



Veolia Water Southeast Ltd



JR11 OVERVIEW

Veolia Water Southeast

In 2010/11 Veolia Water Southeast has continued to provide reliable, high quality and predictable performance to our customers and stakeholders. All of our regulatory outputs are on track for delivery and our performance has been underpinned by solid financial results which we have achieved through our continued efforts to improve efficiency. As a result we have achieved the operating expenditure targets that we set ourselves for the period.

Some important notes to the June Return tables are also provided in Appendix A, to assist in interpreting the tables.

Operational Performance

Operationally it has been a good year. The quality of water delivered to our customers' taps is paramount and in 2010 we achieved a 100% compliance with the legal standards (ranking us joint first in the industry). Leakage is at the lowest level we have ever achieved and remains below the agreed regulatory target for the year.

Health and safety is a priority in the interests of staff, customers and the public. It is therefore, especially pleasing that our performance and commitment has again been recognised with a RoSPA gold award. These sector awards are highly regarded and this outstanding achievement is testimony to the hard work of all our staff. Unfortunately, there was one reportable accident during the year and four minor accidents. Learning from accidents and incidents is integral to our approach, combined with a strong focus on near-miss reporting.

Stewardship of Water Resources

Demand for water continues to decline as a result of our promotion of water efficiency, the increased level of metering, and the effects of the economic recession. By the end of the year, over 83% of domestic customers were metered.

The current programme to meter supplies to 90% of domestic customers will be complete by December 2011, ahead of the March 2012 target. Metering has been an important driver of water efficiency, and full metering will be a significant milestone in the delivery of a secure and sustainable water resources strategy. We continue to believe that there is a strong case for increasing the level of metering beyond 90% as it is the best way to protect our water resources and is fairest for our customers. To this end a first stage log-up application was submitted during the year. Ofwat has raised questions about our analysis but we hope that the proposal will be agreed.

Weather conditions were benign, with good levels of rainfall during the year and there was no threat at any time to the adequacy of water resources. Looking forward, winter rainfall has been close to the long term average and demand continues to decrease in response, we believe, to the metering programme. At this time no drought triggers have been reached and we do not expect to have to take further measures this summer.

Putting the customer first

We have been working hard to improve the facilities available to customers. We will soon introduce new systems to allow customers to pay their bills over the internet and automatically over the phone, thus giving access for customers to 24-hour payment facilities.

Overall in the year, we have improved customer service across a range of measures: written complaints continue to fall; response to billing enquiries has accelerated, with over 96% of contacts being responded to within 5 working days; and unwanted contact has fallen by 27% on last year, despite a 12% increase in customer contact. The increase in customer contact results from the metering programme and also from a higher turnover of rental properties in the area.

The Service Incentive Mechanism (SIM) is a positive improvement, focussing on the quality of the customer experience, rather than just a series of quantitative proxies of customer service levels. We continue to improve customer service and, following our reorganisation in 2010, a further series of process changes are planned for 2011/12.

Customer debt remains a huge challenge for us and the economic downturn has had a detrimental effect on both the ability and willingness of our customers to pay their bills. From April 2011 we have introduced a penalty charge scheme for customers who do not pay their bills on time and do not contact us to make alternative arrangements. The purpose of this is to reduce the impact of non-payment by some customers on all our customers. We have put safeguards in place to protect customers who are genuinely unable to pay their bills.

Long-term asset stewardship

Both infrastructure and non infrastructure serviceability measures are stable. Our performance against Ofwat's reference levels is good, as shown in the table below. We are particularly pleased that, despite the very cold December, mains bursts were below the serviceability reference level for the year.

Asset Serviceability Indicators for Veolia Water Southeast.

Serviceability Indicator	Upper Control Limit	Reference Level	Lower Control Limit	JR11 Company Performance
Water Infrastructure				
Total Bursts (nr)	127	100	73	98
Interruptions > 12 hours (nr)	23	0	0	0
Iron non-compliance (as 100-Mean Zonal Compliance) (%)	0.55	0.13	0.00	0.00
DG2 Pressure (nr)	17	2	0	7
Customer contacts – discolouration (nr/1000 population)	0.64	0.42	0.20	0.57
Distribution Index TIM (as 100-Mean Zonal Compliance) (%)	0.20	0.00	0.00	0.00
Water Non Infrastructure				
Water Treatment Works Coliforms non-compliance (%)	0.18	0.04	0.00	0.06
Service Reservoir Coliforms non-compliance (%)	8.00	0.00	0.00	0.00
Turbidity (nr)	2	0	0	0
Enforcement Incidents (nr)	1	0	0	0
Unplanned incidents (nr)	1,907	1,648	1,389	1,628

Building an asset base for the future

We have made significant progress with our investment programme.

During the year 5.51km of mains were renewed. This is above the target of 3km/year. We chose to accelerate the work as a response to the higher burst rates reported in JR09 and JR10. We also started a large number of new projects. There has been significant expenditure on works to bypass the Hills Reservoir and thus enable it to be taken temporarily out of supply for inspection. This will enable us to carry out any required maintenance. The reservoir is a strategic asset as it serves a significant proportion of our customers. The ability to bypass the reservoir will also remove a single point of potential failure on our system. There was also major investment in new IT systems. We began work to modernise the treatment facilities at the Rakeshole source and will complete it in 2011/12.

We began to make use of Automatic Meter Reading (AMR) technology. At this stage AMR devices have been installed on meters that are hazardous for our staff to read or are difficult to gain physical access to. The installation of AMR devices on internal meters also reduces inconvenience for customers. The technology is proving successful in the field, and we believe that AMR can deliver significant benefits both to customers and companies.

We are also considering an option to install a significant number of AMR devices to customers' meters in Folkestone. This *pilot* project will enable us to investigate the benefits that might be gained for both customers and the Company. Customers could benefit from improved consumption information (for example, current readings could be obtained over the internet). This would allow customers to understand and manage their consumption of water better. The Company would benefit from improved operational information, more accurate leakage data, savings on the costs of meter reading, and greater ability to forecast and manage demand.

The project to improve water quality at Denge by removing iron and manganese from the raw water is progressing well, with tender award expected in early June. We plan to complete the project before the end of 2012, well in advance of the Section 19 deadline of March 2013.

Work is progressing on both National Environmental Programme projects and the AMP5 SEMD works, although these projects are at early stage.

Two trunk main projects may vary from the costs allowed for in the Final Determination. TP03/04 crosses the environmentally sensitive and scientifically important Dungeness Beach. We are discussing the route with Natural England, but a route that is acceptable to them is likely to be longer and more expensive than proposed in the business plan. We have identified a better engineering solution for the TP28 project proposed in the Periodic Review. This would not require a pipeline to be laid and will generate a saving on the business plan.

Financial Performance

We have been able to outperform the Final Determination for operational expenditure in 2010/11. A number of factors have allowed us to achieve this in the current year.

- A reorganisation of management and support functions in the company.
- Energy consumption has been reduced following the adoption of new software to guide operational pumping.
- The replacement of inefficient pumps with more efficient ones has led to a reduction in energy costs.
- A reduced bad debt charge.

We were set some ambitious efficiency targets at PR09, and it will be a considerable challenge to maintain operating expenditure at or below the determined levels in future years. A number of initiatives are underway to yield savings in the next few years:

- A pumping trial on our Dover sources has enabled us (with Environment Agency approval) to increase our Deployable Output at these sources. As a consequence, we have surrendered a number of small and inefficient licences, thus reducing our abstraction charge from April 2011 onwards.
- The same increase in Deployable Output will allow us to renegotiate the commercial terms of an existing bulk supply agreement, giving operational savings from 2012 onwards.
- We continue to seek energy efficiencies through further improvements to operational pumping regimes and the replacement of inefficient pumps.

The Environment Agency has increased its abstraction charges in order to raise its EIUC (Environmental Improvement Unit Charge) which will fund the future withdrawal of licences. These increases are not allowed for in the Company's determination and we do not believe the charges are justified. We continue to seek a better outcome through dialogue with the Environment Agency and relevant government bodies.

The high level of meter penetration and our success in promoting water efficiency has made us particularly vulnerable to the risk of under-recovering income. Consequently we are pleased that the Revenue Correction Mechanism is now in place. This regulatory improvement has removed the principal financial risk to which we were previously exposed.

We are keen to understand Ofwat's approach to efficiency at the next Periodic Review. We do not believe the modelling that Ofwat undertook at PR09 accurately reflected the special factors affecting the company. We are keen to engage with Ofwat to prevent a reoccurrence of the issues we previously faced.

Looking to the future

The industry faces a number of specific challenges in the coming years. Ofwat's fundamental review of the way that it regulates the industry offers opportunities and challenges. The recent publication of Ofwat's consultation document 'Future Price Limits – a preliminary model' sets out Ofwat's initial views on how the next periodic review in 2014 might be conducted.

We want to engage with Ofwat, customers and stakeholders to help shape the future of the industry and to ensure it is sufficiently prepared for these future changes.

The Company has consistently achieved high standards of performance as a result of the skill, diligence and innovations brought by our employees. We are ready to face any changes that are necessary to meet the needs of customers and are committed to a culture that strives for excellence in all that we do.

Board Endorsement

The Board affirms that the Company has sufficient processes and internal systems of control fully to meet its obligations for the provision of June Return information to Ofwat.

The Board of the Company has endorsed this June Return and, in its opinion, the overview covers the issues that it considers to be material to the Company and its compliance with its obligations.

Further each director confirms that:

- So far as he or she is aware there is no information needed by the Company's Auditor or Reporter to prepare their respective reports on the June Return of which the Auditor, or as the case may be, the Reporter is unaware.
- To the extent required by their duty to exercise due care, skill and diligence, they have each made enquiries of their fellow directors, the Company's Auditor and the Reporter so as to make them aware of the information needed by the Auditor and Reporter for that purpose and to establish that the Auditor and Reporter are aware of such information.

Nevil Muncaster
Managing Director

Janette McKay
Independent Non-Executive Director

Dated:

Appendix A: Material issues arising from the June Return Tables

The following is a short commentary to certain of the June Return tables. The commentary provides some additional detail on important issues arising from the preparation of the June Return, over and above that provided in the Overview.

Table 1: Delivery of the water efficiency target continues to be led by the metering programme which is ahead of the Final Determination levels and is progressing well.

Table 2: A single burst in Churchill Avenue, Folkestone, resulted in a significant increase in unplanned interruptions, but none exceeded 12 hours.

With the increase in the mains renewal programme, the number of planned interruptions has also increased significantly. A small number of these over-ran their notified periods. Lessons have been learnt and will be implemented for future projects.

Table 4: Customer billing contact has increased by 12% this year. The key drivers for this have been higher contact from metered customers, linked to the metering programme (reflected in a 39% increase in contacts relating to payment calls); a steep rise in short term lets of rental properties (a 66% increase on 2009/10 contacts relating to change of address) and an increase in calls to arrange direct debits, now that these can be set up over the phone rather than being paper based. However, against this trend the Company has improved billing response times on last year, with over 96% of billing contacts responded to in 5 days and all within 10 days.

Table 5: We have again managed to reduce written complains this year, with a 9% reduction on last year.

We have increased the number of customers on the special assistance register by 11% this year and continue to promote the benefits of customers registering.

Line 13 reflects the total number of calls to publically advertised customer contact numbers. This is different to line 1 of table 5B, where we record all *consumer* contacts to publically advertised customer contact numbers. Table 5 line 13 is consequently higher than line table 5B as it includes business to business, sales / marketing and wrong number call (eg customer calls to Southern Water, Veolia Water Central etc).

Table 5A: The number of second stage responses has also reduced on last year and the Company continues to improve the resolution of all complaints at the first response.

Table 5B: In previous years, line 1 was reported as the same as table 5 line 13. For JR11 line 1 is the number of consumer calls to publically advertised customer contact lines and is thus the sum of lines 2 and 3. The confidence grade of this data is B2 as during the early part of the reporting year, data was being collected using a temporary SIM process. A robust data collection methodology was implemented in September 2010 and in future June Returns data is likely to be graded A1.

The reduction in unwanted customer contact (down 28%) reflects the improvements the Company is making in customer service. The improvements have primarily been around billing enquiries where unwanted contact has reduced 47%.

Table 6A: The customer service costs have increased significantly compared to last year. This is due to the updated Ofwat guidance and recommendations for JR11 and the alignment between table 6A and table 21b – retail. This has resulted in costs previously allocated to operations now being allocated as customer services; examples include maintenance / replacement of revenue meters, supply pipe repairs, water efficiency and customer related bank charges.

Table 6B: There have been increases in both the number of applicants and the number of successful applications for the Watersure tariffs in the year. The Company actively promotes both the Watersure tariff and the Veolia Water Trust to provide support for customers.

Table 10: Total leakage is below the Ofwat target and lower than at JR10.

Table 10A: The Security of Supply Index remains at 100. There have been a number of changes to the Deployable Output (DO) values reported at JR10. The majority of these follow a detailed investigation and testing period in 2009 where the outputs of the Dover-Deal sources were re-evaluated. This work was undertaken with full agreement of the Environment Agency who have accepted the results as valid. St Margaret's average DO has increased from 1.13 to 5.21MI/d and 2.89 to 4.83MI/d at peak. Kingsdown has increased from 3.0 to 3.17 MI/d at average and 3.0 to 3.70MI/d at peak. Lighthouse has reduced its average value from 2.05 to 1.5 MI/d at average and 2.06 to 1.5MI/d at peak.

Shearway has had its DO reduced from 0.5 at average to 0.0ML/d at average and from 1.68 to 0MI/d at peak to reflect the limited capability of this source and the need for temporary treatment to be able to deploy this water.

This brings total average Deployable Output to 55.27MI/d and peak Deployable Output to 64.25MI/d, including the 2 MI/day import from South East Water.

Due to the increase in output available from the Dover Deal sources, the DO benefit from Southern Water import of 1.33Ml/d at average, has been reduced to 0. .

Table 11: The total number of bursts for the year is 98, which is below the reference level, despite a very cold December period. In addition, the Company delivered 5.5km of mains renewal, ahead of the 3km/year target.

Table 11a: Line 3: In previous years we have included in this turbidity statistic, periods of time when a source has been intentionally taken out of service. The Reporter advised that other companies only include sites where the qualifying criteria has been achieved whilst the source is in service and we have adopted this interpretation this year. This change only affects the reporting of our Kingsdown source.

Line 4: Poulton and Stonehall were not used this year and thus are not reported in the total number of sites in this line, where as they were included last year.

Table 12: Line 3 and 4: The number of sources has increased over the previous return as our interpretation of the definition has been amended following discussion with our Reporter. In previous years we have treated a number of sources as a single source because they all feed into the same treatment works through a single raw water distribution main. Our Reporter has advised that the sources should be considered independent and should be recorded as such regardless of the fact that they share a raw water main.

Line 3 and 4: The proportion of Distribution Input from Bulk Supplies is lower than reported in JR10 as in 2009/10, our Broome pumping station was being upgraded & we took more water from South East Water to compensate during this time.

Line 6: This figure reflects the VWSE works in supply during the period, however, in the previous return the bulk supplies were erroneously included in this figure. This has now been corrected and thus the number of works reduced by two. As per T11a, neither Stonehall or Poulton have been in operation in the year and are not included in the 16 works reported here.

Table 18 Line 3 Historic Cost depreciation: There is a significant increase in HC depreciation as a result of a revaluation of the assets of the company undertaken at 31st March 2010 in order to bring the net book value of the company's assets in line with RCV. £24.8m was added to the Asset Register as a result of the revaluation and 2010/11 is the first year in which depreciation on the revalued amounts is charged. The increase in depreciation resulting from the revaluation is £516k

Table 18/18d: Dividend Policy: The company has changed its dividend policy to reflect a lower regulated return following PR09. The dividend policy now pays out a 7.1% return on the equity portion of RCV at 31st March 2011. In future years this dividend will be increase by RPI. The company pays an interim dividend in December and a final dividend in June. So in 2010/11, we paid the June final dividend relating to the 2009/10 year and the interim dividend for the 2010/11 year was paid in December 2010. The new dividend policy only affected the second of these dividends as the June 2010 dividend was the final dividend relating to AMP4.

Table 21s Accounting Separation: We have made changes to the allocation of costs across the business units. In particular we have done a more detailed allocation of power costs across the business units, and we have used five different categories for the allocation of overheads. These changes are in line with the feedback that Ofwat gave us following JR10. The primary effect of these changes is an increase in the costs allocated to Retail. The reporting of customer services in line 13 is now consistent with 'retail' expenditure in Table 21b (T21, 113 = T21b 126 less 14 118,119 &122). This change also affects Table 6a (see comment above)

Table 20/24/25. Current cost asset values and depreciation: This is the first year of AMP5. Therefore the current cost of assets has been updated in line with the MEAV revaluation undertaken for PR09 (revalued in line with RPI). This has led to an increase of £55m in the current cost tangible assets in T24 (line 1) and a consequent increase in current cost depreciation. We are now using a detailed asset database in which each individual asset is recorded and allocated to one of the business units for the purposes of accounting separation.

Table 26: Advance payments made by unmeasured customers have been reclassified from line 12 to line 10. We believe that this is the correct treatment.

Table 30/31: Line1: This contract with Veolia Water Outsourcing is for mains renewal. It was let as part of a competitive tender exercise and is RAG5 compliant.

To the best of their knowledge, the Directors of the Company declare that:

- All appropriate transactions with associated companies have been disclosed, and
- Transactions with associated companies are 'at arms length' with no cross-subsidy occurring.

- Table 35: A significant developer services project (the Immigration Removal Centre in Dover) was completed in the year and a dispute on the final costs was settled. The full contribution from the developer has now been released and shows as significant income in line 16.
- Table 35A: Overall the Company is ahead of the planned investment set out within the Final Determination at PR09. All key regulated outputs projects are in progress and on track for delivery.
- Table 35B: The net capital position is slightly ahead of baseline (by £100k); the variance to baseline is primarily a difference in timing of expenditure.
- Table 37: All Quality outputs are on programme for AMP5. In this year there was £358k of expenditure against AMP4 SEMD outputs; the AMP4 SEMD delivery is now substantially complete.

June Return 2011

Data Tables

Model JR2011-ICS
Version 1.0.15
Company VSE
Table 1

JR2011-ICS
Veolia Water Southeast
Key outputs; Water service - 1

Line	Description	Unit	2010-11
A	Household and non household cistern displacement devices		
1	Number of cistern displacement devices distributed	nr	4,508
2	Number of cistern displacement devices installed	nr	2,254
3	Total savings assumed	MI/d	0.06
B	Retrofit devices		
4	Number assumed installed	nr	0
5	Number of tap devices assumed installed	nr	0
6	Number of shower devices assumed installed	nr	0
7	Total savings assumed	MI/d	0.00
C	Outdoors		
8	Number of water butts distributed to households and non-households	nr	0
9	Number of trigger guns/crystal packs distributed	nr	0
10	Total savings assumed	MI/d	0.00
D	Additional activity		
11	Total savings assumed	MI/d	0.00
E	Behavioural change		
12	Total savings assumed from behavioural change (information/education) activity	MI/d	0.02
F	Other non-household activity		
13	Other non-household activity - total savings assumed	MI/d	0.00
G	Totals		
14	Total savings assumed	MI/d	0.08
15	Total cost of initiatives	£000	13.46
16	Total savings (excess or shortfall) assumed carried forward from previous year	MI/d	0.00
H	Sustainable economic level of water efficiency		
17	Savings claimed in the report year to meet selwe targets	MI/d	0.00
18	Total cost of initiatives	£000	0

Model JR2011-ICS
Version 1.0.15
Company VSE
Table 2

JR2011-ICS
Veolia Water Southeast
Key outputs; Water service - 2

Line	Description	Unit	2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG
A	DG2 Properties receiving pressure/flow below reference level									
1	Total connected properties at year end	000	74.9	A2	75.8	A2	76.3	A2	76.5	A2
2	Properties below reference level at start of year	nr	1	A2	7	A2	7	A2	7	A2
3	Properties below reference level at end of year	nr	7	A2	7	A2	7	A2	7	A2
4	Properties receiving low pressure but excluded from DG2	nr	8,103	B3	1,572	B3	1,316	B3	940	B3
B	DG3 Properties affected by supply interruptions									
(i)	Unplanned interruptions									
5	More than 3 hours	nr	1,023	A2	538	A2	100	A2	2,997	A2
6	More than 6 hours	nr	184	A2	26	A2	22	AX	2,540	A2
7	More than 12 hours	nr	0	AX	0	AX	22	AX	0	AX
8	More than 24 hours	nr	0	AX	0	AX	22	A2	0	AX
(ii)	Planned and warned interruptions									
9	More than 3 hours	nr	749	A2	1,761	A2	37	A2	1,456	A2
10	More than 6 hours	nr	0	AX	223	A2	0	AX	363	A2
11	More than 12 hours	nr	0	AX	170	A2	0	AX	0	AX
12	More than 24 hours	nr	0	AX	0	AX	0	AX	0	AX
(iii)	Interruptions caused by third parties									
13	More than 3 hours	nr	3,630	A2	50	A2	0	AX	0	AX
14	More than 6 hours	nr	0	AX	0	AX	0	AX	0	AX
15	More than 12 hours	nr	0	AX	0	AX	0	AX	0	AX
16	More than 24 hours	nr	0	AX	0	AX	0	AX	0	AX
(iv)	Unplanned interruptions (overruns of planned interruptions)									
17	More than 6 hours	nr	155	A2	0	AX	1	A1	28	A2
18	More than 12 hours	nr	60	A2	0	AX	1	A1	18	A2
19	More than 24 hours	nr	60	A2	0	AX	1	A1	0	AX
C	Population									
20	Population (winter)	000	157.57		158.01		158.73		159.42	
D	DG4 Restrictions on the use of water									
21	% population - hosepipe restrictions	%	0.0%	AX	0.0%	AX	0.0%	AX	0.0%	AX
22	% population - drought orders	%	0.0%	AX	0.0%	AX	0.0%	AX	0.0%	AX
23	% population - sprinkler/unattended hosepipe restrictions	%	0.0%	AX	0.0%	AX	0.0%	AX	0.0%	AX

Model JR2011-ICS
Version 1.0.15
Company VSE
Table 4

JR2011-ICS
Veolia Water Southeast
Key outputs; Customer service - 1

Line	Description	Unit	2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG	
A	DG6 Response to billing contacts - general										
1	Total billing contacts	nr	89,557	A2	96,678	A2	93,657	A2	104,926	A2	
2	Number dealt with within 5 working days	nr	89,392	A2	92,203	A2	85,085	A2	101,097	A2	
3	Number dealt with in more than 10 working days	nr	13	A2	19	A2	105	A2	16	A2	
4	Percentage dealt with within 5 working days	%	99.8%	A2	95.4%	A2	90.8%	A2	96.4%	A2	
5	Percentage dealt with in more than 10 working days	%	0.0%	A2	0.0%	A2	0.1%	A2	0.0%	A2	
B	Connected properties										
6	Number of properties connected for water supply only	nr	74,912	A2	75,801	A2	76,278	A2	76,493	A2	

Model JR2011-ICS
Version 1.0.15
Company VSE
Table 5

JR2011-ICS
Veolia Water Southeast
Key outputs; Customer service - 2

Line	Description	Unit	2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG
A	DG7 Response to written complaints									
1	Total written complaints	nr	142	A1	165	A1	130	A1	118	A1
2	Number dealt with within 10 working days	nr	141	A1	163	A1	129	A1	118	A1
3	Percentage dealt with within working 10 days	%	99.3%	A1	98.8%	A1	99.2%	A1	100.0%	A1
4	Number dealt with in more than 20 working days	nr	0	A1	0	A1	1	A1	0	A1
5	Percentage dealt with in more than 20 working days	%	0.0%	A1	0.0%	A1	0.8%	A1	0.0%	A1
B	DG8 Bills for metered customers									
6	Total metered accounts	nr	47,786	A2	52,534	A2	60,889	A2	65,996	A2
7	Metered accounts excluded from indicator	nr	2,560	A2	2,429	A2	3,937	A2	4,810	A2
(i) Number of customers with metered accounts received at least one bill during year based on meter reading:										
8	Company readings	nr	45,171	A2	49,732	A2	56,575	A2	60,224	A2
9	Company or customer readings (or both)	nr	45,198	A2	50,029	A2	56,836	A2	60,658	A2
(ii) Number of customers with metered accounts receiving:										
10	Estimated bills only	nr	23	A2	76	A2	115	A2	528	A2
11	No bills received during report year	nr	5	A2	0	AX	1	A2	0	A1
12	Unread by company for 2 years	nr	0	A2	17	A2	103	A2	141	A2
C	DG9 Telephone contact									
13	Total calls received on customer contact lines	nr	64,546	A1	67,833	A1	75,616	A1	86,123	A1
14	All lines busy	nr	0	A1	0	AX	0	A1	0	A1
15	Total of abandoned calls over ten seconds	nr							1,161	A1
16	Total of abandoned calls within ten seconds	nr							1,164	A1
D	Special assistance register									
17	Customers on the special assistance register	nr	678	A1	706	A1	719	A1	801	A1

Model JR2011-ICS
Version 1.0.15
Company VSE
Table 5a

JR2011-ICS

Veolia Water Southeast
Key outputs; Customer complaints data for the Consumer Council for Water

Line	Description	Unit	2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG
A	Total written complaints									
1	Total written complaints	nr	142	A1	165	A1	130	A1	118	A1
2	Number dealt with within 10 working days	nr	141	A1	163	A1	129	A1	118	A1
3	Number dealt with in more than 20 working days	nr	0	A1	0	A1	1	A1	0	A1
B	Category of written complaints									
(i)	Charges and bills									
4	Total written complaints about charging and billing issues	nr	60	A1	86	A1	88	A1	79	A1
5	Total written complaints about charging and billing issues escalated to second stage review	nr	2	AX	0	AX	9	A1	8	A1
(ii)	Water service									
6	Total written complaints about water service issues	nr	14	A1	18	A1	20	A1	12	A1
7	Total written complaints about water service issues escalated to second stage review	nr	0	AX	2	A1	3	A1	1	A1
(iii)	Sewerage service									
8	Total written complaints about sewerage service issues	nr	0	AX	0	AX	0	AX	0	AX
9	Total written complaints about sewerage service issues escalated to second stage review	nr	0	AX	0	AX	0	AX	0	AX
(iv)	Metering									
10	Total written complaints about metering issues	nr	17	A1	22	A1	11	A1	15	A1
11	Total written complaints about metering issues escalated to second stage review	nr	1	AX	1	A1	0	A1	1	A1
(v)	Other activities									
12	Total written complaints about other service issues or activities	nr	51	A1	39	A1	11	A1	12	A1
13	Total written complaints about other service issues or activities escalated to second stage review	nr	3	A1	4	A1	2	A1	0	A1

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Veolia Water Southeast

Key outputs; Consumer
experience measures - Unwanted
telephone contacts data

Table 5b

Line	Description	Unit	2010-11	CG
A	Total calls received			
1	Total consumer calls received on all lines 24 hours a day, 7 days a week	nr	63,446	B2
2	Wanted telephone contacts	nr	50,260	B2
3	Unwanted telephone contacts	nr	13,186	B2
B	Category of unwanted calls			
(i) Charges and billing				
4	Unwanted telephone contacts - charging/billing	nr	8,040	B2
(ii) Water operations				
5	Unwanted telephone contacts - water operations	nr	2,463	B2
(iii) Waste water operations				
6	Unwanted telephone contacts - waste water operations	nr	0	AX
(iv) Metering				
7	Unwanted telephone contacts - metering	nr	2,339	B2
(v) Other activities				
8	Unwanted telephone contacts - other	nr	1,081	B2
C	Consumer experience satisfaction			
9	Consumer experience satisfaction score	nr	4.29	A1

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Company VSE
Table 6

JR2011-ICS
Veolia Water Southeast
Key outputs; Customer service standards

Line	Description	Unit	2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG
A	GSS - Appointments									
1	Failure to specify am/pm or provide 2 hour slot (Events)	nr	0	A1	0	A1	0	A1	0	A1
2	Failure to keep appointment (Events)	nr	14	A1	8	A1	6	A1	13	A1
3	Failure to correctly cancel an appointment (Events)	nr	0	A2	0	A1	0	A1	0	A1
4	Enhanced GSS criteria (Events)	nr	0	A1	0	A1	0	A1	0	A1
B	GSS - Written account queries									
	Account queries									
5	Failure to despatch a substantive reply within 10 working days (Events)	nr	8	A1	10	A1	0	A1	1	A1
6	Enhanced GSS criteria (Events)	nr	0	A1	0	A1	0	A1	0	A1
	Payment arrangements									
7	Failure to despatch a substantive reply within 5 working days where request cannot be met (Events)	nr	12	A1	14	A1	5	A1	0	A1
8	Enhanced GSS criteria (Events)	nr	0	A1	0	A1	0	A1	0	A1
C	GSS - Written complaints									
9	Failure to dispatch a substantive reply within 10 working days (Events)	nr	1	A1	1	A1	1	A1	0	A1
10	Enhanced GSS criteria (Events)	nr	0	A1	0	A1	0	A1	0	A1
D	GSS - Notice of interruptions to supply									
11	Failure to warn for planned interruptions of more than 4 hours (Events)	nr	0	AX	3	A1	0	A1	1	A1
12	Enhanced GSS criteria (Events)	nr	0	AX	0	A1	0	A1	0	A1
E	GSS - Supply not duly restored									
	Planned interruptions									
13	Failure to restore supply within period specified in notice (Events)	nr	3	AX	1	AX	1	A1	2	A1
	Unplanned interruptions									
14	Failure to restore supply within 48 hours for emergency works - strategic main (Events)	nr	0	AX	0	AX	0	AX	0	A1
15	Failure to restore supply within 12 hours for emergency works - non strategic main (Events)	nr	0	AX	0	AX	1	A1	0	A1
16	Enhanced GSS criteria (Events)	nr	0	AX	0	AX	0	AX	0	A1
F	GSS - Pressure standard									
17	Failure to maintain minimum pressure standard (Events)	nr	0	DX	0	AX	0	AX	0	A1
18	Enhanced GSS criteria (Events)	nr	0	DX	0	AX	0	AX	0	A1
I	All regulations									
21	Number of Events where payment has not been made as allowed by exclusions in regulations e.g. severe vnr		0	AX	0	AX	0	AX	0	A1
J	GSS penalty payments made - all categories									
22	Penalty payments made under regulations 8, 9, 11 or 12 (Automatic Events)	nr	0	AX	0	AX	7	A1	0	A1
23	Penalty payments made under regulations 6 and 7 (Claimed Events)	nr	1	AX	0	AX	0	AX	0	A1
24	Enhanced GSS criteria (Events)	nr	0	AX	0	AX	0	AX	0	A1
25	Total penalty payments made (value)	£	0	AX	0	AX	140	A1	0	A1
K	Enhanced GSS and company customer charters									
26	Statutory GSS - Total number of GSS events water and sewerage	nr	38	AX	37	A2	14	A2	17	A1
27	Statutory GSS - payments made (number)	nr	110	A2	72	A2	33	A2	44	A1
28	Statutory GSS - payments made (value)	£	3,030	A2	1,500	A2	660	A2	880	A2
29	Enhanced GSS - total events (number)	nr	0	AX	0	AX	0	AX	0	A1
30	Enhanced GSS - payments made (number)	nr	0	AX	0	AX	0	AX	0	A1
31	Enhanced GSS - payments made (value)	£	0	AX	0	AX	0	AX	0	A1
32	Company Customer Charter - payments made (number)	nr	0	AX	0	AX	0	AX	0	A1
33	Company Customer Charter - payments made (value)	£	0	AX	0	AX	0	AX	0	A1

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Table 6a

JR2011-ICS
Veolia Water Southeast
Outstanding revenue and breakdown of customer service operating expenditure

Line	Description	Unit	2007-08	2008-09	2009-10	2010-11
A	Revenue outstanding - measured households					
1	Total revenue outstanding <48 months (measured households)	£m	1.325	1.686	1.421	1.879
2	Number of measured households with outstanding revenue <48 months	nr	15,275	17,173	8,461	9,730
3	Revenue outstanding < 3 months (measured households)	£m	0.776	0.691	0.268	0.322
4	Number of measured households with outstanding revenue < 3 months	nr	13,682	12,262	2,976	3,046
5	Revenue outstanding 3-12 months (measured households)	£m	0.209	0.471	0.501	0.565
6	Number of measured households with outstanding revenue 3 -12 months	nr	3,668	3,414	2,482	2,381
7	Revenue outstanding 12-24 months (measured households)	£m	0.230	0.320	0.349	0.498
8	Number of measured households with outstanding revenue 12-24 months	nr	1,699	897	1,509	2,142
9	Revenue outstanding 24- 36 months (measured households)	£m	0.081	0.148	0.209	0.301
10	Number of measured households with outstanding revenue 24 - 36 months	nr	568	359	992	1,256
11	Revenue outstanding 36 -48 months (measured households)	£m	0.029	0.057	0.094	0.193
12	Number of measured households with outstanding revenue 36 - 48 months	nr	316	241	495	905
13	Revenue outstanding > 48 months (measured households)	£m	0.044	0.093	0.081	0.172
14	Number of measured households with outstanding revenue over 48 months	nr	516	1,147	811	1,262
B	Revenue outstanding - unmeasured households					
15	Total revenue outstanding <48 months (unmeasured households)	£m	0.848	0.899	0.913	0.834
16	Number of unmeasured households with outstanding revenue <48 months	nr	2,078	4,336	3,043	2,586
17	Revenue outstanding < 3 months (unmeasured households)	£m	0.119	0.067	0.072	0.049
18	Number of unmeasured households with outstanding revenue < 3 months	nr	887	350	357	263
19	Revenue outstanding 3 -12 months (unmeasured households)	£m	0.339	0.414	0.423	0.363
20	Number of unmeasured households with outstanding revenue 3 -12 months	nr	2,524	1,848	1,456	1,055
21	Revenue outstanding 12-24 months (unmeasured households)	£m	0.226	0.223	0.227	0.227
22	Number of unmeasured households with outstanding revenue 12-24 months	nr	1,476	1,085	608	639
23	Revenue outstanding 24 - 36 months (unmeasured households)	£m	0.105	0.134	0.127	0.120
24	Number unmeasured households with outstanding revenue 24 - 36 months	nr	777	651	390	363
25	Revenue outstanding 36 - 48 months (unmeasured households)	£m	0.059	0.062	0.064	0.075
26	Number unmeasured households with outstanding revenue 36 - 48 months	nr	491	402	222	266
27	Revenue outstanding > 48 months (unmeasured households)	£m	0.083	0.084	0.100	0.114
28	Number of unmeasured households with outstanding revenue > 48 months	nr	647	297	287	340
C	Revenue outstanding - non-households					
29	Revenue outstanding non households	£m	0.800	0.892	0.524	0.615
D	Revenue written off					
30	Amount of revenue written off from measured households	£m	0.066	0.084	0.062	0.031
31	Amount of revenue written off from unmeasured households	£m	0.081	0.082	0.030	0.011
E	Customer services operating expenditure					
32	General customer services operating expenditure	£m	0.601	0.642	0.668	1.715
33	Outstanding revenue collection operating expenditure (households)	£m	0.221	0.378	0.321	0.456
34	Donations to charitable trusts assisting customers in debt (households)	£m	0.013	0.012	0.013	0.014
35	Operating expenditure due to vulnerable household customers (WaterSure)	£m	0.003	0.003	0.003	0.006
36	Total customer services operating expenditure	£m	0.838	1.035	1.005	2.191

Model	JR2011-ICS	JR2011-ICS
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Company	VSE	Veolia Water Southeast
Table	6b	Applications for vulnerable customer (WaterSure) status

Line	Description	Unit	2007-08	2008-09	2009-10	2010-11
1	Applications - large families	nr	170	220	337	421
2	Successful applications - large families	nr	147	213	311	376
3	Applications - medical conditions	nr	33	67	122	194
4	Successful applications - medical conditions	nr	29	57	104	160
5	Total number of applications	nr	203	287	459	615
6	Total number of successful applications	nr	176	270	415	536

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Company VSE
Table 7

JR2011-ICS
Veolia Water Southeast
Water properties and population

Line	Description	Unit	2007-08	2008-09	2009-10	2010-11	2011-12
A	Properties						
1	Household properties connected during the year	000	0.250	0.741	0.393	0.297	
2	Non household properties connected during the year	000	0.042	0.055	0.013	0.018	
B	Billing						
3	Households billed for unmeasured water	000	28.004	24.204	19.133	12.652	6.052
4	Households billed for measured water (external meter)	000	37.221	41.691	47.197	53.670	60.124
5	Households billed for measured water (not external meter)	000	1.754	1.914	2.154	2.365	2.761
6	Households billed for water	000	66.979	67.809	68.484	68.687	68.937
7	Household properties (water supply area)	000	69.028	69.760	70.436	70.802	71.052
8	Non-households billed for unmeasured water	000	0.762	0.632	0.492	0.332	
9	Non-households billed measured water	000	4.512	4.586	4.665	4.732	
10	Non-households billed water	000	5.274	5.218	5.157	5.064	
11	Non-household properties (water supply area)	000	5.645	5.638	5.631	5.563	
12	Void properties	000	2.420	2.371	2.426	2.614	
C	Population						
13	Population households billed unmeasured water	000	79.84	61.19	48.61	32.06	
14	Population - households billed measured water	000	73.49	92.24	105.45	122.62	
15	Population non-households billed unmeasured water	000	0.00	0.00	0.00	0.00	
16	Population - non-households billed measured water	000	4.24	4.58	4.67	4.75	
17	Population - Total	000	157.57	158.01	158.73	159.43	

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Company VSE
Table 8

JR2011-ICS
Veolia Water Southeast
Water metering

Line	Description	Unit	2007-08	2008-09	2009-10	2010-11
A	Household meter installation					
1	Selective meters - installed	nr	2,882	2,982	7,183	5,488
2	Meter optants installed	nr	911	805	727	365
3	Meters installed - external meter with existing boundary box	nr	1,395	1,424	3,379	2,242
4	Meters installed - external meter without boundary box	nr	2,180	2,253	4,253	3,400
5	Meters installed - internal meter	nr	218	110	278	211
6	No. of meter installation requests that take more than three months to implement	nr	22	5	0	3
B	Water demand at recently metered properties					
7	Average water billed - selective metered properties	l/prop/d	303.77	363.00	303.00	328.93
8	Average water billed - optionally metered properties	l/prop/d	217.77	197.00	199.97	219.14

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Company	VSE	Veolia Water Southeast
Table	10	Water delivered

Line	Description	Unit	2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG	2011-12
A	Water delivered-volumes										
1	Billed measured household	MI/d	10.90		12.22		13.71		16.56		17.86
2	Billed measured non-household	MI/d	12.69		12.47		12.10		11.70		
3	Billed measured	MI/d	23.59		24.69		25.81		28.26		
4	Billed unmeasured household	MI/d	14.18		12.07		9.75		6.55		6.11
5	Billed unmeasured non-household	MI/d	0.27		0.25		0.22		0.15		
6	Billed unmeasured	MI/d	14.45		12.32		9.97		6.71		
B	Water delivered-components										
7	Estimated water delivered per unmeasured non-household	l/prop/d	354.33	B2	395.57	B2	447.15	B4	465.36	B4	
8	Per capita consumption (unmeas'd h'hold - excl s/pipe leakage)	l/h/d	162.17	B2	179.40	B2	182.45	C3	186.05	C3	
9	Per capita consumption (meas'd h'hold - excl s/pipe leakage)	l/h/d	140.33		125.21		122.66		127.83		
10	Underground supply pipe leakage (unmeas'd households)	l/prop/d	44.00		45.11		46.06		46.62		
11	Underground supply pipe leakage (ext. metered households)	l/prop/d	13.69		14.03		14.33		14.50		
12	Underground supply pipe leakage (other metered h'holds)	l/prop/d	44.00		45.11		46.06		46.62		
13	Water delivered: underground supply pipe leakage (void properties)	l/prop/d	37.16		38.09		38.90		39.37		
14	Meter under-registration (measured households)	MI/d	0.33		0.37		0.41		0.50		
15	Meter under-registration (measured non-households)	MI/d	0.66		0.65		0.63		0.61		
16	Distribution system operational use	MI/d	0.04		0.05		0.06		0.06		
17	Water taken legally unbilled	MI/d	0.04		0.05		0.16		0.18		
18	Water taken illegally unbilled	MI/d	0.01		0.01		0.01		0.01		
19	Water taken unbilled	MI/d	0.05		0.06		0.17		0.19		
20	Water delivered (potable)	MI/d	38.09		37.07		35.95		35.16		
21	Water delivered (non-potable)	MI/d	1.62		1.38		1.43		1.34		
22	Water delivered (non-standard rates: potable)	MI/d	0.01		0.01		0.00		0.00		
23	Water delivered (non-standard rates: non-potable)	MI/d	1.62		0.04		0.03		0.02		
24	Distribution losses	MI/d	5.89		5.77		5.94		5.55		
25	Total leakage	MI/d	7.89	A2	7.72	A2	7.78	A2	7.21	B3	
26	Distribution input	MI/d	44.02	A2	42.89	A2	41.95	A2	40.76	B2	
27	Bulk supply imports	MI/d	1.96		0.98		1.34		1.02		
28	Bulk supply exports	MI/d	0.01		0.01		0.01		0.00		
29	Water treated at own works to own customers	MI/d	42.06		41.91		40.61		39.74		
30	Overall water balance	Text		A2		A2		B2		B2	

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 Company VSE Veolia Water Southeast
 Table 10a(i) Security of supply index - planned level of service

	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	Water resource zone	WAFU (EA Definition) (M/d)	Bulk imports (M/d)	Bulk exports (M/d)	Dry year distribution input (M/d)	Reporting year distribution input (M/d)	Dry year available headroom (M/d)	Target headroom (M/d)	Surplus/deficit (M/d)	Percentage deficit (M/d)	Zonal population	Percentage of total population with headroom deficit	Zonal index	Security of supply index
1	Company	51.43	2.00	0.10	43.27	40.76	10.06	4.34	5.72	12.01%	159.420	0%	0.000	
Total		51.43	2.00	0.10	43.27	40.76					159.420		0.000	100

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Table 10a(iii) Security of supply index - critical period

	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	Water resource zone	WAFU (EA Definition) (MI/d)	Bulk imports (MI/d)	Bulk exports (MI/d)	Dry year distribution input (MI/d)	Reporting year distribution input (MI/d)	Dry year available headroom (MI/d)	Target headroom (MI/d)	Surplus/deficit (MI/d)	Percentage deficit (MI/d)	Zonal population	Percentage of total population with headroom deficit	Zonal index	Security of supply index
1	Company	60.41	2.00	0.10	50.41	46.72	11.90	4.77	7.13	12.92%	159.420	0%	0.000	
Total		60.41	2.00	0.10	50.41	46.72					159.420		0.000	100

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 Company VSE

JR2011-ICS
 Veolia Water Southeast
 Environment Agency data; Water
 balance component data by
 resource zone - annual average
 out-turn

Table 10b(i)

Water Resource Zone 1
 2010-11

Line	Description	Unit	Value
Water Resource Zone Description		Text	Company
A	Basic resources		
1	Deployable output	Ml/d	55.27
2	Outage allowance	Ml/d	1.84
3	Water available for use	Ml/d	53.43
B	Raw water		
4	Raw water abstracted	Ml/d	42.45
5	Raw water exported	Ml/d	0.00
6	Raw water retained	Ml/d	42.45
7	Raw water imported	Ml/d	0.00
8	Raw water collected	Ml/d	42.45
9	Raw water losses	Ml/d	0.00
10	Raw water operational use	Ml/d	0.00
11	Non potable supplies	Ml/d	1.08
12	Raw water into treatment	Ml/d	41.37
C	Potable water to point of delivery		
13	Treatment works losses	Ml/d	1.03
14	Treatment works operational use	Ml/d	0.00
15	Potable water produced	Ml/d	40.34
16	Potable water imports	Ml/d	1.02
17	Potable water exports	Ml/d	0.01
18	Distribution Input	Ml/d	40.76
19	Distribution losses	Ml/d	5.55
20	Water taken	Ml/d	35.21
21	Distribution system operational use	Ml/d	0.06
22	Water delivered	Ml/d	35.15
D	Potable water customer base		
23	Unmeasured household - population	000	32.057
24	Unmeasured household - properties	000	12.652
25	Unmeasured household -occupancy rate	h/pr	2.53
26	Measured household - population	000	122.618
27	Measured household - properties	000	56.035
28	Measured household - occupancy rate	h/pr	2.19
29	Unmeasured non-household population	000	0.000
30	Unmeasured non- household properties	000	0.332
31	Measured non-household population	000	4.750
32	Measured non-household properties	000	4.732
33	Total population	000	159.425
34	Void household properties	000	2.115
35	Void non household properties	000	0.499
36	Total properties	000	76.365
E	Potable water delivered		
37	Water taken unbilled	Ml/d	0.18
38	Water delivered billed	Ml/d	34.97
39	Unmeasured household water delivered	Ml/d	6.55
40	Unmeasured household - uspl	Ml/d	0.59
41	Unmeasured household - consumption	Ml/d	5.96
42	Unmeasured household - pcc	l/h/d	186.05
43	Measured household water delivered	Ml/d	16.56
44	Measured household -uspl	Ml/d	0.81
45	Measured household - consumption	Ml/d	15.75
46	Measured household - pcc	l/h/d	128.45
47	Unmeasured non-household water delivered	Ml/d	0.15
48	Unmeasured non-household -uspl	Ml/d	0.02
49	Unmeasured non-household -consumption	Ml/d	0.14
50	Measured non-household water delivered	Ml/d	11.70
51	Measured non-household -uspl	Ml/d	0.07
52	Measured non-household - consumption	Ml/d	11.63
53	Void properties - uspl	Ml/d	0.10
F	Leakage		
54	Total leakage	Ml/d	7.13
55	Total leakage	l/prop/d	93.42

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Environment Agency data; Water
balance component data by
resource zone - critical period

Table 10b(ii)

			Water Resource Zone 1
			2010-11
Line	Description	Unit	
Water Resource Zone Description			Company
A	Basic resources	Text	
1	Deployable output	MI/d	64.25
2	Outage allowance	MI/d	1.97
3	Water available for use	MI/d	62.28
B	Raw water		
4	Raw water abstracted	MI/d	49.52
5	Raw water exported	MI/d	0.00
6	Raw water retained	MI/d	49.52
7	Raw water imported	MI/d	0.00
8	Raw water collected	MI/d	49.52
9	Raw water losses	MI/d	0.00
10	Raw water operational use	MI/d	0.00
11	Non potable supplies	MI/d	1.08
12	Raw water into treatment	MI/d	48.44
C	Potable water to point of delivery		
13	Treatment works losses	MI/d	1.13
14	Treatment works operational use	MI/d	0.00
15	Potable water produced	MI/d	47.31
16	Potable water imports	MI/d	0.00
17	Potable water exports	MI/d	0.00
18	Distribution Input	MI/d	46.72
19	Distribution losses	MI/d	5.55
20	Water taken	MI/d	41.17
21	Distribution system operational use	MI/d	0.06
22	Water delivered	MI/d	41.11
D	Potable water customer base		
23	Unmeasured household - population	000	32.057
24	Unmeasured household - properties	000	12.652
25	Unmeasured household - occupancy rate	h/pr	2.53
26	Measured household - population	000	122.618
27	Measured household - properties	000	56.035
28	Measured household - occupancy rate	h/pr	2.19
29	Unmeasured non-household population	000	0.000
30	Unmeasured non- household properties	000	0.332
31	Measured non-household population	000	4.750
32	Measured non-household properties	000	4.732
33	Total population	000	159.425
34	Void household properties	000	2.115
35	Void non household properties	000	0.499
36	Total properties	000	76.365
E	Potable water delivered		
37	Water taken unbilled	MI/d	0.19
38	Water delivered billed	MI/d	40.92
39	Unmeasured household water delivered	MI/d	8.34
40	Unmeasured household - uspl	MI/d	0.59
41	Unmeasured household - consumption	MI/d	7.75
42	Unmeasured household - pcc	l/h/d	241.73
43	Measured household water delivered	MI/d	19.54
44	Measured household -uspl	MI/d	0.81
45	Measured household - consumption	MI/d	18.73
46	Measured household - pcc	l/h/d	152.77
47	Unmeasured non-household water delivered	MI/d	0.17
48	Unmeasured non-household -uspl	MI/d	0.02
49	Unmeasured non-household -consumption	MI/d	0.15
50	Measured non-household water delivered	MI/d	12.87
51	Measured non-household -uspl	MI/d	0.07
52	Measured non-household - consumption	MI/d	12.80
53	Void properties - uspl	MI/d	0.10
F	Leakage		
54	Total leakage	MI/d	7.14
55	Total leakage	l/prop/d	93.47

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Table 11

JR2011-ICS
Veolia Water Southeast
Water service activities

Line	Description	Unit	2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG
A	Asset balance at 1 April									
1	Total length of mains on 1 April	km	1,108.09	A2	1,110.43	A2	1,113.06	A2	1,114.59	A2
B	Changes during report year									
2	Mains renewed	km	1.25	A2	6.83	A2	0.93	A2	5.51	A2
3	Mains relined	km	0.00	AX	0.00	AX	0.00	AX	0.00	A1
4	Mains cleaned (total)	km	9.47	A2	0.00	AX	5.09	A2	0.00	A1
5	Distribution mains cleaned for quality	km	9.47	AX	0.00	AX	0.00	AX	0.00	A1
6	Distribution mains renovated for quality	km	0.00		0.00		0.00		0.00	A1
7	New mains	km	4.54	A2	3.32	A2	1.08	A2	1.54	A2
8	Mains abandoned and other changes	km	3.45	A2	7.52	A2	0.48	A2	7.27	A2
9	Lead communication pipes replaced for quality	nr	0	AX	0	AX	0	AX	0	A1
10	Lead communication pipes replaced - maintenance or other	nr	158	A3	53	A3	26	A3	136	A2
11	Communication pipes replaced - other	nr	86	A3	176	A3	107	A3	109	A2
12	Mains bursts per 1,000 km	nr	89	A2	102	A2	127	A2	88	A2
13	Number of household meters renewed	nr	197	A3	495	A3	282	A3	452	A2
C	Asset balance at 31 March									
14	Total length of mains	km	1,110.43	A2	1,113.06	A2	1,114.59	A2	1,114.37	A2
D	Distribution studies									
15	Cumulative % distribution zone studies updated in the last five years to date	%	100.0%	A1	100.0%	A1	100.0%	A1	100.0%	A1
16	Percentage population/properties - updated studies	%	100.0%	A1	100.0%	A1	100.0%	A1	100.0%	A1

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 Table 11a

JR2011-ICS
 Veolia Water Southeast
 Water service serviceability indicators

			1	2	
			Number of water treatment works nr	Output for calendar year MI/d	CG
A	Water treatment works turbidity				
1	95%ile greater than or equal to 0.5NTU		0	0.00	A2
2	95%ile less than 0.5NTU		15	41.10	A2
3	Turbidity not recorded		1	0.21	A2
4	Total		16	41.31	A2
B	Water non-infrastructure maintenance				
5	Unplanned maintenance (company specific measure)	nr		1,628	A2
6	Water treatment work coliform non compliance	%		0.07%	
C	Serviceability Assessment - water service				
7	Water infrastructure	Text		STABLE	
8	Water non infrastructure	Text		STABLE	

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Table	12	Water explanatory factors

		Nr of sources nr	Proportion of distribution input Prop'n (0-1)	Bulk proportion of distribution input Prop'n (0-1)	2010-11	CG
A	Source types and pumping					
1	Impounding reservoirs	0	0.000	0.000		AX
2	River abstractions	0	0.000	0.000		AX
3	Boreholes	26	0.976	0.024		A1
4	Source types and pumping - total	26	0.976	0.024		A1
5	Average pumping head - total (m.hd)				114.5	B3
		Total number of works				
B	Number of works					
6	Total number of works	16				
		Band 1 less than or equal to 165mm	Band 2 166-320mm	Band 3 321-625mm	Band 4 greater 625mm	
C	Potable mains					
7	Potable mains (nominal bore)	834.99	205.27	74.11	0.00	

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Company	VSE	Veolia Water Southeast Regulatory accounts (HCA) - Profit and loss account for y/e 31 March
Table	18	

Line	Description	Unit	2009-10	2010-11
1	Total turnover (Appointed business)	£m	18.420	18.344
2	Operating costs (excluding HCD)	£m	-10.736	-11.393
3	Historical cost depreciation	£m	-2.241	-3.231
4	Operating income	£m	0.198	-0.004
5	Operating profit	£m	5.641	3.716
6	Other income	£m	0.000	0.010
7	Net interest receivable less payable	£m	-1.360	-1.098
8	Profit on ordinary activities before taxation	£m	4.281	2.628
9	Current tax	£m	-0.530	-0.533
10	Deferred tax	£m	-0.148	0.214
11	Profit on ordinary activities after taxation	£m	3.603	2.309
12	Extraordinary items	£m	0.000	0.000
13	Profit for the year	£m	3.603	2.309
14	Dividends	£m	-3.636	-3.097
15	Retained profit for the year	£m	-0.033	-0.787

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Veolia Water Southeast

Regulatory accounts (HCA) - Statement
of total recognised gains and losses for
y/e 31 March

Table 18c

Line	Description	Unit	2009-10	2010-11
1	Profit for the year	£m	3.603	2.309
2	Actuarial gains/(losses) on post employment plans	£m	-0.847	-0.583
3	Other gains and losses	£m	25.034	0.144
4	Total recognised gains and losses for the year	£m	27.790	1.870

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Veolia Water Southeast
Regulatory accounts (HCA) -
Analysis of dividends and interest
charges for y/e 31 March

Table 18d

Line	Description	Unit	2009-10	2010-11
A - Dividend analysis				
1	Dividends in respect of a financial re-organisation	£m	0.000	0.000
2	Other ordinary dividends	£m	-3.636	-3.097
3	Total dividends	£m	-3.636	-3.097
B - Interest analysis				
4	Interest receivable/payable on inter-company balances	£m	-1.315	-1.257
5	Interest receivable/payable in respect of a financial reorganisation	£m	0.000	0.000
6	Indexation element of index-linked bonds	£m	0.000	0.000
7	Preference share dividends	£m	-0.014	-0.014
8	Other interest receivable	£m	0.000	0.000
9	Other interest payable	£m	-0.006	-0.006
10	Other finance charges - post employment costs	£m	-0.025	0.180
11	Other finance charges	£m	0.000	0.000
12	Total net interest	£m	-1.360	-1.098

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Veolia Water Southeast

Table 19

Regulatory accounts (HCA) -
Balance sheet as at 31 March

Line	Description	Unit	2009-10	2010-11
A - Fixed assets				
1	Tangible fixed assets	£m	83.470	83.432
2	Investment - loan to a group company	£m	0.000	0.000
3	Investment - other	£m	0.000	0.000
4	Total fixed assets	£m	83.470	83.432
B - Current assets				
5	Stocks	£m	0.441	0.277
6	Debtors	£m	3.160	3.690
7	Cash	£m	0.000	0.000
8	Short term deposits	£m	0.993	0.429
9	Infrastructure renewals prepayment	£m	0.000	0.000
10	Total current assets	£m	4.594	4.396
C - Creditors - amounts falling due within one year				
11	Overdrafts	£m	-0.752	-0.762
12	Infrastructure renewals accrual	£m	-1.373	-1.740
13	Creditors	£m	-7.717	-6.222
14	Borrowings	£m	0.000	0.000
15	Corporation tax payable	£m	-0.105	-0.228
16	Ordinary share dividends payable	£m	0.000	0.000
17	Preference share dividends payable	£m	0.000	0.000
18	Total creditors	£m	-9.947	-8.952
19	Net current assets	£m	-5.353	-4.556
D - Creditors - amounts falling due after more than one year				
20	Borrowings	£m	-31.205	-33.505
21	Other creditors	£m	0.000	0.000
22	Total creditors	£m	-31.205	-33.505
E - Provision for liabilities and charges				
23	Deferred tax provision	£m	-4.316	-4.011
24	Deferred income - grants and contributions	£m	-0.196	-0.158
25	Post employment asset/(liabilities)	£m	1.169	1.142
26	Other provisions	£m	0.000	0.000
F - Preference share capital				
27	Preference share capital	£m	-0.100	-0.100
28	Net assets employed	£m	43.469	42.244
G - Capital and reserves				
29	Called up share capital	£m	0.192	0.192
30	Share premium	£m	0.214	0.214
31	Profit and loss account	£m	15.763	15.054
32	Other reserves	£m	27.300	26.784
33	Capital and reserves	£m	43.469	42.244

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Company VSE

JR2011-ICS
Veolia Water Southeast

Regulatory accounts (CCA) - Profit
and loss account for year ending
31 March

Table 20

Line	Description	Unit	2009-10	2010-11
1	Turnover	£m	18.420	18.344
2	Current cost operating costs (including CCD & IRC)	£m	-13.901	-15.663
3	Operating income	£m	0.165	-0.140
4	Working capital adjustment (Appointed business)	£m	0.124	0.218
5	Current cost operating profit	£m	4.808	2.759
6	Other income	£m	0.000	0.010
7	Net interest receivable less payable	£m	-1.360	-1.098
8	Financing adjustment	£m	1.330	1.647
9	Current cost profit before taxation	£m	4.778	3.319
10	Current tax	£m	-0.530	-0.533
11	Deferred tax	£m	-0.148	0.214
12	Current cost profit on ordinary activities	£m	4.100	3.000
13	Extraordinary items	£m	0.000	0.000
14	Current cost profit attributable to shareholders	£m	4.100	3.000
15	Dividends	£m	-3.636	-3.097
16	Current cost profit retained	£m	0.464	-0.097

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JR2011-ICS

Veolia Water Southeast
Regulatory accounts (CCA) - Activity costing analysis;
Water service - 1

Table 21

			Water resources and treatment	Water distribution	Water service total
A	Direct costs				
1	Employment costs	£m	0.447	0.288	0.735
2	Power	£m	0.618	0.111	0.729
3	Agencies	£m	0.000	0.000	0.000
4	Hired and contracted services	£m	0.110	0.175	0.285
5	Associated companies	£m	0.000	0.000	0.000
6	Materials and consumables	£m	0.104	0.062	0.166
7	Service charges	£m	0.434	0.000	0.434
8	Bulk supply imports	£m	0.145	0.000	0.145
9	Other direct costs	£m	0.036	0.120	0.156
10	Total direct costs	£m	1.894	0.756	2.650
11	General and support expenditure	£m	0.893	0.495	1.388
12	Functional expenditure	£m	2.787	1.251	4.038
B	Operating expenditure				
13	Customer services	£m			2.191
14	Scientific services	£m			0.426
15	Other business activities	£m			0.342
16	Total business activities	£m			2.959
17	Local Authority rates	£m			1.444
18	Doubtful debts	£m			0.556
19	Exceptional items	£m			0.000
20	Total opex less third party services	£m			8.997
21	Third party services - opex	£m			0.289
22	Total operating expenditure	£m			9.286
C	Reactive and planned maintenance (including opex)				
23	Reactive and planned maintenance infrastructure	£m	0.000	0.269	0.269
24	Reactive and planned maintenance non-infrastructure	£m	0.200	0.000	0.200
D	Capital maintenance				
25	Infrastructure renewals charge (excluding third party services)	£m	0.000	2.144	2.144
26	Current cost depreciation (allocated)	£m	3.209	0.185	3.394
27	Amortisation of deferred credits	£m			-0.038
28	Amortisation of intangible assets	£m			0.000
29	Business activities current cost depreciation (non-allocated)	£m			0.877
30	Capital maintenance excluding third party services	£m			6.377
31	Third party services - current cost depreciation	£m			0.000
32	Third party services - infrastructure renewals charge	£m			0.000
33	Total capital maintenance	£m			6.377
34	Total operating costs	£m			15.663

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Table 21a

JR2011-ICS
Veolia Water Southeast
Regulatory accounts (CCA) - Activity costing analysis; Water service - 2

Line	Description	Unit	Water resources	Raw water distribution	Water treatment	Treated water distribution	Water service total
Service analysis - water							
A	Direct costs						
1	Employment costs	£m	0.002	0.045	0.444	0.243	0.734
2	Power	£m	0.419	0.000	0.200	0.111	0.730
3	Hired and contracted services	£m	0.055	0.021	0.055	0.154	0.285
4	Associated companies	£m	0.000	0.000	0.000	0.000	0.000
5	Materials and consumables	£m	0.052	0.019	0.052	0.044	0.167
6	Service charges	£m	0.434	0.000	0.000	0.000	0.434
7	Bulk supply imports	£m	0.000	0.000	0.145	0.000	0.145
8	Other direct costs	£m	0.000	0.000	0.036	0.120	0.156
9	Total direct costs	£m	0.962	0.085	0.932	0.672	2.651
B	Operating expenditure						
10	General and support expenditure	£m	0.366	0.062	0.527	0.432	1.387
11	Scientific services	£m	0.124	0.000	0.143	0.138	0.405
12	Other business activities	£m	0.068	0.068	0.069	0.068	0.273
13	Total business activities	£m	0.192	0.068	0.212	0.206	0.678
14	Local authority rates	£m	0.206	0.035	0.424	0.366	1.031
15	Exceptional items	£m	0.000	0.000	0.000	0.000	0.000
16	Total opex less third party services	£m	1.726	0.250	2.095	1.676	5.747
17	Third party services - opex	£m	0.000	0.000	0.000	0.289	0.289
18	Total operating expenditure	£m	1.726	0.250	2.095	1.965	6.036
C	Reactive and planned maintenance (including opex)						
19	Reactive and planned maintenance infrastructure	£m	0.000	0.000	0.000	0.269	0.269
20	Reactive and planned maintenance non-infrastructure	£m	0.000	0.000	0.200	0.000	0.200
D	Capital maintenance						
21	Infrastructure renewals charge (excluding third party services)	£m	0.000	0.000	0.000	2.144	2.144
22	Current cost depreciation	£m	0.665	0.003	1.683	0.859	3.210
23	Amortisation of deferred credits	£m	0.000	0.000	0.000	-0.038	-0.038
24	Amortisation of intangible assets	£m	0.000	0.000	0.000	0.000	0.000
25	Business activities current cost depreciation	£m	0.000	0.000	0.000	0.000	0.000
26	Capital maintenance excluding third party services	£m	0.665	0.003	1.683	2.965	5.316
27	Third party services - current cost depreciation	£m	0.000	0.000	0.000	0.000	0.000
28	Third party services - infrastructure renewals charge	£m	0.000	0.000	0.000	0.000	0.000
29	Total capital maintenance	£m	0.665	0.003	1.683	2.965	5.316
30	Total operating costs	£m	2.391	0.253	3.778	4.930	11.352

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Table 21b

JR2011-ICS
Veolia Water Southeast
Regulatory accounts (CCA) - Activity costing analysis; Retail services

Line	Description	Unit	Retail household	Retail household and support memo	Retail non-household	Retail non-household general and support memo	Retail services total
Service analysis - retail							
A	Direct costs						
1	Billing	£m	0.258	0.174	0.020	0.014	0.278
2	Payment handling, remittance and cash handling	£m	0.096	0.064	0.008	0.005	0.104
3	Debt management	£m	0.223	0.151	0.045	0.031	0.268
4	Doubtful debts	£m	0.556	0.375	0.000	0.000	0.556
5	Charitable trust donations	£m	0.014	0.010			0.014
6	Vulnerable customer schemes	£m	0.003	0.002			0.003
7	Non-network customer enquiries and complaints	£m	0.153	0.103	0.011	0.008	0.164
8	Meter reading	£m	0.091	0.061	0.008	0.005	0.099
9	Meter maintenance/installation non-capex	£m	0.038	0.026	0.003	0.002	0.041
10	Network customer enquiries and complaints	£m	0.033	0.023	0.002	0.001	0.035
11	Disconnections	£m	0.000	0.000	0.000	0.000	0.000
12	Demand-side water efficiency initiatives	£m	0.019	0.013	0.000	0.000	0.019
13	Services to developers	£m			0.000	0.000	0.000
14	Support for trade effluent compliance	£m			0.000	0.000	0.000
15	Customer-side leaks	£m	0.045	0.030	0.000	0.000	0.045
16	Other direct costs	£m	0.011	0.008	0.002	0.001	0.013
17	Total direct costs	£m	1.540	1.040	0.099	0.067	1.639
B	Operating expenditure						
18	General and support expenditure	£m	1.040		0.067		1.107
19	Scientific services	£m	0.000		0.022		0.022
20	Other business activities	£m	0.064		0.005		0.069
21	Total business activities	£m	0.064		0.027		0.091
22	Local Authority rates	£m	0.384		0.028		0.412
23	Exceptional items	£m	0.000		0.000		0.000
24	Total opex less third party services	£m	3.028		0.221		3.249
25	Third party services	£m	0.000		0.000		0.000
26	Total operating expenditure	£m	3.028		0.221		3.249
C	Capital maintenance						
27	Infrastructure renewals charge (excl third party services)	£m	0.000		0.000		0.000
28	Current cost depreciation	£m	0.961		0.100		1.061
29	Amortisation of deferred credits	£m	0.000		0.000		0.000
30	Amortisation of intangible assets	£m	0.000		0.000		0.000
31	Total capital maintenance	£m	0.961		0.100		1.061
32	Total operating costs	£m	3.989		0.321		4.310

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Table 23

JR2011-ICS

Veolia Water Southeast
Regulatory accounts (CCA) - Analysis of turnover and operating income

Line	Description	Unit	2009-10	Appointed	2010-11	Appointed
			Water services	business	Water services	business
A	Turnover					
1	Unmeasured - household	£m	4.495	4.495	2.886	2.886
2	Unmeasured - non-household	£m	0.107	0.107	0.072	0.072
3	Unmeasured	£m	4.602	4.602	2.958	2.958
4	Measured - household	£m	7.796	7.796	9.230	9.230
5	Measured - non-household	£m	3.388	3.388	3.792	3.792
6	Measured	£m	11.184	11.184	13.022	13.022
7	Trade effluent	£m		0.000		0.000
8	Large user	£m	1.909	1.909	1.733	1.733
9	Revenue grants	£m	0.000	0.000	0.000	0.000
10	Non pot. Water large user	£m	0.529	0.529	0.502	0.502
11	Rechargeable works	£m	0.193	0.193	0.126	0.126
12	Bulk supplies/inter company payments	£m	0.003	0.003	0.003	0.003
13	Other appointed business (third party)	£m	0.000	0.000	0.000	0.000
14	Third party services (including non-potable water)	£m	0.725	0.725	0.631	0.631
15	Other sources (excluding large users, third parties and special agreemer	£m	0.000	0.000	0.000	0.000
16	Total turnover	£m	18.420	18.420	18.344	18.344
B	Operating income					
17	Current cost profit or loss on sale of fixed assets	£m	0.165	0.165	-0.140	-0.140
18	Exceptional items	£m	0.000	0.000	0.000	0.000
19	Other operating income	£m	0.000	0.000	0.000	0.000
20	Total operating income	£m	0.165	0.165	-0.140	-0.140
C	Working capital adjustment					
21	Working capital adjustment	£m	0.124	0.124	0.218	0.218
D	Revenue correction mechanism					
22	Net revenue movement out of the tariff basket	£m	0.141	0.141	0.000	0.000

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Veolia Water Southeast
Regulatory accounts (CCA) - Balance sheet as at
31 March

Table 24

Line	Description	Unit	2009-10	2010-11
A - Fixed assets				
1	Tangible assets	£m	295.318	357.359
2	Third party contributions since 1989-90	£m	-11.647	-12.930
B - Other operating assets and liabilities				
3	Working capital	£m	-4.116	-2.244
4	Cash	£m	0.000	0.000
5	Short term deposits	£m	0.993	0.429
6	Overdrafts	£m	-0.752	-0.762
7	Infrastructure renewals prepayment/(accruals)	£m	-1.373	-1.740
8	Net operating assets	£m	278.423	340.112
C - Non-operating assets and liabilities				
9	Borrowings	£m	0.000	0.000
10	Non-trade debtors	£m	0.000	0.001
11	Non-trade creditors due within one year	£m	0.000	-0.012
12	Investment - loan to a group company	£m	0.000	0.000
13	Investment - other	£m	0.000	0.000
14	Corporation tax payable	£m	-0.105	-0.228
15	Ordinary share dividends payable	£m	0.000	0.000
16	Preference share dividends payable	£m	0.000	0.000
D - Creditors - amounts falling due after more than one year				
17	Borrowings	£m	-31.205	-33.505
18	Other creditors	£m	0.000	0.000
E - Provision for liabilities and charges				
19	Deferred tax provision	£m	-4.316	-4.011
20	Post employment asset/(liabilities)	£m	1.169	1.142
21	Other provisions	£m	0.000	0.000
F - Preference share capital				
22	Preference share capital	£m	-0.100	-0.100
23	Net assets employed	£m	243.866	303.398
G - Capital and reserves				
24	Called up share capital	£m	0.192	0.192
25	Share premium	£m	0.214	0.214
26	Profit and loss account	£m	-18.297	-18.335
27	Current cost reserve at 31 March	£m	234.457	294.543
28	Other reserves	£m	27.300	26.784
29	Total capital and reserves	£m	243.866	303.398

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Table 25a

JR2011-ICS
Veolia Water Southeast
Regulatory accounts (CCA) - Analysis of fixed assets by business unit; water service

Line	Description	Unit	Water resources				Raw water distribution			Water treatment				Treated water distribution				Total	
			Infrastructure assets	Operational assets	Other tangible assets	Subtotal	Infrastructure assets	Operational assets	Other tangible assets	Subtotal	Infrastructure assets	Operational assets	Other tangible assets	Subtotal	Infrastructure assets	Operational assets	Other tangible assets	Subtotal	
A	Gross replacement cost																		
1	Gross replacement cost at 1 April	£m	0.000	25.623	3.670	29.293	5.846	0.000	0.000	5.846	0.081	22.076	1.744	23.901	251.957	35.135	3.513	290.605	349.645
2	AMP adjustment	£m	0.364	-6.507	-0.738	-6.881	1.677	0.283	1.960	-0.081	14.719	-0.120	14.518	38.043	-8.638	0.927	30.332	39.929	
3	Reclassification adjustment	£m		-0.002		-0.002			0.000				0.000				0.000	-0.002	
4	RPI adjustment	£m	0.019	1.022	0.157	1.198	0.402	0.015	0.417		1.967	0.087	2.054	15.505	1.417	0.237	17.159	20.828	
5	Disposals	£m			-0.037	-0.037		-0.001	-0.001			-0.040	-0.040		-0.016	-0.091	-0.107	-0.185	
6	Additions	£m		0.493	0.414	0.907		0.004	0.004		0.329	0.114	0.443	1.346	0.534	0.209	2.089	3.443	
7	Gross replacement cost at 31 March	£m	0.383	20.629	3.466	24.478	7.925	0.297	8.226	0.000	39.091	1.785	40.876	306.851	28.432	4.795	340.078	413.658	
B	Depreciation																		
8	Depreciation at 1 April	£m		11.588	0.710	12.298		0.000	0.000		8.693	0.103	8.796		32.282	1.752	34.034	55.128	
9	AMP adjustment	£m		3.419	0.773	4.192		0.138	0.138		9.274	0.822	10.096		-15.431	1.389	-14.042	0.384	
10	AMP adjustment - gross MEA revaluation	£m		3.419	0.773	4.192		0.138	0.138		9.274	0.822	10.096		-15.431	1.389	-14.042	0.384	
11	AMP adjustment - amendment to remaining useful economic lives	£m				0.000			0.000				0.000				0.000	0.000	
12	Reclassification adjustment	£m				0.000			0.000				0.000				0.000	0.000	
13	RPI adjustment	£m		0.802	0.079	0.881		0.007	0.007		0.958	0.049	1.007		0.901	0.168	1.069	2.964	
14	Disposals	£m			-0.014	-0.014		-0.001	-0.001			-0.014	-0.014		-0.009	-0.030	-0.039	-0.068	
15	Charge for year	£m		0.328	0.337	0.665		0.002	0.002		1.531	0.152	1.683		0.510	0.349	0.859	3.209	
16	Depreciation at 31 March	£m		16.137	1.885	18.022		0.146	0.146		20.456	1.112	21.568		18.253	3.628	21.881	61.617	
17	Net book amount at 31 March	£m	0.383	4.492	1.581	6.456	7.925	0.151	8.080	0.000	18.635	0.673	19.308	306.851	10.179	1.167	318.197	352.041	
18	Net book amount at 1 April	£m	0.000	14.035	2.960	16.995	5.846	0.000	5.846	0.081	13.383	1.641	15.105	251.957	2.853	1.761	256.571	294.517	

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Table 25c

JR2011-ICS
Veolia Water Southeast
Regulatory accounts (CCA) - Analysis of fixed assets by business unit; retail service

		Retail Household			Retail non-household				Total		
		Infrastructure assets	Operational assets	Other tangible assets	Subtotal	Infrastructure assets	Operational assets	Other tangible assets	Subtotal		
A	Gross replacement cost	Unit									
1	Gross replacement cost at 1 April	£m	0.000	0.495	0.493	0.988	0.000	0.043	0.043	0.086	1.074
2	AMP adjustment	£m	0.589	12.654	0.820	14.063		1.399	0.054	1.453	15.516
3	Reclassification adjustment	£m				0.000				0.000	0.000
4	RPI adjustment	£m	0.031	0.703	0.070	0.804		0.077	0.005	0.082	0.886
5	Disposals	£m			-0.068	-0.068			-0.005	-0.005	-0.073
6	Additions	£m		0.232	0.213	0.445		0.017	0.016	0.033	0.478
7	Gross replacement cost at 31 March	£m	0.620	14.084	1.528	16.232	0.000	1.536	0.113	1.649	17.881
B	Depreciation										
8	Depreciation at 1 April	£m		0.126	0.124	0.250		0.011	0.011	0.022	0.272
9	AMP adjustment	£m		9.188	0.424	9.612		1.029	0.029	1.058	10.670
10	AMP adjustment - gross MEA revaluation	£m		9.188	0.424	9.612		1.029	0.029	1.058	10.670
11	AMP adjmt - amendment to remaining useful econ. Lives	£m				0.000				0.000	0.000
12	Reclassification adjustment	£m				0.000				0.000	0.000
13	RPI adjustment	£m		0.498	0.029	0.527		0.056	0.002	0.058	0.585
14	Disposals	£m			-0.023	-0.023			-0.002	-0.002	-0.025
15	Charge for year	£m		0.674	0.287	0.961		0.080	0.020	0.100	1.061
16	Depreciation at 31 March	£m		10.486	0.841	11.327		1.176	0.060	1.236	12.563
17	Net book amount at 31 March	£m	0.620	3.598	0.687	4.905	0.000	0.360	0.053	0.413	5.318
18	Net book amount at 1 April	£m	0.000	0.369	0.369	0.738	0.000	0.032	0.032	0.064	0.802

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Table 26

JR2011-ICS
Veolia Water Southeast
Regulatory accounts (CCA) - Working capital

Line	Description	Unit	2009-10	2010-11
1	Stocks	£m	0.441	0.277
2	Trade debtors - measured household	£m	0.913	1.043
3	Trade debtors - unmeasured household	£m	0.187	0.274
4	Trade debtors - measured non-household	£m	0.767	0.838
5	Trade debtors - unmeasured non-household	£m	0.010	0.012
6	Other trade debtors	£m	0.304	0.153
7	Measured income accrual	£m	0.910	1.106
8	Prepayments and other debtors	£m	0.069	0.263
9	Trade creditors	£m	-2.364	-2.118
10	Deferred income - customer advance receipts	£m	-0.115	-1.551
11	Short term capital creditors	£m	-1.548	-0.903
12	Accruals and other creditors	£m	-3.690	-1.638
13	Total working capital	£m	-4.116	-2.244

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Table	27	Regulatory accounts (CCA) - Movement on current cost reserve

Line	Description	Unit	2009-10	2010-11
1	Current cost reserve at 1 April	£m	223.876	234.457
2	AMP adjustment	£m	0.000	44.394
A	RPI adjustments			
3	Fixed assets	£m	12.479	18.164
4	Working capital adjustment	£m	-0.124	-0.218
5	Financing adjustment	£m	-1.330	-1.647
6	Grants and third party contributions	£m	-0.444	-0.607
7	Current cost reserve at 31 March	£m	234.457	294.543

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Table 28

Regulatory accounts (CCA) - Cash flow statement
for Appointed Business for y/e 31st March

			2009-10	2010-11
Line	Description	Unit		
1	Net cash flow from operating activities	£m	9.568	7.529
A	Returns on investments and servicing of finance			
2	Interest received	£m	0.000	0.000
3	Interest paid	£m	-1.352	-1.261
4	Interest in finance lease rentals	£m	0.000	0.000
5	Non-equity dividends paid	£m	-0.014	-0.014
6	Net cashflow from returns on investments and servicing of finance	£m	-1.366	-1.275
B	Taxation			
7	Taxation (paid)/received	£m	-0.592	-0.410
C	Capital expenditure and financing of investment			
8	Gross cost of purchase of fixed assets	£m	-4.120	-4.582
9	Receipts of grants and contributions	£m	0.601	0.713
10	Infrastructure renewals expenditure	£m	-1.461	-1.777
11	Disposal of fixed assets	£m	0.235	0.024
12	Movements on long term loans to group companies	£m	0.000	0.000
13	Net cashflow from investing activities	£m	-4.745	-5.622
D	Acquisitions and disposals			
14	Acquisitions and disposals	£m	0.000	0.000
E	Equity dividends			
15	Equity dividends paid	£m	-3.636	-3.097
F	Management of liquid resources			
16	Net cashflow from management of liquid resources	£m	0.474	2.866
17	Net cashflow before financing	£m	-0.297	-0.009
G	Financing			
18	Capital in finance lease rentals	£m	0.000	0.000
19	New bank loans taken out	£m	0.000	0.000
20	Repayment of bank loans	£m	0.000	0.000
21	Proceeds from share issues	£m	0.000	0.000
22	Net cashflow from financing	£m	0.000	0.000
23	Increase/decrease in cash in the year	£m	-0.297	-0.009

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JR2011-ICS
Veolia Water Southeast
Regulatory accounts (CCA) -
Reconciliation of operating profit to net
cash flow from operating activities

Table 29

Line	Description	Unit	2009-10	2010-11
1	Current cost operating profit	£m	4.808	2.759
2	Working capital adjustment	£m	-0.124	-0.218
3	Movement in working capital	£m	0.162	-1.227
4	Receipts from other income	£m	0.000	0.000
5	Depreciation	£m	3.128	4.233
6	Current cost profit on sale of fixed assets	£m	-0.165	0.140
7	Infrastructure renewals charge	£m	2.036	2.144
8	Other non-cash profit and loss items	£m	-0.277	-0.302
9	Net cash flow from operating activities	£m	9.568	7.529

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Company	VSE	Veolia Water Southeast
Table	30	Regulatory accounts - Transactions with associated companies: capex

	Associate	Description	Number	£000	Percentage of total
	A - Competitive letting				
1	Veolia Water Outsourcing	Mains replacement	4	463	68%
Total for competitive letting			4	463	68%
	B - Other market testing				
2					0%
Total for other market testing			0	0	0%
	C - No market				
3	Veolia Water East	IT projects	2	9	1%
3	Veolia Water Shared Services	IT projects	1	217	32%
3	Veolia Water Central	IT projects	1	-13	-2%
Total for no market			4	213	32%
Total			8	676	100%

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Company	VSE	Veolia Water Southeast
Table	31	Regulatory accounts - Transactions with associated companies: Profit and loss charges

	Associate	Description	Number	£000	Percentage of total
	A - Competitive letting				
1					0%
	Total for competitive letting		0	0	0%
	B - Other market testing				
2	Veolia Water UK	Insurance	2	186	9%
	Total for other market testing		2	186	9%
	C - No market				
3	Southern Water	Bulk import and sewerage	49	135	7%
3	Veolia Water East	MD recharge and debt services	32	165	8%
3	Veolia Water Central	General support and telemetry	97	46	2%
3	Veolia Water Shared Services	Support services	16	1,120	55%
3	Veolia Environnement	Pension fund costs	4	4	0%
3	Veolia Water UK	Management fees and various recharges	9	367	18%
3	Veolia ES Cleanaway	Waste collection	14	6	0%
	Total for no market		221	1,843	91%
	Total		223	2,029	100%

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Table 32

Financial measures - Analysis of fixed asset additions and asset maintenance by asset type (current cost accounting)

Line	Description	Unit	Water service		Subtotal	Total
			Infrastructure assets	Non-Infrastructure assets		
A	Additions - new assets (enhancement)					
1	Water resource facilities	£m	0.000	0.111	0.111	0.111
2	Water treatment works	£m		0.518	0.518	0.518
3	Water distribution mains	£m	0.330	0.011	0.341	0.341
4	Service reservoirs and water towers	£m		0.109	0.109	0.109
5	Pumping stations	£m		0.015	0.015	0.015
6	Water management and general	£m	1.016	0.185	1.201	1.201
7	Sewerage	£m				0.000
8	Sea outfalls and headworks	£m				0.000
9	Sewage treatment works	£m				0.000
10	Sludge treatment works	£m				0.000
11	Sludge disposal	£m				0.000
12	In-line pumping stations	£m				0.000
13	Terminal pumping stations	£m				0.000
14	Sewerage management and general	£m				0.000
15	Total infrastructure additions (Enhancement)	£m	1.346		1.346	1.346
16	Total non-infrastructure additions (Enhancement)	£m		0.949	0.949	0.949
17	Total additions (Enhancement)	£m	1.346	0.949	2.295	2.295
B	Base service provision					
18	Water resource facilities	£m	0.000	0.003	0.003	0.003
19	Water treatment works	£m		0.372	0.372	0.372
20	Water distribution mains	£m	1.777	0.025	1.802	1.802
21	Service reservoirs and water towers	£m		0.520	0.520	0.520
22	Pumping stations	£m		0.023	0.023	0.023
23	Water management and general	£m	0.000	0.682	0.682	0.682
24	Sewerage	£m				0.000
25	Sea outfalls and headworks	£m				0.000
26	Sewage treatment works	£m				0.000
27	Sludge treatment works	£m				0.000
28	Sludge disposal	£m				0.000
29	In-line pumping stations	£m				0.000
30	Terminal pumping stations	£m				0.000
31	Sewerage management and general	£m				0.000
32	Total infrastructure renewals (Base)	£m	1.777		1.777	1.777
33	Total non-infrastructure expenditure (Base)	£m		1.625	1.625	1.625
34	Total expenditure (Base service provision)	£m	1.777	1.625	3.402	3.402

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Table 33

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Veolia Water Southeast

Financial measures - Accounting charges; current cost depreciation and infrastructure renewals charge by service (current cost accounting)

Line	Description	Unit	Water service			Total		
			2008-09	2009-10	2010-11	2008-09	2009-10	2010-11
A	Depreciation charge for the year							
1	CCD on assets existing at 31 March 1998	£m	0.872	0.870	0.433	0.872	0.870	0.433
2	Additions (enhancement) - after 31 March 1998 to 31 March 2003	£m	0.517	0.519	0.685	0.517	0.519	0.685
3	Additions (base service) - after 31 March 1998 to 31 March 2003	£m	0.161	0.135	0.456	0.161	0.135	0.456
4	Total depreciation charge on assets existing at 31 March 2003	£m	1.550	1.524	1.575	1.550	1.524	1.575
5	Additions: enhancement - after 31 March 2003 to 31 March 2008	£m			0.992			0.992
6	Additions: base - after 31 March 2003 to 31 March 2008	£m			0.404			0.404
7	Total depreciation charge on assets existing at 31 March 2008	£m			2.970			2.970
8	Additions: enhancement - after 31 March 2008	£m			0.288			0.288
9	Additions: base - after 31 March 2008	£m			1.012			1.012
10	Total depreciation charge for the year	£m	3.061	3.166	4.271	3.061	3.166	4.271
B	Infrastructure renewals, charges expenditure and provision							
11	Infrastructure renewals expenditure	£m	1.521	1.461	1.777	1.521	1.461	1.777
12	Infrastructure renewals charges	£m	2.013	2.036	2.144	2.013	2.036	2.144
13	Infrastructure renewals prepayment/ (accrual)	£m	-0.798	-1.373	-1.740	-0.798	-1.373	-1.740

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Financial measures - Analysis of non-infrastructure fixed asset additions by life categories (current cost accounting)

Table 34

Line	Description	Unit	Water service		
			2008-09	2009-10	2010-11
A	Accounting fixed asset additions				
	Non-infrastructure asset additions (enhancement) by asset life				
1	Very short	£m	0.186	0.473	0.766
2	Short	£m	0.095	0.186	0.183
3	Medium	£m	0.008	0.003	0.001
4	Medium long	£m	0.000	0.000	0.000
5	Long	£m	0.183	0.404	-0.001
6	Land	£m	0.000	0.000	0.000
7	Land disposals	£m	0.000	0.000	0.000
8	Total	£m	0.472	1.066	0.949
B	Non-infrastructure asset additions (base service) by asset life				
9	Very short	£m	1.458	1.006	0.591
10	Short	£m	-0.002	0.516	0.176
11	Medium	£m	0.424	0.428	0.293
12	Medium long	£m	0.000	0.000	0.000
13	Long	£m	0.200	0.404	0.565
14	Total	£m	2.080	2.354	1.625
C	Non-infrastructure additions average life (years)				
15	Very short	Years	5	4	4
16	Short	Years	8	10	10
17	Medium	Years	20	20	20
18	Medium long	Years	40	0	0
19	Long	Years	60	75	80

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Table	35	Financial measures - Water service; expenditure by purpose

Line	Description	Unit	2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG
A	Base service provision									
1	Base operating expenditure	£m	7.878		8.692		8.539		9.213	A2
2	Infrastructure renewals expenditure (net)	£m	0.823	A2	1.521	A2	1.461	A2	1.777	A2
3	MNI - (gross of grants and contributions)	£m	2.192	A2	2.080	A2	2.355	A2	1.625	A2
4	MNI - grants and contributions	£m	0.000	A2	0.000	A2	0.000	A2	0.000	A2
5	MNI - net of grants and contributions	£m	2.192	A2	2.080	A2	2.355	A2	1.625	A2
6	Infrastructure renewals expenditure (gross)	£m	0.879	A2	1.563	A2	1.485	A2	1.792	A2
B	Quality enhancements									
7	Capex: Total quality enhancement programme	£m	-0.029	A2	0.001	A2	0.211	A2	0.756	A2
C	Enhanced service levels									
8	Capital expenditure - customer service	£m	0.000	A2	0.000	A2	0.000	A2	0.000	A2
D	Maintaining and improving supply/demand balance									
9	Capital expenditure supply/demand balance	£m	1.417	A2	1.874	A2	2.224	A2	1.539	A2
10	Capex - new development	£m	0.675	A2	0.782	A2	0.638	A2	0.330	A2
11	Capex - growth	£m	0.196	A2	0.466	A2	0.398	A2	0.015	A2
12	Capex - free meter "selective and optants"	£m	0.546	A2	0.626	A2	1.188	A2	1.194	A2
13	Capital expenditure - security of supply	£m	0.022	A2	0.031	A2	0.286	A2	0.000	A2
E	New outputs/obligations since the final determination									
14	New outputs/obligations - capex	£m	0.000	A1	0.000	A1	0.174	A1	0.000	A2
F	Grants, capital contributions and infrastructure charges receipts for new connections									
15	Infrastructure charge receipts - new connections	£m	0.125	A2	0.144	A2	0.210	A2	0.091	A2
16	Enhancement requisitions, grants and contributions	£m	0.260	A2	0.258	A2	0.391	A2	0.608	A2
G	Adopted assets, nil cost assets									
17	Assets adopted or acquired at nil cost	£m	0.000	A1	0.000	A1	0.304	A1	0.000	A2
18	Adopted assets in return for a payment	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A2
H	Expenditure totals									
19	Enhanced operating expenditure	£m	0.313		0.000		0.198		0.073	A2
20	Total operating expenditure	£m	8.191	A2	8.692	A2	8.737	A2	9.286	A2
21	Infrastructure renewals expenditure (net)	£m	0.823	A2	1.521	A2	1.461	A2	1.777	A2
22	Total asset additions	£m	3.602	A2	3.986	A2	5.554	A2	3.920	A2
23	Total enhancement capital contributions	£m	0.385	A2	0.402	A2	0.601	A2	0.699	A2
24	Total capital expenditure (excluding adopted and nil cost : £m	£m	4.425	A2	5.507	A2	6.711	A2	5.697	A2

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Table 37

JR2011-ICS
Veolia Water Southeast
Financial measures - Water compliance; expenditure report

Line	Description	Unit	2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG
A	Previous AMP programmes									
1	Capex: Completion of previous AMP programmes	£m	0.004	A2	0.000	A2	0.000	A2	0.358	A2
2	Opex: Completion of previous AMP programmes	£m	0.000	B2	0.000	B2	0.000	B2	0.000	A1
B	Water treatment									
3	Capex:Nitrates	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
4	Capex:Pesticides	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
5	Capex:Cryptosporidium	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
6	Capex:Lead water conditioning	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
7	Capex: Other parameters	£m	-0.058	A2	0.012	A2	0.003	A2	0.373	A2
8	Opex: Water treatment	£m	0.005	B2	0.053	B2	0.087	B2	0.000	A1
C	Water distribution									
9	Capex - Total s19 distribution expenditure	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
10	Capex:Distribution expenditure allocated to quality	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
11	Capex:Lead communication pipes	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
12	Capex: Other 'lead' related work including investigations and measures	£m							0.000	A1
13	Opex: Quality distribution	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
D	Security related measures									
14	Capex: Security - related	£m	0.020	A2	0.045	A2	0.208	A2	0.007	A2
15	Opex: Security - related	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
E	Environmental programme									
16	Capex: Investigations	£m	0.005	A2	-0.056	A2	0.000	A2	0.000	A1
17	Capex: Options appraisals/implementations	£m	0.000	A1	0.000	A1	0.000	A1	0.018	A2
18	Opex: environmental obligations	£m	0.000	A1	0.000	A1	0.000	A1	0.000	A1
F	Catchment management									
19	Capex: Catchment Management	£m							0.000	A1
20	Opex: Catchment Management	£m							0.000	A1
F	Capex and opex totals									
21	Capex: Total quality enhancement (water)	£m	-0.029	A2	0.001	A2	0.211	A2	0.756	A2
22	Opex: Total quality enhancement (water)	£m	0.005	B2	0.053	B2	0.087	B2	0.000	A1

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Table 39

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Veolia Water Southeast
Proceeds from disposals of protected land

		Number of transactions	Net proceeds from transactions	Sites that required prior consent and date of Ofwat consent letter
A				
1	Transactions that required prior consent	0	0.000	NA
2	Transactions that were insufficiently material to have required prior consent	2	0.010	
3	Total	2	0.010	

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Table 35a

JR2011-ICS
Veolia Water Southeast
Expenditure comparisons by purpose - Water service

			1	2	3	4	5
			Determination post CIS 2010- 11 2010-11 Base Year Prices	Determination post CIS 2010-11 Report Year Prices	Actual 2010-11 Report Year Prices	Difference from Determination JR10	% Diff. from Determination JR10
A	Base service provision	Unit					
1	Base operating expenditure	£m	8.615	9.354	9.213	-0.141	-1.508
2	Infrastructure renewals expenditure (net)	£m	1.072	0.976	1.777	0.801	82.021
3	MNI (gross of grants and contributions)	£m	2.617	2.383	1.625	-0.758	-31.800
4	MNI grants- grants and contributions	£m	0.000	0.000	0.000	0.000	
5	MNI (net of grants and contributions)	£m	2.617	2.383	1.625	-0.758	-31.800
B	Quality enhancements						
6	Capex: Total quality enhancement programme (water)	£m	1.269	1.155	0.756	-0.399	-34.564
C	Enhanced service levels						
7	Capital expenditure - customer service	£m	0.027	0.025	0.000	-0.025	
D	Maintaining and improving supply/demand balance						
8	Capital expenditure supply/demand balance	£m	0.847	0.772	1.539	0.767	99.477
9	Total enhancement capital contributions	£m	0.199	0.181	0.699	0.518	286.327
10	Capex net of enhancement capital contributions	£m	0.649	0.591	0.840	0.249	42.233
11	Capital expenditure - security of supply	£m	0.000	0.000	0.000	0.000	
E	Expenditure totals						
12	Total gross capex - gross of grants (ire net) and excluding new outputs	£m	5.833	5.310	5.697	0.387	7.280
13	Enhanced operating expenditure	£m	0.082	0.089	0.073	-0.016	-17.956
14	Total gross capex - gross of grants (ire net) and including new outputs	£m	5.833	5.310	5.697	0.387	7.280
15	Total operating expenditure	£m	8.697	9.443	9.286	-0.157	-1.663

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Expenditure comparisons by purpose; Capex variance from 2009 determination - Water service

Line	Description	Unit	Variance 2010-11 report year prices
A	Outputs over or under achieved		
1	Base service provision – infrastructure assets	£m	0.000
2	Base service provision – non-infrastructure assets	£m	0.000
3	Enhanced service levels	£m	0.000
4	Maintaining supply/demand balance	£m	0.000
5	Quality enhancements	£m	0.000
6	Total	£m	0.000
B	Different timing of expenditure		
7	Base service provision – infrastructure assets	£m	0.845
8	Base service provision – non-infrastructure assets	£m	-0.650
9	Enhanced service levels	£m	-0.023
10	Maintaining supply/demand balance	£m	0.276
11	Quality enhancements	£m	-0.705
12	Total	£m	-0.258
C	Efficiency savings		
13	Base service provision – infrastructure assets	£m	0.000
14	Base service provision – non-infrastructure assets	£m	0.000
15	Enhanced service levels	£m	0.000
16	Maintaining supply/demand balance	£m	0.000
17	Quality enhancements	£m	0.000
18	Total	£m	0.000
D	Reallocation of final determination and /or other changes		
19	Base service provision – infrastructure assets	£m	0.000
20	Base service provision – non-infrastructure assets	£m	0.000
21	Enhanced service levels	£m	0.000
22	Maintaining supply/demand balance	£m	0.000
23	Quality enhancements	£m	0.000
24	Total	£m	0.000
D	Expenditure on 2005-10 outputs (not included in the PR09 baseline)		
25	Base service provision – infrastructure assets	£m	0.000
26	Base service provision – non-infrastructure assets	£m	0.000
27	Enhanced service levels	£m	0.000
28	Maintaining supply/demand balance	£m	0.000
29	Quality enhancements	£m	0.358
30	Total	£m	0.358
31	Total variance	£m	0.100

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Health and Safety - Policy and performance

Line	Description	Unit	2007-08	CG	2008-09	CG	2009-10	CG	2010-11	CG	
A	Lost time due to sickness and accidents and incidence of occupational ill health										
1	Employee total	nr	92	A1	99	A1	103	A1	99	A1	
2	Total days lost due to sickness, accident and occupational ill health	nr	879	A1	1,094	A1	1,424	A1	836	A1	
3	Total days lost - rate per 1,000 employees	nr	9,554.30	A1	11,050.50	A1	13,825.24	A1	8,439.39	A1	
4	Number of incidents of occupational ill health	nr	7	A1	1	A1	3	A1	4	A1	
5	Incidents of occupational ill health - rate per 1,000 employees	nr	76.00		10.10	A1	29.13	A1	40.40	A1	
B	Riddor reports										
6	Total RIDDOR incidents	nr	3	A1	1	A1	0	A1	1	A1	
7	RIDDOR incidents - rate per 1,000 employees	nr	32.60	A1	10.10	A1	0.00	A1	10.10	A1	
8	Three day accident rate per 1,000 employees	nr	32.60	A1	0.00	A1	0.00	A1	0.00	A1	
9	Major and fatal accident rate per 1,000 employees	nr	0.00	A1	10.10	A1	0.00	A1	1.00	A1	
C	Contractors' lost time due to sickness and accidents, and incidence of occupational ill health										
10	Contractors' employees total	nr	2	A4	3	A4	3	A4	6	A4	
11	Total days lost due to sickness, accident and occupational ill health	nr	7	A4	4	A4	0	A4	0	A4	
12	Total days lost - rate per 1,000 employees	nr	3,500.00	A4	1,333.33	A4	0.00	A4	0.00	A4	
13	Number of incidents of occupational ill health	nr	0	AX	0	AX	0	A1	0	AX	
14	Incidents of occupational ill health - rate per 1,000 employees	nr	0.00	AX	0.00	AX	0.00	AX	0.00	AX	
B	Contractors' riddor reports										
15	Total RIDDOR incidents	nr	0	AX	0	AX	0	AX	0	AX	
16	RIDDOR incidents - rate per 1,000 contractors' employees	nr	0.00	AX	0.00	AX	0.00	AX	0.00	AX	
17	Three day accident rate per 1,000 contractors' employees	nr	0.00	AX	0.00	AX	0.00	AX	0.00	AX	
18	Major/fatal accident rate per 1,000 contractors' employees	nr	0.00	A4	0.00	A4	0.00	AX	0.00	A4	

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Veolia Water Southeast
Greenhouse Gas Accounting

Line	Description	Unit	2010-11	CG
A	Gross annual operational GHG emissions			
	(i) Scope 1 emissions			
1	Direct emissions from burning of fossil fuels (including natural gas CHP generated onsite)	tCO2e	58	A1
2	Process and fugitive emissions	tCO2e	0	AX
3	Transport: Company owned or leased vehicles	tCO2e	265	A1
	(ii) Scope 2 emissions			
4	Total grid electricity used by company (including CHP electricity purchased)	tCO2e	5,745	A1
	(iii) Scope 3 emissions			
5	Business travel on public transport and private vehicles used for company business	tCO2e	6	A2
6	Outsourced activities (if not included in Scope 1 or 2) Energy and other	tCO2e	54	B2
7	Gross operational emissions	tCO2e	6,127	A1
B	Net annual operational GHG emissions			
	(i) Emissions reductions/accounting			
8	Exported renewables (generated onsite and exported)	tCO2e	0	AX
9	Green Tariff electricity purchased	tCO2e	0	AX
10	Net operational emissions	tCO2e	6,127	A1
C	Annual operational emissions derived from energy use			
11	Annual operation emissions derived from energy use	tCO2e	5,801	A2
D	Annual operational GHG intensity ratio values			
12	Operational GHG emissions per MI of treated water	kgCO2e/MI	380	B2
13	Operational GHG emissions per MI of sewage treated (treated discharge)	kgCO2e/MI	0	AX
14	Operational GHG emissions per MI of sewage treated (water distribution input)	kgCO2e/MI	0.0	AX
E	Renewable energy generated			
15	Renewable electricity generated from sludge processing	KWh	0	AX
16	Renewable heat generated from sludge processing	KWh	0	AX
17	Total renewable energy generated from sludge processing	KWh	0	AX
18	Renewable electricity generated from other sources	KWh	0	AX
19	Renewable heat generated from other sources	KWh	0	AX
20	Total renewable energy generated from other sources	KWh	0	AX
F	Renewable incentives			
21	Revenue from renewable energy incentives	£000	0	AX