Section E **Operating Costs and Efficiency**
Table 11 **Management and General**

E11.1	**Direct operations**	**nr**	**0dp**

Data Definition: The number of employees in direct operations for both water and wastewater services.   This should be consistent with the employment costs reported in lines E1.1 and E2.1.

Processing Rules: Input field.

Previous References: | **Ofwat 07** | - | **WICS 06** | E11.1 |

E11.2	**Indirect operations (General and support)**	**nr**	**0dp**

Data Definition: The number of employees in indirect operations for both water and wastewater services. This should be consistent with the employment costs reported in Lines E1.10 and E2.10.

Processing Rules: Input field.

Previous References: | **Ofwat 07** | - | **WICS 06** | E11.2 |

E11.3	**Other (incl hired and contracted)**	**nr**	**0dp**

Data Definition: The number of employees in customer service, scientific services and other business activities for both water and wastewater services. This should be consistent with the employment costs included in Lines E1.11 to E1.13 and E2.10 to E2.12.

Processing Rules: Input field.

Previous References: | **Ofwat 07** | - | **WICS 06** | E11.3 |

E11.4	Total employee numbers	nr	0dp

Data Definition: The total number of employees in SW by water and wastewater services.

Processing Rules: The sum of lines E11.1 to E11.3

Previous References: | Ofwat 07 | - | WICS 06 | E11.4 |

E11.5	Support services for the water and sewerage services – number of offices	nr	0dp

Data Definition: The total number of offices utilised for the water and sewerage services. When counting the number of offices for the water service include those offices that are also used for the sewerage service. Double counting is expected. Likewise, when counting the number of offices for the sewerage service include those offices that are also used for the water service. Double counting is expected. The sum of the numbers reported in this line should not necessarily equal the total number of offices reported in Table H6.

Processing Rules: Input field.

Previous References: | Ofwat 07 | - | WICS 06 | E11.5 |

E11.6	Support services for the water and sewerage services – area of offices	m²	0dp

Data Definition: The total area of offices utilised for the water and sewerage services. Where offices are used for both the water and sewerage service, allocate the area between the services before completing this line. For example, a building of 100m² may have 60m² allocated to water and 40m² to sewerage. The sum of the area reported in this line should equal the total area of offices reported in Table H6. Double counting is not expected.

Processing Rules: Input field.

Previous References: | Ofwat 07 | - | WICS 06 | E11.6 |

E11.7	Support services for the water and sewerage services number of laboratories	nr	0dp

Data Definition: The total number of laboratories utilised for the water and sewerage services. When counting the number of laboratories for the water service include those laboratories that are also used for the sewerage service. Double counting is expected. Likewise, when counting the number of laboratories for the sewerage service include those laboratories that are also used for the water service. Double counting is expected. The sum of the numbers reported in this line should not necessarily equal the total number of laboratories reported in Table H6.

Processing Rules: Input field.

Previous References:	**Ofwat 07**	-	**WICS 06**	E11.7

E11.8	Support services for the water and sewerage services – area of laboratories	m²	0dp

Data Definition: The total area of laboratories utilised for the water and sewerage services. Where laboratories are used for both the water and sewerage service, allocate the area between the services before completing this line. For example, a laboratory of 100m² may have 60m² allocated to water and 40m² to sewerage. The sum of the area reported in this line should equal the total area of laboratories reported in Table H6. Double counting is not expected.

Processing Rules: Input field.

Previous References:	**Ofwat 07**	-	**WICS 06**	E11.8

E11.9	Support services for the water and sewerage services – number of depots	nr	0dp

Data Definition: The total number of depots utilised for the water and sewerage services. When counting the number of depots for the water service include those depots that are also used for the sewerage service. Double counting is expected. Likewise, when counting the number of depots for the sewerage service include those depots that are also used for the water service. Double counting is expected.The sum of the number reported in this line should not necessarily equal the total number of depots reported in Table H6.

Processing Rules: Input field.

Previous References:	**Ofwat 07**	-	**WICS 06**	E11.9

E11.10	Support services for the water and sewerage services – area of depots	m²	0dp

Data Definition: The total area of depots utilised for the water and sewerage services. Where depots are used for both the water and sewerage service, allocate the area between the services before completing this line. For example, a depot of 100m² may have 60m² allocated to water and 40m² to sewerage. The sum of the area reported in this line should equal the total area of depots reported in Table H6. Double counting is not expected.

Processing Rules: Input field.

Previous References:	**Ofwat 07**	-	**WICS 06**	E11.10

E11.11	Support services for the water and sewerage services – number of workshops	nr	0dp

Data Definition: The total number of workshops utilised for the water and sewerage services. When counting the number of workshops for the water service include those workshops that are also used for the sewerage service. Double counting is expected. Likewise, when counting the number of workshops for the sewerage service include those workshops that are also used for the water service. Double counting is expected. The sum of the number reported in this line should not necessarily equal the total number of workshops reported in Table H6.

Processing Rules: Input field.

Previous References:	**Ofwat 07**	-	**WICS 06**	E11.11

E11.12	Support services for the water and sewerage services – area of workshops	m²	0dp

Data Definition: The total area of workshops utilised for the water and sewerage services. Where workshops are used for both the water and sewerage service, allocate the area between the services before completing this line. For example, a workshop of 100m² may have 60m² allocated to water and 40m² to sewerage. The sum of the area reported in this line should equal the total area of workshops reported in Table H6. Double counting is not expected.

Processing Rules: Input field.

Previous References:	**Ofwat 07**	-	**WICS 06**	E11.12

E11.13	Support services for the water and sewerage services – number of control centres	nr	0dp

Data Definition: The total number of control centres utilised for the water and sewerage services. When counting the number of control centres for the water service include those control centres that are also used for the sewerage service. Double counting is expected. Likewise, when counting the number of control centres for the sewerage service include those control centres that are also used for the water service. Double counting is expected. The sum of the numbers reported in this line should not necessarily equal the total number of control centres reported in Table H6.

Processing Rules: Input field.

Previous References: Ofwat 07 [-] WICS 06 [E11.13]

E11.14	Support services for the water and sewerage services – area of control centres	m²	0dp

Data Definition: The total area of control centres utilised for the water and sewerage services. Where control centres are used for both the water and sewerage service, allocate the area between the services before completing this line. For example, a centre of 100m² may have 60m² allocated to water and 40m² to sewerage. The sum of the areas reported in this line should equal the total area of control centres reported in Table H6. Double counting is not expected.

Processing Rules: Input field.

Previous References: Ofwat 07 [-] WICS 06 [E11.14]

E11.15	Support services for the water and sewerage services – vehicles & plant	£m	3dp

Data Definition: The modern equivalent asset value (MEAV) of vehicles and plant used for the water and sewerage services.

Processing Rules: Input field.

Previous References: Ofwat 07 [-] WICS 06 [E11.15]

E11.16	Support services for the water and sewerage services – coverage of telemetry systems	%	0dp

Data Definition: The percentage of operational sites for the water and sewerage services covered by telemetry systems.

Processing Rules: Input field.

Previous References:

Ofwat 07	-	WICS 06	E11.16

E11.17	Support services for the water and sewerage services – number of telemetry outstations	nr	0dp

Data Definition: The number of telemetry outstations installed at operational sites for the water and sewerage services.When counting the number of telemetry outstations for the water service include those outstations that are also used for the sewerage service. Double counting is expected. Likewise, when counting the number of telemetry outstations for the sewerage service include those outstations that are also used for the water service. Double counting is expected. The sum of the numbers reported in this line should not necessarily equal the total number of telemetry outstations reported in Table H6.

Processing Rules: Input field.

Previous References:

Ofwat 07	-	WICS 06	E11.17

E11.18	Support services for the water and sewerage services – number of personal computers	nr	0dp

Data Definition: The total number of personal computers utilised to support the water and sewerage services. When counting the number of personal computers for the water service include those that are also used for the sewerage service. Double counting is expected. Likewise, when counting the number of personal computers for the sewerage service include those personal computers that are also used for the water service. Double counting is expected. The sum of the numbers reported in this line should not necessarily equal the total number of personal computers reported in Table H6.

Processing Rules: Input field.

Previous References:

Ofwat 07	-	WICS 06	E11.18

E11.19	Support services for the water and sewerage services –number of workstations	nr	0dp

Data Definition: The total number of workstations utilised to support the water and sewerage services. When counting the number of workstations for the water service include those that are also used for the sewerage service. Double counting is expected. Likewise, when counting the number of workstations for the sewerage service include those workstations that are also used for the water service. Double counting is expected. The sum of the numbers reported in this line should not necessarily equal the total number of workstations reported in Table H6.

Processing Rules: Input field.

Previous References:	Ofwat 07	-	WICS 06	E11.19

E11.20	Support services for the water and sewerage services – number of mainframes	nr	0dp

Data Definition: The total number of mainframes utilised to support the water and sewerage services. When counting the number of mainframes for the water service include those that are also used for the sewerage service. Double counting is expected. Likewise, when counting the number of mainframes for the sewerage service include those mainframes that are also used for the water service. Double counting is expected. The sum of the numbers reported in this line should not necessarily equal the total number of mainframes reported in Table H6.

Processing Rules: Input field.

Previous References:	Ofwat 07	-	WICS 06	E11.20