

Operating cost analysis for the 12 months ended 31 March 2014 (wholesale business only)

	Water				Water sub-total	Sewerage				Sewerage sub-total	Total
	Resources	Raw water distribution	Treatment	Treated distribution		Sewage collection	Sewage treatment	Sludge treatment	Sludge disposal		
<b>Operating expenditure</b>											
Power	3.000	4.892	4.840	12.223	24.955	3.267	20.992	8.490	0.046	32.795	57.750
Income treated as negative expenditure	-0.028	-0.007	-0.183	-0.340	-0.558	0.000	0.000	-1.364	0.000	-1.364	-1.922
Service charges	5.628	0.000	0.137	0.001	5.766	1.371	2.928	0.009	0.208	4.516	10.282
Bulk supply imports	3.940	0.000	0.000	0.000	3.940	0.000	0.000	0.000	0.000	0.000	3.940
Other operating expenditure	4.893	4.737	29.237	51.727	90.594	38.004	34.391	29.871	9.396	111.662	202.256
Local authority rates	0.861	7.511	10.002	18.952	37.326	0.159	15.767	2.818	0.002	18.746	56.072
Exceptional items	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
<b>Total operating expenditure excluding third party services</b>	<b>18.294</b>	<b>17.133</b>	<b>44.033</b>	<b>82.563</b>	<b>162.023</b>	<b>42.801</b>	<b>74.078</b>	<b>39.824</b>	<b>9.652</b>	<b>166.355</b>	<b>328.378</b>
<b>Capital maintenance</b>											
Infrastructure renewals charge	0.000	3.000	0.000	45.300	48.300	42.300	0.000	0.000	0.000	42.300	90.600
Current cost depreciation	4.700	4.300	22.300	67.600	98.900	49.700	91.300	22.800	0.000	163.800	262.700
Recharges to other business units	0.400	1.300	3.100	6.000	10.800	8.100	4.500	3.000	0.100	15.700	26.500
Recharges from other business units	0.000	0.000	-0.300	-26.200	-26.500	-0.600	0.000	0.000	0.000	-0.600	-27.100
Amortisation of deferred credits	-1.200	0.000	0.000	-0.100	-1.300	-0.100	-1.300	0.000	0.000	-1.400	-2.700
Amortisation of intangible assets	0.000	0.000	0.200	0.700	0.900	0.000	0.000	0.000	0.000	0.000	0.900
<b>Total capital maintenance excluding third party services</b>	<b>3.900</b>	<b>8.600</b>	<b>25.300</b>	<b>93.300</b>	<b>131.100</b>	<b>99.400</b>	<b>94.500</b>	<b>25.800</b>	<b>0.100</b>	<b>219.800</b>	<b>350.900</b>
<b>Third party services</b>											
Operating expenditure	0.000	0.000	0.000	1.148	1.148	0.000	0.000	0.000	0.000	0.000	1.148
Infrastructure renewals charge	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Current cost depreciation	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
<b>Total operating costs</b>	<b>22.194</b>	<b>25.733</b>	<b>69.333</b>	<b>177.011</b>	<b>294.271</b>	<b>142.201</b>	<b>168.578</b>	<b>65.624</b>	<b>9.752</b>	<b>386.155</b>	<b>680.426</b>

## Operating cost analysis for the 12 months ended 31 March 2014

	Household	Non-household	Total
<b>Operating expenditure</b>			
Customer services	18.276	1.597	19.873
Debt management	3.004	0.758	3.762
Doubtful debts	16.910	1.459	18.369
Meter reading	2.101	0.260	2.361
Services to developers	0.279	0.279	0.279
Other operating expenditure	10.011	1.542	11.553
Local authority rates	0.024	0.003	0.027
Exceptional items	0.000	0.000	0.000
<b>Total operating expenditure excluding third party services</b>	<b>50.326</b>	<b>5.898</b>	<b>56.224</b>
Third party services operating expenditure	0.000	0.000	0.000
<b>Total operating expenditure</b>	<b>50.326</b>	<b>5.898</b>	<b>56.224</b>
<b>Capital maintenance</b>			
Current cost depreciation	5.100	0.000	5.100
Recharges to other business units	4.800	0.800	5.600
Recharges from other business units	-5.000	0.000	-5.000
Amortisation of deferred credits	0.000	0.000	0.000
Amortisation of intangible assets	0.000	0.000	0.000
<b>Total capital maintenance</b>	<b>4.900</b>	<b>0.800</b>	<b>5.700</b>
<b>Total operating costs</b>	<b>55.226</b>	<b>6.698</b>	<b>61.924</b>
<b>Debt written off</b>	<b>15.492</b>	<b>1.457</b>	<b>16.949</b>