

February 2023

Creating tomorrow, together:
Our final methodology for PR24

Submission table guidance

Section 1: Outcomes

About this document

Version control

Version	Date published	Description
V1	7/7/2022	Draft methodology
V2	13/12/2022	Final methodology
V3	7/2/2023	Changes from V2: <ul style="list-style-type: none">• Updated lines, titles, and definitions to reflect updated excel tables.• Added additional guidance for completing the updated excel tables.• Updated links and references from draft methodology to final methodology.• Added OUT1-OUT5 additional guidance in section 3.• Added sections for tables OUT10 and OUT11 which are placeholder tables and will be completed in the next iteration of tables.

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1. Summary purpose of the data tables

What data are we collecting?

- 1.1 We are collecting data on the outcomes companies expect to deliver for customers and the environment from their 2024 price review (PR24) business plans.
- 1.2 We are collecting customer service, environmental outcome and asset health data in the form of performance commitments (PCs), outcome delivery incentives (ODIs) and performance commitment levels (PCLs).
- 1.3 We are also collecting forecast performance data associated with the performance commitments included in the 2019 price review (PR19).

Why are we collecting the data?

- 1.4 We will use this data to set performance commitment levels and ODI rates. This will enable us to develop the PR24 outcomes framework that will hold water companies to account for the outcomes that customers pay for, and incentivise companies to go further where it is in the interests of customers and the environment.
- 1.5 We need the PR19 performance commitments data for populating the PR19 ODI performance reconciliation model and calculating the end of period revenue and RCV adjustments to be applied at PR24.

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

- 1.6 We have set definitions for common PR24 performance commitments in the final methodology (see [PR24 performance commitment definitions](#)). Where these definitions remain unchanged from current annual performance reporting we intend to capture data in a format aligned with tables 3A to 3I of the APR. We follow a similar approach to data capture as used in the APR with table OUT1 summarising overall performance trends by PC in terms of each unit of measurement. Tables OUT4 and OUT5 provide the supporting calculations for these figures, referencing data from elsewhere in the business plan tables where appropriate.

2. General guidance

- 2.1 For the draft business plan these tables are based upon the PR24 performance commitments as defined in [PR24 performance commitment definitions](#). If there are any discrepancies between the line definitions for the business plan tables, and final performance commitment definitions, the performance commitment definitions take precedence.
- 2.2 At this stage we have not provided all tables in their entirety. Instead, we have used examples where appropriate. This is the case for tables OUT10 and OUT11 which will be populated in the next iterations of the tables after receiving companies' proposals for bespoke PCs.
- 2.3 The outcomes tables are related to a number of other PR24 business plan tables. We provide a summary below (2.4) with further information provided under additional guidance in the section for the specific tables.
- 2.4 Tables LS1 and LS2, relating to companies' long-term delivery strategies, are also capturing data on forecast performance levels. Where appropriate, they will be populated directly by data from tables OUT1 and OUT2. The aggregated PC benefits captured from enhancement expenditure best value assessments in OUT3 are calculated from data captured in tables CW.15 and CWW.15. The underlying calculations for PCs in OUT4 and OUT5 use data from several tables to normalise the values, for example water supply interruptions in OUT4 uses property numbers data from SUP1A to calculate average number of minutes lost on a per property basis.
- 2.5 Unique company references are generated as follows: "PR24"+ "_" + "3 letter PC acronym" + "_" + "company acronym".
- 2.6 The merged South West and Bristol Water company is expected to submit multiple copies of OUT1-7, reflecting that we intend to determine two sets of common performance commitments – covering each of its South West Water (SWB) and Bristol Water (BRL) regions.

Price base and indexation

Unless otherwise stated, the price base is 2022-23 base year prices indexed using the financial year average Consumer Price Index (including housing costs) ie 2022-23 prices FYA (CPIH deflated). For OUT6 and OUT8 performance payments data is in 2017-18 prices.

3. OUT1 – Overall outcome performance – performance commitments

Table OUT1 line definitions

Line	Title	Definition	RAG 4.10 line reference
OUT1.1	Water supply interruptions	Definitions of the common PCs are included in PR24 performance commitment definitions . This table captures actual and forecast performance in each performance commitment for the 2011–35 period. The majority of the figures are calculated in tables OUT4 and OUT5.	3F.7
OUT1.2	Compliance risk index (CRI)		3A.1
OUT1.3	Customer contacts about water quality		n/a
OUT1.4	Internal sewer flooding		3G.3
OUT1.5	External sewer flooding		n/a
OUT1.6	Biodiversity		n/a
OUT1.7	Operational greenhouse gas emissions (water)		n/a
OUT1.8	Operational greenhouse gas emissions (wastewater)		n/a
OUT1.9	Leakage		3F.5
OUT1.10	Per capita consumption		3F.6
OUT1.11	Business demand		n/a
OUT1.12	Total pollution incidents		3B.2
OUT1.13	Serious pollution incidents		n/a
OUT1.14	Discharge permit compliance		n/a
OUT1.15	Bathing water quality		n/a
OUT1.16	River water quality (phosphorus)		n/a
OUT1.17	Storm overflows		n/a
OUT1.18	Mains repairs		3F.3
OUT1.19	Unplanned outage		3F.8
OUT1.20	Sewer collapses		3G.5
OUT1.21	Leakage - region 1		n/a
OUT1.22	Leakage - region 2		n/a
OUT1.23	Per capita consumption - region 1		n/a
OUT1.24	Per capita consumption - region 2		n/a
OUT1.25	Business demand - region 1		n/a
OUT1.26	Business demand - region 2		n/a
OUT1.27	Bespoke PC 1	To be proposed by company	n/a
OUT1.28	Bespoke PC 2	To be proposed by company	n/a
OUT1.29	Bespoke PC 3	To be proposed by company	n/a
OUT1.30	Bespoke PC 4	To be proposed by company	n/a

OUT1 Additional guidance

- 3.1 This table captures company outturn performance and performance forecasts for common and bespoke performance commitments (PCs). These forecasts are captured in terms of common definitions and units for common PCs.
- 3.2 The majority of common PC forecasts will be based on the calculations included in tables OUT4 and OUT5. We therefore expect OUT1 to be directly populated from tables OUT4 and OUT5 in such cases. The exception to this is the compliance risk index PC where should input CRI scores for the calendar year as reported to the DWI directly into table OUT1.
- 3.3 The performance forecasts in this table cover the 2023–2035 period. It is important that these forecasts relate to the impact of all base expenditure but only for enhancement expenditure investment that commences in, or prior to the 2025–30 period. This will enable us to calibrate expected levels of performance from base expenditure allowances at future price reviews eg PR29. We discuss this further in of the final methodology. This marks the difference between this table and the long-term delivery strategy table, LS1. In LS1, the performance forecast includes the impact of all enhancement expenditure and therefore from 2030–31 onwards the forecast may differ. In LS1 the impacts of enhancement expenditure investment commencing from 2030–31 onwards is included.

OUT1 to OUT5 Additional general guidance

- 3.4 Tables OUT1 to OUT5 are based on the PR24 PCs as included in the final methodology and defined in '[PR24 performance commitment definitions](#)', with the exception of the measure of experience (C-MeX, D-MeX, BR-MeX, and Business customer experience (Wales)).
- 3.5 For the historical performance data prior to 2022–23 we expect companies to populate the table based on the historical performance datasets. These historical datasets covering the majority of PCs will be validated and published in early 2023.
- 3.6 Where data is requested in terms of calendar year, the data should be provided for the year at the start of the financial year (April to December) indicated in the table. For example, where calendar year data is requested for 2011–12, data for 2011 (January to December) should be provided.

- 3.7 We have provided multiple lines for PCs where companies may deliver specific regional levels of performance below the aggregated company level (relevant for leakage, per capita consumption and business demand). These rows will only be populated for the relevant companies with PCs at a regional level.
- 3.8 We expect companies to have a maximum of two to three bespoke performance commitments (see section 2.3 of [Appendix 7: Performance commitments](#)). Rows for bespoke PCs are currently input values, but this may change in the next iteration of the tables when OUT10 and OUT11 are completed.

OUT1 to OUT5 Commentary requirements

- 3.9 We expect companies to provide commentary to explain how the overall performance forecast for each PC (OUT1) has been derived. This should include how the performance level from base expenditure for each PC (OUT2) has been derived. This commentary should include consideration of:
- performance levels that have been delivered by the company and the sector historically; and
 - the impacts of investment, technology, and process improvements.
- 3.10 Companies should also include explanation of how the impacts of enhancement expenditure on PC forecasts have been derived across their investment programme.
- 3.11 Overall performance forecasts, performance forecasts from base expenditure allowances and the impact of enhancement expenditure on performance improvements are captured in tables OUT1, OUT2 and OUT3. Companies should clearly evidence how these figures have been derived. It is not necessary for companies to repeat commentary for each of the tables OUT1, OUT2 and OUT3. For example, a combined commentary for each PC, covering the figures in each of these tables, may offer a clearer approach to explaining how performance levels have been derived.

4. OUT2 – Outcome performance from base expenditure – Performance commitments

Table OUT2 line definitions

Line	Title	Definition	RAG 4.10 line reference
OUT2.1	Water supply interruptions (base expenditure)	Definitions of the common PCs are included in PR24 performance commitment definitions . This table captures forecast performance in each performance commitment delivered through base expenditure for the 2011–35 period.	3F.7
OUT2.2	Compliance risk index (CRI) (base expenditure)		3A.1
OUT2.3	Customer contacts about water quality (base expenditure)		n/a
OUT2.4	Internal sewer flooding (base expenditure)		3G.3
OUT2.5	External sewer flooding (base expenditure)		n/a
OUT2.6	Biodiversity (base expenditure)		n/a
OUT2.7	Operational greenhouse gas emissions (water) (base expenditure)		n/a
OUT2.8	Operational greenhouse gas emissions (wastewater) (base expenditure)		n/a
OUT2.9	Leakage (base expenditure)		3F.5
OUT2.10	Per capita consumption (base expenditure)		3F.6
OUT2.11	Business demand (base expenditure)		n/a
OUT2.12	Total pollution incidents (base expenditure)		3B.2
OUT2.13	Serious pollution incidents (base expenditure)		n/a
OUT2.14	Discharge permit compliance (base expenditure)		n/a
OUT2.15	Bathing water quality (base expenditure)		n/a
OUT2.16	River water quality (phosphorus) (base expenditure)		n/a
OUT2.17	Storm overflows (base expenditure)		n/a
OUT2.18	Mains repairs (base expenditure)		3F.3
OUT2.19	Unplanned outage (base expenditure)		3F.8

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OUT2.20	Sewer collapses (base expenditure)		3G.5
OUT2.21	Leakage - region 1 (base expenditure)		n/a
OUT2.22	Leakage - region 2 (base expenditure)		n/a
OUT2.23	Per capita consumption - region 1 (base expenditure)		n/a
OUT2.24	Per capita consumption - region 2 (base expenditure)		n/a
OUT2.25	Business demand - region 1 (base expenditure)		n/a
OUT2.26	Business demand - region 2 (base expenditure)		n/a
OUT2.27	Bespoke PC 1 (base expenditure)	To be proposed by company	n/a
OUT2.28	Bespoke PC 2 (base expenditure)	To be proposed by company	n/a
OUT2.29	Bespoke PC 3 (base expenditure)	To be proposed by company	n/a
OUT2.30	Bespoke PC 4 (base expenditure)	To be proposed by company	n/a

OUT2 Additional guidance

- 4.1 This table captures outturn performance and performance forecasts for common and bespoke performance commitments (PCs) delivered through base expenditure.
- 4.2 Table OUT1 provides the overall company outturn performance and performance forecasts for common and bespoke performance commitments (PCs). OUT2 provides detail of the component of the overall performance in OUT1 delivered through base expenditure.
- 4.3 The performance forecasts in this table cover the 2011-2035 period. It is important that these forecasts relate to all base expenditure in this period and prior to this period.
- 4.4 When completing this table please review the general guidance for tables OUT1 to OUT5 provided in section OUT1.

OUT2 Commentary requirement

- 4.5 When completing this table please review the general commentary requirements for tables OUT1 to OUT5 provided in section OUT1.

5. OUT3 – Outcome performance from enhancement expenditure – Performance commitments

Table OUT3 line definitions

Line	Title	Definition	RAG 4.10 line reference
OUT3.1	Water supply interruptions (enhancement expenditure)	Definitions of the common PCs are included in PR24 performance commitment definitions . This table captures the impact of enhancement expenditure on forecast performance in each performance commitment for the 2025-35 period.	3F.7
OUT3.2	Compliance risk index (CRI) (enhancement expenditure)		3A.1
OUT3.3	Customer contacts about water quality (enhancement expenditure)		n/a
OUT3.4	Internal sewer flooding (enhancement expenditure)		3G.3
OUT3.5	External sewer flooding (enhancement expenditure)		n/a
OUT3.6	Biodiversity (enhancement expenditure)		n/a
OUT3.7	Operational greenhouse gas emissions (water) (enhancement expenditure)		n/a
OUT 3.8	Operational greenhouse gas emissions (wastewater) (enhancement expenditure)		n/a
OUT3.9	Leakage (enhancement expenditure)		3F.5
OUT3.10	Per capita consumption (enhancement expenditure)		3F.6
OUT3.11	Business demand (enhancement expenditure)		n/a
OUT3.12	Total pollution incidents (enhancement expenditure)		3B.2
OUT3.13	Serious pollution incidents (enhancement expenditure)		n/a
OUT3.14	Discharge permit compliance (enhancement expenditure)		n/a
OUT3.15	Bathing water quality (enhancement expenditure)		n/a
OUT3.16	River water quality (phosphorus) (enhancement expenditure)		n/a
OUT3.17	Storm overflows (enhancement expenditure)		n/a
OUT3.18	Mains repairs (enhancement expenditure)		3F.3
OUT3.19	Unplanned outage (enhancement expenditure)		3F.8
OUT3.20	Sewer collapses (enhancement expenditure)		3G.5
OUT3.21	Leakage - region 1 (enhancement expenditure)		n/a
OUT3.22	Leakage - region 2 (enhancement expenditure)		n/a
OUT3.23	Per capita consumption - region 1 (enhancement expenditure)		n/a

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OUT3.24	Per capita consumption - region 2 (enhancement expenditure)		n/a
OUT3.25	Business demand - region 1 (enhancement expenditure)		n/a
OUT3.26	Business demand - region 2 (enhancement expenditure)		n/a
OUT3.27	Bespoke PC 1 (enhancement expenditure)	To be proposed by company	n/a
OUT3.28	Bespoke PC 2 (enhancement expenditure)	To be proposed by company	n/a
OUT3.29	Bespoke PC 3 (enhancement expenditure)	To be proposed by company	n/a
OUT3.30	Bespoke PC 4 (enhancement expenditure)	To be proposed by company	n/a

Column	Title	Definition
6-18	Variance in performance level between base trend (OUT2) and overall performance trend (OUT1) including the influence of enhancement expenditure in the 2022-35 period and earlier.	Calculation cell to calculate performance improvement driven by enhancement expenditure by subtracting the performance driven by base expenditure in OUT2 from the overall performance trend in OUT1.
19-31	Influence of enhancement expenditure in the 2025-30 period and earlier on performance in the 2025-30 period as calculated from tables CW15 and CWW15	Calculation cell to sum the performance impact driven by enhancement expenditure from tables CW15 and CWW15.
32-44	Comparison of performance improvements driven by enhancement identified from tables OUT1 and OUT2 and tables CW15 and CWW15	Calculated cell comparing performance improvements from enhancement expenditure in tables OUT1 and OUT2 compared to CW15 and CWW15. If equal then value will be 'TRUE' these are equal, if they are not equal value will be 'FALSE'.

OUT3 Additional guidance

- 5.1 This table captures the impact of enhancement expenditure on performance forecasts for the 2022-35 period, for common and bespoke performance commitments (PCs).
- 5.2 Table OUT1 provides the overall company outturn performance and performance forecasts for common and bespoke performance commitments (PCs). Table OUT2 provides detail of the component of the overall performance in OUT1 delivered through base expenditure. Table OUT3 derives the impact of enhancement expenditure on company outturn performance and performance forecasts for common and bespoke performance commitments (PCs). The table does this by calculating the variance between the performance trends in tables OUT1 and OUT2.

- 5.3 Table OUT3 also identified the performance improvements driven by enhancement expenditure for each PC from the data provided in tables CW15/CWW15. It then compares the performance improvements identified as driven by enhancement expenditure in tables OUT1 and OUT2 and tables CW15 and CWW15.
- 5.4 When completing this table please review the general guidance for tables OUT1 to OUT5 provided in section OUT1.

OUT3 Commentary requirement

- 5.5 If performance improvements driven by enhancement identified from tables OUT1/OUT2 and tables CW15/CWW15 differ (i.e. are identified as 'FALSE' in columns 32-44), companies should explain why in their supporting commentary.
- 5.6 When completing this table please review the general commentary requirements for tables OUT1 to OUT5 provided in section OUT1.

6. OUT4 – Underlying calculations for common performance commitments – water and combined

Table OUT4 line definitions

Line	Title	Definition	RAG 4.10 line reference
Water supply interruptions			
OUT4.1	Total number of properties supplied at year end	Total number of properties, reported in thousands. For years 2022–30 value is populated from table SUP1B, line 1B.11. For other years companies should input this value based on their historically reported data and forecasts.	3F.7
OUT4.2	The total minutes lost for supply interruptions of > 3 hours.	Total minutes lost for supply interruptions that exceed 3 hours. Input value.	3F.1
OUT4.3	The total number of properties whose supply was interrupted	Total number of properties whose supply was interrupted, where the length of the interruption exceeded 3 hours. Input value.	3F.2
OUT4.4	Average number of minutes lost per customer	Average number of minutes lost per customer. Calculated as total minutes lost divided by total number of properties. OUT4.2 divided by (OUT4.1 multiplied by 1000).	3F.3
Customer contacts about water quality			
OUT4.5	Resident population (water) (calendar year)	Resident population as reported to the Drinking Water Inspectorate (reported for calendar year). Input value reported in thousands.	3F.5
OUT4.6	Number of contacts - actual	Number of contacts by consumers about water quality. Input value.	3F.5
OUT4.7	Number of contacts - per 1,000 resident population	Calculated as number of contacts divided by population (in 000s). OUT4.6 divided by OUT4.5.	3F.5
Biodiversity (water)			
OUT4.8	Area surveyed per year	Area of company land surveyed. Input value in km ² .	n/a
OUT4.9	Biodiversity units baseline - area	Baseline is biodiversity units at previous survey. Input value.	n/a
OUT4.10	Biodiversity units baseline - hedgerow	Baseline is biodiversity units at previous survey. Input value.	n/a
OUT4.11	Biodiversity units baseline - river	Baseline is biodiversity units at previous survey. Input value.	n/a
OUT4.12	Biodiversity units baseline - total	Calculated as the sum of OUT4.9 to OUT4.11.	n/a
OUT4.13	Actual biodiversity units - area	Biodiversity units in most recent survey. Input value.	n/a
OUT4.14	Actual biodiversity units - hedgerow	Biodiversity units in most recent survey. Input value.	n/a

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OUT4.15	Actual biodiversity units – river	Biodiversity units in most recent survey. Input value.	n/a
OUT4.16	Actual biodiversity units – total	Calculated as the sum of lines OUT4.13 to OUT4.15	n/a
OUT4.17	Change in biodiversity units	Calculated as OUT4.16 minus OUT4.12	n/a
OUT4.18	Land for which the company provides monopoly services	For years 2022–30 value populated from table CW6, line CW6.28 For other years companies should input this value based on their historically reported data and forecasts.	n/a
OUT4.19	Biodiversity units for area land served	Biodiversity units divided by land area. Calculated as OUT4.17 divided by (OUT4.18 divided by 100)	n/a
Operational greenhouse gas emissions (water)			
OUT4.20	Tonnes CO2e	Tonnes of CO ² emitted. Input value.	n/a
OUT4.21	Distribution input (per day)	Distribution input on a per year basis. For years 2022–23 to 2029–30, values populated from table CW5.39 For other years companies should input this value based on their historically reported data and forecasts.	n/a
OUT4.22	Distribution input (per year)	Distribution input on a per day basis.	
OUT4.23	Tonnes CO2e per distribution input	Calculated as OUT4.20 divided by OUT4.22.	n/a
OUT4.24	Baseline (2019–20)	Constant baseline value in column E. Equal to the value for OUT4.20 for year 2019–20,	n/a
OUT4.25	Reduction % from 2019–20 baseline	Percentage reduction of CO ² from the amount of CO ² emitted in 2019–20. Calculated as (OUT4.24 minus OUT4.20) divided by OUT4.24.	n/a
Leakage - Company level			
OUT4.26	Baseline (average from 2017–18 to 2019–20)	Constant baseline value in column E. Equal to the value for OUT4.28 for the year 2019–20.	3F.5
OUT4.27	Total annual leakage	For years 2022–30 value is populated from table CW5, line CW5.36. For other years companies should input this value based on their historically reported data and forecasts.	6B.9
OUT4.28	3-year average	Average annual leakage from the reporting year and the previous two years.	3F.5
OUT4.29	Reduction % from 2019–20 baseline	Percentage reduction from the baseline three-year average leakage in 2017–18 to 2019–20. Calculated as (OUT4.26 minus OUT4.28) divided by OUT4.26.	3F.5
Leakage - Region 1			
OUT4.30	Baseline (average from 2017–18 to 2019–20)	Constant baseline value in column E. Equal to the value for OUT4.32 for the year 2019–20.	3F.5
OUT4.31	Total annual leakage	For years 2022–23 to 2029–30 values populated from table CW5 line 45. For other years companies should input this value based on their historically reported data and forecasts.	6B.9
OUT4.32	3-year average	Average annual leakage from the reporting year and the previous two years.	3F.5

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OUT4.33	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average leakage in 2017-18 to 2019-20. Calculated as (OUT4.30 minus OUT4.32) divided by OUT4.30	3F.5
Leakage - Region 2			
OUT4.34	Baseline (average from 2017-18 to 2019-20)	Constant baseline value. Equal to the value for OUT4.36 for the year 2019-20.	3F.5
OUT4.35	Total annual leakage	For years 2022-30 value populated from table CW5, line CW5.54. For other years companies should input this value based on their historically reported data and forecasts.	6B.9
OUT4.36	3-year average	Average annual leakage from the reporting year and the previous two years.	3F.5
OUT4.37	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average leakage in 2017-18 to 2019-20. Calculated as (OUT4.34 minus OUT4.36) divided by OUT4.34.	3F.5
Per capita consumption – Company level			
OUT4.38	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.42 for the year 2019-20.	
OUT4.39	Total household consumption	Total household consumption. For years 2022-30 value populated from table CW5, sum of lines CW5.32 and CW5.33. For other years companies should input this value based on their historically reported data and forecasts.	
OUT4.40	Total household population	Total household population. For years 2022-30 value populated from table SUP1A.30. For other years companies should input this value based on their historically reported data and forecasts.	4R.30
OUT4.41	Annual per capita consumption	Total consumption divided by total population. OUT4.39 divided by (OUT4.40 multiplied by 1000).	3F.6
OUT4.42	3-year average per capita consumption	Average annual per capita consumption from the reporting year and the previous two years.	3F.4
OUT4.43	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average per capita consumption in 2017-18 to 2019-20. Calculated as (OUT4.38 minus OUT4.42) divided by OUT4.38	
OUT4.44	Total dry year household consumption	Total household consumption in dry year annual average (DYAA) scenario. This should align with the data included in company's final water resources management plan (WRMP) for its preferred programme (final planning).	
OUT4.45	Dry year annual per capita consumption	OUT4.44 divided by (OUT4.40 multiplied by 1000). This should align with the DYAA PCC trend included in company's final water resources management plan (WRMP) for its preferred programme (final planning).	
OUT4.46	Ratio of forecast dry year annual per capita consumption to annual per capita consumption	OUT4.45 divided by OUT4.41.	
Per capita consumption - Region 1			

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OUT4.47	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.51 for the year 2019-20	
OUT4.48	Total household consumption	Total household consumption. For years 2022-30 value populated from table CW5, sum of lines CW5.41 and CW5.42. For other years companies should input this value based on their historically reported data and forecasts.	
OUT4.49	Total household population	Input value for total household population in region 1. Aligns with definition for Total household population at company level in table SUP1A, line SUP1A.19. The sum of populations in region 1 and 2 should equal the company level population in table SUP1A, line SUP1A.19.	4R.30
OUT4.50	Annual per capita consumption	Total consumption divided by total population. OUT4.48 divided by (OUT4.49 multiplied by 1000)	3F.6
OUT4.51	3-year average per capita consumption	Average annual per capita consumption from the reporting year and the previous two years	3F.4
OUT4.52	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average per capita consumption in 2017-18 to 2019-20. Calculated as (OUT4.47 minus OUT4.51) divided by OUT4.47	
OUT4.53	Total dry year household consumption	Total household consumption in dry year annual average (DYAA) scenario. This should align with the data included in company's final water resources management plan (WRMP) for its preferred programme (final planning).	
OUT4.54	Dry year annual per capita consumption	OUT4.53 divided by (OUT4.49 multiplied by 1000). This should align with the DYAA PCC trend included in company's final water resources management plan (WRMP) for its preferred programme (final planning).	
OUT4.55	Ratio of forecast annual dry year annual per capita consumption to annual per capita consumption	Dry year annual PCC. divided by annual PCC. OUT4.54 divided by OUT4.50.	
Per capita consumption - Region 2			
OUT4.56	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.60 for the year 2019-20.	
OUT4.57	Total household consumption	Total household consumption. For years 2022-30 value populated from table CW5, sum of lines CW5.50 and CW5.51. For other years companies should input this value based on their historically reported data and forecasts..	
OUT4.58	Total household population	Input value for total household population in region 2. Aligns with definition for Total household population at company level in table SUP1A, line SUP1A.19. The sum of populations in region 1 and 2 should equal the company level population in table SUP1A, line SUP1A.19.	4R.30
OUT4.59	Annual per capita consumption	Total consumption divided by total population. OUT4.57 divided by (OUT4.58 multiplied by 1000)	3F.6

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OUT4.60	3-year average per capita consumption	Average annual per capita consumption from the reporting year and the previous two years	3F.4
OUT4.61	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average per capita consumption in 2017-18 to 2019-20. Calculated as (OUT4.56 minus OUT4.60) divided by OUT4.56	
OUT4.62	Total dry year household consumption	Total household consumption in dry year annual average (DYAA) scenario. This should align with the data included in company's final water resources management plan (WRMP) for its preferred programme (final planning).	
OUT4.63	Dry year annual per capita consumption	OUT4.62 divided by (OUT4.58 multiplied by 1000). This should align with the DYAA PCC trend included in company's final water resources management plan (WRMP) for its preferred programme (final planning).	
OUT4.64	Ratio of forecast annual dry year annual per capita consumption to annual per capita consumption	Dry year annual PCC. divided by annual PCC. OUT4.63 divided by OUT4.59.	
Business demand – Company level			
OUT4.65	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.67 for the year 2019-20	
OUT4.66	Total business consumption	Total business consumption. For years 2022-30 value populated from table CW5, sum of lines CW5.34 and CW5.35. For other years companies should input this value based on their historically reported data and forecasts.	
OUT4.67	3-year average	Average annual business consumption from the reporting year and the previous two years.	
OUT4.68	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average business consumption in 2017-18 to 2019-20. Calculated as (OUT4.65 minus OUT4.67) divided by OUT4.65.	
Business demand – Region 1			
OUT4.69	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.71 for the year 2019-20	
OUT4.70	Total business consumption	Total business consumption. For years 2022-23 to 2029-30 value populated from table CW5, sum of lines CW5.43 and CW5.44. For other years companies should input this value based on their historically reported data and forecasts.	
OUT4.71	3-year average	Average annual business consumption from the reporting year and the previous two years.	
OUT4.72	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average business consumption in 2017-18 to 2019-20. Calculated as (OUT4.69 minus OUT4.71) divided by OUT4.69.	
Business demand – Region 2			

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OUT4.73	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.75 for the year 2019-20	
OUT4.74	Total business consumption	Total business consumption. For years 2022-30 value populated from table CW5, sum of lines CW5.52 and CW5.53. For other years companies should input this value based on their historically reported data and forecasts	
OUT4.75	3-year average	Average annual business consumption from the reporting year and the previous two years.	
OUT4.76	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average business consumption in 2017-18 to 2019-20. Calculated as (OUT4.73 minus OUT4.75) divided by OUT4.73.	
Serious pollution incidents (water)			
OUT4.77	Number of pollution incidents category 1 (water)	Number of category 1 pollution incidents in the calendar year for water assets. Input value.	3G.4
OUT4.78	Number of pollution incidents category 2 (water)	Number of category 2 pollution incidents in calendar year for water assets. Input value.	3G.4
OUT4.79	Number of serious pollution incidents (water)	Number of category 1 and 2 pollution incidents. Calculated as the sum of OUT4.77 and OUT4.78.	3G.4
Discharge permit compliance (water)			
OUT4.80	Total number of failing discharges (water)	Total number of failing discharges in the calendar year. Input value.	n/a
OUT4.81	Number of numeric discharge permits (water)	The number of numeric discharge permits for water treatment works held by company. Input value.	n/a
OUT4.82	Number of sites with failed discharges (water)	The number of sites with at least one failed discharge in the calendar year. Input value.	n/a
OUT4.83	Percentage compliance (water)	The percentage of sites without failed discharges. Calculated as (OUT4.81 minus 4.82) divided by OUT4.81. Calculation explained in the EPA methodology (v9 for companies operating in England, v8 for companies operating Wales).	n/a
Mains repairs			
OUT4.84	Mains length	The length of mains in km. Populated from table CW6, line CW6.1 for period 2022-23 to 2029-30. For other years companies should input this value based on their historically reported data and forecasts.	
OUT4.85	Mains repairs – reactive – actual	The number of repairs that are completed as a result of a customer contact (made using any communication channel) informing the company of a leak. Input value.	3F.1
OUT4.86	Mains repairs – proactive – actual	Number of repairs completed by the company as a result of the company's active leakage control (ALC) or its own leak detection activity. Input value.	3F.2
OUT4.87	Mains repairs- total-actual	The reactive and proactive mains repairs together. Calculated as the sum of OUT4.85 and OUT4.86.	3F.3

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OUT4.88	Mains repairs- reactive – normalised	Mains repairs per 1,000km. Calculated as (OUT4.85 divided by OUT4.84) multiplied by 1,000.	3F.1
OUT4.89	Mains repairs – proactive – normalised	Mains repairs per 1,000km. Calculated as (OUT4.86 divided by OUT4.84) multiplied by 1,000.	3F.2
OUT4.90	Mains repairs per 1,000km	Mains repairs per 1,000km. Calculated as (OUT4.87 divided by OUT4.84) multiplied by 1,000.	3F.3
Unplanned outage			
OUT4.91	Peak week production capacity	The weekly production capacity at peak level. Input value.	3F.8
OUT4.92	Unplanned outage – actual	The number of unplanned outages. Input value.	3F.8
OUT4.93	Unplanned outage - percentage	Actual unplanned outage divided by peak week production capacity. Calculated as OUT4.92 divided by OUT4.91.	3F.8
Serious pollution incidents (combined)			
OUT4.94	Number of serious pollution incidents (water)	Number of water serious pollution incidents. Populated from line OUT4.79.	3G.4
OUT4.95	Number of serious pollution incidents (wastewater)	Number of wastewater serious pollution incidents. Populated from line OUT5.40.	3G.4
OUT4.96	Number of serious pollution incidents	Total number of serious pollution incidents. Calculated as the sum of OUT4.94 and OUT4.95.	3G.4
Discharge permit compliance (combined)			
OUT4.97	Number of numeric discharge permits (water)	Number of numeric discharge permits. Populated from line OUT4.81.	n/a
OUT4.98	Number of sites with failed discharges (water)	Number of sites with at least one failed discharge. Populated from line OUT4.82.	n/a
OUT4.99	Number of numeric discharge permits (wastewater)	Number of numeric discharge permits. Populated from line OUT5.42.	n/a
OUT4.100	Number of sites with failed discharges (water)	Number of sites with at least one failed discharge. Populated from line OUT5.43.	n/a
OUT4.101	Total number of numeric discharge permits	The number of numeric discharge permits (water) and the number of numeric discharge permits (wastewater) together. Calculated as the sum of OUT4.97 and OUT4.99.	n/a
OUT4.102	Total number of sites with failed discharges	The sum of the number of sites with failed discharges (water) and the number of sites with failed discharges (wastewater). Calculated as the sum of OUT4.98 and OUT4.100.	n/a
OUT4.103	Percentage compliance	Proportion of sites without failed discharges. Calculated as (OUT4.101 minus OUT4.102) divided by OUT4.101, explained in the EPA methodology (v9 for companies operating in England, v8 for companies operating Wales).	n/a
Biodiversity (combined)			

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OUT4.104	Biodiversity units baseline – total (water)	Baseline is biodiversity units at previous survey. OUT4.12.	n/a
OUT4.105	Actual biodiversity units – total (water)	Biodiversity units in most recent survey. OUT4.16.	n/a
OUT4.106	Change in biodiversity units (water)	The change in biodiversity units from baseline. Calculated as OUT4.105 minus OUT4.104	n/a
OUT4.107	Biodiversity units baseline – total (wastewater)	Baseline is biodiversity units at previous survey. OUT5.19.	n/a
OUT4.108	Actual biodiversity units – total (wastewater)	Biodiversity units in most recent survey. OUT5.23.	n/a
OUT4.109	Change in biodiversity units (wastewater)	The change in biodiversity units from baseline. Calculated as OUT4.108 minus OUT4.107.	n/a
OUT4.110	Total change in biodiversity units	The change in biodiversity units (water) and change in biodiversity units (wastewater) together. Calculated as the sum of OUT4.106 and OUT4.109	n/a
OUT4.111	Land for which the company provides monopoly services (water)	Land for which the company provides monopoly services. OUT4.18.	n/a
OUT4.112	Land for which the company provides monopoly services (wastewater)	Land for which the company provides monopoly services. OUT5.25.	n/a
OUT4.113	Total land for which the company provides monopoly services	The total land area for which the company provides monopoly services. Calculated as the sum of OUT4.111 and OUT4.112.	n/a
OUT4.114	Total biodiversity units	The change in biodiversity units km. Calculated as OUT4.110 divided by OUT4.113	n/a

OUT4 Additional guidance

- 6.1 The purpose of this table is to include detail of the supporting calculations used to derive water performance commitments (PCs) reported in table OUT1. We also include calculations for overall performance for PCs that cover both water and wastewater in this table, which directly feed into OUT1. This table serves the same purpose as tables 3F, 3G and 3I in the annual performance report. Where calculations utilise data from other business planning tables, eg number of properties, we have directly linked between the two tables.
- 6.2 The definition and calculation for operational greenhouse gas emissions (water) will be confirmed prior to the 2023 annual performance report submission. We have provided the two options we are considering for the normalisation calculation for the PC (standardised by distribution input or by percentage reduction from baseline)

- 6.3 Lines OUT4.93- OUT4.113 are combined calculations for PCs that cover both water and wastewater and feed directly into table OUT1.

OUT4 Commentary requirement

- 6.4 Companies should clearly explain how the performance trends and supporting calculation data for leakage, PCC and business demand align with the performance trends included in their final WRMPs. We do not expect any variances between the demand reductions proposed in the business plan and those in companies final WRMPs. We expect companies to explain how its business plan performance trends (consistent with the PR24 performance commitment definitions) align to performance trends and targets produced for its final WRMP preferred programme (final planning). For example, how the business plan PCC trends (outturn and forecast outturn) relate to its final WRMP preferred programme (final planning) PCC trend for a dry year annual average (DYAA) scenario.
- 6.5 When completing this table please review the general commentary requirements for tables OUT1 to OUT5 provided in section OUT1.

7. OUT5 – Underlying calculations for common performance commitments – wastewater

Table OUT5 line definitions

Line	Title	Definition	RAG 4.10 line reference
Internal sewer flooding			
OUT5.1	Number of sewer connections	Number of sewer connections. Values from 2022-30 populated from table SUP1A, line SUP1A.16. For other years companies should input this value based on their historically reported data and forecasts.	3G.1
OUT5.2	Internal sewer flooding – customer proactively reported	Input value. The number of proactive internal sewer flooding incidents.	3G.1
OUT5.3	Internal sewer flooding – customer proactively reported – standardised	OUT5.2 divided by (OUT5.1 multiplied by 1000)	3G.1
OUT5.4	Internal sewer flooding – company reactively identified (ie neighbouring properties)	Input value. The number of reactive external sewer flooding incidents.	3G.2
OUT5.5	Internal sewer flooding – company reactively identified (ie neighbouring properties) – standardised	OUT5.4 divided by (OUT5.1 multiplied by 1000)	3G.2
OUT5.6	Internal sewer flooding	Sum OUT5.2 and OUT5.4	3G.3
OUT5.7	Internal sewer flooding – standardised	OUT5.6 divided by (OUT5.1 multiplied by 1000)	3G.3
External sewer flooding			
OUT5.8	Number of sewer connections	Number of sewer connections. Values from 2022-30 populated from table SUP1A, line SUP1A.16. For other years companies should input this value based on their historically reported data and forecasts.	3G.3
OUT5.9	External sewer flooding – customer proactively reported	Input value. The number of proactive external sewer flooding incidents.	3G.3
OUT5.10	External sewer flooding – customer proactively reported – standardised	Proactive external sewer flooding divided by the number of sewer connections. OUT5.9 divided by (OUT5.8 multiplied by 1000)	3G.3
OUT5.11	External sewer flooding – company reactively identified (ie neighbouring properties)	Input value. The number of reactive external sewer flooding incidents.	3G.3
OUT5.12	External sewer flooding – company reactively identified (ie neighbouring properties) – standardised	Calculated as reactive external sewer flooding divided by the number of sewer connections. OUT5.11 divided by (OUT5.8 multiplied by 1000)	3G.3
OUT5.13	External sewer flooding	Calculated as the sum of proactive and reactive external sewer flooding. Sum of OUT5.9 and OUT5.11	3G.3
OUT5.14	External sewer flooding – standardised	Calculated as number of external sewer flooding incidents divided by number of sewer	3G.3

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		connections. OUT5.13 divided by (OUT5.8 multiplied by 1000)	
Biodiversity (wastewater)			
OUT5.15	Area surveyed per year	The area of company land surveyed. Input value.	n/a
OUT5.16	Biodiversity units baseline - area	The baseline is biodiversity units at previous survey. Input value.	n/a
OUT5.17	Biodiversity units baseline – hedgerow	The baseline is biodiversity units at previous survey. Input value.	n/a
OUT5.18	Biodiversity units baseline – river	Baseline is biodiversity units at previous survey. Input value.	n/a
OUT5.19	Biodiversity units baseline - total	The sum of OUT5.16 to OUT5.18	n/a
OUT5.20	Actual biodiversity units - area	Biodiversity units in most recent survey. Input value.	n/a
OUT5.21	Actual biodiversity units - hedgerow	Biodiversity units in most recent survey. Input value.	n/a
OUT5.22	Actual biodiversity units - river	Biodiversity units in most recent survey Input value.	n/a
OUT5.23	Actual biodiversity units - total	The sum of OUT5.20 to OUT5.22.	n/a
OUT5.24	Change in biodiversity units	OUT5.23 minus OUT5.19	n/a
OUT5.25	Land for which the company provides monopoly services	Land area for which the company provides monopoly services. Years 2022-23 to 2029-30 populated by table CWW8, line CWW8.1. For other years companies should input this value based on their historically reported data and forecasts.	n/a
OUT5.26	Biodiversity units for area land served	OUT5.24 divided by (OUT5.25 divided by 100)	n/a
Operational greenhouse gas emissions (wastewater)			
OUT5.27	Tonnes CO2e	Tonnes of CO2 emitted. Input value.	n/a
OUT5.28	Volume of wastewater receiving treatment	Volume of wastewater receiving treatment. Years 2022-23 to 2029-30 populated by table CWW6, line CWW6.13. For other years companies should input this value based on their historically reported data and forecasts.	n/a
OUT5.29	Tonnes of CO2e per volume of wastewater treated	OUT5.27 divided by (OUT5.28 divided by 365)	n/a
OUT5.30	Baseline (2019-20)	Constant baseline value in column E. Equal to OUT5.27 for year 2019-20.	n/a
OUT5.31	Reduction % from 2019-20 baseline	(OUT5.30 minus OUT5.27) divided by OUT5.30	n/a
Total pollution incidents			
OUT5.32	Sewer length	Sewer length for this PC is constant across five-year periods. Input value. For 2021-22 to 2025-26, this is the sewer length value from 2017-18. For 2026-27 to 2030-31, this is the sewer length value from 2022-23. For 2031 onwards, this is forecast sewer length for sewer length in 2027-28. For prior to 2021-22 companies should input this value based on their historically reported data	3G.4

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OUT5.33	Number of pollution incidents – category 1 (wastewater)	The number of category 1 pollution incidents in the calendar year for wastewater assets. Input value.	3G.4
OUT5.34	Number of pollution incidents – category 1 (wastewater) – standardised	OUT5.33 divided by (OUT5.32 multiplied by 1000).	3G.4
OUT5.35	Number of pollution incidents – category 2 (wastewater)	The number of category 2 pollution incidents in the calendar year for wastewater assets. Input value.	3G.4
OUT5.36	Number of pollution incidents – category 2 (wastewater) – standardised	OUT5.35 divided by (OUT5.32 multiplied by 1000).	3G.4
OUT5.37	Number of pollution incidents – category 3 (wastewater)	The number of category 3 pollution incidents in the calendar year for wastewater assets. Input value.	3G.4
OUT5.38	Number of pollution incidents – category 3 (wastewater) – standardised	OUT5.37 divided by (OUT5.32 multiplied by 1000).	3G.4
OUT5.39	Total pollution incidents per 10,000 km of sewer length (wastewater)	The sum of OUT5.34, 5.36 and 5.38	3G.4
Serious pollution incidents (wastewater)			
OUT5.40	Number of serious pollution incidents (wastewater)	The sum of OUT5.33 and OUT5.35	3G.4
Discharge permit compliance (wastewater)			
OUT5.41	Total number of failing discharges (wastewater)	The total number of failing discharges in the calendar year. Input value.	n/a
OUT5.42	Number numeric discharge permits	Number of numeric discharge permits for wastewater treatment works held by the company. Input value.	n/a
OUT5.43	Number of sites with failed discharges (wastewater)	The number of sites with at least one failed discharge in the calendar year. Input value.	n/a
OUT5.44	Percentage compliance (wastewater)	(OUT5.42-OUT5.43) divided by OUT5.42. Calculated as explained in the EPA methodology (v9 for companies operating in England, v8 for companies operating Wales)	n/a
Bathing water quality			
OUT5.45	Weighting for poor bathing water	Prepopulated constant value as set out in the PC definition.	n/a
OUT5.46	Weighting for sufficient bathing water	Prepopulated constant value as set out in the PC definition.	n/a
OUT5.47	Weighting for good bathing water	Prepopulated constant value as set out in the PC definition.	n/a
OUT5.48	Weighting for excellent bathing water	Prepopulated constant value as set out in the PC definition.	n/a
OUT5.49	Number of poor bathing waters	The number of bathing waters with poor classification. Input value.	n/a
OUT5.50	Number of sufficient bathing waters	Number of bathing waters with sufficient classification. Input value.	n/a
OUT5.51	Number of good bathing waters	Number of bathing waters with good classification. Input value.	n/a

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OUT5.52	Number of excellent bathing waters	Number of bathing waters with excellent classification. Input value.	n/a
OUT5.53	Number of bathing waters in company area	The total number of bathing waters in company area. The sum of OUT5.49 to OUT5.52	n/a
OUT5.54	Weighted score for poor bathing waters	OUT5.49 multiplied by OUT5.45 (constant in column E)	n/a
OUT5.55	Weighted score for sufficient bathing waters	OUT5.50 multiplied by OUT5.46 (constant in column E)	n/a
OUT5.56	Weighted score for good bathing waters	OUT5.51 multiplied by OUT5.47 (constant in column E)	n/a
OUT5.57	Weighted score for excellent bathing waters	OUT5.52 multiplied by OUT5.48 (constant in column E)	n/a
OUT5.58	Bathing water quality	The average score for bathing water quality. Calculated as (sum of OUT5.54 to OUT5.57) divided by OUT5.53	n/a
River water quality (phosphorus)			
OUT5.59	Phosphorus discharged from treatment works in the base period	Constant baseline value, populated in column E. Calculated as the average phosphorus discharge from treatment works over 2020-21 to 2022-23.	n/a
OUT5.60	Phosphorus prevented from entering rivers from partnership working in the base period	Constant baseline value, populated in column E. Calculated as the average phosphorus prevented from entering rivers from partnership working over 2020-21 to 2022-23.	n/a
OUT5.61	Phosphorus discharged from treatment works	Amount of phosphorus discharged from treatment works in calendar year. Input value.	n/a
OUT5.62	Change in phosphorus discharged from treatment works	Calculated as the difference between line OUT5.59 and OUT5.61.	n/a
OUT5.63	Phosphorus prevented from entering rivers from partnership working	The amount of phosphorus prevented from entering rivers from partnership working in the calendar year. Input value.	n/a
OUT5.64	Change in phosphorus prevented from entering rivers from partnership working	Calculated as the difference between line OUT5.63 and OUT5.60.	n/a
OUT5.65	Reduction in kilograms of phosphorus from annual average of 2020 to 2022	Calculated as the sum of OUT5.62 and OUT5.64	n/a
OUT5.66	Head of population (wastewater) (calendar year)	Population in the calendar year. Input value.	n/a
OUT5.67	Reduction in kilograms of phosphorus from annual average of 2020 to 2022 per head of population	The reduction in phosphorus from base period, per head of population. Calculated as OUT5.65 divided by (OUT5.66 multiplied by 1000).	n/a
Storm overflows			
OUT5.68	Total number of spills	The total number of spills from storm overflows per calendar year. Spills shall be counted using the 12/24 method, as detailed in the performance commitment definition. Input value.	n/a
OUT5.69	Total number of storm overflows	Number of storm overflows. Populated from table CWW6.8 for the years 2022-30. For other years companies should input this value based on their historically reported data and forecasts.	n/a

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OUT5.70	Storm overflows	The average number of spills per overflow. Calculated as OUT5.68 divided by OUT5.69	n/a
Sewer collapses			
OUT5.71	Sewer length	The length of the entire sewer network. Years 2022-23 to 2029-30 populated by table CWW6, sum of lines CWW6.21 and CWW6.22. For other years companies should input this value based on their historically reported data and forecasts.	3G.5
OUT5.72	Sewer collapses	The number of sewer collapses. Input value.	3G.5
OUT5.73	Sewer collapses - standardised	The number of sewer collapses per 1000km of all sewers. Calculated as OUT5.72 divided by (OUT5.71 multiplied by 1000)	3G.5

OUT5 Additional guidance

- 7.1 The purpose of this table is to include detail of the supporting calculations used to derive water performance commitments reported in table OUT1. This table serves the same purpose as tables 3F, 3G and 3I in the annual performance report. Where calculations utilise data from other business planning tables, eg number of properties, we propose to directly link between the two tables.
- 7.2 The definition and calculation for operational greenhouse gas emissions (wastewater) will be confirmed prior to the 2023 annual performance report submission.. For now, we have provided two options for the standardised calculation for the PC (standardised by distribution input or by percentage reduction from baseline).
- 7.3 For PCs where overall performance is expressed by combining performance in both wastewater and water for water and sewerage companies, OUT5 contains the wastewater performance levels only and OUT4 contains both the water performance levels and the calculation to produce the aggregated performance level.
- 7.4 When completing this table please review the general guidance for tables OUT1 to OUT5 provided in section OUT1.

OUT5 Commentary requirement

- 7.5 When completing this table please review the general commentary requirements for tables OUT1 to OUT5 provided in section OUT1.

8. OUT6 – Summary information on outcome delivery incentive payments

Table OUT6 line definitions

Line	Title	Definition	RAG 4.10 line reference
OUT6.1	Water resources	Initial calculation of the in-period revenue performance payments (excluding CMEX and DMEX) by price control.	3H.1
OUT6.2	Water network plus	Initial calculation of the in-period revenue performance payments (excluding CMEX and DMEX) by price control.	3H.2
OUT6.3	Wastewater network plus	Initial calculation of the in-period revenue performance payments (excluding CMEX and DMEX) by price control.	3H.3
OUT6.4	Bioresources (sludge)	Initial calculation of the in-period revenue performance payments (excluding CMEX and DMEX) by price control.	3H.4
OUT6.5	Residential retail	Initial calculation of the in-period revenue performance payments (excluding CMEX and DMEX) by price control.	3H.5
OUT6.6	Business retail	Initial calculation of the in-period revenue performance payments (excluding CMEX and DMEX) by price control.	3H.6
OUT6.7	Additional control	Initial calculation of the in-period revenue performance payments (excluding CMEX and DMEX) by price control.	3H.7
OUT6.8	Water resources	Initial calculation of the end of period revenue performance payments (excluding CMEX and DMEX) by price control.	3H.8
OUT6.9	Water network plus	Initial calculation of the end of period revenue performance payments (excluding CMEX and DMEX) by price control.	3H.9
OUT6.10	Wastewater network plus	Initial calculation of the end of period revenue performance payments (excluding CMEX and DMEX) by price control.	3H.10
OUT6.11	Bioresources (sludge)	Initial calculation of the end of period revenue performance payments (excluding CMEX and DMEX) by price control.	3H.11
OUT6.12	Residential retail	Initial calculation of the end of period revenue performance payments (excluding CMEX and DMEX) by price control.	3H.12
OUT6.13	Business retail	Initial calculation of the end of period revenue performance payments (excluding CMEX and DMEX) by price control.	3H.13
OUT6.14	Additional control	Initial calculation of the end of period revenue performance payments (excluding CMEX and DMEX) by price control.	3H.14
OUT6.15	Water resources	Initial calculation of the end of period RCV performance payments (excluding CMEX and DMEX) by price control.	3H.15
OUT6.16	Water network plus	Initial calculation of the end of period RCV performance payments (excluding CMEX and DMEX) by price control.	3H.16
OUT6.17	Wastewater network plus	Initial calculation of the end of period RCV performance payments (excluding CMEX and DMEX) by price control.	3H.17
OUT6.18	Bioresources (sludge)	Initial calculation of the end of period RCV performance payments (excluding CMEX and DMEX) by price control.	3H.18
OUT6.19	Residential retail	Initial calculation of the end of period RCV performance payments (excluding CMEX and DMEX) by price control.	3H.19

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Line	Title	Definition	RAG 4.10 line reference
OUT6.20	Business retail	Initial calculation of the end of period RCV performance payments (excluding CMEX and DMEX) by price control.	3H.20
OUT6.21	Additional control	Initial calculation of the end of period RCV performance payments (excluding CMEX and DMEX) by price control.	3H.21

OUT6 Additional guidance

- 8.1 This table contains the outputs of the PR19 ODI performance reconciliation models based on forecast performance for 2023-24 and 2024-25 reported in table OUT8.
- 8.2 We expect companies to calculate the performance payments for 2023-24 and 2024-25 using the PR19 ODI performance model and we require companies to provide their populated models alongside the BP tables.
- 8.3 Performance payments data is in 2017-18 prices.

OUT6 Commentary requirement

1. None

9. OUT7 – Proposed parameters for financial incentives at PR24

Table OUT7 column definitions

Column	Title	Definition	RAG 4.10 line reference
1	PC reference	PC reference generated for the performance commitment, pre-populated for common PCs.	n/a
2	Company reference	Company reference- PC reference with company acronym. Pre-populated.	n/a
3-11	Price control allocation (%)	The split of incentive payments for the PC between different price controls (across Water resources, Water network plus, Wastewater network plus, Bioresources, Residential retail, Business retail and Additional controls 1 and 2). Pre-populated for most common PCs.	n/a
12	Marginal benefit estimate (£m)	Companies' estimates of marginal benefits for each PC (£m).	n/a
13	Benefit sharing factor (%)	Company view of the benefit sharing factor for each PC.	n/a
14	Standard outperformance rate (£m)	Calculation of column 12 multiplied by 13.	n/a
15	Standard underperformance rate (£m)	Calculation of column 12 multiplied by 13, expressed in negative terms.	n/a
16-20	Enhanced outperformance thresholds (where relevant)	Companies' forecasts for the enhanced outperformance thresholds from 2025-26 to 2029-30. Only for PCs that have enhanced ODIs.	n/a
21	ODI type	If the ODI is outperformance only, underperformance only, or outperformance and underperformance (pre-populated for common PCs).	n/a
22	ODI form	Revenue or RCV based (pre-populated for common PCs).	n/a
23	ODI timing	In-period or end of period (pre-populated for common PCs).	n/a
24	Decimal places	Companies' proposed decimal places for bespoke PCs only (pre-populated for common PCs).	n/a
25	Direction of improving performance	The direction that improving performance will go, Up or Down, for example improving leakage will require downward movement (pre-populated for common PCs).	n/a
26	Common or bespoke PC	The type of PC (pre-populated for common PCs).	n/a

OUT7 Additional guidance

- 9.1 Price control allocations for the common PCs are set by Ofwat, and are detailed in [PR24 performance commitment definitions](#).
- 9.2 Price control allocation for the operational greenhouse gas emissions (water), operational greenhouse gas emissions (wastewater), serious pollution incidents and discharge permit compliance performance commitments are to be confirmed in the draft determinations.
- 9.3 As detailed in the performance commitment definition for biodiversity, price control allocation is split equally between the water resources, water network plus and wastewater network plus controls – for water-only companies, this will only be water resources and water network plus. Companies should input their price control allocation for this performance commitment based on their expected activities.
- 9.4 Additional controls 1 and 2 only apply for certain companies. Additional control 1 applies to Thames Water's Thames Tideway Tunnel control and Portsmouth Water's Havant Thicket control. The merged South West and Bristol Water company will need to take a different approach. The company is expected to submit multiple copies of OUT7, reflecting that it will have two sets of common performance commitments – covering each of its South West Water (SWB) and Bristol Water (BRL) regions. When completing price control allocations in OUT7, the company should use the water resources and water network plus columns for performance commitments associated with its SWB region. It should use Additional controls 1 and 2 is for its BRL region for payments associated with its BRL water resources and water network plus controls respectively.
- 9.5 Companies' estimates of marginal benefits (column 12) must be aligned to their PC definitions. Companies can adopt Ofwat's indicative view, or provide compelling evidence for any alternatives
- 9.6 For the benefit sharing factor (column 13) companies can leave this blank, adopt Ofwat's indicative view, or provide compelling evidence for any alternatives.
- 9.7 For enhanced outperformance thresholds (columns 16-20) companies can leave this blank, or provide their own view.

OUT7 Commentary requirement

- 9.8 Companies should include the following commentary to this table:

- an explanation of whether their marginal benefit estimate (column 12) is from the collaborative customer research or elsewhere. If it is from elsewhere, companies should provide evidence in line with the minimum expectations set out in [Appendix 12](#);
- an explanation of whether they have adopted Ofwat's indicative view or their own for the benefit sharing factor as well as the reasoning for their choice.

10. OUT8 – PR19 outcome performance summary

Table OUT8 line definitions

Line	Title	Definition	RAG 4.10 line reference
OUT8.1	Water quality compliance (CRI)	Copied from OUT1.2	3A.1
OUT8.2	Water supply interruptions	Copied from OUT1.1	3A.2
OUT8.3	Leakage	Copied from OUT1.9	3A.3
OUT8.4	Per capita consumption	Copied from OUT1.10	3A.4
OUT8.5	Mains repairs	Copied from OUT1.18	3A.5
OUT8.6	Unplanned outage	Copied from OUT1.19	3A.6
OUT8.7	Internal sewer flooding	Copied from OUT1.4	3B.1
OUT8.8	Pollution incidents	Copied from OUT1.12	3B.2
OUT8.9	Sewer collapses	Copied from OUT1.20	3B.3
OUT8.10	Treatment works compliance	Copied from OUT1.14	3B.4
OUT8.11 to OUT8.30	Bespoke water PC 1 to 20	Input value for bespoke water PC	3A.7 to 3A.26
OUT8.31 to OUT8.44	Bespoke wastewater PC 1 to 14	Input value for bespoke wastewater PC	3B.5 to 3B.18

Table OUT8 column definitions

Column	Title	Definition
1	Line description	Common and bespoke performance commitment name
2	Unique reference	Unique reference generated for the performance commitment as reported in the company's Outcome performance commitment appendix from PR19. For example: PR19AFW_W-A1
3	Unit	Unit that the performance commitment is measured in as described in its definition
4	Decimal places	Number of decimal places required
5	Performance level – actual	<p>Actual performance for the current reporting year in the units the performance commitment is measured in.</p> <p>For example, if the performance commitment is measured in MI/day and the actual performance level is 124.5 MI/day, then enter 124.5.</p> <p>This applies to all performance commitments, including those where a performance commitment level (PCL) has not been set for the current reporting year.</p>

Column	Title	Definition
6	Performance payment - actual	Performance payment for the current reporting year in 2017-18 prices. This is the performance payment due for the performance level reported in column 5. The payment should be calculated by the PR19 ODI performance model.

OUT8 Additional guidance

- 10.1 The performance commitment definitions are set out in companies' [PR19 final determination outcome performance commitment appendices](#), as amended by agreed corrections or by the Competition and Markets Authority in the case of the four appellant companies (Anglian Water, Northumbrian Water, Yorkshire Water and Bristol Water).
- 10.2 It is the 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.
- 10.3 Companies should report their bespoke performance commitments in the same order as the pre-populated APR tables 3A and 3B.
- 10.4 The table contains inputs needed for populating the PR19 ODI performance reconciliation model and calculating the end of period revenue and RCV adjustments to be applied at PR24.
- 10.5 We expect companies to calculate the performance payments for 2023-24 and 2024-25 using the PR19 ODI performance model and we require companies to provide their populated models alongside the business plan tables.
- 10.6 Performance payments data is in 2017-18 prices.
- 10.7 In the [PR19 Reconciliation Rulebook](#) we said that, for in-period ODIs only, we would not set revenues for 2025-2030 at PR24 using forecast performance in 2024-2025. We said we would make any subsequent blind year adjustment for in-period ODIs using the in-period adjustments model to inform our in-period determination in late 2025, adjusting allowed revenues in 2026-2027. In the absence of stakeholder responses on this we have concluded that the approach set out in the PR19 Reconciliation Rulebook for in-period ODIs remains appropriate so as not to weaken incentives on companies. However we require companies to provide forecast data for 2024-2025 in-period ODIs in the business plan for our information.

OUT8 Commentary requirement

10.8 Companies should include the following commentary to this table:

- An explanation for the basis of forecast performance.

11. OUT9 – Biodiversity – habitat information

Table OUT9 line definitions

Line	Title	Definition	RAG 4.10 line reference
OUT9.1	Company owned land	Total company owned land area in square kilometres.	n/a
OUT9.2	Company land that is a protected site	Company owned land that is a protected site as defined in the Environmental Targets (Biodiversity) (England) Regulations.	n/a
OUT9.3	Land considered to have 'Wildlife-rich' habitats	Company owned land that is considered to have 'Wildlife-rich' habitats as defined in the Environmental Targets (Biodiversity) (England) Regulations. Do not include land in line OUT9.2.	n/a
OUT9.4	Company land associated or expected to be associated with obligations, including planning processes, in 2025-30.	Company owned land associated or expected to be associated with obligations, including planning processes, in 2025-30. Do not include land in lines OUT9.2 to OUT9.3.	n/a
OUT9.5	Company land expected to be used for solar arrays in 2025-30.	Company owned land that is already or is expected to be used for solar arrays in 2025-30. Do not include land in lines OUT9.2 to OUT9.4.	n/a
OUT9.6	Company land with long term tenancies (>=5 years)	Company owned land with long term tenancies (>=5 years) that have five or more years on 31 March 2025. Do not include land in lines OUT9.2 to OUT9.5.	n/a
OUT9.7	Company land with long term tenancies (<5 years)	Company owned land with long term tenancies that have less than 5 years on 31 March. 2015. Do not include land in lines OUT9.2 to OUT9.6.	n/a
OUT9.8	Company land subject to shooting rights	Company owned land subject to shooting or other sporting rights. Do not include land in lines OUT9.2 to OUT9.7.	n/a
OUT9.9	Company land subject to other rights	Company owned land subject to other rights that have a substantial impact on how land can be managed. Do not include land in lines OUT9.2 to OUT9.8.	n/a
OUT9.10	Company land that is standing water	Company owned land that is standing water as defined in JNCC Handbook for Phase 1 habitat survey. Do not include land in lines OUT9.2 to OUT9.9.	n/a
OUT9.11	Company land that is running water	Company owned land that is running water as defined in JNCC Handbook for Phase 1 habitat survey. Do not include land in lines OUT9.2 to OUT9.10.	n/a
OUT9.12	Company land that is sealed surfaces	Company owned land that is sealed surfaces. Include car parks, highways, buildings and plants. Do not include land in lines OUT9.2 to OUT9.11.	n/a
OUT9.13	Company land that has tree canopy and woodland cover	Company owned land that is woodland as defined in JNCC Handbook for Phase 1 habitat survey. Do not include land in lines OUT9.2 to OUT9.12.	n/a
OUT9.14	Company land that has estuaries and coastal water habitats.	Company owned land that has estuaries and coastal water habitats. Include coastland as defined in JNCC Handbook for Phase 1 habitat survey. Do not include land in lines OUT9.2 to OUT9.13.	n/a

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OUT9.15	Company land that has open habitats	Company owned land that has open habitats. Include grassland and marsh; scrub; tall herb and fern; heathland; mire; swamp, marginal and inundation as defined in JNCC Handbook for Phase 1 habitat survey. Do not include land in lines OUT9.2 to OUT9.14.	n/a
OUT9.16	Land being managed as part of biodiversity plans – Good status	Land being managed as part of existing company biodiversity plans which is of good status. Company may have such plans for a variety of reasons. Include company owned land as well as other land where habitat is improved in the process of the water company carrying out its functions.	n/a
OUT9.17	Land being managed as part of biodiversity plans – Moderate status	Land being managed as part of existing company biodiversity plans which is of moderate status. Company may have such plans for a variety of reasons. Include company owned land as well as other land where habitat is improved in the process of the water company carrying out its functions.	n/a
OUT9.18	Land being managed as part of biodiversity plans – Poor status	Land being managed as part of existing company biodiversity plans which is of poor status. Company may have such plans for a variety of reasons. Include company owned land as well as other land where habitat is improved in the process of the water company carrying out its functions.	n/a

OUT9 Additional guidance

11.1 The purpose of this table is to collect information about types and sizes of habitats within a company area. After we receive business plans we will consider if this information could provide a more appropriate normalisation and it will also provide context to setting PCLs. This information will also be used to help calibrate and determine companies' incentive rates for the biodiversity performance commitment.

OUT9 Commentary requirement

11.2 Companies should include the following commentary to this table:

- An explanation of how information has been derived including source and method, together with an indication of the level of accuracy of each line of data.

12. **OUT10 – Placeholder – Bespoke performance commitments overall performance**

OUT10 – Placeholder – Bespoke performance commitments overall performance

The purpose of this table is to include detail of the overall performance for bespoke performance commitments.

Table will be completed in the next iteration of tables when we have received company proposals for bespoke performance commitments.

Information collected in this table will be dependent on company proposals for bespoke performance commitments.

13. OUT11 – Placeholder – Underlying calculations for bespoke performance commitments

OUT10 – Placeholder – Bespoke performance commitments overall performance

The purpose of this table is to include detail of the supporting calculations used to derive bespoke performance commitments reported in table OUT10. Where calculations utilise data from other business plan tables, eg number of properties, we propose to directly link between the two tables.

We intend to include a full suite of calculations for all performance commitments in the next iteration of the table when we have received company proposals for bespoke performance commitments.