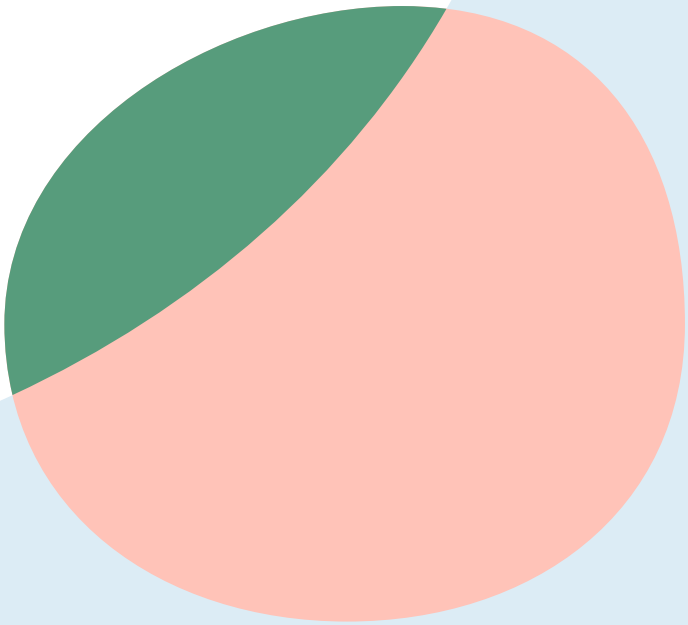
August 2023

PR24 Final Methodology submission table guidance – section 1: Outcomes



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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: • 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	Changes from V3: • 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.
V5	15/8/2023	Changes from V4; • OUT1-8, simplified units in all tables. • OUT1, OUT2, OUT3 – added lines for early submissions of bespoke PCs. Amendment to guidance on bespoke PCs throughout document. • OUT1, OUT2, OUT3 – added lines to enable companies to provide additional detail relating to performance commitments for which we requested companies prioritise quantifying the impact of historical

		enhancement expenditure in 'IN 23/07 Assessing the influence of enhancement expenditure on historical performance trends for PR24'. • OUT 1 – addition of guidance relating to forecasting performance for the river water quality performance commitment. • OUT2 – edit to paragraph 4.5 for clarity. • OUT2 – clarification that completion of this table is not mandatory for river water quality and bathing water quality performance commitments. • OUT4 and OUT5 – updated units for greenhouse gas emissions from tonnes per volume per year to kg per volume per year to align with PC definition. Added % reduction for normalised greenhouse gas emissions. • OUT5 – added new storm overflows lines in OUT5, to reflect updated definition. • OUT5 – added new river water quality lines, to reflect updated definition. • OUT5 – Changed baseline for river water quality to input cell. • OUT5 – Changed biodiversity land areas to input cells. • OUT7 – changed name from 'marginal benefit estimates' to 'marginal benefits'. • OUT7 – Added line for business customer experience in Wales. • OUT7 – Confirmed price control allocation for operational greenhouse gas emissions (water) and operational greenhouse gas emissions (wastewater) • OUT8 – for common performance commitments, removed references to copied cells from OUT1 and clarified unit and decimal accuracy of reporting. • OUT8 – added formula for PR19 bespoke PC names, units and decimal places. • OUT9 – removed duplicated line OUT9.16. • OUT9 – change date from 2015 to 2025 for line OUT9.7. • OUT10 – populated table and added guidance for this table. • OUT11 – Removed placeholder table as no longer required.

Contents

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 annual performance report (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 14 June 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 The outcomes tables are related to a number of other PR24 business plan tables. We provide a summary below (2.3) with further information provided under additional guidance in the section for the specific tables.

2.3 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.

2.4 Unique company references are generated as follows: "PR24"+ "_" + "3 letter PC acronym " + "_" + "company acronym".

2.5 We expect the merged South West and Bristol Water company to submit multiple copies of OUT1-10, 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.

2.6 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	Abstraction Incentive Mechanism (AIM)	Bespoke performance commitment for those companies proposing this bespoke performance commitment at PR24 only. Calculated in OUT10.	n/a

Line	Title	Definition	RAG 4.10 line reference
OUT1.28	Embedded greenhouse gas emissions	Bespoke performance commitment for those companies proposing this bespoke performance commitment at PR24 only. Calculated in OUT10.	n/a
OUT1.29	Low carbon concrete	Bespoke performance commitment for those companies proposing this bespoke performance commitment at PR24 only. Calculated in OUT10.	n/a
OUT1.30	Low pressure	Bespoke performance for those companies proposing this bespoke performance commitment at PR24 only. Calculated in OUT10.	n/a
OUT1.31	Streetworks collaboration	Bespoke performance commitment for those companies proposing this bespoke performance commitment at PR24 only. Calculated in OUT10.	n/a
OUT1.32	Water softening	Bespoke performance commitment for those companies proposing this bespoke performance commitment at PR24 only. Calculated in OUT10.	n/a
OUT 1.33	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
OUT1.34	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
OUT1.35	Total annual leakage (aligned with historical reporting) – company level	Actual annual average total leakage figures aligned with historical reporting methodologies used prior to 2019-20.	n/a
OUT1.36	Total annual leakage (aligned with PR24 reporting) – company level	Actual and forecast annual average total leakage figures aligned with PR24 reporting methodologies as defined in table CW5, line CW5.35 2017-18 and beyond.	6B.35
OUT1.37	Per capita consumption (aligned with historical reporting) – company level	Actual annual average total leakage figures aligned with historical reporting methodologies used prior to 2019-20.	n/a
OUT1.38	Per capita consumption (aligned with PR24 reporting) – company level	Actual and forecast annual average total leakage figures aligned with PR24 reporting methodologies, 2017-18 and beyond.	n/a
OUT1.39	Total annual leakage (aligned with historical reporting) – region 1	Reporting aligned with OUT1.35, OUT1.36, OUT1.37 and OUT1.38 for region 1 if regional reporting adopted by the company.	n/a
OUT1.40	Total annual leakage (aligned with PR24 reporting) – region 1		6B.44
OUT1.41	Per capita consumption (aligned with historical reporting) – region 1		n/a

Line	Title	Definition	RAG 4.10 line reference
OUT1.42	Per capita consumption (aligned with PR24 reporting) – region 1		n/a
OUT1.43	Total annual leakage (aligned with historical reporting) – region 2	Reporting aligned with OUT1.39, OUT1.40, OUT1.41 and OUT1.42 for region 2 if regional reporting adopted by the company.	n/a
OUT1.44	Total annual leakage (aligned with PR24 reporting) – region 2		6B.53
OUT1.45	Per capita consumption (aligned with historical reporting) – region 2		n/a
OUT1.46	Per capita consumption (aligned with PR24 reporting) – region 2		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. Additional reporting lines are provided for leakage and PCC to enable additional capture of data in terms of annual average figures.

3.2 The majority of common performance commitment data in OUT1 will be based on the calculations included in tables OUT4 and OUT5. These lines in OUT1 therefore will be directly populated from tables OUT4 and OUT5 in such cases. The exceptions to this are the compliance risk index, business customer experience in Wales and bespoke performance commitments. For the compliance risk index (CRI) performance commitment, companies should input CRI scores for the calendar year as reported to the Drinking Water Inspectorate (DWI) directly into table OUT1.

3.3 For the business customer experience in Wales performance commitment, lines OUT1.33 and OUT1.34 should only be populated by companies operating wholly or mainly in Wales. Performance scores should be directly input into table OUT1. To calculate performance scores for business customer experience in Wales on a 0-10 basis, companies should recode their 1-5 scores. Recoding should follow any relevant guidance provided by Ofwat.

3.4 For the river water quality (phosphorus) performance commitment (OUT1.16), companies should include in table OUT1 a performance forecast that accounts for new phosphorus permits that will be introduced at sites in future years and the expected performance level of these sites below the new permit.

3.5 The bespoke performance commitments table OUT1 will be directly populated from the calculations in table OUT10. Lines OUT1.27 to OUT1.32 should only be populated by the

relevant companies that propose these bespoke performance commitments in their business plan. If a company proposes any further bespoke performance commitments it should provide information separately (see section 12.3 for further details). For the quality part of our quality and ambition assessment, any bespoke performance commitments submitted within company business plans must take into account the feedback we have provided, including letters. If a company provides additional bespoke performance commitments that it did not provide in April 2023 it will need to:

- provide compelling evidence why it was not able to submit it in April 2023; and
- fully comply with our PR24 final methodology and any relevant guidance.[1]

3.6 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.[2] 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.

OUT1 to OUT5 Additional general guidance

3.7 Tables OUT1 to OUT5 are based on the common PR24 performance commitments as included in the final methodology and defined in 'PR24 performance commitment definitions', with the exception of the measures of experience performance commitments.

3.8 For the historical performance data prior to 2022-23 we expect companies to populate the table based on the latest historical performance dataset.[3] 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.

3.9 For performance commitments with data trends included in the historical performance dataset, we are not requesting that companies provide a longer data series than that

[1] Ofwat, 'PR24: Assessment of bespoke performance commitment proposals', July 2023
[2] Ofwat, 'Creating tomorrow, together: Our final methodology for PR24, Appendix 9 Setting expenditure allowances', December 2022, p. 71.
[3] Ofwat, 'PR24 - Cost assessment datasets – Ofwat', 2023

included in the dataset. For example, in the historical dataset no performance data is recorded for internal sewer flooding prior to 2017-18. However, we welcome companies including further data to provide additional supporting evidence for the forecast trends they present.

3.10 Where companies provide historical performance data, we will assume that it is representative of the historical performance of a company region and status aligned to the current reporting for the annual performance report. For example, the historical performance trend reported should be representative of the performance of the company at the point of business plan submission. As such where mergers have taken place, this would be representative of the post-merger company. Where this is not possible and historical data is presented, for example representing a company region prior to a merger or boundary change, this should be clearly identified in the supporting narrative. For Bristol Water and South West Water, we have specifically requested separate reporting representative of the Bristol Water and South West Water regions (see general guidance section 2). Note that the South West Water region would be assumed to be representative of the company region post-merger with Bournemouth Water.

3.11 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, for a 2011-12 entry where calendar year data is requested, data for 2011 (January to December) should be provided.

3.12 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.

3.13 As stated in our information notice, IN23/07[4], we expect companies to prioritise quantifying the impact of historical enhancement expenditure on customer contacts about water quality, leakage and PCC in their business plan submissions. For these PCs, our proposed high-level approach for determining performance improvements from base expenditure, is to consider using historical performance data adjusted as far as is possible for the influence of historical enhancement expenditure. To support this quantification of impact, we have added additional lines to tables OUT1 to OUT3.

3.14 For leakage and per capita consumption (PCC) we consider that the impact of historical enhancement expenditure on performance may be best quantified through use of annual average trends rather than the three-year averages calculated for the

[4] Ofwat, 'IN 23/07 Assessing the influence of enhancement expenditure on historical performance trends for PR24', July 2023

performance commitments. As such the sub-tables in tables OUT1 to OUT3 enable this data to be added consistently by companies. These sub-tables include leakage and PCC performance in terms of both the historical reporting methodology (2011-12 to 2019-20) and the PR24 reporting methodology 2017-18 to 2034-35. The sub-tables additionally include regional lines for companies with regional level reporting.

3.15 For customer contacts about water quality a sub-table to table OUT3, line OUT3.33, calculates the impact of enhancement expenditure from 2011-12 onwards expanding on the detail included in line OUT3.3.

3.16 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
- 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

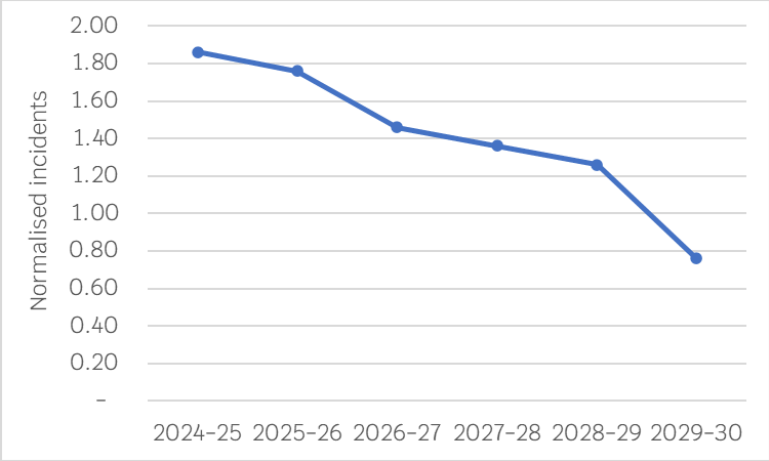
Performance commitment A, measured as a value normalised by a scale factor to two decimal places. Improving performance is represented by a decrease in normalised value.

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



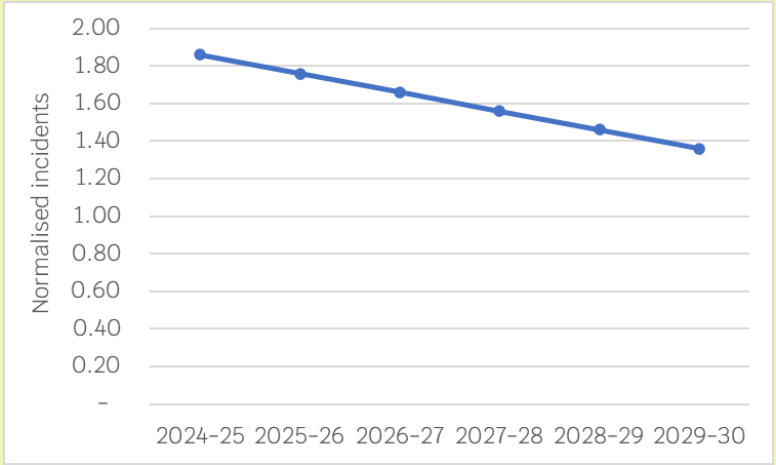
This OUT1 performance forecast is based on the company delivering a 0.1 improvement per annum in normalised incidents from a baseline of 1.86 in 2024-25. It also incorporates the benefits of enhancement expenditure across the company's business plan. Specifically, delivery of project (1) providing an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

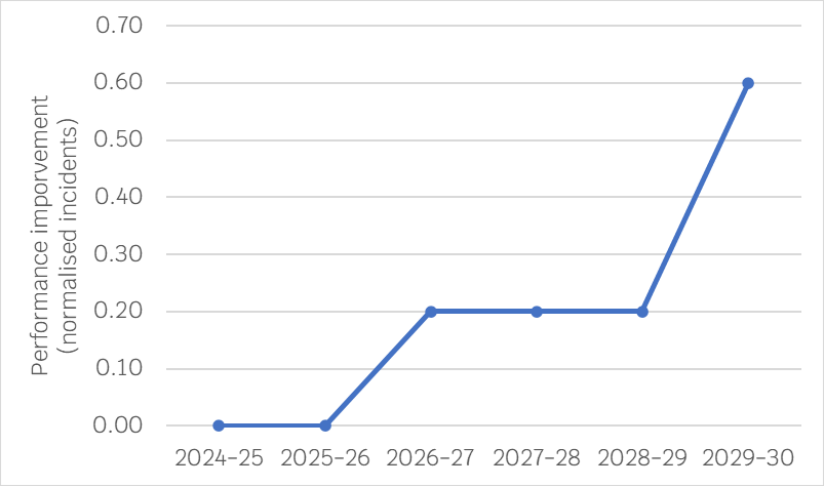


Improving performance for performance commitment A is represented by a decreasing figure. The cumulative impact of enhancement expenditure is calculated in table OUT3 (columns G to S) by subtracting OUT1 from OUT2. The OUT3 trend showing the step

changes in performance due to the cumulative impact of both projects delivered through enhancement expenditure is therefore represented as follows.

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.

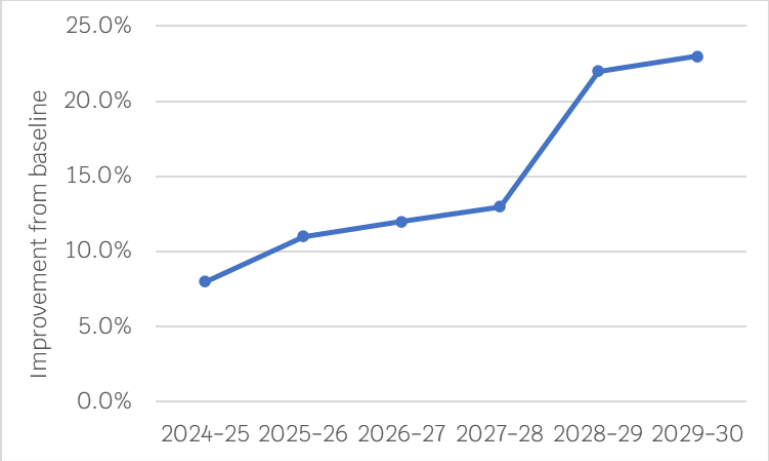
For performance commitment B, a company identifies the overall performance forecast below in OUT1. Note historical data pre-2024-25 and forecast data beyond 2029-30 are not shown in the example below for clarity but we expect companies to provide this information in business plan submissions.

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%

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.

OUT1 performance trend

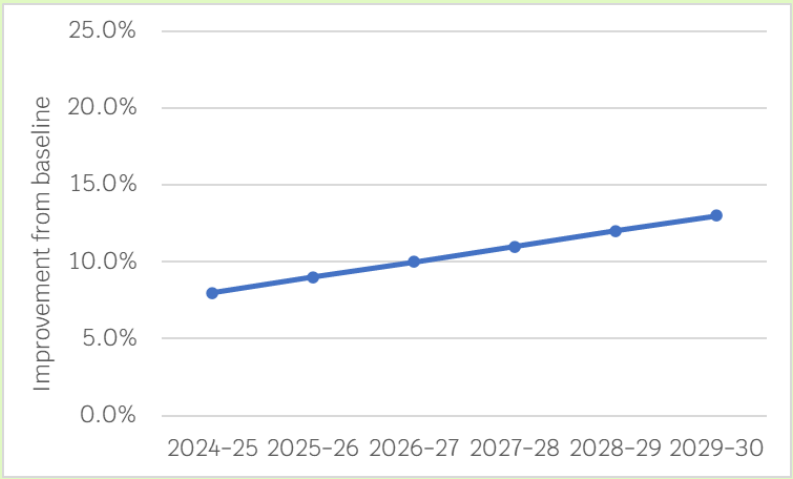


The performance delivered from base expenditure would be represented in OUT2 as follows.

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

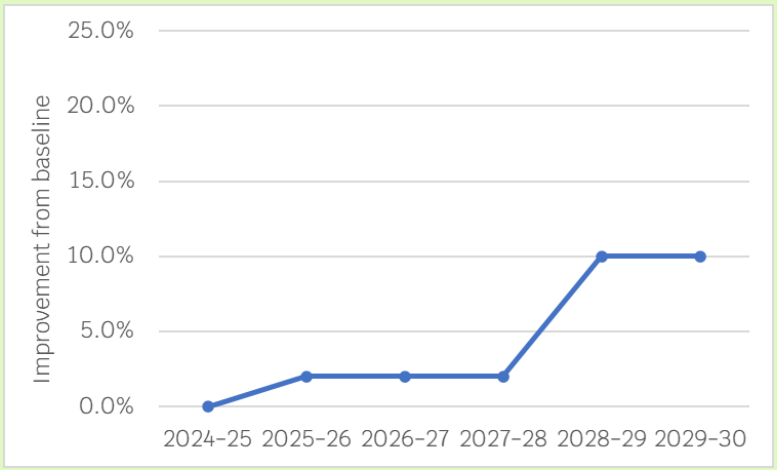


Improving performance for performance commitment B is represented by an increasing figure. The cumulative impact of enhancement expenditure is calculated in table OUT3 (columns G to S) by subtracting OUT2 from OUT1. The OUT3 trend showing the step changes in performance due to the cumulative impact of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



3.17 For the avoidance of doubt, the variance in performance between 2024-25 and 2029-30 presented in table OUT1 represents the overall performance improvement companies forecast to deliver in the 2025-30 period. The performance trends for the 2025-30 period presented in tables OUT2 and OUT3 represent the contributions companies expect base and enhancement expenditure to make to delivery of these improvements over the 2025-30 period.

OUT1 to OUT5 Commentary requirements

3.18 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 forecast performance improvements 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.

3.19 Companies should also clearly describe the basis for the historical and forecast trends presented in table OUT2. For example, companies should clearly identify the baseline they have used to derive the trends presented in the table and establish the variance between performance improvements delivered by base and those delivered by enhancement (for example changes from 2011-12 outturn performance level). Companies should clearly indicate any assumptions they have made regarding enhancement improvements delivered prior to the period covered in the table (which will vary between performance commitments).

3.20 Companies should also include explanation of how the impacts of enhancement expenditure on performance commitment forecasts have been derived across their investment programme.

3.21 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	Abstraction Incentive Mechanism (AIM)	Bespoke performance commitment for those companies proposing this bespoke performance commitment at PR24 only.	n/a

Line	Title	Definition	RAG 4.10 line reference
OUT2.28	Embedded greenhouse gas emissions	Bespoke performance commitment for those companies proposing this bespoke performance commitment at PR24 only.	n/a
OUT2.29	Low carbon concrete	Bespoke performance commitment for those companies proposing this bespoke performance commitment at PR24 only.	n/a
OUT2.30	Low pressure	Bespoke performance for those companies proposing this bespoke performance commitment at PR24 only.	n/a
OUT2.31	Streetworks collaboration	Bespoke performance commitment for those companies proposing this bespoke performance commitment at PR24 only.	n/a
OUT2.32	Water softening	Bespoke performance commitment for those companies proposing this bespoke performance commitment at PR24 only.	n/a
OUT2.33	Total annual leakage (aligned with historical reporting) – company level	Actual annual average total leakage figures aligned with historical reporting methodologies used prior to 2019-20.	n/a
OUT2.34	Total annual leakage (aligned with PR24 reporting) – company level	Actual and forecast annual average total leakage figures aligned with PR24 reporting methodologies as defined in table CW5, line CW5.35 2017-18 and beyond.	n/a
OUT2.35	Per capita consumption (aligned with historical reporting) – company level	Actual annual average total leakage figures aligned with historical reporting methodologies used prior to 2019-20.	n/a
OUT2.36	Per capita consumption (aligned with PR24 reporting) – company level	Actual and forecast annual average total leakage figures aligned with PR24 reporting methodologies, 2017-18 and beyond.	n/a
OUT2.37	Total annual leakage (aligned with historical reporting) – region 1	Reporting aligned with OUT2.33, OUT2.34, OUT2.35 and OUT2.36 for region 1 if regional reporting adopted by the company.	n/a
OUT2.38	Total annual leakage (aligned with PR24 reporting) – region 1		n/a
OUT2.39	Per capita consumption (aligned with historical reporting) – region 1		n/a
OUT2.40	Per capita consumption (aligned with PR24 reporting) – region 1		n/a
OUT2.41	Total annual leakage (aligned with historical reporting) – region 2	Reporting aligned with OUT2.33, OUT2.34, OUT2.35 and OUT2.36 for region 2 if regional reporting adopted by the company.	n/a
OUT2.42	Total annual leakage (aligned with PR24 reporting) – region 2		n/a
OUT2.43	Per capita consumption (aligned with historical reporting) – region 2		n/a

Line	Title	Definition	RAG 4.10 line reference
OUT2.44	Per capita consumption (aligned with PR24 reporting) – region 2		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. Additional reporting lines are provided for leakage and PCC to enable additional capture of data in terms of annual average figures.

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 issues such as network reinforcement required to accommodate growth, so that performance does not deteriorate. When companies complete table OUT2, we do not expect them to include deteriorating performance due to issues such as this.

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.

4.7 For the performance commitments river water quality (phosphorus) and bathing water quality, we do not consider it mandatory for companies to complete table OUT2 because performance improvements for these metrics are principally driven by enhancement expenditure. Companies who choose not to complete this table should leave lines OUT2.15 and OUT2.16 blank. However, we leave the option to complete these lines available for individual companies that consider it beneficial in providing explanation and clarification of their plans.

OUT2 Commentary requirement

4.8 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
OUT3.8	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	Abstraction Incentive Mechanism (AIM)	Bespoke performance commitment for those companies proposing this bespoke performance commitment at PR24 only.	n/a

Line	Title	Definition	RAG 4.10 line reference
OUT3.28	Embedded greenhouse gas emissions	Bespoke performance commitment for those companies proposing this bespoke performance commitment at PR24 only.	n/a
OUT3.29	Low carbon concrete	Bespoke performance commitment for those companies proposing this bespoke performance commitment at PR24 only.	n/a
OUT3.30	Low pressure	Bespoke performance for those companies proposing this bespoke performance commitment at PR24 only.	n/a
OUT3.31	Streetworks collaboration	Bespoke performance commitment for those companies proposing this bespoke performance commitment at PR24 only.	n/a
OUT3.32	Water softening	Bespoke performance commitment for those companies proposing this bespoke performance commitment at PR24 only.	n/a
OUT3.33	Customer contacts about water quality	As line OUT3.3 but including calculations based on historical data 2011-12 onwards.	n/a
OUT3.34	Total annual leakage (aligned with historical reporting) – company level	Actual annual average total leakage figures aligned with historical reporting methodologies used prior to 2019-20.	n/a
OUT3.35	Total annual leakage (aligned with PR24 reporting) – company level	Actual and forecast annual average total leakage figures aligned with PR24 reporting methodologies as defined in table CW5, line CW5.35 2017-18 and beyond.	n/a
OUT3.36	Per capita consumption (aligned with historical reporting) – company level	Actual annual average total leakage figures aligned with historical reporting methodologies used prior to 2019-20.	n/a
OUT3.37	Per capita consumption (aligned with PR24 reporting) – company level	Actual and forecast annual average total leakage figures aligned with PR24 reporting methodologies, 2017-18 and beyond.	n/a
OUT3.38	Total annual leakage (aligned with historical reporting) – region 1	Reporting aligned with OUT3.34, OUT3.35, OUT3.36 and OUT3.37 for region 1 if regional reporting adopted by the company.	n/a
OUT3.39	Total annual leakage (aligned with PR24 reporting) – region 1		n/a
OUT3.40	Per capita consumption (aligned with historical reporting) – region 1		n/a
OUT3.41	Per capita consumption (aligned with PR24 reporting) – region 1		n/a

Line	Title	Definition	RAG 4.10 line reference
OUT3.42	Total annual leakage (aligned with historical reporting) – region 2	Reporting aligned with OUT3.34, OUT3.35, OUT3.36 and OUT3.37 for region 2 if regional reporting adopted by the company.	n/a
OUT3.43	Total annual leakage (aligned with PR24 reporting) – region 2		n/a
OUT3.44	Per capita consumption (aligned with historical reporting) – region 2		n/a
OUT3.45	Per capita consumption (aligned with PR24 reporting) – region 2		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 and prior to the 2025-30 period) on performance.	Calculation cell to calculate cumulative performance improvement driven by enhancement expenditure by calculating the variance in 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 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 Additional reporting lines, OUT3.33-OUT3.45, are provided for customer contacts about water quality, leakage and PCC to provide further detail on the impact of historical and future enhancement expenditure on these performance commitments.

5.3 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.

5.4 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 and bespoke performance commitments included in OUT3 into these two categories.

Performance commitment type	Performance commitments where improvement is represented by an increasing figure	Performance commitments where improvement is represented by a decreasing figure
Common	Biodiversity Leakage (unit is % reduction) Per capita consumption (PCC, unit is % reduction) Business demand Discharge permit compliance Bathing water quality River water quality (phosphorous)	Water supply interruptions Compliance risk index (CRI) Customer contacts about water quality Internal sewer flooding External sewer flooding Operational greenhouse gas emissions (water) Operational greenhouse gas emissions (wastewater) Total pollution incidents Serious pollution incidents Storm overflows Mains repairs Unplanned outage Sewer collapses
Bespoke	Embedded greenhouse gas emissions Low carbon concrete Streetworks collaboration	Abstraction incentive mechanism (AIM) Low pressure Water softening

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.

5.5 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.

5.6 When completing this table please review the general guidance for tables OUT1 to OUT5 provided in section OUT1.

OUT3 Commentary requirement

5.7 If performance improvements driven by enhancement identified from tables OUT1/OUT2 and tables CW15/CWW15 differ (i.e. are identified as 'FALSE' in columns AI-AU), companies should explain the reasons for this in their supporting commentary. For example, variances will occur where enhancement expenditure made prior to 2025-26 has previously led to step changes in performance or is considered to result in improvements in performance in the 2025-35 period. This would lead to performance improvements driven by enhancement identified from tables OUT1 and OUT2 to be higher than those identified from tables CW15 and CWW15. Companies should clearly identify the investment and activities that have or will drive improvements in their supporting commentary.

5.8 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 >= 3 hours.	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. Equal to 1440	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 (HH:MM:SS). 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 – appearance	Number of appearance contacts by consumers. This should be reported in line with the Drinking Water Inspectorate definition of appearance contacts. 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).	3F.5

Line	Title	Definition	RAG 4.10 line reference
Biodiversity (water)			
OUT4.12	Area surveyed per year	Area of land surveyed for land to assess biodiversity using any assessment framework. Land should be associated with water service activities. Surveys reported in OUT5.15 must not be included. Where there is a choice between the two lines report in this line. Input value in km^2.	n/a
OUT4.13	Biodiversity units baseline - area	The baseline is the sum of biodiversity units assessed at the initial survey for land associated with water service activities where more than one survey has taken place. Only include values for land when biodiversity units for the year are reported in OUT4.17-19. Biodiversity units reported in OUT5.16 must not be included. Where there is a choice between the two lines report in this line. Input value.	n/a
OUT4.14	Biodiversity units baseline – hedgerow	The baseline is the sum of biodiversity units assessed at the initial survey for land associated with water service activities where more than one survey has taken place. Only include values for land when biodiversity units for the year are reported in OUT4.17-19. Biodiversity units reported in OUT5.17 must not be included. Where there is a choice between the two lines report in this line. Input value.	n/a
OUT4.15	Biodiversity units baseline – river	The baseline is the sum of biodiversity units assessed at the initial survey for land associated with water service activities where more than one survey has taken place. Only include values for land when biodiversity units for the year are reported in OUT4.17-19. Biodiversity units reported in OUT5.18 must not be included. Where there is a choice between the two lines report in this line. 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	Sum of biodiversity units in the most recent survey for land associated with water service activities. Only include area biodiversity units for land that will have been surveyed twice. Biodiversity units reported in OUT5.20 must not be included. Where there is a choice between the two lines report in this line. Input value.	n/a
OUT4.18	Actual biodiversity units – hedgerow	Sum of biodiversity units in the most recent survey for land associated with water service activities. Only include hedgerow biodiversity units for land that will have been surveyed twice. Biodiversity units reported in OUT5.21 must not be included. Where there is a choice between the two lines report in this line. Input value.	n/a
OUT4.19	Actual biodiversity units – river	Sum of biodiversity units in the most recent survey for land associated with water service activities. Only include river biodiversity units for land that will have been surveyed twice. Biodiversity units reported in OUT5.22 must not be included. Where there is a choice between the two lines report in this line. 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

Line	Title	Definition	RAG 4.10 line reference
OUT4.22	Water supply area	Water supply area as defined in Schedule 1 of the company's instrument of appointment. This excludes new appointees (NAVs). Companies should input this value based on their historically reported data and forecasts. Input value.	n/a
OUT4.23	Biodiversity units for area land served (per 100km2)	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 CO2e	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.	n/a
OUT4.27	kg CO2e per distribution input (per year)	kg CO2e per Ml/year. Calculated as (OUT4.24 multiplied by 1000) divided by OUT4.26.	n/a
OUT4.28	Baseline tonnes CO2e (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 (tonnes CO2e)	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
OUT4.30	Baseline kg CO2e per distribution input (2021-22)	Constant baseline value in column E. Equal to the value for OUT4.27 for year 2021-22.	n/a
OUT4.31	Reduction % from 2021-22 baseline (kg CO2e per distribution input)	Percentage reduction of kg CO^2e from the amount of kg CO^2e emitted in 2021-22. Calculated as (OUT4.30 minus OUT4.27) divided by OUT4.30.	n/a
Leakage – Company level			
OUT4.32	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.34 for the year 2019-20.	3F.5
OUT4.33	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
OUT4.34	3-year average	Calculated as average annual leakage from OUT4.33 for the reporting year and the previous two years.	3F.5
OUT4.35	Reduction % from 2019-20 baseline	Percentage reduction from the baseline three-year average leakage in 2017-18 to 2019-20. Calculated as (OUT4.32 minus OUT4.34) divided by OUT4.32.	3F.5
Leakage – Region 1			
OUT4.36	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.38 for the year 2019-20.	3F.5
OUT4.37	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

Line	Title	Definition	RAG 4.10 line reference
OUT4.38	3-year average	Calculated as average annual leakage from OUT4.37 for the reporting year and the previous two years.	3F.5
OUT4.39	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average leakage in 2017-18 to 2019-20. Calculated as (OUT4.36 minus OUT4.38) divided by OUT4.36.	3F.5
Leakage – Region 2			
OUT4.40	Baseline (average from 2017-18 to 2019-20)	Constant baseline value. Equal to the value for OUT4.42 for the year 2019-20.	3F.5
OUT4.41	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
OUT4.42	3-year average	Calculated as average annual leakage from OUT4.40 for the reporting year and the previous two years.	3F.5
OUT4.43	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average leakage in 2017-18 to 2019-20. Calculated as (OUT4.40 minus OUT4.42) divided by OUT4.40.	3F.5
Per capita consumption – Company level			
OUT4.44	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.48 for the year 2019-20.	n/a
OUT4.45	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.	n/a
OUT4.46	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
OUT4.47	Annual per capita consumption	Total consumption divided by total population. OUT4.45 divided by (OUT4.46 multiplied by 1000).	3F.6
OUT4.48	3-year average per capita consumption	Calculated as average annual per capita consumption from OUT4.47 for the reporting year and the previous two years.	3F.4
OUT4.49	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average per capita consumption in 2017-18 to 2019-20. Calculated as (OUT4.44 minus OUT4.48) divided by OUT4.44.	n/a
OUT4.50	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).	n/a
OUT4.51	Dry year annual per capita consumption	OUT4.50 divided by (OUT4.46 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).	n/a
OUT4.52	Ratio of forecast dry year annual per capita consumption to annual per capita consumption	OUT4.51 divided by OUT4.47.	n/a
Per capita consumption – Region 1			

Line	Title	Definition	RAG 4.10 line reference
OUT4.53	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.57 for the year 2019-20.	n/a
OUT4.54	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.	n/a
OUT4.55	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
OUT4.56	Annual per capita consumption	Total consumption divided by total population. OUT4.54 divided by (OUT4.55 multiplied by 1000).	3F.6
OUT4.57	3-year average per capita consumption	Calculated as average annual per capita consumption from OUT4.56 for the reporting year and the previous two years.	3F.4
OUT4.58	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average per capita consumption in 2017-18 to 2019-20. Calculated as (OUT4.53 minus OUT4.57) divided by OUT4.53.	n/a
OUT4.59	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).	n/a
OUT4.60	Dry year annual per capita consumption	OUT4.59 divided by (OUT4.55 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).	n/a
OUT4.61	Ratio of forecast annual dry year annual per capita consumption to annual per capita consumption	Dry year annual PCC. divided by annual PCC. OUT4.60 divided by OUT4.56.	n/a
Per capita consumption – Region 2			
OUT4.62	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.66 for the year 2019-20.	n/a
OUT4.63	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.	n/a
OUT4.64	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
OUT4.65	Annual per capita consumption	Total consumption divided by total population. OUT4.63 divided by (OUT4.64 multiplied by 1000).	3F.6
OUT4.66	3-year average per capita consumption	Calculated as average annual per capita consumption from OUT4.65 for the reporting year and the previous two years.	3F.4
OUT4.67	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average per capita consumption in 2017-18 to 2019-20. Calculated as (OUT4.62 minus OUT4.66) divided by OUT4.62.	n/a

Line	Title	Definition	RAG 4.10 line reference
OUT4.68	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).	n/a
OUT4.69	Dry year annual per capita consumption	OUT4.68 divided by (OUT4.64 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).	n/a
OUT4.70	Ratio of forecast annual dry year annual per capita consumption to annual per capita consumption	Dry year annual PCC. divided by annual PCC. OUT4.69 divided by OUT4.65.	n/a
Business demand – Company level			
OUT4.71	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.73 for the year 2019-20.	n/a
OUT4.72	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.	n/a
OUT4.73	3-year average	Calculated as average annual business consumption from OUT4.72 for the reporting year and the previous two years.	n/a
OUT4.74	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average business consumption in 2017-18 to 2019-20. Calculated as (OUT4.71 minus OUT4.73) divided by OUT4.71.	n/a
Business demand – Region 1			
OUT4.75	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.77 for the year 2019-20.	n/a
OUT4.76	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.	n/a
OUT4.77	3-year average	Calculated as average annual business consumption from OUT4.76 for the reporting year and the previous two years.	n/a
OUT4.78	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average business consumption in 2017-18 to 2019-20. Calculated as (OUT4.75 minus OUT4.77) divided by OUT4.75.	n/a
Business demand – Region 2			
OUT4.79	Baseline (average from 2017-18 to 2019-20)	Constant baseline value in column E. Equal to the value for OUT4.81 for the year 2019-20.	n/a
OUT4.80	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.	n/a
OUT4.81	3-year average	Calculated as average annual business consumption from OUT4.80 for the reporting year and the previous two years.	n/a
OUT4.82	Reduction % from 2019-20 baseline	Percentage reduction from the three-year average business consumption in 2017-18 to 2019-20. Calculated as (OUT4.79 minus OUT4.81) divided by OUT4.79.	n/a

Line	Title	Definition	RAG 4.10 line reference
Serious pollution incidents (water)			
OUT4.83	Number of pollution incidents category 1 (water)	Number of category 1 pollution incidents in the calendar year for water assets. Input value.	3G.4
OUT4.84	Number of pollution incidents category 2 (water)	Number of category 2 pollution incidents in calendar year for water assets. Input value.	3G.4
OUT4.85	Number of serious pollution incidents (water)	Number of category 1 and 2 pollution incidents. Calculated as the sum of OUT4.83 and OUT4.84.	3G.4
Discharge permit compliance (water)			
OUT4.86	Total number of failing discharges (water)	Total number of failing discharges in the calendar year. Input value.	n/a
OUT4.87	Number of numeric discharge permits (water)	The number of numeric discharge permits for water treatment works held by company. Input value.	n/a
OUT4.88	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
OUT4.89	Percentage compliance (water)	The percentage of sites without failed discharges. Calculated as (OUT4.87 minus 4.88) divided by OUT4.87. Calculation explained in the EPA methodology (v9 for companies operating in England, v8 for companies operating Wales)[5].	n/a
Mains repairs			
OUT4.90	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
OUT4.91	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
OUT4.92	Mains repairs – proactive - actual	Number of repairs completed by the company, for example as a result of the company's active leakage control (ALC) or its own leak detection activity. Input value.	3F.2
OUT4.93	Mains repairs- total- actual	The reactive and proactive mains repairs together. Calculated as the sum of OUT4.91 and OUT4.92.	3F.3
OUT4.94	Mains repairs per 1000km- reactive - normalised	Mains repairs per 1,000km. Calculated as (OUT4.91 divided by (OUT4.90) multiplied by 1,000.	3F.1
OUT4.95	Mains repairs per 1000km - proactive	Mains repairs per 1,000km. Calculated as (OUT4.92 divided by OUT4.90) multiplied by 1,000.	3F.2
OUT4.96	Mains repairs per 1,000km	Mains repairs per 1,000km. Calculated as (OUT4.93 divided by OUT4.90) multiplied by 1,000.	3F.3
Unplanned outage			
OUT4.97	Peak week production capacity	The weekly production capacity at peak level. Input value.	3F.8

[5] Environment Agency, 'Environmental Performance Assessment (EPA) methodology version 9', May 2021 and Natural Resources Wales, 'Environmental Performance Assessment (EPA) methodology version 8', October 2020.

Line	Title	Definition	RAG 4.10 line reference
OUT4.98	Unplanned outage – actual	The number of unplanned outages. Input value.	3F.8
OUT4.99	Unplanned outage - percentage	Actual unplanned outage divided by peak week production capacity. Calculated as OUT4.98 divided by OUT4.97.	3F.8
Serious pollution incidents (combined)			
OUT4.100	Number of serious pollution incidents (water)	Number of water serious pollution incidents. Populated from line OUT4.85.	3G.4
OUT4.101	Number of serious pollution incidents (wastewater)	Number of wastewater serious pollution incidents. Populated from line OUT5.42.	3G.4
OUT4.102	Number of serious pollution incidents	Total number of serious pollution incidents. Calculated as the sum of OUT4.100 and OUT4.101.	3G.4
Discharge permit compliance (combined)			
OUT4.103	Number of numeric discharge permits (water)	Number of numeric discharge permits. Populated from line OUT4.87.	n/a
OUT4.104	Number of sites with failed discharges (water)	Number of sites with at least one failed discharge. Populated from line OUT4.88.	n/a
OUT4.105	Number of numeric discharge permits (wastewater)	Number of numeric discharge permits. Populated from line OUT5.44.	n/a
OUT4.106	Number of sites with failed discharges (water)	Number of sites with at least one failed discharge. Populated from line OUT5.45.	n/a
OUT4.107	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 OUT4.103 and OUT4.105.	n/a
OUT4.108	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 OUT4.104 and OUT4.106.	n/a
OUT4.109	Percentage compliance	Proportion of sites without failed discharges. Calculated as (OUT4.107 minus OUT4.108) divided by OUT4.107, explained in the EPA methodology (v9 for companies operating in England, v8 for companies operating Wales).	n/a
Biodiversity (combined)			
OUT4.110	Biodiversity units baseline – total (water)	Baseline is biodiversity units at previous survey. OUT4.16.	n/a
OUT4.111	Actual biodiversity units – total (water)	Biodiversity units in most recent survey. OUT4.20.	n/a
OUT4.112	Biodiversity units baseline – total (wastewater)	Baseline is biodiversity units at previous survey. OUT5.19.	n/a
OUT4.113	Actual biodiversity units – total (wastewater)	Biodiversity units in most recent survey. OUT5.23.	n/a
OUT4.114	Total biodiversity units baseline	Total biodiversity units at previous survey. Sum of OUT112 and OUT4.114.	n/a
OUT4.115	Total actual biodiversity units	Sum of actual biodiversity units water and wastewater.	n/a

Line	Title	Definition	RAG 4.10 line reference
OUT4.116	Total change in biodiversity units	The change in biodiversity units (water) and change in biodiversity units (wastewater) together. Calculated as the sum of OUT4.113 and OUT4.115.	n/a
OUT4.117	Water supply area	Water supply area. OUT4.22.	n/a
OUT4.118	Sewerage services area	Sewerage services area. OUT5.25.	n/a
OUT4.119	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 OUT4.118 and OUT4.119.	n/a
OUT4.120	Total biodiversity units for area of land served (per 100km)	The change in biodiversity units km. Calculated as (OUT4.116 divided by OUT4.119) 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 APR. Where calculations utilise data from other business planning tables, eg the number of properties, we have directly linked between the two tables. 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.

6.2 For water supply interruptions we have followed the same calculation approach as in the APR.

Line	Water supply interruptions	Calculation description/format	Example
OUT4.1	Total number of properties supplied at year end (000s)	n/a-input number **formatted as number**	1500.000
OUT4.2	The total number of properties whose supply was interrupted	n/a-input number **formatted as number**	40000
OUT4.3	The total minutes lost for supply interruptions of >= 3 hours	n/a-input number **formatted as number**	7500000
OUT4.4	Normalisation constant	fixed value **formatted as number**	1440

Line	Water supply interruptions	Calculation description/format	Example
OUT4.5	The total minutes lost for supply interruptions of >=3 hours – align with APR	Conversion of total minutes represented as a number in OUT4.3 to a total minutes expressed in terms of minutes by dividing by constant in OUT4.4 **custom formatting**	=(7500000/1440)= 7,500,000
OUT4.6	Average number of minutes lost per property	Calculation of minutes per property. OUT4.5 divided by number of properties with adjustment as property number expressed in 000s **HH:MM:SS formatting**	=(7,500,000/1440)/(1500.000 * 1000) =00:05:00

6.3 We have provided a worked example of how water companies should complete lines for the biodiversity performance commitment (OUT4.12 to OUT 4.23) starting from the result of biodiversity surveys.

6.4 The normalisation for operational greenhouse gas emissions (water) will be confirmed at draft determinations. We have provided the options we are considering for the normalisation calculation for the performance commitment.

6.5 For operational greenhouse gas emissions (water), companies should use the emission figures used from the Carbon Accounting Workbook (CAW) version 17. Companies should provide data from 2018-19 onwards.

6.6 For discharge permit compliance (lines OUT4.86-OUT4.89):

- 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.

6.7 Lines OUT4.100- OUT4.120 are combined calculations for performance commitments that cover both water and wastewater and feed directly into table OUT1.

6.8 To ensure that net change in biodiversity units are not double-counted when biodiversity units are combined in lines OUT4.110 – OUT4.120, companies should identify the operational function of each area of nominated land. Sites with a water supply function should be reported in OUT4 and sites with a wastewater services

function should be reported at OUT5. If there are sites with both functions, these should be reported in OUT4.

OUT4 Commentary requirement

6.9 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.

6.10 For operational greenhouse gas emissions (water), companies should explain the justification for their forecast emissions reductions, providing details on activities and emission scopes.

6.11 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 (000s). 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	Number of internal sewer flooding incidents – customer proactively reported	Input value. The number of proactive internal sewer flooding incidents.	3G.1
OUT5.3	Number of internal sewer flooding incidents per 10,000 sewer connections- customer proactively reported	OUT5.2 divided by (OUT5.1 multiplied by 1000).	3G.1
OUT5.4	Number of internal sewer flooding incidents – company reactively identified (ie neighbouring properties)	Input value. The number of reactive external sewer flooding incidents.	3G.2
OUT5.5	Number of internal sewer flooding incidents per 10,000 sewer connections – company reactively identified (ie neighbouring properties)	OUT5.4 divided by (OUT5.1 multiplied by 1000).	3G.2
OUT5.6	Number of internal sewer flooding incidents	Sum OUT5.2 and OUT5.4.	3G.3
OUT5.7	Number of internal sewer flooding incidents per 10,000 sewer connections	OUT5.6 divided by (OUT5.1 multiplied by 1000) multiplied by 10,000.	3G.3
External sewer flooding			
OUT5.8	Number of sewer connections	Number of sewer connections (000s). 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	Number of external sewer flooding incidents - customer proactively reported	Input value. The number of proactive external sewer flooding incidents.	3G.3
OUT5.10	Number of external sewer flooding incidents per 10,000 sewer connections - customer proactively reported	Proactive external sewer flooding divided by the number of sewer connections. OUT5.9 divided by (OUT5.8 multiplied by 1000).	3G.3

Line	Title	Definition	RAG 4.10 line reference
OUT5.11	Number of external sewer flooding incidents – company reactively identified (ie neighbouring properties)	Input value. The number of reactive external sewer flooding incidents.	3G.3
OUT5.12	Number of external sewer flooding incidents per 10,000 sewer connections – company reactively identified (ie neighbouring properties)	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	Number of external sewer flooding incidents	Calculated as the sum of proactive and reactive external sewer flooding. Sum of OUT5.9 and OUT5.11.	3G.3
OUT5.14	Number of external sewer flooding incidents per 10,000 sewer connections	Calculated as number of external sewer flooding incidents divided by number of sewer connections. OUT5.13 divided by (OUT5.8 multiplied by 1000) multiplied by 10,000.	3G.3
Biodiversity (wastewater)			
OUT5.15	Area surveyed per year	The area of land surveyed to assess biodiversity using any assessment framework. Land should be associated with sewerage service activities. Surveys reported in OUT4.12 must not be included. Input value.	n/a
OUT5.16	Biodiversity units baseline - area	The baseline is the sum of biodiversity units assessed at the initial survey for land associated with sewerage service activities where more than one survey has taken place. Only include area biodiversity units and only if biodiversity units for the land are also reported for the year in OUT5.20-22. Biodiversity units reported in OUT4.13 must not be included. Input value.	n/a
OUT5.17	Biodiversity units baseline – hedgerow	The baseline is the sum of biodiversity units assessed at the initial survey for land associated with sewerage service activities where more than one survey has taken place. Only include hedgerow biodiversity units and only if biodiversity units for the land are also reported for the year in OUT5.20-22. Biodiversity units reported in OUT4.14 must not be included. Input value.	n/a
OUT5.18	Biodiversity units baseline – river	The baseline is the sum of biodiversity units assessed at the initial survey for land associated with sewerage service activities where more than one survey has taken place. Only include river biodiversity units and only if biodiversity units for the land are also reported for the year in OUT5.20-22. Biodiversity units reported in OUT4.15 must not be included. Input value.	n/a
OUT5.19	Biodiversity units baseline - total	The sum of OUT5.16 to OUT5.18.	n/a

Line	Title	Definition	RAG 4.10 line reference
OUT5.20	Actual biodiversity units – area	Sum of biodiversity units in the most recent survey for land associated with sewerage service activities. Only include area biodiversity units that will have been surveyed twice. Biodiversity units reported in OUT4.17 must not be included. Input value.	n/a
OUT5.21	Actual biodiversity units – hedgerow	Sum of biodiversity units in the most recent survey for land associated with sewerage service activities. Only include hedgerow biodiversity units that will have been surveyed twice. Biodiversity units reported in OUT4.18 must not be included. Input value.	n/a
OUT5.22	Actual biodiversity units – river	Sum of biodiversity units in the most recent survey for land associated with sewerage service activities. Only include river biodiversity units that will have been surveyed twice. Biodiversity units reported in OUT4.19 must not be included. 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 appointment. This excludes new appointees (NAVs). Companies should input this value based on their historically reported data and forecasts. Input value.	n/a
OUT5.26	Biodiversity units per 100km2 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	kg of CO2e per volume of wastewater treated	(OUT5.27 multiplied by 1000) divided by OUT5.28.	n/a
OUT5.30	Baseline tonnes CO2e (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 (tonnes CO2e)	(OUT5.30 minus OUT5.27) divided by OUT5.30.	n/a
OUT5.32	Baseline kg CO2 per volume of wastewater treated (2021-22)	Constant baseline value in column E. Equal to OUT5.29 for year 2021-22.	n/a
OUT5.33	Reduction % from 2021-22 baseline (kg CO2e per volume of wastewater treated)	(OUT5.32 minus OUT5.29) divided by OUT5.32.	n/a
Total pollution incidents			

Line	Title	Definition	RAG 4.10 line reference
OUT5.34	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
OUT5.35	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
OUT5.36	Number of pollution incidents per 10,000km of sewer length – category 1 (wastewater)	(OUT5.35 divided by OUT5.34) multiplied by 1000.	3G.4
OUT5.37	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
OUT5.38	Number of pollution incidents per 10,000km of sewer length– category 2 (wastewater)	(OUT5.37 divided by OUT5.34) multiplied by 1000.	3G.4
OUT5.39	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
OUT5.40	Number of pollution incidents per 10,000km sewer length – category 3 (wastewater)	(OUT5.39 divided by OUT5.34) multiplied by 1000.	3G.4
OUT5.41	Number of pollution incidents – category 4 (wastewater)	The number of category 4 pollution incidents in the calendar year for wastewater assets. Input value.	n/a
OUT5.42	Number of pollution incidents per 10,000km sewer length – category 4 (wastewater)	(OUT5.41 divided by OUT5.34) multiplied by 1000.	n/a
OUT5.43	Total pollution incidents per 10,000 km of sewer length (wastewater)	The sum of OUT5.36, 5.38 and 5.40.	3G.4
Serious pollution incidents (wastewater)			
OUT5.44	Number of serious pollution incidents (wastewater)	The sum of OUT5.37 and OUT5.39.	3G.4
Discharge permit compliance (wastewater)			
OUT5.45	Total number of failing discharges (wastewater)	The total number of failing discharges in the calendar year. Input value.	n/a
OUT5.46	Number numeric discharge permits (wastewater)	Number of numeric discharge permits for wastewater treatment works held by the company. Input value.	n/a
OUT5.47	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

Line	Title	Definition	RAG 4.10 line reference
OUT5.48	Percentage compliance (wastewater)	(OUT5.46-OUT5.47) divided by OUT5.46. Calculated as explained in the EPA methodology (v9 for companies operating in England, v8 for companies operating Wales).	3B.4
Bathing water quality			
OUT5.49	Weighting for poor bathing water	Prepopulated constant value as set out in the performance commitment definition.	n/a
OUT5.50	Weighting for sufficient bathing water	Prepopulated constant value as set out in the performance commitment definition.	n/a
OUT5.51	Weighting for good bathing water	Prepopulated constant value as set out in the performance commitment definition.	n/a
OUT5.52	Weighting for excellent bathing water	Prepopulated constant value as set out in the performance commitment definition.	n/a
OUT5.53	Number of poor bathing waters	The number of bathing waters with poor classification in accordance with the performance commitment definition. Samples taken during short term pollution will be included when determining classification, irrespective of whether these have been disregarded in the appropriate agency's classification. Input value.	n/a
OUT5.54	Number of sufficient bathing waters	Number of bathing waters with sufficient classification in accordance with the performance commitment definition. Samples taken during short term pollution will be included when determining classification, irrespective of whether these have been disregarded in the appropriate agency's classification. Input value.	n/a
OUT5.55	Number of good bathing waters	Number of bathing waters with good classification in accordance with the performance commitment definition. Samples taken during short term pollution will be included when determining classification, irrespective of whether these have been disregarded in the appropriate agency's classification. Input value.	n/a
OUT5.56	Number of excellent bathing waters	Number of bathing waters with excellent classification in accordance with the performance commitment definition. Samples taken during short term pollution will be included when determining classification, irrespective of whether these have been disregarded in the appropriate agency's classification. Input value.	n/a
OUT5.57	Number of bathing waters in company area	The total number of bathing waters in company area. The sum of OUT5.53 to OUT5.56.	n/a
OUT5.58	Weighted score for poor bathing waters	OUT5.53 multiplied by OUT5.49 (constant in column E).	n/a
OUT5.59	Weighted score for sufficient bathing waters	OUT5.54 multiplied by OUT5.50 (constant in column E).	n/a
OUT5.60	Weighted score for good bathing waters	OUT5.55 multiplied by OUT5.51 (constant in column E).	n/a

Line	Title	Definition	RAG 4.10 line reference
OUT5.61	Weighted score for excellent bathing waters	OUT5.56 multiplied by OUT5.52 (constant in column E).	n/a
OUT5.62	Bathing water quality	The average score for bathing water quality. Calculated as (sum of OUT5.58 to OUT5.61) divided by OUT5.57.	n/a
River water quality (phosphorus)			
OUT5.63	Total load of phosphorus from all the company's wastewater treatment works in 2020	Constant baseline value equal to the total load of phosphorus from relevant discharges of all of the company's wastewater treatment works from 1st January 2020 to 31st December 2020; "relevant discharges" means discharges of treated wastewater from the company's wastewater treatment works into freshwaters. Input value.	n/a
OUT5.64	Phosphorus emitted in 2020 from treatment works that had a phosphorus limit for the latest calendar year	Amount of phosphorus discharged in calendar year 2020 from treatment works that will have phosphorus limits in their permits for the whole reporting year. Input value.	n/a
OUT5.65	Phosphorus emitted in the latest calendar year from treatment works that had a phosphorus limit.	Amount of phosphorus discharged from treatment works that will have phosphorus limits in their permits for the whole reporting year. Input value.	n/a
OUT5.66	Change in phosphorus discharged from treatment works	Calculated as the difference between line OUT5.65 and OUT5.64.	n/a
OUT5.67	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
OUT5.68	Phosphorus prevented from entering rivers from partnership working in 2020	The amount of phosphorus prevented from entering rivers from partnership working 2020. Input value.	n/a
OUT5.69	Change in phosphorus prevented from entering rivers from partnership working	Calculated as the difference between of OUT5.68 and OUT5.67.	n/a
OUT5.70	Reduction in phosphorus from 2020	Total reduction in phosphorus since 2020. Calculated as the sum of OUT5.66 and OUT5.69.	n/a
OUT5.71	Reduction in phosphorus as a percentage of load discharged from treatment works in 2020	Calculated as OUT5.70 divided by OUT5.63.	n/a
Storm overflows			
OUT5.72	Total number of monitored spills	The total number of spills from monitored 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
OUT5.73	Total number of storm overflows	Number of storm overflows. Input value, companies should input this value based on their historically reported data and forecasts.	7C.8
OUT5.74	Average number of spills per overflow – monitored	The average number of spills per monitored overflow. Calculated as OUT5.72 divided by OUT5.73.	n/a

Line	Title	Definition	RAG 4.10 line reference
OUT5.75	Uptime	Percentage time monitors are working. Equal to 100% after year 2025.	n/a
OUT5.76	Unmonitored storm overflows adjustment	Adjustment for unmonitored storm overflows. Calculated as (1-OUT5.75) multiplied by 100.	n/a
OUT5.77	Average number of spills per overflow – with unmonitored adjustment	The average number of spills per overflow, with the unmonitored storm overflows adjustment. Calculated as (OUT5.72 divided by OUT5.73) + OUT5.76.	n/a
Sewer collapses			
OUT5.78	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
OUT5.79	Sewer collapses	The number of sewer collapses. Input value.	3G.5
OUT5.80	Number of sewer collapses per 1,000 km of all sewers.	The number of sewer collapses per 1000km of all sewers. Calculated as (OUT5.74 divided by OUT5.73 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 APR. Where calculations utilise data from other business planning tables, eg the number of properties, we propose to directly link between the two tables. 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.

7.2 The normalisation for operational greenhouse gas emissions (wastewater) will be confirmed at draft determinations. We have provided the options we are considering for the normalisation calculation for the performance commitment.

7.3 For operational greenhouse gas emissions (wastewater), companies should use the emission figures used from the Carbon Accounting Workbook (CAW) version 17. Companies should provide data from 2018-19 onwards.

7.4 For bathing water quality, where samples are disregarded for other reasons than short term pollution these should also be disregarded when classifying the bathing water for the purpose of the performance commitment.

7.5 For performance commitments where overall performance is expressed by combining performance in both water and wastewater, OUT5 contains wastewater performance only and OUT4 contains both water performance and the calculation to produce the aggregated performance.

7.6 When completing this table please review the general guidance for tables OUT1 to OUT5 provided in section OUT1.

OUT5 Commentary requirement

7.7 For operational greenhouse gas emissions (wastewater), companies should explain the justification for their forecast emissions reductions, providing details on activities and emission scopes.

7.8 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

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

8.4 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 benefits (£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 downward movement (pre-populated for common performance commitments).	n/a
26	Common or bespoke PC	The type of performance commitment (pre-populated).	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. Enhanced outperformance thresholds should be in the same units as the performance commitment as specified in OUT1, for example leakage and per capita consumption should be expressed as % reductions from the 2019-20 baseline.

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)	Input value for the water quality compliance (CRI) common performance commitment from PR19. Unit is number to 2 decimal places.	3A.1
OUT8.2	Water supply interruptions	Input value for the water supply interruptions common performance commitment from PR19. Unit is time in hh:mm:ss	3A.2
OUT8.3	Leakage	Input value for the leakage common performance commitment from PR19. Unit is percentage to 1 decimal place.	3A.3
OUT8.4	Per capita consumption	Input value for the per capita consumption common performance commitment from PR19. Unit is percentage to 1 decimal place.	3A.4
OUT8.5	Mains repairs	Input value for the mains repairs common performance commitment from PR19. Unit is number per 1,000km of main to 1 decimal place.	3A.5
OUT8.6	Unplanned outage	Input value for the unplanned outage common performance commitment from PR19. Unit is percentage to 2 decimal places.	3A.6
OUT8.7	Internal sewer flooding	Input value for the internal sewer flooding common performance commitment from PR19. Unit is number per 10,000 sewer connections to 2 decimal places.	3B.1
OUT8.8	Pollution incidents	Input value for the pollution incidents common performance commitment from PR19. Unit is number per 10,000km of sewer length to 2 decimal places.	3B.2
OUT8.9	Sewer collapses	Input value for the sewer collapses common performance commitment from PR19. Unit is number per 1,000km of all sewers to 2 decimal places.	3B.3
OUT8.10	Treatment works compliance	Input value for the treatment works compliance common performance commitment from PR19. Unit is percentage to 2 decimal places.	3B.4
OUT8.11 to OUT8.30	Water and retail bespoke PCs from PR19	Input values for bespoke water and retail performance commitments from PR19. Line titles and unique references are pre-populated for each company.	3A.7 to 3A.26
OUT8.31 to OUT8.44	Wastewater bespoke PCs from PR19	Input values for bespoke wastewater performance commitments from PR19. Line titles and unique references are pre-populated for each company.	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	Forecast performance for the 2023-24 and 2024-25 reporting years in the units the performance commitment is measured in. This applies to all performance commitments, including those where a performance commitment level (PCL) has not been set for the reporting year.
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 for PR19 are set out in each company's PR19 final determination outcomes 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 bespoke performance commitments should be pre-populated 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 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. For England this is company land that is a protected site as defined in the Environmental Targets (Biodiversity) (England) Regulations. For Wales 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. For England this is as defined in the Environmental Targets (Biodiversity) (England) Regulations. For Wales 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 short term tenancies (<5 years)	Company owned land with short term tenancies that have less than 5 years on 31 March 2025. 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

Line	Title	Definition	RAG 4.10 line reference
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 Any area of land should only be included once between lines OUT9.2 to OUT9.15.

11.3 Companies should provide data expected as at 31 March 2025.

11.4 We expect that companies will be assessing data across a number of datasets that have been collected at different times. Where there is no evidence to suggest that habitats will have changed in a specific way between data collection and 31 March 2025, a company should not make any adjustment to the collected data. In most cases the nature of the land would not be expected to change. Where a company expects changes, it should make an adjustment and briefly explain the change. Examples include:

- where it expects to sell land before 31 March 2025, it should remove this land and briefly explain this in its commentary; or
- where there has, or is expected to be, action to improve biodiversity before 31 March 2025, it should consider if that is likely that this will have changed the land before 31 March 2025 and apply any change with this clearly explained in its commentary.

11.5 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

11.6 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 –Underlying calculations for bespoke performance commitments

Table OUT10 line definitions

Line	Title	Definition	RAG 4.10 line reference
Abstraction Incentive Mechanism (AIM)			
OUT10.1, OUT10.5, OUT10.9, OUT10.13, OUT10.17, OUT10.21, OUT10.25, OUT10.29, OUT10.33, OUT10.37, OUT10.41, OUT10.45, OUT10.49, OUT10.53, OUT10.57, OUT10.61	Average daily abstraction during the period when flows are at or below the trigger threshold – site X	Average daily abstraction in megalitres per day from the abstraction site when river flows are at or below the trigger threshold. Trigger thresholds are set out in the definition for this performance commitment. Input value.	n/a
OUT10.2, OUT10.6, OUT10.10, OUT10.14, OUT10.18, OUT10.22, OUT10.26, OUT10.30, OUT10.34, OUT10.38, OUT10.42, OUT10.46, OUT10.50, OUT10.54, OUT10.58, OUT10.62	Baseline average daily abstraction during the period when flows are at or below the trigger threshold – site X	Baseline of average daily abstraction in megalitres per day from the abstraction site when river flows are at or below the trigger threshold. Baseline values are set out in the definition for this performance commitment. Input value.	n/a

Line	Title	Definition	RAG 4.10 line reference
OUT10.3, OUT10.7, OUT10.11, OUT10.15, OUT10.19, OUT10.23, OUT10.27, OUT10.31, OUT10.35, OUT10.39, OUT10.43, OUT10.47, OUT10.51, OUT10.55, OUT10.59, OUT10.63	Total number of days abstraction below threshold – site X	Length of period when flows are at or below the trigger threshold in days. Input value.	n/a
OUT10.4, OUT10.8, OUT10.12, OUT10.16, OUT10.20, OUT10.24, OUT10.28, OUT10.32, OUT10.36, OUT10.40, OUT10.44, OUT10.48, OUT10.52, OUT10.56, OUT10.60, OUT10.64	AIM performance – site X	Calculated as (Average daily abstraction during the period when flows are at or below the trigger threshold – site X minus Baseline average daily abstraction during the period when flows are at or below the trigger threshold – site X) divided by (Total number of days abstraction below threshold – site X). Reported in megalitres per day.	n/a
OUT10.65	Total AIM performance	Sum of AIM performance for all sites.	n/a
Embedded greenhouse gas emissions			
OUT10.66	Tonnes CO2e baseline	Constant baseline value for either cradle-to-gate or cradle-to build CO_2 emissions. Input value.	n/a
OUT10.67	Tonnes CO2e	Actual tonnes of cradle-to-gate or cradle-to-build CO_2 emissions. Input value.	n/a
OUT10.68	Absolute change in emissions from baseline	Absolute change in cradle-to-gate or cradle-to-build emissions from baseline. Calculated as the difference between OUT10.67 and OUT10.66.	n/a
OUT10.69	Reduction % from baseline	The percentage reduction in cradle to gate or cradle-to-build emissions compared to the baseline. Calculated as (OUT10.68 divided by OUT10.66).	n/a
Low carbon concrete			
OUT10.70	Tonnes CO2e – baseline	Constant baseline value for each price control period.	n/a

Line	Title	Definition	RAG 4.10 line reference
OUT10.71	Tonnes CO2e – cumulative baseline for each price control period	Baseline value for cumulative tonnes of CO_2 since the start of the price control period. Equal to the value for previous year + the value for OUT10.70 in the current year. New value at the start of each price control period. Input value.	n/a
OUT10.72	Tonnes CO2e	Tonnes of CO_2 emitted. Input value.	n/a
OUT10.73	Cumulative tonnes CO2e for each price control period	Cumulative tonnes of CO_2 emitted since the start of each price control period. Equal to the value for the previous year + the value for OUT10.72 in the current year. New value at the start of each price control period (AMP). Input value.	n/a
OUT10.74	Reduction % from baseline.	The percentage reduction in tonnes of CO_2 emitted compared to the baseline. Calculated as (OUT10.73 minus OUT10.71) divided by OUT10.71.	n/a
Low pressure			
OUT10.75	Total number of properties covered by critical point loggers at year end	Total number of properties covered by Critical Pressure Point (CPP) loggers at year end. Input value.	n/a
OUT10.76	The total number of properties where low pressure recorded.	Total number of properties associated with loggers where low pressure is recorded for a minimum of four consecutive 15-minute intervals (ie, 1 hour). Do not report properties more than once in a year. Input value.	n/a
OUT10.77	Minutes of low pressure recorded	Total number of minutes associated with loggers where low pressure is recorded for a minimum of four consecutive 15-minute intervals (ie, 1 hour). Input value.	n/a
OUT10.78	Total minutes of low pressure experienced	Total number of minutes after making adjustments for periods where the proportion of properties covered by a critical point logger is less than the minimum level or critical loggers are in fault as specified in the PC definition. Input value.	n/a
OUT10.79	Normalisation constant	Constant value to normalise total minutes lost. Equal to 1440.	n/a
OUT10.80	The total minutes of low pressure experienced - normalised	Normalised value of total minutes of low pressure experienced. Follows the same calculation approach as water supply interruptions in OUT4.5. Calculated as OUT10.78 divided by OUT10.79.	n/a
OUT10.81	Average time of low pressure experienced per property	Average time low pressure experienced, normalised by the number of properties. Calculated as OUT10.80 divided by (OUT10.75 multiplied by 1000) (HH:MM:SS).	n/a
Streetworks collaboration			
OUT10.82	Number of collaborative projects delivered	Number of collaborative projects delivered on an annual basis. Input value.	n/a
Water softening			

Line	Title	Definition	RAG 4.10 line reference
OUT10.83	Total number of milligrams of calcium above target for all five treatment works	Total amount of calcium above target for all treatment works in milligrams. Input value.	n/a
OUT10.84	Total volume of water supplied from all five treatment works	Total volume of water supplied from all treatment works in litres. Input value.	n/a
OUT10.85	Average number of milligrams of calcium per litre by which water treatment works fail to meet the fortnightly target	Average number of milligrams of calcium per litre by which the water treatment works fails to meet the target. Calculated as OUT10.83 divided by OUT10.84.	n/a

OUT10 Additional guidance

12.1 The purpose of this table is to include detail of the overall performance for bespoke performance commitments. The table is based on our consideration of early company proposals for bespoke performance commitments.

12.2 The table are to only be populated by those companies with the bespoke performance commitment, otherwise lines can be left blank.

12.3 If a company proposes any further bespoke performance commitments in its business plan, it should provide an equivalent level of information to that required in OUT1, OUT2, OUT3, OUT7 and OUT10 in a separate excel workbook. This should include as much historical performance data as possible with commentary to how that data has been derived. For the quality part of our quality and ambition assessment, any bespoke performance commitments submitted within company business plans must take into account the feedback we have provided. If a company provides additional bespoke performance commitments that it did not provide in April 2023 it will need to:

- provide compelling evidence why it was not able to submit it in April 2023; and
- fully comply with our PR24 final methodology and any relevant guidance.[6]

12.4 For embedded greenhouse gas emissions, companies should fill out lines OUT10.66-OUT10.69 for either cradle-to-gate emissions or cradle-to-build emissions, in line with their performance commitment definition.

[6] Ofwat, 'PR24: Assessment of bespoke performance commitment proposals', July 2023

OUT10 Commentary requirement

12.5 When completing this table, please review the general commentary requirements in section OUT1.

12.6 For bespoke performance commitments relating to embedded greenhouse gas emissions, companies should explain the justification for their forecast emissions reductions, providing their modelling data, including details on historic performance and historic data where possible.

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

Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA
Phone: 0121 644 7500

This document is also available from our website at www.ofwat.gov.uk.

Any enquiries regarding this publication should be sent to mailbox@ofwat.gov.uk.

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