

Query AR 15 - Refers to Table G-3

		Q4 - OMGWG Report			AR 11 - table G3						
Output measure specified in Ministerial Directions		OMG Reported 2010-11 Actual	OMG Reported 2010-11 Forecast	OMG Reported Year End Position	AR11 Actual March 2011	AR11 Baseline Delivery Plan Target March 2010	AR 11 Ministerial Target 2010-15	WICS Comments	SW comments	2010-15 Ministerial Direction	
										To be used in column 10 in final table G3	
Drinking Water Quality	% of compliant zones for iron	93%	83%	Ahead of target	92.88%	90.2	96.5	OMGWG reported out-turn for Q4 2009-10 was 90.3. Not clear where OMG reported 2010-11 forecast has come from.	Forecast is Ministerial direction. AR11 G3.1 column 10 should show 83%.	83%	
	% of compliant zones for manganese	94%	94%	On target	94.43%	93.6	96.3		AR11 G3.2 column 10 should show 94%	94%	
	Microbiological failures at WTWs	44	60	Ahead of target	44	38	38	The OMG reported 2010-11 forecast is based on the 2006-10 target but does not appear consistent with achieving 38 by end of period. See also query regarding the reported performance against the baseline delivery plan.	AR11 G3.3 column 10 should show 60. See AR11 query response	60	
	Lead communication pipe survey	0	0	On target	-	-	-				
	Number of customer driven lead communication pipes r	163	0	On target	-	-	-				
	Sustainable and cost effective solutions for cryptosporidium	0	0	On target	-	-	-				
	Type B Raw water supplies provided with treatment	0	0	On target	-	-	-				
	Catchments with sustainable land management practices in place	0	0	On target	-	-	-				
Environment	Number of failing WWTW	12	39	Ahead of target	12	18	18	The OMG reported 2010-11 forecast is based on the 2006-10 target but does not appear consistent with achieving 18 by end of period. Also see query regarding consistency with SEPA numbers.	The Ministerial Directive requirement for this measure is 39. This will be corrected in G3.5 column 10 in our finalised tables. Our 2015 DP target remains at 18.	39	
	Number of sludge treatment facilities improved to comply with safe sludge matrix	0	0	On target	-	-	-				
	The number of UIDs	821	837	Ahead of target	821	830	539	See Query regarding Line G3.7	AR11 G3.7 column 10 should show 827.	827	
	Number of pollution incidents	824	939	Ahead of target	824	924	548	Noted this excludes water pollution incidents	AR11 G3.8 column 10 should show 939.	939	
	Water Efficiency Plan	1	1	On target	-	-	-				
Customer service	Properties on the low pressure register	1,230	10,707	Ahead of target	1962	2549	240	The OMG reported figure is not consistent with the Annual return reported figure. The OMG reported 2010-11 target appears very high.	AR11 G3.10 column 10 should show 10,707. The 2010/11 actual figure reported to OMG was the OPA measure of low pressure, which excludes 732 properties (as per the OPA report). The actual number, including exclusions, is 1,962.	10,707	
	Properties with unplanned interruptions to supply > 12 hrs	3,862	15,759	Ahead of target	3862	5407	684	The OMG reported 2010-11 target is much higher than the Ministerial Directions target quoted in the annual return.	AR11 G3.11 column 10 should show 15,759.	15,759	
	Bursts per 1,000km of mains	207	204	Behind target	207	204	188		AR11 G3.12 column 10 should show 204.	204	
	Properties at risk of internal flooding	341	1,147	Ahead of target	341	341	341	Noted that the March 2010 figure was 328 as reported to OMGWG but appears to have risen to 341 reflecting the Delivery plan target	AR11 G3.13 column 10 should show 1,147.	1,147	
	Properties internally flooded due to other causes	820	1,270	Ahead of target	820	1270	1270			1,270	
	The Overall Satisfaction level (from the customer service questionnaire)	80.10%	78%	Ahead of target	80	78	Above 78			n/a	
	The maximum number of 'second tier' complaints referred to Waterwatch	50	103	Ahead of target	50	121	Below 121			n/a	
	The number of telephone contacts relating to drinking water quality	20,510	24,168	Ahead of target	20510	-	<24168			n/a	
	Metering Trial	0	0	On target	-	-	-				
	Creation of a register of all properties affected by external sewer flooding	0	0	On target	-	-	-				
The Overall Performance Assessment (OPA) Score	331	302	Ahead of target	330	283	380+	Minor discrepancy in numbers but OMG report confirms 330.	The OMG reported OPA score should have read 330.			
The average annual level of leakage (Ml/d)	699.1	720	Ahead of target	699.148	730	612					
Climate Change	Number of Climate Change Adaptation studies	0	0	On target	-	-	-				
	Additional Renewable Energy generation capacity (GWh)	0	0	On target	-	-	-				