

Table 1 - Yorkshire Water - A summary of our monitoring plan for 2005-10

OVERALL STRATEGY FOR 2005-10 PERIOD AND TOP 5 STRATEGIC OBJECTIVES	
Yorkshire Water's vision is to be known as clearly the best water company in the UK. To help us achieve this vision we have set strategic business objectives of:	
Service +	exceeding our customers' (and stakeholders') expectations
Compliance +	delivering exemplary regulatory and environmental performance
Value +	sector leading financial performance
People +	being a great place to work leading to a better motivated and more effective work force
Society	to become a national role model in employee volunteering, and to improve access to our land and reservoirs for the enjoyment of visitors.
Over the next five years, we are looking to build on our past achievements and invest more in pipes, sewers and treatment works, whilst continuing to play our part in protecting the environment on a long-term sustainable basis.	
The benefits to Yorkshire will include improved water quality and the environmental improvements to our rivers that the Government is looking for.	
Our over-riding aim is to safeguard Yorkshire's water and sewerage infrastructure and maintain levels of service whilst at the same time making further efficiencies and keeping prices as low as possible for the customer.	

TOP 5 QUALITY AND SERVICE IMPROVEMENTS IN 2005-10 PERIOD
We propose to invest £1.5 billion over the next five years so that we can:
- Maintain asset serviceability and services to customers (£691m)
- Improve drinking water and environmental quality (£686). This includes:
- rehabilitation of the water distribution network (£163m)
- protecting the high quality of our drinking water (£79m)
- Freshwater Fish Directive (£227m)
- reducing the number of unsatisfactory intermittent discharges (£88m)
- Reduce flooding from sewers (£16m)
- Maintain reliability of water supplies and capacity of sewerage services (£60m)
Note: Amounts quoted above are after deducting grant and contributions

WHAT IS DRIVING THE CHANGES IN BILLS? (November 2003 PRICES)		Water	Sewerage
Average household bill in 2004-05		117	126
Less	(1) past efficiency savings and outperformance	-6	-7
	(2) scope for reduction through future efficiency improvements	-3	-4
Plus	(3) maintaining base services	9	7
	of which		
	a) changes in revenue	-7	-5
	b) changes in operating costs	4	2
	c) changes in capital maintenance	1	-2
	d) impact of taxation	9	10
	e) financing	2	2
	(4) maintaining security of supplies to all customers	2	2
	(5) the impact of improvements in drinking water quality	14	
	(6) the impact of environmental improvements		29
(7) improvements in service performance		2	
Average household bill in 2009-10		133	155

PRICE LIMITS AND EFFECT ON AVERAGE BILLS (November 2003 prices)							
		2004-05	2005-06	2006-07	2007-08	2008-09	2009-10
	Price limit	3.2	5.5	4.9	3.6	3.6	2.1
W	Indicative price limit (water service)	3.7	5.4	4.7	2.7	2.5	0.7
1	Typical measured household bill	100.379	105.3	110.25	113.22	116.05	116.87
2	Typical unmeasured household bill	123.027	130.11	136.23	139.91	143.4	144.41
3	Average household bill	116.6	122.24	127.11	130.1	133.06	133.66
S	Indicative price limit (sewerage service)	3.4	5.6	5.1	4.5	4.6	3.4
1	Typical measured household bill	104.76	109.93	115.54	120.74	126.29	130.59
2	Typical unmeasured household bill	135.279	143.25	150.55	157.33	164.56	170.16
3	Average household bill	126.44	133.2	139	144.72	150.9	155.358

ESTIMATE OF EXPENDITURE NEEDS (2002-03 prices)		Annual average for the 2005-2010 period (£/property/annum)
1	Total operating expenditure	115
2	Total capital maintenance expenditure	67
3	Total capital enhancement expenditure	74
4	Average annual number of properties used as the denominator in the above calculation	2,055,285

For further information go to <http://www.yorkshirewater.com> or contact Ian Whitear (01274 692168)

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Table 2 - Yorkshire Water - Price limits and household bills

Line description	Units	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10
A Price limits & infrastructure charge limit							
1 Price limits 'K'	%	3.5	5.5	4.9	3.6	3.6	2.1
2 Water service indicative 'K'	%	3.7	5.4	4.7	2.7	2.5	0.7
3 Sewerage service indicative 'K' (if applicable.)	%	3.4	5.6	5.1	4.5	4.6	3.4
4 Infrastructure charge limit - water service	£	251	251	251	251	251	251
5 Infrastructure charge limit – sewerage service	£	251	251	251	251	251	251
B Projected household bills - water service							
6 Typical unmeasured h'hold bill - November 2003 prices	£	123	130	136	140	143	144
7 Typical measured h'hold bill - November 2003 prices	£	100	105	110	113	116	117
8 Average h'hold bill - November 2003 prices	£	117	122	127	130	133	134
C Projected household bills - sewerage service							
9 Typical unmeasured h'hold bill - November 2003 prices	£	135	143	151	157	165	170
10 Typical measured h'hold bill - November 2003 prices	£	105	110	116	121	126	131
11 Average h'hold bill - November 2003 prices	£	126	133	139	145	151	155
D Further illustrative bills for unmeasured households - water service							
12 Annual bill for unmeasured households with a rateable value of £100	£	100	106	111	114	117	117
13 Annual bill for unmeasured households with a rateable value of £300	£	249	264	276	284	291	293
E Further illustrative bills for measured households - water service							
14 Annual bill for measured households with a billed demand of 60m ³	£	73	76	80	82	84	84
15 Annual bill for measured households with a billed demand of 160m ³	£	158	166	174	179	183	185
F Further illustrative bills for unmeasured households - sewerage service							
16 Annual bill for unmeasured households with a rateable value of £100	£	110	116	122	128	133	138
17 Annual bill for unmeasured households with a rateable value of £300	£	274	290	305	318	333	344
G Further illustrative bills for measured households - sewerage service							
18 Annual bill for measured households with a billed demand of 60m ³	£	81	82	86	90	94	98
19 Annual bill for measured households with a billed demand of 160m ³	£	163	172	181	189	198	204

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Table 3 - Yorkshire Water - Water service - Current performance & planned outputs

Line description	Units	Current performance	AMP4 profile	Level of performance by				
		2003-04		2005-06	2006-07	2007-08	2008-09	2009-10
A Service performance								
1 DG2 Properties at risk of receiving low pressure	nr	174	S	174	174	174	174	174
2 DG3 Supply interruptions (overall performance score)	nr	0.19	S	0.19	0.19	0.19	0.19	0.19
3 DG6 % billing contacts dealt with within 5 days	%	100	S	100	100	100	100	100
4 DG7 % written complaints dealt with within 10 days	%	99.8	S	100	100	100	100	100
5 DG8 % metered customers receiving bill based on a meter reading	%	99.8	S	100	100	100	100	100
6 DG9 % calls abandoned	%	1.96	S	1.7	1.7	1.7	1.7	1.7
7 DG9 % calls receiving the engaged tone	%	1.59	S	1.5	1.5	1.5	1.5	1.5
8 Water ESL (1) (enter description)		None	None	0	0	0	0	0
9 Water ESL (2) (enter description)		None	None	0	0	0	0	0
B Water sales & supply/demand balance								
10 Billed water delivered	MI/d	1,061	F	1001.31	1003.40	1005.51	1007.59	1009.68
11 Sewage collected (if applicable)	MI/d		F	937.25	932.06	927.29	922.90	918.87
12 Water available for use	MI/d	1431.67	S	1429.35	1429.35	1429.35	1429.35	1429.35
13 Distribution input (dry year)	MI/d	1335.22	F	1331.44	1329.41	1328.19	1326.95	1325.85
14 Security of supply index (reference levels of service)	nr	100	S	100	100	100	100	100
15 Security of supply index (planned levels of service)	nr	100	S	100	100	100	100	100
16 Total leakage	MI/d	295.01	S	297.4	297.1	297.1	297.1	297.1
C Serviceability to customers								
17 Water infrastructure	text	Stable	Stable	Stable	Stable	Stable	Stable	Stable
18 Water non- infrastructure	text	Improving	Stable	Stable	Stable	Stable	Stable	Stable
D Defined outputs for maintaining base services								
19 Water infrastructure (1)		Description		Programme of work				
20 Water infrastructure (2)		None		None				
21 Water infrastructure (3)		None		None				
22 Water non-infrastructure (1)		None		None				
23 Water non-infrastructure (2)		None		None				
24 Water non-infrastructure (3)		None		None				

Profile codes
S - Stable
R - Rising
F - Falling
P - Peaking in a particular year (* = 1 to 5)
T - Trough in a particular year (* = 1 to 5)

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Table 4 - Yorkshire Water - Water service - Drinking water quality performance

Line description	Units	Current performance	AMP4 profile	Level of performance by				
		2003-04		2005-06	2006-07	2007-08	2008-09	2009-10
A Quality & environmental compliance								
1	%		F	23.18	20.85	20.39	16.13	0
2	%	100	R	76.82	79.15	79.61	83.87	100
3	%	79.7	F	67.7	61.7	52.5	13.8	12.2
4	%	99.95	R	99.94	99.95	99.95	99.96	99.96
5	%	99.43	R	99.56	99.60	99.68	99.73	99.78
B Drinking water quality outputs								
6	nr	6	P5	2	8	2	1	9
7	km	671	F	573	530	482	446	35
8	km		S	260	260	243	243	243
C Environmental water outputs								
9	nr		P3	0	1	2	0	2
10	nr		S	0	0	0	0	0
11	nr		S	0	0	0	0	0

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Notes:

Line 6: The two regulatory outputs at Loftsme Bridge WTW have been counted as one output in this table.

Line 8: Includes additional 34km of mains cleaning, not in the projects database, to achieve acceptability of water to customer

Table 5 - Yorkshire Water - Sewerage service - Current performance & planned outputs

Line description	Units	Current performance	AMP4 profile	Level of performance by				
		2003-04		2005-06	2006-07	2007-08	2008-09	2009-10
A Service performance								
1 DG5 properties at risk of internal flooding (2 in 10 years)	nr	79	T3	63	58	59	66	73
2 DG5 properties at risk of internal flooding (1 in 10 years)	nr	227	T3	190	165	137	143	149
3 Properties at risk of internal flooding (1 in 20)	nr	97	R	135	155	175	195	215
4 Properties internally flooded due to overloaded sewers	nr	119	F	94	93	92	91	90
5 Properties internally flooded due to other causes	nr	274	F	248	246	243	240	240
6 Properties/areas externally flooded due to overloaded sewers	nr	122	S	285	285	285	285	285
7 Properties/areas externally flooded due to other causes	nr	261	S	260	260	260	260	260
B Serviceability to customers								
8 Sewerage infrastructure		Stable	S	Stable	Stable	Stable	Stable	Stable
9 Sewerage non- infrastructure		Deteriorating	R	Marginal	Marginal	Stable	Stable	Stable
C Defined outputs for maintaining base services								
10 Sewerage infrastructure (1)		-		-	-	-	-	-
11 Sewerage infrastructure (2)		-		-	-	-	-	-
12 Sewerage infrastructure (3)		-		-	-	-	-	-
13 Sewerage non-infrastructure (1)		Odour abatement		Odour abatement at Knostrop WWTW, Beverley WWTW, Malton WWTW, Northallerton WWTW by 2010				
14 Sewerage non-infrastructure (2)		-		-	-	-	-	-
15 Sewerage non-infrastructure (3)		-		-	-	-	-	-

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Table 6 - Yorkshire Water - Sewerage service - Environmental programme 2005-10

Line description		Units	Current performance 2003-04	AMP4 profile	Level of performance by				
					2005-06	2006-07	2007-08	2008-09	2009-10
A Quality & environmental compliance									
1	% of sewage treatment works non-compliant (WRA numeric consents)	%	3.26	F	4.4	4	3.6	3.1	2.7
2	% of sewage treatment works non-compliant (UWWTD consents)	%	0	S	0	0	0	0	0
3	% of total p.e. served by sewage treatment works in breach of WRA consent (LUT)	%	0.20	S	0	0	0	0	0
4	% of total p.e. served by sewage treatment works in breach of UWWTD consent (LUT)	%	0	S	0	0	0	0	0
5	% of Intermittent discharges unsatisfactory	%	19.0	F	15	11	8	8	0
6	% of total sewage sludge produced managed in a satisfactory wa	%	100	S	100	100	100	100	100
B Quality and environmental activities and outputs									
7	Unsatisfactory intermittent discharges dealt with	nr		T4	233	98	66	23	200
8	First time sewerage schemes	prop	0	P3	0	9	27	0	0
9	Sewage treatment works improved	nr		T4	143	3	5	2	22
10	Additional sewage sludge arising from new quality obligations since 2004-05	ttds	0	R	0	0.1	0.6	0.2	14.1
11	Total sewage sludge produced	ttds	129.2	R	141.2	141.3	141.8	142.0	156.1
12	Investigations completec	nr		P2	1	24	0	0	2

Profile codes
S - Stable
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T - Trough in a particular year (* = 1 to 5)

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Table 7 - Yorkshire Water - Water service - Key activity projections

Line description	Units	Total activity planned in the period 2005-10		Profile of activity				
		Activity	As a % of current stock	2005-06	2006-07	2007-08	2008-09	2009-10
A Water resources								
1 Length of aqueducts refurbished	km	0	0	0	0	0	0	0
2 Work on dams and impounding reservoirs	nr	5	4.76	0	0	0	1	4
B Water treatment								
3 Number of refurbished or new treatment works	nr	20	23.25	0	7	2	3	8
4 MI/day of refurbished or new treatment works	MI/d	414.26		0	128.03	9.7	38.67	237.86
C Water distribution								
5 Length of mains renewed	km	692	2.22	175.6	165.6	153.6	145.6	51.6
6 Length of mains relined	km	1696	5.43	461.8	428.8	392.8	364.8	47.8
7 Length of new mains	km	336	1.08	67.2	67.2	67.2	67.2	67.2
8 Communication pipes replaced	000s	7.82	0.57	1.13	1.13	2.21	2.21	1.13
9 Number of refurbished or new pumping stations	nr	4	0.76	0	1	0	1	2
10 Number of refurbished or new service reservoirs	nr	21	3.99	0	4	4	8	5
D Metering								
11 Number of household meters renewed	nr	38527	8.17	7705	7705	7705	7705	7705
12 Optional meters: households	nr	114390	24.25	21680	22350	22840	23650	23870
13 Selective meters: households	nr	0	0	0	0	0	0	0
14 Percentage of households metered (at the year end)	%	35		29	30	32	34	35

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Table 8 - Yorkshire Water - Sewerage service - Key activity projections

Line description	Units	Total activity planned in the period 2005-10		Profile of activity				
		Activity	As a % of current stock	2005-06	2006-07	2007-08	2008-09	2009-10
A Sewers								
1	km	34.56	0.4%	10.63	8.03	6.11	4.89	4.89
2	km	4.46	0.1%	0.90	0.89	0.89	0.89	0.89
3	km	102.92	1.3%	21.22	20.77	20.45	20.24	20.24
4	km	43.33	0.2%	14.76	8.99	6.69	4.80	8.09
5	km	19.36	0.1%	3.90	3.88	3.87	3.86	3.86
6	km	354.75	1.6%	72.11	71.98	71.67	69.49	69.49
7	nr	620.00	23.4%	233	98	66	23	200
B Sewer flooding								
8	nr	386		75	100	97	57	57
9	nr	57		10	24	23	0	0
10	nr	31		23	8	0	0	0
11	nr	10		2	2	3	3	0
12	nr	16		10	6	0	0	0
13	nr	11		4	7	0	0	0
C Sewage treatment & disposal.								
14	nr	149	31.1%	100	11	5	4	29
15	000	3427		63	146	304	212	2703
16	nr	22	64.7%	4	3	3	4	8
D Sewerage service								
17	nr	19	1.2%	0	5	2	4	8
18	nr	0	0	0	0	0	0	0