



Corrigenda to the company specific appendix that accompanied the Notification by the Water Services Regulation Authority of its determination of Price Controls for Retail Activities and for Wholesale Activities for South East Water Limited

2 November 2016

This notice contains minor corrections to the [company-specific appendix](#) to the 2014 price determination of South East Water's price controls that was published on 12 December 2014.

On page 12, the summary of interventions table for financeability and affordability for:

Financeability and affordability

- We have not amended the pay as you go (PAYG) rates as the impact of the capex and opex split does not have a material impact.
- We have partially accepted South East Water's proposed changes to the RCV run-off rate.

read:

Financeability and affordability

- We have amended the pay as you go (PAYG) rates due to the impact of the capex and opex split.
- We have partially accepted South East Water's proposed changes to the RCV run-off rate.

On page 126, in the additional details table for performance commitment F2: Number of properties at risk of low pressure

for:

Necessary detail on measurement units	Properties recorded on DG2 at risk register.
Frequency of PC measurement and any use of averaging	Measured and reported annually. DG2 methodology for recording. Performance reviewed by the Customer Panel.

Any other information or clarifications relevant to correct application of incentive	N/a
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Necessary detail on measurement units	Properties recorded on DG2 at risk register.
Frequency of PC measurement and any use of averaging	Measured and reported annually. DG2 methodology for recording. Performance reviewed by the Customer Panel.
Timing and frequency of rewards/penalties	Incentive calculated annually and accrued to the end of the period and applied in the 2019 price setting process. Calculation and accrual of incentive reviewed by the Customer Panel.
Form of reward/penalty	Adjustment to RCV.
Any other information or clarifications relevant to correct application of incentive	N/a

On page 147, for performance commitment O1: Kg of carbon emissions per customer per year

for:

Detailed definition of performance measure:

Average kg of carbon emissions per customer.

Incentive type: Reputational.

Performance commitments

	Starting level	Committed performance levels
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	Unit	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
PC	kg	39.4					38.7

Additional details

Necessary detail on measurement units	Total carbon emissions divided by total number of customers supplied.
Frequency of PC measurement and any use of averaging	Performance will be measured against the performance commitment annually. Performance will be published in the Annual Performance Report. Performance reviewed by the Customer Panel.
Any other information or clarifications relevant to correct application of incentive	N/a.

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Detailed definition of performance measure:

Average kgCO₂e of carbon emissions per customer.

Incentive type: Reputational.

Performance commitments

		Starting level	Committed performance levels				
	Unit	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
PC	kgCO ₂ e	39.4					37.7

Additional details

Necessary detail on measurement units	Total carbon emissions, expressed in kgCO ₂ e, divided by total number of customers supplied.
Frequency of PC measurement and any use of averaging	Performance will be measured against the performance commitment annually. Performance will be published in the Annual

	Performance Report. Performance reviewed by the Customer Panel.
Any other information or clarifications relevant to correct application of incentive	N/a.

On page 158, in the additional details table for performance commitment E1: Customer satisfaction

for:

Necessary detail on measurement units	Score measured as percentage and rounded to a whole percentage point.
Frequency of PC measurement and any use of averaging	Quarterly satisfaction tracker survey, annual average calculated. Commitment made for 2019-20. Performance reviewed by the Customer Panel.
Any other information or clarifications relevant to correct application of incentive	Delivery of performance commitment shared with wholesale water. Retail share equals 25%.

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Necessary detail on measurement units	Score measured as percentage and rounded to a whole percentage point.
Frequency of PC measurement and any use of averaging	Annual satisfaction tracker survey. Commitment made for 2019-20. Performance reviewed by the Customer Panel.
Any other information or clarifications relevant to correct application of incentive	Delivery of performance commitment shared with wholesale water. Retail share equals 25%.