

## **Appendix 1.1**

# **GLOSSARY OF ACRONYMS**

**September 2018**

## APPENDIX 1.1

### GLOSSARY OF ACRONYMS

|               |                                    |
|---------------|------------------------------------|
| AAD           | Advanced Anaerobic Digestion       |
| AIM           | Abstraction Incentive Mechanism    |
| AONB          | Area of Outstanding Natural Beauty |
| APR           | Annual Performance Report          |
| BIM           | Building Information Modelling     |
| CaBA          | Catchment Based Approach           |
| CBI           | Confederation of British Industry  |
| CC&B (system) | Customer Care & Billing            |
| CCD           | Current Cost Depreciation          |
| CCGs          | Customer Challenge Groups          |
| CCWater       | Consumer Council for Water         |
| CEO           | Chief Executive Officer            |
| CEP           | Customer Experience Platform       |
| CHP           | Combined Heat and Power            |
| CIP           | Chemical Investigation Programme   |
| C-MeX         | Customer Measure of Experience     |
| CMF           | Company Monitoring Framework       |
| CRI           | Compliance Risk Index              |
| CSO           | Combined Sewer Overflow            |
| DB (models)   | Design, Build                      |

**APPENDIX 1.1**  
**GLOSSARY OF ACRONYMS**

|                  |  |
|------------------|--|
| DBFO             | Design, Build, Finance, Operate            |
| D-MeX            | Developer Services Measure of Experience   |
| DPC              | Direct Procurement for Customers           |
| DRIVE            | Dynamic Risk Index and Visit Effectiveness |
| DWI              | Drinking Water Inspectorate                |
| DWMP             | Drainage and Wastewater Management Plan    |
| EA               | Environment Agency                         |
| EIB              | European Investment Bank                   |
| ELP              | Extraordinary Leaders Programme            |
| ELT              | Executive Leadership Team                  |
| EPA              | Environmental Performance Assessment       |
| EQ               | Emotional Intelligence                     |
| ERI              | Event Risk Index                           |
| ESW              | Essex & Suffolk Water                      |
| FACE (framework) | Futures, Action, Community and Experience  |
| FCERM            | Flood and Coastal Erosion Risk Management  |
| GDPR             | General Data Protection Regulations        |
| GEM (awards)     | Going the Extra Mile                       |
| GSS              | Guaranteed Standards Scheme                |
| IAM              | Intelligent Asset Management               |

## APPENDIX 1.1

### GLOSSARY OF ACRONYMS

|                  |   |
|------------------|---|
| IAP              | Initial Assessment of Business Plans            |
| ICS              | Institute of Customer Service                   |
| IDOK (mechanism) | Interim Determination                           |
| INED             | Independent Non-Executive Director              |
| INNS             | Invasive Non-Native Species                     |
| IPI              | Input Price Inflation                           |
| IPP              | Input Price Pressure                            |
| KPI              | Key Performance Indicator                       |
| l/p/d            | litres per person per day                       |
| LEP              | Local Enterprise Partnership                    |
| LLFA             | Lead Local Flood Authority                      |
| LMDP             | Leadership and Management Development Programme |
| LTIP             | Long Term Incentive Plan                        |
| MoS              | Measure of Success                              |
| MPS              | Market Performance Standards                    |
| MTP              | Medium Term Plan                                |
| NAV              | New Appointments and Variations                 |
| NE               | Natural England                                 |
| NEA              | National Energy Action                          |
| NERC             | Natural Environment & Rural Communities         |

## APPENDIX 1.1

### GLOSSARY OF ACRONYMS

|                  |   |
|------------------|---|
| NFM              | Natural Flood Management                    |
| NIC              | National Infrastructure Commission          |
| NIDP             | Northumbria Integrated Drainage Partnership |
| NIS-D            | Network Information Systems Directive       |
| NPS              | Net Promoter Score                          |
| NPV              | Net Present Value                           |
| NW               | Northumbrian Water                          |
| NWL              | Northumbrian Water Limited                  |
| NWPS             | Northumbrian Water Pension Scheme           |
| ODIs             | Outcome Delivery Incentive                  |
| ONCE (programme) | Our New Customer Experience                 |
| OPS              | Operational Performance Standards           |
| PAYG             | Pay As You Go                               |
| PC               | Performance Commitment                      |
| PCC              | Per Capita Consumption                      |
| PDT              | Product Data Templates                      |
| PMP              | Pollution Management Programme              |
| PRF              | Pollution Risk Forecasting                  |
| PRPB             | Price Review Programme Board                |
| PRSG             | Price Review Steering Group                 |

**APPENDIX 1.1**  
**GLOSSARY OF ACRONYMS**

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|-------|--|
| PRWG  | Price Review Working Group                             |
| PSWO  | Polluted Surface Water Outfall                         |
| RCV   | Regulatory Capital Value                               |
| RoRE  | Return on Retained Earnings                            |
| RPE   | Real Price Effects                                     |
| SE    | Substantial Effects                                    |
| SELL  | Sustainable Economic Level of Leakage                  |
| SEMD  | Security and Emergency Measures Directive              |
| SGZ   | Safeguard Zone   |
| SIM   | Service Incentive Mechanism                            |
| SLM   | Sewer Level Monitoring                                 |
| SLP   | Self-lay Provider                                      |
| SME   | Small and Medium Enterprise                            |
| SOSI  | Security of Supply Index                               |
| S&P   | Standard & Poor's                                      |
| SR    | Service Reservoir                                      |
| SSSI  | Site of Special Scientific Interest                    |
| STEAM | Science, Technology, Engineering, Arts and Mathematics |
| STEM  | Science, Technology, Engineering and Mathematics       |
| STIP  | Short Term Incentive Plan                              |

**APPENDIX 1.1**  
**GLOSSARY OF ACRONYMS**

|           |   |
|-----------|---|
| STW       | Sewage Treatment Works                              |
| SuDS      | Sustainable Drainage System                         |
| TriM      | Trigger Management System                           |
| UKAS      | UK Accreditation Service                            |
| UKWIR     | UK Water Industry Research                          |
| UV        | Ultraviolet   |
| VOA       | Valuation Office Agency                             |
| WACC      | Weighted Average Cost of Capital                    |
| WAFU      | Water Available for Use                             |
| WASC/WaSC | Water and Sewerage Company                          |
| WFD       | Water Framework Directive                           |
| WINEP     | Water Industry National Environment Programme       |
| WISER     | Water Industry Strategic Environmental Requirements |
| WRE       | Water Resources East                                |
| WReN      | Water Resources North                               |
| WRFIM     | Wholesale Revenue Forecasting Incentive Mechanism   |
| WRMP      | Water Resource Management Plan                      |
| WRZ       | Water Resource Zone                                 |
| WTP       | Willingness to Pay                                  |
| WTW       | Water Treatment Works                               |