



Corrigendum 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 Southern Water Services Limited

27 November 2017

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

On page 174, for:

Necessary detail on measurement units

Measurement of performance against the revised Bathing Water Directive which is published by Defra.

The measure of 'excellent' water quality is no more than 100 Intestinal Enterococci cfu/100ml and 250 Escherichia coli cfu/100ml in at least 19 out of 20 samples.

Read:

Necessary detail on measurement units

Measurement of performance against the revised Bathing Water Directive which is published by Defra.

The measure of 'excellent' water quality is no more than 100 Intestinal Enterococci cfu/100ml and 250 Escherichia coli cfu/100ml based on the 95th percentile of a log normal distribution of samples taken over a single bathing water season.

On page 176, for:

Necessary detail on measurement units

Measurement of performance against the revised Bathing Water Directive which is published by Defra.

The measure of 'excellent' water quality is no more than 100 Intestinal Enterococci cfu/100ml and 250 Escherichia coli cfu/100ml in at least 19 out of 20 samples.

Read:

Necessary detail on measurement units	<p>Measurement of performance against the revised Bathing Water Directive which is published by Defra.</p> <p>The measure of 'excellent' water quality is no more than 100 Intestinal Enterococci cfu/100ml and 250 Escherichia coli cfu/100ml based on the 95th percentile of a log normal distribution of samples taken over a single bathing water season.</p>
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On page 176, for:

Detailed definition of performance measure: The proportion of customers that know at least two of the products that can cause blocked drains in sewers inside or outside their homes if put down the sink, and know at least two of the products that can cause blocked drains in sewers inside or outside their homes if flushed down the toilet, measured by surveys.

Read:

Detailed definition of performance measure: The proportion of customers that know at least three of the products that can cause blocked drains in sewers inside or outside their homes if put down the sink, and know at least three of the products that can cause blocked drains in sewers inside or outside their homes if flushed down the toilet, measured by surveys.

On page 152, for table:

	Unit	Starting level	Committed performance levels				
		2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
PC	Prop /year		0	0	0	0	0
Penalty Collar	Prop /year		1,095,338	1,095,338	1,095,338	1,095,338	1,095,338
Penalty Deadband	Prop /year		0	0	0	0	0

Read:

	Unit	Starting level	Committed performance levels				
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		2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
PC	Prop		0	0	0	0	0
Penalty Collar	Prop		1,095,338	1,095,338	1,095,338	1,095,338	1,095,338
Penalty Deadband	Prop		0	0	0	0	0

And for table:

Incentive type	Incentive rate (£/property/year)
Penalty	14.85

Read:

Incentive type	Incentive rate (£/property/ban)
Penalty	14.85

On page 174, for table:

Necessary detail on measurement units	<p>Measurement of performance against the revised Bathing Water Directive which is published by Defra.</p> <p>The measure of 'excellent' water quality is no more than 100 Intestinal Enterococci cfu/ml and 250 Escherichia coli cfu/ml in at least 19 out of 20 samples.</p> <p>Ofwat will confirm PCs, deadbands, caps and collars in 2014-15 once the bathing water quality results are published by Defra.</p>
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Read:

Necessary detail on measurement units	<p>Measurement of performance against the revised Bathing Water Directive which is published by Defra.</p> <p>The measure of 'excellent' water quality is no more than 100 Intestinal Enterococci cfu/100ml and 250 Escherichia coli cfu/100ml in at least 19 out of 20 samples.</p>
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On page 175, for table:

Incentive type	Incentive rate (£/bathing water)
Penalty	3,640,000
Reward	246,750

Read:

Incentive type	Incentive rate (£/bathing water/year)
Penalty	3,640,000
Reward	246,750

On page 176, for table:

Necessary detail on measurement units	<p>Measurement of performance against the revised Bathing Water Directive which is published by Defra.</p> <p>The measure of ‘excellent’ water quality is no more than 100 Intestinal Enterococci cfu/ml and 250 Escherichia coli cfu/ml in at least 19 out of 20 samples.</p>
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Read:

Necessary detail on measurement units	<p>Measurement of performance against the revised Bathing Water Directive which is published by Defra.</p> <p>The measure of ‘excellent’ water quality is no more than 100 Intestinal Enterococci cfu/100ml and 250 Escherichia coli cfu/100ml in at least 19 out of 20 samples.</p>
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On page 180, for table:

	Unit	Starting level	Committed performance levels				
		2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
PC	%	75	75	76	76	77	78

Read:

	Unit	Starting level	Committed performance levels				
		2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
PC	%	N/A	77	78	78	79	80

On page 180, for table:

Necessary detail on measurement units	Performance to be measured by customer surveys, the first of which was carried out in 2013-14. The target is to improve to 78% by 2019-20 from Southern Water’s current estimate of 75%.
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Read:

Necessary detail on measurement units	<p>Performance to be measured by customer surveys, the first of which was carried out in 2015-16. The target is to improve to 80% by 2019-20 from Southern Water’s current estimate of 77%.</p> <p>During 2015-16 Southern Water updated the survey questions used to measure performance against this performance commitment. This was to make the questions clearer and improve their ability to track progress against the outcome. Future performance will be measured against the 2015–16 position on a consistent basis.</p>
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On page for 187, for:

Detailed definition of performance measure: The proportion of customers agreeing with the statement that we ‘dealt with their individual needs and those of their community’, measured by surveys.

Read:

Detailed definition of performance measure: The proportion of customers who feel our service meets their individual needs, measured by surveys.

On page 187, for table:

	Unit	Starting level	Committed performance levels				
		2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
PC	%	75.9	Improve	Improve	Improve	Improve	Improve

Read:

	Unit	Starting level	Committed performance levels				
		2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
PC	%	N/A	66	Improve	Improve	Improve	Improve

On page 187, for table:

Necessary detail on measurement units	Performance to be measured by customer surveys, the first of which was carried out in 2013-14. Target is to 'improve' on 2013-14 estimated performance of 75.9%.
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Read:

Necessary detail on measurement units	<p>Performance to be measured by customer surveys, the first of which was carried out in 2015-16. Target is to 'improve' on 2015-16 estimated performance of 66%.</p> <p>During 2015-16 Southern Water updated the survey questions used to measure performance against this performance commitment. This was to make the questions clearer and improve their ability to track progress against the outcome. Future performance will be measured against the 2015–16 position on a consistent basis.</p>
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On page 188, for table:

	Unit	Starting level	Committed performance levels				
		2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
PC	%	67.1	Improve	Improve	Improve	Improve	Improve

Read:

	Unit	Starting level	Committed performance levels				
		2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
PC	%	N/A	57	Improve	Improve	Improve	Improve

On page 188, for table:

Necessary detail on measurement units	Performance to be measured by customer surveys, the first of which was carried out in 2013-14. Target is to 'improve' on 2013-14 estimated performance of 67.1%.
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Read:

Necessary detail on measurement units	<p>Performance to be measured by customer surveys, the first of which was carried out in 2015-16. Target is to 'improve' on 2015-16 estimated performance of 57%.</p> <p>During 2015-16 Southern Water updated the survey questions used to measure performance against this performance commitment. This was to make the questions clearer and improve their ability to track progress against the outcome. Future performance will be measured against the 2015–16 position on a consistent basis.</p>
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On page 189, for table:

	Unit	Starting level	Committed performance levels				
		2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
PC	%	35.1	Improve	Improve	Improve	Improve	Improve

Read:

	Unit	Starting level	Committed performance levels				
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		2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
PC	%	N/A	60	Improve	Improve	Improve	Improve

On page 189, for table:

Necessary detail on measurement units	Performance to be measured by customer surveys, the first of which was carried out in 2013-14. Target is to 'improve' on 2013-14 estimated performance of 35.1%.
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Read:

Necessary detail on measurement units	Performance to be measured by customer surveys, the first of which was carried out in 2015-16. Target is to 'improve' on 2015-16 estimated performance of 60%. During 2015-16 Southern Water updated the survey questions used to measure performance against this performance commitment. This was to make the questions clearer and improve their ability to track progress against the outcome. Future performance will be measured against the 2015–16 position on a consistent basis.
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On page 192, for table:

	Unit	Starting level	Committed performance levels				
		2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
PC	%	53	Improve	Improve	Improve	Improve	Improve

Read:

	Unit	Starting level	Committed performance levels				
		2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
PC	%	N/A	61	Improve	Improve	Improve	Improve

On page 192, for table:

Necessary detail on measurement units	Performance to be measured by customer surveys, the first of which was carried out in 2013-14. Target is to 'improve' on 2013-14 estimated performance of 53%.
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Read:

Necessary detail on measurement units	<p>Performance to be measured by customer surveys, the first of which was carried out in 2015-16. Target is to 'improve' on 2015-16 estimated performance of 61%.</p> <p>During 2015-16 Southern Water updated the survey questions used to measure performance against this performance commitment. This was to make the questions clearer and improve their ability to track progress against the outcome. Future performance will be measured against the 2015–16 position on a consistent basis.</p>
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