

1 - Key outputs; Water service - 1

Printed 10/Jun/2011 11:47

			2010-11
Line	Description	Unit	
A Household and non household cistern displacement devices			
1	Number of cistern displacement devices distributed	nr	15,660
2	Number of cistern displacement devices installed	nr	9,942
3	Totalsavingsassumed	MI/d	0.28
B Retrofit devices			
4	Numberassumedinstalled	nr	0
5	Number of tap devices assumedinstalled	nr	218
6	Number of shower devices assumedinstalled	nr	728
7	Totalsavingsassumed	MI/d	0.01
C Outdoors			
8	Number of water butts distributed to households and non-households	nr	28
9	Number of trigger guns/crystal packs distributed	nr	353
10	Totalsavingsassumed	MI/d	0.00
D Additional activity			
11	Totalsavingsassumed	MI/d	0.00
E Behavioural change			
12	Total savings assumed from behavioural change (information/education) activity	MI/d	0.89
F Other non-household activity			
13	Other non-household activity - total savings assumed	MI/d	0.00
G Totals			
14	Totalsavingsassumed	MI/d	1.18
15	Total cost of initiatives	£000	1,031.31
16	Total savings (excess or shortfall) assumed carried forward from previous year	MI/d	0.00
H Sustainable economic level of water efficiency			
17	Savings claimed in the report year to meet selwe targets	MI/d	
18	Total cost of initiatives	£000	

Table 1

2 - Key outputs; Water service - 2

Printed 10/Jun/2011 12:08

			2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG	
Line	Description	Unit									
A	DG2 Properties receiving pressure/flow below reference level										
1	Total connected properties at year end	000	1,046.0	A1	1,053.2	A1	1,057.0	A1	1,061.6	A1	
2	Properties below reference level at start of year	nr	427	A2	386	A2	315	A2	295	A2	
3	Properties below reference level at end of year	nr	386	A2	315	A2	295	A2	235	A2	
4	Properties receiving low pressure but excluded from DG2	nr	17,875	A3	75,226	A3	66,305	A3	87,482	C5	
B	DG3 Properties affected by supply interruptions										
(i) Unplanned interruptions											
5	More than 3 hours	nr	14,848	A2	38,014	A2	37,901	A2	33,707	A3	
6	More than 6 hours	nr	1,765	A2	2,813	A2	3,245	A2	7,554	A2	
7	More than 12 hours	nr	142	A2	30	A2	1,324	A2	636	A2	
8	More than 24 hours	nr	18	A2	0	AX	56	A2	13	A2	
(ii) Planned and warned interruptions											
9	More than 3 hours	nr	6,744	A2	3,253	A2	2,106	A2	6,639	A3	
10	More than 6 hours	nr	0	AX	0	AX	0	AX	15	AX	
11	More than 12 hours	nr	0	AX	0	AX	0	AX	0	AX	
12	More than 24 hours	nr	0	AX	0	AX	0	AX	0	AX	
(iii) Interruptions caused by third parties											
13	More than 3 hours	nr	3,012	A2	1,498	A2	865	A2	1,060	A3	
14	More than 6 hours	nr	1,908	A2	272	A2	338	A2	158	A3	
15	More than 12 hours	nr	0	AX	2	AX	169	A2	0	AX	
16	More than 24 hours	nr	0	AX	0	AX	87	A2	0	AX	
(iv) Unplanned interruptions (overruns of planned interruptions)											
17	More than 6 hours	nr	112	A2	25	A2	6	AX	127	A2	
18	More than 12 hours	nr	2	AX	0	AX	0	AX	10	AX	
19	More than 24 hours	nr	0	AX	0	AX	0	AX	4	AX	
C	Population										
20	Population (winter)	000	2,301.13		2,324.80		2,341.24		2,358.98	A2	
D	DG4 Restrictions on the use of water										
21	% population - hosepipe restrictions	%	0.0	A1	0.0	A1	0.0	A1	0.0	A1	
22	% population - drought orders	%	0.0	A1	0.0	A1	0.0	A1	0.0	A1	
23	% population - sprinkler/unattended hosepipe restrictions	%	0.0	A1	0.0	A1	0.0	A1	0.0	A1	

Table 2

Line	Description	Unit	2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG
A Annual flooding summary										
1	Number of domestic properties connected to sewerage system	D00	1,853	A2	1,868	A1	1,875	A1	1,888	A1
(i) Overloaded sewers										
2	Properties flooded in the year (overloaded sewers)	nr	87	A2	53	A2	69	A2	68	A2
3	Flooding incidents in the year (overloaded sewers)	nr	107	A2	59	A2	82	A2	78	A2
4	Flooding incidents (overloaded sewers attributed to severe weather)	nr	30	A2	1	A2	31	A2	30	A2
5	Properties flooded in the year attributed to severe weather	nr	30	A2	1	A2	31	A2	30	A2
6	Properties where flooding limited to uninhabited cellars only (o/loaded sewers)	nr	2	A2	4	A2	6	A2	11	A2
(ii) Other causes										
7	Properties flooded in the year (other causes)	nr	268	A2	300	A2	295	A2	415	A2
8	Properties which have flooded more than once in the last 10 years (other causes)	nr	401	A2	416	A2	425	A2	418	A2
9	Flooding incidents (other causes - equipment failure)	nr	32	A2	54	A2	29	A2	91	A2
10	Flooding incidents (other causes - blockages)	nr	251	A2	273	A2	286	A2	351	A2
11	Flooding incidents (other causes - collapses)	nr	12	A2	9	A2	8	A2	5	A2
12	Properties where flooding limited to uninhabited cellars only (other causes)	nr	1	A2	52	A2	62	A2	101	A2
B Properties on the flooding register										
(i) Summary										
13	2 in 10 register at end of year	nr	77	A2	73	A2	77	A2	76	A2
14	1 in 10 register at end of year	nr	174	A2	139	A2	129	A2	124	A2
15	Total 1 in 10 and 2 in 10 properties on the register at end of the year	nr	251	A2	212	A2	206	A2	200	A2
16	1 in 20 register at end of year	nr	133	A2	187	A2	151	A2	165	A2
17	Properties on the register which have not flooded in the past 10 yrs (excl. severe weather)	nr	136	A2	95	A2	113	A2	117	A2
18	Properties which have not flooded internally but suffer restricted toilet use (RTU)	nr	863	A2	882	A2	921	A2	1,006	A2
(ii) Annual changes to 1 in 10 and 2 in 10 registers										
19	Removed by company action	nr	106	A1	18	A1	31	A1	13	A1
20	Removed because of better information	nr	17	A2	40	A2	2	A1	0	A2
21	Added because of better information (actually flooded)	nr							7	A2
22	Added due to better information (modelled)	nr							0	A2
(iii) Annual changes to the 1 in 20 register										
23	Removed by company action (1 in 20 only)	nr							8	A1
24	Removed by company action (1 in 20 linked)	nr							0	A1
25	Removed because of better information (1 in 20)	nr	7	A1	8	A1	59	A1	10	A1
26	Added because of better information actually flooded (1 in 20)	nr							32	A1
27	Added because of better information (modelled 1 in 20)	nr							0	A1
(iv) Mitigation										
28	Number of properties on 1 in 10 and 2 in 10 registers that have received mitigation measures in the report year	nr							7	A1
29	Number of properties on 1 in 20 register that have received mitigation measures in the report year	nr							4	A1

Table 3

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

3a - Key outputs; Sewerage service - External flooding

Printed 10/Jun/2011 12:08

			2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG
Line	Description	Unit								
A Annual flooding summary										
(i) Overloaded sewers										
1	Areas flooded externally in the year (overloaded sewers)	nr	656	A2	654	A2	727	A2	519	A2
2	Curtilage flooding incidents in the year (overloaded sewers)	nr	496	A2	523	A2	488	A2	357	A2
3	Highway flooding incidents (overloaded sewers)	nr	125	A2	85	A2	163	A2	121	A2
4	Other flooding incidents (overloaded sewers)	nr	126	A2	142	A2	244	A2	140	A2
5	Total flooding incidents (overloaded sewers)	nr	747	A2	750	A2	895	A2	618	A2
6	External flooding incidents (overloaded sewers attributed to severe weather)	nr	98	A2	9	A2	5	A2	3	A2
7	Areas flooded externally attributed to severe weather	nr							3	A2
(ii) Other causes										
8	Areas flooded externally in the year (other causes)	nr	3,883	A2	3,885	A2	4,603	A2	5,608	A2
9	Areas which have flooded more than once in the last 10 years (other causes)	nr	6,295	A2	6,457	A2	6,940	A2	7,387	A2
10	Flooding incidents (other causes - equipment failure)	nr	152	A2	192	A2	240	A2	188	A2
11	Flooding incidents (other causes - blockages)	nr	3,968	A2	3,983	A2	4,878	A2	6,120	A2
12	Flooding incidents (other causes - collapses)	nr	155	A2	129	A2	139	A2	125	A2
B Areas on the flooding register										
(i) Summary										
13	2 in 10 register at end of year	nr	545	A2	547	A2	578	A2	670	A2
14	1 in 10 register at end of year	nr	126	A2	126	A2	134	A2	125	A2
15	1 in 20 register at end of year	nr	2,264	A2	2,570	A2	3,028	A2	3,283	A2
16	Total on the 1:10, 2:10, 1:20 register at the end of the year	nr	2,935	A1	3,243	A2	3,740	A2	4,078	A2
(ii) Annual changes to 1:10, 2:10, 1:20 register										
17	Removed by company action (external only)	nr	34	A1	38	A1	57	A1	7	A1
18	Removed by company action (external linked)	nr	15	A1	27	A1	45	A1	3	A1
19	Removed because of better information	nr	376	A1	2	A1	26	A1	8	A1
20	Added because of better information (actually flooded)	nr							368	A1
21	Added due to better information (modelled)	nr							0	A1
22	Transferred from external to internal register	nr	3	A1	12	A1	3	A1	11	A1
(iii) Mitigation										
23	Number of areas in 1 in 10 and 2 in 10 registers that have received mitigation measures in the report year	nr							7	A1
24	Number of areas in 1 in 20 register that have received mitigation measures in the report year	nr							12	A1

Table 3a

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

4 - Key outputs; Customer service - 1

Printed 10/Jun/2011 12:09

			2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG	
Line	Description	Unit									
A	DG6 Response to billing contacts - general										
1	Total billing contacts	nr	1,730,010	B2	1,650,967	A2	1,412,911	A2	1,243,205	A2	
2	Number dealt with within 5 working days	nr	1,680,813	B2	1,638,307	A2	1,412,026	A2	1,242,716	A2	
3	Number dealt with in more than 10 working days	nr	21,165	B3	1,609	A2	13	AX	47	A2	
4	Percentage dealt with within 5 working days	%	97.2	A3	99.2	A2	99.9	A2	100.0	A2	
5	Percentage dealt with in more than 10 working days	%	1.2	A3	0.1	AX	0.0	AX	0.0	AX	
B	Connected properties										
6	Number of properties connected for water supply only	nr	93,066	A1	89,957	A1	89,353	A1	89,964	A1	
7	Number of properties connected for water and sewerage services	nr	952,975	A1	963,236	A1	967,666	A1	971,669	A1	
8	Number of properties connected for sewerage services only	nr	899,997	A1	905,091	A1	907,622	A1	916,590	A1	

Table 4

5 - Key outputs; Customer service - 2

Printed 10/Jun/2011 12:09

			2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG	
Line	Description	Unit									
A DG7 Response to written complaints											
1	Total written complaints	nr	48,328	B2	25,147	A2	15,276	A1	12,362	A1	
2	Number dealt with within 10 working days	nr	31,316	B2	25,117	A2	15,255	A1	12,324	A1	
3	Percentage dealt with within working 10 days	%	64.8	B2	99.9	A2	99.8	A1	99.7	A1	
4	Number dealt with in more than 20 working days	nr	14,236	B2	5	AX	8	AX	18	AX	
5	Percentage dealt with in more than 20 working days	%	29.5	B2	0.0	AX	0.1	AX	0.1	AX	
B DG8 Bills for metered customers											
6	Total metered accounts	nr	427,445	A1	457,610	A1	479,886	A1	497,265	A1	
7	Metered accounts excluded from indicator	nr	48,343	A1	31,760	A1	33,454	A1	32,123	A1	
(i) Number of customers with metered accounts received at least one bill during year based on meter reading:											
8	Company readings	nr	365,930	A1	415,218	A1	436,418	A1	452,095	A1	
9	Company or customer readings (or both)	nr	377,217	A1	424,360	A1	445,643	A1	464,312	A1	
(ii) Number of customers with metered accounts receiving:											
10	Estimated bills only	nr	1,686	A1	1,434	A1	774	A1	820	A1	
11	No bills received during report year	nr	199	A1	56	A1	15	A1	17	A1	
12	Unread by company for 2 years	nr	1,572	A1	901	A1	356	A1	513	A1	
C DG9 Telephone contact											
13	Total calls received on customer contact lines	nr	1,974,200	B2	2,098,320	B2	1,970,360	B2	1,836,200	A1	
14	All lines busy	nr	539,017	B3	21,087	B2	9,830	B2	12,841	A1	
15	Total of abandoned calls over ten seconds	nr							97,608	A1	
16	Total of abandoned calls with in ten seconds	nr							17,626	A1	
D Special assistance register											
17	Customers on the special assistance register	nr	8,214	B3	6,427	B2	7,658	B2	8,831	A1	

Table 5

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

5a - Key outputs; Customer complaints data for the Consumer Council for Water

Printed 10/Jun/2011 12:09

			2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG	
Line	Description	Unit									
A Total written complaints											
1	Total written complaints	nr	48,328	B2	25,147	A2	15,276	A1	12,362	A1	
2	Number dealt with within 10 working days	nr	31,316	B2	25,117	A2	15,255	A1	12,324	A1	
3	Number dealt with in more than 20 working days	nr	14,236	B2	5	AX	8	AX	18	AX	
B Category of written complaints											
(i) Charges and bills											
4	Total written complaints about charging and billing issues	nr	14,711	A1	12,316	A1	7,995	A1	8,798	A1	
5	Total written complaints about charging and billing issues escalated to second stage review	nr	1,673	A1	1,196	A1	519	A1	1,960	A1	
(ii) Water service											
6	Total written complaints about water service issues	nr	1,882	A1	725	A1	558	A1	649	A1	
7	Total written complaints about water service issues escalated to second stage review	nr	248	A1	74	A1	15	A1	77	A1	
(iii) Sewerage service											
8	Total written complaints about sewerage service issues	nr	1,915	A1	1,969	A1	1,437	A1	1,481	A1	
9	Total written complaints about sewerage service issues escalated to second stage review	nr	510	A1	467	A1	116	A1	323	A1	
(iv) Metering											
10	Total written complaints about metering issues	nr	1,750	A1	2,603	A1	1,260	A1	338	A1	
11	Total written complaints about metering issues escalated to second stage review	nr	337	A1	240	A1	83	A1	82	A1	
(v) Other activities											
12	Total written complaints about other service issues or activities	nr	28,058	A1	7,534	A1	3,730	A1	1,096	A1	
13	Total written complaints about other service issues or activities escalated to second stage review	nr	3,352	A1	908	A1	243	A1	254	A1	

Table 5a

5b - Key outputs; Consumer experience measures - Unwanted telephone contacts data

Printed 10/Jun/2011 12:09

			2010-11	CG
Line	Description	Unit		
A	Totalcallsreceived			
1	Total consumer calls received on all lines 24 hours a day, 7 days a week	nr	1,878,233	B2
2	Wantedtelephonecontacts	nr	1,554,584	B2
3	Unwantedtelephone contacts	nr	323,645	B2
B	Category of unwanted calls			
(i) Charges and billing				
4	Unwantedtelephone contacts-charging/billing	nr	129,937	B2
(ii) Water operations				
5	Unwantedtelephone contacts-wateroperations	nr	52,266	B2
(iii) Waste water operations				
6	Unwantedtelephone contacts - waste water operations	nr	25,915	B2
(iv) Metering				
7	Unwantedtelephone contacts-metering	nr	19,127	B2
(v) Otheractivities				
8	Unwantedtelephone contacts - other	nr	96,403	B2
C	Consumerexperience satisfaction			
9	Consumerexperience satisfaction score	nr	3.90	A1

Table 5b

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

6 - Key outputs; Customer service standards

Printed 10/Jun/2011 12:09

Line	Description	Unit	2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG
A GSS - Appointments										
1	Failure to specify am/pm or provide 2-hour slot (Events)	nr	1	BX	0	AX	1	AX	0	AX
2	Failure to keep appointment (Events)	nr	279	B2	267	A2	178	A2	164	A2
3	Failure to correctly cancel an appointment (Events)	nr	23	B2	4	AX	84	A2	168	A2
4	Enhanced GSS criteria (Events)	nr	0	BX	0	AX	0	AX	0	AX
B GSS - Written account queries										
Account queries										
5	Failure to dispatch a substantive reply within 10 working days (Events)	nr	2,301	B2	57	A2	11	A2	17	A2
6	Enhanced GSS criteria (Events)	nr	0	BX	0	AX	0	AX	0	AX
Payment arrangements										
7	Failure to dispatch a substantive reply within 5 working days where request cannot be met (Events)	nr	76	B2	5	AX	2	AX	1	AX
8	Enhanced GSS criteria (Events)	nr	0	BX	0	AX	0	AX	0	AX
C GSS - Written complaints										
9	Failure to dispatch a substantive reply within 10 working days (Events)	nr	20,416	A2	175	A2	20	A1	28	A1
10	Enhanced GSS criteria (Events)	nr	0	AX	0	AX	0	AX	0	AX
D GSS - Notice of interruptions to supply										
11	Failure to warn for planned interruptions of more than 4 hours (Events)	nr	121	A2	0	AX	0	AX	0	AX
12	Enhanced GSS criteria (Events)	nr	0	AX	0	AX	0	AX	0	AX
E GSS - Supply not duly restored										
Planned interruptions										
13	Failure to restore supply within period specified in notice (Events)	nr	309	A2	89	A2	74	A2	392	A2
Unplanned interruptions										
14	Failure to restore supply within 48 hours for emergency works - strategic main (Events)	nr	0	A2	0	AX	56	A2	0	AX
15	Failure to restore supply within 12 hours for emergency works - non strategic main (Events)	nr	294	A2	26	A2	312	A2	679	A2
16	Enhanced GSS criteria (Events)	nr	0	AX	0	AX	0	AX	0	AX
F GSS - Pressure standard										
17	Failure to maintain minimum pressure standard (Events)	nr	0	BX	0	AX	0	AX	0	AX
18	Enhanced GSS criteria (Events)	nr	0	BX	0	AX	0	AX	0	AX
G GSS - Sewer flooding - Internal										
19	Flooding from sewers entering properties (Events)	nr	362	A2	383	A2	432	A2	626	A2
H GSS - Sewer flooding - External										
20	Flooding from sewers entering customer land (Events)	nr			92	A2	310	A2	356	A2
I All regulations										
21	Number of Events where payments not been made as allowed by exclusions in regulations e.g. severe weather or 3rd party action	nr	0	BX	18	A2	208	A2	217	A2
J GSS penalty payments made - all categories										
22	Penalty payments made under regulations 8, 9, 11 or 12 (Automatic Events)	nr	648	A1	406	A1	418	A1	508	A1
23	Penalty payments made under regulations 6 and 7 (Claimed Events)	nr	21	A1	20	A1	15	A1	23	A1
24	Enhanced GSS criteria (Events)	nr	20,356	A1	141	A1	35	A1	33	A1
25	Total penalty payments made (value)	£	219,300	A1	11,776	A1	11,020	A1	12,430	A1
K Enhanced GSS and company customer charters										
26	Statutory GSS - Total number of GSS events water and sewerage	nr	24,176	B2	1,096	A2	1,486	A2	2,431	A2
27	Statutory GSS - payments made (number)	nr	24,176	B2	1,096	A1	1,272	A1	2,191	A1
28	Statutory GSS - payments made (value)	£	732,900	B2	151,010	A1	205,821	A1	281,467	A1
29	Enhanced GSS - total events (number)	nr	0	BX	0	AX	0	AX	0	AX
30	Enhanced GSS - payments made (number)	nr	0	BX	0	AX	0	AX	0	AX
31	Enhanced GSS - payments made (value)	£	0	BX	0	AX	0	AX	0	AX
32	Company Customer Charter - payments made (number)	nr	268	B2	108	A2	171	A2	153	A2
33	Company Customer Charter - payments made (value)	£	7,109	B2	3,017	A2	6,874	A2	6,908	A2

Table 6

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)
6b - Applications for vulnerable customer (WaterSure) status
 Printed 10/Jun/2011 12:09

			2007-08	2008-09	2009-10	2010-11
Line	Description	Unit				
1	Applications -large families	nr	122	464	1,025	857
2	Successful applications - large families	nr	122	432	747	687
3	Applications - medical conditions	nr	75	225	596	450
4	Successful applications - medical conditions	nr	75	209	457	357
5	Total number of applications	nr	197	689	1,623	1,309
6	Total number of successful applications	nr	197	641	1,204	1,044

Table 6b

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

7 - Water properties and population

Printed 10/Jun/2011 12:09

			2007-08	2008-09	2009-10	2010-11	2011-12
Line	Description	Unit					
A Properties							
1	Householdproperties connectedduringtheyear	000	7.856	6.931	4.946	5.359	
2	Nonhouseholdproperties connectedduringtheyear	000	0.735	0.740	0.471	0.397	
B Billing							
3	Households billed for unmeasured water	000	611.023	582.655	560.383	545.635	407.431
4	Households billed for measured water (external meter)	000	268.102	300.085	321.162	337.530	469.721
5	Households billed for measured water (not external meter)	000	65.913	63.512	66.838	69.300	83.120
6	Households billedforwater	000	945.038	946.256	948.383	952.465	960.272
7	Householdproperties (water supply area)	000	974.885	981.868	988.518	994.174	1,001.987
8	Non-households billed for unmeasured water	000	7.530	7.057	6.544	6.173	
9	Non-households billed measured water	000	53.603	52.663	50.842	49.197	
10	Non-households billed water	000	61.133	59.720	57.386	55.370	
11	Non-household properties (watersupply area)	000	68.383	67.747	66.610	65.169	
12	Voidproperties	000	37.109	43.635	49.355	51.508	
C Population							
13	Population households billedunmeasuredwater	000	1,585.00	1,501.70	1,474.87	1,458.81	
14	Population-households billedmeasuredwater	000	649.67	706.73	753.11	789.10	
15	Populatiomon-households billedunmeasuredwater	000	4.61	4.67	4.30	4.06	
16	Population - non-households billed measured water	000	61.87	62.34	59.53	57.72	
17	Population - Total	000	2,301.15	2,275.51	2,291.80	2,309.68	

Table 7

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

8 - Water metering

Printed 10/Jun/2011 12:09

			2007-08	2008-09	2009-10	2010-11
Line	Description	Unit				
A	Householdmeterinstallation					
1	Selectivemeters - installed	nr	6,234	3,782	692	294
2	Meteroptantsinstalled	nr	12,990	17,378	16,339	12,497
3	Meters installed - external meter with existing boundary box	nr	4,486	5,516	4,788	4,110
4	Meters installed - external meterwithoutboundarybox	nr	12,861	12,825	9,813	7,031
5	Meters installed - internal meter	nr	1,877	2,819	2,430	1,650
6	No. of meter installation requests that take more than three months to implement	nr	94	144	86	58
B	Water demand at recently meteredproperties					
7	Average water billed - selective metered properties	l/prop/d	328.00	361.00	353.00	
8	Average water billed - optionally metered properties	l/prop/d	211.00	198.00	198.00	

Table 8

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

10 - Water delivered

Printed 10/Jun/2011 12:09

			2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG	2011-12
Line	Description	Unit									
A Waterdelivered-volumes											
1	Billedmeasuredhousehold	MI/d	93.99		100.42		103.97		111.84		162.94
2	Billed measured non-household	MI/d	132.62		132.85		126.18		123.54		
3	Billedmeasured	MI/d	226.61		233.27		230.15		235.38		
4	Billed unmeasured household	MI/d	254.92		232.12		231.54		248.57		190.89
5	Billed unmeasured non-household	MI/d	5.78		5.46		5.28		4.76		
6	Billedunmeasured	MI/d	260.70		237.58		236.82		253.33		
B Water delivered-components											
7	Estimated water delivered per unmeasured non-household	l/prop/d	767.60	B3	773.70	B3	806.85	B3	771.10	B3	
8	Per capita consumption (unmeas'd h'hold - excl s/pipeleakage)	l/h/d	154.36	B3	149.27	B3	151.65	B3	164.67	B3	
9	Per capita consumption (meas'd h'hold - excl s/pipe leakage)	l/h/d	137.93		136.77		131.97		134.35		
10	Underground supply pipe leakage (unmeas'd households)	l/prop/d	16.74		13.66		13.96		15.31		
11	Underground supply pipe leakage (ext. metered households)	l/prop/d	12.03		9.56		11.18		14.14		
12	Underground supply pipe leakage (other metered h'holds)	l/prop/d	17.52		14.02		14.82		15.13		
13	Water delivered: underground supply pipe leakage (voidproperties)	l/prop/d	16.74		13.66		13.96		15.31		
14	Meter under-registration (measuredhouseholds)	MI/d	3.72		3.86		3.99		4.82		
15	Meter under-registration (measurednon-households)	MI/d	6.84		6.68		6.30		5.97		
16	Distribution system operational use	MI/d	2.73		3.47		2.84		2.43		
17	Waternotlegallyunbilled	MI/d	3.79		3.62		3.73		3.23		
18	Water taken illegally unbilled	MI/d	3.98		3.72		5.46		5.79		
19	Waternotunbilled	MI/d	7.77		7.34		9.19		9.02		
20	Waterdelivered(potable)	MI/d	495.06		478.19		476.16		497.73		
21	Water delivered (non-potable)	MI/d	3.99		3.95		4.13		3.38		
22	Water delivered (non-standard rates: potable)	MI/d	0.00		0.00		0.00		0.00		
23	Water delivered (non-standard rates: non-potable)	MI/d	3.99		3.95		4.13		3.38		
24	Distribution losses	MI/d	65.78		73.99		81.40		76.39		
25	Totalleakage	MI/d	81.78	A3	86.90	A3	95.15	A3	92.15	A3	
26	Distribution input	MI/d	563.55	B3	555.65	B3	560.35	B3	576.55	B3	
27	Bulk supply imports	MI/d	1.29		2.02		1.31		5.19		
28	Bulk supply exports	MI/d	21.95		20.64		21.43		24.20		
29	Water treated at own works to own customers	MI/d	562.31		553.62		559.08		571.36		
30	Overall waterbalance	Text		A2		A2		A2		A2	

Table 10

1	2	3	4	5	6	7	8	9	10	11	12	13	14
Water resource zone	WAFU (EA Definition) (M/d)	Bulk imports (M/d)	Bulk exports (M/d)	Dry year distribution input (M/d)	Reporting year distribution input (M/d)	Dry year available headroom (M/d)	Target headroom (M/d)	Surplus/deficit (M/d)	Percentage deficit (M/d)	Zonal population	Percentage of total population with headroom deficit	Zonal index	Security of supply index
1	Isle of Wight	30.47	14.00	0.00	35.30	32.21	9.17	1.43	7.74	21.07	138.43	0	0.000
2	Hants Andover	21.41	0.00	0.33	15.85	14.68	5.23	0.97	4.26	25.33	66.26	0	0.000
3	HantsKingsclere	7.91	0.00	0.00	5.11	5.04	2.80	0.29	2.51	46.48	14.91	0	0.000
4	Hants South	265.07	0.00	14.00	156.75	142.13	94.32	8.53	85.79	51.91	606.11	0	0.000
5	Sussex North	61.39	10.79	5.40	66.05	64.94	0.73	2.94	-2.21	-3.20	249.09	11	0.011
6	SussexWorthing	54.48	0.00	9.79	41.85	44.38	2.80	2.80	0.00	0.00	171.95	0	0.000
7	SussexBrighton	88.61	0.00	0.00	83.97	84.25	4.64	4.31	0.33	0.37	328.18	0	0.000
8	SussexHastings	38.35	0.00	0.00	26.14	25.81	12.21	1.57	10.64	38.40	102.12	0	0.000
9	KentMedway	137.28	0.00	10.76	120.67	117.88	5.85	5.85	0.00	0.00	449.45	0	0.000
10	Kent Thanet	57.25	3.57	1.33	45.57	45.20	13.92	2.43	11.49	23.94	183.00	0	0.000
11													
12													
13													
14													
15													
16													
17													
18													
19													
20													
21													
22													
23													
24													
25													
26													
27													
28													
29													
30													
Total		762.22	28.36	41.61	597.30	576.52					2,309.55	0.011	98

Table 10a(i)

1	2	3	4	5	6	7	8	9	10	11	12	13	14
Water resource zone	WAFU (EA Definition) (M/d)	Bulk imports (M/d)	Bulk exports (M/d)	Dry year distribution input (M/d)	Reporting year distribution input (M/d)	Dry year available headroom (M/d)	Target headroom (M/d)	Surplus/deficit (M/d)	Percentage deficit (M/d)	Zonal population	Percentage of total population with headroom deficit	Zonal index	Security of supply index
1	Isle of Wight	35.15	14.00	0.00	45.00	39.04	4.15	2.03	2.12	4.51	138.43	0	0.000
2	Hants Andover	25.76	0.00	0.41	19.75	19.23	5.60	1.48	4.12	19.41	66.26	0	0.000
3	HantsKingsclere	7.99	0.00	0.00	6.78	6.82	1.21	0.42	0.79	10.97	14.91	0	0.000
4	Hants South	257.65	0.00	14.00	204.86	171.16	38.81	10.87	27.94	12.95	606.11	0	0.000
5	Sussex North	61.49	23.66	5.40	81.35	82.52	-1.60	3.99	-5.59	-6.55	249.09	11	0.046
6	SussexWorthing	64.59	0.00	11.12	50.07	50.36	3.40	3.40	0.00	0.00	171.95	0	0.000
7	SussexBrighton	103.34	2.46	0.00	100.25	91.84	5.55	5.55	0.00	0.00	328.18	0	0.000
8	SussexHastings	42.41	0.00	0.00	31.55	29.75	10.86	1.90	8.96	26.75	102.12	0	0.000
9	KentMedway	176.67	0.00	12.91	146.57	141.56	17.19	7.76	9.43	6.11	449.45	0	0.000
10	Kent Thanet	56.15	5.72	0.00	58.62	57.38	3.25	3.24	0.01	0.02	183.00	0	0.000
11													
12													
13													
14													
15													
16													
17													
18													
19													
20													
21													
22													
23													
24													
25													
26													
27													
28													
29													
30													
Total		831.24	45.84	43.84	744.82	689.70					2,309.55	0.046	95

Table 10a(iii)

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

11 - Water service activities

Printed 10/Jun/2011 12:10

			2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG	
Line	Description	Unit									
A Asset balance at 1 April											
1	Total length of mains on 1 April	km	13,568.4	A2	13,587.6	A2	13,618.4	A2	13,657.5	A2	
B Changes during report year											
2	Mains renewed	km	33.53	A2	30.78	A2	3.17	A2	56.05	A2	
3	Mains relined	km	0.00	AX	0.00	AX	0.00	AX	0.00	AX	
4	Mains cleaned (total)	km	23.91	A1	88.00	A1	113.00	A1	286.60	A2	
5	Distribution mains cleaned for quality	km	0.00	AX	0.00	AX	0.00	AX	0.00	A1	
6	Distribution mains renovated for quality	km	0.00		0.00		0.00		0.00	A1	
7	New mains	km	25.92	A2	34.03	A2	43.61	A2	28.26	A2	
8	Mains abandoned and other changes	km	40.32	A2	33.99	A2	7.64	A2	53.84	A2	
9	Lead communication pipes replaced for quality	nr	0	AX	0	AX	0	AX	0	AX	
10	Lead communication pipes replaced - maintenance or other	nr	441	A1	290	A1	246	A1	477	B4	
11	Communication pipes replaced - other	nr	6,525	A2	3,238	A2	1,401	A2	4,974	B4	
12	Mains bursts per 1,000 km	nr	147	A2	191	A2	201	A2	193	B4	
13	Number of household meters renewed	nr	9,000	B2	6,240	A2	3,667	A2	7,745	B2	
C Asset balance at 31 March											
14	Total length of mains	km	13,587.6	A2	13,618.4	A2	13,657.5	A2	13,688.0	A2	
D Distribution studies											
15	Cumulative % distribution zone studies updated in the last five years to date	%	29.7	A1	27.0	A1	18.9	A1	10.8	A1	
16	Percentage population/properties - updated studies	%	30.6	A2	25.1	A2	4.9	A2	0.0	AX	

Table 11

11a - Water service serviceability indicators

Printed 10/Jun/2011 12:10

			1	2	
			Number of water treatment works	Output for calendar year	
			nr	MI/d	CG
A	Water treatment works turbidity				
1	95%ile greater than or equal to 0.5NTU		1	0.33	A2
2	95%ile less than 0.5NTU		76	570.85	A2
3	Turbidity not recorded		8	1.92	A2
4	Total		85	573.10	A2
B	Water non-infrastructure maintenance				
5	Unplanned maintenance (company specific measure)	nr		11,270	B2
6	Water treatment work coliform noncompliance	%		0.04	
C	Serviceability Assessment - water service				
7	Water infrastructure	Text		STABLE	
8	Water noninfrastructure	Text		STABLE	

Table 11a

12 - Water explanatory factors

Printed 10/Jun/2011 12:10

		Nr of sources	Proportion of distribution input	Bulk proportion of distribution input	2010-11	CG
		nr	Prop'n (0-1)	Prop'n (0-1)		
A	Source types and pumping					
1	Impounding reservoirs	4	0.058	0.000		A1
2	Riverabstractions	5	0.298	0.000		A1
3	Boreholes	101	0.640	0.004		A1
4	Sourcetypes and pumping - total	110	0.996	0.004		A1
5	Average pumping head - total (m.hd)				146.3	B2
		Total number of works				
B	Number of works					
6	Total number of works	95				
		Band 1	Band 2	Band 3	Band 4	
		less than or equal to 165mm	166-320mm	321-625mm	greater 625mm	
C	Potable mains					
7	Potable mains (nominal bore)	10,604.85	1,792.73	1,010.94	126.60	

Table 12

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

13 - Sewerage properties and population

Printed 10/Jun/2011 12:10

			2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG	
Line	Description	Unit									
A	Properties										
1	Households properties connected during the year	000	12.456	A1	15.200	A1	9.014	A1	13.964	A1	
2	Non-households properties connected during the year	000	0.000	AX	0.150	A1	0.000	AX	0.000	AX	
B	Billing										
3	Households billed unmeasured sewage	000	1,117.99	A1	1,065.54	A1	1,022.33	A1	987.67	A1	
4	Households billed measured sewage	000	579.58	A1	634.48	A1	681.54	A1	724.68	A1	
5	Households billed sewage	000	1,697.57	A1	1,700.02	A1	1,703.88	A1	1,712.35	A1	
6	Non-households billed unmeasured sewage	000	14.81	A1	13.80	A1	12.66	A1	11.69	A1	
7	Non-households billed measured sewage	000	78.56	A1	77.76	A1	75.80	A1	74.36	A1	
8	Non-households billed sewage	000	93.37	A1	91.56	A1	88.47	A1	86.05	A1	
9	Void properties	000	56.54	A1	69.06	A1	79.45	A1	83.36	A1	
C	Population										
10	Total connected population	000	4,272.64	A2	4,340.52	A2	4,373.55	A2	4,392.77	A2	

Table 13

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

14 - Sewage collected

Printed 10/Jun/2011 12:10

			2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG
Line	Description	Unit								
A	Sewage-volumes									
1	Volume unmeasured household sewage	MI/d	484.84	B4	412.18	B4	436.99	B4	462.71	B4
2	Volume unmeasured non-household sewage	MI/d	11.33	B4	11.64	B4	10.10	B4	9.59	B4
3	Volume unmeasured sewage	MI/d	496.17	B4	423.82	B4	447.09	B4	472.30	B4
4	Volume measured household domestic sewage	MI/d	152.88	B4	172.87	B4	190.21	B4	208.85	B4
5	Volume measured non-household domestic sewage	MI/d	120.50	B4	121.86	B4	124.71	B4	85.90	C5
6	Volume trade effluent	MI/d	25.11	B3	22.19	B3	22.20	B3	21.11	B3
7	Volume waste water returned	MI/d	794.66	B4	740.74	B4	784.21	B4	788.16	B4

Table 14

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

15 - Sewage treatment

Printed 10/Jun/2011 12:10

			2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG
Line	Description	Unit								
A Sewage loads										
1	Trade effluent load receiving secondary treatment (BOD/year)	tonnes	1,834.6	B4	2,367.4	B4	3,260.3	B4	2,693.7	B4
2	Total load receiving secondary treatment (BOD/year)	tonnes	92,156.6	B3	95,766.2	B3	96,063.1	B3	95,981.2	B3
3	Total load receiving primary treatment only (BOD/year)	tonnes	4.5	B3	4.5	B3	4.7	B3	4.7	B3
4	Total load receiving preliminary treatment only (BOD/year)	tonnes	5,836.1	B3	5,860.4	B3	5,889.0	B3	5,938.7	B3
5	Total load entering sewerage system (tonnes BOD/year)	tonnes	100,707.7	B3	101,830.2	B3	102,268.1	B3	102,068.9	B3
6	Equivalent population served(resident)	000	4,189.9	B3	4,237.2	B3	4,255.8	B3	4,258.3	B3
7	Equivalent population served (resident) (numerical consents)	000	4,133.7	B3	4,181.2	B3	4,203.4	B3	4,205.4	B3
B Sewerage-service facilities										
8	Number of sewage treatment works	nr	369	A1	370	A1	370	A1	369	A1
9	Treatment capacity available (BOD5/day)	tonnes	303.7	C4	309.8	C4	315.7	C4	323.9	C4
10	Population equivalent treatment capacity enhancement at works with previous capacity of less than 1,500PE	000							0.00	A1
11	Population equivalent treatment capacity enhancement at works with previous capacity between 1,500 and 10,000PE	000							0.00	A1
12	Population equivalent treatment capacity enhancement at works with previous capacity of greater than 10,000PE	000							0.00	A1
C Sewage-sludge disposal										
13	Percentage of unsatisfactory sludge disposal	%	0.00	A1	0.85	B2	0.00	A1	0.00	A1
14	Total sewage sludge produced	ttds	106.9	B2	107.2	B2	104.8	B2	105.6	B2
15	Total sewage sludge disposal	ttds	105.3	B3	89.0	B3	80.8	B4	80.3	B3
16	Net increase in sewage sludge treatment capacity	tds/year							0.0	A1

Table 15

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

16 - Sewerage service activities

Printed 10/Jun/2011 12:10

			2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG	
Line	Description	Unit									
A	Asset balance at 1 April										
1	Total length of sewers	km	21,454.98	B3	21,545.0	B3	21,638.8	B3	21,711.6	B3	
2	Total length of critical sewers	km	6,598.77	B4	6,632.58	B4	6,653.27	B4	6,677.28	B4	
B	Changes during report year										
3	New "critical" sewers	km	34.00	A2	20.80	A2	25.37	A2	17.69	A2	
4	Critical sewers inspection by CCTV/man entry	km	66.60	A2	6.72	A2	6.20	A2	6.62	A2	
5	Critical sewers - renovated	km	2.40	A2	0.35	A2	0.18	A2	0.55	A2	
6	Critical sewers - replaced	km	6.80	A2	0.88	A2	2.53	A2	5.67	A2	
7	Abandoned critical sewers and other changes	km	0.19	A2	0.11	AX	1.39	AX	0.16	AX	
8	New "non-critical" sewers	km	57.90	A2	73.58	A2	50.41	A2	50.92	A2	
9	Non-critical sewers renovated	km	12.57	A2	4.86	A2	2.81	A2	4.40	A2	
10	Non-critical sewers replaced	km	16.34	A2	8.79	A2	3.29	A2	5.90	A2	
11	Abandoned non-critical sewers and other changes	km	1.68	A2	0.47	A2	1.53	A2	0.86	A2	
12	Sewer collapses per 1,000km	nr	9.4	B3	8.1	B4	8.7	B4	7.6	B4	
13	Sewer blockages per 1,000km	nr	513.2	B3	522.6	B3	529.8	B3	544.6	B3	
C	Asset balance at March 31										
14	Total length of sewers	km	21,545.0	B3	21,638.8	B3	21,711.6	B3	21,779.2	B3	
15	Total length of critical sewers	km	6,632.58	B4	6,653.27	B4	6,677.28	B4	6,694.77	B4	
D	Intermittent discharges										
16	Number of unsatisfactory intermittent discharges (EA)	nr	9	A1	4	A1	2	A1	1	A1	
17	Number of intermittent discharges	nr	1,475	B2	1,469	B2	1,488	B2	1,501	B2	
E	Drainage area plans										
18	Cumulative % drainage area plans updated in the last 5 years to date	%	24.86	A1	25.07	A1	25.07	A1	19.73	A1	
19	Percentage of population or properties covered by updated studies	%	88.40	B2	88.65	B2	88.65	A1	85.84	B2	
F	Other sewerage service activities										
20	First time sewerage - number of schemes completed	nr	0	A1	1	A1	3	A1	0	A1	
21	First time sewerage schemes - properties	nr	0	A1	22	A1	305	A1	0	A1	

Table 16

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

16a - Sewerage service serviceability indicators

Printed 10/Jun/2011 12:10

			2010-11	CG
Line	Description	Unit		
A	Sewers-maintenance			
1	Total number of rising mainfailures	nr	71	B3
2	Total number of gravity sewercollapses	nr	95	B3
3	Total number of sewer blockages	nr	11,860	B3
4	Total number of sewerageequipment failures	nr	277	B3
B	Sewerage non-infrastructure maintenance			
5	Unplannedmaintenance (company specific measure)	nr	55,637	B2
C	Serviceability Assessment - sewerage service			
6	Seweragenfrastructure	Text	MARGINAL	
7	Sewerage non-infrastructure	Text	STABLE	

Table 16a

16b - Sewerage service serviceability indicators

Printed 10/Jun/2011 12:10

		Number of STWs	Percentage of STWs where there are no BOD			CG
			Events forecast for the current year			
		nr	%			
			Event (a) Max >2	Event (b) 95%ile >1	Event (c) Mean >0.5	
A	Sewage treatment works - BOD performance					
1	Equivalent population band3to6	184	99.9	96.9	96.1	A2
2	Excluded STWs	185				
3	Total STWs	369				
		Number of STWs	Percentage of STWs where there are no SS			CG
			Events forecast for the current year			
		nr	%			
			Event (a) Max >2	Event (b) 95%ile >1	Event (c) Mean >0.5	
B	Sewage treatment works - SS performance					
4	Equivalent population band3to6	183	99.5	96.7	95.4	A2
5	Excluded STWs	186				
6	Total STWs	369				
		Number of STWs	Percentage of STWs where there are no NH3			CG
			Events forecast for the current year			
		nr	%			
			Event (a) Max >2	Event (b) 95%ile >1	Event (c) Mean >0.5	
C	Sewage treatment works - NH3 performance					
7	Equivalent population band3to6	124	99.3	96.8	99.3	A2
8	Excluded STWs	245				
9	Total STWs	369				

Table 16b

Model JR2011-ICS
Version 1.0.15
Company SRN
Table 17a

JR2011-ICS
Southern Water Services Ltd
Sewerage explanatory factors - sewerage sub-area explanatory factors

Line	Description	Unit	Area 1		Area 2		Area 3		Area 4		Area 5		Area 6		Total	
			Area	CG	Area	CG	Area	CG	Area	CG	Area	CG	Area	CG	Area	CG
A Sewerage sub areas - general																
1	Area name		Hants East		Hants West		Kent East		Kent West		Sussex East		Sussex West			
2	Annual average resident connected population	000	746.499	B3	646.003	B3	707.303	B3	767.532	B3	527.671	B3	870.025	B3	4,265.033	A2
3	Annual average non-resident population	000	25.4	B3	15.8	B3	24.6	B3	14.3	B3	20.1	B3	27.5	B3	127.7	A2
4	Volume of sewage collected (daily average)	MI/d	137.6	B4	119.3	B4	131.8	B4	140.8	B4	96.5	B4	160.0	B4	785.9	B4
5	Total connected properties	nr	324,292	A2	269,856	A2	302,927	A2	342,486	A2	242,776	A2	399,438	A2	1,881,775.0	A2
6	Area of sewerage district	km ²	1,036	A2	2,164	A2	2,044	A2	1,538	A2	1,841	A2	1,928	A2	10,551.0	A2
B Sewerage data																
7	Total length of sewer	km	4,079	B3	3,225	B3	3,709	B3	3,674	B3	3,024	B3	4,068	B3	21,779	B3
C Costs																
8	Sewerage Direct costs	£000	5,767		2,700		6,306		4,256		3,864		4,062		26,955	
9	Sewerage: power costs	£000	2,438		665		1,829		710		937		1,093		7,673	
10	Sewerage: Service Charges	£ 000	177		86		111		151		152		71		749	
11	Sewerage: general and support expenditure	£000	1,104		338		1,033		765		673		678		4,591	
12	Sewerage: Functional expenditure	£000	6,871		3,038		7,339		5,021		4,537		4,740		31,546	

Model JR2011-ICS
Version 1.0.15
Company SRN
Table 17b

JR2011-ICS
Southern Water Services Ltd
Sewage treatment works - large works information database

Line	Description	Unit	Sewage Treatment Works 1		Sewage Treatment Works 2		Sewage Treatment Works 3		Sewage Treatment Works 4	
			Works	CG	Works	CG	Works	CG	Works	CG
1	Works name		ASHFORD WTW		AYLESFORD WTW		BEXHILL & HASTINGS WTW		BROOMFIELD BANK WTW	
2	Area name		KE		KW		SE		KE	
A - Works size										
3	Population equivalent of total load received	000	85 B3		112 B3		137 B3		107 B3	
B - Effluent consent standard										
4	Suspended solids consent	mg/l	20 A1		60 A1					
5	BOD5 consent	mg/l	10 A1		40 A1					
6	COD consent	mg/l								
7	Ammonia consent	mg/l	3 A1							
8	Phosphates consent	mg/l	1 A1							
C - Treatment category										
9	Classification of treatment works		TB2		SB		SAS		SAS	
D - Costs										
10	Direct cost	£000	681		436		310		618	
11	Power costs	£000	180		16		191		190	
12	Service charges	£ 000	16		45		23		16	
13	General and support expenditure	£000	65		140		24		107	
14	Functional expenditure	£000	746		576		334		725	
15	Estimated terminal pumping costs	£000	0		0		0		0	
16	Estimated sludge costs	£000	0		0		0		0	

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

17c - Sewage treatment works - numbers

Printed 10/Jun/2011 12:11

Line	Description	Unit	Treatment category										Total	
			Primary	Secondary		Tertiary			Seaoutfalls		Total			
			Activated	Biological	A1	A2	B1	B2	Preliminary treatment	Screened	Unscreened			
A Small works														
1	Number of STWs in size band 1	nr	7	23	59	9	1	11	0	0	0	0	0	110
2	Number of STWs in size band 2	nr	0	11	9	3	2	8	1	0	0	0	0	34
3	Number of STWs in size band 3	nr	0	5	30	4	5	26	16	0	0	0	0	86
4	Number of STWs in size band 4	nr	0	4	26	3	5	18	25	0	0	0	0	81
5	Number of STWs in size band 5	nr	0	2	4	0	1	2	8	0	0	0	0	17
B Large works														
6	Number of STWs in size band 6	nr	0	23	4	1	7	1	5	1	0	0	0	42
7	Total number of STWs	nr	7	68	132	20	21	66	55	1	0	0	0	370
C Small works with ammonia consents														
8	Number of small STWs with NH3 consents (5-10mg/l)	nr												49
9	Number of small STWs with NH3 consents (<=5mg/l)	nr												74

Table 17c

Sewage Treatment Works 5	Sewage Treatment Works 6	Sewage Treatment Works 7	Sewage Treatment Works 8	Sewage Treatment Works 9	Sewage Treatment Works 10
Works CG	Works CG	Works CG	Works CG	Works CG	Works CG
BUDDS FARM HAVANT WTW HE	CANTERBURY WTW KE	CHICHESTER WTW SW	CHICKENHALL EASTLEIGH WTW HW	EAST WORTHING WTW SW	EASTBOURNE WTW SE
361 B3	58 B3	34 B3	88 B3	134 B3	116 B3
60 A1 40 A1	20 A1 15 A1 4 A1	45 A1 35 A1	20 A1 12 A1 3 A1 1 A1		A1
TA2	SAS	TA2	TB2	SAS	SAS
2,515 805 69 513 3,028 0 0	309 48 17 65 374 0 0	413 130 18 120 533 0 0	383 117 28 117 500 0 0	947 426 15 66 1,013 0 0	1,338 423 24 108 1,446 0 0

Sewage Treatment Works 11	Sewage Treatment Works 12	Sewage Treatment Works 13	Sewage Treatment Works 14	Sewage Treatment Works 15	Sewage Treatment Works 16
Works CG	Works CG	Works CG	Works CG	Works CG	Works CG
FAVERSHAM WTW KE	FORD WTW SW	FULLERTON WTW HW	GODDARDS GREEN WTW SW	GRAVESEND WTW KW	HAILSHAM SOUTH WTW SE
33 B3	125 B3	53 B3	45 B3	58 B3	29 B3
60 A1 40 A1		20 A1 10 A1 3 A1 1 A1	25 A1 15 A1 3 A1	31 A1 60 A1	10 A1 7 A1 2 A1 1 A1
SB	SAS	TB2	SAS	SAS	TA2
217 25 10 89 306 0 0	902 486 13 48 950 0 0	363 82 28 93 456 0 0	767 34 10 45 812 0 0	319 64 85 63 382 0 0	171 111 -1 13 184 0 0

Sewage Treatment Works 17	Sewage Treatment Works 18	Sewage Treatment Works 19	Sewage Treatment Works 20	Sewage Treatment Works 21	Sewage Treatment Works 22
Works CG	Works CG	Works CG	Works CG	Works CG	Works CG
HAM HILL WTW KW	HORSHAM NEW WTW SW	MAY STREET HERNE BAY WTW KE	MILFORD ROAD PENNINGTON WTW HW	MILLBROOK WTW HW	MORESTEAD ROAD WINCHESTER WTW HW
51 B3	69 B3	41 B3	53 B3	133 B3	38 B3
54 A1 36 A1 36 A1	25 A1 15 A1 6 A1 1 A1	15 A1 10 A1 3 A1	49 A1 31 A1	40 A1 25 A1	60 A1 40 A1
SAS	TB2	SAS	SAS	SAS	TA1
485 79 24 74 559 0 0	531 132 16 107 638 0 0	276 116 20 62 338 0 0	237 129 25 30 267 0 0	432 161 27 80 512 0 0	242 114 6 48 290 0 0

Sewage Treatment Works 23	Sewage Treatment Works 24	Sewage Treatment Works 25	Sewage Treatment Works 26	Sewage Treatment Works 27	Sewage Treatment Works 28
Works CG	Works CG	Works CG	Works CG	Works CG	Works CG
MOTNEY HILL WTW KW	NEWHAVEN EAST WTW SE	NORTHFLEET WTW KW	PEEL COMMON WTW HE	PORTSWOOD WTW HW	QUEENBOROUGH WTW KE
244 B3	59 B3	50 B3	236 B3	72 B3	41 B3
60 A1 40 A1		100 A1 50 A1	60 A1 40 A1	80 A1 35 A1	60 A1 40 A1
SAS	SAS	SAS	TA2	SAS	SAS
764 178 29 134 898 0 0	383 158 8 82 464 0 0	144 81 39 2 146 0 0	1,219 306 40 275 1,494 0 0	557 162 28 54 611 0 0	194 45 15 35 229 0 0

Sewage Treatment Works 29	Sewage Treatment Works 30	Sewage Treatment Works 31	Sewage Treatment Works 32	Sewage Treatment Works 33	Sewage Treatment Works 34
Works CG	Works CG	Works CG	Works CG	Works CG	Works CG
SANDOWN NEW WTW HE	SCAYNES HILL WTW SE	SHOREHAM WTW SW	SITTINGBOURNE WTW KE	SLOWHILL COPSE MARCHWOOD WTW HW	SWALECLIFFE WTW KE
133 B3	33 B3	53 B3	65 B3	66 B3	37 B3
	25 A1 15 A1 5 A1		100 A1	60 A1 30 A1	
SAS	TB1	SAS	SAS	SAS	TA2
1,986 668 15 501 2,487 0 0	244 42 11 59 303 0 0	254 6 9 90 344 0 0	268 131 16 60 328 0 0	544 133 18 118 662 0 0	265 96 8 63 328 0 0

Sewage Treatment Works 35	Sewage Treatment Works 36	Sewage Treatment Works 37	Sewage Treatment Works 38	Sewage Treatment Works 39	Sewage Treatment Works 40
Works CG	Works CG	Works CG	Works CG	Works CG	Works CG
TONBRIDGE WTW KW	TUNBRIDGE WELLS NORTH WTW KW	TUNBRIDGE WELLS SOUTH WTW KW	WEATHERLEES HILL A WTW KE	WEATHERLEES HILL B WTW KE	WHITEWALL CREEK WTW KW
43 B3	27 B3	30 B3	88 B3	87 B3	27 B3
30 A1 20 A1 10 A1	20 A1 10 A1 4 A1	18 A1 12 A1 4 A1	35 A1 25 A1 5 A1	60 A1	60 40
SB	TB2	TA2	SAS	TA2	SB
408 74 17 128 536 0 0	266 61 16 93 359 0 0	153 94 10 46 199 0 0	1,040 568 25 160 1,200 0 0	140 0 0 86 226 0 0	181 40 16 56 237 0 0

Sewage Treatment Works 41		Sewage Treatment Works 42		Total
Works	CG	Works	CG	Works
WOOLSTON WTW HW				
	65 B3			3,418
	60 A1 40 A1			
SAS				
	396			22,299
	107			7,007
	16			868
	42			4,160
	438			26,458
	0			0
	0			0

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

17c - Sewage treatment works - numbers

Printed 10/Jun/2011 12:11

Line	Description	Unit	Treatment category										Total	
			Primary		Secondary		Tertiary			Seaoutfalls				
			Activated	Biological	A1	A2	B1	B2	Preliminary treatment	Screened	Unscreened			
A Small works														
1	Number of STWs in size band 1	nr	7	23	59	9	1	11	0	0	0	0	0	110
2	Number of STWs in size band 2	nr	0	11	9	3	2	8	1	0	0	0	0	34
3	Number of STWs in size band 3	nr	0	5	30	4	5	26	16	0	0	0	0	86
4	Number of STWs in size band 4	nr	0	4	26	3	5	18	25	0	0	0	0	81
5	Number of STWs in size band 5	nr	0	2	4	0	1	2	8	0	0	0	0	17
B Large works														
6	Number of STWs in size band 6	nr	0	23	4	1	7	1	5	1	0	0	0	42
7	Total number of STWs	nr	7	68	132	20	21	66	55	1	0	0	0	370
C Small works with ammonia consents														
8	Number of small STWs with NH3 consents (5-10mg/l)	nr												49
9	Number of small STWs with NH3 consents (<=5mg/l)	nr												74

Table 17c

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

17f - Sewage treatment works - costs

Printed 10/Jun/2011 12:11

Line	Description	Unit	Treatment category										Total	
			Primary		Secondary		Tertiary		Seacoutfalls		Total			
			Activated	Biological	A1	A2	B1	B2	Preliminary treatment	Screened	Unscreened			
A Small works														
1	Direct costs of STWs in size band 1	£000	34.597	184.095	225.305	127.344	33.935	99.125	0.000	0.000	0.000	0.000	0.000	704.400
2	Direct costs of STWs in size band 2	£000	0.000	256.385	124.817	105.995	37.305	141.030	26.650	0.000	0.000	0.000	0.000	652.180
3	Direct costs of STWs in size band 3	£000	0.000	190.025	799.511	157.185	204.905	673.645	507.405	0.000	0.000	0.000	0.000	2,532.660
4	Direct costs of STWs in size band 4	£000	0.000	187.535	1,137.975	160.965	898.775	791.475	1,922.435	0.000	0.000	0.000	0.000	5,099.170
5	Direct costs of STWs in size band 5	£000	0.000	327.005	323.845	0.000	157.625	223.285	1,175.175	0.000	0.000	0.000	0.000	2,206.930
B Large works														
6	Direct costs of STWs in size band 6	£000	0.000	13,469.845	1,242.575	241.525	4,875.665	244.235	2,224.885	387.875	0.000	0.000	0.000	22,686.610
C Allworks														
7	Total direct costs of STWs - all sizes	£000	34.597	14,614.885	3,854.035	793.035	6,208.215	2,172.795	5,856.545	387.875	0.000	0.000	0.000	33,921.970
8	Sludgetreatment and disposal adjustments	£000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
9	Total sewage treatment direct costs	£000	34.597	14,614.885	3,854.035	793.035	6,208.215	2,172.795	5,856.545	387.875	0.000	0.000	0.000	33,921.970
10	Total sewage treatment power costs	£000	0.433	4,957.165	521.845	257.885	1,970.235	323.605	1,466.005	92.235	0.000	0.000	0.000	9,589.390
11	Sewagetreatment: service charges	£000	21.904	690.165	559.535	91.535	251.435	325.125	513.205	14.905	0.000	0.000	0.000	2,467.800
12	Sewagetreatment: generalandsupport expenditure by works type	£000	1.088	2,290.335	1,204.925	195.745	1,407.795	602.115	1,409.665	32.745	0.000	0.000	0.000	7,144.400
13	Total sewage treatmentfunctional expenditure by works type	£000	35.685	16,905.215	5,058.955	988.775	7,616.005	2,774.905	7,266.215	420.625	0.000	0.000	0.000	41,066.380

Table 17f

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

18 - Regulatory accounts (HCA) - Profit and loss account for y/e 31 March

Printed 10/Jun/2011 12:15

			2009-10	2010-11
Line	Description	Unit		
1	Total turnover (Appointed business)	£m	671.460	642.113
2	Operating costs (excluding HCD)	£m	-246.729	-327.267
3	Historical cost depreciation	£m	-125.449	-126.720
4	Operating income	£m	1.007	0.352
5	Operating profit	£m	300.289	188.478
6	Other income	£m	0.169	0.131
7	Net interest receivable less payable	£m	-115.204	-180.215
8	Profit on ordinary activities before taxation	£m	185.254	8.394
9	Current tax	£m	-43.251	-26.638
10	Deferred tax	£m	-16.200	47.600
11	Profit on ordinary activities after taxation	£m	125.803	29.356
12	Extraordinary items	£m	0.000	0.000
13	Profit for the year	£m	125.803	29.356
14	Dividends	£m	-37.470	-74.416
15	Retained profit for the year	£m	88.333	-45.060

Table 18

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

18c - Regulatory accounts (HCA) - Statement of total recognised gains and losses for y/e 3...

Printed 10/Jun/2011 12:15

			2009-10	2010-11
Line	Description	Unit		
1	Profit for the year	£m	125.803	29.356
2	Actuarial gains/(losses) on post employment plans	£m	-39.096	34.187
3	Other gains and losses	£m	0.000	0.000
4	Total recognised gains and losses for the year	£m	86.707	63.543

Table 18c

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

18d - Regulatory accounts (HCA) - Analysis of dividends and interest charges for y/e 31 Ma...

Printed 10/Jun/2011 12:15

			2009-10	2010-11
Line	Description	Unit		
A - Dividend analysis				
1	Dividends in respect of a financial organisation	£m	-40.943	-77.080
2	Other ordinary dividends	£m	3.473	2.664
3	Total dividends	£m	-37.470	-74.416
B - Interest analysis				
4	Interest receivable/payable on inter-company balances	£m	56.865	56.866
5	Interest receivable/payable in respect of a financial reorganisation	£m	0.000	0.000
6	Indexation element of index-linked bonds	£m	-13.739	-83.966
7	Preference share dividends	£m	-14.525	-22.330
8	Other interest receivable	£m	4.932	3.457
9	Other interest payable	£m	-141.938	-135.142
10	Other finance charges - post employment costs	£m	0.000	0.900
11	Other finance charges	£m	-6.800	0.000
12	Total net interest	£m	-115.204	-180.215

Table 18d

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)
 19 - Regulatory accounts (HCA) - Balance sheet as at 31 March
 Printed 10/Jun/2011 12:15

			2009-10	2010-11
Line	Description	Unit		
A - Fixed assets				
1	Tangiblefixedassets	£m	3,635.60	3,846.72
2	Investment - loan to a groupcompany	£m	812.33	812.33
3	Investment - other	£m	29.20	29.20
4	Totalfixedassets	£m	4,477.13	4,688.25
B - Current assets				
5	Stocks	£m	1.20	0.00
6	Debtors	£m	232.73	146.55
7	Cash	£m	288.65	171.99
8	Shorttermdeposits	£m	0.00	0.00
9	Infrastructure renewals prepayment	£m	30.17	35.52
10	Totalcurrentassets	£m	552.76	355.51
C - Creditors - amounts falling due within one year				
11	Overdrafts	£m	0.00	0.00
12	Infrastructure renewals accrual	£m	0.00	0.00
13	Creditors	£m	-154.17	-189.35
14	Borrowings	£m	-34.28	-32.92
15	Corporation tax payable	£m	-20.15	-20.31
16	Ordinary share dividends payable	£m	0.00	0.00
17	Preference share dividends payable	£m	0.00	0.00
18	Totalcreditors	£m	-208.60	-242.58
19	Netcurrentassets	£m	344.15	112.93
D - Creditors - amounts falling due after more than one year				
20	Borrowings	£m	-3,183.27	-3,252.18
21	Othercreditors	£m	0.00	0.00
22	Totalcreditors	£m	-3,183.27	-3,252.18
E - Provision for liabilities and charges				
23	Deferredtaxprovision	£m	-451.50	-402.85
24	Deferred income - grantsandcontributions	£m	-50.12	-49.12
25	Post employment asset/(liabilities)	£m	-65.91	-36.82
26	Otherprovisions	£m	-0.31	-0.89
F - Preference share capital				
27	Preferencesharecapital	£m	-260.00	-260.00
28	Netassetsemployed	£m	810.17	799.29
G - Capital and reserves				
29	Called up share capital	£m	0.05	0.05
30	Sharepremium	£m	46.29	46.29
31	Profitandlossaccount	£m	629.23	584.17
32	Otherreserves	£m	134.58	168.77
33	Capitalandreserves	£m	810.17	799.29

Table 19

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

20 - Regulatory accounts (CCA) - Profit and loss account for year ending 31 March

Printed 10/Jun/2011 12:15

			2009-10	2010-11
Line	Description	Unit		
1	Turnover	£m	671.460	642.113
2	Current cost operating costs (including CCD & IRC)	£m	-450.067	-544.417
3	Operating income	£m	-2.400	-2.707
4	Working capital adjustment (Appointed business)	£m	-2.802	-3.883
5	Current cost operating profit	£m	216.191	91.106
6	Other income	£m	0.169	0.131
7	Net interest receivable less payable	£m	-115.204	-180.215
8	Financing adjustment	£m	60.869	50.246
9	Current cost profit before taxation	£m	162.025	-38.732
10	Current tax	£m	-43.251	-26.638
11	Deferred tax	£m	-16.200	47.600
12	Current cost profit on ordinary activities	£m	102.574	-17.770
13	Extraordinary items	£m	0.000	0.000
14	Current cost profit attributable to shareholders	£m	102.574	-17.770
15	Dividends	£m	-37.470	-74.416
16	Current cost profit retained	£m	65.104	-92.186

Table 20

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

21 - Regulatory accounts (CCA) - Activity costing analysis; Water service - 1

Printed 10/Jun/2011 12:15

		Water resources and treatment	Water distribution	Water service total
A	Direct costs			
1	Employment costs	£m 3.012	0.956	3.967
2	Power	£m 1.681	8.342	10.023
3	Agencies	£m 0.000	0.000	0.000
4	Hired and contracted services	£m 2.055	9.943	11.998
5	Associated companies	£m 0.000	0.000	0.000
6	Materials and consumables	£m 3.444	0.364	3.808
7	Service charges	£m 5.559	0.009	5.569
8	Bulk supply imports	£m 0.522	0.000	0.522
9	Other direct costs	£m 0.491	1.683	2.174
10	Total direct costs	£m 16.763	21.296	38.059
11	General and support expenditure	£m 3.714	3.375	7.089
12	Functional expenditure	£m 20.477	24.671	45.148
B	Operating expenditure			
13	Customer services	£m		9.809
14	Scientific services	£m		4.064
15	Other business activities	£m		2.088
16	Total business activities	£m		15.961
17	Local Authority rates	£m		8.794
18	Doubtful debts	£m		6.310
19	Exceptional items	£m		9.440
20	Total opex less third party services	£m		85.654
21	Third party services - opex	£m		2.803
22	Total operating expenditure	£m		88.457
C	Reactive and planned maintenance (including opex)			
23	Reactive and planned maintenance infrastructure	£m 0.000	10.434	10.434
24	Reactive and planned maintenance non-infrastructure	£m 1.992	0.821	2.813
D	Capital maintenance			
25	Infrastructure renewals charge (excluding third party services)	£m 0.896	30.469	31.365
26	Current cost depreciation (allocated)	£m 31.643	6.785	38.428
27	Amortisation of deferred credits	£m		4.382
28	Amortisation of intangible assets	£m		-1.158
29	Business activities current cost depreciation (non-allocated)	£m		0.000
30	Capital maintenance excluding third party services	£m		73.017
31	Third party services - current cost depreciation	£m		0.000
32	Third party services - infrastructure renewals charge	£m		0.000
33	Total capital maintenance	£m		73.017
34	Total operating costs	£m		161.474

Table 21

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

21a - Regulatory accounts (CCA) - Activity costing analysis; Water service - 2

Printed 10/Jun/2011 12:15

			Water resources	Raw water distribution	Water treatment	Treated water distribution	Water service total
Line	Description	Unit					
Service analysis - water							
A Direct costs							
1	Employment costs	£m	0.366	0.043	2.603	0.854	3.865
2	Power	£m	2.198	0.448	5.973	1.403	10.023
3	Hired and contracted services	£m	0.169	0.146	1.740	5.305	7.360
4	Associated companies	£m	0.000	0.000	0.000	0.000	0.000
5	Materials and consumables	£m	0.045	0.140	3.259	0.359	3.803
6	Service charges	£m	5.559	0.000	0.000	0.009	5.569
7	Bulk supply imports	£m	0.522	0.000	0.000	0.000	0.522
8	Other direct costs	£m	0.126	0.023	0.342	1.605	2.096
9	Total direct costs	£m	8.985	0.800	13.917	9.535	33.236
B Operating expenditure							
10	General and support expenditure	£m	1.111	0.136	2.468	1.389	5.104
11	Scientific services	£m	0.000	0.000	2.037	1.936	3.973
12	Other business activities	£m	0.404	0.175	0.662	0.429	1.670
13	Total business activities	£m	0.404	0.175	2.699	2.365	5.643
14	Local authority rates	£m	0.641	0.017	0.933	7.175	8.767
15	Exceptional items	£m	0.000	0.000	0.000	0.000	0.000
16	Total opex less third party services	£m	11.141	1.128	20.017	20.464	52.750
17	Third party services - opex	£m	0.313	0.137	1.244	0.296	1.989
18	Total operating expenditure	£m	11.454	1.264	21.261	20.759	54.739
C Reactive and planned maintenance (including opex)							
19	Reactive and planned maintenance infrastructure	£m	0.000	0.000	0.000	5.371	5.371
20	Reactive and planned maintenance non-infrastructure	£m	0.151	0.022	1.819	0.821	2.813
D Capital maintenance							
21	Infrastructure renewals charge (excluding third party services)	£m	1.510	0.270	0.074	29.508	31.362
22	Current cost depreciation	£m	4.561	0.611	26.355	5.635	37.162
23	Amortisation of deferred credits	£m	-0.056	-0.010	-0.003	-1.089	-1.158
24	Amortisation of intangible assets	£m	0.000	0.000	0.000	0.000	0.000
25	Business activities current cost depreciation	£m	0.000	0.000	0.000	0.000	0.000
26	Capital maintenance excluding third party services	£m	6.015	0.871	26.426	34.054	67.366
27	Third party services - current cost depreciation	£m	0.000	0.000	0.000	0.000	0.000
28	Third party services - infrastructure renewals charge	£m	0.000	0.000	0.000	0.000	0.000
29	Total capital maintenance	£m	6.015	0.871	26.426	34.054	67.366
30	Total operating costs	£m	17.465	2.135	47.687	54.813	122.105

Table 21a

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

21b - Regulatory accounts (CCA) - Activity costing analysis; Retail services

Printed 10/Jun/2011 12:15

			Retail household	Retail household and support memo	Retail non-household	Retail non-household general and support memo	Retail services total
Line	Description	Unit					
Service analysis-retail							
A	Direct costs						
1	Billing	£m	2.969	3.317	0.638	0.713	3.607
2	Payment handling, remittance and cash handling	£m	1.016	1.135	0.218	0.244	1.234
3	Debt management	£m	4.111	4.593	0.326	0.364	4.437
4	Doubtful debts	£m	63.556	71.011	0.772	0.862	64.328
5	Charitable trust donations	£m	0.220	0.246			0.220
6	Vulnerable customer schemes	£m	0.290	0.324			0.290
7	Non-network customer enquiries and complaints	£m	4.607	5.147	0.991	1.107	5.598
8	Meter reading	£m	3.598	4.020	0.508	0.567	4.106
9	Meter maintenance/installation non-capex	£m	-0.004	-0.005	-0.001	-0.001	-0.005
10	Network customer enquiries and complaints	£m	0.788	0.880	0.040	0.044	0.828
11	Disconnections	£m	0.000	0.000	0.030	0.033	0.030
12	Demand-side water efficiency initiatives	£m	0.920	1.028	0.111	0.124	1.031
13	Services to developers	£m			3.730	4.168	3.730
14	Support for trade effluent compliance	£m			0.334	0.373	0.334
15	Customer-side leaks	£m	1.971	2.202	0.238	0.266	2.209
16	Other direct costs	£m	0.522	0.583	0.026	0.029	0.548
17	Total direct costs	£m	84.564	94.481	7.961	8.893	92.525
B	Operating expenditure						
18	General and support expenditure	£m	10.333		0.519		10.852
19	Scientific services	£m	0.187		0.012		0.199
20	Other business activities	£m	0.860		0.043		0.903
21	Total business activities	£m	1.047		0.055		1.102
22	Local Authority rates	£m	0.073		0.004		0.077
23	Exceptional items	£m	0.000		0.000		0.000
24	Total opex less third party services	£m	96.017		8.539		104.556
25	Third party services	£m	0.002		0.000		0.002
26	Total operating expenditure	£m	96.019		8.539		104.558
C	Capital maintenance						
27	Infrastructure renewals charge (excluding third party services)	£m	0.000		0.000		0.000
28	Current cost depreciation	£m	13.680		1.353		15.033
29	Amortisation of deferred credits	£m	0.000		0.000		0.000
30	Amortisation of intangible assets	£m	0.000		0.000		0.000
31	Total capital maintenance	£m	13.680		1.353		15.033
32	Total operating costs	£m	109.699		9.892		119.591

Table 21b

		Sewerage	Sewage	Sludge	Sewerage	
		treatment	treatment	treatment and	service	
				disposal	total	
Line	Description	Unit				
A	Direct costs					
1	Employment costs	£m	4.069	8.366	4.158	16.592
2	Power	£m	7.673	9.589	0.522	17.784
3	Agencies	£m	0.000	0.000	0.000	0.000
4	Hired and contracted services	£m	11.534	6.114	16.196	33.844
5	Associated companies	£m	0.000	0.000	0.000	0.000
6	Materials and consumables	£m	1.720	6.159	3.960	11.839
7	Service charges	£m	0.749	2.468	0.000	3.216
8	Other direct costs	£m	1.211	1.225	0.559	2.995
9	Total direct costs	£m	26.955	33.922	25.394	86.271
10	General and support expenditure	£m	4.591	7.144	4.441	16.176
11	Functional expenditure	£m	31.546	41.066	29.835	102.447
B	Operating expenditure					
12	Customer services	£m				19.034
13	Scientific services	£m				1.149
14	Other business activities	£m				2.204
15	Total business activities	£m				22.387
16	Local Authority rates	£m				9.004
17	Doubtful debts	£m				19.464
18	Exceptional items	£m				29.115
19	Total opex less third party services	£m				182.416
20	Third party services - opex	£m				0.000
21	Total operating expenditure	£m				182.416
C	Reactive and planned maintenance (including opex)					
22	Reactive and planned maintenance - infrastructure	£m	6.516	0.000	0.000	6.516
23	Reactive and planned maintenance - non-infrastructure	£m	4.187	4.851	3.593	12.630
D	Capital maintenance					
24	Infrastructure renewals charge (excluding third party services)	£m	24.370		0.660	25.030
25	Current cost depreciation (allocated)	£m	31.416	79.399	48.664	159.479
26	Amortisation of deferred credits	£m				17.529
27	Amortisation of intangible assets	£m				-1.511
28	Business activities current cost depreciation (non-allocated)	£m				0.000
29	Capital maintenance excluding third party services	£m				200.527
30	Third party services (CCD)	£m				0.000
31	Third party services - infrastructure renewals charge	£m				0.000
32	Total capital maintenance	£m				200.527
33	Total operating costs	£m				382.943

Table 22

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

22a - Regulatory accounts (CCA) - Activity costing analysis; sewerage service - 2

Printed 10/Jun/2011 12:15

			Sewagecollection	Sewagetreatment	Sludgetreatment	Sludgedisposal	Sewerageservicetotal
Line	Description	Unit					
Serviceanalysis-sewerage							
A	Direct costs						
1	Employment costs	£m	3.815	8.255	4.076	0.080	16.225
2	Power	£m	7.673	9.589	0.522	0.000	17.784
3	Agencies	£m	0.000	0.000	0.000	0.000	0.000
4	Hired and contracted services	£m	11.033	5.896	10.300	5.896	33.125
5	Associated companies	£m	0.000	0.000	0.000	0.000	0.000
6	Materials and consumables	£m	1.717	6.158	3.957	0.003	11.835
7	Service charges	£m	0.749	2.468	0.000	0.000	3.216
8	Other direct costs	£m	1.202	1.221	0.545	0.010	2.982
9	Total direct costs	£m	26.186	33.586	19.406	5.988	85.171
B	Operating expenditure						
10	General and support expenditure	£m	4.275	7.007	3.826	0.613	15.723
11	Scientific services	£m	0.000	0.709	0.334	0.000	1.043
12	Other business activities	£m	0.479	0.781	0.253	0.204	1.717
13	Total business activities	£m	0.479	1.490	0.587	0.204	2.760
14	Local authority rates	£m	6.947	1.637	0.370	0.000	8.955
15	Exceptional items	£m	0.000	0.000	0.000	0.000	0.000
16	Total opex less third party services	£m	37.885	43.723	24.192	6.806	112.609
17	Third party services - opex	£m	0.000	0.000	0.000	0.000	0.000
18	Total operating expenditure	£m	37.885	43.723	24.192	6.806	112.609
C	Reactive and planned maintenance (including opex)						
19	Reactive and planned maintenance infrastructure	£m	6.516	0.000	0.000	0.000	6.516
20	Reactive and planned maintenance non-infrastructure	£m	4.187	4.851	3.383	0.210	12.630
D	Capital maintenance						
21	Infrastructure renewals charge (excluding third party services)	£m	24.442	0.588	0.000	0.000	25.030
22	Current cost depreciation	£m	34.664	105.973	26.927	0.060	167.624
23	Amortisation of deferred credits	£m	-1.475	-0.036	0.000	0.000	-1.511
24	Amortisation of intangible assets	£m	0.000	0.000	0.000	0.000	0.000
25	Business activities current cost depreciation	£m	0.000	0.000	0.000	0.000	0.000
26	Capital maintenance excluding third party services	£m	57.631	106.523	26.927	0.060	191.143
27	Third party services - current cost depreciation	£m	0.000	0.000	0.000	0.000	0.000
28	Third party services - infrastructure renewals charge	£m	0.000	0.000	0.000	0.000	0.000
29	Total capital maintenance	£m	57.631	106.523	26.927	0.060	191.143
30	Total operating costs	£m	95.520	150.246	51.115	6.866	303.752

Table 22a

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

23 - Regulatory accounts (CCA) - Analysis of turnover and operating income

Printed 10/Jun/2011 12:16

		2009-10			2010-11			
		Waterservices	Sewerage services	Appointed business	Waterservices	Sewerage services	Appointed business	
Line	Description	Unit						
A	Turnover							
1	Unmeasured - household	£m	74.127	278.837	352.964	73.364	249.449	322.813
2	Unmeasured - non-household	£m	0.981	5.758	6.739	0.913	4.994	5.907
3	Unmeasured	£m	75.108	284.595	359.703	74.277	254.443	328.720
4	Measured - household	£m	45.339	135.118	180.457	49.596	151.689	201.285
5	Measured - non-household	£m	20.840	68.272	89.112	24.567	50.737	75.304
6	Measured	£m	66.179	203.390	269.569	74.163	202.426	276.589
7	Tradeeffluent	£m		5.718	5.718		4.928	4.928
8	Large user	£m	9.146	13.262	22.408	7.451	12.419	19.870
9	Revenue grants	£m	0.000	0.000	0.000	0.000	0.000	0.000
10	Non pot. Water large user	£m	0.714		0.714	0.414		0.414
11	Rechargeable works	£m	1.023	2.247	3.270	0.761	2.400	3.161
12	Bulk supplies/inter company payments	£m	3.067	0.000	3.067	3.051	0.000	3.051
13	Other appointed business (third party)	£m	3.274	0.000	3.274	1.501	0.000	1.501
14	Third party services (including non-potable water)	£m	8.078	2.247	10.325	5.727	2.400	8.127
15	Other sources (excluding large users, third parties and special agreements)	£m	0.069	3.668	3.737	0.048	3.831	3.879
16	Total turnover	£m	158.580	512.880	671.460	161.666	480.447	642.113
B	Operating income							
17	Current cost profit or loss on sale of fixed assets	£m	-1.028	-1.372	-2.400	-0.787	-1.920	-2.707
18	Exceptional items	£m	0.000	0.000	0.000	0.000	0.000	0.000
19	Other operating income	£m	0.000	0.000	0.000	0.000	0.000	0.000
20	Total operating income	£m	-1.028	-1.372	-2.400	-0.787	-1.920	-2.707
C	Working capital adjustment							
21	Working capital adjustment	£m	-0.662	-2.140	-2.802	-0.978	-2.905	-3.883
D	Revenue correction mechanism							
22	Net revenue movement out of the tariff basket	£m	1.027	0.761	1.788	-0.776	-0.261	-1.037

Table 23

			2009-10	2010-11
Line	Description	Unit		
A - Fixed assets				
1	Tangible assets	£m	23,321.34	24,689.98
2	Third party contributions since 1989-90	£m	-220.53	-234.74
B - Other operating assets and liabilities				
3	Working capital	£m	72.58	-48.77
4	Cash	£m	288.65	171.99
5	Short term deposits	£m	0.00	0.00
6	Overdrafts	£m	0.00	0.00
7	Infrastructure renewals prepayment/(accruals)	£m	30.17	35.52
8	Net operating assets	£m	23,492.21	24,613.97
C - Non-operating assets and liabilities				
9	Borrowings	£m	-34.28	-32.92
10	Non-trade debtors	£m	10.78	12.39
11	Non-trade creditors due within one year	£m	-3.59	-4.95
12	Investment - loan to a group company	£m	812.33	812.33
13	Investment - other	£m	29.20	29.20
14	Corporation tax payable	£m	-20.15	-20.31
15	Ordinary share dividends payable	£m	0.00	0.00
16	Preference share dividends payable	£m	0.00	0.00
D - Creditors - amounts falling due after more than one year				
17	Borrowings	£m	-3,183.27	-3,252.18
18	Other creditors	£m	0.00	0.00
E - Provision for liabilities and charges				
19	Deferred tax provision	£m	-451.50	-402.85
20	Post employment asset/(liabilities)	£m	-65.91	-36.82
21	Other provisions	£m	-0.31	-0.89
F - Preference share capital				
22	Preference share capital	£m	-260.00	-260.00
23	Net asset employed	£m	20,325.51	21,456.93
G - Capital and reserves				
24	Called up share capital	£m	0.05	0.05
25	Share premium	£m	46.29	46.29
26	Profit and loss account	£m	-389.15	-481.45
27	Current cost reserve at 31 March	£m	20,533.73	21,723.26
28	Other reserves	£m	134.58	168.77
29	Total capital and reserves	£m	20,325.51	21,456.93

Table 24

Line	Description	Unit	Water resources						Raw water distribution						Water treatment						Treated water distribution						Total
			Infrastructure assets		Operational assets		Other tangible assets		Infrastructure assets		Operational assets		Other tangible assets		Infrastructure assets		Operational assets		Other tangible assets		Infrastructure assets		Operational assets		Other tangible assets		
			Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal	Subtotal		
A	Gross replacement cost at 1 April	£m	255.971	242.121	0.295	493.351	0.000	24.590	0.051	24.641	12.591	777.221	5.171	794.991	5,091.741	346.691	2.831	5,441.281	6,759.311								
1	Gross replacement cost at 1 April	£m	255.971	242.121	0.295	493.351	0.000	24.590	0.051	24.641	12.591	777.221	5.171	794.991	5,091.741	346.691	2.831	5,441.281	6,759.311								
2	AMP adjustment	£m	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000								
3	Reclassification adjustment	£m	0.000	-0.388	0.000	-0.388	48.701	-0.068	48.644	0.000	-1.247	0.000	0.000	-1.247	-48.701	1.750	0.000	-46.951	0.044								
4	RP adjustment	£m	13.894	12.931	0.016	26.641	0.000	1.312	0.000	1.312	0.674	41.511	0.277	42.466	272.401	18.641	0.151	291.201	361.021								
5	Disposals	£m	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	-0.857									
6	Additions	£m	2.411	2.354	0.000	4.771	0.641	0.047	0.688	0.011	59.441	0.021	59.441	4.051	8.331	0.011	12.401	77.311									
7	Gross replacement cost at 31 March	£m	272.081	257.021	0.311	529.411	49.351	25.881	75.231	13.281	876.901	5.471	895.651	5,318.631	375.421	3.011	5,697.071	7,197.441									
B	Depreciation	£m																									
8	Depreciation at 1 April	£m	143.991	143.991	0.081	144.071	0.000	14.801	14.811	0.011	14.811	1.481	14.811	449.651	1.481	1.481	197.201	807.241									
9	AMP adjustment	£m	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000									
10	AMP adjustment - gross REvaluation	£m	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000									
11	AMP adjustment - amendments remaining useful economic lives	£m	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000									
12	Reclassification adjustment	£m	0.001	0.001	0.000	0.001	0.000	0.000	0.001	0.001	2.958	0.000	0.000	2.958	-2.961	0.000	-2.961	-0.001									
13	RP adjustment	£m	7.701	7.701	0.001	7.701	0.791	0.791	0.791	0.791	24.211	0.071	24.284	10.344	0.044	10.388	10.391	43.181									
14	Disposals	£m	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000									
15	Charge for year	£m	4.554	4.554	0.007	4.561	0.609	0.609	0.610	26.230	0.120	26.350	1.686	1.686	5.566	0.066	5.632	37.161									
16	Depreciation at 31 March	£m	156.241	156.241	0.097	156.341	16.211	16.201	16.211	503.061	1.686	504.751	3.784	3.784	166.071	2.081	5.486.801	6,309.861									
17	Netbook amount at 31 March	£m	272.081	100.791	0.211	373.071	49.351	9.679	55.071	13.281	373.841	3.784	390.901	5,318.631	166.071	2.081	5,486.801	6,309.861									
18	Netbook amount at 1 April	£m	255.971	98.141	0.211	354.321	0.000	9.789	9.821	12.591	327.561	3.681	343.851	5,091.741	150.301	2.031	5,244.071	5,952.071									

Table 25a

JR2011-HCS, 1.0.15 for SRN (Southern Water Services Ltd)
 25b - Regulatory accounts (CCA) - Analysis of fixed assets by business unit: sewerage service
 Printed 10/Jun/2011 12:11

Line	Description	Unit	SewerageCollection			SewerageTreatment			Sludge treatment			Sludge disposal			Total		
			Infrastructure assets		Operational assets		Infrastructure assets		Operational assets		Infrastructure assets		Operational assets				
			Subtotal	Other tangible assets	Subtotal	Other tangible assets	Subtotal	Other tangible assets	Subtotal	Other tangible assets	Subtotal	Other tangible assets	Subtotal	Other tangible assets			
A	Gross replacement cost																
1	Gross replacement cost at 1 April	£m	14,278.45	994.26	15,280.98	344.834	3,369.33	17.67	3,731.90	0.00	834.65	9.235	843.89	0.00	0.91	1,188	19,857.96
2	AMP adjustment	£m	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
3	Reclassification adjustment	£m	0.161	0.00	0.161	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.161
4	RPI adjustment	£m	763.904	53.19	817.54	18.441	180.26	0.94	199.654	0.00	44.65	0.494	45.144	0.00	0.94	0.00	1,082.41
5	Disposals	£m	-2.202	0.00	-2.202	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-2.202
6	Additions	£m	54.771	26.111	80.924	0.00	126.03	0.00	126.03	0.00	33.984	0.03	33.61	0.00	0.66	0.00	240.694
7	Gross replacement cost at 31 March	£m	15,095.09	1,073.57	16,777.40	363.281	3,675.68	18.69	4,057.66	0.00	972.89	9.76	922.65	0.00	1.02	1.31	21,159.03
B	Depreciation																
8	Depreciation at 1 April	£m	660.75	2.37	683.12		1,490.16	5.07	1,495.23		367.78	2.65	390.44		0.66	0.07	2,589.55
9	AMP adjustment	£m	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
10	AMP adjustment - gross MEA revaluation	£m	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
11	AMP adjustment - amendment to remaining useful economic lives	£m	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
12	Reclassification adjustment	£m	0.182	0.00	0.182		-0.042	0.00	-0.041		0.020	0.00	0.020		0.00	0.00	0.161
13	RPI adjustment	£m	36.431	0.127	36.557		79.72	0.72	79.99		20.746	0.14	20.894		0.05	0.00	137.484
14	Disposals	£m	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
15	Charge for year	£m	34.46	0.19	34.66		105.56	0.41	105.97		26.706	0.21	26.92		0.95	0.00	167.624
16	Depreciation at 31 March	£m	751.854	2.69	754.534		1,675.39	5.76	1,681.16		435.26	3.01	438.28		0.75	0.08	2,874.82
17	Netbook amount at 31 March	£m	15,095.09	321.744	15,422.87	363.281	2,000.29	12.92	2,376.50	0.00	477.62	6.75	484.37	0.00	0.26	0.20	18,284.21
18	Netbook amount at 1 April	£m	14,278.45	313.51	14,597.85	344.834	1,879.23	12.60	2,236.67	0.00	446.85	6.58	453.44	0.00	0.24	0.19	17,288.41

Table 25b

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

25c - Regulatory accounts (CCA) - Analysis of fixed assets by business unit; retail service

Printed 10/Jun/2011 12:11

		RetailHousehold				Retail non-household				Total	
		Infrastructure assets	Operational assets	Other tangible assets	Subtotal	Infrastructure assets	Operational assets	Other tangible assets	Subtotal	Subtotal	Total
A	Gross replacement cost	Unit									
1	Gross replacement cost at 1 April	£m	0.000	174.38	14.66	189.04	0.000	17.55	1.47	19.02	208.07
2	AMP adjustment	£m	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
3	Reclassification adjustment	£m	0.000	0.271	0.023	0.294	0.000	-0.278	-0.023	-0.301	-0.007
4	RP adjustment	£m	0.000	9.344	0.786	10.130	0.000	0.924	0.078	1.002	11.132
5	Disposals	£m	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
6	Additions	£m	0.000	23.42	0.060	23.48	0.000	2.317	0.000	2.323	25.80
7	Gross replacement cost at 31 March	£m	0.000	207.42	15.53	222.95	0.000	20.51	1.537	22.051	245.00
B Depreciation											
8	Depreciation at 1 April	£m		111.85	3.76	115.62		11.25	0.380	11.63	127.25
9	AMP adjustment	£m		0.000	0.000	0.000		0.000	0.000	0.000	0.000
10	AMP adjustment - gross MEA revaluation	£m		0.000	0.000	0.000		0.000	0.000	0.000	0.000
11	AMP adjmt - amendment to remaining useful econ. Lives	£m		0.000	0.000	0.000		0.000	0.000	0.000	0.000
12	Reclassification adjustment	£m		0.180	0.007	0.187		-0.179	-0.007	-0.186	0.001
13	RP adjustment	£m		5.994	0.202	6.196		0.593	0.020	0.613	6.809
14	Disposals	£m		0.000	0.000	0.000		0.000	0.000	0.000	0.000
15	Charge for year	£m		13.32	0.354	13.680		1.318	0.035	1.353	15.03
16	Depreciation at 31 March	£m		131.35	4.327	135.68		12.991	0.428	13.419	149.10
17	Netbook amount at 31 March	£m	0.000	76.06	11.20	87.27	0.000	7.52	1.10	8.63	95.90
18	Netbook amount at 1 April	£m	0.000	62.52	10.90	73.42	0.000	6.29	1.09	7.38	80.81

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

26 - Regulatory accounts (CCA) - Working capital

Printed 10/Jun/2011 12:16

			2009-10	2010-11
Line	Description	Unit		
1	Stocks	£m	1.203	0.000
2	Trade debtors - measured household	£m	33.879	21.755
3	Trade debtors - unmeasured household	£m	59.454	37.049
4	Trade debtors - measured non-household	£m	12.942	8.079
5	Trade debtors - unmeasured non-household	£m	0.840	0.382
6	Other trade debtors	£m	0.986	1.211
7	Measured income accrual	£m	77.226	44.587
8	Prepayments and other debtors	£m	36.628	21.099
9	Trade creditors	£m	-34.234	-43.470
10	Deferred income - customer advance receipts	£m	-41.594	-44.380
11	Short term capital creditors	£m	-53.355	-77.805
12	Accruals and other creditors	£m	-21.394	-18.740
13	Total working capital	£m	72.581	-48.779

Table 26

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

27 - Regulatory accounts (CCA) - Movement on current cost reserve

Printed 10/Jun/2011 12:16

			2009-10	2010-11
Line	Description	Unit		
1	Current cost reserve at 1 April	£m	13,076.36	20,533.73
2	AMP adjustment	£m	6,541.26	0.00
A RPI adjustments				
3	Fixed assets	£m	983.33	1,247.69
4	Working capital adjustment	£m	2.80	3.83
5	Financing adjustment	£m	-60.86	-50.24
6	Grants and third party contributions	£m	-9.17	-11.79
7	Current cost reserve at 31 March	£m	20,533.73	21,723.26

Table 27

			2009-10	2010-11
Line	Description	Unit		
1	Net cash flow from operating activities	£m	384.324	468.876
A Returns on investments and servicing of finance				
2	Interest received	£m	62.738	60.355
3	Interest paid	£m	-144.823	-137.131
4	Interest in finance lease rentals	£m	0.000	0.000
5	Non-equity dividends paid	£m	-14.525	-22.330
6	Net cashflow from returns on investments and servicing of finance	£m	-96.610	-99.106
B Taxation				
7	Taxation (paid)/received	£m	-24.119	-22.362
C Capital expenditure and financing of investment				
8	Gross cost of purchase of fixed assets	£m	-191.141	-319.372
9	Receipts of grants and contributions	£m	7.981	5.775
10	Infrastructure renewals expenditure	£m	-32.622	-62.540
11	Disposal of fixed assets	£m	2.407	0.226
12	Movements on long term loans to group companies	£m	0.000	0.000
13	Net cashflow from investing activities	£m	-213.375	-375.911
D Acquisitions and disposals				
14	Acquisitions and disposals	£m	0.000	0.000
E Equity dividends				
15	Equity dividends paid	£m	-37.470	-74.416
F Management of liquid resources				
16	Net cashflow from management of liquid resources	£m	0.000	0.000
17	Net cashflow before financing	£m	12.750	-102.919
G Financing				
18	Capital in finance lease rentals	£m	0.000	0.000
19	New bank loans taken out	£m	98.834	0.000
20	Repayment of bank loans	£m	-183.331	-13.742
21	Proceeds from share issues	£m	0.000	0.000
22	Net cashflow from financing	£m	-84.497	-13.742
23	Increase/decrease in cash in the year	£m	-71.747	-116.661

Table 28

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

29 - Regulatory accounts (CCA) - Reconciliation of operating profit to net cash flow from op...

Printed 10/Jun/2011 12:16

			2009-10	2010-11
Line	Description	Unit		
1	Current cost operating profit	£m	216.191	91.106
2	Working capital adjustment	£m	2.802	3.883
3	Movement in working capital	£m	-18.846	96.910
4	Receipts from other income	£m	0.169	0.131
5	Depreciation	£m	203.338	217.149
6	Current cost profit on sale of fixed assets	£m	2.400	2.707
7	Infrastructure renewals charge	£m	48.800	56.395
8	Other non-cash profit and loss items	£m	-70.530	0.595
9	Net cash flow from operating activities	£m	384.324	468.876

Table 29

Line	Description	Unit	Waterservice			Sewerage service			Total
			Infrastructure assets	Non-infrastructure assets	Subtotal	Infrastructure assets	Non-infrastructure assets	Subtotal	
A	Additions - new assets (enhancement)								
1	Water resource facilities	£m	2.417	1.244	3.661			3.661	
2	Water treatment works	£m		5.178	5.178			5.178	
3	Water distribution mains	£m	4.701	0.000	4.701			4.701	
4	Service reservoirs and water towers	£m		2.093	2.093			2.093	
5	Pumping stations	£m		0.075	0.075			0.075	
6	Water management and general	£m	0.000	10.467	10.467			10.467	
7	Sewerage	£m				54.770	0.000	54.770	54.770
8	Sea outfalls and headworks	£m				0.000	0.000	0.000	0.000
9	Sewage treatment works	£m					111.495	111.495	111.495
10	Sludge treatment works	£m					0.034	0.034	0.034
11	Sludge disposal	£m				0.000	0.000	0.000	0.000
12	In-line pumping stations	£m					6.063	6.063	6.063
13	Terminal pumping stations	£m					0.073	0.073	0.073
14	Sewerage management and general	£m				0.000	2.066	2.066	2.066
15	Total infrastructure addition (Enhancement)	£m	7.118		7.118	54.770		54.770	61.888
16	Total non-infrastructure addition (Enhancement)	£m		19.057	19.057		119.731	119.731	138.788
17	Total additions (Enhancement)	£m	7.118	19.057	26.175	54.770	119.731	174.501	200.676
B	Base service provision								
18	Water resource facilities	£m	0.000	-0.335	-0.335				-0.335
19	Water treatment works	£m		34.011	34.011				34.011
20	Water distribution mains	£m	37.035	0.000	37.035				37.035
21	Service reservoirs and water towers	£m		3.059	3.059				3.059
22	Pumping stations	£m		0.057	0.057				0.057
23	Water management and general	£m	0.000	27.954	27.954				27.954
24	Sewerage	£m				25.501	0.000	25.501	25.501
25	Sea outfalls and headworks	£m				0.000	0.000	0.000	0.000
26	Sewage treatment works	£m					31.244	31.244	31.244
27	Sludge treatment works	£m					6.134	6.134	6.134
28	Sludge disposal	£m				0.000	0.000	0.000	0.000
29	In-line pumping stations	£m					20.286	20.286	20.286
30	Terminal pumping stations	£m					-0.029	-0.029	-0.029
31	Sewerage management and general	£m				0.000	20.763	20.763	20.763
32	Total infrastructure renewals (Base)	£m	37.035		37.035	25.501		25.501	62.540
33	Total non-infrastructure expenditure (Base)	£m		64.746	64.746		78.398	78.398	143.144
34	Total expenditure (Base service provision)	£m	37.035	64.746	101.785	25.501	78.398	103.899	205.684

Table 32

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

33 - Financial measures - Accounting charges; current cost depreciation and infrastructure renewal...

Printed 10/Jun/2011 12:17

Line	Description	Unit	Waterservice			Sewerage service			Total		
			2008-09	2009-10	2010-11	2008-09	2009-10	2010-11	2008-09	2009-10	2010-11
A	Depreciation charge for the year										
1	CCD on assets existing at 31 March 1998	£m	19.000	16.072	18.331	63.746	67.468	73.138	82.746	83.540	91.469
2	Additions (enhancement) - after 31 March 1998 to 31 March 2003	£m	0.312	-0.090	-0.102	14.161	15.655	17.052	14.473	15.565	16.950
3	Additions (base service) - after 31 March 1998 to 31 March 2003	£m	5.016	4.575	6.005	15.314	15.356	16.726	20.330	19.931	22.731
4	Total depreciation charge on assets existing at 31 March 2003	£m	24.328	20.557	24.234	93.221	98.479	106.916	117.549	119.036	131.150
5	Additions: enhancement - after 31 March 2003 to 31 March 2008	£m			5.445			26.424			31.869
6	Additions: base - after 31 March 2003 to 31 March 2008	£m			8.664			27.635			36.299
7	Total depreciation charge on assets existing at 31 March 2008	£m			38.343			160.975			199.318
8	Additions: enhancement - after 31 March 2008	£m			1.690			4.240			5.930
9	Additions: base - after 31 March 2008	£m			2.776			11.776			14.552
10	Total depreciation charge for the year	£m	44.091	38.560	42.805	150.639	167.426	176.991	194.730	205.986	219.800
B	Infrastructure renewals, charges expenditure and provision										
11	Infrastructure renewals expenditure	£m	28.103	21.640	37.039	15.172	10.982	25.501	43.275	32.622	62.540
12	Infrastructure renewals charges	£m	27.080	28.096	31.365	19.720	20.704	25.030	46.800	48.800	56.395
13	Infrastructure renewals prepayment/ (accrual)	£m	41.070	34.617	41.505	5.275	-4.447	-2.430	46.345	30.170	35.520

Table 33

34 - Financial measures - Analysis of non-infrastructure fixed asset additions by life categ...

Printed 10/Jun/2011 12:17

Line	Description	Unit	Waterservice			Sewerage service		
			2008-09	2009-10	2010-11	2008-09	2009-10	2010-11
A	Accounting fixed asset additions							
	Non-infrastructure asset additions (enhancement) by asset life							
1	Very short	£m	0.000	0.000	0.000	0.000	0.000	0.000
2	Short	£m	8.586	7.667	11.018	-0.092	0.700	2.066
3	Medium	£m	1.775	1.744	5.902	58.425	64.858	117.665
4	Medium long	£m	0.000	0.925	0.000	0.000	0.000	0.000
5	Long	£m	0.051	0.039	2.137	0.000	0.000	0.000
6	Land	£m	0.068	0.000	0.000	0.123	0.027	0.000
7	Land disposals	£m	0.000	0.000	0.000	0.000	0.000	0.000
8	Total	£m	10.480	10.375	19.057	58.456	65.585	119.731
B	Non-infrastructure asset additions (base service) by asset life							
9	Very short	£m	6.792	3.074	4.998	27.347	12.203	20.507
10	Short	£m	2.740	1.996	22.852	0.396	1.793	0.128
11	Medium	£m	5.646	6.157	34.135	68.275	40.627	57.764
12	Medium long	£m	0.116	0.000	0.000	0.000	0.000	0.000
13	Long	£m	0.838	0.410	2.762	0.161	-0.058	0.000
14	Total	£m	16.132	11.637	64.747	96.183	54.565	78.399
C	Non-infrastructure additions average life (years)							
15	Very short	Years	5	5	5	5	5	5
16	Short	Years	10	10	10	10	10	10
17	Medium	Years	28	27	30	29	29	30
18	Medium long	Years		40	40		40	40
19	Long	Years	68	80	80	60	80	60

Table 34

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)
35 - Financial measures - Water service; expenditure by purpose
Printed 10/Jun/2011 12:17

			2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG
A	Base service provision									
1	Base operating expenditure	£m	72.652		67.096		67.187		88.417	A2
2	Infrastructure renewals expenditure (net)	£m	24.695	A2	28.103	A2	21.640	A2	37.039	A2
3	MNI - (gross of grants and contributions)	£m	29.450	A2	16.131	A2	11.640	A2	64.746	A2
4	MNI - grants and contributions	£m	0.909	A2	0.050	A2	0.123	A2	0.601	A2
5	MNI - net of grants and contributions	£m	28.541	A2	16.081	A2	11.517	A2	64.145	A2
6	Infrastructure renewals expenditure (gross)	£m	25.667	A2	29.665	A2	22.857	A2	38.151	A2
B	Quality enhancements									
7	Capex: Total quality enhancement programme	£m	1.691	A2	0.104	A2	-0.050	A2	7.865	A2
C	Enhanced service levels									
8	Capital expenditure - customer service	£m	0.001	A2	-0.095	A2	-0.153	A2	0.000	A2
D	Maintaining and improving supply/demand balance									
9	Capital expenditure supply/demand balance	£m	12.660	A2	14.716	A2	8.896	A2	18.306	A2
10	Capex - new development	£m	3.165	A2	3.171	A2	3.835	A2	4.207	A2
11	Capex - growth	£m	2.883	A2	3.921	A2	0.496	A2	3.634	A2
12	Capex - free meter "selective and optants"	£m	6.612	A2	7.626	A2	4.565	A2	10.467	A2
13	Capital expenditure - security of supply	£m	7.024	A2	1.555	A2	0.311	A2	0.001	A2
E	New outputs/obligations since the final determination									
14	New outputs/obligations - capex	£m	0.000	A1	0.000	A1	5.280	A1	0.000	A1
F	Grants, capital contributions and infrastructure charges receipts for new connections									
15	Infrastructure charge receipts - new connections	£m	2.659	A2	2.593	A2	2.071	A2	1.673	A2
16	Enhancement requisitions, grants and contributions	£m	1.550	A2	0.735	A2	1.056	A2	0.303	A2
G	Adopted assets, nil cost assets									
17	Assets adopted or acquired at nil cost	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
18	Adopted assets in return for a payment	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
H	Expenditure totals									
19	Enhanced operating expenditure	£m	0.056		0.000		0.161		0.039	A2
20	Total operating expenditure	£m	72.708		67.096		67.348		88.456	A2
21	Infrastructure renewals expenditure (net)	£m	24.695	A2	28.103	A2	21.640	A2	37.039	A2
22	Total asset additions	£m	50.820	A1	32.413	A1	25.924	A1	90.920	A1
23	Total enhancement capital contributions	£m	4.209	A1	3.328	A1	3.127	A1	1.976	A1
24	Total capital expenditure (excluding adopted and nil cost assets)	£m	75.521	A1	60.516	A1	47.564	A1	127.955	A1

Table 35

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)
 35a - Expenditure comparisons by purpose - Water service
 Printed 10/Jun/2011 12:17

			1	2	3	4	5
			Determination post CIS 2010-11	Determination post CIS 2010-11	Actual	Difference from	% Diff. from
			2010-11	2010-11	2010-11	Determination	Determination
			BaseYearPrices	ReportYearPrices	ReportYearPrices	JR10	JR10
A	Baserviceprovision	Unit					
1	Baseoperatingexpenditure	£m	73.79	80.13	88.41	8.28	10.34
2	Infrastructure renewals expenditure (net)	£m	22.89	20.83	37.03	16.20	77.73
3	MNI (gross of grants and contributions)	£m	33.39	30.40	64.74	34.34	112.97
4	MNI grants- grants and contributions	£m	0.05	0.04	0.60	0.55	1,151.61
5	MNI (net of grants and contributions)	£m	33.34	30.35	64.14	33.79	111.33
B	Qualityenhancements						
6	Capex: Total quality enhancement programme (water)	£m	6.16	5.61	7.86	2.24	40.05
C	Enhancedservicelevels						
7	Capitalexpenditure - customer service	£m	0.00	0.00	0.00	0.00	Zero Actual
D	Maintaining and improving supply/demand balance						
8	Capitalexpenditure supply/demand balance	£m	29.17	26.56	18.30	-8.25	-31.07
9	Totalenhancementcapital contributions	£m	3.53	3.22	1.97	-1.24	-38.67
10	Capexnetofenhancement capital contributions	£m	25.63	23.34	16.33	-7.00	-30.02
11	Capitalexpenditure - security of supply	£m	0.00	0.00	0.00	0.00	Zero Determination
E	Expenditure totals						
12	Total gross capex - gross of grants (ire net) and excluding new outputs	£m	91.63	83.41	127.95	44.54	53.39
13	Enhancedoperating expenditure	£m	0.65	0.71	0.03	-0.67	-94.51
14	Total gross capex - gross of grants (ire net) and including new outputs	£m	91.63	83.41	127.95	44.54	53.39
15	Totabperatingexpenditure	£m	74.45	80.84	88.45	7.61	9.41

Table 35a

36 - Financial measures - Sewerage service; expenditure by purpose

Printed 10/Jun/2011 12:17

			2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG
A	Baserviceprovision									
1	Baseoperatingexpenditure	£m	144.79		129.14		130.56		182.17	
2	Infrastructure renewals expenditure (net)	£m	23.22	A2	15.17	A2	10.98	A2	25.50	A2
3	MNI - gross of grants and contributions	£m	147.65	A2	96.18	A2	54.56	A2	78.39	A2
4	MNI - grants and contributions	£m	0.00	A1	0.00	A1	0.03	A1	0.09	A1
5	MNI - net of grants and contributions	£m	147.65	A2	96.18	A2	54.53	A2	78.30	A2
6	Infrastructure renewals expenditure (Gross)	£m	25.81	A2	16.38	A2	12.52	A2	27.94	A2
B	Qualityenhancements									
7	Capex - total quality enhancement programme	£m	102.39	A2	50.55	A2	57.04	A2	149.60	A2
8	Large projects capex - Thames Tunnel	£m								
C	Enhancedservicelevels									
9	Capital expenditure - customer service	£m	21.26	A2	22.24	A2	32.03	A2	10.80	A2
10	Capital expenditure - sewer flooding known programme	£m							10.45	A2
11	Capital expenditure - customer service (other)	£m							0.34	A2
D	Improving supply/demand balance									
12	Capitalexpenditure supply/demand balance	£m	23.18	A2	23.98	A2	24.68	A2	13.86	A2
13	Capex - new development	£m	7.76	A2	19.94	A2	22.86	A2	12.77	A2
14	Capex - growth	£m	0.59	A2	0.26	A2	0.00	A2	0.48	A2
15	Capex - growth sewage treatment	£m	14.82	A2	3.77	A2	1.81	A2	0.60	A2
16	Capex - sewer flooding additions programme	£m							0.00	A2
E	New outputs/obligations since the final determination									
17	New outputs/obligations - capex	£m	0.00	A1	0.00	A1	4.34	A1	0.23	A1
F	Grants, capital contributions and infrastructure charges receipts for new connections									
18	Infrastructure charge receipts - new connections	£m	4.72	A2	4.19	A2	2.11	A2	3.07	A2
19	Enhancement requisitions, grants and contributions	£m	0.40	A2	0.02	A2	0.10	A2	0.02	A2
G	Adopted assets, nil cost assets									
20	Assets adopted or acquired at nil cost	£m	0.00	A1	0.00	A1	0.00	A1	0.00	A1
H	Expenditure totals									
21	Enhanced operating expenditure	£m	1.32		0.00		0.02		0.23	A2
22	Total operating expenditure	£m	146.12	A2	129.14	A2	130.58	A2	182.41	A2
23	Infrastructure renewals expenditure (net)	£m	23.22	A2	15.17	A2	10.98	A2	25.50	A2
24	Total asset additions	£m	294.50	A1	192.96	A1	172.68	A1	252.90	A1
25	Total enhancement capital contributions	£m	5.12	A1	4.21	A1	2.21	A1	3.10	A1
26	Total capital expenditure (excluding adopted and nil cost assets)	£m	317.72	A1	208.13	A1	183.66	A1	278.40	A1

Table 36

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

36a - Expenditure comparisons by purpose - Sewerage service

Printed 10/Jun/2011 12:17

			1	2	3	4	5
			Determination post CIS 2010-11	Determination post CIS 2010-11	Actual	Difference from	% Diff. from
			2010-11	2010-11	2010-11	Determination	Determination
			BaseYearPrices	ReportYearPrices	ReportYearPrices	JR10	JR10
A	Baseserviceprovision	Unit					
1	Baseoperatingexpenditure	£m	132.981	144.392	182.178	37.786	26.169
2	Infrastructure renewals expenditure (net)	£m	23.189	21.110	25.501	4.391	20.803
3	MNI - gross of grants and contributions	£m	140.554	127.953	78.398	-49.555	-38.729
4	MNI - grants and contributions	£m	0.000	0.000	0.094	0.094	Zero Determination
5	MNI - net of grants and contributions	£m	140.554	127.953	78.304	-49.649	-38.803
B							
Qualityenhancements							
6	Capex: Total quality enhancement programme (sewerage)	£m	91.983	83.736	149.604	65.868	78.661
7	Large projects - Thames tunnel	£m	0.000	0.000		0.000	Zero Actual
C							
Enhancedservicelevels							
8	Capital expenditure - customer service	£m	3.224	2.935	10.803	7.868	268.082
D							
Maintaining supply/demand balance							
9	Capital expenditure supply/demand balance	£m	24.721	22.504	13.866	-8.638	-38.386
10	Total enhancement capital contributions	£m	8.284	7.541	3.103	-4.438	-58.853
11	Capex net of enhancement capital contributions	£m	16.437	14.963	10.763	-4.200	-28.070
E							
Expenditure totals							
12	Total gross capex - gross of grants (ire net) and excluding new outputs	£m	283.671	258.238	278.172	19.934	7.719
13	Enhanced operating expenditure	£m	3.267	3.548	0.238	-3.310	-93.291
14	Total gross capex - gross of grants (ire net) and including new outputs	£m	283.671	258.238	278.402	20.164	7.808
15	Total operating expenditure	£m	136.248	147.940	182.416	34.476	23.304

Table 36a

			2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG
Line	Description	Unit								
A Previous AMP programmes										
1	Capex: Completion of previous AMP programmes	£m	0.017	A2	0.000	A1	-0.017	A2	2.063	A2
2	Opex: Completion of previous AMP programmes	£m	0.000	A1	0.420	A2	0.420	A2	0.000	A2
B Water treatment										
3	Capex:Nitrates	£m	-0.046	A2	-0.019	A2	0.000	A1	0.000	A1
4	Capex:Pesticides	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
5	Capex:Cryptosporidium	£m	0.000	A1	0.000	A1	0.000	A1	0.668	A2
6	Capex:Lead water conditioning	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
7	Capex:Otherparameters	£m	0.975	A2	0.123	A2	-0.043	A2	4.329	A2
8	Opex:Watertreatment	£m	0.050	A2	0.059	A2	0.059	A2	0.000	A1
C Water distribution										
9	Capex - Total s19 distribution expenditure	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
10	Capex:Distribution expenditure allocated to quality	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
11	Capex:Lead communication pipes	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
12	Capex: Other 'lead' related work including investigations and measures	£m							0.000	A1
13	Opex: Quality distribution	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
D Security related measures										
14	Capex: Security - related	£m	0.380	A2	-0.034	A2	0.004	A2	0.253	A2
15	Opex: Security - related	£m	0.000	A1	0.000	A1	0.005	A2	0.000	A1
E Environmental programme										
16	Capex:Investigations	£m	0.365	A2	0.034	A2	0.006	A2	0.480	A2
17	Capex: Options appraisals/implementations	£m	0.000	A1	0.000	A1	0.000	A1	0.072	A2
18	Opex: environmental obligations	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
F Catchment management										
19	Capex: Catchment Management	£m							0.000	A1
20	Opex: Catchment Management	£m							0.000	A1
F Capex and opex totals										
21	Capex: Total quality enhancement (water)	£m	1.691	A2	0.104	A2	-0.050	A2	7.865	A2
22	Opex: Total quality enhancement (water)	£m	0.050	A2	0.479	A2	0.484	A2	0.000	A1

Table 37

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)
 38 - Financial measures - Sewerage compliance; expenditure report
 Printed 10/Jun/2011 12:17

Line	Description	Unit	2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG
A Previous AMP programmes										
1	Capex: Completion of previous AMP programmes - continuous discharge	Em	1.215	A2	1.195	A2	2.295	A2	2.915	A2
2	Capex: Completion of AMP programmes - intermittent discharge	Em	4.467	A2	0.887	A2	0.104	A2	1.667	A2
3	Capex: Completion of AMP programmes - sewage sludge management	Em	0.000	A1	0.000	A1	0.000	A1	0.020	A2
4	Opex: Completion of previous AMP programmes	Em	0.012	A2	1.585	A1	1.585	A2	-0.073	A2
B Intermittent discharges										
5	Capex: Unsatisfactory intermittent discharges	Em	10.647	A2	1.885	A2	1.522	A2	0.000	A1
6	Opex: Unsatisfactory intermittent discharges	Em	0.005	A2	0.095	A2	0.095	A1	0.000	A1
C EU Directives										
7	Capex: Continuous discharges - UWWTD	Em	33.655	A2	12.105	A2	41.235	A2	128.895	A2
8	Opex: Continuous discharges - UWWTD	Em	0.051	A2	1.225	A2	1.225	A2	0.000	A1
9	Capex: Continuous and intermittent discharges - Bathing Waters Directives	Em	0.000	A1	0.000	A1	0.000	A1	2.025	A2
10	Opex: Continuous and intermittent discharges - Bathing Waters Directives	Em	0.000	A1	0.000	A1	0.000	A1	0.000	A1
11	Capex: Continuous and intermittent discharges - Shellfish Waters Directive	Em							1.015	A2
12	Opex: Continuous and intermittent discharges - Shellfish Waters Directive	Em							0.000	A1
13	Capex: Continuous and intermittent discharges - Freshwater Fish Directive	Em	0.000	A1	0.000	A1	0.000	A1	0.195	A2
14	Opex: Continuous and intermittent discharges - Freshwater Fish Directive	Em	0.000	A1	0.000	A1	0.000	A1	0.000	A1
15	Capex: Continuous and intermittent discharges - Groundwater Directive	Em							4.885	A2
16	Opex: Continuous and intermittent discharges - Groundwater Directive	Em							0.000	A1
17	Capex: Continuous and intermittent discharges - Habitats Directive	Em	10.235	A2	5.045	A2	0.275	A2	0.285	A2
18	Opex: Continuous and intermittent discharges - Habitats Directive	Em	0.000	A1	0.125	A2	0.125	A2	0.000	A1
19	Capex: Continuous and intermittent discharges - Water Framework Directive	Em							3.405	A2
20	Opex: Continuous and intermittent discharges - Water Framework Directive	Em							0.000	A1
21	Capex: Continuous and intermittent discharges - Water Framework Directive (Chemicals investigations)	Em							0.125	A2
22	Capex: Continuous and intermittent discharges - Other EU Directives	Em	0.005	A2	0.065	A2	-0.355	A2	0.000	A1
23	Opex: Continuous and intermittent discharges - Other EU Directives	Em	0.000	A2	0.000	A1	0.000	A1	0.000	A1
D Other environmental programmes										
24	Capex: First time sewerage	Em	2.666	A2	8.335	A2	6.966	A2	-0.004	A2
25	Opex: First time sewerage	Em	0.000	A1	0.000	A1	0.000	A1	0.000	A1
26	Capex: Discharge flow limit increases	Em							4.185	A2
27	Opex: Discharge flow limit increases	Em							0.000	A1
28	Capex: Security and Emergency Measures Direction	Em							0.000	A1
29	Opex: Security and Emergency Measures Direction	Em							0.000	A1
30	Capex: Other cost drivers	Em	20.185	A2	4.235	A2	0.345	A2	0.000	A1
31	Opex: Other cost drivers	Em	0.025	A2	0.465	A2	0.485	A2	0.000	A1
E Sewerage sludge management										
32	Capex: Enhanced sewerage sludge management	Em	2.347	A2	3.205	A2	0.834	A2	0.000	A1
33	Opex: Enhanced sewerage sludge management	Em	0.000	A1	0.125	A2	0.125	A2	0.000	A1
F Capex and opex totals										
34	Capex: Total quality enhancement programme (sewerage)	Em	102.395	A2	50.555	A2	57.045	A2	149.605	A2
35	Opex: Total quality enhancement programme (sewerage)	Em	0.385	A2	4.425	A2	4.465	A2	-0.075	A2

Table 38

JR2011-ICS, 1.0.15 for SRN (Southern Water Services Ltd)

41 - Health and Safety - Policy and performance

Printed 10/Jun/2011 12:18

			2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG	
Line	Description	Unit									
A	Lost time due to sickness and accidents and incidence of occupational ill health										
1	Employee total	nr	1,524	A1	1,543	A1	1,476	A1	1,562	A1	
2	Total days lost due to sickness, accident and occupational ill health	nr	13,384	A1	10,136	A1	10,616	A1	8,678	A1	
3	Total days lost - rate per 1,000 employees	nr	8,782.23	A1	6,569.06	A1	7,192.00	A1	5,555.47	A1	
4	Number of incidents of occupational ill health	nr	13	A1	143	A1	183	A1	181	A1	
5	Incidents of occupational ill health - rate per 1,000 employees	nr	8.53	A1	92.66	A1	124.28	A1	116.04	A1	
B	Riddor reports										
6	Total RIDDOR incidents	nr	19	A1	9	A1	12	A1	8	A1	
7	RIDDOR incidents - rate per 1,000 employees	nr	12.47	A1	5.83	A1	8.13	A1	5.12	A1	
8	Three day accident rate per 1,000 employees	nr	12.47	A1	5.83	A1	8.13	A1	5.12	A1	
9	Major and fatal accident rate per 1,000 employees	nr	1.31	A1	0.65	A1	1.36	A1	2.56	A1	
C	Contractors' lost time due to sickness and accidents, and incidence of occupational ill health										
10	Contractors' employees total	nr	763	A1	631	A1	1,007	A1	1,341	A1	
11	Total days lost due to sickness, accident and occupational ill health	nr	1,320	A1	2,599	A1	4,074	A1	4,334	A1	
12	Total days lost - rate per 1,000 employees	nr	1,730.01	A1	4,118.86	A1	4,045.66	A1	3,231.92	A1	
13	Number of incidents of occupational ill health	nr	6	A1	4	A1	3	A1	0	A1	
14	Incidents of occupational ill health - rate per 1,000 employees	nr	7.86	A1	6.34	A1	2.98	A1	0.00	A1	
B	Contractors' riddor reports										
15	Total RIDDOR incidents	nr	11	A1	5	A1	15	A1	12	A1	
16	RIDDOR incidents - rate per 1,000 contractors' employees	nr	14.42	A1	7.92	A1	14.90	A1	8.95	A1	
17	Three day accident rate per 1,000 contractors' employees	nr	11.80	A1	7.92	A1	14.90	A1	7.46	A1	
18	Major/fatal accident rate per 1,000 contractors' employees	nr	1.31	A1	0.00	A1	0.00	A1	0.00	A1	

Table 41

42 - Greenhouse Gas Accounting

Printed 10/Jun/2011 12:18

			2010-11	CG
Line	Description	Unit		
A Gross annual operational GHG emissions				
(i) Scope 1 emissions				
1	Direct emissions from burning of fossil fuels (including natural gas CHP generated onsite)	tCO2e	15,146	B2
2	Process and fugitive emissions	tCO2e	40,696	B3
3	Transport: Company owned or leased vehicles	tCO2e	2,624	A2
(ii) Scope 2 emissions				
4	Total grid electricity used by company (including CHP electricity purchased)	tCO2e	217,576	B2
(iii) Scope 3 emissions				
5	Business travel on public transport and private vehicles used for company business	tCO2e	330	B2
6	Outsourced activities (if not included in Scope 1 or 2) Energy and other	tCO2e	12,276	B2
7	Gross operational emissions	tCO2e	288,641	B2
B Net annual operational GHG emissions				
(i) Emissions reductions/accounting				
8	Exported renewables (generated onsite and exported)	tCO2e	-1,458	A2
9	Green Tariff electricity purchased	tCO2e	0	A1
10	Net operational emissions	tCO2e	287,183	B2
C Annual operational emissions derived from energy use				
11	Annual operation emissions derived from energy use	tCO2e	257,654	A2
D Annual operational GHG intensity ratio values				
12	Operational GHG emissions per MI of treated water	kgCO2e/MI	402	B3
13	Operational GHG emissions per MI of sewage treated (treated discharge)	kgCO2e/MI	417	D4
14	Operational GHG emissions per MI of sewage treated (water distribution input)	kgCO2e/MI	643	D4
E Renewable energy generated				
15	Renewable electricity generated from sludge processing	KWh	44,422,651	A2
16	Renewable heat generated from sludge processing	KWh	71,076,231	B3
17	Total renewable energy generated from sludge processing	KWh	115,498,882	B3
18	Renewable electricity generated from other sources	KWh	0	A1
19	Renewable heat generated from other sources	KWh	0	A1
20	Total renewable energy generated from other sources	KWh	0	A1
F Renewable incentives				
21	Revenue from renewable energy incentives	£000	1,906	A1

Table 42