

OUT1- Overall outcome performance - Performance commitments			
Line description		Commentary	
	<b>Common PCs</b>		
1	Water supply interruptions	Historic data is consistent with our reporting in Annual Performance Reports. Forecast data results from straight line projection from 2022-23 position to reach the 2029-30 and 2034-35 targets set by the business. Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation of our approach and methodology.	
2	Compliance risk index (CRI)	Forecast data results from straight line projection from 2022-23 position to reach the 2029-30 and 2034-35 targets set by the business. Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation of our approach and methodology.	
3	Customer contacts about water quality	Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation of our approach and methodology.	
4	Internal sewer flooding		
5	External sewer flooding		
6	Biodiversity		
7	Operational greenhouse gas emissions (water)		
8	Operational greenhouse gas emissions (wastewater)		
9	Leakage		
10	Per capita consumption		
11	Business demand		
12	Total pollution incidents		
13	Serious pollution incidents		
14	Discharge permit compliance		
15	Bathing water quality		The Environment Agency publish bathing water classifications. History of Bathing Water classifications for the period of 2013 to date, calculated the number of bathing waters in each classification (Excellent, Good, Sufficient) for each year. Calculated the % achievement by applying 100% to Excellent BWs, 66% to Good BWs and 33% to Sufficient BWs for each year. For future years 'promote' BWs in the AMP7 ODI to their new classification. See also OUT1.1 commentary.

		Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation of our approach and methodology.
16	River water quality (phosphorus)	Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation of our approach and methodology. <a href="#">We made changes in river water quality (p-removal) performance commitment to reflect scope of Compliant WINEP.</a> <a href="#">While reviewing the flow of each WWTs we noted that for May Street Herne Bay WWTWs we were considering the daily flow of only one of its two discharges. We therefore amended the 2020 daily flow for May Street Herne Bay WWTWs to include the two discharges at this site - Hogwell Sewer and River Stour. In the October-23 submission, only the daily flow going through Hogwell Sewer was considered. This amendment changes the 2020 baseline slightly and has a small knock on effect on 2024-25 to 2028-29 target.</a>
17	Storm overflows	Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation of our approach and methodology.
18	Mains repairs	Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation of our approach and methodology.
19	Unplanned outage	Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation of our approach and methodology.
20	Sewer collapses	Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation of our approach and methodology.
	Regional PCs	
21	Leakage - region 1	n/a
22	Leakage - region 2	n/a
23	Per capita consumption - region 1	n/a
24	Per capita consumption - region 2	n/a
25	Business demand - region 1	n/a
26	Business demand - region 2	n/a
	Bespoke PCs	
27	Abstraction Incentive Mechanism (AIM)	The business proposed this bespoke PC to Ofwat in April 2023 under the same definition and conditions as it was approved at PR19. See also OUT10 commentary.
28	Embedded greenhouse gas emissions	n/a
29	Low carbon concrete	n/a
30	Low pressure	n/a
31	Streetworks collaboration	n/a
32	Water softening	n/a
	Welsh companies only	

33	Business customer experience in Wales (1-5)	n/a
34	Business customer experience in Wales (0-10)	n/a
	Supporting data for leakage and per capita consumption - company level	
35	Total annual leakage (aligned with historical reporting)	Historic reported performance
36	Total annual leakage (aligned with PR24 reporting)	Calculated cells
37	Per capita consumption (aligned with historical reporting)	Historic reported performance
38	Per capita consumption (aligned with PR24 reporting)	Calculated cells

## OUT2- Outcome performance from base expenditure - Performance commitments

Line description		Commentary
	<b>Common PCs</b>	
1	Water supply interruptions (base expenditure)	<p>For each performance commitment, we follow Ofwat's Methodology and calculate the Performance from base as the performance that we would achieve without enhancement expenditure as follows:</p> <ul style="list-style-type: none"> <li>• If direction is up (i.e. higher value is better performance): Performance from base = overall performance + performance from enhancement</li> <li>• If direction is down (i.e. lower value is better performance): Performance from base = overall performance - performance from enhancement</li> </ul> <p>Overall performance:</p> <ul style="list-style-type: none"> <li>• Straight line projection from 2022-23 position to reach the 2029-30 and 2034-35 targets set by the business.</li> </ul> <p>Performance from enhancement:</p> <ul style="list-style-type: none"> <li>• Pre 2024-25: improvements from enhancement prior to 2024-25 are considered to be zero for all but Per Capita Consumption (PCC). For PCC the approach was to attribute to enhancement the amount of benefits as submitted to Ofwat in response to the January 2023 data request, where we state that "For PCC, as we explain 100% performance improvement is delivered from enhancement expenditure, therefore we have stated our performance would have been similar to our unmeasured PCC". Hence: <ul style="list-style-type: none"> <li>○ From 2017-18 to 2021-22, PCC benefits from base are extracted directly from the January 2023 submission to Ofwat;</li> <li>○ For the last 3Y of AMP7: unmeasured PCC for 2022-23 sourced from WRMP annual review 2023 which was rolled forward for 2023-34 and 2024-2.5</li> </ul> </li> <li>• From 2025-26 onwards: improvements from enhancement are the values in tables CW15 (water) and CWW15 (wastewater). Please refer to CW15 and CWW15 commentary for more details.</li> </ul> <p>See also our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation of our approach and methodology to quantifying benefits from base and from enhancement.</p> <p><u><a href="#">For River Water Quality, we amended the level achieved from base expenditure as a result of amending the 2020 daily flow at May Street Herne Bay WWTWs. While reviewing the flow of each WWTs we noted that for May Street Herne Bay WWTWs we were considering the daily flow of only one of its two discharges. We therefore amended the 2020 daily flow for May Street Herne Bay WWTWs to include the two discharges at this site - Hogwell Sewer and River Stour. In the October-23 submission, only the daily flow going through Hogwell Sewer was considered.</a></u></p>
2	Compliance risk index (CRI) (base expenditure)	
3	Customer contacts about water quality (base expenditure)	
4	Internal sewer flooding (base expenditure)	
5	External sewer flooding (base expenditure)	
6	Biodiversity (base expenditure)	
7	Operational greenhouse gas emissions (water) (base expenditure)	
8	Operational greenhouse gas emissions (wastewater) (base expenditure)	
9	Leakage (base expenditure)	
10	Per capita consumption (base expenditure)	
11	Business demand (base expenditure)	
12	Total pollution incidents (base expenditure)	
13	Serious pollution incidents (base expenditure)	
14	Discharge permit compliance (base expenditure)	
15	Bathing water quality (base expenditure)	
16	River water quality (phosphorus) (base expenditure)	
17	Storm overflows (base expenditure)	
18	Mains repairs (base expenditure)	
19	Unplanned outage (base expenditure)	
20	Sewer collapses (base expenditure)	

		<u>For Discharge Permit Compliance, we re-calculated the performance from enhancement expenditure to reflect scope of Compliant WINEP.</u>
	<b>Regional PCs</b>	
21	Leakage - region 1 (base expenditure)	n/a
22	Leakage - region 2 (base expenditure)	n/a
23	Per capita consumption - region 1 (base expenditure)	n/a
24	Per capita consumption - region 2 (base expenditure)	n/a
25	Business demand - region 1 (base expenditure)	n/a
26	Business demand - region 2 (base expenditure)	n/a
	<b>Bespoke PCs</b>	
27	Abstraction Incentive Mechanism (AIM)	All benefits are assumed to come from base expenditure. Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation of our approach and methodology to quantify benefits from base and from enhancement.
28	Embedded greenhouse gas emissions	n/a
29	Low carbon concrete	n/a
30	Low pressure	n/a
31	Street works collaboration	n/a
32	Water softening	n/a
	<b>Supporting data for leakage and per capita consumption - company level</b>	
33	Total annual leakage (aligned with historical reporting)	Historic reported performance
34	Total annual leakage (aligned with PR24 reporting)	Historic and total annual leakage aligned with PR24 reporting
35	Per capita consumption (aligned with historical reporting)	Historic reported performance
36	Per capita consumption (aligned with PR24 reporting)	Historic and total annual leakage aligned with PR24 reporting

OUT3- Outcome performance from enhancement expenditure - Performance commitments		
Line description		Commentary
	<b>Common PCs</b>	
1	Water supply interruptions (enhancement expenditure)	This table is automatically populated. It is the difference between OUT1 and OUT2. Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation of our approach and methodology to quantify benefits from base and from enhancement.
2	Compliance risk index (CRI) (enhancement expenditure)	See OUT3.01 commentary
3	Customer contacts about water quality (enhancement expenditure)	See OUT3.01 commentary
4	Internal sewer flooding (enhancement expenditure)	See OUT3.01 commentary
5	External sewer flooding (enhancement expenditure)	See OUT3.01 commentary
6	Biodiversity (enhancement expenditure)	See OUT3.01 commentary
7	Operational greenhouse gas emissions (water) (enhancement expenditure)	See OUT3.01 commentary
8	Operational greenhouse gas emissions (wastewater) (enhancement expenditure)	See OUT3.01 commentary
9	Leakage (enhancement expenditure)	See OUT3.01 commentary
10	Per capita consumption (enhancement expenditure)	See OUT3.01 commentary
11	Business demand (enhancement expenditure)	See OUT3.01 commentary
12	Total pollution incidents (enhancement expenditure)	See OUT3.01 commentary
13	Serious pollution incidents (enhancement expenditure)	See OUT3.01 commentary
14	Discharge permit compliance (enhancement expenditure)	See OUT3.01 commentary
15	Bathing water quality (enhancement expenditure)	See OUT3.01 commentary

16	River water quality (phosphorus) (enhancement expenditure)	See OUT3.01 commentary
17	Storm overflows (enhancement expenditure)	See OUT3.01 commentary
18	Mains repairs (enhancement expenditure)	See OUT3.01 commentary
19	Unplanned outage (enhancement expenditure)	See OUT3.01 commentary
20	Sewer collapses (enhancement expenditure)	See OUT3.01 commentary
	<b>Regional PCs</b>	
21	Leakage - region 1 (enhancement expenditure)	n/a
22	Leakage - region 2 (enhancement expenditure)	n/a
23	Per capita consumption - region 1 (enhancement expenditure)	n/a
24	Per capita consumption - region 2 (enhancement expenditure)	n/a
25	Business demand - region 1 (enhancement expenditure)	n/a
26	Business demand - region 2 (enhancement expenditure)	n/a
	<b>Bespoke PCs</b>	
27	Abstraction Incentive Mechanism (AIM)	See OUT3.01 commentary
28	Embedded greenhouse gas emissions	n/a
29	Low carbon concrete	n/a
30	Low pressure	n/a
31	Street works collaboration	n/a
32	Water softening	n/a
	<b>Supporting data for Customer contacts about water quality</b>	
33	Customer contacts about water quality	See OUT3.01 commentary
	<b>Supporting data for leakage and per capita consumption - company level</b>	
34	Total annual leakage (aligned with historical reporting)	See OUT3.01 commentary
35	Total annual leakage (aligned with PR24 reporting)	See OUT3.01 commentary

36	Per capita consumption (aligned with historical reporting)	See OUT3.01 commentary
37	Per capita consumption (aligned with PR24 reporting)	See OUT3.01 commentary
	<b>Supporting data for leakage and per capita consumption - region 1</b>	
38	Total annual leakage (aligned with historical reporting)	See OUT3.01 commentary
39	Total annual leakage (aligned with PR24 reporting)	See OUT3.01 commentary
40	Per capita consumption (aligned with historical reporting)	See OUT3.01 commentary
41	Per capita consumption (aligned with PR24 reporting)	See OUT3.01 commentary
	<b>Supporting data for leakage and per capita consumption - region 2</b>	
42	Total annual leakage (aligned with historical reporting)	See OUT3.01 commentary
43	Total annual leakage (aligned with PR24 reporting)	See OUT3.01 commentary
44	Per capita consumption (aligned with historical reporting)	See OUT3.01 commentary
45	Per capita consumption (aligned with PR24 reporting)	See OUT3.01 commentary



OUT4- Underlying calculations for common performance commitments - water and combined		
Line description	Commentary	
<b>Water supply interruptions</b>		
1	Total number of properties supplied at year end	Historic figures up to 2021-22 are aligned with APR reporting. 2022-23 to 2029-30 pulling from table SUP1B. From 2030-31 onwards growth at the same annual rate as total household population forecasted in rdWRMP24 (OUT4.46) The rdWRMP24 have been externally assured (relevant for the population growth rate assumption).
2	The total number of properties whose supply was interrupted $\geq$ 3 hours.	Historic figures up to 2021-22 are aligned with APR reporting. 2022-23 onwards: assumed same average minutes lost per property as the average of the three last outturn years (209-20 to 2021-22).
3	The total minutes lost for supply interruptions of $\geq$ 3 hours.	Back calculated from the target and property numbers to reach the PC target. Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation on how we derived our PC target trajectory.
4	Normalisation constant	Ofwat pre-populated
5	The total minutes lost for supply interruptions of $\geq$ 3 hours - align with APR	Calculated row (Ofwat formulae)
6	Average number of minutes lost per property	Calculated row (Ofwat formulae)
<b>Customer contacts about water quality</b>		
7	Resident population (water) (calendar year)	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards: growth at the same annual rate as total household population forecasted in rdWRMP24 (OUT4.46)
8	Number of contacts - taste and odour	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards: <ul style="list-style-type: none"> <li>○ Intermediate calculation: estimated total number of contacts implicit in the PC target. Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation on how we derived our PC target trajectory.</li> <li>○ Split of estimated total number of contacts based on % split in 2022-23, the latest actuals)</li> </ul>
9	Number of contacts - appearance	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards:

		<ul style="list-style-type: none"> <li>Intermediate calculation: estimated total number of contacts implicit in the PC target. Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation on how we derived our PC target trajectory.</li> <li>Split of estimated total number of contacts based on % split in 2022-23, the latest actuals)</li> </ul>
10	Number of contacts - actual	Calculated row (Ofwat formulae)
11	Number of contacts per 1,000 resident population	Calculated row (Ofwat formulae)
	<b>Biodiversity (water)</b>	
12	Area surveyed per year	The land surveyed, Ofwat guidance, is given. This number uses estimated data taken from a project report that SWS commissioned [REDACTED]. The report estimated Biodiversity Units and areas of habitat on our estate and went on to estimate potential uplift on our estate. The area changes annually as surveys progress across the sites selected year by year based on the four-year rolling programme. The programme is an initial estimate of sites that will accommodate biodiversity net gains (BNG) uplift delivery. Uplift on our own estate is the best available data, and comes with the least risk. Although risks to delivery are still present.
13	Biodiversity units baseline - area	This number uses estimated data taken from a project report that SWS commissioned [REDACTED]. The report estimated Biodiversity Units on our estate and went on to estimate potential uplift on our estate. We have assumed that the first 4-year cycle resurvey will be in year one of AMP9
14	Biodiversity units baseline - hedgerow	N/A reported 0.00
15	Biodiversity units baseline - river	N/A reported 0.00
16	Biodiversity units baseline - total	Calculated row (Ofwat formulae)
17	Actual biodiversity units - area	The assumption is that uplift will only occur at the four-year re-survey cycle point. The first 4-year re-survey will occur in year one of the AMP9 cycle. Uplift will only occur at the four-year re-survey cycle point. The first 4-year re-survey will occur in year one of the AMP9 cycle and will appear in year 1 of AMP 9.
18	Actual biodiversity units - hedgerow	
19	Actual biodiversity units - river	
20	Actual biodiversity units - total	Calculated row (Ofwat formulae)
21	Change in biodiversity units	Calculated row (Ofwat formulae)
22	Water supply area	See OUT4.12 Commentary
23	Biodiversity units for area land served (per 100km <sup>2</sup> )	Calculated row (Ofwat formulae)
	<b>Operational greenhouse gas emissions (water)</b>	
24	Tonnes CO <sub>2</sub> e	Our emission targets were estimated based on our estimate of emissions from our base and enhancement activities. Our emission targets were estimated following a location-based approach and the UK government fixed national grid emission factor published in 2022, which means that our target does not take into account any potential for decarbonisation of the grid. Emissions were quantified as the level of net emissions we will reach in each year. The estimated net level of emissions is the net value of positive emissions minus emission reductions, from our base and enhancement activities.

		<p>We have followed the Carbon Accounting Workbook (CAW) to estimate our operational greenhouse gas emissions. Using the CAW is in accordance with Ofwat's guidance for PR24 and in line with the annual performance report's (APR) data collection and reporting methodology, which we have employed since 2012, when we started recording emissions data.</p> <p>Our <a href="#">SR46: Net Zero Technical Annex</a> details our methodologies for forecasting our carbon emissions from base activities and from enhancement activities. For the majority of enhancement schemes in the plan, they correspond to Level 1 carbon estimates using the current emissions factors from the CAW over the remainder of the project life.</p> <p>The main source of our estimated operational emissions is the use of electricity to power our pumps, operate our treatment works and, to a lesser extent, to light our offices. While the use of electricity contributes to the total carbon dioxide emitted by us, emissions from our water and wastewater treatment processes, contribute to our process emissions. Process emissions primarily account for our methane (CH<sub>4</sub>) and nitrous oxide (N<sub>2</sub>O) emissions, both of which have a significantly higher global warming potential than carbon dioxide. However, to maintain consistency, emissions from all our sources are accounted and reported as carbon dioxide equivalent. Carbon dioxide equivalent, or CO<sub>2</sub>e, is a measurement of the total greenhouse gases emitted, expressed in terms of the equivalent measurement of carbon dioxide.</p> <p>GHG emissions are point estimates.</p>
25	Distribution input (per day)	<p>Historic figures up to 2021-22 are aligned with APR reporting.</p> <p>2022-23 onwards: forecast figures under normal year annual average (NYAA) conditions from revised dWRMP24. Reported figures are externally assured before being submitted to the regulators. The revised dWRMP24 have been externally assured</p>
26	Distribution input (per year)	Calculated row (Ofwat formulae)
27	kg CO <sub>2</sub> e per distribution input (per year)	Calculated row (Ofwat formulae)
28	Baseline tonnes CO <sub>2</sub> e (2021-22)	<p>Baseline emissions in 2021-22 are aligned with APR reporting.</p> <p>We have followed the Carbon Accounting Workbook (CAW) to estimate our operational greenhouse gas emissions baseline in 2021-22. Using the CAW is in accordance with Ofwat's guidance for PR24 and in line with the annual performance report's (APR) data collection and reporting methodology, which we have employed since 2012, when we started recording emissions data.</p>
29	Reduction % from 2021-22 baseline (tonnes CO <sub>2</sub> e)	Calculated row (Ofwat formulae)
30	Baseline kg CO <sub>2</sub> e per distribution input (2021-22)	Calculated row (Ofwat formulae)
31	Reduction % from 2021-22 baseline (kg CO <sub>2</sub> e per distribution input)	Calculated row (Ofwat formulae)
	<b>Leakage - Company level</b>	
32	Baseline (average from 2017-18 to 2019-20)	Reported figures for 2017-18 to 2022-23 as reported in APRs.
33	Total annual leakage	Historic figures up to 2021-22 are aligned with APR reporting.

		2022-23 onwards: forecast figures as reported in the revised dWRMP24 submitted on 31/08/2023, under dry year annual average (DYAA) conditions from revised dWRMP24 from 2023-24 to 2034-35. Reported figures are externally assured before being submitted to the regulators. The revised dWRMP24 have been externally assured.
34	3 - year average	Calculated row (Ofwat formulae)
35	Reduction % from 2019-20 baseline	Calculated row (Ofwat formulae)
	<b>Leakage - Region 1</b>	
36	"Baseline (average from 2017-18 to 2019-20) "	N/A
37	Total annual leakage	N/A
38	3 - year average	N/A
39	Reduction % from 2019-20 baseline	N/A
	<b>Leakage - Region 2</b>	
40	"Baseline (average from 2017-18 to 2019-20) "	N/A
41	Total annual leakage	N/A
42	3 - year average	N/A
43	Reduction % from 2019-20 baseline	N/A
	<b>Per capita consumption - Company level</b>	
44	"Baseline (average from 2017-18 to 2019-20) "	Reported figures for 2017-18 to 2019-20 as reported in APRs.
45	Total household consumption	Reported figures for 2017-18 to 2021-22 as reported in APRs. 2022-23 onwards: Forecast figures under NYAA conditions from revised dWRMP24. Reported figures are externally assured before being submitted to the regulators. The revised dWRMP24 have been externally assured
46	Total household population	Reported figures for 2017-18 to 2022-23 as reported in APRs. 2022-23 onwards: Forecast figures under NYAA conditions from revised dWRMP24. Reported figures are externally assured before being submitted to the regulators. The revised dWRMP24 have been externally assured
47	Annual per capita consumption	Calculated row (Ofwat formulae)
48	3- year average per capita consumption	Calculated row (Ofwat formulae)
49	Reduction % from 2019-20 baseline	Calculated row (Ofwat formulae)
50	Total dry year household consumption	2021-22 and 2022-23 values are based on outturn figures for these years x 1.09 (dry year factor used for WRMP24). 2022-23 onwards: Figures are from revised dWRMP24 tables. Reported figures are externally assured before being submitted to the regulators. The revised dWRMP24 have been externally assured
51	Dry year annual per capita consumption	Calculated row (Ofwat formulae)

52	Ratio of forecast annual dry year annual per capita consumption to annual per capita consumption	Calculated row (Ofwat formulae)
<b>Per capita consumption - Region 1</b>		
53	"Baseline (average from 2017-18 to 2019-20) "	N/A
54	Total household consumption	N/A
55	Total household population	N/A
56	Annual per capita consumption	Calculated row (Ofwat formulae)
57	3- year average per capita consumption	Calculated row (Ofwat formulae)
58	Reduction % from 2019-20 baseline	Calculated row (Ofwat formulae)
59	Total dry year household consumption	N/A
60	Dry year annual per capita consumption	Calculated row (Ofwat formulae)
61	Ratio of forecast annual dry year annual per capita consumption to annual per capita consumption	Calculated row (Ofwat formulae)
<b>Per capita consumption - Region 2</b>		
62	"Baseline (average from 2017-18 to 2019-20) "	N/A
63	Total household consumption	N/A
64	Total household population	N/A
65	Annual per capita consumption	Calculated row (Ofwat formulae)
66	3- year average per capita consumption	Calculated row (Ofwat formulae)
67	Reduction % from 2019-20 baseline	Calculated row (Ofwat formulae)
68	Total dry year household consumption	N/A
69	Dry year annual per capita consumption	Calculated row (Ofwat formulae)
70	Ratio of forecast annual dry year annual per capita consumption to annual per capita consumption	Calculated row (Ofwat formulae)
<b>Business demand - Company level</b>		
71	"Baseline (average from 2017-18 to 2019-20) "	Reported figures for 2017-18 to 2022-23 as reported in APRs.
72	Total business consumption	Figures are from revised dWRMP24 tables. Reported figures are externally assured before being submitted to the regulators. The revised dWRMP24 have been externally assured.
73	3 - year average	Calculated row (Ofwat formulae)
74	Reduction % from 2019-20 baseline	Calculated row (Ofwat formulae)
<b>Business demand - Region 1</b>		

75	"Baseline (average from 2017-18 to 2019-20) "	N/A
76	Total business consumption	N/A
77	3 - year average	Calculated row (Ofwat formulae)
78	Reduction % from 2019-20 baseline	Calculated row (Ofwat formulae)
<b>Business demand - Region 2</b>		
79	"Baseline (average from 2017-18 to 2019-20) "	N/A
80	Total business consumption	N/A
81	3 - year average	Calculated row (Ofwat formulae)
82	Reduction % from 2019-20 baseline	Calculated row (Ofwat formulae)
<b>Serious pollution incidents (water)</b>		
83	Number of pollution incidents - category 1 (water)	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards: flat at zero to match performance target. Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation on how we derived our PC target trajectory.
84	Number of pollution incidents - category 2 (water)	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards: flat at zero to match performance target. Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation on how we derived our PC target trajectory.
85	Number of serious pollution incidents (water)	Calculated row (Ofwat formulae)
<b>Discharge permit compliance (water)</b>		
86	Total number of failing discharges (water)	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards: roll forward latest historic figure.
87	Number of numeric discharge permits (water)	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards: roll forward latest historic figure.
88	Number of sites with failed discharges (water)	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards: roll forward latest historic figure.
89	Percentage compliance (water)	Calculated row (Ofwat formulae)
<b>Mains repairs</b>		
90	Mains length	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards: <ul style="list-style-type: none"> <li>o 2022-23 to 2029-30 pulls out from table CW6.</li> <li>o 2030-31 onwards assume same annual growth rate of 0.32% per annum as assumed in 2022-23 to 2029-30</li> </ul>
91	Mains repairs - reactive - actual	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards as follows:

		<ul style="list-style-type: none"> <li>Step 1: calculate the total number of mains repairs implicit in the target. Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation on how we derived our PC target trajectory.</li> <li>Step 2: year-on-year reduction in reactive mains repairs as modelled in in our rdWRMP24. The revised dWRMP24 have been externally assured.</li> </ul>
92	Mains repairs - proactive - actual	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards as follows: Calculate proactive mains repairs as the difference between Step 1 and Step 2 in OUT4.91
93	Mains repairs - total - actual	Calculated row (Ofwat formulae)
94	Mains repairs - reactive - normalised	Calculated row (Ofwat formulae)
95	Mains repairs - proactive - normalised	Calculated row (Ofwat formulae)
96	Mains repairs per 1,000km	Calculated row (Ofwat formulae)
	<b>Unplanned outage</b>	
97	Peak week production capacity	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards as follows: Flat lined at 850.8 MI/d, the latest outrun figure
98	Unplanned outage - actual	Back calculated from performance target. Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation on how we derived our PC target trajectory.
99	Unplanned outage - percentage	Calculated row (Ofwat formulae)
	<b>Combined water and wastewater</b>	
	<b>Serious pollution incidents</b>	
100	Number of serious pollution incidents (water)	Calculated Cells
101	Number of serious pollution incidents (wastewater)	Calculated Cells
102	Number of serious pollution incidents	Calculated Cells
	<b>Discharge permit compliance</b>	
103	Number of numeric discharge permits (water)	Calculated Cells
104	Number of sites with failed discharges (water)	Calculated Cells
105	Number of numeric discharge permits (wastewater)	Calculated Cells
106	Number of sites with failed discharges (water)	Calculated Cells
107	Total number of numeric discharge permits	Calculated Cells

108	Total number of sites with failed discharges	Calculated Cells
109	Percentage compliance	Calculated Cells
	<b>Biodiversity</b>	
110	Biodiversity units baseline - total (water)	Calculated Cells
111	Actual biodiversity units - total (water)	Calculated Cells
112	Biodiversity units baseline - total (wastewater)	Calculated Cells
113	Actual biodiversity units - total (wastewater)	Calculated Cells
114	Total biodiversity units baseline	Calculated Cells
115	Total actual biodiversity units	Calculated Cells
116	Total change in biodiversity units	Calculated Cells
117	Water supply area	Calculated Cells
118	Sewerage services area	Calculated Cells
119	Company's Area	Calculated Cells
120	Total biodiversity units for area of land served (per 100km <sup>2</sup> )	Calculated Cells



OUT5- Underlying calculations for common performance commitments - wastewater		
Line description		Commentary
<b>Internal sewer flooding</b>		
1	Number of sewer connections	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards as follows: <ul style="list-style-type: none"> <li>o AMP 8 (i.e. until 2029-30), pulling out from table SUP1A.</li> <li>o AMP9: assumed the same annual growth rate of 0.6% as assumed in AMP8</li> </ul>
2	Number of internal sewer flooding incidents - customer proactively reported	Set equal to the PC target (in number of incidents) which means that we assume all incidents fall under 'customer proactively reported' type. Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation on how we derived our PC target trajectory.
3	Number of internal sewer flooding incidents per 10,000 sewer connections- customer proactively reported	Calculated Cells
4	Number of internal sewer flooding incidents - company reactively identified (ie neighbouring properties)	Set at zero which means that we assume all incidents fall under 'customer proactively reported' type.
5	Number of internal sewer flooding incidents per 10,000 sewer connections - company reactively identified (ie neighbouring properties)	Calculated Cells
6	Number of internal sewer flooding incidents	
7	Number of internal sewer flooding incidents per 10,000 sewer connections	
<b>External sewer flooding</b>		
8	Number of sewer connections	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards as follows: <ul style="list-style-type: none"> <li>o AMP 8 (i.e. until 2029-30), pulling out from table SUP1A.</li> <li>o AMP9: assumed the same annual growth rate of 0.6% as assumed in AMP8</li> </ul>
9	Number of external sewer flooding incidents - customer proactively reported	Set equal to the PC target (in number of incidents) which means that we assume all incidents fall under 'customer proactively reported' type. Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation on how we derived our PC target trajectory.

10	Number of external sewer flooding incidents per 10,000 sewer connections - customer proactively reported	Calculated Cells
11	Number of external sewer flooding incidents - company reactively identified (ie neighbouring properties)	Set at zero which means that we assume all incidents fall under 'customer proactively reported' type.
12	Number of external sewer flooding incidents per 10,000 sewer connections - company reactively identified (ie neighbouring properties)	Calculated Cells
13	Number of external sewer flooding incidents	
14	Number of external sewer flooding incidents per 10,000 sewer connections	
<b>Biodiversity (wastewater)</b>		
15	Area surveyed per year	The land surveyed, Ofwat guidance, is given. This number uses estimated data taken from a project report that SWS commissioned [REDACTED]. The report estimated Biodiversity Units and areas of habitat on our estate and went on to estimate potential uplift on our estate. The area changes annually as surveys progress across the sites selected year by year based on the four-year rolling programme. The programme is an initial estimate of sites that will accommodate biodiversity net gains (BNG) uplift delivery. Uplift on our own estate is the best available data, and comes with the least risk. Although risks to delivery are still present.
16	Biodiversity units baseline - area	N/A reported 0.00
17	Biodiversity units baseline - hedgerow	N/A reported 0.00
18	Biodiversity units baseline - river	Calculated row (Ofwat formulae)
19	Biodiversity units baseline - total	See OUT5.15 Commentary
20	Actual biodiversity units - area	The assumption is that uplift will only occur at the four-year re-survey cycle point. The first 4-year re-survey will occur in year one of the AMP9 cycle. Uplift will only occur at the four-year re-survey cycle point. The first 4-year re-survey will occur in year one of the AMP9 cycle and will appear in year 1 of AMP 9.
21	Actual biodiversity units - hedgerow	
22	Actual biodiversity units - river	
23	Actual biodiversity units - total	Calculated row (Ofwat formulae)
24	Change in biodiversity units	Calculated row (Ofwat formulae)
25	Sewerage services area	See OUT5.15 Commentary
26	Biodiversity units per 100km2 area land served	Calculated row (Ofwat formulae)
<b>Operational greenhouse gas emissions (wastewater)</b>		
27	Tonnes CO2e	Our emission targets were estimated based on our estimate of emissions from our base and enhancement activities and following a location-based approach and the UK government fixed national grid emission factor published in 2022, which means that our target does not take into account any potential for decarbonisation of the grid.

		<p>Emissions were quantified as the level of net emissions we will reach in each year. The estimated net level of emissions is the net value of positive emissions minus emission reductions, from our base and enhancement activities.</p> <p>We have followed the Carbon Accounting Workbook (CAW) to estimate our operational greenhouse gas emissions. Using the CAW is in accordance with Ofwat's guidance for PR24 and in line with the annual performance report's (APR) data collection and reporting methodology, which we have employed since 2012, when we started recording emissions data.</p> <p>Our <a href="#">SR46: Net Zero Technical Annex</a> details our methodologies for forecasting our carbon emissions from base activities and from enhancement activities.</p> <p>For the majority of enhancement schemes in the plan, they correspond to Level 1 carbon estimates using the current emissions factors from the CAW over the remainder of the project life.</p> <p>The main source of our estimated operational emissions is the use of electricity to power our pumps, operate our treatment works and, to a lesser extent, to light our offices. While the use of electricity contributes to the total carbon dioxide emitted by us, emissions from our water and wastewater treatment processes, contribute to our process emissions.</p> <p>Process emissions primarily account for our methane (CH<sub>4</sub>) and nitrous oxide (N<sub>2</sub>O) emissions, both of which have a significantly higher global warming potential than carbon dioxide. However, to maintain consistency, emissions from all our sources are accounted and reported as carbon dioxide equivalent. Carbon dioxide equivalent, or CO<sub>2</sub>e, is a measurement of the total greenhouse gases emitted, expressed in terms of the equivalent measurement of carbon dioxide.</p> <p>GHG emissions are point estimates.</p> <p><a href="#">We made changes in this performance commitment to reflect scope of Compliant WINEP.</a></p>
28	Volume of wastewater receiving treatment	<p>Historic figures up to 2022-23 are aligned with APR reporting.</p> <p>2022-23 onwards:</p> <ul style="list-style-type: none"> <li>• Forecast figures from 2022-23 to 2029-30 pulled out from CWW6.</li> <li>• Forecast figures from 2030-31 onwards: we have assumed the same year-on-year growth rate of 8% as experienced historically.</li> </ul>
29	kg CO <sub>2</sub> e per volume of wastewater treated	Calculated row (Ofwat formulae)
30	Baseline tonnes CO <sub>2</sub> e (2021-22)	
31	Reduction % from 2021-22 baseline (tonnes CO <sub>2</sub> e)	
32	Baseline kg CO <sub>2</sub> per volume of wastewater treated (2021-22)	
33	Reduction % from 2021-22 baseline (kg CO <sub>2</sub> e per volume of wastewater treated)	
	<b>Total pollution incidents</b>	
34	Sewer length	<p>Historic figures up to 2022-23 are aligned with APR reporting.</p> <p>2022-23 onwards as follows: annual growth rate of 0.2%, the same as in the last two years of actuals.</p>
35	Number of pollution incidents - category 1 (wastewater)	<p>Historic figures up to 2022-23 are aligned with APR reporting.</p> <p>2022-23 onwards: flat at zero</p>

36	Number of pollution incidents per 10,000 km of sewer length - category 1 (wastewater)	Calculated row (Ofwat formulae)
37	Number of pollution incidents - category 2 (wastewater)	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards: flat at zero
38	Number of pollution incidents per 10,000 km of sewer length - category 2 (wastewater)	Calculated row (Ofwat formulae)
39	Number of pollution incidents - category 3 (wastewater)	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards: flat at zero to match performance target. Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation on how we derived our PC target trajectory.
40	Number of pollution incidents per 10,000 km of sewer length - category 3 (wastewater)	Calculated row (Ofwat formulae)
41	Number of pollution incidents - category 4 (wastewater)	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards: forecast is the average of the last 5 years
42	Number of pollution incidents per 10,000 km of sewer length - category 4 (wastewater)	Calculated row (Ofwat formulae)
43	Total pollution incidents per 10,000 km of sewer length	Calculated row (Ofwat formulae)
	<b>Serious pollution incidents (wastewater)</b>	
44	Number of serious pollution incidents (wastewater)	Calculated row (Ofwat formulae)
	<b>Discharge permit compliance (wastewater)</b>	
45	Total number of failing discharges (wastewater)	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards: business forecast
46	Number numeric discharge permits (wastewater)	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards: business forecast
47	Number of sites with failed discharges (wastewater)	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards: business forecast
48	Percentage compliance (wastewater)	Calculated row (Ofwat formulae)
	<b>Bathing water quality</b>	
49	Weight for poor bathing water	N/A
50	Weight for sufficient bathing water	N/A
51	Weight for good bathing water	N/A
52	Weight for excellent bathing water	N/A
53	Number of 'poor' bathing waters	Business profile to meet PC target (and statutory obligations with EA). Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation on how we derived our PC target trajectory.

54	Number of 'sufficient' bathing waters	Business profile to meet PC target (and statutory obligations with EA). Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation on how we derived our PC target trajectory.
55	Number of 'good' bathing waters	Business profile to meet PC target (and statutory obligations with EA). Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation on how we derived our PC target trajectory.
56	Number of 'excellent' bathing waters	Business profile to meet PC target (and statutory obligations with EA). Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation on how we derived our PC target trajectory.
57	Number of bathing waters in company area	Calculated row (Ofwat formulae)
58	Weighted score for poor bathing waters	Calculated row (Ofwat formulae)
59	Weighted score for sufficient bathing waters	Calculated row (Ofwat formulae)
60	Weighted score for good bathing waters	Calculated row (Ofwat formulae)
61	Weighted score for excellent bathing waters	Calculated row (Ofwat formulae)
62	Bathing water quality	Calculated row (Ofwat formulae)
	<b>River water quality (phosphorus)</b>	
63	Phosphorus discharged from treatment works in the base period	<p>This is a new PC in PR24. There is no historic data. It starts only in 2024-25.</p> <p>Treatment works in scope for benefits quantification: treatment works with a new or changed P permit in AMP8.</p> <p>We show the benefits when they arise according to our investment profile in financial years (where FY25 = financial year 2024-25), rather than when they will be reported in the Annual Performance Reports (APRs). Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for more details.</p> <p><a href="#">We made changes in river water quality (p-removal) performance commitment to reflect scope of Compliant WINEP.</a></p> <p><a href="#">While reviewing the flow of each WWTs we noted that for May Street Herne Bay WWTWs we were considering the daily flow of only one of its two discharges. We therefore amended the 2020 daily flow for May Street Herne Bay WWTWs to include the two discharges at this site - Hogwell Sewer and River Stour. In the October-23 submission, only the daily flow going through Hogwell Sewer was considered. This amendment changes the 2020 baseline slightly and has a small knock on effect on 2024-25 to 2028-29 target.</a></p>
64	Phosphorus prevented from entering rivers from partnership working in the base period	P reduction through partnerships is assumed to be zero in both AMP8 and in the base year 2020.
65	Phosphorus discharged from treatment works	See OUT5.63 Commentary
66	Change in phosphorus discharged from treatment works	Calculated row (Ofwat formulae)
67	Phosphorus prevented from entering rivers from partnership working	zero (there is no partnership working in the plan)



68	Change in phosphorus prevented from entering rivers from partnership working	Calculated row (Ofwat formulae)
69	Reduction in kilograms of phosphorus from annual average of 2020 to 2022	Calculated row (Ofwat formulae)
70	Head of population (wastewater) (calendar year)	Calculated row (Ofwat formulae)
71	Reduction in kilograms of phosphorus from annual average of 2020 to 2022 per head of population	Calculated row (Ofwat formulae)
<b>Storm overflows</b>		
72	Total number of monitored spills	<p><a href="#">We made changes in storm overflows performance commitment to reflect scope of Compliant WINEP.</a></p> <p><u>2025-26 onwards</u></p> <ul style="list-style-type: none"> <li>• Step 1: average spills per overflow (before uptime adjustment) is the same as the spills avoided calculated in DWMP assuming an exit position in 2024-25 of 18.0 average spills</li> <li>• Step 2: total number of overflows (OUT5.73). Assumed constant at 978, the same as in the last actuals, 2022.</li> <li>• Step 3: total number of spills (OUT5.72): multiply the PC target times number of storm overflows. Please see our SRN18: Performance Commitments Methodologies Technical Annex for a detailed explanation on how we derived our PC target trajectory.</li> <li>• Step 4: uptime assumed constant at 97%.</li> <li>• Step 5: average spills per overflow adjusted for uptime (OUT5.77) following Ofwat formula.</li> </ul> <p><u>2023-24 and 2024-25</u></p> <ul style="list-style-type: none"> <li>• These are gap years because: (1) spills data to be published by Environment Agency (EA) is not available at this point as it is published in the future; and (2) the estimates of spills avoided as part of DWMP start in 2025-26. Therefore, we need to make assumptions about the target average spills before uptime adjustment, as follows.</li> <li>• Step 1: average spills per overflow before uptime adjustment based on the following assumptions: <ul style="list-style-type: none"> <li>○ 2023-24: 17.8, same as 2023/24</li> <li>○ 2024-25: 18.0: the same as POAP, ie expectation from Ofwat for Southern</li> </ul> </li> <li>• Step 2 &amp; 3: same as OUT5.72</li> <li>• Step 4: average spills per overflow adjusted for uptime (OUT5.77). We follow Ofwat's PC methodology definition to calculate the adjusted average spills. i.e.: <ul style="list-style-type: none"> <li>○ Attributed 100 spills to unmonitored overflows; and</li> <li>○ For monitored overflows with uptime lower than 100%, added a spills uplift = 100 spills * (1-% availability)</li> </ul> </li> <li>• STEP 5: uptime is the % availability needed to translate the average spills before adjustment (OUT5.74; step 1) into the adjusted average spills (OUT5.77; Step 4)</li> </ul> <p>2017-18 to 2022-23</p>

		<ul style="list-style-type: none"> <li>○ Step 1: average spills per overflow before uptime adjustment as published by the EA</li> <li>○ Step 2 &amp; 3: same as OUT5.72</li> <li>○ Step 4: average spills per overflow adjusted for uptime (OUT5.77). We follow Ofwat's PC methodology definition to calculate the adjusted average spills. i.e.:</li> <li>○ Attributed 100 spills to unmonitored overflows; and</li> <li>○ For monitored overflows with uptime lower than 100%, added a spills uplift = 100 spills * (1-% availability)</li> <li>○ STEP 5: uptime is the % availability needed to translate the average spills before adjustment (OUT5.74; step 1) into the adjusted average spills (OUT5.77; Step 4)</li> </ul> <p><u>Prior to 2017-18</u> We do not publish data for this period because the data was captured using a different methodology and therefore is not comparable to data from 2017-18 onwards</p> <p>We show the spills when they arise according to our investment profile in financial years (where FY25 = financial year 2024-25), rather than when they will be reported in the Annual Performance Reports (APRs).</p>
73	Total number of storm overflows	Assumed constant at 978, the same as in the last actuals, 2022.
74	Average number of spills per overflow - monitored	Calculated row (Ofwat formulae)
75	Uptime	We note that Ofwat formula for calculating the average spills adjusted by the uptime does not take into consideration the unmonitored storm overflows adjustment as per the definition. We report the average spills avoided post adjustment considering spills from unmonitored storm overflows. To make the formula work, we had to adjust the uptime percentage, meaning that this does not reflect the actual uptime percentage published by the EA.
76	Unmonitored storm overflows adjustment	Calculated row (Ofwat formulae)
77	Average number of spills per overflow - with unmonitored adjustment	Calculated row (Ofwat formulae)
	<b>Sewer collapses</b>	
78	Sewer length	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards: annual growth rate of 0.2%, the same as in the last two years of actuals.
79	Sewer collapses	Historic figures up to 2022-23 are aligned with APR reporting. 2022-23 onwards: performance target trajectory. Please see our <a href="#">SRN18: Performance Commitments Methodologies Technical Annex</a> for a detailed explanation on how we derived our PC target trajectory.
80	Number of sewer collapses per 1,000 km of all sewers	Calculated row (Ofwat formulae)

## OUT6- Summary information on outcome delivery incentive payments

Line description		Commentary	
	<b>Initial calculation of in period revenue adjustment by price control</b>		
1	Water resources	Our initial calculation of the in-period revenue performance payments (excluding CMEX and DMEX) by price control is the output of the PR19 ODI performance reconciliation models that Ofwat issued to companies based on our forecast performance for 2023-24 and 2024-25, as reported in table OUT8. Performance payments data is in 2017-18 prices. For more details, please see <a href="#">SRN59: Past Performance (PR19 Reconciliation Mechanisms)</a>	
2	Water network plus		
3	Wastewater network plus		
4	Bioresources (sludge)		
5	Residential retail		
	<b>Initial calculation of end of period revenue adjustment by price control</b>		
8	Water resources	<p>Long term supply demand schemes is subject to the outcome of an independent report by ██████ which will determine a final penalty. As this report is still in draft and Southern Water intend to further challenge the penalty mechanism, this has been reported as 0 and again will be determined outside the performance model as part of the Final Determination of PR24. We amended amending OUT6.8 to 0.000 as the 2.459 is the accrued PCC penalty from 2020-21 and 2021-22.</p> <p>There is also no ODI rate proposed for GHG in OUT6 as Ofwat has not provided an indicative ODI and said will do so at Draft Determination. Southern Water is not proposing an ODI rate for these PCs.</p> <p>For biodiversity, again, Ofwat did not provide and indicative ODI rate and said will do so at draft determination. We are proposing £0.015m marginal benefit.</p>	
9	Water network plus		
10	Wastewater network plus		
11	Bioresources (sludge)		
12	Residential retail		
13	Business retail		
14	Additional control		
	<b>Initial calculation of end of period RCV adjustment by price control</b>		
15	Water resources		n/a
16	Water network plus		n/a
17	Wastewater network plus		n/a
18	Bioresources (sludge)		n/a
19	Residential retail		n/a
20	Business retail	n/a	
21	Additional control	n/a	



OUT7- Outcome performance - ODIs (financial)		
Line description	Commentary	
	<b>Common PCs</b>	
1	Water supply interruptions	We propose an incentive rate of £180k with a marginal benefit sharing rate of 70% and a final incentive of £126k per minute of supply interruptions. This is different from Ofwat's indicative ODI rate. For details on how we appropriately calculated the proposed incentive, please see our <a href="#">SRN57: Risk Technical Annex</a> . Please, see <a href="#">SRN18: Performance Commitment Methodologies</a> for further details.
2	Compliance risk index (CRI)	We have used Ofwat's indicative incentive rates and cost sharing factor. Please, see <a href="#">SRN18: Performance Commitment Methodologies</a> for further details.
3	Customer contacts about water quality	
4	Internal sewer flooding	
5	External sewer flooding	
6	Biodiversity	
7	Operational greenhouse gas emissions (water)	Ofwat has not defined an indicative incentive rate for operational carbon emissions and has indicated that will do so only at Draft Determination. We are not proposing an incentive rate for these PCs at this stage. We will review Ofwat's ODI decision when it is released at Draft Determination.
8	Operational greenhouse gas emissions (wastewater)	
9	Leakage	We have used Ofwat's indicative incentive rates and cost sharing factor. Please, see <a href="#">SRN18: Performance Commitment Methodologies</a> for further details.
10	Per capita consumption	We propose an incentive rate of £256k with a marginal benefit sharing rate of 70% and a final incentive of £179k per litre per household per day. This is different from Ofwat's indicative ODI rate. For details on how we appropriately calculated the proposed incentive, please see our <a href="#">SRN57: Risk Technical Annex</a> . Please, see <a href="#">SRN18: Performance Commitment Methodologies</a> for further details.
11	Business demand	We propose an incentive rate of £99k with a marginal benefit sharing rate of 70% and a final incentive of £69k per Ml/d. This is different from Ofwat's indicative ODI rate. For details on how we appropriately calculated the proposed incentive, please see our <a href="#">SRN57: Risk Technical Annex</a> . Please, see <a href="#">SRN18: Performance Commitment Methodologies</a> for further details.
12	Total pollution incidents	We propose an incentive rate of £569k with a marginal benefit sharing rate of 70% and a final incentive of £398k per pollution incident per 10,000km sewers. This is different from Ofwat's indicative ODI rate. For details on how we appropriately calculated the proposed incentive, please see our <a href="#">SRN57: Risk Technical Annex</a> . Please, see <a href="#">SRN18: Performance Commitment Methodologies</a> for further details.
13	Serious pollution incidents	 
14	Discharge permit compliance	

15	Bathing water quality	We have used Ofwat's indicative incentive rates and cost sharing factor. Please, see <a href="#">SRN18: Performance Commitment Methodologies</a> for further details.
16	River water quality (phosphorus)	
17	Storm overflows	
18	Mains repairs	
19	Unplanned outage	
20	Sewer collapses	
	<b>Regional PCs</b>	Not applicable for Southern – reported at Company level only
	<b>Bespoke PCs</b>	
27	Abstraction Incentive Mechanism (AIM)	The incentive rate for PR19 was £634k for underperformance and £511k for outperformance (2017/18 prices). This was derived from our PR19 customer research. For PR24, we propose the same incentive rate as the outperformance incentive rate set out by Ofwat at PR19 but adjusted to 2022/23 prices using CPIH. This is £603k with a cost sharing rate of 100%.
28	Embedded greenhouse gas emissions	n/a
29	Low carbon concrete	n/a
30	Low pressure	n/a
31	Street works collaboration	n/a
32	Water softening	n/a
	Welsh companies only	n/a for Southern

OUT8- PR19 outcome performance summary		
Line description		Commentary
	<b>Common PCs from PR19</b>	
1	Water quality compliance (CRI)	From table OUT1 Please, see Annex <a href="#">SRN59: Past Performance (PR19 Reconciliation Mechanisms)</a> for further details.
2	Water supply interruptions	
3	Leakage	
4	Per capita consumption	
5	Mains repairs	
6	Unplanned outage	
7	Internal sewer flooding	
8	Pollution incidents	
9	Sewer collapses	
10	Treatment works compliance	
	<b>Water and retail bespoke PCs from PR19</b>	
11	Drinking water appearance	From table OUT1 Please, see Annex <a href="#">SRN59: Past Performance (PR19 Reconciliation Mechanisms)</a> for further details.
12	Drinking water taste and Odour	
13	Abstraction Incentive Mechanism	
14	Access to daily water consumption data	
15	Void properties	
16	Replace lead customer pipes	
17	Properties at risk of receiving low pressure	
18	Long term supply demand schemes	
19	Impounding reservoirs	
	<b>Wastewater bespoke PCs from PR19</b>	n/a
31	Effluent re-use	From table OUT1 Please, see Annex <a href="#">SRN59: Past Performance (PR19 Reconciliation Mechanisms)</a> for further details.
32	Renewable Generation	
33	Satisfactory bioresources recycling	
34	River water quality	
35	Maintain Bathing waters at 'Excellent'.	
36	Improve the number of Bathing waters to at least 'Good' (Cost Adjustment Claim).	
37	Improve the bathing waters at 'Excellent' quality (Cost Adjustment Claim).	
38	Surface water management	

39	External sewer flooding	
40	Thanet Sewers	



OUT9- Biodiversity - Habitat information		
Line description	Commentary	
Categorisation of company land expected at 31 March 2025		
1	Company owned land	<p>This figure includes land owned and occupied under both Freehold and Leasehold because in day-to-day operational terms we do not consider the land we occupy under Leasehold to be in anyway less important than that we occupy under Freehold.</p> <p>Freehold - 24.211km2 Leasehold - 0.325km2 Accuracy = A1 high</p>
2	Company land that is a protected site	<p>SAC, SPA, Ramsar, SSSI and MCZ Data from Natural England. All data recently updated (2023) so current. Used [REDACTED] software and freehold and leasehold parcels split out as per above.</p> <p>Accuracy = A1 high</p>
3	Land considered to have 'Wildlife-rich' habitats	<p>“Wildlife-rich habitat” means a habitat that is one of the following types of habitat and which is of sufficient quality that it is, or will be, capable of supporting flora and fauna which are typically found in the habitat in question— (a) a habitat type of principal importance for the conservation of biodiversity listed by the Secretary of State under section 41 of the Natural Environment and Rural Communities Act 2006(7) (biodiversity lists and action (England)); (b) another habitat type listed in Schedule 1.’</p> <p>We used the Priority Habitat Dataset produced by Natural England. But the List in Schedule 1 – is not available anywhere and cannot be digitised. Until this is made available by Defra we are unable to include so have based this on Priority Habitat Data alone - this is a limitation. Used [REDACTED] Priority Habitat Inventory dataset and intersected it with the SW Assets layer (Leasehold and freehold as above) to get an estimation of SWS land within Priority Habitat areas. Used [REDACTED] to remove overlapping sections from 9.2 above. Accuracy – B2 medium</p>
4	Company land associated or expected to be associated with obligations, including planning processes, in 2025-30.	<p>Most of our sites will be covered by AMP8 plans linking to statutory obligations, planning processes or biodiversity net gain. However we don't have a standard definition of "operational land" and some land we have operational sites on is not owned by us. Therefore we have reported the total company owned land less rows 9.2 and 9.3.</p> <p>Confidence grade AX</p>
5	Company land expected to be used for solar arrays in 2025-30.	<p>SWS Data on existing and planned Solar Arrays. Used [REDACTED] to collate a table showing all existing and planned solar arrays. Exact locations of planned solar arrays for 2025-30 not yet known so data based solely on plans for 2020-2025.</p> <p>Accuracy = B2 medium</p>
6	Company land with long term tenancies (>=5 years)	<p>The number of tenancies that currently have an unexpired term of 5 years of more.</p>



		Confidence grade AX
7	Company land with short term tenancies (<=5 years)	Confidence grade AX
8	Company land subject to shooting rights	None on SWS land. Accuracy = AX
9	Company land subject to other rights	We have interpreted this as referring to rights such as covenants or limitations which restrict activity. However, any piece of land has elements of restrictions (most conveyance documents state the land is transferred for a "Sewage Works" only or similar). We have therefore reported all company owned land less rows 9.2/9.3/9.5/9.6/9.7 & 9.8 Accuracy = AX
10	Company land that is standing water	We used a [REDACTED] that has been created to give us a UKHabs baseline dataset for England. The workbench uses the attributes of each OS Mastermap feature (Descriptive Group, Descriptive Term, Style Code etc) to ascertain the relevant Phase 1 and UKhabs codes to apply The output of the tool we used is simply a baseline providing a possible representation of the habitat in that area based on Mastermap, and thus the data should always be ground truthed on site to establish the exact nature of a habitat. It is desk based and only gives an indication of these category areas.
11	Company land that is running water	
12	Company land that is sealed surfaces	
13	Company land that has tree canopy and woodland cover	
14	Company land that has estuaries and coastal water habitats.	
15	Company land that has open habitats	Confidence Grade – B2 medium
<b>Further splits of company land expected at 31 March 2025</b>		
16	Land being managed as part of biodiversity plans – Good status	We have taken Ofwat Query ref 277 response to inform these lines = 'where the company has surveyed the land for the baseline pre-intervention assessment of the biodiversity metric it should assign fairly good to good and fairly poor to poor if these intermediate categories have been used'. As we have so far undertaken baseline BNG surveys & assessments of 7 sites we have used this information to calculate these data lines. Confidence grade = A1 (for the baseline data we have at this time)
17	Land being managed as part of biodiversity plans – Moderate status	
18	Land being managed as part of biodiversity plans – Poor status	

OUT10 - Underlying calculations for bespoke performance commitments		
Line description		Commentary
Abstraction Incentive Mechanism (AIM)		
1	Average daily abstraction during the period when flows are at or below the trigger threshold - site 1	Up to 2022-23 (historic): these are the figures reported to Ofwat as part of APRs. 2023-24 onwards: estimated as baseline (OUT10.2) + performance target of (-15MI/d) Performance target of (-15MI/d): keep at the same level as in PR19. Please, see <a href="#">SRN18: Performance Commitment Methodologies</a> for further details.
2	Baseline average daily abstraction during the period when flows are at or below the trigger threshold - site 1	Up to 2022-23 (historic): average of 60 as reported in APRs. 2023-24 onwards: flat lined at the same historical level. Please, see <a href="#">SRN18: Performance Commitment Methodologies</a> for further details.
3	Total number of days abstraction below threshold - site 1	30 days, i.e. month of September, as set in the as in PR19 definition. Please, see <a href="#">SRN18: Performance Commitment Methodologies</a> for further details.
The rest of the AIM lines are not applicable to Southern Water; out AIM performance applies to one site only		
Embedded greenhouse gas emissions		
66	Tonnes CO2e baseline	None applicable to AIM
67	Tonnes CO2e	
68	Absolute change in emissions from baseline	
69	Reduction % from baseline	
Low carbon concrete		
70	Tonnes CO2e - baseline	None applicable to AIM
71	Tonnes CO2e - cumulative baseline for each price control period	
72	Tonnes CO2e	
73	Cumulative tonnes CO2e for each price control period	
74	Reduction % from baseline	
Low pressure		
75	Total number of properties covered by critical point loggers at year end	None applicable to AIM
76	The total number of properties where low pressure is recorded	
77	Minutes of low pressure recorded	
78	Total minutes of low pressure experienced	
79	Normalisation constant	
80	The total minutes of low pressure experienced - normalised	
81	Average time of low pressure experienced per property	
StreetWorks collaboration		

82	Number of collaborative projects delivered	None applicable to AIM
	Water softening	
83	Total number of milligrams of calcium above target for all five treatment works	None applicable to AIM
84	Total volume of water supplied from all five-treatment works	
85	Average number of milligrams of calcium per litre by which water treatment works fail to meet the fortnightly target	