SRN PR19 Outcomes Draft Determination Representation Commentary

29 August 2019
Version: 1.0 Final

OC1 – P10 and P90 Data (levels and payments) for performance commitments included in draft determination	
PC Name	Commentary
Water quality compliance (CRI)	These are our p90 and p10s based on the draft determination
Water supply interruptions	These are our p90 and p10s based on the draft determination
Leakage (Megalitres per day, three-year average, absolute level)	These are our p90 and p10s based on the draft determination
Leakage (Megalitres per day, three-year average, % reduction from 2019-20 baseline)	These are our p90 and p10s based on the draft determination
Per capita consumption (Litres per person per day, three-year average, absolute level)	These are our p90 and p10s based on the draft determination
Per capita consumption (Litres per person per day, three-year average, % reduction from 2019-20 baseline)	These are our p90 and p10s based on the draft determination
Mains repairs	These are our p90 and p10s based on the draft determination
Unplanned outage	These are our p90 and p10s based on the draft determination
Risk of severe restrictions in a drought	We do not believe this is practically feasible. Due to the limited time in acquiring this information, we have not been able to do full analysis on what our p90s and p10s would be.
Priority services for customers in vulnerable circumstances	We do not believe this is practically feasible. Due to the limited time in acquiring this information, we have not been able to do full analysis on what our p90s and p10s would be.
Internal sewer flooding	These are our p90 and p10s based on the draft determination
Pollution incidents	These are our p90 and p10s based on the draft determination
Risk of sewer flooding in a storm	We do not believe this is practically feasible. Due to the limited time in acquiring this information, we have not been able to do full analysis on what our p90s and p10s would be.
Sewer collapses	These are our p90 and p10s based on the draft determination
Treatment works compliance	These are our p90 and p10s based on the draft determination
Drinking water appearance	These are our p90 and p10s based on the draft determination
Drinking water taste and Odour	These are our p90 and p10s based on the draft determination
Effluent re-use	These are our p90 and p10s based on the draft determination

Renewable Generation	These are our p90 and p10s based on the draft determination. We note you our incentive rates were amended at the draft determination but it is not clear why. We have accepted this change and updated accordingly.
Satisfactory bioresources recycling	These are our p90 and p10s based on the draft determination
River water quality	These are our p90 and p10s based on the draft determination
Abstraction Incentive Mechanism	These are our p90 and p10s based on the draft determination
Maintain Bathing waters at 'Excellent'.	These are our p90 and p10s based on the draft determination
Improve the number of Bathing waters to at least 'Good' (Cost Adjustment Claim).	These are our p90 and p10s based on the draft determination
Target 100	We do not believe this is practically feasible. Due to the limited time in acquiring this information, we have not been able to do full analysis on what our p90s and p10s would be.
Water saved from water efficiency visits	We do not believe this is practically feasible. Due to the limited time in acquiring this information, we have not been able to do full analysis on what our p90s and p10s would be.
Access to daily water consumption data	These are our p90 and p10s based on the draft determination
Improve the bathing waters at 'Excellent' quality (Cost Adjustment Claim).	These are our p90 and p10s based on the draft determination
Void properties	These are our p90 and p10s based on the draft determination
Effectiveness of Financial Assistance	We do not believe this is practically feasible. Due to the limited time in acquiring this information, we have not been able to do full analysis on what our p90s and p10s would be.
Customer satisfaction with vulnerability support	We do not believe this is practically feasible. Due to the limited time in acquiring this information, we have not been able to do full analysis on what our p90s and p10s would be.
Replace lead customer pipes	These are our p90 and p10s based on the draft determination
Surface water management	These are our p90 and p10s based on the draft determination
Community engagement	We do not believe this is practically feasible. Due to the limited time in acquiring this information, we have not been able to do full analysis on what our p90s and p10s would be.
Schools visited and engagement with children	We do not believe this is practically feasible. Due to the limited time in acquiring this information, we have not been able to do full analysis on what our p90s and p10s would be.

Water supply resilience	We do not believe this is practically feasible. Due to the limited time in acquiring this information, we have not been able to do full analysis on what our p90s and p10s would be.
Properties at risk of receiving low pressure	These are our p90 and p10s based on the draft determination
External sewer flooding	These are our p90 and p10s based on the draft determination
Combined Sewer Overflows (CSO) monitoring	We do not believe this is practically feasible. Due to the limited time in acquiring this information, we have not been able to do full analysis on what our p90s and p10s would be.
Natural Capital	We do not believe this is practically feasible. Due to the limited time in acquiring this information, we have not been able to do full analysis on what our p90s and p10s would be.
Gap Sites	We do not believe this is practically feasible. Due to the limited time in acquiring this information, we have not been able to do full analysis on what our p90s and p10s would be.
Thanet Sewers	These are our p90 and p10s based on the draft determination
Distribution input	We do not believe this is practically feasible. Due to the limited time in acquiring this information, we have not been able to do full analysis on what our p90s and p10s would be.
Value for Money	We do not believe this is practically feasible. Due to the limited time in acquiring this information, we have not been able to do full analysis on what our p90s and p10s would be.
Long term supply demand schemes	These are our p90 and p10s based on the draft determination
Impounding reservoirs	These are our p90 and p10s based on the draft determination
WINEP Delivery	These are our p90 and p10s based on the draft determination

OC2.1 – PC/ODI parameters for performance commitments included in draft determination, expressed in standardised measurement units	
PC Name	Commentary
Water quality compliance (CRI)	Updated as per our representation – Delivering Outcomes for Customers: Compliance Risk Index ODI deadbands. This impacts our proposed deadband.
Water supply interruptions	Updated the collars to our p10 levels as per our representation – delivering outcomes for customers, ODI collars.
Leakage (Megalitres per day, three-year average, absolute level)	As per Table OC1
Leakage (Megalitres per day, three-year average, % reduction from 2019-20 baseline)	As per Table OC1
Per capita consumption (Litres per person per day, three-year average, absolute level)	As per Table OC1
Per capita consumption (Litres per person per day, three-year average, % reduction from 2019-20 baseline)	As per Table OC1
Mains repairs	Updated the collars to our p10 levels as per our representation – delivering outcomes for customers, ODI collars.
Unplanned outage	As per Table OC1
Risk of severe restrictions in a drought	As per Table OC1
Priority services for customers in vulnerable circumstances	As per Table OC1
Internal sewer flooding	Updated the collars to our p10 levels as per our representation – delivering outcomes for customers, ODI collars.
Pollution incidents	Updated the collars to our p10 levels as per our representation – delivering outcomes for customers, ODI collars.
Risk of sewer flooding in a storm	As per Table OC1
Sewer collapses	As per Table OC1
Treatment works compliance	As per Table OC1
Drinking water appearance	As per Table OC1
Drinking water taste and Odour	As per Table OC1
Effluent re-use	As per Table OC1

Renewable Generation	As per Table OC1
Satisfactory bioresources recycling	As per Table OC1
River water quality	We have updated the performance commitment levels to match WINEP without duplicates and without water schemes as per our clarification and our representation – Delivering Outcomes for Customers: River water quality ODI targets.
Abstraction Incentive Mechanism	As per Table OC1
Maintain Bathing waters at 'Excellent'.	As per Table OC1
Improve the number of Bathing waters to at least 'Good' (Cost Adjustment Claim).	As per Table OC1
Target 100	As per Table OC1
Water saved from water efficiency visits	As per Table OC1
Access to daily water consumption data	As per Table OC1
Improve the bathing waters at 'Excellent' quality (Cost Adjustment Claim).	As per Table OC1
Void properties	Updated incentive rates as per our representation – Delivering Outcomes for Customers: Void properties. The weighted incentive rates have been input although our preference is still to have separate rates per customer type
Effectiveness of Financial Assistance	As per Table OC1
Customer satisfaction with vulnerability support	As per Table OC1
Replace lead customer pipes	As per Table OC1
Surface water management	As per Table OC1, although we have proposed to remove this PC
Community engagement	As per Table OC1
Schools visited and engagement with children	As per Table OC1
Water supply resilience	As per Table OC1
Properties at risk of receiving low pressure	As per Table OC1
External sewer flooding	Updated the collars to our p10 levels as per our representation – Delivering Outcomes for Customers: ODI collars.
Combined Sewer Overflows (CSO) monitoring	As per Table OC1
Natural Capital	As per Table OC1

Gap Sites	As per Table OC1
Thanet Sewers	As per Table OC1
Distribution input	As per Table OC1
Value for Money	As per Table OC1
Long term supply demand schemes	As per Table OC1
Impounding reservoirs	As per Table OC1
WINEP Delivery	As per Table OC1

OC4 – Shadow performance reporting data for performance commitments included in draft determination as well as additional bespoke performance commitments recorded in Table OC2.3	
PC Name	Commentary
Drinking water appearance	Derived from Discover Water, but per 1,000 population
Drinking water taste and Odour	Derived from Discover Water, but per 1,000 population
Effluent re-use	We are not yet monitoring this performance commitment, as systems were not in place fully for the financial year 2018/19
Renewable Generation	This is as per our 2018/19 APR submission
Satisfactory bioresources recycling	This is as per our 2018/19 APR submission
River water quality	This is a scheme which starts in AMP7
Abstraction Incentive Mechanism	This is a scheme which starts in AMP7
Maintain Bathing waters at 'Excellent'.	This is as per our 2018/19 APR submission
Improve the number of Bathing waters to at least 'Good' (Cost Adjustment Claim).	This is a scheme which starts in AMP7
Target 100	We are not yet monitoring this performance commitment, as systems were not in place fully for the financial year 2018/19
Water saved from water efficiency visits	We are not yet monitoring this performance commitment, as systems were not in place fully for the financial year 2018/19
Access to daily water consumption data	We are not yet monitoring this performance commitment, as systems were not in place fully for the financial year 2018/19

Improve the bathing waters at 'Excellent' quality (Cost Adjustment Claim).	This is a scheme which starts in AMP7
Void properties	This is as per our 2018/19 APR submission
Effectiveness of Financial Assistance	This is only based on 7,500 customers currently, as we have only been collecting the data for a short amount of time
Customer satisfaction with vulnerability support	We are not yet monitoring this performance commitment, as systems were not in place fully for the financial year 2018/19
Replace lead customer pipes	We are not yet monitoring this performance commitment, as systems were not in place fully for the financial year 2018/19
Surface water management	We are not yet monitoring this performance commitment, as systems were not in place fully for the financial year 2018/19
Community engagement	We are not yet monitoring this performance commitment, as systems were not in place fully for the financial year 2018/19
Schools visited and engagement with children	We are not yet monitoring this performance commitment, as systems were not in place fully for the financial year 2018/19
Water supply resilience	We are not yet monitoring this performance commitment, as systems were not in place fully for the financial year 2018/19
Properties at risk of receiving low pressure	This is as per our 2018/19 APR submission
External sewer flooding	This is as per our 2018/19 APR submission, but including severe weather
Combined Sewer Overflows (CSO) monitoring	Derived from our CSO monitoring program
Natural Capital	We are not yet monitoring this performance commitment, as systems were not in place fully for the financial year 2018/19
Gap Sites	We are not yet monitoring this performance commitment, as systems were not in place fully for the financial year 2018/19
Thanet Sewers	This is a scheme which starts in AMP7
Distribution input	This is as per our 2018/19 APR submission
Value for Money	This is as per our 2018/19 APR submission
Long term supply demand schemes	This is a scheme which starts in AMP7
Impounding reservoirs	This is a scheme which starts in AMP7
WINEP Delivery	This is a scheme which starts in AMP7