PR19 bespoke performance commitment definitions

Early data submission – 3 May 2018

General guidance on the pro forma

Please enter company contact details on the front page of the pro forma (see below). We will use these if we have any queries during our review process.

Please use the pro forma below as a basis for your submission for bespoke performance commitments only.

Please start on a new page for each bespoke performance commitment.

General guidance on the accompanying Excel spreadsheet

Companies should select their company name from the drop down list in the ‘AppValidation’ worksheet (cell D2).

Companies should include data in the ‘App1’ worksheet for both common and bespoke performance commitments, where it is available.

Queries

We will run a queries process for specific questions about the early submission of outcomes data. Companies should direct queries for clarification, corrections or further explanation to PR19@ofwat.gsi.gov.uk. If a query is raised that we think is relevant to others then we will circulate the query and our response to all companies.

Next steps

Companies should submit the completed Word pro forma and Excel spreadsheet to [Water2020@ofwat.gsi.gov.uk](mailto:Water2020@ofwat.gsi.gov.uk) no later than Thursday 3 May 2018.

We will provide companies with feedback about their performance commitment definitions before they submit their business plans, where it is appropriate to do so.

|  |  |
| --- | --- |
| Company: |  |
| Contact name(s): |  |
| Contact email address(es): |  |

[Pro forma for a company’s bespoke performance commitments i.e. those that are not one of the 14 common performance commitments.]

Outcome A: XX

[Name of the outcome the bespoke performance commitment relates to.]

Company performance commitment reference: name

Short definition

[This description should provide the reader of the company-specific appendix with an overview of what the bespoke performance commitment relates to. We suggest it could be one or two paragraphs long.]

Measurement

[Measurement units, frequency of measurement, any use of averaging etc.]

Mitigation / exceptions

[Any mitigations or exceptions that apply to the measurement of this bespoke performance commitments.]

Any other information relating to the performance commitment

[Any other information that it is important for the reader of the PR19 final determination company-specific appendix to know about this performance commitment. This could include elements of the full definition that it is important for the reader of the company-specific appendix to be aware of, but which are not appropriate to include in the short definition.]

Full definition of the performance commitment

[A more detailed definition which sets out the performance commitment in its entirety (this could be several pages long), which companies might want to publish separately to the PR19 final determination company-specific appendix to give their customers and stakeholders transparency about their bespoke performance commitments.]