



Sewer collapses

Purpose: This performance commitment is designed to incentivise the company to appropriately maintain and improve the asset health of its infrastructure or below-ground wastewater assets and demonstrate its commitment to its asset stewardship responsibility.

Benefits: This performance commitment helps to ensure that the overall asset health of the below-ground wastewater assets is maintained and improved for the benefit of current and future generations and the environment.

Version control

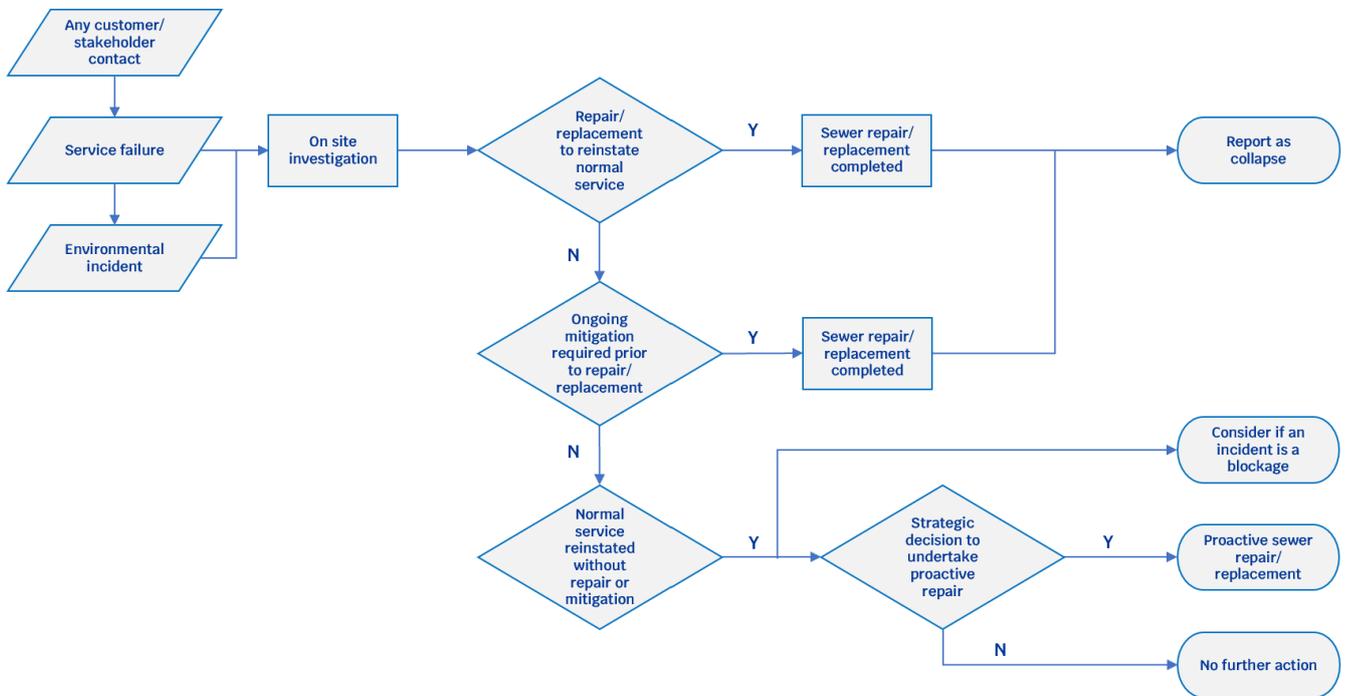
Version	Date of issue	Performance commitment changes
0.1	22 December 2022	Company required to provide evidence of adjustments in APR where sewer length differs >1% from that expected in business plan. Changes to definition from draft methodology identified in red text.
0.2	09 May 2023	Removal of red text. Section 1.1 replacement of flow diagram. Minor typographical and grammatical corrections.
1.0		
2.0		

Performance commitment definition and parameters

1.1 Detailed definition of performance measure

Sewer collapses are defined as number of sewer collapses per 1000 kilometres of all sewers that have not been identified proactively by the company and causing an impact on service to customers or the environment. This measure seeks to reflect failures, in the asset, causing an impact on service to customers or the environment that requires replacement or repair to reinstate service, while maintaining incentives for the company to proactively investigate asset quality.

Figure 1 Flow diagram for reportable sewer collapses



A reportable sewer collapse is considered to be where a failure has occurred to the pipe that results in either any contact with the company (i.e. an impact on service has caused someone to contact the company) or any unplanned escape of wastewater and result in the need to replace or repair the pipe to reinstate normal service (as set out in the flow diagram, above).

The measure intentionally does not refer to the magnitude of the collapse. The measure includes rising mains pipe bridges, and failures on the infrastructure network, including inputs into the inlet of treatment works and terminal pumping station rising mains.

Impact on service to customers is the loss of pass forward flow at the location of the collapse. Where there has been no impact on a customer but there has been flooding or pollution there will be deemed to have been an impact on the environment.

1.2 Additional detail on measurement units

For the purpose of this performance commitment:

Sewer collapse: A sewer collapse is where a structural failure has occurred to the pipe that results in a service impact to a customer or the environment and where action is taken to replace or repair the pipe to reinstate normal service. The measure intentionally does not refer to the magnitude of the collapse. The measure includes rising mains. Collapses on the entire network are to be reported.

Sewer length: means the length of the entire network, including sewers that were transferred under the Water Industry (Schemes for Adoption of Private Sewers) Regulations 2011. The company shall separately record the length of transferred sewers, the calculation of this measure shall be based on the latest measurements of the length.

This measure shall include all public sewer and lateral drain collapses recorded by the company inclusive of those incidents that have been reported as flooding or pollution failures if the primary cause of the flooding or pollution was a sewer collapse.

Multiple incidents on the same length of sewer (manhole to manhole/ valve to valve) count as a single incident if all work is carried out as part of the same remedial job. This assumes that the locations are in close proximity. This would not be the case if separate locations were more than 25m apart.

For clarity, if jetting enables restoration of flow without the need for pipe replacement or repair then the incident is not to be reported as a sewer collapse. However, if pipe replacement or repair is needed to resolve an issue that has been identified as a result of either a contact with the company or any unplanned escape of wastewater, then it is to be reported as a sewer collapse in the reporting year in which the service impact was reported to the company, not when the replacement or repair took place.

1.3 Specific exclusions

The following exclusions apply:

- proactively identified collapses – Should the need to replace or repair a pipe be found as a result of proactive activity (survey or proactive sewer maintenance work) on the network then it shall be excluded (see flow diagram above); and
- third party damage – Third party structural damage (including water utility damage) of the sewer is not an indicator of asset health and hence should be excluded. Manhole damage and internal backdrops should be excluded. Displaced joints, cracked pipes, open joints, intruding connections, hard blockages patch repairs and sewer lining do not reflect sufficiently significant structural failure hence should be excluded from the measure. Root ingress is excluded unless it has resulted in a need for pipe replacement.

1.4 Reporting and assurance

The company shall maintain verifiable records for all sewer collapses irrespective of whether they are included. The aim of the records is to provide an auditable method for identifying specific incidents and shall be subject to each company's assurance process which is applied to all measures reported annually.

The company shall maintain a methodology statement, which shall be used as a decision support tool to record any changes in approach compared to previous years and will be reviewed as part of the company's assurance process.

The company is also required to report the number of occasions where a failure has occurred to the pipe that results in either any contact with the company (i.e. an impact on service has caused someone to contact the company) or any unplanned escape of wastewater and results in spot repairs or relining.

A sewer collapse shall be reported in the reporting year when the service incident was reported to the company, not when the replacement or repair took place. The company is required to report against this definition and:

- separately record and report the number of exclusions that are attributed to patch repairs and sewer lining;
- set out its plans and programme to comply with the guidance; and
- disclose any other factors which have an impact on the methodology for reporting collapses.

Where the length of sewer differs by more than 1% from the length of sewer expected in its business plan, the company shall provide evidence of any adjustments made as part of the annual performance report (APR).

The company shall ensure that its outcome delivery incentive payments only relate to real performance changes and not definitional, methodological or data changes in performance commitments.

Compliance Checklist

The company shall complete the checklist below and report to Ofwat if any element is not green. Where an element is not green, we may intervene to protect customers and ensure that the company does not benefit from insufficient data quality. See Annex 1 for assessment rules for each element.

Table 1 Compliance checklist for sewer collapses

	Component	Component R/A/G	Reason for any non-compliant component	Confidence grade
1	Number of collapses			
2	Sewer length			
2a	Length excluding transferred sewers			
2b	Length of sewers transferred under the Private Sewer Regs 2011			

Table 2 Definition parameters

Parameters	
Measurement unit and decimal places	Number of collapses per 1000km of sewer network, reported to two decimal places
Measurement timing	Reporting year
Incentive form	Revenue
Incentive type	Outperformance and underperformance payments
Timing of underperformance and outperformance payments	In-period
Price control allocation	100% wastewater network plus
Frequency of reporting	Annual
Any other relevant information	N/A

Parameters	
Links to relevant external documents	N/A

Annex 1 Compliance Checklist

This annex sets out the criteria on which to report checklists where specified in the performance commitment definition.

Compliance for elements is reported against:

R	Not compliant with the guidance and having a material impact on reporting
A	Not compliant with the guidance and having no material impact on reporting
G	Fully compliant with the guidance

An overall RAG to be assigned for each component based on the following rules:

Compliance for overall components is reported against:

R	There are one or more red elements in the component, or the combined effect of amber elements is considered to produce a material impact.
A	Half or more of the elements in the component are amber and the combined effect of the amber elements is considered not to produce a material impact
G	More than half of the elements in the component are green

For each component on the checklist, and for the overall performance measure, the company will report a confidence grade. Confidence grades provide a reasoned basis for the company to qualify the reliability and accuracy of the data.

The company shall employ a quality assured approach in the methodology used to assign confidence grades, particularly if sampling techniques are in place. The confidence grade combines elements of reliability and accuracy, for example:

A2 - Data based on sound records etc. (A, highly reliable) and estimated to be within +/- 5% (accuracy band 2) Reliability and accuracy bands are shown in the tables below.

Reliability Band	Description
A	Sound textual records, procedures, investigations or analysis properly documented and recognised as the best method of assessment.
B	As A, but with minor shortcomings. Examples include old assessment, some missing documentation, some reliance on unconfirmed reports, some use of extrapolation.
C	Extrapolation from limited sample for which Grade A or B data is available.

D	Unconfirmed verbal reports, cursory inspections or analysis.
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Accuracy band	Accuracy to or within +/-	But outside +/-
1	1%	-
2	5%	1%
3	10%	5%
4	25%	10%
5	50%	25%
6	100%	50%
X	Accuracy outside +/- 100 %, small numbers or otherwise incompatible (see table below)	

Certain reliability and accuracy band combinations are considered to be incompatible, and these are blocked out in the table below.

Compatible confidence grades				
Accuracy band	Reliability band			
	A	B	C	D
1	A1			
2	A2	B2	C2	
3	A3	B3	C3	D3
4	A4	B4	C4	D4
5			C5	D5
6				D6
X	AX	BX	CX	DX