

May 2023

PR24 Final Methodology 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	<p>Changes from V2:</p> <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.
V4	31/5/2023	<p>Changes from V3:</p> <ul style="list-style-type: none"> • Updated lines, titles, and definitions to reflect updated excel tables. • Changed baseline year for operational greenhouse gas emissions (water) and operational greenhouse gas emissions (wastewater) from 2019-20 to 2021-22. • OUT1 - Added lines and definitions for business customer experience in Wales performance data. • OUT2 - Additional guidance regarding expenditure made to avoid deterioration in performance and the performance impacts of base cost adjustment claims. • OUT3 - Clarification of the totals in tables as the cumulative impact of enhancement expenditure over time. Details of variance in calculations for performance commitments dependent on if improving performance is represented as an increase or decrease in level added. Worked examples of the relationship between OUT1, OUT2 and OUT3 added. • OUT4 - Added lines to collect data on number of contacts split by taste and odour and discolouration. • OUT5 - updated line OUT5.59 to reflect currently published definition. Changed from phosphorus discharged from treatment works in the base period to phosphorus discharged from treatment works (variable input value each year). • OUT7 - further guidance on price control allocations added. Added lines for the business customer experience in Wales performance commitment. • OUT8 - Revisions to guidance to clarify where to include or exclude the performance impact from green recovery investment in this table. Edits to guidance to ensure data is reported based on PR19 performance commitment definitions. • OUT9 - added guidance about how to report this data for Welsh companies.

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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 performance commitment 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 published at 31 May 2023 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 consideration of companies' proposals for bespoke performance commitments.
- 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 performance commitment benefits from enhancement expenditure best value assessments recorded in tables CW15 and CWW15 are calculated in in OUT3. These benefits are compared in OUT3 to the performance benefits from enhancement expenditure derived from the performance trends recorded in tables OUT1 and OUT2. The underlying calculations for performance commitments 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 SUP1B 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 OUT1-9, so that we can determine two sets of common performance commitments – covering each of its South West Water (SWB) and Bristol Water (BRL) regions. Guidance on price control allocations for each performance commitment is set out in section 9.
- 2.7 Companies should provide data where available that is consistent with the line definition. Where companies are unable to do this, they should leave the cell blank and identify clearly in supporting commentary the years where no data is available and the reasons for this. We expect companies to use available historical data to inform their forecasts of future performance. Where limited historical data is available, we expect

companies to provide sufficient and convincing additional evidence to support their proposed forecasts of future performance.

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 performance commitments 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. Input value.	n/a
OUT1.28	Bespoke PC 2	To be proposed by company. Input value.	n/a

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OUT1.29	Bespoke PC 3	To be proposed by company. Input value.	n/a
OUT1.30	Bespoke PC 4	To be proposed by company. Input value.	n/a
OUT1.31	Business customer experience in Wales (1-5)	Actual and forecast performance data for business customer experience in Wales. On a 1-5 scale. Input value.	n/a
OUT1.32	Business customer experience in Wales (0-10)	Actual and forecast performance data for business customer experience in Wales. On a 0-10 scale. Input value.	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 performance commitments.
- 3.2 The majority of common performance commitment 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 exceptions to this are the compliance risk index performance commitment, where should input CRI scores for the calendar year as reported to the Drinking Water Inspectorate (DWI) directly into table OUT1, and the business customer experience in Wales performance commitment.
- 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. The performance trend in this table will therefore include both the performance improvements delivered through base expenditure and any step changes in performance delivered through enhancement expenditure.
- 3.4 Lines OUT1.31 and OUT1.32 should only be populated by companies operating wholly or mainly in Wales. To calculate performance scores for business customer experience in Wales on a 0–10 basis, companies should recode their 1–5 scores following guidance provided by Ofwat.

OUT1 to OUT5 Additional general guidance

- 3.5 Tables OUT1 to OUT5 are based on the PR24 performance commitments 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 and BR-MeX, and Business customer experience (Wales)).
- 3.6 For the historical performance data prior to 2022-23 we expect companies to populate the table based on the historical performance datasets.¹ If data is submitted that varies from the published historical dataset companies should explain the reasons for this and provide sufficient and convincing evidence to justify the amendment.
- 3.7 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.
- 3.8 We have provided multiple lines for performance commitments 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 performance commitments at a regional level.
- 3.9 We expect companies to have a maximum of two to three bespoke performance commitments (see section 2.3 of [Appendix 7: Performance commitments](#)). In a case where a company has more than four bespoke performance commitments, we may add more rows in the next iteration of the tables following our consideration of early bespoke performance commitment definition submissions. Rows for bespoke performance commitments are currently input values, but this may change in the next iteration of the tables when OUT10 and OUT11 are completed.
- 3.10 In the boxes below we provide an example of how performance is represented in tables OUT1 to OUT3 for two fictional performance commitments. This demonstrates:
- how table OUT1 provides the overall performance trend incorporating benefits of both base and enhancement expenditure;
 - how table OUT2 is representative of a counterfactual trend indicating the performance delivered from base expenditure alone; and

¹ Ofwat, '[PR24 - Cost assessment datasets – Ofwat](#)', 2023

- how by calculating the variance between OUT1 and OUT2, table OUT3 provides the cumulative impact of enhancement expenditure, indicating where this drives step changes in performance.

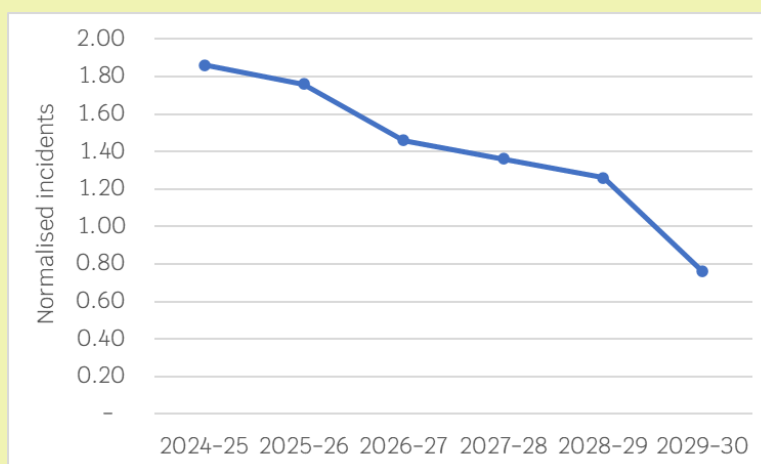
Relationship between tables OUT1, OUT2 and OUT3 illustrated through fictional performance commitment A

Performance commitment A, measured as a value normalised by a scale factor to two decimal places. Improving performance is represented by a decrease in normalised value. For performance commitment A, a company identifies the overall performance forecast below in OUT1. Note historical data pre-2024-25 and forecast data beyond 2029-30 are not shown in the example below for clarity but we expect companies to provide this information in business plan submissions.

OUT1 performance trend for performance commitment A.

2024-25	2025-26	2026-27	2027-28	2028-29	2029-30
1.86	1.76	1.46	1.36	1.26	0.76

OUT1 performance trend



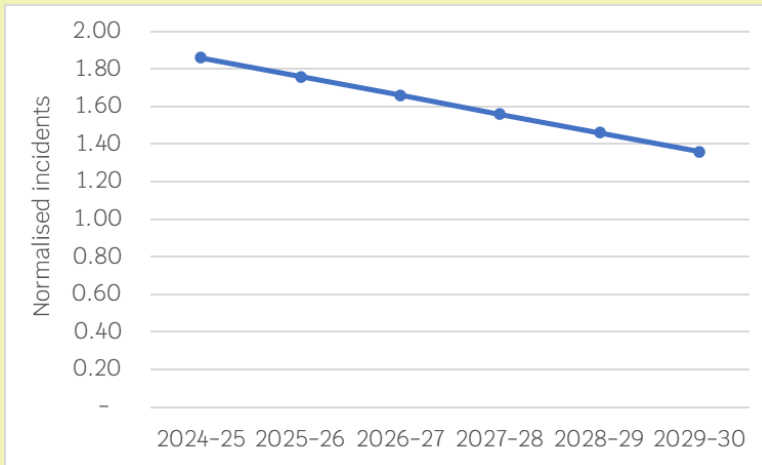
This OUT1 performance forecast is based on the company delivering a 0.1 improvement per annum in normalised incidents from a baseline of 1.86 in 2024-25. It also incorporates the benefits of enhancement expenditure across the company's business plan. Specifically, delivery of project (1) providing an 0.2 performance improvement step change in normalised incidents in 2026-27, and project (2) providing an 0.4 performance improvement step change in normalised incidents in 2029-30.

The performance delivered from base expenditure would be represented in OUT2 as follows.

OUT2 performance trend for performance commitment A.

2024-25	2025-26	2026-27	2027-28	2028-29	2029-30
1.86	1.76	1.66	1.56	1.46	1.36

OUT2 performance trend

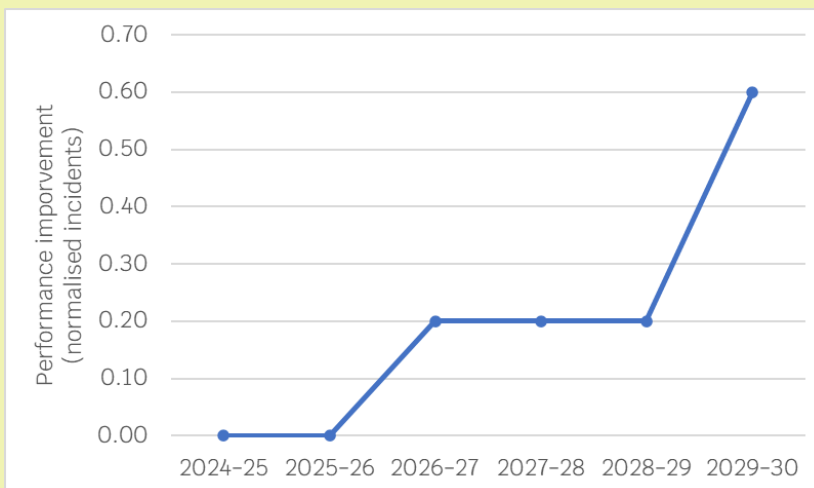


Improving performance for performance commitment A is represented by a decreasing figure. The cumulative impact of enhancement expenditure is calculated in table OUT3 (columns G to S) by subtracting OUT1 from OUT2. The OUT3 trend showing the step changes in performance due to the cumulative impact of both projects delivered through enhancement expenditure is therefore represented as follows:

2024-25	2025-26	2026-27	2027-28	2028-29	2029-30
0.00	0.00	0.20	0.20	0.20	0.60

OUT3 performance trend for performance commitment A.

OUT3 performance trend (showing improvement as a positive value)



Relationship between tables OUT1, OUT2 and OUT3 illustrated through fictional performance commitment B

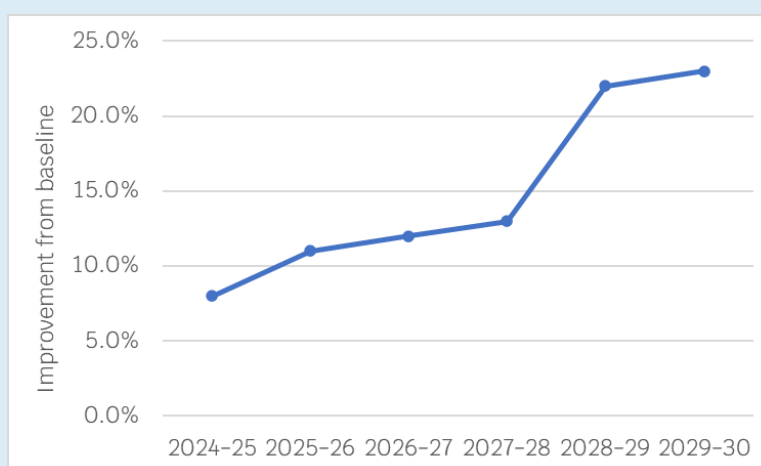
Performance commitment B, measured as a percentage to one decimal place, improving performance is represented by an increasing percentage value.

For performance commitment B, a company identifies the overall performance forecast below in OUT1. Note historical data pre-2024-25 and forecast data beyond 2029-30 are not shown in the example below for clarity but we expect companies to provide this information in business plan submissions.

OUT1 performance trend for performance commitment B.

2024-25	2025-26	2026-27	2027-28	2028-29	2029-30
8.0%	11.0%	12.0%	13.0%	22.0%	23.0%

OUT1 performance trend



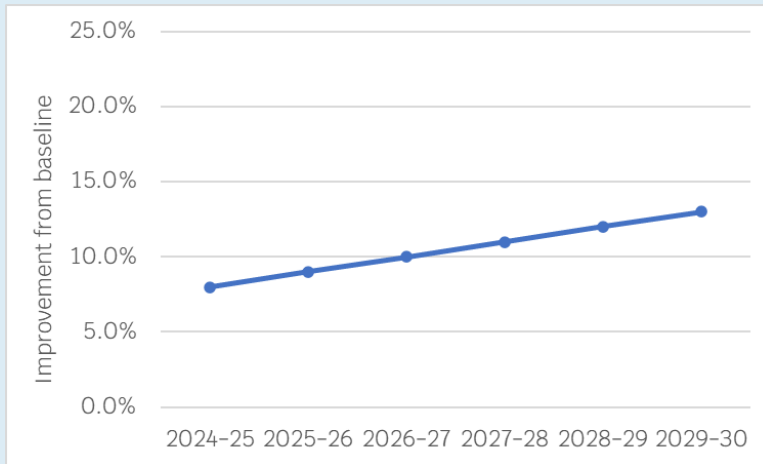
This OUT1 performance forecast is based on the company delivering a 1% improvement per annum from a baseline of 8% in 2024-25. It also incorporates the additional benefits of enhancement expenditure across the company's business plan. Specifically, delivery of project (1) providing a 2% improvement step change in performance in 2025-26 and project (2) providing an 8% improvement step change in performance in 2028-29.

The performance delivered from base expenditure would be represented in OUT2 as follows.

OUT2 performance trend for performance commitment B.

2024-25	2025-26	2026-27	2027-28	2028-29	2029-30
8.0%	9.0%	10.0%	11.0%	12.0%	13.0%

OUT2 performance trend

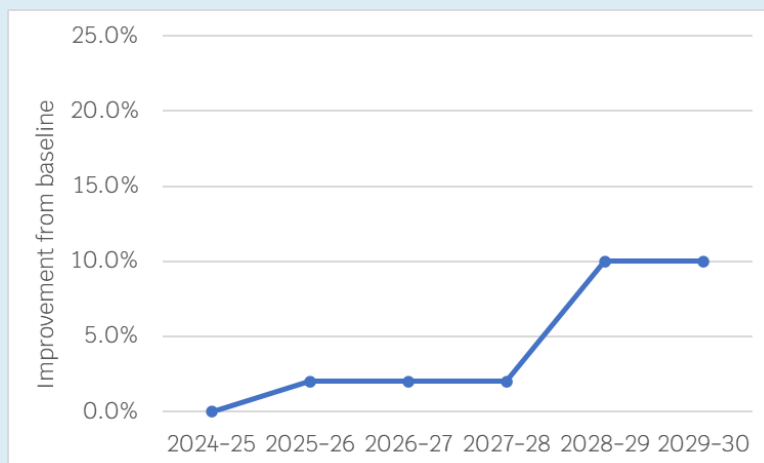


Improving performance for performance commitment B is represented by an increasing figure. The cumulative impact of enhancement expenditure is calculated in table OUT3 (columns G to S) by subtracting OUT2 from OUT1. The OUT3 trend showing the step changes in performance due to the cumulative impact of both projects delivered through enhancement expenditure is therefore represented as follows:

OUT3 performance trend for performance commitment B.

2024-25	2025-26	2026-27	2027-28	2028-29	2029-30
0%	2.0%	2.0%	2.0%	10.0%	10.0%

OUT3 performance trend



OUT1 to OUT5 Commentary requirements

- 3.11 We expect companies to provide commentary to explain how the overall performance forecast for each performance commitment (OUT1) has been derived. This should also include how the performance level from base expenditure for each performance commitment (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.
- 3.12 Companies should also include explanation of how the impacts of enhancement expenditure on performance commitment forecasts have been derived across their investment programme.
- 3.13 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 performance commitment, 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	Definitions of the common performance commitments 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)		3A.1	
OUT2.3	Customer contacts about water quality		n/a	
OUT2.4	Internal sewer flooding		3G.3	
OUT2.5	External sewer flooding		n/a	
OUT2.6	Biodiversity		n/a	
OUT2.7	Operational greenhouse gas emissions (water)		n/a	
OUT2.8	Operational greenhouse gas emissions (wastewater)		n/a	
OUT2.9	Leakage		3F.5	
OUT2.10	Per capita consumption		3F.6	
OUT2.11	Business demand		n/a	
OUT2.12	Total pollution incidents		3B.2	
OUT2.13	Serious pollution incidents		n/a	
OUT2.14	Discharge permit compliance		n/a	
OUT2.15	Bathing water quality		n/a	
OUT2.16	River water quality (phosphorus)		n/a	
OUT2.17	Storm overflows		n/a	
OUT2.18	Mains repairs		3F.3	
OUT2.19	Unplanned outage		3F.8	
OUT2.20	Sewer collapses		3G.5	
OUT2.21	Leakage - region 1		n/a	
OUT2.22	Leakage - region 2		n/a	
OUT2.23	Per capita consumption - region 1		n/a	
OUT2.24	Per capita consumption - region 2		n/a	
OUT2.25	Business demand - region 1		n/a	
OUT2.26	Business demand - region 2		n/a	
OUT2.27	Bespoke PC 1		To be proposed by company. Input value.	n/a
OUT2.28	Bespoke PC 2		To be proposed by company. Input value.	n/a
OUT2.29	Bespoke PC 3		To be proposed by company. Input value.	n/a

OUT2.30	Bespoke PC 4	To be proposed by company. Input value.	n/a
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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.
- 4.5 When completing this table we expect companies to stretch themselves on what they can deliver from base, assuming they will receive efficient cost allowances to address deteriorating performance for issues such as the growth in the network. Therefore, we do not expect companies to show performance degradation due to such issues in table OUT2.
- 4.6 When completing this table we expect companies to include the impact on performance associated with any base cost adjustment claims submitted in their business plan submission.

OUT2 Commentary requirement

- 4.7 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	Definitions of the common performance commitments 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)		3A.1	
OUT3.3	Customer contacts about water quality		n/a	
OUT3.4	Internal sewer flooding		3G.3	
OUT3.5	External sewer flooding		n/a	
OUT3.6	Biodiversity		n/a	
OUT3.7	Operational greenhouse gas emissions (water)		n/a	
OUT 3.8	Operational greenhouse gas emissions (wastewater)		n/a	
OUT3.9	Leakage		3F.5	
OUT3.10	Per capita consumption		3F.6	
OUT3.11	Business demand		n/a	
OUT3.12	Total pollution incidents		3B.2	
OUT3.13	Serious pollution incidents		n/a	
OUT3.14	Discharge permit compliance		n/a	
OUT3.15	Bathing water quality		n/a	
OUT3.16	River water quality (phosphorus)		n/a	
OUT3.17	Storm overflows		n/a	
OUT3.18	Mains repairs		3F.3	
OUT3.19	Unplanned outage		3F.8	
OUT3.20	Sewer collapses		3G.5	
OUT3.21	Leakage - region 1		n/a	
OUT3.22	Leakage - region 2		n/a	
OUT3.23	Per capita consumption - region 1		n/a	
OUT3.24	Per capita consumption - region 2		n/a	
OUT3.25	Business demand - region 1		n/a	
OUT3.26	Business demand - region 2		n/a	
OUT3.27	Bespoke PC 1		To be proposed by company	n/a
OUT3.28	Bespoke PC 2		To be proposed by company	n/a
OUT3.29	Bespoke PC 3		To be proposed by company	n/a
OUT3.30	Bespoke PC 4		To be proposed by company	n/a

Column	Title	Definition
G-S	Variance between the overall performance (OUT1) and the performance trend delivered through base expenditure (OUT2). This performance trend shows the cumulative impact of enhancement expenditure (delivered in the 2025-30 period) on performance.	Calculation cell to calculate cumulative performance improvement driven by enhancement expenditure by subtracting the performance driven by base expenditure in OUT2 from the overall performance trend in OUT1.
X-AG	Cumulative impact of enhancement expenditure in the 2025-30 period and earlier on performance as calculated from tables CW15 and CWW15	Calculation cell to sum the cumulative performance impact driven by enhancement expenditure from tables CW15 and CWW15.
AL-AU	Comparison of performance improvements driven by enhancement identified in tables OUT1/OUT2 and tables CW15/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.
- 5.2 Table OUT1 provides the overall company outturn performance and performance forecasts for common and bespoke performance commitments. Table OUT2 provides detail of the component of the overall performance in OUT1 delivered through base expenditure. Table OUT3 derives the cumulative impact of enhancement expenditure on company outturn performance and performance forecasts for common and bespoke performance commitments. The table does this by calculating the variance between the performance trends in tables OUT1 and OUT2.
- 5.3 The calculation of variance between OUT1 and OUT2 is formulated to record step change improvements in performance driven by enhancement expenditure as a positive figure. Therefore, the calculation varies between performance commitments for which an increasing figure represents improving performance and those for which a decreasing figure represents improving performance. The table below divides the common performance commitments included in OUT3 into these two categories.

Performance commitments where improvement is represented by an increasing figure	Performance commitments where improvement is represented by a decreasing figure
Biodiversity Leakage (unit is % reduction) Per capita consumption (PCC, unit is % reduction) Business demand	Water supply interruptions Compliance risk index (CRI) Customer contacts about water quality Internal sewer flooding External sewer flooding

Discharge permit compliance	Operational greenhouse gas emissions (water)
Bathing water quality	Operational greenhouse gas emissions (wastewater)
River water quality (phosphorous)	Total pollution incidents
	Serious pollution incidents
	Storm overflows
	Mains repairs
	Unplanned outage
	Sewer collapses

For performance commitments where improvement is represented by an increasing figure, for a given year the figure in OUT2 will be equal to or lower than the figure in OUT1.

For performance commitments where improvement is represented by a decreasing figure, for a given year the figure in OUT2 will be equal to or greater than the figure in OUT1.

Note for the bespoke performance commitments currently the calculation is based on improvement being represented by a decreasing trend. However, we may amend these calculations, linking to information in OUT10 and OUT11, in the next iteration of the tables following our consideration of early bespoke performance commitment definition submissions.

- 5.4 Table OUT3 also calculates the cumulative performance improvements driven by enhancement expenditure for each performance commitment 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.
- 5.5 When completing this table please review the general guidance for tables OUT1 to OUT5 provided in section OUT1.

OUT3 Commentary requirement

- 5.6 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 the reasons for this in their supporting commentary.
- 5.7 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 SUP1B.11. For other years companies should input this value based on their historically reported data and forecasts.	3F.7
OUT4.2	The total number of properties whose supply was interrupted	Total number of properties whose supply was interrupted, where the length of the interruption exceeded or was equal to 3 hours. Input value.	3F.7
OUT4.3	The total minutes lost for supply interruptions of >= 3 hours.	Total minutes lost for supply interruptions that exceed or were equal to 3 hours. Input value.	n/a
OUT4.4	Normalisation constant	Constant value to normalise total minutes lost.	n/a
OUT4.5	The total minutes lost for supply interruptions of >= 3 hours - align with APR	Normalised value of total minutes lost for supply interruptions that exceed or were equal to 3 hours to calculate average number of minutes lost per household. Aligns with the equivalent line in the APR. OUT4.3 divided by OUT4.4.	3F.7
OUT4.6	Average number of minutes lost per property	Average number of minutes lost per property. Calculated as total minutes lost divided by total number of properties. OUT4.5 divided by (OUT4.1 multiplied by 1000).	3F.7
Customer contacts about water quality			
OUT4.7	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
OUT4.8	Number of contacts – taste and odour	Number of taste and odour contacts by consumers. Input value.	n/a
OUT4.9	Number of contacts – discoloration	Number of discoloration contacts by consumers. Input value	n/a
OUT4.10	Number of contacts - actual	Number of contacts by consumers about water quality. Calculated as sum of OUT4.8 and OUT4.9	3F.5
OUT4.11	Number of contacts - per 1,000 resident population	Calculated as number of contacts divided by population (in 000s). (OUT4.10 divided by OUT4.7) multiplied by 1000.	3F.5
Biodiversity (water)			
OUT4.12	Area surveyed per year	Area of land surveyed. Input value in km ² .	n/a
OUT4.13	Biodiversity units baseline - area	Baseline is biodiversity units at previous survey. Input value.	n/a

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OUT4.14	Biodiversity units baseline – hedgerow	Baseline is biodiversity units at previous survey. Input value.	n/a
OUT4.15	Biodiversity units baseline – river	Baseline is biodiversity units at previous survey. Input value.	n/a
OUT4.16	Biodiversity units baseline - total	Calculated as the sum of OUT4.13 to OUT4.15.	n/a
OUT4.17	Actual biodiversity units – area	Biodiversity units in most recent survey. Input value.	n/a
OUT4.18	Actual biodiversity units – hedgerow	Biodiversity units in most recent survey. Input value.	n/a
OUT4.19	Actual biodiversity units – river	Biodiversity units in most recent survey. Input value.	n/a
OUT4.20	Actual biodiversity units – total	Calculated as the sum of lines OUT4.17 to OUT4.19	n/a
OUT4.21	Change in biodiversity units	Calculated as OUT4.20 minus OUT4.16	n/a
OUT4.22	Water supply area	For years 2022–30 value populated from table CW6, line CW6.28. Water supply area as defined in Schedule 1 of the company's instrument of appointment. For other years companies should input this value based on their historically reported data and forecasts.	n/a
OUT4.23	Biodiversity units for area land served	Biodiversity units divided by land area. Calculated as OUT4.21 divided by (OUT4.22 divided by 100)	n/a
Operational greenhouse gas emissions (water)			
OUT4.24	Tonnes CO ₂ e	Tonnes of CO ₂ emitted. Input value.	n/a
OUT4.25	Distribution input (per day)	Distribution input on a per day 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
OUT4.26	Distribution input (per year)	Distribution input on a per year basis. Calculated from OUT4.25.	
OUT4.27	Tonnes CO ₂ e per distribution input	Tonnes CO ₂ e per Ml/year. Calculated as OUT4.24 divided by OUT4.26.	n/a
OUT4.28	Baseline (2021–22)	Constant baseline value in column E. Equal to the value for OUT4.24 for year 2021–22,	n/a
OUT4.29	Reduction % from 2021–22 baseline	Percentage reduction of CO ₂ from the amount of CO ₂ emitted in 2021–22. Calculated as (OUT4.28 minus OUT4.24) divided by OUT4.28.	n/a
Leakage – Company level			
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 2022–30 value is populated from table CW5, line CW5.35. For other years companies should input this value based on their historically reported data and forecasts.	6B.35
OUT4.32	3-year average	Calculated as average annual leakage from OUT4.31 for 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 baseline 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 1			
OUT4.34	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.36 for the year 2019-20.	3F.5
OUT4.35	Total annual leakage	For years 2022-23 to 2029-30 values populated from table CW5, line CW5.44. For other years companies should input this value based on their historically reported data and forecasts.	6B.44
OUT4.36	3-year average	Calculated as average annual leakage from OUT4.35 for 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
Leakage - Region 2			
OUT4.38	Baseline (average from 2017-18 to 2019-20)	Constant baseline value. Equal to the value for OUT4.40 for the year 2019-20.	3F.5
OUT4.39	Total annual leakage	For years 2022-30 value populated from table CW5, line CW5.53. For other years companies should input this value based on their historically reported data and forecasts.	6B.53
OUT4.40	3-year average	Calculated as average annual leakage from OUT4.39 for the reporting year and the previous two years.	3F.5
OUT4.41	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average leakage in 2017-18 to 2019-20. Calculated as (OUT4.38 minus OUT4.40) divided by OUT4.38.	3F.5
Per capita consumption – Company level			
OUT4.42	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.46 for the year 2019-20.	
OUT4.43	Total household consumption	Total household consumption. For years 2022-30 value populated from table CW5, sum of lines CW5.31 and CW5.32. For other years companies should input this value based on their historically reported data and forecasts.	
OUT4.44	Total household population	Total household population. For years 2022-30 value populated from table SUP1A, line SUP1A.19. For other years companies should input this value based on their historically reported data and forecasts.	4R.30
OUT4.45	Annual per capita consumption	Total consumption divided by total population. OUT4.43 divided by (OUT4.44 multiplied by 1000).	3F.6
OUT4.46	3-year average per capita consumption	Calculated as average annual per capita consumption from OUT4.45 for the reporting year and the previous two years.	3F.4
OUT4.47	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average per capita consumption in 2017-18 to 2019-20. Calculated as (OUT4.42 minus OUT4.46) divided by OUT4.42	
OUT4.48	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	

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		management plan (WRMP) for its preferred programme (final planning).	
OUT4.49	Dry year annual per capita consumption	OUT4.48 divided by (OUT4.44 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).	
OUT4.50	Ratio of forecast dry year annual per capita consumption to annual per capita consumption	OUT4.49 divided by OUT4.45.	
Per capita consumption – Region 1			
OUT4.51	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.55 for the year 2019-20	
OUT4.52	Total household consumption	Total household consumption. For years 2022-30 value populated from table CW5, sum of lines CW5.40 and CW5.41. For other years companies should input this value based on their historically reported data and forecasts.	
OUT4.53	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
OUT4.54	Annual per capita consumption	Total consumption divided by total population. OUT4.52 divided by (OUT4.53 multiplied by 1000).	3F.6
OUT4.55	3-year average per capita consumption	Calculated as average annual per capita consumption from OUT4.54 for the reporting year and the previous two years.	3F.4
OUT4.56	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average per capita consumption in 2017-18 to 2019-20. Calculated as (OUT4.51 minus OUT4.55) divided by OUT4.51.	
OUT4.57	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).	
OUT4.58	Dry year annual per capita consumption	OUT4.57 divided by (OUT4.53 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).	
OUT4.59	Ratio of forecast annual dry year annual per capita consumption to annual per capita consumption	Dry year annual PCC. divided by annual PCC. OUT4.58 divided by OUT4.54.	
Per capita consumption – Region 2			

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OUT4.60	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.64 for the year 2019-20.	
OUT4.61	Total household consumption	Total household consumption. For years 2022-30 value populated from table CW5, sum of lines CW5.49 and CW5.50. For other years companies should input this value based on their historically reported data and forecasts.	
OUT4.62	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
OUT4.63	Annual per capita consumption	Total consumption divided by total population. OUT4.61 divided by (OUT4.62 multiplied by 1000)	3F.6
OUT4.64	3-year average per capita consumption	Calculated as average annual per capita consumption from OUT4.63 for the reporting year and the previous two years	3F.4
OUT4.65	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average per capita consumption in 2017-18 to 2019-20. Calculated as (OUT4.60 minus OUT4.64) divided by OUT4.60	
OUT4.66	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).	
OUT4.67	Dry year annual per capita consumption	OUT4.66 divided by (OUT4.62 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).	
OUT4.68	Ratio of forecast annual dry year annual per capita consumption to annual per capita consumption	Dry year annual PCC. divided by annual PCC. OUT4.67 divided by OUT4.63.	
Business demand – Company level			
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 2022-30 value populated from table CW5, sum of lines CW5.33 and CW5.34. For other years companies should input this value based on their historically reported data and forecasts.	
OUT4.71	3-year average	Calculated as average annual business consumption from OUT4.70 for 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.	

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Business demand – Region 1			
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 2022-23 to 2029-30 value populated from table CW5, sum of lines CW5.42 and CW5.43. For other years companies should input this value based on their historically reported data and forecasts.	
OUT4.75	3-year average	Calculated as average annual business consumption from OUT4.74 for 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.	
Business demand – Region 2			
OUT4.77	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.79 for the year 2019-20	
OUT4.78	Total business consumption	Total business consumption. For years 2022-30 value populated from table CW5, sum of lines CW5.51 and CW5.52. For other years companies should input this value based on their historically reported data and forecasts	
OUT4.79	3-year average	Calculated as average annual business consumption from OUT4.78 for the reporting year and the previous two years.	
OUT4.80	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average business consumption in 2017-18 to 2019-20. Calculated as (OUT4.77 minus OUT4.79) divided by OUT4.77.	
Serious pollution incidents (water)			
OUT4.81	Number of pollution incidents category 1 (water)	Number of category 1 pollution incidents in the calendar year for water assets. Input value.	3G.4
OUT4.82	Number of pollution incidents category 2 (water)	Number of category 2 pollution incidents in calendar year for water assets. Input value.	3G.4
OUT4.83	Number of serious pollution incidents (water)	Number of category 1 and 2 pollution incidents. Calculated as the sum of OUT4.81 and OUT4.82.	3G.4
Discharge permit compliance (water)			
OUT4.84	Total number of failing discharges (water)	Total number of failing discharges in the calendar year. Input value.	n/a
OUT4.85	Number of numeric discharge permits (water)	The number of numeric discharge permits for water treatment works held by company. Input value.	n/a
OUT4.86	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
OUT4.87	Percentage compliance (water)	The percentage of sites without failed discharges. Calculated as (OUT4.85 minus 4.86) divided by	n/a

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		OUT4.85. Calculation explained in the EPA methodology (v9 for companies operating in England, v8 for companies operating Wales).	
Mains repairs			
OUT4.88	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.	6C.1
OUT4.89	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
OUT4.90	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
OUT4.91	Mains repairs- total-actual	The reactive and proactive mains repairs together. Calculated as the sum of OUT4.89 and OUT4.90.	3F.3
OUT4.92	Mains repairs- reactive – normalised	Mains repairs per 1,000km. Calculated as (OUT4.89 divided by (OUT4.88) multiplied by 1,000.	3F.1
OUT4.93	Mains repairs – proactive – normalised	Mains repairs per 1,000km. Calculated as (OUT4.90 divided by OUT4.88) multiplied by 1,000.	3F.2
OUT4.94	Mains repairs per 1,000km	Mains repairs per 1,000km. Calculated as (OUT4.91 divided by OUT4.88) multiplied by 1,000.	3F.3
Unplanned outage			
OUT4.95	Peak week production capacity	The weekly production capacity at peak level. Input value.	3F.8
OUT4.96	Unplanned outage – actual	The number of unplanned outages. Input value.	3F.8
OUT4.97	Unplanned outage - percentage	Actual unplanned outage divided by peak week production capacity. Calculated as OUT4.96 divided by OUT4.95.	3F.8
Serious pollution incidents (combined)			
OUT4.98	Number of serious pollution incidents (water)	Number of water serious pollution incidents. Populated from line OUT4.83.	3G.4
OUT4.99	Number of serious pollution incidents (wastewater)	Number of wastewater serious pollution incidents. Populated from line OUT5.40.	3G.4
OUT4.100	Number of serious pollution incidents	Total number of serious pollution incidents. Calculated as the sum of OUT4.98 and OUT4.99.	3G.4
Discharge permit compliance (combined)			
OUT4.101	Number of numeric discharge permits (water)	Number of numeric discharge permits. Populated from line OUT4.85.	n/a
OUT4.102	Number of sites with failed discharges (water)	Number of sites with at least one failed discharge. Populated from line OUT4.86.	n/a
OUT4.103	Number of numeric discharge permits (wastewater)	Number of numeric discharge permits. Populated from line OUT5.42.	n/a

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OUT4.104	Number of sites with failed discharges (water)	Number of sites with at least one failed discharge. Populated from line OUT5.43.	n/a
OUT4.105	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 OUT4.101 and OUT4.103.	n/a
OUT4.106	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 OUT4.102 and OUT4.104.	n/a
OUT4.107	Percentage compliance	Proportion of sites without failed discharges. Calculated as (OUT4.105 minus OUT4.106) divided by OUT4.105, explained in the EPA methodology (v9 for companies operating in England, v8 for companies operating Wales).	n/a
Biodiversity (combined)			
OUT4.108	Biodiversity units baseline – total (water)	Baseline is biodiversity units at previous survey. OUT4.16.	n/a
OUT4.109	Actual biodiversity units – total (water)	Biodiversity units in most recent survey. OUT4.20.	n/a
OUT4.110	Change in biodiversity units (water)	The change in biodiversity units from baseline. Calculated as OUT4.109 minus OUT4.108.	n/a
OUT4.111	Biodiversity units baseline – total (wastewater)	Baseline is biodiversity units at previous survey. OUT5.19.	n/a
OUT4.112	Actual biodiversity units – total (wastewater)	Biodiversity units in most recent survey. OUT5.23.	n/a
OUT4.113	Change in biodiversity units (wastewater)	The change in biodiversity units from baseline. Calculated as OUT4.112 minus OUT4.111.	n/a
OUT4.114	Total change in biodiversity units	The change in biodiversity units (water) and change in biodiversity units (wastewater) together. Calculated as the sum of OUT4.110 and OUT4.113	n/a
OUT4.115	Water supply area	Water supply area. OUT4.22.	n/a
OUT4.116	Sewerage services area	Sewerage services area. OUT5.25.	n/a
OUT4.117	Company's Area	The 'company's area' means "the Area" as defined in Condition A of the company's instrument of appointment. Calculated as the sum of OUT4.115 and OUT4.116.	n/a
OUT4.118	Total biodiversity units for area of land served	The change in biodiversity units km. Calculated as (OUT4.114 divided by OUT4.117) multiplied by 100.	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 reported in table OUT1. We also include calculations for overall performance for performance commitments 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 normalisation for operational greenhouse gas emissions (water) will be confirmed at draft determinations. We have provided the two options we are considering for the normalisation calculation for the performance commitment (standardised by distribution input or by a percentage reduction from a 2021-22 baseline).
- 6.3 For discharge permit compliance (lines OUT4.84-OUT4.87):
- Companies should only include sites with numeric consents.
 - 'Number of sites with failed discharges' is the number of sites where one or more discharges are confirmed failing in the calendar year. This is the same as what is reported to environmental regulators for the Environment Performance Assessment (EPA).
 - Total number of failed discharges is the number of discharges which are confirmed to be failing. This number includes:
 - multiple permit failures in the same year;
 - permit failures for individual parameters; and
 - failures at multiple discharge points on the same site.
- 6.4 Lines OUT4.98- OUT4.118 are combined calculations for performance commitments that cover both water and wastewater and feed directly into table OUT1.

OUT4 Commentary requirement

- 6.5 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.
- 6.6 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 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	Sewerage services area	Sewerage services area as defined in Schedule 1 of the company's instrument of. 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 (2021-22)	Constant baseline value in column E. Equal to OUT5.27 for year 2021-22.	n/a
OUT5.31	Reduction % from 2021-22 baseline	(OUT5.30 minus OUT5.27) divided by OUT5.30	n/a
Total pollution incidents			
OUT5.32	Sewer length	Sewer length for this performance commitment 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 (wastewater)	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)	3B.4
Bathing water quality			
OUT5.45	Weighting for poor bathing water	Prepopulated constant value as set out in the performance commitment definition.	n/a
OUT5.46	Weighting for sufficient bathing water	Prepopulated constant value as set out in the performance commitment definition.	n/a
OUT5.47	Weighting for good bathing water	Prepopulated constant value as set out in the performance commitment definition.	n/a
OUT5.48	Weighting for excellent bathing water	Prepopulated constant value as set out in the performance commitment 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

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OUT5.51	Number of good bathing waters	Number of bathing waters with good classification. Input value.	n/a
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	Amount of phosphorus discharged from treatment works that have phosphorus limits in their permits in the reporting year. Calculated as the average phosphorus discharge from treatment works over 2020 to 2022 (calendar years). Input value.	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 to 2022 (calendar years).	n/a
OUT5.61	Phosphorus discharged from treatment works	Amount of phosphorus discharged from treatment works that have phosphorus limits in their permits in reporting year. Measured on a calendar year basis. 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 for this measure should be equal to the total population connected to the sewerage system + non-residential population. Reported in 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			

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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.	7C.8
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)	3B.3

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 normalisation for operational greenhouse gas emissions will be confirmed at draft determinations. For now, we have provided two options for the standardised calculation for the performance commitment (standardised by the volume of wastewater receiving treatment or by a percentage reduction from a 2021-22 baseline).
- 7.3 The river water quality performance commitment is not yet confirmed. This will be updated in the next iteration of the tables.
- 7.4 For performance commitments 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.
- 7.5 When completing this table please review the general guidance for tables OUT1 to OUT5 provided in section OUT1.

OUT5 Commentary requirement

- 7.6 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 version of the PR19 ODI performance model issued to companies for use in their business plans and we require companies to provide populated ODI models for 2023-24 and 2024-25 alongside the business plan 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 performance commitments.	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 performance commitment 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 performance commitments.	n/a
12	Marginal benefit estimate (£m)	Companies' estimates of marginal benefits for each performance commitment (£m).	n/a
13	Benefit sharing factor (%)	Company view of the benefit sharing factor for each performance commitment.	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 performance commitments 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 performance commitments).	n/a
22	ODI form	Revenue or RCV based (pre-populated for common performance commitments).	n/a
23	ODI timing	In-period or end of period (pre-populated for common performance commitments).	n/a
24	Decimal places	Companies' proposed decimal places for bespoke performance commitments only (pre-populated for common performance commitments).	n/a
25	Direction of improving performance	The direction that improving performance will go, Up or Down, for example improving leakage will require	n/a

Column	Title	Definition	RAG 4.10 line reference
		downward movement (pre-populated for common performance commitments).	
26	Common or bespoke PC	The type of performance commitment (pre-populated for common performance commitments).	n/a

OUT7 Additional guidance

- 9.1 Price control allocations for the common performance commitments are set by Ofwat, and are detailed in [PR24 performance commitment definitions](#).
- 9.2 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.
- 9.3 Price control allocation for serious pollution incidents and discharge permit compliance are input cells for water network plus, wastewater network plus and the two additional controls. Companies should input their price control allocation for these performance commitments 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 performance commitment 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 sufficient and convincing 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 performance commitment	3A.7 to 3A.26
OUT8.31 to OUT8.44	Bespoke wastewater PC 1 to 14	Input value for bespoke wastewater performance commitment	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 and 6	Performance level – forecast	<p>Forecast performance for the 2023-24 and 2024-25 reporting years 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 reporting year.</p>

Column	Title	Definition
9 and 10	Performance payment – forecast	Forecast performance payments for the 2023-24 and 2024-25 reporting years in 2017-18 prices. These are the performance payments due for the performance levels reported in columns 5 and 6. The payments should be calculated using the version of the PR19 ODI performance model issued to companies for use in their business plans. The payment should be before any aggregate sharing (if applicable) has been applied.

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 issued to companies for use in their business plans and we require companies to provide populated ODI models for 2023-24 and 2024-25 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.
- 10.8 We have considered whether this remains the most appropriate approach or whether we should continue to include forecast data for all 2024-2025 ODIs as we did at PR19.

We remain open to amending the approach set out in the PR19 Reconciliation Rulebook for in period ODIs and so in the absence of stakeholder responses on this, we will set out our final approach by draft determination. Regardless, we require companies to provide forecast data for 2024-2025 in-period ODIs in the business plan for our information.

- 10.9 For each performance commitment impacted by green recovery investment we adopted 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](#). Appendix 4 of this final decisions document describes the ex-ante adjustments and appendix 3 describes the ex-post adjustments.
- 10.10 Where in green recovery we made an ex-ante adjustment to a performance commitment, companies should include the impact from delivering green recovery in annual performance reporting in table OUT8.
- 10.11 Where in green recovery we made an ex-post adjustment to a performance commitment, companies should exclude the impact from delivering green recovery from table OUT8.

OUT8 Commentary requirement

10.12 Companies should include the following commentary to this table:

- An explanation for the basis of forecast performance.
- An explanation for the basis of forecast performance payments.

11. OUT9 – Biodiversity – habitat information

Table OUT9 line definitions

Line	Title	Definition	RAG 4.10 line reference
OUT9.1	Company 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. For Welsh companies this is company land that is a protected site as defined in Natural Resources Wales guidance .	n/a
OUT9.3	Land considered to have 'Wildlife-rich' habitats or 'Areas of strategic significance'	Company owned land that is considered to have 'Wildlife-rich' habitats as defined in the Environmental Targets (Biodiversity) (England) Regulations. For Welsh companies this is company owned land that is considered to be an 'area or strategic significance' as defined in Natural Resources Wales guidance. 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

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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
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 understand the performance commitment levels that companies propose. This information will also be used to help calibrate and determine companies' incentive rates for the biodiversity performance commitment.
- 11.2 For OUT9.16–OUT9.18, where a company has surveyed the land for the baseline pre-intervention assessment of the biodiversity metric it should use this. It should assign fairly good to good and fairly poor to poor if these intermediate categories have been used. Otherwise, the company should use expert judgement to assign land managed as part of existing company biodiversity plans between poor, moderate and good. It should briefly explain its approach to do this in accordance with the commentary requirement for this table as set out below.

OUT9 Commentary requirement

11.3 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 considered early 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 considered company proposals for bespoke performance commitments.

**Ofwat (The Water Services Regulation Authority)
is a non-ministerial government department.
We regulate the water sector in England and Wales.**

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