000 | |
| BALLYGRANT W.T.W. | 0.15 | 0.00 | 0.00 | 0.10 | 0.15 | 0.05 | 0.01 | 0.04 | 0.36 | 0.294 | 0.000 | 0.000 | |
| BUNESSAN NEW W.T.W. | 0.55 | 0.00 | 0.00 | 0.30 | 0.28 | 0.25 | 0.03 | 0.21 | 0.65 | 0.596 | 0.000 | 0.000 | |
| CAMPBELTOWN W.T.W. | 2.95 | 0.00 | 0.00 | 3.17 | 3.24 | -0.22 | 0.17 | -0.40 | -0.12 | 6,684 | 0.001 | 0.002 | |
| CARRADALE W.T.W. (MEMBRANE PLUS) | 0.43 | 0.00 | 0.00 | 0.31 | 0.22 | 0.12 | 0.03 | 0.09 | 0.26 | 0.574 | 0.000 | 0.000 | |
| CARRICK CASTLE W.T.W. | 0.07 | 0.00 | 0.00 | 0.01 | 0.01 | 0.06 | 0.00 | 0.05 | 3.45 | 0.128 | 0.000 | 0.000 | |
| CLADICH W T W | 0.01 | 0.00 | 0.00 | 0.00 | 0.01 | 0.01 | 0.00 | 0.01 | 2.48 | 0.018 | 0.000 | 0.000 | |
| COLONSAY NEW W.T.W. (MEMBRANE PLANT) | 0.21 | 0.00 | 0.00 | 0.06 | 0.06 | 0.15 | 0.01 | 0.14 | 2.00 | 0.284 | 0.000 | 0.000 | |
| CRAIGHOUSE W.T.W. (MEMBRANE PLANT) | 0.08 | 0.00 | 0.00 | 0.06 | 0.07 | 0.02 | 0.01 | 0.01 | 0.15 | 0.162 | 0.000 | 0.000 | |
| CRAIGNURE W.T.W. | 0.16 | 0.00 | 0.00 | 0.11 | 0.11 | 0.05 | 0.01 | 0.04 | 0.30 | 0.229 | 0.000 | 0.000 | |
| DALMALLY NEW W.T.W. (MEMB. PLANT) | 0.45 | 0.00 | 0.00 | 0.37 | 0.41 | 0.08 | 0.04 | 0.04 | 0.11 | 0.462 | 0.000 | 0.000 | |
| DERVAIG W.T.W. | 0.15 | 0.00 | 0.00 | 0.07 | 0.06 | 0.08 | 0.01 | 0.07 | 0.87 | 0.189 | 0.000 | 0.000 | |
| GIGHA NEW W.T.W. | 0.14 | 0.00 | 0.00 | 0.10 | 0.07 | 0.04 | 0.01 | 0.03 | 0.28 | 0.152 | 0.000 | 0.000 | |
| INVERARAY W.T.W. | 0.38 | 0.00 | 0.00 | 0.94 | 0.96 | -0.56 | 0.08 | -0.64 | -0.63 | 1,178 | 0.000 | 0.009 | |
| KILBERRY W.T.W. | 0.01 | 0.00 | 0.00 | 0.00 | 0.18 | 0.01 | 0.00 | 0.01 | 2.03 | 0.026 | 0.000 | 0.000 | |
| Kilchrenan | 0.70 | 0.00 | 0.00 | 0.55 | 0.55 | 0.15 | 0.06 | 0.09 | 0.15 | 0.831 | 0.000 | 0.000 | |
| KILMELFORD W.T.W. | 0.08 | 0.00 | 0.00 | 0.03 | 0.03 | 0.05 | 0.01 | 0.05 | 1.28 | 0.110 | 0.000 | 0.000 | |
| LOCHGOILHEAD W.T.W. (MEMBRANE) | 0.13 | 0.00 | 0.00 | 0.12 | 0.13 | 0.02 | 0.02 | 0.00 | 0.00 | 0.312 | 0.000 | 0.000 | |
| PENINVER W.T.W. | 0.01 | 0.00 | 0.00 | 0.06 | 0.05 | -0.05 | 0.01 | -0.05 | -0.88 | 0.099 | 0.000 | 0.002 | |
| PORT CHARLOTTE W.T.W. | 0.63 | 0.00 | 0.00 | 0.41 | 0.42 | 0.22 | 0.04 | 0.17 | 0.39 | 0.933 | 0.000 | 0.000 | |
| SADDELL WTW | 0.04 | 0.00 | 0.00 | 0.01 | 0.01 | 0.03 | 0.00 | 0.03 | 3.08 | 0.045 | 0.000 | 0.000 | |
| TARBERT W.T.W. | 1.16 | 0.00 | 0.00 | 0.82 | 0.79 | 0.34 | 0.08 | 0.27 | 0.30 | 1,568 | 0.000 | 0.000 | |
| TREE W.T.W. | 0.79 | 0.00 | 0.00 | 0.43 | 0.48 | 0.36 | 0.05 | 0.31 | 0.65 | 0.702 | 0.000 | 0.000 | |
| TOBERMORY W.T.W. | 0.44 | 0.00 | 0.00 | 0.63 | 0.63 | -0.19 | 0.06 | -0.25 | -0.36 | 1,280 | 0.000 | 0.003 | |
| TORRA W.T.W. | 0.71 | 0.00 | 0.00 | 0.76 | 0.80 | -0.05 | 0.08 | -0.13 | -0.16 | 1,947 | 0.000 | 0.001 | |
| TULLICH W.T.W. | 6.60 | 0.00 | 0.00 | 9.46 | 8.84 | -2.86 | 0.52 | -3.38 | -0.34 | 13,908 | 0.003 | 0.032 | |
| Dhu Loch and Loch Ascog | 4.21 | 0.00 | 0.00 | 3.31 | 2.97 | 0.90 | 0.36 | 0.54 | 0.15 | 6,345 | 0.000 | 0.000 | |
| LOCH ECK W.T.W. | 9.73 | 0.00 | 0.00 | 8.67 | 9.09 | 1.06 | 0.70 | 0.36 | 0.04 | 13,715 | 0.000 | 0.000 | |
| TIGHNABRUAICH NEW W.T.W. | 0.60 | 0.00 | 0.00 | 0.44 | 0.39 | 0.16 | 0.04 | 0.12 | 0.25 | 0.913 | 0.000 | 0.000 | |
| Dougliehill and Overton | 68.16 | 0.00 | 0.00 | 56.80 | 53.86 | 11.36 | 3.29 | 8.06 | 0.13 | 91,882 | 0.000 | 0.000 | |
| Camphill and Ashgrove | 60.51 | 0.00 | 0.00 | 52.41 | 51.51 | 8.11 | 3.04 | 5.07 | 0.09 | 69,390 | 0.000 | 0.000 | |
| Corsehouse and Amlaird | 13.27 | 0.00 | 0.00 | 20.97 | 20.30 | -7.70 | 1.44 | -9.15 | -0.41 | 42,799 | 0.009 | 0.144 | |
| Afton, Bradan and Penwhapple | 128.66 | 0.00 | 0.00 | 128.92 | 121.63 | -0.27 | 7.67 | -7.94 | -0.66 | 225,491 | 0.046 | 0.015 | |
| Kaim | 2.41 | 0.00 | 0.00 | 5.67 | 5.08 | -3.26 | 0.33 | -3.59 | -0.60 | 6,770 | 0.001 | 0.049 | |
| BALMICHAEL W.T.W. | 3.84 | 0.00 | 0.00 | 3.23 | 3.20 | 0.61 | 0.22 | 0.39 | 0.11 | 4,220 | 0.000 | 0.000 | |
| CORRIE MEMBRANE PLANT W.T.W. | -0.08 | 0.00 | 0.00 | 0.10 | 0.09 | -0.18 | 0.01 | -0.19 | -1.69 | 0.257 | 0.000 | 0.015 | |
| LOCHRANZA W.T.W. (MEMBRANE PLANT) | 0.26 | 0.00 | 0.00 | 0.20 | 0.16 | 0.07 | 0.02 | 0.05 | 0.22 | 0.383 | 0.000 | 0.000 | |
| Auchneel, Barclay, Painure, Penwhirn | 15.15 | 0.00 | 0.00 | 22.62 | 17.34 | -7.48 | 1.47 | -8.95 | -0.37 | 26,523 | 0.005 | 0.074 | |
| Black Esk, Kettleton, Moffat, Winterhope and Langholm | 24.34 | 0.00 | 0.00 | 34.65 | 33.42 | -10.31 | 2.37 | -12.68 | -0.34 | 49,359 | 0.010 | 0.117 | |
| Carsphair W.T.W. (NEW) | 0.10 | 0.00 | 0.00 | 0.01 | 0.04 | 0.08 | 0.00 | 0.08 | 4.68 | 0.097 | 0.000 | 0.000 | |
| Glengap, Lochenkit, Lochinvar, Ringford, Cargen | 16.95 | 0.00 | 0.00 | 16.25 | 14.98 | 0.70 | 1.12 | -0.42 | -0.02 | 23,206 | 0.005 | 0.000 | |
| Killyour, Larchfield, Terregles | 20.79 | 0.00 | 0.00 | 13.39 | 12.51 | 7.41 | 1.03 | 6.38 | 0.44 | 31,400 | 0.000 | 0.000 | |
| Innerleithen | 2.03 | 0.00 | 0.00 | 1.16 | 1.61 | 0.87 | 0.14 | 0.74 | 0.57 | 4,255 | 0.000 | 0.000 | |
| Castle Moffat and Hopes | 28.59 | 0.00 | 0.00 | 27.05 | 25.76 | 1.55 | 1.61 | -0.07 | 0.00 | 56,688 | 0.011 | 0.000 | |
| Acreknowe, Dodburn and Robertson | 12.96 | 0.00 | 0.00 | 13.00 | 12.27 | -0.04 | 1.00 | -1.04 | -0.07 | 35,479 | 0.007 | 0.004 | |
| Howdenwells and Manse Street | 13.62 | 0.00 | 0.00 | 13.10 | 12.30 | 0.52 | 1.01 | -0.49 | -0.03 | 29,961 | 0.006 | 0.001 | |
| Bonchester and Southdean Mill | 0.29 | 0.00 | 0.00 | 0.15 | 0.53 | 0.13 | 0.01 | 0.12 | 0.72 | 0.357 | 0.000 | 0.000 | |
| East Berwickshire | 9.43 | 0.00 | 0.00 | 7.14 | 6.70 | 2.29 | 0.55 | 1.74 | 0.23 | 16,158 | 0.000 | 0.000 | |
| Drumelzier | 0.01 | 0.00 | 0.00 | 0.03 | 0.03 | -0.02 | 0.00 | -0.02 | -0.62 | 0.021 | 0.000 | 0.000 | |
| Etrickbridge | 0.07 | 0.00 | 0.00 | 0.06 | 0.00 | 0.00 | 0.01 | -0.01 | -0.08 | 0.098 | 0.000 | 0.000 | |
| Heriot | 0.07 | 0.00 | 0.00 | 0.07 | 0.06 | 0.00 | 0.01 | -0.01 | -0.07 | 0.178 | 0.000 | 0.000 | |
| Newcastleton | 0.35 | 0.00 | 0.00 | 0.25 | 0.21 | 0.11 | 0.03 | 0.07 | 0.27 | 0.809 | 0.000 | 0.000 | |
| Yarrowfeus | 0.04 | 0.00 | 0.00 | 0.05 | 0.03 | 0.00 | 0.00 | -0.01 | -0.16 | 0.066 | 0.000 | 0.000 | |
| Yarrowford | 0.17 | 0.00 | 0.00 | 0.03 | 0.03 | 0.13 | 0.00 | 0.13 | 3.44 | 0.097 | 0.000 | 0.000 | |
| Glendevon, Glenfarg, Lomond Hills and borehole WTW | 131.85 | 0.00 | 0.00 | 148.95 | 142.48 | -17.10 | 9.45 | -26.55 | -0.17 | 361,897 | 0.073 | 0.205 | |
| Newburgh | 0.90 | 0.00 | 0.00 | 0.76 | 0.14 | 0.00 | 0.04 | 0.09 | 0.11 | 2,108 | 0.000 | 0.000 | |
| Bohuntin | 0.02 | 0.00 | 0.00 | 0.01 | 0.00 | 0.01 | 0.00 | 0.01 | 1.81 | 0.024 | 0.000 | 0.000 | |
| Kinlochleven | 0.53 | 0.00 | 0.00 | 0.32 | 0.56 | 0.21 | 0.04 | 0.16 | 0.44 | 1,031 | 0.000 | 0.000 | |
| Glencoe | -0.03 | 0.00 | 0.00 | 0.24 | 0.24 | -0.27 | 0.03 | -0.30 | -1.10 | 0.302 | 0.000 | 0.007 | |
| Onich | 0.14 | 0.00 | 0.00 | 0.36 | 0.37 | -0.22 | 0.04 | -0.26 | -0.65 | 0.563 | 0.000 | 0.005 | |
| Mallaig | 1.16 | 0.00 | 0.00 | 0.96 | 1.10 | 0.20 | 0.13 | 0.07 | 0.07 | 1,262 | 0.000 | 0.000 | |
| Glenuig | 0.06 | 0.00 | 0.00 | 0.04 | 0.06 | 0.02 | 0.00 | 0.01 | 0.34 | 0.044 | 0.000 | 0.000 | |
| Acharacle | 0.35 | 0.00 | 0.00 | 0.18 | 0.19 | 0.17 | 0.03 | 0.14 | 0.68 | 0.388 | 0.000 | 0.000 | |
| Salen | 0.07 | 0.00 | 0.00 | 0.04 | 0.03 | 0.02 | 0.01 | 0.02 | 0.31 | 0.076 | 0.000 | 0.000 | |
| Sanna | 0.00 | 0.00 | 0.00 | 0.01 | 0.01 | -0.01 | 0.00 | -0.01 | -1.24 | 0.074 | 0.000 | 0.002 | |
| Kilchoan | 0.12 | 0.00 | 0.00 | 0.11 | 0.11 | 0.01 | 0.02 | 0.00 | -0.04 | 0.225 | 0.000 | 0.000 | |
| Glenfinnan | 0.04 | 0.00 | 0.00 | 0.06 | 0.07 | -0.02 | 0.01 | -0.04 | -0.47 | 0.113 | 0.000 | 0.000 | |
| Inchlaggan | 0.01 | 0.00 | 0.00 | 0.00 | 0.00 | 0.01 | 0.00 | 0.00 | 1.26 | 0.018 | 0.000 | 0.000 | |
| Strontian | 0.27 | 0.00 | 0.00 | 0.18 | 0.16 | 0.09 | 0.02 | 0.07 | 0.34 | 0.334 | 0.000 | 0.000 | |
| Invergarry | 0.20 | 0.00 | 0.00 | 0.11 | 0.12 | 0.09 | 0.01 | 0.08 | 0.64 | 0.219 | 0.000 | 0.000 | |
| Beasdale | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.77 | 0.006 | 0.000 | 0.000 | |
| Lochaline | 0.08 | 0.00 | 0.00 | 0.06 | 0.06 | 0.02 | 0.01 | 0.01 | 0.12 | 0.205 | 0.000 | 0.000 | |
| Drimnin | 0.02 | 0.00 | 0.00 | 0.01 | 0.01 | 0.01 | 0.00 | 0.01 | 0.67 | 0.034 | 0.000 | 0.000 | |

| | | | | | | | | | | | | |
|--|--------|------|------|--------|-------|-------|-------|-------|-------|---------|-------|-------|
| Glenachulish | 0.32 | 0.00 | 0.00 | 0.24 | 0.23 | 0.08 | 0.03 | 0.05 | 0.20 | 0.467 | 0.000 | 0.000 |
| Ballachulish | 0.08 | 0.00 | 0.00 | 0.26 | 0.29 | -0.17 | 0.03 | -0.20 | -0.70 | 0.658 | 0.000 | 0.007 |
| Fort William Wellfield | 9.36 | 0.00 | 0.00 | 4.45 | 5.29 | 4.91 | 0.60 | 4.31 | 0.85 | 10.641 | 0.000 | 0.000 |
| Glendye, Invercarnie, Mannofield and Tanarside | 117.79 | 0.00 | 0.00 | 101.20 | 94.60 | 16.59 | 10.19 | 6.39 | 0.06 | 300.905 | 0.000 | 0.000 |
| Ballater | 1.51 | 0.00 | 0.00 | 1.31 | 1.23 | 0.20 | 0.15 | 0.06 | 0.04 | 3.463 | 0.000 | 0.000 |
| Turriff, Gallowhill, Forehill and Rochomie | 57.69 | 0.00 | 0.00 | 48.36 | 48.85 | 9.33 | 2.04 | 7.28 | 0.14 | 95.619 | 0.000 | 0.000 |
| Herricks | 2.13 | 0.00 | 0.00 | 2.05 | 2.05 | 0.07 | 0.21 | -0.14 | -0.06 | 5.421 | 0.001 | 0.000 |
| Braemar | 0.45 | 0.00 | 0.00 | 0.22 | 0.24 | 0.23 | 0.05 | 0.18 | 0.69 | 0.619 | 0.000 | 0.000 |
| Craighead | 1.57 | 0.00 | 0.00 | 1.23 | 1.20 | 0.34 | 0.12 | 0.23 | 0.17 | 5.042 | 0.000 | 0.000 |
| Crathie | 0.01 | 0.00 | 0.00 | 0.01 | 0.01 | 0.00 | 0.00 | 0.00 | -0.33 | 0.043 | 0.000 | 0.000 |
| Lumsden | 0.09 | 0.00 | 0.00 | 0.08 | 0.08 | 0.01 | 0.01 | 0.00 | -0.01 | 0.475 | 0.000 | 0.000 |
| Rhynie | 0.18 | 0.00 | 0.00 | 0.10 | 0.08 | 0.08 | 0.01 | 0.06 | 0.56 | 0.387 | 0.000 | 0.000 |
| Tomnavoulin | 0.09 | 0.00 | 0.00 | 0.08 | 0.04 | 0.02 | 0.01 | 0.01 | 0.10 | 0.190 | 0.000 | 0.000 |
| Blairnamarrow | 0.15 | 0.00 | 0.00 | 0.20 | 0.18 | -0.06 | 0.02 | -0.08 | -0.34 | 0.424 | 0.000 | 0.001 |
| Badentinan and Glenlatterach | 25.02 | 0.00 | 0.00 | 25.11 | 24.03 | -0.09 | 1.48 | -1.57 | -0.06 | 62.649 | 0.013 | 0.004 |
| Inverness and Nairn | 24.17 | 0.00 | 0.00 | 30.34 | 27.96 | -6.16 | 1.93 | -8.09 | -0.25 | 71.906 | 0.015 | 0.091 |
| Dores | 0.04 | 0.00 | 0.00 | 0.05 | 0.04 | -0.01 | 0.01 | -0.02 | -0.33 | 0.129 | 0.000 | 0.000 |
| Newmore and Assynt | 25.90 | 0.00 | 0.00 | 21.57 | 19.20 | 4.33 | 1.27 | 3.06 | 0.13 | 38.315 | 0.000 | 0.000 |
| Glenconvinth | 4.41 | 0.00 | 0.00 | 4.06 | 3.66 | 0.34 | 0.24 | 0.10 | 0.02 | 6.716 | 0.000 | 0.000 |
| Garve New | 0.15 | 0.00 | 0.00 | 0.07 | 0.09 | 0.08 | 0.01 | 0.07 | 0.88 | 0.141 | 0.000 | 0.000 |
| Tomatin | 0.59 | 0.00 | 0.00 | 0.39 | 0.41 | 0.20 | 0.03 | 0.17 | 0.39 | 0.388 | 0.000 | 0.000 |
| Londornoch | 1.44 | 0.00 | 0.00 | 1.38 | 1.10 | 0.06 | 0.08 | -0.02 | -0.02 | 2.214 | 0.000 | 0.000 |
| Bonar Bridge | 0.13 | 0.00 | 0.00 | 1.06 | 0.89 | -0.93 | 0.07 | -1.00 | -0.89 | 1.517 | 0.000 | 0.024 |
| Oykel Bridge | 0.01 | 0.00 | 0.00 | 0.00 | 0.00 | 0.01 | 0.00 | 0.01 | 4.37 | 0.012 | 0.000 | 0.000 |
| Fort Augustus | 0.41 | 0.00 | 0.00 | 0.38 | 0.34 | 0.04 | 0.02 | 0.01 | 0.04 | 0.652 | 0.000 | 0.000 |
| Gorthleck | -0.01 | 0.00 | 0.00 | 0.35 | 0.38 | -0.37 | 0.06 | -0.43 | -1.04 | 0.608 | 0.000 | 0.013 |
| Invermoriston | 0.10 | 0.00 | 0.00 | 0.09 | 0.07 | 0.00 | 0.01 | 0.00 | -0.02 | 0.125 | 0.000 | 0.000 |
| Dalchreichart | 0.05 | 0.00 | 0.00 | 0.03 | 0.05 | 0.01 | 0.00 | 0.01 | 0.22 | 0.117 | 0.000 | 0.000 |
| Blackpark (Aviemore) | 0.92 | 0.00 | 0.00 | 5.61 | 4.71 | -4.69 | 0.33 | -5.03 | -0.85 | 11.577 | 0.002 | 0.167 |
| Dalwhinnie | 0.20 | 0.00 | 0.00 | 0.13 | 0.09 | 0.07 | 0.01 | 0.06 | 0.47 | 0.111 | 0.000 | 0.000 |
| Laggan Bridge | 0.02 | 0.00 | 0.00 | 0.01 | 0.02 | 0.01 | 0.00 | 0.01 | 0.62 | 0.058 | 0.000 | 0.000 |
| Salvabeg (Lairg) | 0.61 | 0.00 | 0.00 | 0.55 | 0.55 | 0.06 | 0.03 | 0.02 | 0.04 | 0.914 | 0.000 | 0.000 |
| BACKIES | 2.71 | 0.00 | 0.00 | 2.03 | 2.22 | 0.68 | 0.12 | 0.56 | 0.26 | 4.788 | 0.000 | 0.000 |
| CANNICH AND TOMICH | 0.20 | 0.00 | 0.00 | 0.15 | 0.34 | 0.05 | 0.02 | 0.03 | 0.16 | 0.296 | 0.000 | 0.000 |
| Lochinver | 0.22 | 0.00 | 0.00 | 0.36 | 0.40 | -0.14 | 0.04 | -0.18 | -0.45 | 0.541 | 0.000 | 0.002 |
| Kylesku | 0.07 | 0.00 | 0.00 | 0.06 | 0.04 | 0.01 | 0.01 | 0.01 | 0.08 | 0.076 | 0.000 | 0.000 |
| Stoer | 0.14 | 0.00 | 0.00 | 0.10 | 0.11 | 0.04 | 0.01 | 0.03 | 0.28 | 0.292 | 0.000 | 0.000 |
| Achmelvich | 0.12 | 0.00 | 0.00 | 0.05 | 0.05 | 0.07 | 0.01 | 0.07 | 1.21 | 0.058 | 0.000 | 0.000 |
| Drumbeg | 0.03 | 0.00 | 0.00 | 0.03 | 0.03 | 0.00 | 0.00 | -0.01 | -0.14 | 0.145 | 0.000 | 0.000 |
| Ullapool | 1.26 | 0.00 | 0.00 | 1.08 | 1.05 | 0.18 | 0.10 | 0.08 | 0.07 | 1.678 | 0.000 | 0.000 |
| Badcaul | 0.07 | 0.00 | 0.00 | 0.05 | 0.04 | 0.01 | 0.01 | 0.01 | 0.11 | 0.155 | 0.000 | 0.000 |
| Achiltibuie | 0.18 | 0.00 | 0.00 | 0.22 | 0.24 | -0.05 | 0.02 | -0.07 | -0.28 | 0.203 | 0.000 | 0.000 |
| Gairloch | 0.48 | 0.00 | 0.00 | 0.48 | 0.41 | 0.00 | 0.04 | -0.04 | -0.08 | 0.771 | 0.000 | 0.000 |
| Kinlochewe | 0.05 | 0.00 | 0.00 | 0.10 | 0.08 | -0.05 | 0.01 | -0.06 | -0.54 | 0.101 | 0.000 | 0.001 |
| Aultbea | 0.45 | 0.00 | 0.00 | 0.32 | 0.28 | 0.13 | 0.04 | 0.09 | 0.25 | 0.676 | 0.000 | 0.000 |
| Badachro | 0.19 | 0.00 | 0.00 | 0.16 | 0.15 | 0.04 | 0.01 | 0.02 | 0.12 | 0.282 | 0.000 | 0.000 |
| Inverasdale | 0.04 | 0.00 | 0.00 | 0.25 | 0.19 | -0.21 | 0.02 | -0.24 | -0.87 | 0.423 | 0.000 | 0.006 |
| Torrison | 0.10 | 0.00 | 0.00 | 0.08 | 0.08 | 0.01 | 0.01 | 0.01 | 0.07 | 0.113 | 0.000 | 0.000 |
| Shieldaig | 0.04 | 0.00 | 0.00 | 0.08 | 0.05 | -0.04 | 0.01 | -0.05 | -0.57 | 0.121 | 0.000 | 0.001 |
| Alligin | 0.06 | 0.00 | 0.00 | 0.05 | 0.04 | 0.01 | 0.01 | 0.00 | 0.00 | 0.113 | 0.000 | 0.000 |
| Diabeg | 0.02 | 0.00 | 0.00 | 0.02 | 0.02 | 0.00 | 0.00 | 0.00 | -0.18 | 0.064 | 0.000 | 0.000 |
| Achnasheen | 0.05 | 0.00 | 0.00 | 0.04 | 0.03 | 0.01 | 0.00 | 0.01 | 0.28 | 0.046 | 0.000 | 0.000 |
| Elphin | 0.02 | 0.00 | 0.00 | 0.05 | 0.03 | -0.03 | 0.01 | -0.04 | -0.65 | 0.078 | 0.000 | 0.001 |
| Boardhouse and Kirbister | 7.74 | 0.00 | 0.00 | 7.44 | 7.24 | 0.30 | 0.58 | -0.27 | -0.03 | 15.074 | 0.003 | 0.000 |
| Eday | 0.20 | 0.00 | 0.00 | 0.10 | 0.09 | 0.09 | 0.01 | 0.08 | 0.71 | 0.102 | 0.000 | 0.000 |
| North Hoy | 0.02 | 0.00 | 0.00 | 0.02 | 0.02 | 0.01 | 0.00 | 0.00 | 0.20 | 0.082 | 0.000 | 0.000 |
| South Hoy | 0.36 | 0.00 | 0.00 | 0.31 | 0.27 | 0.05 | 0.03 | 0.03 | 0.08 | 0.562 | 0.000 | 0.000 |
| North Ronaldsay | 0.03 | 0.00 | 0.00 | 0.02 | 0.02 | 0.01 | 0.00 | 0.01 | 0.27 | 0.009 | 0.000 | 0.000 |
| Rousay | 0.01 | 0.00 | 0.00 | 0.00 | 0.01 | 0.01 | 0.00 | 0.01 | 1.39 | 0.048 | 0.000 | 0.000 |
| Sanday | 0.18 | 0.00 | 0.00 | 0.43 | 0.46 | -0.24 | 0.03 | -0.27 | -0.60 | 0.409 | 0.000 | 0.003 |
| Shapinsay | 0.25 | 0.00 | 0.00 | 0.13 | 0.11 | 0.12 | 0.01 | 0.11 | 0.80 | 0.212 | 0.000 | 0.000 |
| Stronsay | 0.35 | 0.00 | 0.00 | 0.14 | 0.13 | 0.21 | 0.02 | 0.19 | 1.19 | 0.212 | 0.000 | 0.000 |
| Westray | 0.50 | 0.00 | 0.00 | 0.35 | 0.30 | 0.14 | 0.03 | 0.11 | 0.30 | 0.363 | 0.000 | 0.000 |
| Sullom Voe (Eela Water) | 5.19 | 0.00 | 0.00 | 3.53 | 3.33 | 1.66 | 0.35 | 1.32 | 0.34 | 5.389 | 0.000 | 0.000 |
| Sandy Loch | 6.16 | 0.00 | 0.00 | 6.52 | 6.12 | -0.36 | 0.40 | -0.76 | -0.11 | 12.811 | 0.003 | 0.003 |
| Cullivoe | 0.15 | 0.00 | 0.00 | 0.07 | 0.08 | 0.08 | 0.01 | 0.06 | 0.74 | 0.244 | 0.000 | 0.000 |
| Mid Yell | 0.30 | 0.00 | 0.00 | 0.27 | 0.27 | 0.03 | 0.03 | 0.00 | 0.00 | 0.498 | 0.000 | 0.000 |
| South Yell | 0.16 | 0.00 | 0.00 | 0.11 | 0.09 | 0.04 | 0.01 | 0.03 | 0.28 | 0.297 | 0.000 | 0.000 |
| Unst | 0.59 | 0.00 | 0.00 | 0.40 | 0.42 | 0.19 | 0.05 | 0.14 | 0.33 | 0.819 | 0.000 | 0.000 |
| Whalsay | 0.40 | 0.00 | 0.00 | 0.31 | 0.24 | 0.09 | 0.03 | 0.06 | 0.18 | 0.858 | 0.000 | 0.000 |
| Bressay | 0.18 | 0.00 | 0.00 | 0.13 | 0.11 | 0.05 | 0.01 | 0.04 | 0.26 | 0.362 | 0.000 | 0.000 |
| Fetlar | 0.05 | 0.00 | 0.00 | 0.03 | 0.02 | 0.02 | 0.00 | 0.02 | 0.61 | 0.109 | 0.000 | 0.000 |
| Skerries | 0.02 | 0.00 | 0.00 | 0.02 | 0.02 | 0.01 | 0.00 | 0.01 | 0.45 | 0.090 | 0.000 | 0.000 |
| Fair Isle | 0.03 | 0.00 | 0.00 | 0.01 | 0.02 | 0.02 | 0.00 | 0.02 | 1.04 | 0.060 | 0.000 | 0.000 |
| Foula | 0.02 | 0.00 | 0.00 | 0.01 | 0.01 | 0.01 | 0.00 | 0.01 | 0.45 | 0.068 | 0.000 | 0.000 |
| Papa Stour | 0.03 | 0.00 | 0.00 | 0.01 | 0.01 | 0.02 | 0.00 | 0.02 | 3.87 | 0.037 | 0.000 | 0.000 |
| Sallachy | 0.02 | 0.00 | 0.00 | 0.03 | 0.00 | 0.00 | 0.00 | -0.01 | -0.21 | 0.074 | 0.000 | 0.000 |
| Applecross | 0.11 | 0.00 | 0.00 | 0.09 | 0.08 | 0.02 | 0.01 | 0.00 | 0.04 | 0.254 | 0.000 | 0.000 |
| Forest | 2.00 | 0.00 | 0.00 | 1.75 | 1.72 | 0.24 | 0.22 | 0.02 | 0.01 | 3.019 | 0.000 | 0.000 |
| Sconser | 0.01 | 0.00 | 0.00 | 0.02 | 0.02 | -0.01 | 0.00 | -0.01 | -0.38 | 0.066 | 0.000 | 0.000 |
| Braes | 0.02 | 0.00 | 0.00 | 0.09 | 0.09 | -0.07 | 0.01 | -0.08 | -0.80 | 0.207 | 0.000 | 0.003 |
| Penifiler | 0.05 | 0.00 | 0.00 | 0.04 | 0.02 | 0.01 | 0.00 | 0.01 | 0.22 | 0.050 | 0.000 | 0.000 |
| Staffin | 0.20 | 0.00 | 0.00 | 0.43 | 0.33 | -0.23 | 0.06 | -0.29 | -0.59 | 0.493 | 0.000 | 0.004 |
| Kilmuir | 0.03 | 0.00 | 0.00 | 0.17 | 0.14 | -0.14 | 0.02 | -0.16 | -0.83 | 0.352 | 0.000 | 0.005 |
| Kilmaluag | 0.09 | 0.00 | 0.00 | 0.04 | 0.04 | 0.05 | 0.01 | 0.05 | 1.05 | 0.087 | 0.000 | 0.000 |
| Osedale | 0.04 | 0.00 | 0.00 | 0.33 | 0.28 | -0.28 | 0.03 | -0.31 | -0.88 | 0.566 | 0.000 | 0.009 |
| Watnish | 0.08 | 0.00 | 0.00 | 0.09 | 0.10 | -0.02 | 0.01 | -0.03 | -0.26 | 0.298 | 0.000 | 0.000 |
| Glendale | 0.14 | 0.00 | 0.00 | 0.13 | 0.13 | 0.01 | 0.01 | 0.00 | -0.01 | 0.413 | 0.000 | 0.000 |
| Waterstein | 0.00 | 0.00 | 0.00 | 0.00 | 0.01 | 0.00 | 0.00 | 0.00 | -0.52 | 0.018 | 0.000 | 0.000 |
| Bracadale | 0.00 | 0.00 | 0.00 | 0.11 | 0.10 | -0.11 | 0.02 | -0.13 | -1.00 | 0.213 | 0.000 | 0.004 |
| Carbost | -0.02 | 0.00 | 0.00 | 0.14 | 0.14 | -0.15 | 0.02 | -0.17 | -1.10 | 0.457 | 0.000 | 0.011 |
| Teangue | 0.35 | 0.00 | 0.00 | 0.29 | 0.35 | 0.06 | 0.03 | 0.03 | 0.09 | 0.564 | 0.000 | 0.000 |

SECTION B : OUTPUTS TO CUSTOMERS
Table B9c: Security of Supply index - Critical period level of service

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 |
|---|-------------------------------|---------------------|---------------------|------------------------------------|--|------------------------------------|------------------------|------------------------|---------------------------|------------------|--|---|--------------------------|
| Water resource zone | WAFU (SEPA definition) (MI/d) | Bulk imports (MI/d) | Bulk exports (MI/d) | Dry year distribution input (MI/d) | Reporting year distribution input (MI/d) | Dry year available headroom (MI/d) | Target headroom (MI/d) | Surplus/deficit (MI/d) | Percentage deficit (MI/d) | Zonal population | Percentage of total population with headroom deficit | Zonal index (%age deficit ² x % population affected x 100) | Security of supply index |
| Belmore | 13.10 | 0.00 | 0.00 | 7.94 | 8.50 | 5.15 | 0.64 | 4.51 | 0.52 | 5,330 | 0.000 | 0.000 | 0.000 |
| ARDFERN NEW W.T.W. | 0.08 | 0.00 | 0.00 | 0.12 | 0.09 | -0.04 | 0.01 | -0.05 | -0.40 | 0.195 | 0.000 | 0.001 | 0.001 |
| ARDRISHAIG W.T.W. | 1.90 | 0.00 | 0.00 | 2.42 | 2.11 | -0.52 | 0.20 | -0.72 | -0.27 | 5,441 | 0.001 | 0.008 | 0.008 |
| ARINAGOUR (COLL) WTW (NEW) | 0.06 | 0.00 | 0.00 | 0.05 | 0.03 | 0.00 | 0.00 | 0.00 | 0.00 | 0.122 | 0.000 | 0.000 | 0.000 |
| BALLYGRANT W.T.W. | 0.15 | 0.00 | 0.00 | 0.13 | 0.15 | 0.02 | 0.01 | 0.01 | 0.08 | 0.294 | 0.000 | 0.000 | 0.000 |
| BUNESSAN NEW W.T.W. | 0.55 | 0.00 | 0.00 | 0.42 | 0.28 | 0.13 | 0.03 | 0.09 | 0.20 | 0.596 | 0.000 | 0.000 | 0.000 |
| CAMPBELTOWN W.T.W. | 3.04 | 0.00 | 0.00 | 3.33 | 3.24 | -0.29 | 0.17 | -0.46 | -0.13 | 6,684 | 0.001 | 0.002 | 0.002 |
| CARRADALE W.T.W. (MEMBRANE PLUS) | 0.43 | 0.00 | 0.00 | 0.38 | 0.22 | 0.06 | 0.03 | 0.03 | 0.07 | 0.574 | 0.000 | 0.000 | 0.000 |
| CARRICK CASTLE W.T.W. | 0.07 | 0.00 | 0.00 | 0.01 | 0.01 | 0.06 | 0.00 | 0.05 | 3.47 | 0.128 | 0.000 | 0.000 | 0.000 |
| CLADICH W T W | 0.01 | 0.00 | 0.00 | 0.00 | 0.01 | 0.01 | 0.00 | 0.01 | 1.99 | 0.018 | 0.000 | 0.000 | 0.000 |
| COLONSAY NEW W.T.W. (MEMBRANE PLANT) | 0.21 | 0.00 | 0.00 | 0.10 | 0.06 | 0.11 | 0.01 | 0.10 | 0.98 | 0.284 | 0.000 | 0.000 | 0.000 |
| CRAIGHOUSE W.T.W. (MEMBRANE PLANT) | 0.08 | 0.00 | 0.00 | 0.08 | 0.07 | 0.00 | 0.01 | -0.01 | -0.10 | 0.162 | 0.000 | 0.000 | 0.000 |
| CRAIGNURE W.T.W. | 0.16 | 0.00 | 0.00 | 0.16 | 0.11 | 0.00 | 0.01 | -0.01 | -0.06 | 0.229 | 0.000 | 0.000 | 0.000 |
| DALMALLY NEW W.T.W. (MEMB. PLANT) | 0.45 | 0.00 | 0.00 | 0.44 | 0.41 | 0.01 | 0.04 | -0.02 | -0.05 | 0.462 | 0.000 | 0.000 | 0.000 |
| DERVAIG W.T.W. | 0.15 | 0.00 | 0.00 | 0.11 | 0.06 | 0.04 | 0.01 | 0.06 | 0.28 | 0.189 | 0.000 | 0.000 | 0.000 |
| GIGHA NEW W.T.W. | 0.14 | 0.00 | 0.00 | 0.12 | 0.07 | 0.02 | 0.01 | 0.01 | 0.09 | 0.152 | 0.000 | 0.000 | 0.000 |
| INVERARAY W.T.W. | 0.39 | 0.00 | 0.00 | 0.98 | 0.96 | -0.59 | 0.08 | -0.67 | -0.63 | 1,178 | 0.000 | 0.009 | 0.009 |
| KILBERRY W.T.W. | 0.01 | 0.00 | 0.00 | 0.01 | 0.18 | 0.00 | 0.00 | 0.00 | 0.12 | 0.026 | 0.000 | 0.000 | 0.000 |
| Kilchrenan | 0.70 | 0.00 | 0.00 | 0.76 | 0.55 | -0.06 | 0.06 | -0.12 | -0.15 | 0.831 | 0.000 | 0.000 | 0.000 |
| KILMELFORD W.T.W. | 0.08 | 0.00 | 0.00 | 0.06 | 0.03 | 0.02 | 0.01 | 0.02 | 0.24 | 0.110 | 0.000 | 0.000 | 0.000 |
| LOCHGAILHEAD W.T.W. (MEMBRANE) | 0.13 | 0.00 | 0.00 | 0.20 | 0.13 | -0.07 | 0.02 | -0.08 | -0.38 | 0.312 | 0.000 | 0.001 | 0.001 |
| PENINVER W.T.W. | 0.01 | 0.00 | 0.00 | 0.06 | 0.05 | -0.06 | 0.01 | -0.06 | -0.89 | 0.099 | 0.000 | 0.002 | 0.002 |
| PORT CHARLOTTE W.T.W. | 0.63 | 0.00 | 0.00 | 0.54 | 0.42 | 0.09 | 0.04 | 0.05 | 0.08 | 0.933 | 0.000 | 0.000 | 0.000 |
| SADDELL WTW | 0.04 | 0.00 | 0.00 | 0.03 | 0.01 | 0.01 | 0.00 | 0.01 | 0.36 | 0.045 | 0.000 | 0.000 | 0.000 |
| TARBERT W.T.W. | 1.20 | 0.00 | 0.00 | 0.93 | 0.79 | 0.27 | 0.08 | 0.20 | 0.20 | 1,568 | 0.000 | 0.000 | 0.000 |
| TREE W.T.W. | 0.79 | 0.00 | 0.00 | 0.62 | 0.48 | 0.18 | 0.05 | 0.13 | 0.19 | 0.702 | 0.000 | 0.000 | 0.000 |
| TOBERMORY W.T.W. | 0.45 | 0.00 | 0.00 | 0.71 | 0.63 | -0.26 | 0.06 | -0.32 | -0.42 | 1,280 | 0.000 | 0.005 | 0.005 |
| TORRA W.T.W. | 0.71 | 0.00 | 0.00 | 0.96 | 0.80 | -0.24 | 0.08 | -0.32 | -0.31 | 1,947 | 0.000 | 0.004 | 0.004 |
| TULLICH W.T.W. | 6.81 | 0.00 | 0.00 | 10.31 | 8.84 | -3.50 | 0.52 | -4.02 | -0.37 | 13,908 | 0.003 | 0.039 | 0.039 |
| Dhu Loch and Loch Ascog | 4.34 | 0.00 | 0.00 | 4.44 | 2.97 | -1.10 | 0.36 | -0.46 | -0.10 | 6,345 | 0.001 | 0.001 | 0.001 |
| LOCH ECK W.T.W. | 9.73 | 0.00 | 0.00 | 8.67 | 9.09 | 1.06 | 0.70 | 0.36 | 0.04 | 13,715 | 0.000 | 0.000 | 0.000 |
| TIGHNABRUAICH NEW W.T.W. | 0.60 | 0.00 | 0.00 | 0.44 | 0.39 | 0.16 | 0.04 | 0.12 | 0.25 | 0.913 | 0.000 | 0.000 | 0.000 |
| Dougliehill and Overton | 68.16 | 0.00 | 0.00 | 56.80 | 53.86 | 11.36 | 3.29 | 8.06 | 0.13 | 91,882 | 0.000 | 0.000 | 0.000 |
| Camphill and Ashgrove | 60.51 | 0.00 | 0.00 | 52.41 | 51.51 | 8.11 | 3.04 | 5.07 | 0.09 | 69,390 | 0.000 | 0.000 | 0.000 |
| Corsehouse and Amlaird | 13.27 | 0.00 | 0.00 | 20.97 | 20.30 | -7.70 | 1.44 | -9.15 | -0.41 | 42,799 | 0.009 | 0.144 | 0.144 |
| Afton, Bradan and Penwhapple | 128.66 | 0.00 | 0.00 | 128.92 | 121.63 | -0.27 | 7.67 | -7.94 | -0.06 | 225,491 | 0.046 | 0.015 | 0.015 |
| Kaim | 2.41 | 0.00 | 0.00 | 5.67 | 5.08 | -3.26 | 0.33 | -3.59 | -0.60 | 6,770 | 0.001 | 0.049 | 0.049 |
| BALMICHAEL W.T.W. | 3.95 | 0.00 | 0.00 | 3.82 | 3.20 | 0.13 | 0.22 | -0.09 | -0.02 | 4,220 | 0.001 | 0.000 | 0.000 |
| CORRIE MEMBRANE PLANT W.T.W. | -0.08 | 0.00 | 0.00 | 0.10 | 0.09 | -0.18 | 0.01 | -0.20 | -1.69 | 0.257 | 0.000 | 0.015 | 0.015 |
| LOCHRANZA WT.W. (MEMBRANE PLANT) | 0.26 | 0.00 | 0.00 | 0.20 | 0.16 | 0.07 | 0.02 | 0.05 | 0.22 | 0.383 | 0.000 | 0.000 | 0.000 |
| Auchneel, Barclay, Painure, Penwhirn | 15.15 | 0.00 | 0.00 | 22.62 | 17.34 | -7.48 | 1.47 | -8.95 | -0.37 | 26,523 | 0.005 | 0.074 | 0.074 |
| Black Esk, Kettleton, Moffat, Winterhope and Langholm | 24.34 | 0.00 | 0.00 | 34.65 | 33.42 | -10.31 | 2.37 | -12.68 | -0.34 | 49,359 | 0.010 | 0.117 | 0.117 |
| Carsphairn W.T.W. (NEW) | 0.10 | 0.00 | 0.00 | 0.01 | 0.04 | 0.09 | 0.00 | 0.08 | 4.69 | 0.097 | 0.000 | 0.000 | 0.000 |
| Glengap, Lochenkit, Lochinvar, Ringford, Cargen | 16.95 | 0.00 | 0.00 | 16.25 | 14.98 | 0.70 | 1.12 | -0.42 | -0.02 | 23,206 | 0.005 | 0.000 | 0.000 |
| Killyour, Larchfield, Terregles | 20.79 | 0.00 | 0.00 | 13.39 | 12.51 | 7.41 | 1.03 | 6.38 | 0.44 | 31,400 | 0.000 | 0.000 | 0.000 |
| Innerleithen | 2.09 | 0.00 | 0.00 | 1.81 | 1.61 | 0.28 | 0.14 | 0.14 | 0.07 | 4,255 | 0.000 | 0.000 | 0.000 |
| Castle Moffat and Hopes | 28.59 | 0.00 | 0.00 | 27.05 | 25.76 | 1.55 | 1.61 | -0.07 | 0.00 | 56,688 | 0.011 | 0.000 | 0.000 |
| Acreknowe, Dodburn and Robertson | 12.96 | 0.00 | 0.00 | 13.00 | 12.27 | -0.04 | 1.00 | -1.04 | -0.07 | 35,479 | 0.007 | 0.004 | 0.004 |
| Howdenwells and Manse Street | 13.62 | 0.00 | 0.00 | 13.10 | 12.30 | 0.52 | 1.01 | -0.49 | -0.03 | 29,961 | 0.006 | 0.001 | 0.001 |
| Bonchester and Southdean Mill | 0.29 | 0.00 | 0.00 | 0.15 | 0.53 | 0.13 | 0.01 | 0.12 | 0.72 | 0.357 | 0.000 | 0.000 | 0.000 |
| East Berwickshire | 9.43 | 0.00 | 0.00 | 7.14 | 6.70 | 2.29 | 0.55 | 1.74 | 0.23 | 16,158 | 0.000 | 0.000 | 0.000 |
| Drumelzier | 0.01 | 0.00 | 0.00 | 0.03 | 0.03 | -0.02 | 0.00 | -0.02 | -0.62 | 0.021 | 0.000 | 0.000 | 0.000 |
| Etrickbridge | 0.07 | 0.00 | 0.00 | 0.06 | 0.00 | 0.00 | 0.01 | -0.01 | -0.07 | 0.098 | 0.000 | 0.000 | 0.000 |
| Heriot | 0.07 | 0.00 | 0.00 | 0.07 | 0.06 | 0.00 | 0.01 | -0.01 | -0.07 | 0.178 | 0.000 | 0.000 | 0.000 |
| Newcastleton | 0.35 | 0.00 | 0.00 | 0.25 | 0.21 | 0.11 | 0.03 | 0.08 | 0.28 | 0.809 | 0.000 | 0.000 | 0.000 |
| Yarrowfeus | 0.04 | 0.00 | 0.00 | 0.05 | 0.03 | 0.00 | 0.00 | -0.01 | -0.16 | 0.066 | 0.000 | 0.000 | 0.000 |
| Yarrowford | 0.17 | 0.00 | 0.00 | 0.03 | 0.03 | 0.13 | 0.00 | 0.13 | 3.46 | 0.097 | 0.000 | 0.000 | 0.000 |
| Glendevon, Glenfarg, Lomond Hills and borehole WTW | 131.85 | 0.00 | 0.00 | 148.95 | 142.48 | -17.10 | 9.45 | -26.55 | -0.17 | 361,897 | 0.073 | 0.205 | 0.205 |
| Newburgh | 0.90 | 0.00 | 0.00 | 0.76 | 0.00 | 0.14 | 0.04 | 0.09 | 0.11 | 2,108 | 0.000 | 0.000 | 0.000 |
| Bohuntin | 0.02 | 0.00 | 0.00 | 0.01 | 0.00 | 0.01 | 0.00 | 0.01 | 1.82 | 0.024 | 0.000 | 0.000 | 0.000 |
| Kinlochleven | 0.53 | 0.00 | 0.00 | 0.49 | 0.56 | 0.04 | 0.04 | 0.00 | 0.00 | 1,031 | 0.000 | 0.000 | 0.000 |
| Glencoe | -0.03 | 0.00 | 0.00 | 0.35 | 0.24 | -0.37 | 0.03 | -0.40 | -1.07 | 0.302 | 0.000 | 0.007 | 0.007 |
| Onich | 0.14 | 0.00 | 0.00 | 0.49 | 0.37 | -0.35 | 0.04 | -0.40 | -0.73 | 0.563 | 0.000 | 0.006 | 0.006 |
| Mallaig | 1.20 | 0.00 | 0.00 | 1.46 | 1.10 | -0.26 | 0.13 | -0.39 | -0.24 | 1,262 | 0.000 | 0.002 | 0.002 |
| Glenuig | 0.06 | 0.00 | 0.00 | 0.05 | 0.06 | 0.01 | 0.00 | 0.01 | 0.18 | 0.044 | 0.000 | 0.000 | 0.000 |
| Acharacle | 0.36 | 0.00 | 0.00 | 0.33 | 0.19 | 0.03 | 0.03 | 0.00 | -0.01 | 0.388 | 0.000 | 0.000 | 0.000 |
| Salen | 0.07 | 0.00 | 0.00 | 0.10 | 0.03 | -0.03 | 0.01 | -0.04 | -0.37 | 0.076 | 0.000 | 0.000 | 0.000 |
| Sanna | 0.00 | 0.00 | 0.00 | 0.02 | 0.01 | -0.02 | 0.00 | -0.02 | -1.14 | 0.074 | 0.000 | 0.002 | 0.002 |
| Kilchoan | 0.12 | 0.00 | 0.00 | 0.20 | 0.11 | -0.08 | 0.02 | -0.10 | -0.44 | 0.225 | 0.000 | 0.001 | 0.001 |
| Glenfinnan | 0.04 | 0.00 | 0.00 | 0.17 | 0.07 | -0.12 | 0.01 | -0.14 | -0.77 | 0.113 | 0.000 | 0.001 | 0.001 |
| Inchlaggan | 0.01 | 0.00 | 0.00 | 0.01 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.018 | 0.000 | 0.000 | 0.000 |
| Strontian | 0.27 | 0.00 | 0.00 | 0.24 | 0.16 | 0.03 | 0.02 | 0.01 | 0.03 | 0.334 | 0.000 | 0.000 | 0.000 |
| Invergarry | 0.20 | 0.00 | 0.00 | 0.17 | 0.12 | 0.03 | 0.01 | 0.02 | 0.10 | 0.219 | 0.000 | 0.000 | 0.000 |
| Beasdale | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.78 | 0.006 | 0.000 | 0.000 | 0.000 |
| Lochaline | 0.08 | 0.00 | 0.00 | 0.07 | 0.06 | 0.01 | 0.01 | 0.00 | 0.00 | 0.205 | 0.000 | 0.000 | 0.000 |
| Drimnin | 0.02 | 0.00 | 0.00 | 0.03 | 0.01 | -0.01 | 0.00 | -0.01 | -0.38 | 0.034 | 0.000 | 0.000 | 0.000 |

| | | | | | | | | | | | | |
|--|--------|------|------|--------|-------|-------|-------|-------|-------|---------|-------|-------|
| Glenachulish | 0.32 | 0.00 | 0.00 | 0.30 | 0.23 | 0.02 | 0.03 | -0.01 | -0.03 | 0.467 | 0.000 | 0.000 |
| Ballachulish | 0.09 | 0.00 | 0.00 | 0.30 | 0.29 | -0.22 | 0.03 | -0.25 | -0.74 | 0.658 | 0.000 | 0.007 |
| Fort William Wellfield | 9.41 | 0.00 | 0.00 | 6.74 | 5.29 | 2.66 | 0.60 | 2.06 | 0.28 | 10.641 | 0.000 | 0.000 |
| Glendye, Invercarnie, Mannofield and Tanarside | 121.37 | 0.00 | 0.00 | 115.85 | 94.60 | 5.52 | 10.19 | -4.67 | -0.04 | 300.905 | 0.061 | 0.008 |
| Ballater | 1.56 | 0.00 | 0.00 | 1.69 | 1.23 | -0.13 | 0.15 | -0.28 | -0.15 | 3.463 | 0.001 | 0.002 |
| Turriff, Gallowhill, Forehill and Rochomie | 59.54 | 0.00 | 0.00 | 55.39 | 48.85 | 4.15 | 2.04 | 2.10 | 0.04 | 95.619 | 0.000 | 0.000 |
| Herricks | 2.19 | 0.00 | 0.00 | 2.05 | 2.05 | 0.14 | 0.21 | -0.07 | -0.03 | 5.421 | 0.001 | 0.000 |
| Braemar | 0.45 | 0.00 | 0.00 | 0.22 | 0.24 | 0.23 | 0.05 | 0.18 | 0.69 | 0.619 | 0.000 | 0.000 |
| Craighead | 1.62 | 0.00 | 0.00 | 1.23 | 1.20 | 0.39 | 0.12 | 0.27 | 0.20 | 5.042 | 0.000 | 0.000 |
| Crathie | 0.01 | 0.00 | 0.00 | 0.01 | 0.01 | 0.00 | 0.00 | 0.00 | -0.33 | 0.043 | 0.000 | 0.000 |
| Lumsden | 0.09 | 0.00 | 0.00 | 0.12 | 0.08 | -0.03 | 0.01 | -0.04 | -0.33 | 0.475 | 0.000 | 0.001 |
| Rhynie | 0.18 | 0.00 | 0.00 | 0.10 | 0.08 | 0.08 | 0.01 | 0.06 | 0.57 | 0.387 | 0.000 | 0.000 |
| Tomnavoulin | 0.10 | 0.00 | 0.00 | 0.10 | 0.04 | 0.00 | 0.01 | -0.01 | -0.11 | 0.190 | 0.000 | 0.000 |
| Blairnamarrow | 0.15 | 0.00 | 0.00 | 0.24 | 0.18 | -0.09 | 0.02 | -0.11 | -0.43 | 0.424 | 0.000 | 0.002 |
| Badentinan and Glenlatterach | 25.02 | 0.00 | 0.00 | 25.11 | 24.03 | -0.09 | 1.48 | -1.57 | -0.06 | 62.649 | 0.013 | 0.004 |
| Inverness and Nairn | 24.17 | 0.00 | 0.00 | 30.34 | 27.96 | -6.16 | 1.93 | -8.09 | -0.25 | 71.906 | 0.015 | 0.091 |
| Dores | 0.04 | 0.00 | 0.00 | 0.05 | 0.04 | -0.01 | 0.01 | -0.02 | -0.32 | 0.129 | 0.000 | 0.000 |
| Newmore and Assynt | 25.90 | 0.00 | 0.00 | 21.57 | 19.20 | 4.33 | 1.27 | 3.06 | 0.13 | 38.315 | 0.000 | 0.000 |
| Glenconvinth | 4.41 | 0.00 | 0.00 | 4.06 | 3.66 | 0.34 | 0.24 | 0.10 | 0.02 | 6.716 | 0.000 | 0.000 |
| Garve New | 0.15 | 0.00 | 0.00 | 0.14 | 0.09 | 0.01 | 0.01 | 0.00 | 0.00 | 0.141 | 0.000 | 0.000 |
| Tomatin | 0.59 | 0.00 | 0.00 | 0.55 | 0.41 | 0.04 | 0.03 | 0.00 | 0.02 | 0.388 | 0.000 | 0.000 |
| Londornoch | 1.44 | 0.00 | 0.00 | 1.38 | 1.10 | 0.06 | 0.08 | -0.02 | -0.02 | 2.214 | 0.000 | 0.000 |
| Bonar Bridge | 0.13 | 0.00 | 0.00 | 1.15 | 0.89 | -1.02 | 0.07 | -1.08 | -0.89 | 1.517 | 0.000 | 0.024 |
| Oykel Bridge | 0.01 | 0.00 | 0.00 | 0.00 | 0.00 | 0.01 | 0.00 | 0.01 | 3.45 | 0.012 | 0.000 | 0.000 |
| Fort Augustus | 0.41 | 0.00 | 0.00 | 0.38 | 0.34 | 0.04 | 0.02 | 0.01 | 0.04 | 0.652 | 0.000 | 0.000 |
| Gorthleck | -0.01 | 0.00 | 0.00 | 0.54 | 0.38 | -0.55 | 0.06 | -0.61 | -1.03 | 0.608 | 0.000 | 0.013 |
| Invermoriston | 0.10 | 0.00 | 0.00 | 0.12 | 0.07 | -0.02 | 0.01 | -0.03 | -0.23 | 0.125 | 0.000 | 0.000 |
| Dalchreichart | 0.05 | 0.00 | 0.00 | 0.04 | 0.05 | 0.01 | 0.00 | 0.00 | 0.07 | 0.117 | 0.000 | 0.000 |
| Blackpark (Aviemore) | 0.92 | 0.00 | 0.00 | 5.61 | 4.71 | -4.69 | 0.33 | -5.03 | -0.85 | 11.577 | 0.002 | 0.167 |
| Dalwhinnie | 0.20 | 0.00 | 0.00 | 0.16 | 0.09 | 0.04 | 0.01 | 0.03 | 0.15 | 0.111 | 0.000 | 0.000 |
| Laggan Bridge | 0.02 | 0.00 | 0.00 | 0.02 | 0.00 | 0.00 | 0.00 | 0.00 | -0.17 | 0.058 | 0.000 | 0.000 |
| Salvabeg (Lairg) | 0.62 | 0.00 | 0.00 | 0.58 | 0.55 | 0.03 | 0.03 | 0.00 | 0.00 | 0.914 | 0.000 | 0.000 |
| BACKIES | 2.71 | 0.00 | 0.00 | 2.03 | 2.22 | 0.68 | 0.12 | 0.56 | 0.26 | 4.788 | 0.000 | 0.000 |
| CANNICH AND TOMICH | 0.20 | 0.00 | 0.00 | 0.15 | 0.34 | 0.05 | 0.02 | 0.03 | 0.16 | 0.296 | 0.000 | 0.000 |
| Lochinver | 0.22 | 0.00 | 0.00 | 0.47 | 0.40 | -0.25 | 0.04 | -0.29 | -0.57 | 0.541 | 0.000 | 0.003 |
| Kylesku | 0.08 | 0.00 | 0.00 | 0.10 | 0.10 | -0.03 | 0.01 | -0.03 | -0.32 | 0.076 | 0.000 | 0.000 |
| Stoer | 0.14 | 0.00 | 0.00 | 0.13 | 0.11 | 0.02 | 0.01 | 0.00 | 0.03 | 0.292 | 0.000 | 0.000 |
| Achmelvich | 0.12 | 0.00 | 0.00 | 0.07 | 0.05 | 0.05 | 0.01 | 0.05 | 0.66 | 0.058 | 0.000 | 0.000 |
| Drumbeg | 0.03 | 0.00 | 0.00 | 0.04 | 0.03 | -0.01 | 0.00 | -0.01 | -0.30 | 0.145 | 0.000 | 0.000 |
| Ullapool | 1.30 | 0.00 | 0.00 | 1.20 | 1.05 | 0.10 | 0.10 | 0.00 | 0.00 | 1.678 | 0.000 | 0.000 |
| Badcaul | 0.07 | 0.00 | 0.00 | 0.09 | 0.04 | -0.02 | 0.01 | -0.03 | -0.29 | 0.155 | 0.000 | 0.000 |
| Achiltibuie | 0.18 | 0.00 | 0.00 | 0.24 | 0.24 | -0.06 | 0.02 | -0.08 | -0.32 | 0.203 | 0.000 | 0.000 |
| Gairloch | 0.49 | 0.00 | 0.00 | 0.52 | 0.41 | -0.03 | 0.04 | -0.07 | -0.13 | 0.771 | 0.000 | 0.000 |
| Kinlochewe | 0.05 | 0.00 | 0.00 | 0.12 | 0.08 | -0.07 | 0.01 | -0.08 | -0.62 | 0.101 | 0.000 | 0.001 |
| Aultbea | 0.45 | 0.00 | 0.00 | 0.46 | 0.28 | -0.01 | 0.04 | -0.05 | -0.11 | 0.676 | 0.000 | 0.000 |
| Badachro | 0.19 | 0.00 | 0.00 | 0.17 | 0.15 | 0.02 | 0.01 | 0.01 | 0.03 | 0.282 | 0.000 | 0.000 |
| Inverasdale | 0.04 | 0.00 | 0.00 | 0.28 | 0.19 | -0.25 | 0.02 | -0.27 | -0.88 | 0.423 | 0.000 | 0.007 |
| Torrison | 0.10 | 0.00 | 0.00 | 0.10 | 0.08 | 0.00 | 0.01 | -0.01 | -0.08 | 0.113 | 0.000 | 0.000 |
| Shieldaig | 0.04 | 0.00 | 0.00 | 0.08 | 0.05 | -0.05 | 0.01 | -0.05 | -0.59 | 0.121 | 0.000 | 0.001 |
| Alligin | 0.06 | 0.00 | 0.00 | 0.07 | 0.04 | -0.01 | 0.01 | -0.01 | -0.20 | 0.113 | 0.000 | 0.000 |
| Diabeg | 0.02 | 0.00 | 0.00 | 0.03 | 0.02 | -0.01 | 0.00 | -0.01 | -0.39 | 0.064 | 0.000 | 0.000 |
| Achnasheen | 0.05 | 0.00 | 0.00 | 0.04 | 0.03 | 0.01 | 0.00 | 0.01 | 0.15 | 0.046 | 0.000 | 0.000 |
| Elphin | 0.02 | 0.00 | 0.00 | 0.06 | 0.03 | -0.04 | 0.01 | -0.04 | -0.67 | 0.078 | 0.000 | 0.001 |
| Boardhouse and Kirbister | 7.98 | 0.00 | 0.00 | 8.24 | 7.24 | -0.26 | 0.58 | -0.83 | -0.09 | 15.074 | 0.003 | 0.003 |
| Eday | 0.20 | 0.00 | 0.00 | 0.16 | 0.09 | 0.04 | 0.01 | 0.03 | 0.16 | 0.102 | 0.000 | 0.000 |
| North Hoy | 0.03 | 0.00 | 0.00 | 0.02 | 0.02 | 0.00 | 0.00 | 0.00 | -0.03 | 0.082 | 0.000 | 0.000 |
| South Hoy | 0.36 | 0.00 | 0.00 | 0.36 | 0.27 | 0.00 | 0.03 | -0.03 | -0.07 | 0.562 | 0.000 | 0.000 |
| North Ronaldsay | 0.03 | 0.00 | 0.00 | 0.03 | 0.02 | 0.00 | 0.00 | 0.00 | -0.12 | 0.009 | 0.000 | 0.000 |
| Rousay | 0.01 | 0.00 | 0.00 | 0.01 | 0.01 | 0.00 | 0.00 | 0.00 | 0.81 | 0.048 | 0.000 | 0.000 |
| Sanday | 0.18 | 0.00 | 0.00 | 0.44 | 0.46 | -0.26 | 0.03 | -0.29 | -0.61 | 0.409 | 0.000 | 0.003 |
| Shapinsay | 0.25 | 0.00 | 0.00 | 0.17 | 0.11 | 0.08 | 0.01 | 0.07 | 0.41 | 0.212 | 0.000 | 0.000 |
| Stronsay | 0.35 | 0.00 | 0.00 | 0.23 | 0.13 | 0.12 | 0.02 | 0.10 | 0.42 | 0.212 | 0.000 | 0.000 |
| Westray | 0.50 | 0.00 | 0.00 | 0.42 | 0.30 | 0.08 | 0.03 | 0.05 | 0.11 | 0.363 | 0.000 | 0.000 |
| Sullom Voe (Eela Water) | 5.20 | 0.00 | 0.00 | 4.02 | 3.33 | 1.18 | 0.35 | 0.83 | 0.19 | 5.389 | 0.000 | 0.000 |
| Sandy Loch | 6.16 | 0.00 | 0.00 | 6.52 | 6.12 | -0.36 | 0.40 | -0.76 | -0.11 | 12.811 | 0.003 | 0.003 |
| Cullivoe | 0.15 | 0.00 | 0.00 | 0.13 | 0.08 | 0.02 | 0.01 | 0.01 | 0.05 | 0.244 | 0.000 | 0.000 |
| Mid Yell | 0.30 | 0.00 | 0.00 | 0.32 | 0.27 | -0.02 | 0.03 | -0.05 | -0.15 | 0.498 | 0.000 | 0.000 |
| South Yell | 0.16 | 0.00 | 0.00 | 0.12 | 0.09 | 0.03 | 0.01 | 0.02 | 0.16 | 0.297 | 0.000 | 0.000 |
| Unst | 0.60 | 0.00 | 0.00 | 0.54 | 0.42 | 0.06 | 0.05 | 0.01 | 0.02 | 0.819 | 0.000 | 0.000 |
| Whalsay | 0.40 | 0.00 | 0.00 | 0.35 | 0.24 | 0.05 | 0.03 | 0.02 | 0.04 | 0.858 | 0.000 | 0.000 |
| Bressay | 0.18 | 0.00 | 0.00 | 0.15 | 0.11 | 0.03 | 0.01 | 0.01 | 0.07 | 0.362 | 0.000 | 0.000 |
| Fetlar | 0.05 | 0.00 | 0.00 | 0.05 | 0.02 | 0.01 | 0.00 | 0.00 | 0.09 | 0.109 | 0.000 | 0.000 |
| Skerries | 0.03 | 0.00 | 0.00 | 0.02 | 0.02 | 0.00 | 0.00 | 0.00 | 0.12 | 0.090 | 0.000 | 0.000 |
| Fair Isle | 0.03 | 0.00 | 0.00 | 0.03 | 0.02 | 0.00 | 0.00 | 0.00 | 0.07 | 0.060 | 0.000 | 0.000 |
| Foula | 0.02 | 0.00 | 0.00 | 0.02 | 0.01 | 0.00 | 0.00 | 0.00 | 0.14 | 0.068 | 0.000 | 0.000 |
| Papa Stour | 0.03 | 0.00 | 0.00 | 0.01 | 0.01 | 0.02 | 0.00 | 0.02 | 3.47 | 0.037 | 0.000 | 0.000 |
| Sallachy | 0.02 | 0.00 | 0.00 | 0.04 | 0.00 | -0.01 | 0.00 | -0.01 | -0.39 | 0.074 | 0.000 | 0.000 |
| Applecross | 0.11 | 0.00 | 0.00 | 0.14 | 0.08 | -0.03 | 0.01 | -0.04 | -0.28 | 0.254 | 0.000 | 0.000 |
| Forest | 2.06 | 0.00 | 0.00 | 2.55 | 1.72 | -0.50 | 0.22 | -0.72 | -0.26 | 3.019 | 0.001 | 0.004 |
| Sconser | 0.01 | 0.00 | 0.00 | 0.02 | 0.02 | -0.01 | 0.00 | -0.01 | -0.54 | 0.066 | 0.000 | 0.000 |
| Braes | 0.02 | 0.00 | 0.00 | 0.11 | 0.09 | -0.09 | 0.01 | -0.10 | -0.83 | 0.207 | 0.000 | 0.003 |
| Penifiler | 0.05 | 0.00 | 0.00 | 0.05 | 0.02 | 0.00 | 0.00 | 0.00 | 0.02 | 0.050 | 0.000 | 0.000 |
| Staffin | 0.20 | 0.00 | 0.00 | 0.54 | 0.33 | -0.34 | 0.06 | -0.40 | -0.67 | 0.493 | 0.000 | 0.004 |
| Kilmuir | 0.03 | 0.00 | 0.00 | 0.25 | 0.14 | -0.22 | 0.02 | -0.24 | -0.88 | 0.352 | 0.000 | 0.006 |
| Kilmaluag | 0.09 | 0.00 | 0.00 | 0.07 | 0.04 | 0.02 | 0.01 | 0.07 | 0.17 | 0.087 | 0.000 | 0.000 |
| Osedale | 0.04 | 0.00 | 0.00 | 0.37 | 0.28 | -0.32 | 0.03 | -0.36 | -0.89 | 0.566 | 0.000 | 0.009 |
| Watnish | 0.08 | 0.00 | 0.00 | 0.13 | 0.10 | -0.06 | 0.01 | -0.07 | -0.48 | 0.298 | 0.000 | 0.001 |
| Glendale | 0.14 | 0.00 | 0.00 | 0.15 | 0.13 | -0.01 | 0.01 | -0.02 | -0.12 | 0.413 | 0.000 | 0.000 |
| Waterstein | 0.00 | 0.00 | 0.00 | 0.01 | 0.01 | 0.00 | 0.00 | 0.00 | -0.64 | 0.018 | 0.000 | 0.000 |
| Bracadale | 0.00 | 0.00 | 0.00 | 0.13 | 0.10 | -0.14 | 0.02 | -0.16 | -1.00 | 0.213 | 0.000 | 0.004 |
| Carbost | -0.02 | 0.00 | 0.00 | 0.20 | 0.14 | -0.21 | 0.02 | -0.23 | -1.07 | 0.457 | 0.000 | 0.011 |
| Teangue | 0.35 | 0.00 | 0.00 | 0.36 | 0.35 | -0.01 | 0.03 | -0.04 | -0.11 | 0.564 | 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 |