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Creating tomorrow, together: Consulting
on our methodology for PR24

PR24 submission table guidance – section 10: Supplementary tables

About this document

Version control

Version	Date published	Description
V1	7/7/2022	Draft methodology
V2		
V3		

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1. Summary purpose of the data tables

What data are we collecting?

1.1 The supplementary tables section is for smaller amounts of data which do not fit into the substantial chapter structure. This includes the following areas:

- Properties, customer and population for the 2022-30 period;
- Customer measure of experience (C-MeX) and developer measure of experience (D-MeX),
- Green economic recovery for the 2022-26 period (covering the duration of the green recovery programme) ,
- Real price effects and frontier shift,
- Major projects,
- Customer engagement and affordability; and,
- Social tariffs.

Why are we collecting the data?

1.2 We are collecting the data to:

- Potential use as potential cost drivers for econometric modelling and to normalise performance between companies (Properties, customer and population for the 2022-30 period);
- To understand companies, progress in delivering the green economic recovery investment programme. This includes total expenditure and impact of the investment upon performance (Green economic recovery for the 2022-26 period).

How is the data aligned with the annual performance report (APR)?

1.3 Where possible tables in this section are the same as the equivalent APR tables and, as such, we expect 2022-23 data to reflect companies' 2022-23 APRs. In some case we have included additional lines. This is primarily to reflect changing requirements, such

as WINEP obligations, and associated drivers. These tables will then form the basis of APR tables from 2025 onwards.

- 1.4 Some tables are not included within the APR as we only need this information at price reviews.

2. General guidance

Price base and Indexation

The base year for the business plan is 2022-23.

The price base for financial cost information is base year prices indexed using the financial year average Consumer Price Index (including housing costs) ie 2022-23 prices FYA (CPIH deflated).

3. SUP1 – Properties, customers and population

Table SUP1 line definitions

Line	Title	Definition	RAG 4.10 line reference
SUP1.1	Residential water only customers	Average number of residential water only customers in the year. Reported in terms of unmeasured, measured and total customer numbers. Voids are excluded from these numbers and are reported as a separate total.	4R.1
SUP1.2	Residential wastewater only customers	Average number of residential wastewater only customers in the year. Reported in terms of unmeasured, measured and total customer numbers. Voids are excluded from these numbers and are reported as a separate total.	4R.2
SUP1.3	Residential water and wastewater customers	Average number of residential dual (water and wastewater) customers in the year. Reported in terms of unmeasured, measured and total customer numbers. Voids are excluded from these numbers and are reported as a separate total.	4R.3
SUP1.4	Total residential customers	Average number of total residential customers in the year. Calculated as the sum of individual figures in lines SUP1.1 to SUP1.3.	4R.4
SUP1.5	Business water only customers	Average number of business water only customers in the year. Reported in terms of unmeasured, measured and total customer numbers. Voids are excluded from these numbers and are reported as a separate total.	4R.5
SUP1.6	Business wastewater only customers	Average number of business wastewater only customers in the year. Reported in terms of measured, unmeasured and total customer numbers. Voids are excluded from these numbers and are reported as a separate total.	4R.6
SUP1.7	Business water and wastewater customers	Average number of business dual (water and wastewater) customers in the year. Reported in terms of unmeasured, measured and total customer numbers. Voids are excluded from these numbers and are reported as a separate total.	4R.7
SUP1.8	Total business customers	Average number of total business customers in the year. Calculated as the sum of individual figures in lines SUP1.5 to SUP1.7.	4R.8
SUP1.9	Total customers	Average number of total customers in the year (residential and business). Calculated as the sum of individual figures in lines SUP1.4 and SUP1.8.	4R.9
SUP1.10	Residential properties billed	Average number of residential properties billed in the year within the undertaker's area. Reported in terms of unmeasured, measured and total property numbers. Excludes void properties. For wastewater measured properties, this includes residential properties billed for measured water supply where sewerage bills are based on value of water supplied. This line should be equivalent to the sum of measured, unmeasured and total numbers in SUP1.1 and SUP1.3 for properties receiving a water service, and equivalent to the sum of measured, unmeasured and total numbers in SUP1.2 and SUP1.3 for properties receiving a wastewater service.	4R.10

Line	Title	Definition	RAG 4.10 line reference
SUP1.11	Residential void properties	<p>Average number of residential properties within the undertaker's area in the year which are connected to the company's assets but do not receive a charge as there are no occupants. This should not include properties that do not receive a bill because it would be uneconomic to do so.</p> <p>This line should be equivalent to the sum of the numbers of voids in lines SUP1.1 and SUP1.3 for void properties connected for water services, and equivalent to the sum of the number of voids in lines SUP1.2 and SUP1.3 for void properties connected for a wastewater service.</p>	4R.11
SUP1.12	Total connected residential properties	Average number of total residential properties connected within the undertaker's area in the year. This includes void properties and is calculated as the sum of the total property numbers in lines SUP1.10 and SUP1.11.	4R.12
SUP1.13	Business properties billed	<p>Average number of business properties billed in the year within the undertaker's area. Reported in terms of unmeasured, measured and total property numbers. Excludes void properties.</p> <p>For wastewater measured properties, trade effluent customers should be included.</p> <p>This line should be equivalent to the sum of measured, unmeasured and total numbers in lines SUP1.5 and SUP1.7 for properties receiving a water service, and equivalent to the sum of measured, unmeasured and total numbers in lines SUP1.6 and SUP1.7 for properties receiving a wastewater service.</p>	4R.13
SUP1.14	Business void properties	<p>Average number of business properties within the undertaker's area in the year which are connected to the company's assets but do not receive a charge as there are no occupants. This should not include properties that do not receive a bill because it would be uneconomic to do so.</p> <p>This line should be equivalent to the sum of the numbers of voids in lines SUP1.5 and SUP1.7 for void properties connected for water services, and equivalent to the sum of the numbers of voids in lines SUP1.6 and SUP1.7 for void properties connected for a wastewater service.</p>	4R.14
SUP1.15	Total connected business properties	Average number of total business properties connected within the undertaker's area in the year. This includes void properties and is calculated as the sum of the total property numbers in lines SUP1.13 and SUP1.14.	4R.15
SUP1.16	Total connected properties	Average number of total properties connected in the year (residential and business) within the undertaker's area in the year. This includes void properties and is calculated as the sum of the total properties in lines SUP1.12 and SUP1.15.	4R.16
SUP1.17	Total new residential properties connected in year	<p>Total number of new residential properties connected to a company's area of supply during the report year. This will cover the number of new residential properties added for each year that were previously not connected for water supply. Exclude separation of common services, or other reconnections.</p> <p>Reported in terms of unmeasured, measured and total billed property numbers. Numbers are reported for unmeasured and measured billed properties in terms of the type of meter installed at the property.</p>	4R.17

Line	Title	Definition	RAG 4.10 line reference
SUP1.18	Total number of new business properties connections	Total number of new business properties connected to a company's area of supply during the report year. This will cover the number of new residential properties added for each year that were previously not connected for water supply. Exclude separation of common services, or other reconnections. Reported in terms of unmeasured, measured and total billed property numbers. Numbers are reported for unmeasured and measured billed properties in terms of the type of meter installed at the property.	4R.18
SUP1.19	Residential properties billed at year end	The total number of residential properties billed for water within the supply area at the end of the report year. Excludes void properties. Reported in terms of unmeasured, measured and total billed property numbers. Numbers are reported for unmeasured and measured billed properties in terms of the type of meter installed at the property.	4R.19
SUP1.20	Residential properties unbilled at year end	The total number of residential properties remaining unbilled for water within the supply area at the end of the report year. Excludes void properties. Reported in terms of uneconomic to bill properties and properties identified as unbilled for reasons other than this. These properties are not required to be reported in terms of meter type. Where companies identify a property as uneconomic to bill they should provide further detail of their assessment approach in the accompanying narrative. Where properties are recorded as unbilled 'other' further explanation of the reasons for these properties remaining unbilled should be provided in the accompanying narrative. Examples of unbilled 'other' properties include unbilled new developments and properties that are unbilled due to dispute.	4R.20
SUP1.21	Residential void properties at year end	The total number of residential properties within the undertaker's area in the year which are connected to the company's assets but do not receive a charge as there are no occupants. This should not include properties that do not receive a bill because it would be uneconomic to do so.	4R.21
SUP1.22	Total connected residential properties at year end	The total number of residential properties connected to the water distribution system at the end of the report year. This includes void properties and unbilled properties and is calculated as the sum of the total properties in lines SUP1.19, SUP1.20 and SUP1.21.	4R.22
SUP1.23	Business properties billed at year end	The total number of business properties billed for water within the supply area at the end of the report year. Excludes void properties. Reported in terms of unmeasured, measured and total billed property numbers. Numbers are reported for unmeasured and measured billed properties in terms of the type of meter installed at the property.	4R.23

Line	Title	Definition	RAG 4.10 line reference
SUP1.24	Business properties unbilled at year end	<p>The total number of business properties remaining unbilled for water within the supply area at the end of the report year.</p> <p>Excludes void properties.</p> <p>Reported in terms of uneconomic to bill properties and properties identified as unbilled for reasons other than this. These properties are not required to be reported in terms of meter type. Where companies identify a property as uneconomic to bill they should provide further detail of their assessment approach in the accompanying narrative. Where properties are recorded as unbilled 'other' further explanation of the reasons for these properties remaining unbilled should be provided in the accompanying narrative. Examples of unbilled 'other' properties include unbilled new developments and properties that are unbilled due to dispute.</p>	4R.24
SUP1.25	Business void properties at year end	<p>The total number of business properties within the undertaker's area in the year which are connected to the company's assets but do not receive a charge as there are no occupants. This should not include properties that do not receive a bill because it would be uneconomic to do so.</p>	4R.25
SUP1.26	Total connected business properties at year end	<p>The total number of business properties connected to the water distribution system at the end of the report year. This includes void properties and unbilled properties and is calculated as the sum of the total properties in lines SUP1.23, SUP1.24 and SUP1.25.</p>	4R.26
SUP1.27	Total connected properties at year end	<p>The total number of residential and business properties connected to the water distribution system at the end of the report year. This includes void properties and is calculated as the sum of the total properties in lines SUP1.22 and SUP1.26</p>	4R.27
SUP1.28	Resident population	<p>The annual average resident population served. This includes both households and businesses billed.</p>	4R.28
SUP1.29	Non-resident population (wastewater)	<p>The annual average holiday and tourist population connected to the sewerage system. Do not include daily commuters or day visitors.</p> <p>Non-resident population should comprise holiday and tourist population. An acceptable method of estimation would be to obtain from tourist boards estimates of the number of bed spaces available for non-residents. Except where there is firm evidence to the contrary, companies should assume a two-thirds occupancy rate for four months in the year. Non-resident population should exclude day visitors and daily commuters.</p>	4R.29
SUP1.30	Household population	<p>The household population used to derive the common performance commitment for per capita consumption (PCC) reported in table OUT3. Reported in terms of resident and non-resident population if the reporting company uses both in the derivation of PCC. If non-resident population is not used in the calculation, then no figure should be recorded.</p> <p>Reported following the 'Reporting guidance - per capita consumption'.</p>	4R.30
SUP1.31	Household measured population (water only)	<p>Measured population total used to derive the measured PCC value in CW7.16.</p>	4R.31

Line	Title	Definition	RAG 4.10 line reference
SUP1.32	Household unmeasured population (water only)	Unmeasured population total used to derive the unmeasured PCC value in CW7.17.	4R.32

SUP1 Additional guidance

- 3.1 Where the following definitions refer to ‘residential’ properties then this has the same meaning as ‘households’ as described in chapter 11. References to ‘business’ properties have the same meaning as ‘non-households’ in chapter 11.
- 3.2 When the following definitions refer to voids, these are defined as follows: void properties are properties, within the company’s supply area, which are connected to the company’s assets for either a water only service, a wastewater only service or both services but do not receive a charge, as there are no occupants. Additionally, a property connected for both services that is not occupied, only counts as one void property. Exclude properties that are not billed as it is uneconomic to do so.
- 3.3 For the avoidance of doubt this table is not just for water only connections but for all properties connected for water supply and therefore would include both water only and dual service properties.
- 3.4 For the avoidance of doubt 'properties', 'customer's' and 'population' supplied and billed by 'New appointments or variations (NAVs)' should not be included in this table.
- 3.5 For the purposes of lines SUP1.1 to SUP1.12 and SUP1.16, ‘customers’ should be equal to the former June return (table 7) definition of ‘billed properties’. This is as follows.

a) Billed properties

These are properties used as single domestic dwellings (normally occupied), receiving water for domestic purposes which are not factories, offices or commercial premises. These include cases where a single aggregate bill is issued to cover separate dwellings having individual standing charges. (In some instances the standing charge may be zero). The number of dwellings attracting an individual standing charge and not the number of bills should be counted. Exclude mixed/commercial properties and multiple household properties, e.g. blocks of flats having only one standing charge. For the avoidance of doubt this exclusion would result in the block of flats in the example being counted as a single property. Where companies issue an assessed charge to a property because metering is not

possible or is uneconomic then these properties should be classified as unmeasured.

Examples:

- Typical family dwelling, i.e. terraced, semi-detached, detached house or flat having individual standing charges.
- Local authority family dwellings which each have individual standing charges but may be included in an aggregate water bill.

- 3.6 For the purposes of lines SUP1.17 to SUP1.27 where a group of properties are supplied by a single connection these shall be considered as several properties. They should only be considered as a single property if a single bill covers the whole property. This includes where the group of properties is billed by a third party and a single bill is raised to the third party. Where a single bill covers several properties none of the properties should be included within the unbilled property totals in lines SUP1.20 and SUP1.24.
- 3.7 For the avoidance of doubt cattle troughs should not be included in lines SUP1.17 to SUP1.27.
- 3.8 For the purposes of lines SUP1.13 to SUP1.16 and SUP1.23 to SUP1.27, where a non-household property is recorded within the MOSL¹ database it should be recorded as a billed property unless it is identified as vacant in which case it should be recorded as a void.

¹ Market operator services limited

b) Meter definitions

Basic meters are meters that require manual reads of consumption data through direct access to the meter installation.

AMR meters are meters using automated meter reading (AMR) technology. This enables consumption data to be read remotely without having to directly access the meter or property for a manual reading.

AMI meters are meters using advanced metering infrastructure (AMI) technology. This enables consumption data to be read remotely without having to directly access the meter or property for a manual reading. Consumption data is transferred to the company through an integrated system of smart meters, communications networks, and data management systems. Such systems have the capability to:

- Record consumption data and allow ready access to this data by customers (directly or via contractors/agents) and the company at near real time, with data updated daily at a minimum, and made available at a minimum granularity of 1 hour intervals, or such greater frequency and/or granularity as reasonably requested by the customer or its contractors/agents;
- Enable automated leak alarms to be communicated to the customer and company; and
- Communicate with the internet.

Where necessary we request AMI meter reporting to be split by AMI meters (capable) and AMI meters (active).

AMI meters (capable) are meters which are capable of acting as AMI meters but are not currently. This could be due to the meter being located in an area where the supporting infrastructure has not yet been installed. It is assumed that such meters will be operating as AMR meters.

AMI meters (active) are meters which are acting as AMI meters.

Companies should ensure all meters comply with the appropriate regulations governing cold water meters, and that their metering systems comply with company's obligations under competition law.

SUP1 Commentary requirement

3.9 Companies should include the following commentary to this table;

- Where companies identify a property as uneconomic to bill, further detail of their assessment approach for identifying properties as uneconomic to bill.
- Where properties are recorded as unbilled 'other', further explanation of the reasons for these properties remaining unbilled.
- An explanation of their approach to calculating the non-resident population (wastewater).
- An explanation of their approach to calculating any non-resident population (water) reported in lines SUP1.30 to SUP1.32.

4. SUP2 – C-MeX

Table SUP2 line definitions

Line	Title	Definition	RAG 4.10 line reference
SUP2.1	Annual customer satisfaction score for the customer service survey	Results of the customer service survey as provided by Ofwat's survey agent for the current reporting year (two decimal places).	3C.1
SUP2.2	Annual customer satisfaction score for the customer experience survey	Results of the customer experience survey as provided by Ofwat's survey agent for the current reporting year (two decimal places).	3C.2
SUP2.3	Annual C-MeX score	Overall C-MeX score for the current reporting year (two decimal places) in line with the company's outcomes performance commitment appendix where SUP2.1 is weighted 50% and SUP2.2 is weighted 50% of the overall score.	3C.3
SUP2.4	Annual net promoter score	The company's net promoter score (NPS) for the current reporting year (two decimal places) where the results from the customer service survey and customer experience survey are weighted equally and no other weightings are applied.	3C.4
SUP2.5	Total household complaints	Total household complaints as reported to CCWater for the current reporting year.	3C.5
SUP2.6	Total connected household properties	Total connected household properties as at 31 March of the current reporting year (zero decimal places). To avoid double counting this should be the sum of water-only, wastewater-only and dual-service properties.	3C.6
SUP2.7	Total household complaints per 10,000 connections	SUP2.5 multiplied by (10,000 divided by SUP2.6) to three decimal places	3C.7
SUP2.8	Confirmation of communication channels offered	In line with the outcomes performance commitment appendix for each company, confirmation that the requisite number of communication channels have been offered throughout the current reporting year (true or false).	3C.8

5. SUP3 – D-MeX

Table SUP3 line definitions

Line	Title	Definition	RAG 4.10 line reference
SUP3.1	Qualitative component annual results	Results of the qualitative survey for the current reporting year (two decimal places).	3D.1
SUP3.2	Quantitative component annual results	Results of the quantitative metrics in line with the company's outcomes performance commitment appendix for the current reporting year (two decimal places). Equal to 3D.8 multiplied by 100.	3D.2
SUP3.3	D-MeX score	Overall D-MeX score for the current reporting year (two decimal places) in line with the company's outcomes performance commitment appendix where 3D.1 is weighted 50% and 3D.2 is weighted 50% of the overall score.	3D.3
SUP3.4	Developer services revenue (water)	The sum of lines 2E.1, 2E.2, 2E.9, 2E.11, 2E.12, 2E.13 and 2K.3 (gross of any discounts or income offsets) in £m to three decimal places.	3D.4
SUP3.5	Developer services revenue (wastewater)	The sum of lines 2E.22, 2E.24, 2E.25 and 2K.3 (gross of any discounts or income offsets) in £m to three decimal places.	3D.5
SUP3.W1 to SUP3.W50	Water UK performance metrics	For each performance metric that applies in the relevant reporting period, a percentage is reported in line with the company's outcomes performance commitment appendix.	3D.W1 to 3D.W50
SUP3.7	D-MeX quantitative score	For the reporting period, an average of the percentages reported in lines 3D.W1 to 3D.W50.	3D.7
SUP3.8	D-MeX quantitative score (annual)	For the reporting period, 3D.7 expressed as a number.	3D.8

6. SUP4 – Green recovery expenditure – water resources and water network+

Table SUP4 line definitions

Line	Title	Definition	RAG 4.10 line reference
SUP4.1- SUP4.12	Capital / Operating /Totex expenditure by green recovery scheme	The capital / operating / totex expenditure incurred each year or forecast to be incurred in future years until 2025-26 for each individual green recovery scheme. The individual schemes reported in lines 1-3, 4-6, 7-9 and 10-12 should be consistent with those identified in the reporting requirements included in the green recovery final decision documentation.	4S.1-12
SUP4.13	Total green recovery programme – capex	The sum of lines 1, 4, 7 and 10.	4S.13
SUP4.14	Total green recovery programme – opex	The sum of lines 2, 5, 8 and 11.	4S.14
SUP4.15	Total green recovery programme expenditure	The sum of lines 13 and 14.	4S.15

SUP4 Additional guidance

- 6.1 In July 2021 we published our green economic recovery final decisions, allowing £793 million of new investment. This additional £793 million was part of a total of £2.7 billion of investment proposed by companies to deliver new proposals and accelerate existing ones to deliver an innovative and more resilient future for customers, society and the environment.
- 6.2 Specifically for the five companies who received new investment allowances in our [green economic recovery final decisions](#) we have included tables SUP4, SUP5, PD7, SUP6, SUP7, SUP8, SUP10 within the PR24 business plan tables. These tables are analogous to those we have included in the annual reporting framework to account for green recovery expenditure
- 6.3 Expenditure delivering the green recovery programme should be reported, in addition to other relevant AMP7 expenditure, in the appropriate enhancement expenditure lines in tables CW3 or CWW3. Where an appropriate line does not exist, companies should define a new company specific line in which to record the expenditure.
- 6.4 In addition, for each green recovery scheme the delivery expenditure should be recorded in table SUP4 or SUP5.

- 6.5 Tables SUP4 and SUP5 are dedicated to green recovery expenditure reporting and will enable the tracking of expenditure associated with each green recovery scheme and the overall programme.
- 6.6 This table contains inputs needed for populating the PR19 green recovery cost adjustment reconciliation model and calculating the end of period revenue adjustments to be applied at PR24.

SUP4 Commentary requirement

- 6.7 Companies should clearly indicate where green recovery expenditure is associated with major projects in their supporting narrative.
- 6.8 Companies should provide commentary to reference where expenditure recorded for each green recovery scheme in table SUP4 has been included in the lines of tables CW3.

7. SUP5 – Green recovery expenditure – wastewater network+ and bioresources

Table SUP5 line definitions

Line	Title	Definition	RAG 4.10 line reference
SUP5.1- SUP5.12	Capital / Operating /Totex expenditure by green recovery scheme	The capital / operating / totex expenditure incurred each year for each individual green recovery scheme or forecast to be incurred in future years until 2025-26. The individual schemes reported in lines 1-3, 4-6, 7-9 and 10-12 should be consistent with those identified in the reporting requirements included in the green recovery final decision documentation.	4T.1-12
SUP5.13	Total green recovery programme – capex	The sum of lines 1, 4, 7 and 10.	4T.13
SUP5.14	Total green recovery programme – opex	The sum of lines 2, 5, 8 and 11.	4T.14
SUP5.15	Total green recovery programme expenditure	The sum of lines 13 and 14.	4T.15

SUP5 Additional guidance

- 7.1 For an overview of green economic recovery and reporting requirements see SUP4 additional guidance.
- 7.2 This table contains inputs needed for populating the PR19 green recovery cost adjustment reconciliation model and calculating the end of period revenue adjustments to be applied at PR24.

SUP5 Commentary requirement

- 7.3 Companies should clearly indicate where green recovery expenditure is associated with major projects in their supporting narrative.
- 7.4 Companies should provide commentary to reference where expenditure recorded for each green recovery scheme in table SUP5 has been reported in the lines of table CWW3.

8. SUP6 – Green recovery data

- 8.1 The impact of delivering the green recovery schemes should be identified in this table. We have only included parameters where we consider there is merit in distinguishing between elements delivered under the green recovery and those delivered under the PR19 business plan.
- 8.2 For the avoidance of doubt the impact of green recovery on these parameters should also be included within the business plan reporting lines in the water (CW) and wastewater (CWW) tables. For example, the impact of replacing lead supply pipes should be included in table CW6 and additional wastewater network storage volume (or effective volume) delivered for WINEP/NEP schemes should be recorded in table CWW20. In addition to reporting these parameters in the existing annual performance tables, companies delivering green recovery schemes should report the green recovery element separately in table SUP6.
- 8.3 Table SUP6 has been created based upon the specified deliverables in companies' green economic recovery proposals. Companies should review and add additional lines as required following this table structure and format.
- 8.4 We have not provided line definitions for this table because they are identical to those described in in the relevant water (CW) and wastewater (CWW) business plan tables. See table below for the mapping of SUP6 lines to main table lines.

Line	Title	Reference for line definition
SUP6.1	Total length of new potable mains	CW6.4
SUP6.2	Number of lead communication pipes replaced for water quality	CW6.21
SUP6.3	New selective meter installation	CW7.2
SUP6.4	New business meter installation	CW7.3
SUP6.5	Residential meters renewed	CW7.4
SUP6.6	Business meters renewed	CW7.5
SUP6.7	New selective meters installed for existing customers	CW7.6
SUP6.8	New business meters installed for existing customers	CW7.8
SUP6.9	Residential meters renewed	CW7.9
SUP6.10	Business meters renewed	CW7.10
SUP6.11	New residential meters installed for existing customers – supply-demand balance benefit	CW7.11
SUP6.12	New business meters installed for existing customers – supply-demand balance benefit	CW7.12
SUP6.13	Residential meters renewed – supply-demand balance benefit	CW7.13
SUP6.14	Business meters renewed – supply-demand balance benefit	CW7.14

Line	Title	Reference for line definition
SUP6.15	Leakage improvements delivering benefits in 2020-25	This is the leakage reduction delivered through green recovery activities expressed in terms of total annual leakage as described in CW5.36
SUP6.16	Additional storm storage tank provided at STWs	CWW20.14, CWW20.15
SUP6.17	Additional volume of network storage at CSOs etc to reduce spill frequency	CWW20.19, CWW20.20

SUP6 Commentary requirement

- 8.5 WINEP/NEP phosphorus removal and WRMP related green recovery schemes should be reported in tables CWW19 and CWW8 and clearly identified as green recovery within the supporting narrative. There is no requirement to repeat the information included in tables CW8 and CWW19 in table SUP6 commentary.
- 8.6 For schemes delivering lead communication pipe replacements for water quality the supporting narrative should also identify the total length of pipe replaced or relined. The supporting narrative should also provide detail of number and length of external and internal customer supply pipes replaced under green recovery activities.
- 8.7 In lines 6.16 and 6.17 companies should include schemes delivering additional capacity through both grey infrastructure and nature based/green solutions. The supporting narrative should identify the volumes associated with:
- schemes providing additional storm tank capacity at STWs delivered through grey infrastructure;
 - schemes delivering additional volumes of effective storm storage through nature based/green solutions;
 - schemes delivering additional volumes of network storage at CSOs etc to reduce spill frequency through grey infrastructure; and
 - schemes delivering additional volume of effective network storage to reduce spill frequency through nature based/green solutions.

9. SUP7 – Green recovery; Water common performance commitments

- 9.1 For each performance commitment impacted by green recovery investment we adopt one of two approaches, ex-ante or ex-post adjustment. The individual approach for each performance commitment is defined in our [green economic recovery final decisions](#).
- 9.2 Where we make an ex-ante adjustment to a performance commitment, companies should include the impact from delivering green recovery in tables OUT1, OUT8, LS1 and related tables as appropriate.
- 9.3 Where we are making an ex-post adjustment to a performance commitment, companies should exclude the impact from delivering green recovery in tables OUT1, OUT8, LS1 and related tables.
- 9.4 In both cases companies delivering green recovery schemes should report the green recovery impact on performance commitments separately in tables, SUP7, SUP8 and SUP9. These tables only report the impact of green recovery schemes with companies' actual performance position being reported in tables OUT1, OUT8, LS1 and related tables. Tables SUP7 and SUP8 cover the common performance commitments and table covers bespoke performance commitments.
- 9.5 Where tables SUP7, SUP8 and SUP9 request 'Performance level - actual including impacts of green recovery investment' the figures should be taken from or linked to table OUT8. The repetition of this data is to provide clarity on the impact of green recovery investment.
- 9.6 We have not provided line definitions for this table because they are identical to those set out in companies' [PR19 final determination outcome performance commitment appendices](#), as amended by agreed corrections or by the Competition and Market's Authority in the case of the 4 appellant companies (Anglian Water, Northumbrian Water, Yorkshire Water and Bristol Water). See table below for the mapping of SUP7 lines to table OUT4 lines.²

Line	Title	Reference for line definition
SUP7.1	Per capita consumption (PCC)	OUT4 – line to be confirmed in next iteration of table
SUP7.2	Leakage - actual including impacts of green recovery investment	OUT4.5

² We may need to amend the references in the table if there are significant changes to performance commitment definitions for the final methodology.

Line	Title	Reference for line definition
SUP7.3	Leakage - actual impacts of green recovery investment element only	OUT4.5
SUP7.4	Per capita consumption (PCC) - actual impacts of green recovery investment element only	OUT4 – line to be confirmed in next iteration of table

9.7 It is company's responsibility to report accurate and complete information for overall and individual performance commitments as specified in the company specific outcome performance commitment appendices.

9.8 The list of performance commitments we expect companies to include in these tables are included in our [green economic recovery final decisions](#).³

SUP7 Commentary requirement

9.9 We expect the companies to explain how they have determined the impact associated with green recovery and any material deviation of the outturn green recovery impacts from forecast impacts, alongside any supporting calculations, within their annual report on green recovery.

³ Ofwat, 'Green economic recovery: Final decisions', July 2021, Appendix A2, pp. 135-137.

10. SUP8 – Green recovery; Wastewater common performance commitments

- 10.1 For each performance commitment impacted by green recovery investment we adopt one of two approaches, ex-ante or ex-post adjustment. The individual approach for each performance commitment is defined in our [green economic recovery final decisions](#).
- 10.2 Where we make an ex-ante adjustment to a performance commitment, companies should include the impact from delivering green recovery in tables OUT1, OUT8, LS1 and related tables as appropriate.
- 10.3 Where we are making an ex-post adjustment to a performance commitment, companies should exclude the impact from delivering green recovery in tables OUT1, OUT8, LS1 and related tables.
- 10.4 In both cases companies delivering green recovery schemes should report the green recovery impact on performance commitments separately in tables, SUP7, SUP8 and SUP9. These tables only report the impact of green recovery schemes with companies' actual performance position being reported in tables OUT1, OUT8, LS1 and related tables. Tables SUP7 and SUP8 cover the common performance commitments and table covers bespoke performance commitments.
- 10.5 Where tables SUP7, SUP8 and SUP9 request 'Performance level - actual including impacts of green recovery investment' the figures should be taken from or linked to table OUT8. The repetition of this data is to provide clarity on the impact of green recovery investment.
- 10.6 We have not provided line definitions for this table because they are identical to those set out in companies' [PR19 final determination outcome performance commitment appendices](#), as amended by agreed corrections or by the Competition and Market's Authority in the case of the 4 appellant companies (Anglian Water, Northumbrian Water, Yorkshire Water and Bristol Water). Companies should report their bespoke performance commitments in the same order as the pre-populated APR tables 3A and 3B. See table below for the mapping of SUP8 lines to table OUT5 and OUT8 lines.⁴

Line	Title	Reference for line definition
SUP8.1	Internal sewer flooding - customer proactively reported	OUT5.1

⁴ We may need to amend the references in the table if there are significant changes to performance commitment definitions for the final methodology.

Line	Title	Reference for line definition
SUP8.2	Internal sewer flooding – company reactively identified (ie neighbouring properties)	OUT5.2
SUP8.3	Internal sewer flooding	OUT8.7
SUP8.4	Pollution incidents	OUT8.8
SUP8.5	Risk of sewer flooding in a storm	As per table 3.E of the annual performance reporting guidance
SUP8.6	Risk of sewer flooding in a storm	As per table 3.I of the annual performance reporting guidance

10.7 It is company’s responsibility to report accurate and complete information for overall and individual performance commitments as specified in the company specific outcome performance commitment appendices.

10.8 The list of performance commitments we expect companies to include in these tables are included in our [green economic recovery final decisions](#).⁵

SUP8 Commentary requirement

10.9 We expect the companies to explain how they have determined the impact associated with green recovery and any material deviation of the outturn green recovery impacts from forecast impacts, alongside any supporting calculations, within their annual report on green recovery.

⁵ Ofwat, 'Green economic recovery: Final decisions', July 2021, Appendix A2, pp. 135-137.

11. SUP9 – Green recovery; Bespoke performance commitments

- 11.1 For each performance commitment impacted by green recovery investment we adopt one of two approaches, ex-ante or ex-post adjustment. The individual approach for each performance commitment is defined in our [green economic recovery final decisions](#).
- 11.2 Where we make an ex-ante adjustment to a performance commitment, companies should include the impact from delivering green recovery in tables OUT1, OUT8, LS1 and related tables as appropriate.
- 11.3 Where we are making an ex-post adjustment to a performance commitment, companies should exclude the impact from delivering green recovery in tables OUT1, OUT8, LS1 and related tables.
- 11.4 In both cases companies delivering green recovery schemes should report the green recovery impact on performance commitments separately in tables, SUP7, SUP8 and SUP9. These tables only report the impact of green recovery schemes with companies' actual performance position being reported in tables OUT1, OUT8, LS1 and related tables. Tables SUP7 and SUP8 cover the common performance commitments and table covers bespoke performance commitments.
- 11.5 Where tables SUP7, SUP8 and SUP9 request 'Performance level - actual including impacts of green recovery investment' the figures should be taken from or linked to table OUT8. The repetition of this data is to provide clarity on the impact of green recovery investment.
- 11.6 The exact tables impacted for each performance commitment will be dependent upon if it is proposed to continue at PR24 and if its definition is retained from PR19.
- 11.7 We have not provided line definitions for this table because they are identical to those set out in companies' [PR19 final determination outcome performance commitment appendices](#), as amended by agreed corrections or by the Competition and Market's Authority in the case of the 4 appellant companies (Anglian Water, Northumbrian Water, Yorkshire Water and Bristol Water). See table below for the mapping of SUP9 lines to table OUT8 lines.⁶

⁶ We may need to amend the references in the table if there are significant changes to performance commitment definitions for the final methodology.

Line	Title	Reference for line definition
SUP9.1 – 9.8	Bespoke performance commitment	OUT8.11 to OUT8.44

11.8 It is company's responsibility to report accurate and complete information for overall and individual performance commitments as specified in the company specific outcome performance commitment appendices.

11.9 The list of performance commitments we expect companies to include in these tables are included in our [green economic recovery final decisions](#).⁷

SUP9 Commentary requirement

11.10 We expect the companies to explain how they have determined the impact associated with green recovery and any material deviation of the outturn green recovery impacts from forecast impacts, alongside any supporting calculations, within their annual report on green recovery.

11.11 Companies should identify the line in table OUT8 in which the bespoke performance commitment is reported.

⁷ Ofwat, 'Green economic recovery: Final decisions', July 2021, Appendix A2, pp. 135-137.

12. SUP10 – Green recovery data capture reconciliation model input

Table SUP10 line definitions

Line	Title	Definition	RAG 4.10 line reference
SUP10.1-10.65	Component level to date	Companies report progress for each of their schemes in terms of delivery of the component named in column C consistent with the unit and number of decimal places defined in columns E and F. Companies should report actual figures for the historical years and provide a forecast for the remaining years. Further details of the reporting requirements are included in our green economic recovery final decisions . ⁸	10E.1-65

SUP10 Additional guidance

- 12.1 SUP10 captures the progress made in delivering each green recovery scheme at component level. This table is intended to provide the input to the 'Green Recovery cost allowance adjustment model'.
- 12.2 An individual table has been created for each scheme funded as part of the green recovery.
- 12.3 We do not provide line definitions for this table because detail of the green recovery reporting requirements has previously been provided in [green economic recovery final decisions](#).
- 12.4 We expect companies to provide updates on actual and forecast progress as appropriate throughout the PR24 assessment process to ensure an accurate position is available for the final determinations.
- 12.5 This table contains inputs needed for populating the PR19 Green recovery cost adjustment reconciliation model and calculating the end of period revenue adjustments to be applied at PR24.

⁸ Ofwat, 'Green economic recovery: Final decisions', July 2021, Appendix A2, pp. 135-137.

SUP10 Commentary requirements

12.6 An explanation of how the forecast figures for each component have been determined.

13. SUP11 – Real price effects and frontier shift

Table SUP11 line definitions

Line	Title	Definition	RAG 4.10 line reference
SUP11.1	CPIH: Financial year average indices year on year %	Copied from PD1 line 34.	
SUP11.2	Real change in input price - Labour	Please enter company forecast of real changes in input prices of labour relative to CPIH inflation. Positive figures indicate input price inflation is increasing faster than CPIH inflation	
SUP11.3	Real change in input price - Energy	Please enter company forecast of real changes in input prices of energy relative to CPIH inflation. Positive figures indicate input price inflation is increasing faster than CPIH inflation	
SUP11.4	Real change in input price - Chemicals	Please enter company forecast of real changes in input prices of chemicals relative to CPIH inflation. Positive figures indicate input price inflation is increasing faster than CPIH inflation	
SUP11.5	Real change in input price - Materials, plant and equipment	Please enter company forecast of real changes in input prices of materials, plant and equipment relative to CPIH inflation. Positive figures indicate input price inflation is increasing faster than CPIH inflation	
SUP11.6	Real change in input price - Other	Please enter company forecast of real changes in input prices of other inputs relative to CPIH inflation. Positive figures indicate input price inflation is increasing faster than CPIH inflation	
SUP11.7	RPE wholesale water base - Labour	Please enter the company forecast proportions of expenditures on general labour.	
SUP11.8	RPE wholesale water base - Energy	Please enter the company forecast proportions of expenditures on energy.	
SUP11.9	RPE wholesale water base - Chemicals	Please enter the company forecast proportions of expenditures on chemicals.	
SUP11.10	RPE wholesale water base - Materials, plant and equipment	Please enter the company forecast proportions of expenditures on materials, plant and equipment.	
SUP11.11	RPE wholesale water base - Other	Please enter the company forecast proportions of expenditures on other input costs.	
SUP11.12	Total real price effect - wholesale water base	Calculated total proportions of expenditures for each control.	
SUP11.13	RPE wastewater N+ base - Labour	Please enter the company forecast proportions of expenditures on general labour.	
SUP11.14	RPE wastewater N+ base - Energy	Please enter the company forecast proportions of expenditures on energy.	
SUP11.15	RPE wastewater N+ base - Chemicals	Please enter the company forecast proportions of expenditures on chemicals.	
SUP11.16	RPE wastewater N+ base - Materials, plant and equipment	Please enter the company forecast proportions of expenditures on materials, plant and equipment.	

Line	Title	Definition	RAG 4.10 line reference
SUP11.17	RPE wastewater N+ base - Other	Please enter the company forecast proportions of expenditures on other input costs.	
SUP11.18	Total real price effect - wastewater N+ base	Calculated total proportions of expenditures for each control.	
SUP11.19	RPE bioresources base - Labour	Please enter the company forecast proportions of expenditures on general labour.	
SUP11.20	RPE bioresources base - Energy	Please enter the company forecast proportions of expenditures on energy.	
SUP11.21	RPE bioresources base - Chemicals	Please enter the company forecast proportions of expenditures on chemicals.	
SUP11.22	RPE bioresources base - Materials, plant and equipment	Please enter the company forecast proportions of expenditures on materials, plant and equipment.	
SUP11.23	RPE bioresources base - Other	Please enter the company forecast proportions of expenditures on other input costs.	
SUP11.24	Total real price effect ~ bioresources base	Calculated total proportions of expenditures for each control.	
SUP11.25	RPE wholesale water enhancement - Labour	Please enter the company forecast proportions of expenditures on general labour.	
SUP11.26	RPE wholesale water enhancement - Energy	Please enter the company forecast proportions of expenditures on energy.	
SUP11.27	RPE wholesale water enhancement - Chemicals	Please enter the company forecast proportions of expenditures on chemicals.	
SUP11.28	RPE wholesale water enhancement - Materials, plant and equipment	Please enter the company forecast proportions of expenditures on materials, plant and equipment.	
SUP11.29	RPE wholesale water enhancement - Other	Please enter the company forecast proportions of expenditures on other input costs.	
SUP11.30	Total real price effect - wholesale water enhancement	Calculated total proportions of expenditures for each control.	
SUP11.31	RPE wastewater N+ enhancement - Labour	Please enter the company forecast proportions of expenditures on general labour.	
SUP11.32	RPE wastewater N+ enhancement - Energy	Please enter the company forecast proportions of expenditures on energy.	
SUP11.33	RPE wastewater N+ enhancement - Chemicals	Please enter the company forecast proportions of expenditures on chemicals.	
SUP11.34	RPE wastewater N+ enhancement - Materials, plant and equipment	Please enter the company forecast proportions of expenditures on materials, plant and equipment.	
SUP11.35	RPE wastewater N+ enhancement - Other	Please enter the company forecast proportions of expenditures on other input costs.	
SUP11.36	Total real price effect ~ wastewater N+ enhancement	Calculated total proportions of expenditures for each control.	
SUP11.37	RPE bioresources enhancement - Labour	Please enter the company forecast proportions of expenditures on general labour.	

Line	Title	Definition	RAG 4.10 line reference
SUP11.38	RPE bioresources enhancement - Energy	Please enter the company forecast proportions of expenditures on energy.	
SUP11.39	RPE bioresources enhancement - Chemicals	Please enter the company forecast proportions of expenditures on chemicals.	
SUP11.40	RPE bioresources enhancement - Materials, plant and equipment	Please enter the company forecast proportions of expenditures on materials, plant and equipment.	
SUP11.41	RPE bioresources enhancement - Other	Please enter the company forecast proportions of expenditures on other input costs.	
SUP11.42	Total real price effect ~ bioresources enhancement	Calculated total proportions of expenditures for each control.	
SUP11.43	RPE retail - Labour	Please enter the company forecast proportions of expenditures on general labour.	
SUP11.44	RPE retail - Energy	Please enter the company forecast proportions of expenditures on energy.	
SUP11.45	RPE retail - Chemicals	Please enter the company forecast proportions of expenditures on chemicals.	
SUP11.46	RPE retail - Materials, plant and equipment	Please enter the company forecast proportions of expenditures on materials, plant and equipment.	
SUP11.47	RPE retail - Other	Please enter the company forecast proportions of expenditures on other input costs.	
SUP11.48	Total real price effect ~ retail	Calculated total proportions of expenditures for each control.	
SUP11.49	Frontier shift assumption - Wholesale	Company forecast of real changes in frontier shift improvements in wholesale services. Positive figures indicate efficiency is improving over time.	
SUP11.50	Frontier shift assumption - Retail	Company forecast of real changes in frontier shift improvements in retail services. Positive figures indicate efficiency is improving over time.	
SUP11.51	Net price change - Wholesale water base	Calculated net changes in future prices taking into account real price effects and frontier shift inflation. Negative figures indicate that prices are increasing by less than CPIH inflation.	
SUP11.52	Net price change - Wastewater N+ base	Calculated net changes in future prices taking into account real price effects and frontier shift inflation. Negative figures indicate that prices are increasing by less than CPIH inflation.	
SUP11.53	Net price change - Bioresources base	Calculated net changes in future prices taking into account real price effects and frontier shift inflation. Negative figures indicate that prices are increasing by less than CPIH inflation.	
SUP11.54	Net price change - Wholesale water enhancement	Calculated net changes in future prices taking into account real price effects and frontier shift inflation. Negative figures indicate that prices are increasing by less than CPIH inflation.	
SUP11.55	Net price change - Wastewater N+ enhancement	Calculated net changes in future prices taking into account real price effects and frontier shift inflation. Negative figures indicate that prices are increasing by less than CPIH inflation.	
SUP11.56	Net price change - Bioresources enhancement	Calculated net changes in future prices taking into account real price effects and frontier shift inflation. Negative figures indicate that prices are increasing by less than CPIH inflation.	

Line	Title	Definition	RAG 4.10 line reference
SUP11.57	Net price change – Retail	Calculated net changes in future prices taking into account real price effects and frontier shift inflation. Negative figures indicate that prices are increasing by less than CPIH inflation.	
SUP11.58	Cumulative net price change – Wholesale water base	Cumulative net changes in future prices taking into account real price effects and frontier shift inflation. Negative figures indicate that prices are increasing by less than CPIH inflation.	
SUP11.59	Cumulative net price change – Wastewater N+ base	Cumulative net changes in future prices taking into account real price effects and frontier shift inflation. Negative figures indicate that prices are increasing by less than CPIH inflation.	
SUP11.60	Cumulative net price change – Bioresources base	Cumulative net changes in future prices taking into account real price effects and frontier shift inflation. Negative figures indicate that prices are increasing by less than CPIH inflation.	
SUP11.61	Cumulative net price change – Wholesale water enhancement	Cumulative net changes in future prices taking into account real price effects and frontier shift inflation. Negative figures indicate that prices are increasing by less than CPIH inflation.	
SUP11.62	Cumulative net price change – Wastewater N+ enhancement	Cumulative net changes in future prices taking into account real price effects and frontier shift inflation. Negative figures indicate that prices are increasing by less than CPIH inflation.	
SUP11.63	Cumulative net price change – Bioresources enhancement	Cumulative net changes in future prices taking into account real price effects and frontier shift inflation. Negative figures indicate that prices are increasing by less than CPIH inflation.	
SUP11.64	Cumulative net price change – Retail	Cumulative net changes in future prices taking into account real price effects and frontier shift inflation. Negative figures indicate that prices are increasing by less than CPIH inflation.	

SUP11 Additional guidance

13.1 This table reports forecast proportions of expenditure in each input category. This will be used for the assessment of real price effects and input price pressures. Please exclude input costs related to contracted work where companies do not have a reasonable level of confidence about the proportion of inputs.

SUP11 Commentary requirement

13.2 If any costs are excluded as per 13.1, please explain what proportion of total expenditure it represents.

14. SUP12 – Major projects and Direct Procurement for Customers (DPC)

Table SUP12 line definitions

14.1 The purpose of this table is to capture all large infrastructure projects above £Xm whole-life totex that companies have included in their business plan submission and requires the company to identify where in the plan it is; describe the project; state whether the project has been assessed as suitable (or otherwise) for delivery via DPC; and to provide cost information relating to the project. The table will enable us to have a complete overview for each company, what major projects are being proposed and how they might be delivered.

14.2 Companies are required to complete the table fully for each project, regardless of delivery route being proposed.

Column	Title	Definition	RAG 4.10 line reference
SUP12.1	Project name	The name of the infrastructure project >£Xm totex. A project may include one or more connected assets.	N/A
SUP12.2	Relevant Control	For each individual project, state which control it has been included in	N/A
SUP12.3	Base or enhancement	For each individual project, state whether the project is included in base or is enhancement expenditure	N/A
SUP12.4	Business plan table reference (table and line)	Please provide cross references to which other business plan tables include cost information about the project Where there are many multiple references, please provide the main reference in the table and the complete list of references in the commentary to the table.	N/a
SUP12.5	Business plan reference	For each project, provide the reference to where in the business plan submission further information is provided about the project, including its assessment of suitability for DPC. Where there are many multiple references, please provide the main references in the table and the complete list of references in the commentary to the table.	N/A
SUP12.6	Assessed as suitable for DPC	Confirm using Yes or No, whether the project is assessed in the business plan as suitable for delivery via DPC	N/A
SUP12.7	Whole-life totex	Confirm the whole-life totex for the project	N/A

Column	Title	Definition	RAG 4.10 line reference
SUP12.8	Total AMP 8 Project Development costs	Provide the profile of development costs for the project in AMP 8 that the company is expecting to incur irrespective of delivery route, including: <ul style="list-style-type: none"> • Design costs • Costs to obtain the necessary planning consents to deliver the project • Acquiring land rights necessary for the project to be delivered • Delivering any AMP8 site enabling works (where relevant) • Delivering any interface works to be completed in AMP8 Excluding: <ul style="list-style-type: none"> • costs to develop the project for delivery via DPC • DPC related procurement costs • DPC contract management costs 	N/A
SUP12.9	Total Construction Costs	Provide the profile of estimated construction costs over AMP 8, as well as estimated construction costs in AMP9 and AMP 10 (if relevant)	N/A
SUP12.10	Annual opex	Provide the average annual operating costs for the project	N/A
SUP12.11	Asset type	Please indicate what type of assets are being proposed to be delivered	N/A
SUP12.12	Asset life	Provide the assumed asset life for the project. Where the project includes several or more assets provide the longest asset life.	N/A

SUP12 Additional guidance

14.3 Please insert additional lines as required.

SUP12 Commentary requirement

14.4 Project name: Please provide a short description of each project, including providing an indicative timetable for start of construction and operations.

14.5 Business plan references: The table requires the company to reference where in the business plan submission further information can be found about each project including the company's assessment of delivery via DPC. Where there are many multiple references, please provide the main references in the table and the full list of references in the commentary to SUP12.

14.6 Whole-life totex: please confirm how whole-life totex has been calculated and list any material assumptions

14.7 Total AMP 8 Project Development costs: please provide a breakdown of the costs included in this line.

- 14.8 Total Construction Costs: where the project includes more than one connected asset, please provide a breakdown of construction costs by asset type.
- 14.9 Annual opex: please explain any assumptions around utilisation impacting the forecast average annual operating costs.
- 14.10 Asset type: Please briefly summarise the main assets included in the project and their key characteristics e.g. size, capacity.

15. SUP13 – Havant Thicket

The purpose of this table is to capture information required for the Havant Thicket price control.

This currently a placeholder and will be developed in due course.

Table SUP13 line definitions

Line	Title	Definition	RAG 4.10 line reference
SUP13.1			
SUP13.2			
SUP13.3			
SUP13.4			

SUP13 Additional guidance

15.1 This table should be completed by Portsmouth Water only.

16. SUP14 – Customer engagement and affordability/acceptability of plans (placeholder)

SUP14 Additional guidance

- 16.1 We are likely to require companies to provide information on the number of customers engaged during development of the PR24 business plan – covering household and non-household customers.
- 16.2 We are also considering our information needs related to the affordability and acceptability of business plans.
- 16.3 We expect to set out our requirements in each of these areas later in 2022.

17. SUP15 – Social tariffs – residential customers (placeholder)

SUP15 Additional guidance

17.1 The UK and Welsh Governments are considering the role for, and potential form of, a single social tariff scheme for the water and wastewater sector. It is proposed that, subject to final decisions, any resulting scheme will be introduced from 1 April 2025. For business plan purposes, our current expectation is to ask each company to cover two scenarios in its business plan.

- Scenario 1: Companies should be clear how its proposals would deliver on a legislative requirement to implement a single social tariff and its forecast impact. This should include how the company would assess the needs of and support customers currently in receipt of social tariffs who would not be eligible for support under a single social tariff scheme. The UK and Welsh Governments' proposal of a new mandatory scheme aims to introduce universal eligibility criteria and a standard approach to determining levels of support. This new scheme would replace companies' current social tariff arrangements. Therefore, companies are not required to obtain customer acceptability for a new scheme. When the UK and Welsh Governments reach a final decision on how the single social tariff will operate, we would provide additional guidance for each company on the single social tariff scenario. We would also request details of other forms of affordability support being provided for customers struggling to pay their bills.
- Scenario 2: We would expect each company to set out its proposals for support should a single social tariff not be in place by 1 April 2025. We would expect companies to provide forecast data on their proposed social tariff offering in line with existing guidance and the current legal framework. In addition, we would also request details of other forms of affordability support being provided for customers struggling to pay their bills in addition to social tariffs.

Under current social tariff arrangements, each company provides annual data on social tariff support. If the single social tariff is not in place for 1 April 2025, we would expect to collect similar data on an annual basis. We would provide further guidance to ensure that the data is submitted consistently.

For both scenarios we would expect companies to explore how they could best provide significant support and introduce innovative methods to support customers under each scenario we have set out. We will consider the ambition demonstrated in their proposals in our business plan incentives assessment.

**Ofwat (The Water Services Regulation Authority)
is a non-ministerial government department.
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