



# Water & Sewerage Services Price Control 2021-27

PC21 Monitoring Plan  
Information Requirements  
June 2021



## About the Utility Regulator

The Utility Regulator is the independent non-ministerial government department responsible for regulating Northern Ireland's electricity, gas, water and sewerage industries, to promote the short and long-term interests of consumers.

We are not a policy-making department of government, but we make sure that the energy and water utility industries in Northern Ireland are regulated and developed within ministerial policy as set out in our statutory duties.

We are governed by a Board of Directors and are accountable to the Northern Ireland Assembly **through** financial and annual reporting obligations.

We are based at Queens House in the centre of Belfast. The Chief Executive leads a management team of directors representing each of the key functional areas in the organisation: Corporate Affairs, Markets and Networks. The staff team includes economists, engineers, accountants, utility specialists, legal advisors and administration professionals.



### Our mission

To protect the short- and long-term interests of consumers of electricity, gas and water.



### Our vision

To ensure value and sustainability in energy and water.



### Our values

- Be a best practice regulator: transparent, consistent, proportionate, accountable and targeted.
- Be professional – listening, explaining and acting with integrity.
- Be a collaborative, co-operative and learning team.
- Be motivated and empowered to make a difference.



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# 1. Introduction

- 1.1 The Utility Regulator’s final determination for the PC21 price control period was published on 13 May 2021. This set price limits and outputs for Northern Ireland Water (NI Water) for the years 2021-22 to 2026-27. This guidance details the requirements for the associated PC21 Monitoring Plan, in which the company should set out its commitment to deliver the PC21 final determination outputs.
- 1.2 The purpose of the Monitoring Plan is for NI Water to inform the public of the key high level targets which will be delivered during PC21 within the context of its overall company strategy.
- 1.3 It provides the opportunity for the company to set out how it plans to deliver the necessary drinking water, environmental and standards of service outputs, consistent with the Social and Environmental Guidance published by the Minister for Infrastructure. It should enable consumers, the Consumer Council for Northern Ireland (CCNI) and others to see the improvements that will be delivered from the revenue available.
- 1.4 The company’s commitment to delivery of outputs should reflect the minimum requirements for the PC21 period. This includes:
  - The priorities identified in the Minister for Infrastructure’s Social and Environmental Guidance.
  - The key outputs summarised in Tables 3.1 and 3.2 of the PC21 Final Determination.
  - The development outputs listed in Table 3.3 and Annex T of the PC21 Final Determination. This includes for:
    - ◆ Developing, defining and introducing the long list of consumer measures as detailed in the Final Determination Main Report – Section 3 Outputs and Outcomes, sub-Section, “Consumer views and Customer Service Measures”.
    - ◆ Work to enhance protection for vulnerable consumers through the Consumer Protection Programme and Best Practice Frameworks Project.
  - The nominated outputs itemised in Annex G of the PC21 Final Determination<sup>1</sup>.
- 1.5 The delivery of PC21 outputs will be monitored and reported on annually by the Utility Regulator through its Annual Information Return and Cost and Performance report processes, as well as through separate compliance

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<sup>1</sup> Subject to any changes agreed by stakeholders through the change control protocol.

monitoring and reporting by the quality regulators (Drinking Water Inspectorate and the Northern Ireland Environment Agency).

- 1.6 The measures in the Monitoring Plan tables are a subset of a more detailed list of outputs included in the company's Outputs Monitoring Submission (OMS). This will be used by stakeholders to monitor progress on a quarterly basis at the Output Review Group and the final content will be discussed and agreed with the company prior to quarterly reporting commencing.
- 1.7 It is anticipated that the OMS for PC21 will include a separate section to cover the long list of new consumer measures identified in the "Consumer views and Customer Service Measures" section of our final determination. Many of these will require monitoring and review by the Consumer Measures / Satisfaction Working Group (CM/SAT) and monitoring and reporting will be incorporated into the OMS once they are defined and adopted. This will allow the Output Review Group to examine progress against milestones on a quarterly basis.
- 1.8 It is recognised that the content of the monitoring plan may need to be amended to take account of, for example:
  - Amendments to anticipated levels of public expenditure funding in line with any reviews carried out under the Memorandum of Understanding and Consequent Written Agreement between DfI and the Utility Regulator.
  - Inclusion of new consumer measures and targets developed and agreed through CM/SAT or through the Consumer Protection Programme and Best Practice Frameworks Project.
  - Inclusion of new measures/targets and/or adjustment of existing targets to reflect the outcome of investment in development objectives by NI Water in the first half of PC21.
- 1.9 If this is necessary we would plan to make these changes at the PC21 mid-term review and deal with any shorter term requirements through the OMS, where possible.

## 2. The Monitoring Plan

### Overview

- 2.1 The company is required to set its commitment to delivering the outcome of the PC21 price review covering the period April 2021 to March 2027.
- 2.2 The Monitoring Plan should comprise of three parts:
- A short summary of the key benefits that will be delivered in PC21;
  - Two prescribed tables containing data on the outcomes that will be delivered; and
  - Supporting text which should set out the company's commitment to delivering the outcome of the PC21 price review, explain how priorities were established and explain the company's strategy for delivering these commitments to consumers.
- 2.3 The structure and extent of the supporting information submitted is largely a matter for the company to decide. However, in developing the scope and content of the Monitoring Plan, the company must satisfy itself that it has clearly stated the outputs it intends to deliver in PC21 and its strategy for delivering them. Relevant stakeholders should be consulted to ensure that they are content with the presentation of commitments within the plan and that any outputs associated with Quality Regulator requirements are those that were agreed for the final determination and any commitments on consumer measures reflect CCNI's requirements and understanding.
- 2.4 Although the company is required to submit numerical information in two prescribed tables, we do not expect it to prepare and submit the Monitoring Plan as a series of commentaries on the tables. The plan should be presented in a way that will allow interested parties, especially consumers, to read it as a whole, drawing on the numerical information in the tables as necessary.
- 2.5 The commitments made by the company in the Monitoring Plan may be subject to change. For example as a consequence of the need to address emerging water quality or environmental compliance issues or the need to adjust outputs in line with available funding. If such changes are required, they will be undertaken through the processes and mechanisms established under the current governance arrangements.

### Development outputs

- 2.6 Not all of the outputs which NI Water must deliver can be measured against numerical targets in the short to medium term. The work which NI Water undertakes to develop its capability and introduce new techniques is equally important for the long term development of the services it provides to

consumers and the cost of those services.

- 2.7 Table 3.3 in the PC21 final determination main report and Annex T, identify a number of development outputs intended to ensure a continued focus on key areas which cannot be monitored by numerical targets. These outputs are an integral part of the Utility Regulator's determination and we would expect the company's Monitoring Plan submission to state its commitment to delivering them during PC21.
- 2.8 This includes the long list of new consumer measures identified in the "Consumer views and Customer Service Measures" section of our final determination and work to enhance protection for vulnerable consumers through the Consumer Protection Programme and Best Practice Frameworks Project.
- 2.9 The PC21 development outputs have not been included as a separate table in the Monitoring Plan requirements. Reporting of delivery against these outputs will be incorporated into the Annual Information Return and the company will be expected to report progress against each output annually. In addition reporting against the new consumer measures will be incorporated into the quarterly Output Monitoring submission they are defined and adopted.

### **Summary of benefits**

- 2.10 The Monitoring Plan should include a short summary of the key benefits the company will deliver to consumers in PC21.

### **Strategy for delivering commitments in the period 2021-27**

- 2.11 The Monitoring Plan should include a summary of the company's overall strategy for serving its consumers in PC21.
- 2.12 The strategy should not only be set within the context of the PC21 period, but also the longer term. It should explain how the company plans to build on the work in PC21 and beyond.
- 2.13 It should explain how the company's plans have been developed in the context of the Minister for Infrastructure's Social and Environmental Guidance, the Utility Regulator's final determination and the priorities and expectations established through consumer engagement.
- 2.14 It should also highlight the improvements that will be evident to consumers across the period, covering the key areas of focus identified in Annex E of the final determination, drawing on the information in Tables 1 and 2 of the Monitoring Plan as necessary.
- 2.15 The overall strategy should incorporate commitments on:

- Service to consumers;
- Maintaining and improving drinking water quality and the environment;
- Improving the sustainability of the services delivered to consumers to reduce its overall impact on the environment both now and in the future; and
- Developing the company's planning capability.

2.16 The Monitoring Plan should explain the benefits to consumers and the environment in terms that are relevant to the reader.

2.17 The company does not necessarily have to develop a new document for this element of the submission. It can choose to submit documents, or updates of documents, previously drafted for its PC21 Business Plan submission if it believes they address the requirements set out above.

### Supporting tables

2.18 The Monitoring Plan requires the company to complete two tables of numerical information that confirm the targets for the period. These tables are abbreviated versions of Tables 4.1 and 4.2 of the PC21 Information Requirements.

Table	Title
1	Commitments on Water Provision and Service Outputs
2	Commitments on Sewerage Provision and Service Outputs

**Table 2.1: Monitoring Plan for 2021-2027– prescribed tables**

2.19 The detailed reporting requirements for the tables are set out in Annex A.

2.20 Much of the information included in the Monitoring Plan tables is also reported in the Annual Information Return (AIR) and where appropriate, reference to the equivalent AIR table and line number has been included in the detailed line descriptions. In these cases, the more detailed definitions and requirements stated in the AIR should apply to the assessment and submission of the data.



### **3. Submission and Publication**

- 3.1 We expect the company to provide us with a draft Monitoring Plan on or before 6<sup>th</sup> August 2021. A final copy of the Monitoring Plan shall be sent to the Utility Regulator on or before the 20<sup>th</sup> August 2021.
- 3.2 The Monitoring Plan, including the prescribed tables and summary of key benefits, will be published on the Utility Regulator's website at noon on the 25<sup>th</sup> August 2021.
- 3.3 At the same time, the company should publish the Monitoring Plan, including the prescribed tables and summary of key benefits, on its website.
- 3.4 NI Water should send copies of the Monitoring Plan to DfI, the quality regulators and to CCNI. The company may also wish to forward copies of the PC21 Monitoring Plan to elected representatives (MPs, MLAs, councillors), local authorities and other interested parties.

# Annex A - PC21 Monitoring Plan - Table Line Definitions

**Table 1 – Commitment on Water Provision and Services Outputs**

**Table 1 – Block A – Consumer service water**

<b>LINE 1</b>	DG2 Properties at risk of low pressure removed from the risk register by company action	nr	0dp
<b>Definition</b>	The number of properties which have been confirmed as at risk of receiving low pressure, where company action in the year restores the reference level of service and this is confirmed through a complete post project appraisal.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 1 or Table 2 Line 4b		
<b>LINE 2</b>	DG2 Properties receiving pressure below the reference level at end of year	nr	0dp
<b>Definition</b>	The total number of properties in the undertaker's area of water supply which, at the end of the year, have received and are likely to continue to receive a pressure or flow below the reference level.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 2 or Table 2, Line 3 or Table 44, Line 2		
<b>LINE 3</b>	DG3 Supply Interruptions > 12hrs (unplanned & unwarned)	%	2dp
<b>Definition</b>	The percentage of properties affected by interruptions to supply of more than twelve hours' duration which are unplanned, un-warned (excluding overruns of planned and warned interruptions) except for those caused directly by third parties. It includes interruptions for which consumers are notified less than 48 hours in advance.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 3		
<b>LINE 4</b>	DG3 Supply interruptions (overall performance score)	nr	2dp
<b>Definition</b>	A score calculated from the percentage of properties in the company's area affected by unplanned and unwarned supply interruptions greater than 6 hours, 12 hours and 24 hours.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 4 or Table 44, Line 8		
<b>LINE 5</b>	DG8 % metered customers received bill based on a meter reading	%	2dp
<b>Definition</b>	Bills for metered customers; the percentage of customers with metered accounts, who during the year receive at least one bill based on a company or customer meter reading.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 7 or Table 44, Line 47		

<b>LINE 6</b>	Unwanted contacts	nr	0dp
<b>Definition</b>	Total number of unwanted contacts made by customers to the company during the reporting year.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table 5, Line 20		

<b>LINE 7</b>	First Point of Contact Resolved (FPOCR)	%	1dp
<b>Definition</b>	A contact is deemed to be dealt with at first point if there is no repeat contact from the same property on the same issue in the time-period applying.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table 5, Line 22		

<b>LINE 8</b>	Net Promoter Score	nr	2dp
<b>Definition</b>	CESS NPS-style recommendation Q70  The annual satisfaction score generated by 4 waves of customer surveys (1 = 'not at all likely' and 10 = 'extremely likely' to recommend their water company to a friend or colleague)		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table 5, Line 23		

<b>LINE 9</b>	Total leakage	MI/d	0dp
<b>Definition</b>	The total leakage including distribution losses and supply pipe leakage, calculated using the methodology the company adopted to develop its leakage targets and uses to prepare the Annual Information Return.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 12 or Table 10, Line 25		

<b>LINE 10</b>	Security of Supply Index	nr	0dp
<b>Definition</b>	Security of supply index calculated using the levels of service the company uses to plan its supply/demand balance.  A score of 100 will indicate that the actual level of service provided to all customers meets or betters the planned level of service.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 13 or Table 10, Line 31, or Table 10a(i) Column 14		

<b>LINE 11</b>	Percentage of NI Water's power usage derived from renewable sources.	%	1dp
<b>Definition</b>	The percentage of NI Water's power usage derived from renewable sources.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 14		

**Table 1 – Block B – Quality Water**

<b>LINE 12</b>	% overall compliance with drinking water regulations	%	2dp
<b>Definition</b>	The percentage overall compliance of the public water supply with the regulatory water quality standards set by the European Union Drinking Water Directive (and as required by National legislation). This figure should be based on statutory samples taken for key water quality parameters at water treatment works, service reservoirs and consumers' taps and be consistent with the overall compliance figure reported on a calendar year basis by DWI in its annual Drinking Water Quality Report.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 15a		

<b>LINE 13</b>	% compliance at consumers tap	%	2dp
<b>Definition</b>	The percentage compliance of the public water supply with the regulatory water quality standards set by the European Union Drinking Water Directive (and as required by National legislation) at consumer taps. This figure should be based on statutory samples taken for key water quality parameters at consumers' taps and be consistent with the overall "consumers' tap or supply point" compliance figure reported on a calendar year basis by DWI in its annual Drinking Water Quality Report.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 15b		

<b>LINE 14</b>	% iron compliance at consumers tap	%	2dp
<b>Definition</b>	The percentage compliance of the public water supply with the regulatory water quality standard set by the European Union Drinking Water Directive (and as required by National legislation) for iron at consumer taps. This figure should be based on statutory samples taken for iron at consumers' taps and be consistent with the iron compliance figure reported on a calendar year basis by DWI in its annual Drinking Water Quality Report.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 16		

<b>LINE 15</b>	% Service Reservoirs with coliforms in >5% samples	%	2dp
<b>Definition</b>	The percentage of the overall number of service reservoirs that have not complied with the national regulatory standard (i.e. at least 95 percent of samples collected weekly from each service reservoir throughout the calendar year to be free from all coliform bacteria).  This should be consistent with information reported on a calendar year basis by DWI in its annual Drinking Water Quality Report.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 17 or Table 11, Line 21		

**Table 1 – Block C – Water Outputs**

<b>LINE 16</b>	Water mains activity – Length of new, renewed or relined mains.	km	Odp
<b>Definition</b>	<p>Length of new, renewed or relined mains in the year as part of a programme of planned upgrades.</p> <p>Include new mains and mains renewals involving upsizing, whose prime justification is the requirement for additional capacity.</p> <p>Include mains whose prime purpose is renewal of an existing main, even where the existing main remains in service (i.e. is not abandoned immediately on commissioning of new main). Include mains sleeving/pipe cracking/sliplining and all spray applied lining where used for this prime purpose category of work.</p> <p>Exclude mains activity forming part of the nominated trunk mains schemes, new connections, mains on new developments, requisitioned mains and diversions of existing assets to facilitate road schemes or new developments.</p>		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 18 or Table 11, Line 6b		
<b>LINE 17</b>	Completion of nominated trunk main schemes	nr	Odp
<b>Definition</b>	<p>The number of nominated trunk main schemes achieving their beneficial use milestone in the year.</p> <p>The beneficial use milestone date used should be as defined in the PC21 Capital Investment reporting requirements and consistent with that submitted in the PC21 Capital Investment Tables.</p>		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 19 or Table 11, Line 22		
<b>LINE 18</b>	Completion of nominated water treatment works schemes	nr	Odp
<b>Definition</b>	<p>The number of nominated water treatment upgrades schemes achieving their beneficial use milestone in the year.</p> <p>The beneficial use milestone date used should be as defined in the PC21 Capital Investment reporting requirements and consistent with that submitted in the PC21 Capital Investment Tables.</p>		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 20 or Table 11, Line 23		

<b>LINE 19</b>	Completion of nominated improvements to increase the capacity of service reservoirs and clear water tanks.	nr	Odp
<b>Definition</b>	<p>The number of nominated service reservoirs and clear water tanks schemes achieving their beneficial use milestone in the year.</p> <p>The beneficial use milestone date used should be as defined in the PC21 Capital Investment reporting requirements and consistent with that submitted in the PC21 Capital Investment Tables.</p>		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 21 or Table 11, Line 24		

**Table 1 – Block D – Serviceability**

<b>LINE 20</b>	Water infrastructure serviceability	Text	N/A
<b>Definition</b>	<p>Company assessment of the trend in serviceability to customers provided by water infrastructure assets, as measured by movements in service and asset performance indicators.</p> <p>Assess as: Improving, Stable, Marginal or Deteriorating.</p>		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 22 or Table 46, Line 16		

<b>LINE 21</b>	Water non-infrastructure serviceability	Text	N/A
<b>Definition</b>	<p>Company assessment of the trend in serviceability to customers provided by water non-infrastructure assets, as measured by movements in service and asset performance indicators.</p> <p>Assess as: Improving, Stable, Marginal or Deteriorating.</p>		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 23 or Table 46, Line 30		

**Table 1 – Block E – PC15 Additional Water Service Output Measures**

<b>LINE 22</b>	Number of lead communication pipes replaced under the proactive lead replacement programme	nr	0dp
<b>Definition</b>	The number of lead communication pipes replaced in the reporting year through the proactive lead pipe replacement program. Excludes the number of lead communication pipes replaced through mains rehabilitation or as a consequence of water quality sample results or consumer requests, which are captured separately on lines 8a, 8b and 8c of Table 11 of the Annual Information Return.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line, 25 or Table 11, Line 8d		

<b>LINE 23</b>	Number of school visits	nr	0dp
<b>Definition</b>	The number of school visits. This should equate to the total number of Water Bus visits, class visits and activities held at the Education Centre.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 26		

<b>LINE 24</b>	Number of other education events	nr	0dp
<b>Definition</b>	Number of other education and public awareness events, excluding school visits. This should include community visits, attendance at community events and events held at the Silent Valley or the Education Centre.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table A, Line 27		

**Table 1 – Block F – PC21 Additional Water Service Output Measures**

<b>LINE 25</b>	Number of catchments where management plan recommendations have been delivered.	nr	0dp
<b>Definition</b>	The number of catchments where interventions have been implemented. The focus for PC21 will therefore be to progress from planning to implementation of solutions to contribute to achieving SCAMP objectives.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	Not applicable		

<b>LINE 26</b>	Number of treatability studies completed	nr	0dp
<b>Definition</b>	The number of treatability studies completed. Studies should be completed in line with the delivery profile so that the outcomes are available in time to inform its PC27 submission. We also expect it to prioritise the studies in consultation with DWI so that the programme addresses water treatment works that are of greatest priority.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	Not applicable		

## Table 2 – Commitments on Sewerage Provision and Service Outputs

### Table 2 – Block A – Customer service sewerage

<b>LINE 1</b>	DG5 Properties at risk of flooding - number removed from the 2 in 10, 1 in 10 and 1 in 20 risk register by company action.	nr	Odp
<b>Definition</b>	<p>The number of properties removed from the 2 in 10, 1 in 10 and 1 in 20 "at risk" register by company action in the reporting year.</p> <p>These are properties removed from being at risk of flooding due to company action such as sewer enhancement which is linked to capital investment (for capital maintenance, ESL or SDB purposes) in the sewerage system.</p>		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 1		
<b>LINE 2</b>	DG5 Properties on the 2 in 10, 1 in 10 and 1 in 20 risk register at the end of the year	nr	Odp
<b>Definition</b>	<p>The total number of properties which have flooded and are deemed to be at risk of flooding more than twice in ten years, more than once in ten years (but less than 2 in 10) and more than once in twenty years (but less than 1 in 10) at the end of the year.</p>		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 2		



**Table 2 – Block B – Quality sewerage**

<b>LINE 3</b>	% WwTW discharges compliant with numeric consents	%	1dp
<b>Definition</b>	<p>The percentage of wastewater treatment works discharges with numeric discharge consents which were sampled on behalf of the Northern Ireland Environment Agency (NIEA) in the calendar year and found to be compliant with the consent conditions.</p> <p>Compliance shall be assessed for all WwTW which have a numeric consent as defined by NIEA in its assessment of compliance for the calendar year.</p> <p>Compliance of each WwTW shall be assessed against all consent parameters and conditions considered by NIEA when it assesses and publishes compliance data for the calendar year.</p> <p>The denominator used to calculate percentage compliance shall be the total number of WwTW discharges with numeric consents as defined by NIEA in its assessment of compliance for the calendar year. The numerator shall be the number of discharges recorded as having no failures of the consent conditions considered by NIEA when it assesses and publishes compliance data for the calendar year.</p> <p>The % WwTW compliance reported should be the same as that reported by NIEA for the % of WwTWs compliant with numeric consents for the calendar year.</p>		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 3		

<b>LINE 4</b>	% of total p.e. served by WwTWs compliant with numeric consents excluding upper tier failures	%	1dp
<b>Definition</b>	<p>Percentage of population equivalent served by wastewater treatment works with numeric consents which were sampled on behalf of the Northern Ireland Environment Agency (NIEA) in the calendar year and found to be compliant with the consent conditions excluding upper tier failures.</p> <p>Compliance shall be assessed for all WwTW which have a numeric consent as defined by NIEA in its assessment of compliance for the calendar year.</p> <p>Compliance for each WwTW shall be assessed against all consent parameters and conditions considered by NIEA when it assesses and publishes compliance data for the calendar year excluding upper tier failures.</p> <p>The denominator used to calculate percentage compliance shall be the total population equivalent for WwTW discharges with numeric consents as defined by NIEA in its assessment of compliance for the calendar year. The numerator shall be population equivalent of discharges which do not fail any of the consent conditions considered by NIEA when it assesses and publishes compliance data for the calendar year.</p> <p>The % of total p.e. served by WwTWs compliant with numeric consents excluding upper tier failures should be consistent with the information reported by NIEA for the calendar year.</p>		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 4		

<b>LINE 5</b>	Small WwTW compliance (works greater than or equal to 20p.e. but less than 250p.e.)	%	2dp
<b>Definition</b>	<p>Proportion of small WwTWs which fall into the size band 20 – 249 p.e. (inclusive) that have been assessed as compliant with consent conditions in the calendar year by NIEA, expressed as a percentage of the total number of small WwTWs in the size band</p>		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 5		

<b>LINE 6</b>	Number of high and medium pollution incidents attributable to NI Water.	nr	0dp
<b>Definition</b>	<p>The total number of high and medium category water and sewerage pollution incidents attributed to NI Water in the calendar year.</p> <p>This should be consistent with information reported by NIEA.</p>		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 6		

**Table 2 – Block C – Sewerage outputs**

<b>LINE 7</b>	Sewerage activity – Length of sewers replaced or renovated	km	0dp
<b>Definition</b>	Length of sewers replaced or renovated in the year to maintain serviceability or to enhance service / quality. Include all cement and epoxy relining.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 7 or Table 16, Line 11a		

<b>LINE 8</b>	Delivery of improvements to nominated UIDs as part of a defined programme of work.	nr	0dp
<b>Definition</b>	<p>The number of nominated unsatisfactory intermittent discharges achieving their beneficial use milestone in the year.</p> <p>The beneficial use milestone date used should be as defined in the PC21 Capital Investment reporting requirements and be consistent with that submitted in the PC21 Capital Investment Tables.</p>		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 8 or Table 16, Line 26		

<b>LINE 9</b>	Delivery of improvements to nominated WwTWs as part of a defined programme of work.	nr	0dp
<b>Definition</b>	<p>The number of nominated wastewater treatment works achieving their beneficial use milestone in the year.</p> <p>The beneficial use milestone date used should be as defined in the PC21 Capital Investment reporting requirements and be consistent with that submitted in the PC21 Capital Investment Tables.</p>		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 9 or Table 16, Line 27		

<b>LINE 10</b>	Small wastewater treatment works delivered as part of the rural wastewater investment programme	nr	0dp
<b>Definition</b>	Number of small wastewater treatment works improved under the Rural Wastewater Investment Programme agreed with NIEA.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 10 or Table 16, Line 28		

**Table 2 – Block D – Serviceability**

<b>LINE 11</b>	Sewerage infrastructure serviceability	Text	N/A
<b>Definition</b>	Company assessment of the trend in serviceability to customers provided by sewerage infrastructure assets, as measured by movements in service and asset performance indicators.  Assess as: Improving, Stable, Marginal or Deteriorating.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 11 or Table 46, Line 45		

<b>LINE 12</b>	Sewerage non-infrastructure serviceability	Text	N/A
<b>Definition</b>	Company assessment of the trend in serviceability to customers provided by sewerage non-infrastructure assets, as measured by movements in service and asset performance indicators.  Assess as: Improving, Stable, Marginal or Deteriorating.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 12 or Table 46, Line 54		

**Table 2 – Block E – PC15 Additional Sewerage Service Output Measures**

<b>LINE 13</b>	CSO and EO discharges at which event and duration monitoring equipment has been installed/fully optimised, and meet NIEA requirements	nr	0dp
<b>Definition</b>	Number of CSO and EO discharges at which event and duration monitoring equipment has been installed/fully optimised during the report year and meet NIEA requirements.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 13 or Table 16, Line 29		

<b>LINE 14</b>	Number of qualifying WwTWs delivered as part of the defined programme of improvements to comply with PPC Regulations	nr	0dp
<b>Definition</b>	Number of qualifying Wastewater Treatment Works delivered as part of the defined programme of improvements to comply with PPC Regulations.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 14 or Table 16, Line 30		

<b>LINE 15</b>	Impermeable surface water collection area removed from the combined sewerage network	m <sup>2</sup>	0dp
<b>Definition</b>	Impermeable surface water collection area (such as roads and pavements, roofs and hardstandings) removed from the combined sewerage network through the storm water separation and infiltration reduction programme.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 15 or Table 16, Line 31		

<b>LINE 16</b>	Number of 'sustainable solution' WwTW solutions delivered (p.e. ≥ 250)	nr	0dp
<b>Definition</b>	Number of 'sustainable solution' WwTWs serving a p.e. ≥ 250 delivered as part of the defined programme of work for improvements to nominated WwTWs. This should be consistent with information submitted in the PC21 Capital Investment Tables.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 16 or Table 16, Line 32		

<b>LINE 17</b>	Number of sustainable WwTW solutions delivered (p.e. < 250)	nr	0dp
<b>Definition</b>	Number of 'sustainable solution' WwTW serving a p.e. < 250 delivered as part of the defined programme of work for improvements to nominated WwTWs. This should be consistent with information submitted in the PC21 Capital Investment Tables.		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	AIR20, Table B, Line 17 or Table 16, Line 33		

**Table 2 – Block F – PC21 Additional Sewerage Service Output Measures**

<b>LINE 18</b>	Number of current Economic Constraint Areas removed by PC21 investment	nr	0dp
<b>Definition</b>	<p>The number of current Economically Constrained Areas (ECAs) which have economic development released as a consequence of PC21 investment.</p> <p>ECAs are defined as priority hub towns that face economic development freeze conditions or severe growth constraints due to inadequate sewerage infrastructure - either treatment capacity, network or both. The number reported should relate to the areas that were assessed as being constrained at the time of the PC21 business plan submission.</p>		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	Not applicable		

<b>LINE 19</b>	Number of current Serious Development Restrictions removed by PC21 investment	nr	Odp
<b>Definition</b>	<p>The number of current Serious Development Restrictions (SDRs) which have economic development released as a consequence of PC21 investment.</p> <p>SDRs are defined as other non-hub towns where the sewerage infrastructure (either treatment capacity, network or both) is deemed to be at full capacity. The number reported should relate to the areas that were assessed as being constrained at the time of the PC21 business plan submission.</p>		
<b>Processing rule</b>	Input		
<b>AIR Ref.</b>	Not applicable		