

AtkinsRéalis



AMP 7 Technical  
Assurance Provider

# ASSURANCE OF AFFINITY WATER 2023/24 ANNUAL PERFORMANCE ASSURANCE REPORT

# Notice

This document and its contents have been prepared and are intended solely as information for and use in relation to assurance of Affinity Water's 2023/24 Annual Performance Assurance Report.

AtkinsRéalis assumes no responsibility to any other party in respect of or arising out of or in connection with this document and/or its contents.

## Document history

Revision	Purpose description	Originated	Checked	Reviewed	Authorised	Date
0.1	Initial draft	Various	RD	JPA	JAJ	04/06/24
1.0	For client	JPA	RD	JAJ	JAJ	06/06/24
2.0	Addressing client feedback	JPA	RD	JAJ	JAJ	07/06/24
3.0	Update	JPA	RD	JAJ	JAJ	10/06/24
4.0	Update	JAJ	JPA	RD	JAJ	14/06/24
5.0	Final	JAJ	JPA	RD	JAJ	24/06/24



# Contents

- Assurance Statement for Affinity Water’s 2023/24 Annual Performance Report.....4**
- 1. Scope of work.....6**
- 2. Key Findings .....6**
  - AMP7 Performance Commitments 2023/24 .....6
  - Reporting of Additional Regulatory Information .....10
  - Summary of Changes in Company Submission .....12
- Appendix - Detailed Scope of Work .....15**



# Assurance Statement for Affinity Water's 2023/24 Annual Performance Report

AtkinsRéalis is engaged by Affinity Water to provide independent assurance on technical and some expenditure items in the Annual Performance Report for 2023/24. This assurance statement encapsulates observations we made during the course of our technical audit programme. We presented our findings to Affinity Water's Regulation Team on 7<sup>th</sup> June 2024 and the Affinity Water Audit Risk and Assurance Committee (ARAC) on 24<sup>th</sup> June 2024. This statement is part of a continuous improvement process that has involved detailed consideration of the methodologies and their applications by which Affinity Water reports on its performance each year.

Our approach to technical assurance is to draw upon our experiences at previous rounds of audit and to plan in detail who should be present, what information will be covered, where and when. We issue a notification, carry out the audit, provide immediate verbal feedback and a formal feedback summary including requests for further information or clarification with a table of issues raised. The issues from all the audits and subsequent interactions are compiled into an Issues Log, which is used to manage the resolution of reporting issues before the finalisation of the technical assurance process. This statement reflects the technical assurance position after the iterative process of resolving outstanding issues has concluded.

Affinity Water has 28 Performance Commitments (PCs), 15 of which have associated financial incentives. As part of our independent assurance of Affinity Water's annual reporting, we have been engaged to audit the tables and submissions to be published in Affinity Water's 2023/24 Annual Performance Report and regulatory reporting to other bodies. The areas in scope for this assurance are:

- Data and commentary (where applicable) reported as part of the Annual Performance Report (APR) to Ofwat:
  - Table 3A & 3E - Outcome performance tables (common and bespoke measures)
  - Table 3C – C-MeX
  - Table 3D – D-MeX
  - Table 2N; 3F; 3I; 4A; 4D; 4F; 4J; 4L; 4Q; 4R; 5A; 6A; 6B; 6C; 6D; 6F; 10F; 10H – Asset and financial data.
  - 11A – Operational greenhouse gas emissions reporting
- Environment Agency – Annual average out-turns
- Report to CCW
- Reported financial Performance Commitments:
  - Common Performance Commitments – 3A.1 to 3A.6
  - Bespoke Performance Commitments – 3A.7 to 3A.15

In a series of approximately 40 video enabled meetings between April and June 2024, we carried out combined methodology and data audits designed to confirm whether:

- Affinity Water has appropriate systems, procedures and reporting mechanisms in place to control and meet its reporting obligations.
- Affinity Water understands the accuracy of the data that it is providing and is able to identify where specific reported data may not be appropriate to meet regulatory expectations. Many of the items that we audit inherently contain an element of uncertainty, so it is not possible to assure their absolute accuracy.
- The key assumptions and processes that are used to report against Affinity Water's Performance Commitments are consistent with the way that the target was set for the PR19 Final Determination.
- The methodologies that have been used for reporting of the common metrics are consistent with the technical guidance that has been published by Ofwat and other bodies (DWI, WaterUK, CCW).

We traced reported data back to data sources and information systems. We raised 158 issues with the Company (compared to 189 in 2022/23, 175 in 2021/22 and 197 in 2020/21) and there were 9 changes to reported data or methodology where we identified some errors in reporting and/or areas of misunderstanding in relation to the reporting guidelines or methodology.

Areas of note which we identified with the reporting of the Company's AMP7 Performance Commitments are:



- **PR19AFW\_W-D2** The methodology for the reporting of Risk of Severe Restrictions in a Drought has been classified as Amber due to the use of actual Distribution Input (DI). The guidance requires a dry year demand (DI) forecast, updated when new information becomes available. The Company is reporting failing the metric using actual outturn DI. If dry year adjusted DI were used, the number of customers at risk may increase. The Company has confirmed it will use actual DI for the remainder of AMP7 and we note that this metric will not be reportable in AMP8.
- **PR19AFW\_R-C1 Total Household Complaints.** Complaints reporting is challenging for a number of reasons, because of an element of subjectivity and also the inherent weaknesses in our view in the industry guidance produced by CCW. Moreover, we have highlighted for a number of years our concerns about the lack of internal quality checks on the complaints reporting. This year a more robust sample of checks was carried out at year end and when the findings from the Company's checks are combined with those from our audit, this shows a significant error rate. Affinity Water has therefore re-stated its reported total by extrapolating from the identified error rate. The Company is proposing a Management Plan to enhance its internal quality assurance process and is also likely to include additional training and a more effective feedback loop to improve the accuracy of the reporting. In addition, we challenged the Company about how it applies in certain circumstances an exclusion where customers make repeat complaints and which results in less complaints being reported. Affinity Water has written confirmation from CCW that they agree with this approach, although this does not align with CCW's own published guidance in our view. We accept this position even if we think the industry guidance should be updated to avoid inconsistencies and ensure a level playing field.
- **PR19\_W-B1** For the reporting of Leakage, we are satisfied that the methodology and data are robust. However, it is a requirement that the Company completes a Compliance Checklist RAG assessment, and for 2022/23 leakage outperformance reward was deferred by Ofwat due to non-conformance with the Compliance Checklist. The coverage of district meter areas (DMAs) is still failing the assessment criteria. Coverage has increased to 91%, from 89% last year, and achieving the 95% required for Green compliance is dependent upon three factors: realising the benefits from the capital meter installation programme, the rate of commissioning and rapidly incorporating new growth into DMAs. Affinity Water continues to make progress in improving compliance of components within the Water Balance through implementation of the Company's action plan. With the Water Balance discrepancy now less than 3%, there are no longer any Red assessments. Since last year, nine assessments have moved from Amber to Green. This leaves 8 Amber RAG assessments, which again puts in jeopardy the reward that can be gained from leakage performance during the reporting year.

We consider that the published metrics provide a fair and reasonable account of Affinity Water's performance in 2023/24 relative to its AMP7 targets. While we observed a number of issues for which we provide comment within our main report, we believe these do not impact materially upon the potential to sign-off the Company submission.

We confirm that Affinity Water has continued to provide us with full and transparent access to its systems and processes, including unrestricted access to all systems, files and documents that we requested from the Company. During the assurance activities, we had free access to Regulation team and the full cooperation of the people responsible for preparing and reporting the 2023/24 APR and regulatory submissions and the supporting information.



**Jonathan Archer**

Chief Engineer

Reporter providing Technical Assurance Services to Affinity Water

# 1. Scope of work

AtkinsRéalis Limited has been appointed to provide external assurance on the regulatory submissions presented by Affinity to Ofwat under the conditions set out in its Licence with the Secretary of State. There is also associated regulatory reporting to the EA, Water UK and CC Water which falls within the scope of our assurance.

The areas in scope for assurance are:

- Data and commentary (where applicable) reported as part of the Annual Performance Report (APR) to Ofwat:
  - Table 3A & 3E - Outcome performance tables (common and bespoke measures)
  - Table 3C – C-MeX
  - Table 3D – D-MeX
  - Table 2N; 3F; 3I; 4A; 4D; 4F; 4J; 4L; 4Q; 4R; 5A; 6A; 6B; 6C; 6D; 6F 10F; 10H – Asset and financial data.
  - Table 11A - Operational greenhouse gas emissions reporting
- Reported financial Performance Commitments:
  - Common Performance Commitments – 3A.1 to 3A.6
  - Bespoke Performance Commitments – 3A.7 to 3A.15
- Environment Agency – Annual average outturns
- Report to CCWater
- Reporting to WaterUK

In relation to Table 2N Lines 50 to 58 and 62 it should be noted that the scope of this audit is only to confirm payments made (customer numbers and values). We have not been asked to assure the underlying processes for identifying GSS events and thus the findings from this audit cannot be used to confirm that all payments are being made in line with statutory obligations, which would involve a much more comprehensive review if we were asked to provide assurance of the end-to-end GSS processes.

## 2. Key Findings

### 2.1 AMP7 Performance Commitments 2023/24

As with previous years we classify our findings into 'Red', 'Amber' and 'Green' categories. The definition for each category as follows:

Categories	Definition
Red	These are material reporting risks to the Company relating to either the application of the methodology, the accuracy of the reported data and/or the meeting of a performance commitment
Amber	These are significant issues that may need to be addressed to mitigate the risk to the business. They may relate to the methodology and/or data and/or performance.
Green	These signify either no issues or relatively minor issues that are designed to provide continuous improvement to the reporting process and are highlighted within the individual audit summaries that we provide for the Company.

**Table 2-1 Summary of key findings on APR-24 reporting**

PC Ref.	Performance Commitment	Findings	Methodology	Data
3A.1	Water Quality Compliance (CRI)	The Company's methodology for reporting is robust, checks and controls are built into the processes and no issues were identified with the data that is reported to the DWI. The reported score is provided by DWI. The score is described as a provisional figure, but no change is expected in the final score.	Green	Green
3A.2	Water Supply Interruptions	The methodology is robust, in line with Ofwat guidance, and the reported performance can be considered reliable, accurate, and complete.	Green	Green
3A.3	Leakage	The percentage leakage reduction figure is robustly reported. The benefits of the investment and action plan implementation are being realised. Checks and controls continue to be refined and tightened up. The coverage of DMAs is still failing the compliance checklist criteria. Coverage has increased to 91%, from 89% last year. Achieving the 95% required for Green compliance is dependent upon three factors: realising the benefits from the capital meter installation programme, the rate of commissioning and rapidly incorporating new growth into DMAs. Affinity Water continues to make further progress in improving the RAG compliance of components within the Water Balance through implementation of the Company action plan. With the Water Balance discrepancy now less than 3% there are no Red assessments. Since last year nine reporting lines have moved from Amber to Green. The remaining eight Amber RAG assessments again puts in jeopardy the reward that can be gained from leakage performance during the reporting year. The Company has actions in place to achieve Green RAG compliance across the board. A remaining risk area will be the Company's flow and meter checking policy which does not align with EA Guidance. For APR23 leakage outperformance reward was deferred by Ofwat due to non-conformance with the compliance checklist.	Green	Green
3A.4	Per capita consumption	PCC is sourced from the Water Balance calculations and is in part reliant upon a domestic consumption monitor for unmeasured properties (Watcom). The function of the Watcom study has been further improved using additional available data. This has improved validity and reduced the uncertainty of some consumer classifications. The impact of the pandemic on PCC performance (failed PC) continues to be felt. In year reported values have only just returned to the baseline. Watcom is now compliant with RAG.	Green	Green
3A.5	Mains repairs	The approach used by the Company to track and calculate main repairs appears to be robust and the jobs can be tracked from being raised through the corporate systems. The checks that the Company has in place for its data give confidence in the process and by extension the reporting. Mains repairs is a measure that is greatly impacted by the	Green	Green

		weather conditions within a year, reflected in this year's reporting.		
3A.6	Unplanned outage	The outage reporting process is robust with strong checks and controls built into the business-as-usual process and improvements are continuing to be made to the reporting systems.	Green	Green
3A.7	Environmental innovation - delivery of community projects	The Company has continued to deliver projects which have an innovation theme and is claiming one (1) project unit this year. The Independent Challenge Group is responsible for signing this off.	Green	Green
3A.8	Reducing the total number of void properties by identifying false voids	The Company's methodology for reporting is robust, checks and controls are built into the processes and no issues were identified with the reporting.	Green	Green
3A.9	River restoration	The Company has exceeded its target for the River Restoration PC (3A.9) delivering 30 units to date, against a forecast of 28 by the end of Year 4. The Company also appears to be on track to meet or exceed the target of 36 units across AMP7. The reporting methodology is robust, however the documentation needs to be updated.	Green	Green
3A.10	Abstraction reduction	Company is reporting a figure of zero reductions, in line with the target for Year 4 of the AMP. The methodology is unchanged and data is robustly reported.	Green	Green
3A.11	Number of sources operating under the Abstraction Incentive Mechanism	Methodology and processes are robust. As raised in 2022/23, the method utilises abstraction returns which were not subject to external assurance, and this year the audit scope has been extended to include abstraction returns. We have confirmed the abstraction data aligned with downstream meters. Though this gives increased confidence in the data, we have not yet completed the assurance process. The green assessment for data is subject to satisfactory audit findings from audit on 12 <sup>th</sup> July 2024.	Green	Green
3A.12	Properties at risk of receiving low pressure	The properties at risk of receiving low pressure are reported robustly.	Green	Green
3A.13	Number of occupied properties not billed (Gap sites)	The Company's methodology for reporting is robust, checks and controls are built into the processes and no issues were identified with its reporting.	Green	Green
3A.14	Unplanned interruptions to supply over 12 hours	The methodology is robust, in line with Ofwat guidance, and the reported performance can be considered reliable, accurate, and complete.	Green	Green
3A.15	Customer contacts per 1,000 population for Water Quality (taste, odour & appearance)	The Company's methodology for reporting is robust, checks and controls are built into the processes and no issues were identified with the reporting.	Green	Green
3C.1-3	Annual C-MeX survey score	We were able to confirm that near complete datasets are sent to the market research company for the purposes of conducting the customer service survey. There are human errors which lead to	Green	Green



		contacts not being logged but we do not believe this would have any impact on the survey score.		
3C.5-7	Total Household Complaints	<p>Complaints reporting is challenging for a number of reasons, because of an element of subjectivity and also the inherent weaknesses in our view in the industry guidance produced by CCW. Moreover, we have highlighted for a number of years our concerns about the lack of internal quality checks on the complaints reporting. This year a more robust sample of checks was carried out at year end as a result of our challenge and identified that processes were not being followed in sufficient number of cases to impact significantly on the reliability of the reporting, particularly in relation to telephone calls. When the findings from the Company's checks are combined with those from our audit, this shows a significant error rate. Affinity Water has therefore re-stated its reported total by extrapolating from the identified error rate. The Company is proposing a Management Plan to enhance its internal quality assurance process and is also likely to include additional training and a more effective feedback loop to improve the accuracy of the reporting.</p> <p>In addition, we challenged the Company about how it applies in certain circumstances an exclusion where customers make repeat complaints and which results in less complaints being reported. Affinity Water has written confirmation from CCW that they agree with this approach, although this does not align with CCW's own published guidance in our view. We accept this position even if we think the industry guidance should be updated to avoid inconsistencies and ensure a level playing field.</p>	Amber	Amber
3D.1-3	D-MeX	The Company's processes are considered fit for purpose, and we are satisfied that the data reported is robust and that the survey sample provided to the market research company is accurate and complete. The green assessment for data is subject to satisfactory audit findings from audit on 11 <sup>th</sup> June 2024.	Green	Green
3E.1	Risk of severe restrictions in a drought	<p>The method has been classified as Amber due to a challenge we made regarding the use of actual Distribution Input which may not always represent a dry year. This was raised in 2022/23 and will be more significant in 2023/24 as it was not a dry year. The company is already reporting to have failed the metric and therefore the use of actual DI will not change the outcome. If dry year adjusted distribution input was used it may push further zones into a deficit.</p> <p>The Company has confirmed it will use actual DI for the remainder of AMP7.</p> <p>Data currently Amber due to outstanding queries but expected to be Green once resolved.</p>	Amber	Amber
3E.2-4	Priority services for customers in vulnerable circumstances – PSR reach;	The Company's methodology and data appear to be to a high standard. We do believe the Company is not fully meeting the requirements to conduct surveys using multiple channels of communication; currently the Company only conducts surveys by	Amber	Green

	Attempted contacts; Actual contacts	email and SMS, not reaching those customers whose only form of contact with the Company is via landline or letter. The Company's view is that it satisfied it is making reasonable endeavours to make contact with relevant households. We do not believe the number of customers involved to be significant or that it would change materially the outcome.		
3E.6	Average time properties experience low pressure	The average time properties experience low pressure is reported robustly.	Green	Green
3E.7, 11	Customers in vulnerable circumstances satisfied with our service (receiving financial help & not receiving financial help)	The Company's methodology for reporting is robust, checks and controls are built into the processes and no issues were identified with the reporting.	Green	Green
3E.8,12	Customers in vulnerable circumstances who found us easy to deal with (receiving financial help & not receiving financial help)	The Company's methodology for reporting is robust, checks and controls are built into the processes and no issues were identified with the reporting.	Green	Green
3E.9	BSI accreditation	The BSI accreditation has been replaced by a new ISO standard which is the equivalent, and that the Company achieved in January 2024.	Green	Green
3E.10	IT resilience	The Company's methodology for reporting is robust, checks and controls are built into the processes and no issues were identified with the reporting with significant progress observed.	Green	Green
3E.13	Value for Money Survey	We did not identify any issues with the method or data and consider the reporting to be accurate and complete.	Green	Green
3E.14	Delivery of Water Industry National Environment Programme (WINEP) requirements	No WINEP schemes were due to be delivered in 2023-24. The Company has met all its requirements for the total number of schemes to be delivered by the end of Year 4.	Green	Green

## 2.2 Reporting of Additional Regulatory Information

We have reviewed other data reported and highlight on an exception basis any areas of note. This includes regulatory reporting of asset and financial data to Ofwat, the EA (45 data lines) and CC Water (107 data lines). We have identified six other areas to note. The full scope of assurance is set out in Appendix A.

**Table 2-2 Areas of note encountered during audit of additional regulatory information tables**

Table Ref.	Reporting area	Findings	Methodology	Data
2N. 36-37	Payment Breaks and Breathing Space	This is the first year the Company has been required to report these metrics and the requirement was brought in retrospectively. Affinity Water did not therefore have a reporting process in place during the year. There is not sufficient billing data available to accurately report on or form robust assumptions around the total deferred payments of customers on payment breaks or breathing space. The Company is therefore reporting zero deferred payments but plan to investigate methods for tracking and quantifying these deferred payments for APR25. This is detailed in the commentary to Ofwat.	Amber	Amber
2N. 38-39	Household debt collection through third party agents where water company remains creditor	As above, this requirement was brought in retrospectively and a reporting process was not in place during the year. It was noted that debts could be double counted within the year if they are passed to a 1st line Debt Collection Agency (DCA) and then to a 2nd line DCA within the reporting period as the Company had no way of identifying these cases retrospectively to resolve the issue. Sampling was completed post-audit to indicate the scale, the results of which have been included in the commentary to Ofwat. The Company plans to investigate its capability to track this data for next year's reporting.	Amber	Amber
2N.40	PSR Customers with debt passed on to external debt collection agents	As above, this requirement was brought in retrospectively and a reporting process was not in place during the year. The Company does not have the capability to identify PSR customers referred to DCAs retrospectively and is therefore reporting zero. A sampling exercise has been carried out to indicate the proportion of customers identified in 2N.28-29 that are PSR customers, the results of which have been included in the commentary to Ofwat. The Company is looking to address this for next year.	Amber	Amber
2N.50 to 62	GSS and other compensation payments to household customers	The values entered are a reasonable reflection of the GSS and similar compensation payments made to residential customers in the year. Ofwat had not requested that this data be reported for 12 years so while Affinity Water's systems for recording such payments has remained in place, there has not been the same focus from an assurance perspective. Probably as a result, we can see that staff understanding and the correct use of relevant codes within the billing system is not as robust as it was previously. The assurance undertaken this year for reporting in Table 2N has therefore identified an action for the Company to improve understanding and its processes in this area. There have been errors identified and corrected whereby ex-gratia payments had been coded as GSS and vice-versa, it is probable they largely net-off and the residual risk of inaccuracy is most likely small. The Company should improve its methodology for reporting these data.	Amber	Amber

6C.18-20	Communications Pipes	The ongoing issue around infilling of Maximo data has not been fully resolved. There have been process changes during the reporting year resulting in significant improvements to the completeness of comms pipe material data – increasing from 73% in 2022/23 to 91% overall in 2023/24. This means that for APR24, 9% (206 no.) comms pipes are still assigned estimated pipe materials via an apportionment process. It is understood that process changes are currently being initiated that should increase the data completeness to 99% by APR25, reducing the percentage of comms pipes with estimated materials to 1%.	Green	Amber
----------	----------------------	---	-------	-------

## 2.3 Summary of Changes in Company Submission

We have listed below a summary of the impact of changes made as a result of the technical assurance of the Affinity Water’s submissions. These changes relate to either or both changes to the Company methodology and the reported data.

Their RAG status was at one time either likely to be “Amber” or “Red” but these areas generally have a “Green” status now because the issue(s) identified have been addressed and therefore are no longer likely to represent notable issues or risks.

In total, there have been 9 areas with changes (23 in APR-23, 17 in APR-22, 39 in APR-21) to methodology and/or reported data compared with what was originally presented for audit. If a reporting area is not listed herein, there were no issues identified with the reported data and if any changes to the methodology were suggested, they were only minor improvements to the documentation of the end-to-end processes.

**Table 2-3 Summary of Changes to Company Methodology and/or Reported Data**

No.	Table, Line and Subject	Changes to Methodology applied	Changes to Reported Data	Reported Data	
				Audit	Final
01	2N GSS 50 to 58 and 62		10 lines revised as a result of audit challenges.	Multiple	Multiple
02	3C Lines 5 and 7	We have challenged the Company’s methodology, but this has not changed.	The total number of complaints to be reported is changing but this is still not resolved.	5,162	10,285
03	3C 1 to 4 and 8		Owat Tables were blank.	N/A	Multiple
04	Capex lines 4D,4F,4J,4L (various)		We challenged the allocation of 15 projects which were subsequently changed to the appropriate category. This has a knock on effect to much of the table content.	Multiple	Multiple
05	Capex lines 4D,4F,4J,4L (various)		We challenged the project title Direct Overhead - Finance	N/A	N/A



			Support AMP7 which was changed to Direct Overhead - Finance & Corporate Support AMP7 to avoid ambiguity.		
06	4R.18 Total number of new business properties connections		Error in inputted data to data table identified at audit.	Basic 3,000 AMR 184,000 Total 186,000	Basic 0.002 AMR 0.184 Total 0.186
07	6A.5 Total length of raw water transport mains and other conveyors		The Egham tunnel length was being double counted between GIS layers.	203.64km	203.45km
08	6A.33 Zonal population receiving water treated with orthophosphate		Error in source data challenged as a result of audit.	3002.846	3012.846
09	6D.7 New selective meters installed for existing customers (cost for joint supply fits are the same throughout)		Number did not reflect the outcome from source when audit conducted.	1300	1280

# APPENDIX

# Appendix - Detailed Scope of Work

## Scope of assurance – AMP7 Performance Commitments – Methodology and Data Audit

Unique Reference	Common performance commitments
PR19AFW_W-A1	3A.1 - Water quality compliance (CRI)
PR19AFW_W-D1	3A.2 - Water supply interruptions
PR19AFW_W-B1	3A.3 - Leakage
PR19AFW_R-B1	3A.4 - Per capita consumption
PR19AFW_W-D4	3A.5 - Mains repairs
PR19AFW_W-D3	3A.6 - Unplanned outage
PR19AFW_W-D2	3E.1 - Risk of severe restrictions in a drought
PR19AFW_R-N3	3E.2-4 - Priority services for customers in vulnerable circumstances
PR19AFW_R-C1	3C - C-MeX
PR19AFW_W-C1	3D - D-MeX

Unique Reference	Bespoke performance commitment
PR19AFW_W-D5a	3E.6 - Average time properties experience low pressure
PR19AFW_R-C2	3E.7 - Customers in vulnerable circumstances satisfied with our service (receiving financial help)
PR19AFW_R-C3	3E.8 - Customers in vulnerable circumstances who found us easy to deal with (receiving financial help)
PR19AFW_W-B2	3A.7 - Environmental innovation - delivery of community projects
PR19AFW_R-C4	3A.8 - Reducing the total number of void properties by identifying false Voids
PR19AFW_W-B3	3A.9 - River restoration
PR19AFW_W-B4	3A.10 - Abstraction reduction
PR19AFW_W-B5	3A.11 - Number of sources operating under the Abstraction Incentive Mechanism
PR19AFW_D5b	3A.12 Properties at risk of receiving low pressure
PR19AFW_W-C2	3A.13 - Number of occupied properties not billed (Gap sites)
PR19AFW_W-N1	3A.14 - Unplanned interruptions to supply over 12 hours
PR19AFW_W-N2	3A.15 - Customer contacts per 1000 population for Water Quality (taste, odour & appearance)
PR19AFW_R-N4	3E.9 - BSI accreditation
PR19AFW_R-N6	3E.10 - IT Resilience
PR19AFW_R-N7	3E.11 Customers in vulnerable circumstances satisfied with our service (receiving non-financial help)
PR19AFW_R-N8	3E.12 - Customers in vulnerable circumstances who found us easy to deal with (receiving non-financial help)
PR19AFW_R-N9	3E.13 - Value for Money Survey
PR19AFW_NEP01	3E.14 - Delivery of water industry national environment programme requirements

## Scope of assurance – AMP7 Asset and Financial Data – Methodology and Data Audit

Subject	Table(s)	Table Line(s)
Accelerated schemes	10H	96-98, 100-104
Average pumping head	5A 6A 6B	23 6, 34 24
Bulk supply volumes, Water treatment volumes	4A 6B	1-52 8-15, 25-29
Business meters installed and renewed	6D	8, 10
Business properties	4R	5-9, 13-16, 18, 23-27

Capex	4D; 4F; 4J; 4L	All
Communication pipe numbers	6C	18-20
Company area	6C	22
Debt	2N	28-49
Energy	5A 6A 6B	24 7, 35 23
Green House Gas (GHG)	11A	All
Guarantee Standard of Service (GSS)	2N	50-61
Lead communication pies replaced	6C 10F	21 2
Leakage improvements delivering benefits	6D 10F	23 23
Leakage / Per Capita Consumption (PCC)	3F 6B 6D 10F	4-6 4-7, 30-39, 58-67 22, 24-25 21-22
Low pressure	3E 6C	6 25
Mains lengths	4Q 5A 6A 6C 10F	13-14 22 5, 12 1-17 1
Main repairs	3F	1-3
Metering: benefits to supply demand balance	6D 10F	15-20 15-20
NAVS and new connections	4Q	1-12
Number of sources and raw water imports/exports, Number of treatment works and treated water imports/exports	6A	13-39
Population	4R	28-32
Priority services	3F	9
Pumping stations and service reservoirs	5A 6A 6B	9-21 1-4 1-3, 16-22
Raw water abstracted / Transported and imported/exported from third parties	5A 6A	25-28 8-11
Residential meters installed and renewed	6D 10F	6-9, 11-14 3, 5, 7, 9, 11-14
Residential properties	4R 6D	1, 4, 10-12, 17, 19-22 21
Risk of restrictions in a drought	3I	2
Supply interruptions	3F	7
Tariffs	2N	1-27
Treatment - orthophosphate and remedial action	6A	32-33
Unplanned outage	3F 3I 6A	8 1 28-30
Volume of raw water reservoirs, Intake and source pumping stations, Balancing reservoirs and raw water transport stations, Number and capacity of service reservoirs and towers, Number and capacity of treated water pumping stations	5A	1-8
Water quality measures	6C	23-24
Water resource capacity and AIM	5A	29
WINEP	5A	30
WRMP reporting activity	6F	1-4



**Scope of assurance - Environment Agency – Annual average out-turns (WRMP Annual Review) -  
Methodology and Data Audit**

<b>Performance report</b>
Supply
Demand
Customers
Population
Metering
Supply-Demand Balance

**Scope of assurance – Reports to CCWater**

<b>Performance report</b>
Metering penetration business
Complaints – Household only
Vulnerable customers
Leakage
Per Capita Consumption
Supply Interruptions
Metering
Water demand

**AtkinsRéalis**



**AtkinsRéalis**  
Woodcote Grove  
Ashley Road  
Epsom  
Surrey  
KT18 5BW

© AtkinsRéalis except where stated otherwise