

Retail business plan

Table 3.1: Water service - unmeasured customers

Line description		Units	2005-06	2006-07	2007-08	2008-09	2009-10
A Summary unmeasured properties							
1	Total number of billed unmeasured properties	nr	0	0	0	0	0
2	Total RV for billed unmeasured properties	£m	0.000	0.000	0.000	0.000	0.000
B Segmentation of billed properties							
3	Number of billed unmeasured properties at standard tariff	nr					
4	Number of billed unmeasured properties at non-standard tariff	nr					
C Segmentation of Rateable Value base							
5	Gross RV for billed unmeasured properties at standard tariff	£m					
6	Gross RV for billed unmeasured properties at non-standard tariff	£m					
7	Net RV for billed unmeasured properties at non-standard tariff	£m					

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Table 3.2: Water service - measured customers

Line description		Units	2005-06	2006-07	2007-08	2008-09	2009-10
A Summary measured customers							
1	Total number of billed measured properties	nr	0	0	0	0	0
2	Total number of tariff meters	nr	0	0	0	0	0
3	Total volume water delivered	m ³	0	0	0	0	0
B Segmentation of billed properties							
4	Number of billed properties on low user tariff	nr					
5	Number of billed properties on standard tariff	nr					
6	Number of billed properties with use 100 to 250Ml/year at LUVA tariff	nr					
7	Number of billed properties with use >250Ml/year at LUVA tariff	nr					
8	Number of billed properties with use <100Ml/year at non-standard tariff	nr					
9	Number of billed properties with use 100 to 250Ml/year at non-standard tariff	nr					
10	Number of billed properties with use >250Ml/year at non-standard tariff	nr					
11	Total number of billed properties	nr	0	0	0	0	0
C Breakdown of tariff meters							
12	Electro-mechanical meters	nr					
13	15mm or smaller	nr					
14	20mm	nr					
15	25mm	nr					
16	40mm	nr					
17	50mm	nr					
18	80mm	nr					
19	100mm	nr					
20	150mm	nr					
21	200mm	nr					
22	250mm	nr					
23	300mm	nr					
24	400mm	nr					
25	450mm	nr					
26	600mm	nr					
27	Total number of meters	nr	0	0	0	0	0
D Segmentation of water volumes							
28	First 25m ³ pa - meters of diameter <= 20mm	m ³					
29	Volume over 25m ³ pa, meters of diameter <= 20mm	m ³					
30	<= 100 Ml/a, meters > 20mm, standard tariff (including LUVA)	m ³					
31	>100 <= 250 Ml/a, standard tariff	m ³					
32	> 250 Ml/a, standard tariff	m ³					
33	>100 <= 250 Ml/a, LUVA rate	m ³					
34	> 250 Ml/a, LUVA rate	m ³					
35	<= 100 Ml/a, non-standard rate	m ³					
36	>100 <= 250 Ml/a, non-standard rate	m ³					
37	> 250 Ml/a, non-standard rate	m ³					
38	Total volume of water delivered to measured customers	m ³	0	0	0	0	0

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Table 3.3: Sewerage service - unmeasured customers

Line description		Units	2005-06	2006-07	2007-08	2008-09	2009-10
A Summary unmeasured properties							
1	Total number of billed unmeasured properties	nr	0	0	0	0	0
2	Total RV for foul drainage (unmeasured properties)	£m	0.000	0.000	0.000	0.000	0.000
3	Total RV for property drainage (unmeasured properties)	£m	0.000	0.000	0.000	0.000	0.000
4	Total RV for highway drainage (unmeasured properties)	£m	0.000	0.000	0.000	0.000	0.000
B Segmentation of billed properties							
5	Number of properties billed for foul drainage at standard tariff	nr					
6	Number of properties billed for property drainage at standard tariff	nr					
7	Number of properties billed for highway drainage at standard tariff	nr					
8	Number of properties billed for foul drainage at non-standard tariff	nr					
9	Number of properties billed for property drainage at non-standard tariff	nr					
10	Number of properties billed for highway drainage at non-standard tariff	nr					
11	Total number of billed unmeasured properties	nr	0	0	0	0	0
C Segmentation of Rateable Value base (foul drainage)							
12	Gross RV for billed unmeasured properties at standard tariff	£m					
13	Gross RV for billed unmeasured properties at non-standard tariff	£m					
14	Net RV for billed unmeasured properties at non-standard tariff	£m					
D Property water & highway drainage (unmeasured properties)							
15	RV for properties paying standard tariff - property drainage	£m					
16	RV for properties paying standard tariff - highway drainage	£m					
17	Area for properties paying standard tariff - area based property drainage	m ²					
18	Net RV for properties paying non-standard tariff - property drainage	£m					
19	Net RV for properties paying non-standard tariff - highway drainage	£m					
20	Net Area for properties paying non-standard tariff - area based property drainage	m ²					

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Table 3.4: Sewerage service - measured customers

Line description		Units	2005-06	2006-07	2007-08	2008-09	2009-10
A Summary measured customers							
1	Total number of billed measured properties	nr	0	0	0	0	0
2	Total number of tariff meters	nr	0	0	0	0	0
3	Total volume discharged	m ³	0	0	0	0	0
4	Total RV for property water drainage (measured properties)	£m	0.000	0.000	0.000	0.000	0.000
5	Total RV for highway drainage (measured properties)	£m	0.000	0.000	0.000	0.000	0.000
6	Total area for property water drainage (measured properties)	m ²	0	0	0	0	0
B Segmentation of billed properties							
7	Number of billed properties on low user tariff	nr					
8	Number of billed properties on standard tariff	nr					
9	Number of billed properties with use <100Ml/year at non-standard tariff	nr					
10	Number of billed properties with use 100Ml to 250Ml/year at non-standard tariff	nr					
11	Number of billed properties with use >250Ml/year at non-standard tariff	nr					
12	Total number of billed measured properties	nr	0	0	0	0	0
C Breakdown of tariff meters							
13	Electro-mechanical meters	nr					
14	15mm or smaller	nr					
15	20mm	nr					
16	25mm	nr					
17	40mm	nr					
18	50mm	nr					
19	80mm	nr					
20	100mm	nr					
21	150mm	nr					
22	200mm	nr					
23	250mm	nr					
24	300mm	nr					
25	400mm	nr					
26	450mm	nr					
27	600mm	nr					
28	Total number of tariff meters	nr	0	0	0	0	0
D Segmentation of volumes discharged							
29	First 23.75m ³ pa - meters of diameter <= 20mm	m ³					
30	Volume over 23.75m ³ pa, meters of diameter <= 20mm	m ³					
31	Volume for meters >20mm, charged at standard tariffs	m ³					
32	<= 100 Ml/a, non-standard rate	m ³					
33	>100 <= 250 Ml/a, non-standard rate	m ³					
34	> 250 Ml/a, non-standard rate	m ³					
35	Total measured volume discharged	m ³	0	0	0	0	0
E Property water & highway drainage							
36	RV for properties paying standard tariff - property drainage	£m					
37	RV for properties paying standard tariff - highway drainage	£m					
38	Area for properties paying standard tariff - area based property drainage	m ²					

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Table 4.1: Water service - unmeasured customers' tariffs and revenue

Line description		Units	2005-06	2006-07	2007-08	2008-09	2009-10
A Unmeasured properties							
1	Properties billed for standard charges	nr	0	0	0	0	0
2	Properties billed for non-standard charges	nr	0	0	0	0	0
B Rateable value base							
3	Gross RV for properties billed for standard charges	£m	0.000	0.000	0.000	0.000	0.000
4	Net RV for properties billed for non-standard charges	£m	0.000	0.000	0.000	0.000	0.000
C Tariffs							
5	Fixed charge per annum - standard tariff	£/prop					
6	Fixed charge per annum - non-standard tariff	£/prop					
7	Charge per £ of rateable value	p/£RV					
D Revenue							
8	From fixed charges - properties billed for standard tariffs	£m	0	0	0	0	0
9	From fixed charges - properties billed for non-standard tariffs	£m	0	0	0	0	0
10	From RV charges - properties billed for standard tariffs	£m	0	0	0	0	0
11	From RV charges - properties billed for non-standard tariffs	£m	0	0	0	0	0
E Revenue summary							
12	Total revenue	£m	0	0	0	0	0

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Table 4.2: Water service - measured customers' tariffs and revenue

Line description		Units	2005-06	2006-07	2007-08	2008-09	2009-10
A Disaggregation by tariff meter size							
1	Electro-mechanical meters	nr	0	0	0	0	0
2	15mm or smaller	nr	0	0	0	0	0
3	20mm	nr	0	0	0	0	0
4	25mm	nr	0	0	0	0	0
5	40mm	nr	0	0	0	0	0
6	50mm	nr	0	0	0	0	0
7	80mm	nr	0	0	0	0	0
8	100mm	nr	0	0	0	0	0
9	150mm	nr	0	0	0	0	0
10	200mm	nr	0	0	0	0	0
11	250mm	nr	0	0	0	0	0
12	300mm	nr	0	0	0	0	0
13	400mm	nr	0	0	0	0	0
14	450mm	nr	0	0	0	0	0
15	600mm	nr	0	0	0	0	0
16	Not in use						
B Volumes of water							
17	First 25m ³ pa - meters of diameter <= 20mm	m ³	0	0	0	0	0
18	Volume over 25m ³ pa, meters of diameter <= 20mm	m ³	0	0	0	0	0
19	<= 100 MI/a, meters > 20mm, standard tariff (including LUYA)	m ³	0	0	0	0	0
20	>100 <= 250 MI/a, standard tariff	m ³	0	0	0	0	0
21	> 250 MI/a, standard tariff	m ³	0	0	0	0	0
22	>100 <= 250 MI/a, LUYA rate	m ³	0	0	0	0	0
23	> 250 MI/a, LUYA rate	m ³	0	0	0	0	0
24	<= 100 MI/a, non-standard rate	m ³	0	0	0	0	0
25	>100 <= 250 MI/a, non-standard rate	m ³	0	0	0	0	0
26	> 250 MI/a, non-standard rate	m ³	0	0	0	0	0
27	Not in use						
C Fixed charges							
28	Electro-mechanical meters	£					
29	15mm or smaller	£					
30	20mm	£					
31	25mm	£					
32	40mm	£					
33	50mm	£					
34	80mm	£					
35	100mm	£					
36	150mm	£					
37	200mm	£					
38	250mm	£					
39	300mm	£					
40	400mm	£					
41	450mm	£					
42	600mm	£					
43	Not in use						
D Volumetric charges							
44	First 25m ³ pa - meters of diameter <= 20mm	£/m ³					
45	Volume over 25m ³ pa, meters of diameter <= 20mm	£/m ³					
46	<= 100 MI/a, meters > 20mm, standard tariff (including LUYA)	£/m ³					
47	>100 <= 250 MI/a, standard tariff	£/m ³					
48	> 250 MI/a, standard tariff	£/m ³					
49	>100 <= 250 MI/a, LUYA rate	£/m ³					
50	> 250 MI/a, LUYA rate	£/m ³					
51	<= 100 MI/a, non-standard rate	£/m ³					
52	>100 <= 250 MI/a, non-standard rate	£/m ³					
53	> 250 MI/a, non-standard rate	£/m ³					
E Revenue							
54	Fixed charges	£m	0	0	0	0	0
55	First 25m ³ pa - meters of diameter <= 20mm	£m	0	0	0	0	0
56	Volume over 25m ³ pa, meters of diameter <= 20mm	£m	0	0	0	0	0
57	<= 100 MI/a, meters > 20mm, standard tariff (including LUYA)	£m	0	0	0	0	0
58	>100 <= 250 MI/a, standard tariff	£m	0	0	0	0	0
59	> 250 MI/a, standard tariff	£m	0	0	0	0	0
60	>100 <= 250 MI/a, LUYA rate	£m	0	0	0	0	0
61	> 250 MI/a, LUYA rate	£m	0	0	0	0	0
62	<= 100 MI/a, non-standard rate	£m	0	0	0	0	0
63	>100 <= 250 MI/a, non-standard rate	£m	0	0	0	0	0
64	> 250 MI/a, non-standard rate	£m	0	0	0	0	0
F Revenue summary							
65	Total revenue	£m	0	0	0	0	0

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Table 4.3: Sewerage service - unmeasured customers' tariffs and revenue

Line description		Units	2005-06	2006-07	2007-08	2008-09	2009-10
A Unmeasured properties							
1	Properties billed for standard charges (foul drainage)	nr	0	0	0	0	0
2	Properties billed for non-standard charges (foul drainage)	nr	0	0	0	0	0
B Rateable value base							
3	Gross RV for billed unmeasured properties at standard tariff	£m	0.000	0.000	0.000	0.000	0.000
4	Net RV for billed unmeasured properties at non-standard tariff	£m	0.000	0.000	0.000	0.000	0.000
C Tariffs							
5	Fixed charge per annum - standard tariff (foul drainage)	£/prop					
6	Fixed charge per annum - non-standard tariff (foul drainage)	£/prop					
7	Not in use						
8	Charge per £ of rateable value	p/£RV					
D Revenue							
9	From fixed charges - properties billed for standard tariffs	£m	0	0	0	0	0
10	From fixed charges - properties billed for non-standard tariffs	£m	0	0	0	0	0
11	Not in use						
12	From RV charges - properties billed for standard tariffs	£m	0	0	0	0	0
13	From RV charges - properties billed for non-standard tariffs	£m	0	0	0	0	0
E Revenue summary							
14	Total revenue	£m	0	0	0	0	0

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Table 4.4: Sewerage service - measured customers' tariffs and revenue

Line description		Units	2005-06	2006-07	2007-08	2008-09	2009-10
A Disaggregation by meter size							
1	Electro-mechanical meters	nr	0	0	0	0	0
2	15mm or smaller	nr	0	0	0	0	0
3	20mm	nr	0	0	0	0	0
4	25mm	nr	0	0	0	0	0
5	40mm	nr	0	0	0	0	0
6	50mm	nr	0	0	0	0	0
7	80mm	nr	0	0	0	0	0
8	100mm	nr	0	0	0	0	0
9	150mm	nr	0	0	0	0	0
10	200mm	nr	0	0	0	0	0
11	250mm	nr	0	0	0	0	0
12	300mm	nr	0	0	0	0	0
13	400mm	nr	0	0	0	0	0
14	450mm	nr	0	0	0	0	0
15	600mm	nr	0	0	0	0	0
B Volumes of water							
16	First 23.75m ³ pa - meters of diameter <= 20mm	m ³	0	0	0	0	0
17	Volume over 23.75m ³ pa, meters of diameter <= 20mm	m ³	0	0	0	0	0
18	Volume for meters >20mm, charged at standard tariffs	m ³	0	0	0	0	0
19	<= 100 Ml/a, non-standard rate	m ³	0	0	0	0	0
20	>100 <= 250 Ml/a, non-standard rate	m ³	0	0	0	0	0
21	> 250 Ml/a, non-standard rate	m ³	0	0	0	0	0
C Fixed charges							
22	Electro-mechanical meters	£					
23	15mm or smaller	£					
24	20mm	£					
25	25mm	£					
26	40mm	£					
27	50mm	£					
28	80mm	£					
29	100mm	£					
30	150mm	£					
31	200mm	£					
32	250mm	£					
33	300mm	£					
34	400mm	£					
35	450mm	£					
36	600mm	£					
D Volumetric charges							
37	First 23.75m ³ pa - meters of diameter <= 20mm	£/m ³					
38	Volume over 23.75m ³ pa, meters of diameter <= 20mm	£/m ³					
39	Volume for meters >20mm, charged at standard tariffs	£/m ³					
40	<= 100 Ml/a, non-standard rate	£/m ³					
41	>100 <= 250 Ml/a, non-standard rate	£/m ³					
42	> 250 Ml/a, non-standard rate	£/m ³					
E Revenue							
43	Fixed charges	£m	0	0	0	0	0
44	First 23.75m ³ pa - meters of diameter <= 20mm	£m	0	0	0	0	0
45	Volume over 23.75m ³ pa, meters of diameter <= 20mm	£m	0	0	0	0	0
46	Volume for meters >20mm, charged at standard tariffs	£m	0	0	0	0	0
47	<= 100 Ml/a, non-standard rate	£m	0	0	0	0	0
48	>100 <= 250 Ml/a, non-standard rate	£m	0	0	0	0	0
49	> 250 Ml/a, non-standard rate	£m	0	0	0	0	0
F Revenue summary							
50	Total revenue	£m	0	0	0	0	0

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Table 4.5: Sewerage service - tariffs and revenue for property & highway drainage

Line description		Units	2005-06	2006-07	2007-08	2008-09	2009-10
A Property water & highway drainage - unmeasured properties							
1	RV for properties billed for standard tariff - Property drainage	£m	0.000	0.000	0.000	0.000	0.000
2	RV for properties billed for standard tariff - highway drainage	£m	0.000	0.000	0.000	0.000	0.000
3	Area for properties billed for standard tariff - area based Property drainage	m ²	0	0	0	0	0
B Property water & highway drainage - measured properties							
4	RV for properties billed for standard tariff - Property drainage	£m	0.000	0.000	0.000	0.000	0.000
5	RV for properties billed for standard tariff - highway drainage	£m	0.000	0.000	0.000	0.000	0.000
6	Area for properties billed for standard tariff - area based Property drainage	m ²	0	0	0	0	0
C Tariffs - unmeasured properties							
7	Property drainage - standard RV tariff (unmeasured)	p/£RV					
8	Highway drainage - standard RV tariff (unmeasured)	p/£RV					
9	Property drainage - standard area tariff (unmeasured)	p/m ²					
D Tariffs - measured properties							
10	Property drainage - standard RV tariff (measured)	p/£RV					
11	Highway drainage - standard RV tariff (measured)	p/£RV					
12	Property drainage - standard area tariff (measured)	p/m ²					
E Revenue							
13	Property drainage - standard RV tariff (unmeasured)	£m	0	0	0	0	0
14	Highway drainage - standard RV tariff (unmeasured)	£m	0	0	0	0	0
15	Property drainage - standard area tariff (unmeasured)	£m	0	0	0	0	0
16	Property drainage - standard RV tariff (measured)	£m	0	0	0	0	0
17	Highway drainage - standard RV tariff (measured)	£m	0	0	0	0	0
18	Property drainage - standard area tariff (measured)	£m	0	0	0	0	0
F Revenue summary							
19	Total revenue	£m	0	0	0	0	0

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Table 4.6 Trade Effluent - Customers billed for Standard & Non-Standard Rates(excluding customers receiving Harmonisation or Treatment Caps & those that do not pay with reference to the Mogden Formula)

Line description		Units	2005-06	2006-07	2007-08	2008-09	2009-10
A Trade effluent dischargers							
1	Number billed for standard rates	nr					
2	Number billed for non-standard rates	nr					
3	Total	nr	0	0	0	0	0
4	Not in use						
B Availability charging parameters							
5	Chargeable daily volume - standard rate	m ³					
6	Settled biological oxygen demand (sBODI) - charged at standard rate	kg/day					
7	Suspended solids (TSS) - charged at standard rate	kg/day					
8	Chargeable volume - non-standard rate	m ³					
9	Settled biological oxygen demand (sBODI) - charged at non-standard rate	kg/day					
10	Suspended solids (TSS) - charged at non-standard rate	kg/day					
C Scottish average sewage strength							
11	Settled chemical oxygen demand (Os)	mg/l					
12	Total suspended solids (Ss)	mg/l					
D Annual volumes and strength adjusted volumes							
13	Actual volume discharged (AVD) - standard rate	m ³					
14	Strength adjusted volume for settled COD - standard rate	m ³					
15	Strength adjusted volume for suspended solids - standard rate	m ³					
16	Actual volume discharged (AVD) - at non-standard rates	m ³					
17	Strength adjusted volume for settled - at non-standard rates	m ³					
18	Strength adjusted volume for suspended solids - at non-standard rates	m ³					
E Availability charge - fixed							
19	Reception charge (Ra) - standard rate	£/m ³ /day					
20	Volumetric / primary charge (Va) - standard rate	£/m ³ /day					
21	Biological capacity charge (Ba) - standard rate	£/m ³ /day					
22	Sludge capacity charge (Sa) - standard rate	£/m ³ /day					
23	Average reception charge for properties charged at non-standard rates	£/m ³ /day					
24	Average volumetric / primary charge for properties charged at non-standard rates	£/m ³ /day					
25	Average biological capacity charge for properties charged at non-standard rates	£/m ³ /day					
26	Average sludge capacity charge for customers charged at non-standard rates	£/kg/day					
F Operating charge - variable							
27	Reception charge (Ro) - standard rate	£/m ³					
28	Volumetric / primary charge (Vo) - standard rate	£/m ³					
29	Secondary treatment charge (Bo) - standard rate (for Scottish average strength - sCOD)	£/m ³					
30	Sludge treatment charge (So) - standard rate (for Scottish average strength - SS)	£/m ³					
31	Average reception charge - non-standard rates	£/m ³					
32	Average volumetric / primary charge - non-standard rates	£/m ³					
33	Average secondary treatment charge - non-standard rates (for (non-standard) Scottish average strength - sCOD)	£/m ³					
34	Average sludge treatment charge - non-standard rates (for (non-standard) Scottish average strength - SS)	£/m ³					
G Revenue							
35	Availability charge (Ca) - customers billed for standard rates	£m	0	0	0	0	0
36	Availability charge (Ca) - customers billed for non-standard rates	£m	0	0	0	0	0
37	Operating charge (Co) - customers billed for standard rates	£m	0	0	0	0	0
38	Operating charge (Co) - customers billed for non-standard rates	£m	0	0	0	0	0
H Revenue summary							
39	Total revenue	£m	0	0	0	0	0

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Table 4.7: Trade Effluent - Customers receiving Harmonisation or Treatment Caps and those that are not billed with reference to the Mogden Formula

Line description		Units	2005-06	2006-07	2007-08	2008-09	2009-10
A Trade effluent dischargers							
1	Number receiving harmonisation cap	nr					
2	Number receiving treatment cap	nr					
3	Total	nr	0	0	0	0	0
4	Not in use						
B Availability charging parameters							
5	Chargeable daily volume - harmonisation cap	m ³					
6	Settled biological oxygen demand (sBODi) - harmonisation cap	kg/day					
7	Suspended solids (TSSi) - harmonisation cap	kg/day					
8	Chargeable volume - treatment cap	m ³					
9	Settled biological oxygen demand (sBODi) - treatment cap	kg/day					
10	Suspended solids (TSSi) - treatment cap	kg/day					
C Customers that are not billed with reference to the Mogden Formula							
11	Number of customers that are not billed with reference to the Mogden formula	nr					
12	Volume discharged by customers that are not billed with reference to the Mogden formula	m ³					
13	Total revenue from customers that are not billed with reference to the Mogden formula	£					
D Annual volumes and strength adjusted volumes							
14	Actual volume discharged (AVD) - harmonisation cap	m ³					
15	Strength adjusted volume for settled COD - harmonisation cap	m ³					
16	Strength adjusted volume for suspended solids - harmonisation cap	m ³					
17	Actual volume discharged (AVD) - treatment cap	m ³					
18	Strength adjusted volume for settled - treatment cap	m ³					
19	Strength adjusted volume for suspended solids - treatment cap	m ³					
E Availability charge - fixed							
20	Reception charge (Ra) - harmonisation cap	£/m ³ /day					
21	Volumetric / primary charge (Va) - harmonisation cap	£/m ³ /day					
22	Biological capacity charge (Ba) - harmonisation cap	£/m ³ /day					
23	Sludge capacity charge (Sa) - harmonisation cap	£/m ³ /day					
24	Average reception charge for properties - treatment cap	£/m ³ /day					
25	Average volumetric / primary charge for properties - treatment cap	£/m ³ /day					
26	Average biological capacity charge for properties - treatment cap	£/kg/day					
27	Average sludge capacity charge for customers - treatment cap	£/kg/day					
F Operating charge - variable							
28	Reception charge (Ro) - harmonisation cap	£/m ³					
29	Volumetric / primary charge (Vo) - harmonisation cap	£/m ³					
30	Secondary treatment charge (Bo) - harmonisation cap (for harmonisation cap average Scottish average strength - sCOD)	£/m ³					
31	Sludge treatment charge (So) - harmonisation cap (for harmonisation cap average Scottish average strength - SS)	£/m ³					
32	Average reception charge - treatment caps	£/m ³					
33	Average volumetric / primary charge - treatment caps	£/m ³					
34	Average secondary treatment charge - treatment cap (for treatment cap average Scottish average strength - sCOD)	£/m ³					
35	Average sludge treatment charge - treatment cap (for treatment cap average Scottish average strength - SS)	£/m ³					
G Revenue							
36	Availability charge (Ca) - customers receiving harmonisation caps	£m	0	0	0	0	0
37	Availability charge (Ca) - customers receiving treatment caps	£m	0	0	0	0	0
38	Operating charge (Co) - customers receiving harmonisation caps	£m	0	0	0	0	0
39	Operating charge (Co) - customers receiving treatment caps	£m	0	0	0	0	0
H Revenue summary							
40	Total revenue	£m	0	0	0	0	0
41	Total Trade Effluent revenue	£m	0	0	0	0	0

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Table 4.8: Levels of service output projections

Line description		Units	2005-06	2006-07	2007-08	2008-09	2009-10
A	Performance measures						
	Response time for written complaints						
1	<i>on retail service</i>	Days					
2	<i>on wholesale activities</i>	Days					
	Response time for phone complaints						
3	<i>on retail service</i>	Days					
4	<i>on wholesale activities</i>	Days					
	Annual rate of complaints (number of complaints per 100 customers)						
5	<i>on retail service</i>	Nr					
6	<i>on wholesale activities</i>	Nr					
7	Phone answering time	Seconds					
	Response time for phone queries						
8	<i>on retail service</i>	Days					
9	<i>on wholesale activities</i>	Days					
10	Proportion of bills to metered customers based on actual readings issued during the year	%					
11	Annual volume of written contacts	Nr					
12	Annual volume of telephone contacts	Nr					

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Table 4.9: Water service - customers, tariffs and revenue

Line description		Units	2008-09	2009-10	2010-11	2011-12	2012-13
A Properties summary							
1	Total number of billed properties - water	nr					
B Segmentation of customer base							
2	Customer Type A	nr					
3	Customer Type B	nr					
4	Customer Type C	nr					
5	Customer Type D	nr					
6	Customer Type E	nr					
7	Customer Type F	nr					
8	Customer Type G	nr					
9	Customer Type H	nr					
10	Customer Type I	nr					
11	Customer Type J	nr					
12		nr					
13		nr					
14		nr					
15		nr					
16		nr					
17		nr					
18		nr					
19		nr					
20		nr					
21		nr					
C Tariffs							
22	Tariff 1						
23	Tariff 2						
24	Tariff 3						
25	Tariff 4						
26	Tariff 5						
27	Tariff 6						
28	Tariff 7						
29	Tariff 8						
30	Tariff 9						
31	Tariff 10						
32							
33							
34							
35							
36							
37							
38							
39							
40							
41							
D Revenue							
42	Revenue from Customer Type A	£m					
43	Revenue from Customer Type B	£m					
44	Revenue from Customer Type C	£m					
45	Revenue from Customer Type D	£m					
46	Revenue from Customer Type E	£m					
47	Revenue from Customer Type F	£m					
48	Revenue from Customer Type G	£m					
49	Revenue from Customer Type H	£m					
50	Revenue from Customer Type I	£m					
51	Revenue from Customer Type J	£m					
52		£m					
53		£m					
54		£m					
55		£m					
56		£m					
57		£m					
58		£m					
59		£m					
60		£m					
61		£m					
E Revenue summary							
62	Total revenue from water customers	£m	0	0	0	0	0

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Table 4.10: Sewerage service - customers, tariffs and revenue

Line description		Units	2008-09	2009-10	2010-11	2011-12	2012-13
A Properties summary							
1	Total number of billed properties - sewerage	nr					
B Segmentation of customer base							
2	Customer Type A	nr					
3	Customer Type B	nr					
4	Customer Type C	nr					
5	Customer Type D	nr					
6	Customer Type E	nr					
7	Customer Type F	nr					
8	Customer Type G	nr					
9	Customer Type H	nr					
10	Customer Type I	nr					
11	Customer Type J	nr					
12		nr					
13		nr					
14		nr					
15		nr					
16		nr					
17		nr					
18		nr					
19		nr					
20		nr					
21		nr					
C Tariffs							
22	Tariff 1						
23	Tariff 2						
24	Tariff 3						
25	Tariff 4						
26	Tariff 5						
27	Tariff 6						
28	Tariff 7						
29	Tariff 8						
30	Tariff 9						
31	Tariff 10						
32							
33							
34							
35							
36							
37							
38							
39							
40							
41							
D Revenue							
42	Revenue from Customer Type A	£m					
43	Revenue from Customer Type B	£m					
44	Revenue from Customer Type C	£m					
45	Revenue from Customer Type D	£m					
46	Revenue from Customer Type E	£m					
47	Revenue from Customer Type F	£m					
48	Revenue from Customer Type G	£m					
49	Revenue from Customer Type H	£m					
50	Revenue from Customer Type I	£m					
51	Revenue from Customer Type J	£m					
52		£m					
53		£m					
54		£m					
55		£m					
56		£m					
57		£m					
58		£m					
59		£m					
60		£m					
61		£m					
E Revenue summary							
62	Total revenue from water customers	£m	0	0	0	0	0

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Table 4.11: Trade effluent service - customers, tariffs and revenue

Line description		Units	2008-09	2009-10	2010-11	2011-12	2012-13
A Properties summary							
1	Total number of billed properties - trade effluent	nr					
B Segmentation of customer base							
2	Customer Type A	nr					
3	Customer Type B	nr					
4	Customer Type C	nr					
5	Customer Type D	nr					
6	Customer Type E	nr					
7	Customer Type F	nr					
8	Customer Type G	nr					
9	Customer Type H	nr					
10	Customer Type I	nr					
11	Customer Type J	nr					
12		nr					
13		nr					
14		nr					
15		nr					
16		nr					
17		nr					
18		nr					
19		nr					
20		nr					
21		nr					
C Tariffs							
22	Tariff 1						
23	Tariff 2						
24	Tariff 3						
25	Tariff 4						
26	Tariff 5						
27	Tariff 6						
28	Tariff 7						
29	Tariff 8						
30	Tariff 9						
31	Tariff 10						
32							
33							
34							
35							
36							
37							
38							
39							
40							
41							
D Revenue							
42	Revenue from Customer Type A	£m	0	0	0	0	0
43	Revenue from Customer Type B	£m	0	0	0	0	0
44	Revenue from Customer Type C	£m	0	0	0	0	0
45	Revenue from Customer Type D	£m	0	0	0	0	0
46	Revenue from Customer Type E	£m	0	0	0	0	0
47	Revenue from Customer Type F	£m	0	0	0	0	0
48	Revenue from Customer Type G	£m	0	0	0	0	0
49	Revenue from Customer Type H	£m	0	0	0	0	0
50	Revenue from Customer Type I	£m	0	0	0	0	0
51	Revenue from Customer Type J	£m	0	0	0	0	0
52		£m	0	0	0	0	0
53		£m	0	0	0	0	0
54		£m	0	0	0	0	0
55		£m	0	0	0	0	0
56		£m	0	0	0	0	0
57		£m	0	0	0	0	0
58		£m	0	0	0	0	0
59		£m	0	0	0	0	0
60		£m	0	0	0	0	0
61		£m	0	0	0	0	0
D Revenue summary							
62	Total revenue from water customers	£m	0	0	0	0	0

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Table 6.1 - Profit & Loss (Income statement)

Line Description	Units	2005/06	2006/07	2007/08	2008/09	2009/10
A Income						
1 Gross sales to customers	£m					
2 Customer Discounts	£m					
3 Net Sales to customers	£m	0.000	0.000	0.000	0.000	0.000
B Cost of Sales						
Wholesale charges:						
4A Tariff A	£m					
4B Tariff B	£m					
4C Tariff C	£m					
4D Tariff D	£m					
4E Tariff E	£m					
4F Tariff F	£m					
5 Total	£m	0.000	0.000	0.000	0.000	0.000
6 Other (please specify)	£m					
7 Total	£m	0.000	0.000	0.000	0.000	0.000
C Gross Profit						
8 Gross Profit	£m	0.000	0.000	0.000	0.000	0.000
D Other Income						
Disposals:						
9 Property	£m					
10 Plant	£m					
11 Equipment	£m					
12 Vehicles	£m					
13 Other (please specify)	£m					
14 Total	£m	0.000	0.000	0.000	0.000	0.000
15 Other (please specify)	£m					
16 Total	£m	0.000	0.000	0.000	0.000	0.000
E Selling and Distribution Costs						
Billing:						
17 Charge from parent/associate company	£m					
18 Direct Personnel Costs	£m					
19 Third Party Costs	£m					
20 Administration Costs & Expenses	£m					
21 Total	£m	0.000	0.000	0.000	0.000	0.000
Call centre:						
22 Charge from parent/associate company	£m					
23 Direct Personnel Costs	£m					
24 Third Party Costs	£m					
25 Administration Costs & Expenses	£m					
26 Total	£m	0.000	0.000	0.000	0.000	0.000
Marketing:						
27 Advertising	£m					
28 Marketing activity	£m					
29 Direct Personnel Costs	£m					
30 Third Party Costs	£m					
31 Administration Costs & Expenses	£m					
32 Total	£m	0.000	0.000	0.000	0.000	0.000
33 Other Direct Labour Costs	£m					
34 Meter Charges from Wholesaler	£m					
35 Meter Reading	£m					
36 Product Liability Insurance	£m					
37 Other (please specify)	£m					
38 Total	£m	0.000	0.000	0.000	0.000	0.000
F Administration expenses						
Insurance:						
39 Buildings and Contents	£m					
40 Motor Vehicle	£m					
41 Other (please specify)	£m					
42 Total	£m	0.000	0.000	0.000	0.000	0.000
Administration functions:						
Head Office management & Directors:						
43 Charge from parent/associate company	£m					
44 Direct Personnel Costs	£m					
45 Third Party Costs	£m					
46 Administration Costs & Expenses	£m					
47 Total	£m	0.000	0.000	0.000	0.000	0.000
Human Resource Management:						
48 Charge from parent/associate company	£m					
49 Direct Personnel Costs	£m					
50 Third Party Costs	£m					
51 Administration Costs & Expenses	£m					
52 Total	£m	0.000	0.000	0.000	0.000	0.000
Finance:						
53 Charge from parent/associate company	£m					
54 Direct Personnel Costs	£m					
55 Third Party Costs	£m					
56 Administration Costs & Expenses	£m					
57 Total	£m	0.000	0.000	0.000	0.000	0.000
Payroll:						
58 Charge from parent/associate company	£m					
59 Direct Personnel Costs	£m					
60 Third Party Costs	£m					
61 Administration Costs & Expenses	£m					
62 Total	£m	0.000	0.000	0.000	0.000	0.000
Pensions:						
63 Charge from parent/associate company	£m					
64 Direct Personnel Costs	£m					
65 Third Party Costs	£m					
66 Administration Costs & Expenses	£m					
67 Total	£m	0.000	0.000	0.000	0.000	0.000
68 Other (please specify)	£m					
69 Total	£m	0.000	0.000	0.000	0.000	0.000
G Other expenses						
Depreciation:						
70 Property	£m					
71 Plant	£m					
72 Equipment	£m					
73 Vehicles	£m					
74 Other (please specify)	£m					
75 Total	£m	0.000	0.000	0.000	0.000	0.000
Operating Lease Charges:						
76 Property	£m					
77 Plant	£m					
78 Equipment	£m					
79 Vehicles	£m					
80 Other (please specify)	£m					
81 Total	£m	0.000	0.000	0.000	0.000	0.000
82 Bad debt charge	£m					
83 Amortisation and Impairment of Goodwill	£m					
84 Impairment of assets provisions:	£m					
85 Restructure	£m					
86 Service Emergency	£m					
87 Other (please specify)	£m					
88 Total	£m	0.000	0.000	0.000	0.000	0.000
89 Other (please specify)	£m					
90 Total	£m	0.000	0.000	0.000	0.000	0.000
H Net Finance Costs						
91 Expense of investments	£m					
92 Interest Received	£m					
93 Interest payable on debt	£m					
94 Finance charges	£m					
95 Other (please specify)	£m					
96 Total	£m	0.000	0.000	0.000	0.000	0.000
I Tax expense						
97 Current Tax	£m					
98 Over/under Provision of Tax in the previous year	£m					
99 Deferred Tax - temporary timing differences	£m					
100 Deferred Tax - changes in tax rate	£m					
101 VAT	£m					
102 Other (please specify)	£m					
103 Total	£m	0.000	0.000	0.000	0.000	0.000
J Dividend Paid						
104 Dividend Paid	£m					
K Retained Profit						
105 Retained Profit	£m					

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Table 6.2 - Cash flow analysis

		Units	2005/06	2006/07	2007/08	2008/09	2009/10
A	Cash flows from operating activities						
1	Receipts from customers	£m					
2	Payments to suppliers and employees	£m					
3	Borrowing costs	£m					
4	Tax paid	£m					
5	Receipt of government grants	£m					
B	Net cash flow from operating activities						
6	Net cash flow from operating activities	£m	0.000	0.000	0.000	0.000	0.000
C	Cash flows from investing activities						
7	Proceeds from sale of property, plant and equipment	£m					
8	Interest received	£m					
9	Purchase of property, plant and equipment	£m					
10	Purchase of intangible assets	£m					
11	Purchase of other financial assets	£m					
12	Acquisition of subsidiary, net of cash	£m					
D	Net cash flows used in investing activities						
13	Net cash flows used in investing activities	£m	0.000	0.000	0.000	0.000	0.000
E	Cash flows from financing activities						
14	Proceeds from issue of shares	£m					
15	Payment of finance lease liabilities	£m					
16	Proceeds from borrowings	£m					
17	Repayment of borrowings	£m					
18	Dividends paid to equity holders of the parent	£m					
19	Dividends paid to minority interests	£m					
F	Net cash flows from financing activities						
20	Net cash flows from financing activities	£m	0.000	0.000	0.000	0.000	0.000
G	Cash and cash equivalents at 1 April						
21	Net increase in cash and cash equivalents	£m	0.000	0.000	0.000	0.000	0.000
22	Net foreign exchange difference	£m					
23	Cash and cash equivalents at 1 April	£m					
H	Cash and cash equivalents at 31 March						
24	Cash and cash equivalents at 31 March	£m	0.000	0.000	0.000	0.000	0.000

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Table 6.3 - Balance Sheet

A	Non-current assets	Units	2005/06		2006/07	2007/08	2008/09	2009/10
			Opening	Year end	Year end	Year end	Year end	
1	Property, plant and equipment	£m						
2	Property	£m						
3	Plant	£m						
4	Equipment	£m						
5	Vehicles	£m						
6	Other	£m	0.000	0.000	0.000	0.000	0.000	0.000
7	Total	£m	0.000	0.000	0.000	0.000	0.000	0.000
8	Goodwill	£m						
9	Other intangible assets	£m						
10	Investments	£m						
10	Total non-current assets	£m	0.000	0.000	0.000	0.000	0.000	0.000
B Current assets								
Inventories								
11	Raw materials and consumables	£m						
12	Others	£m						
13	Total	£m	0.000	0.000	0.000	0.000	0.000	0.000
Trade receivables falling due within one year								
14	Trade debtors	£m						
15	Inter company debtors	£m						
16	Other debtors	£m						
17	Prepayments and accrued income	£m						
18	Total	£m	0.000	0.000	0.000	0.000	0.000	0.000
Trade receivables falling due after one year								
19	Inter company debtors	£m						
20	Other debtors	£m						
21	Total	£m	0.000	0.000	0.000	0.000	0.000	0.000
22	Cash and cash equivalent	£m						
23	Total current assets	£m	0.000	0.000	0.000	0.000	0.000	0.000
C Current liabilities								
Creditors - amounts falling due within one year								
24	Trade and other payables	£m						
25	Inter company creditors	£m						
26	Payments received in advance	£m						
27	Other taxes and social security	£m						
28	Other creditors	£m						
29	Accruals and other deferred income	£m						
30	Total	£m	0.000	0.000	0.000	0.000	0.000	0.000
31	Short-term borrowing	£m						
32	Current proportion of long-term borrowings	£m						
33	Current tax payable	£m						
34	Short-term provisions	£m						
35	Total current liabilities	£m	0.000	0.000	0.000	0.000	0.000	0.000
D Net Current assets								
36	Net Current assets	£m	0.000	0.000	0.000	0.000	0.000	0.000
E Non-current liabilities								
Creditors: amounts falling due after more than one year								
37	Long-term borrowings	£m						
38	Other creditors and deferred income	£m						
39	Total	£m	0.000	0.000	0.000	0.000	0.000	0.000
40	Deferred tax	£m						
41	Long-term provisions	£m						
42	Total non-current liabilities	£m	0.000	0.000	0.000	0.000	0.000	0.000
F Equity								
43	Share capital	£m						
44	Other reserves (please specify)	£m						
45	Retained earnings	£m						
46	Total equity	£m	0.000	0.000	0.000	0.000	0.000	0.000
G Total Equity and Non-Current Liabilities								
47	Total Equity and Non-Current Liabilities	£m	0.000	0.000	0.000	0.000	0.000	0.000

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Table 6.4 - Disclosure of Related Parties and Related Party Transactions

		1	2	3	4
		Sales to Related Party	Purchases from Related Party	Amounts owed from Related Party	Amounts owed to related party
A	Related Party 1				
1	<i>Enter name</i>				
2	31/03/2006'				
3	31/03/2007'				
4	31/03/2008'				
5	31/03/2009'				
6	31/03/2010'				
B	Related Party 2				
7	<i>Enter name</i>				
8	31/03/2006'				
9	31/03/2007'				
10	31/03/2008'				
11	31/03/2009'				
12	31/03/2010'				
C	Related Party 3				
13	<i>Enter name</i>				
14	31/03/2006'				
15	31/03/2007'				
16	31/03/2008'				
17	31/03/2009'				
18	31/03/2010'				
D	Related Party 4				
19	<i>Enter name</i>				
20	31/03/2006'				
21	31/03/2007'				
22	31/03/2008'				
23	31/03/2009'				
24	31/03/2010'				
E	Related Party 5				
25	<i>Enter name</i>				
26	31/03/2006'				
27	31/03/2007'				
28	31/03/2008'				
29	31/03/2009'				
30	31/03/2010'				

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Table 6.5 - Tax analysis

		Unit	2005/06	2006/07	2007/08	2008/09	2009/10
A	Loss memorandum						
1	Opening balance (inherited on transfer)	£m					
2	Loss generated in period	£m					
3	Loss relief utilised in period	£m					
4	Closing balance	£m	0	0	0	0	0
B	Capital Allowances						
Short- life assets							
5	<i>Opening balance (inherited on transfer)</i>	£m					
6	<i>Additions</i>	£m					
7	<i>Disposals</i>	£m					
8	<i>Less Writing Down Allowances @25%</i>	£m	0	0	0	0	0
9	<i>Closing balance</i>	£m	0	0	0	0	0
Long- life assets							
10	<i>Opening balance (inherited on transfer)</i>	£m					
11	<i>Additions</i>	£m					
12	<i>Disposals</i>	£m					
13	<i>Less Writing Down Allowances @6%</i>	£m	0	0	0	0	0
14	<i>Closing balance</i>	£m	0	0	0	0	0
15	Total Capital Allowances	£m					
C	Deferred Tax						
16	Net Book Value of qualifying assets	£m					
17	less: tax written down value of qualifying assets	£m	0	0	0	0	0
18	Accelerated capital allowances	£m	0	0	0	0	0
19	Offset of tax losses to extent of liability	£m	0	0	0	0	0
20	Net timing differences	£m	0	0	0	0	0
21	Deferred tax liability/(asset)	£m					
22	Opening deferred tax liability/(asset) on transfer	£m					
23	Deferred tax charge/(credit)	£m	0	0	0	0	0
D	Corporation Tax						
24	Profit before tax	£m					
Add backs							
25	<i>Depreciation charge</i>	£m					
26	<i>Ammortisation of internally generated/inherited goodwill</i>	£m					
27	<i>Disallowable operating costs</i>	£m					
28	<i>Disallowable set up costs</i>	£m					
Deductions							
29	<i>Capital allowances</i>	£m	0	0	0	0	0
30	<i>Interest Income</i>	£m					
31	Taxable profit/loss before loss relief	£m	0	0	0	0	0
32	<i>Loss Relief</i>	£m	0	0	0	0	0
33	Total chargeable profit	£m	0	0	0	0	0
34	Tax charged at corporate tax rate (30%)	£m					
E	Total tax charge (current tax and deferred tax)						
35	Total tax charge (current tax and deferred tax)	£m	0	0	0	0	0

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