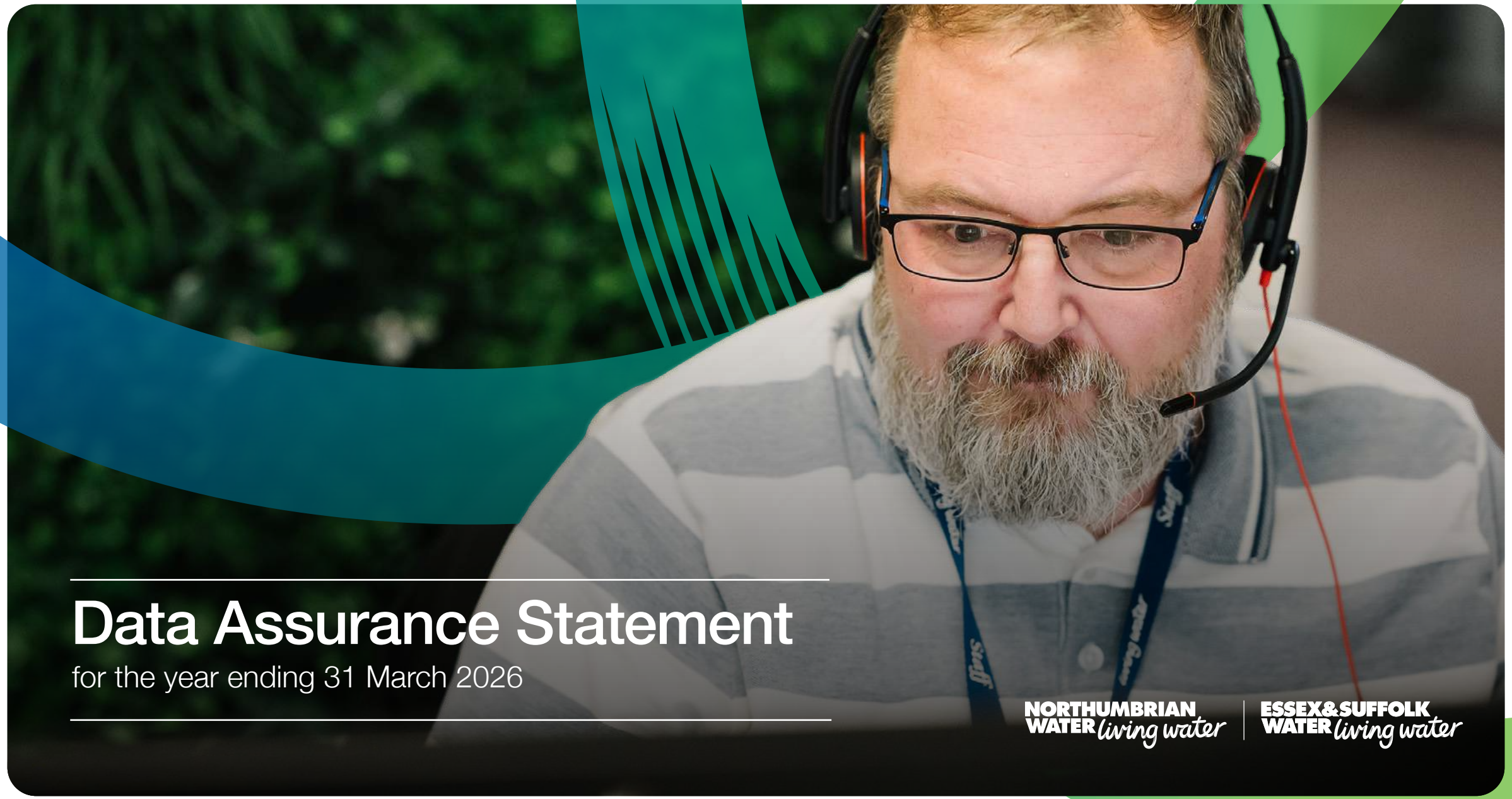

Data Assurance Statement

for the year ending 31 March 2026

NORTHUMBRIAN WATER living water | ESSEX&SUFFOLK WATER living water

ABOUT THIS DOCUMENT

Welcome to our Data Assurance Statement

We publish a range of information about our services and performance, including how we are performing against the commitments we've made in our business plans. This helps to assure our customers and stakeholders that we're delivering what they've told us they need and want from Northumbrian Water and Essex & Suffolk Water.

It's important that we have robust assurance arrangements to make sure this information is accurate, clear, and transparent. This is essential to building and maintaining a high level of trust and confidence with our customers and stakeholders.

A significant proportion of this assurance aims to make sure the information we publish in our Annual Performance Report (APR) is of the right quality. This assurance update is published alongside our APR and summarises the outcome of this assurance.

Further information and all publications in our reporting suite are available on our website.

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DATA ASSURANCE STATEMENT

Summary of our assurance approach

This section describes how our governance and assurance arrangements are used to make sure the information we provide can be trusted.

The diagram on page 4 illustrates the tiers of assurance within this framework, including:

BOARD OVERSIGHT

The Board has ownership of the arrangements for governance and assurance of regulatory submissions and reporting. This is monitored and controlled through the Board's Audit Committee and Risk & Compliance Sub-committee, which report regularly to the Board.

RISK MANAGEMENT

We use a data risk assessment, and our strengths, risks, and weaknesses review, to determine levels of risk and target assurance activity. This is a robust and mature process and is embedded within the company's risk activity. The Board sets the tone for risk management, determines the appropriate risk appetite, monitors the management of fundamental risk, and approves major decisions affecting the company's risk profile.

MANAGEMENT ASSURANCE

Our Executive Leadership Team (ELT) implements the Board's strategies and closely monitors performance. This includes making sure sufficient and suitable resources (human and financial) are applied to scrutinise performance and identify and manage risk. It also makes sure there is appropriate assignment of responsibilities, corporate structures and reporting lines and accountabilities, supported by annual positive assurances on systems and controls.

BUSINESS ASSURANCE

We have many teams that are separate from the operational activities, which monitor, capture, and manage the data we report. For example, Performance and Information, Information Systems Security, and Health, Safety, Environment and Quality. This also includes our Internal Audit Team. Accountable directly to the Audit Committee, the team provides strong, independent assurance. As such, their remit sits across this tier and the following one.

INDEPENDENT ASSURANCE

Our business assurance teams are supplemented with external specialist providers where we require technical and/or external assurance. In November 2017, we appointed PricewaterhouseCoopers LLP (PwC) as our external technical assurers and renewed this contract for a further five years in April 2023. PwC's assurance practice is one of the largest in the UK and will provide both leadership and industry leading best practice when it comes to delivering assurance activities. We engaged PwC to carry out technical assurance work on various non-financial performance areas for our Annual Performance Reporting 2025/26.

PwC has carried out work as a limited assurance engagement, in accordance with the International Standard on Assurance Engagements 3000 (Revised) ["ISAE 3000"], issued by the International Auditing and Assurance Standards Board. The scope and conclusions from PwC's assurance activities on our Annual Performance Report for 2025/26 can be found in Appendix 1.

Our Independent financial auditors, Deloitte, have audited the Regulatory Accounting Statements in our APR for the year ended 31 March 2026.

Deloitte's audit work is performed in accordance with International Standards on Auditing (UK), including ISA (UK) 800, and applicable law and having regard to the guidance contained in ICAEW Technical Release Tech 02/16 AFF 'Reporting to Regulators on Regulatory Accounts' issued by the Institute of Chartered Accountants in England and Wales.

The full scope of their audit is included with their opinion which can be found in the Annual Performance Report **here**

You can download our full Annual Performance Report using this link.

Download

DATA ASSURANCE STATEMENT

Assurance framework

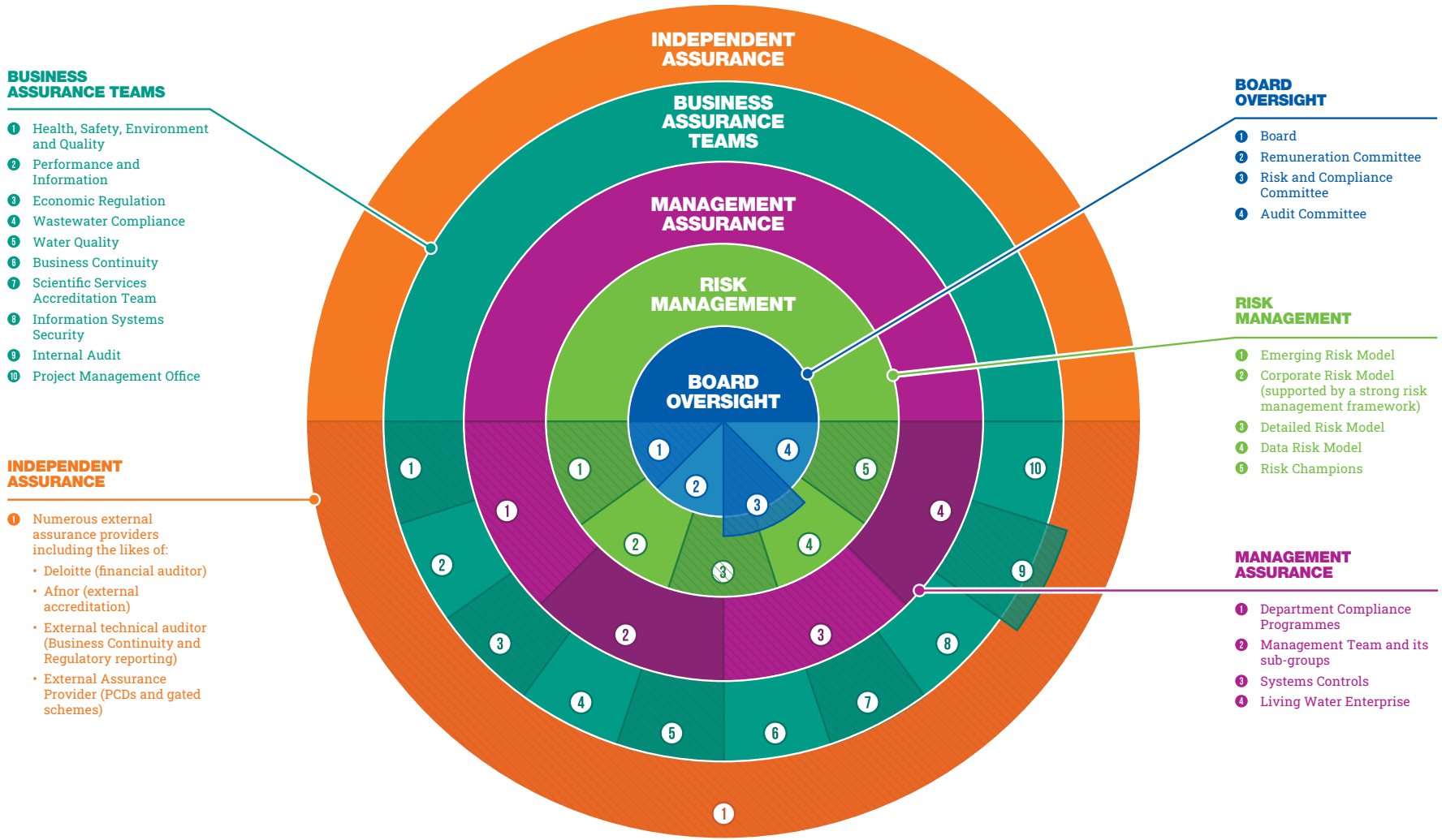
This assurance framework was applied to our 2025-30 Business Plan and enabled our Board to satisfy itself that the information associated with the development of our Performance Commitments (PCs) was robust.

We apply the same framework to the information needed to report our performance against these commitments.

A critical part of this assurance framework is our approach to risk, which includes the following steps:

- Understanding how data for each measure of success is managed from the point at which it is collected in the field, through the way it is collated to appear on a final report.
- Applying a formal risk assessment to each measure of success. This includes:
  - The likelihood of a reporting error due to the complexity of a performance measure and how the data is collected.
  - The impact if an error should occur, particularly on customers' trust and confidence, financial incentives, and our reputation.
  - The effectiveness of our data quality controls (which are rated as good, acceptable, or ineffective) – including those which are procedural, audit based, or built into our IT systems.

Figure 1: Our Assurance Framework



DATA ASSURANCE STATEMENT

Quality of our data relating to our Performance Commitments (PCs) and Annual Performance Reporting (APR) 2025/26

The following tables provide an update on the assurance findings carried out on our PCs and other Annual Performance Report data tables during the 2025/26 reporting year.

To be completely transparent and open, we've included a section on the financial reporting assurance that is applied to our APR and Regulatory Accounts by Deloitte.

For further information on each of the PCs and APR reporting measures mentioned below, please refer to the glossary which can be found on page 7.

Area of reporting	Assurance findings / response
Business Demand Discharge Permit Compliance Biodiversity Leakage Per capita consumption (PCC) Storm overflows River water quality	PwC performed an independent limited assurance engagement over select PC measures and other Annual Performance Report data. The results of this can be found in its Independent Limited Assurance Report found on page 11 as Appendix 1. It should be noted that the limited assurance engagement did not cover the Biodiversity PC and associated data, this was subject to "Agreed upon Procedures".

DATA ASSURANCE STATEMENT

Area of risk	Assurance findings / response
Compliance Risk Index (CRI) Customer contacts about water quality Repairs to burst mains Serious pollution incidents Unplanned Outage Water supply interruptions Customer measure of experience (C-MeX) Developer services measure of experience (D-MeX) Business customer and retailer measure of experience (BR-MeX) Bathing water quality External sewer flooding Greenhouse gas emissions (water)* Greenhouse gas emissions (wastewater)* Internal sewer flooding Sewer collapses Total pollution incidents	For some measures, our Internal Audit Team carried out a system audit and successfully reviewed final year end performance data. Results from the systems audit highlighted some recommendations to improve processes. The actions are reported to Management and Audit Committee and monitored until completion by our Internal Audit Team. There is no detrimental effect on the quality of the final year performance data reported in our APR. Our Internal Audit Team successfully carried out a review of the final year end performance data for these PC measures. No material issues were identified during the audit. *Note: the exception to this is Greenhouse Gas Emissions which is independently assured annually by our third party assurance partners (Achilles). Their reports can be found as Appendix 2 to this document.

Area of risk	Assurance findings / response
Annual Performance Report tables	PwC performed independent assurance procedures in relation to certain lines in the Annual Performance Report tables. This included:- • Sewage treatment (explanatory factors) • Water resources (distribution and treatment, demand management, water quality) • Properties and population • Sludge treatment and disposal PwC's Independent Limited Assurance Report, including the scope of their work and the assurance opinion, can be found on in Appendix 1 on page 11. Our Internal Audit Team also carried out a review of the final year end performance data for their allocated Annual Performance Report tables. This included:- • Water Treatment (treatment type analysis) • Water Network (mains, communication pipes) • Metering activity • Wastewater network (lengths of mains, sewer volumes, energy consumption) • Household affordability, support and debt No material issues were identified from the audits carried out by our Internal Audit Team
Bioresources market information Water Resources Management Plan Annual Review Tariffs and charges Guaranteed standards scheme (GSS)	Our Internal Audit Team successfully carried out a review of each of these other areas of regulatory reporting in the year. No material issues were identified during the audits Assurance processes relating to Bioresources information is ongoing at the time of this Assurance Statement being published. It is due to be completed and published on our website by 31 July 2026.
Annual report and financial statements Regulatory accounting statements Additional regulatory information Statement of sufficiency of financial resources Financial resilience	Our financial auditors Deloitte carried out their audits and reported their findings to our Audit Committee. Deloitte produced an unqualified audit opinion which can be found in the Annual Report and Financial Statements on our website. The full scope of Deloitte's audit is on the financial tables of the Annual Performance Report be found here

DATA ASSURANCE STATEMENT

Glossary of our Performance Commitments and APR Measures

This section describes how our governance and assurance arrangements are used to make sure the information we provide can be trusted.

Biodiversity

This performance commitment measures the net change in the number of biodiversity units on nominated land per 100km^2 of land in the company's area. A biodiversity unit is a measurement of an area's value to wildlife. It is based on the size and quality of habitats, and whether the habitat is sited in an area identified as being of strategic significance for nature.

Business demand

The percentage reduction of three-year average business demand in Ml/d from the 2019-20 baseline. Three-year average values are calculated from annual average values for the reporting year and two preceding years expressed in Ml/d.

Compliance Risk Index (CRI)

The Compliance Risk Index (CRI) is a measure designed to illustrate the risk arising from treated water compliance failures. It aligns with the approach taken by DWI. A CRI score is calculated for every individual compliance failure.

Customer contacts about water quality

The number of times the company is contacted by consumers due to the taste and odour of drinking water or because the drinking water is not clear, reported per 1,000 population. Calculation is the number of contacts for all appearance, taste, and odour contacts multiplied by 1,000 divided by the resident population as reported to the Drinking Water Inspectorate (DWI).

Discharge permit compliance

Discharge permit compliance is defined in the discharge permit compliance (numeric) metric in the reporting guidance from the Environment Agency's water and sewerage company Environmental Performance Assessment (EPA) methodology.

The discharge permit compliance metric is reported as the performance of wastewater treatment works (to treat and dispose of sewage) and water treatment works (for the water supply service) in line with their numeric discharge permit conditions. The discharge permit compliance metric is reported as the number of failing sites and not the number of failing discharges.

Greenhouse gas emissions (water)

Percentage reduction in greenhouse gas emissions (expressed in tonnes CO2e, carbon dioxide equivalent) from a 2024-25 baseline.

Greenhouse gas emissions (wastewater)

Percentage reduction in greenhouse gas emissions (expressed in tonnes CO2e, carbon dioxide equivalent) from a 2024-25 baseline.

Leakage

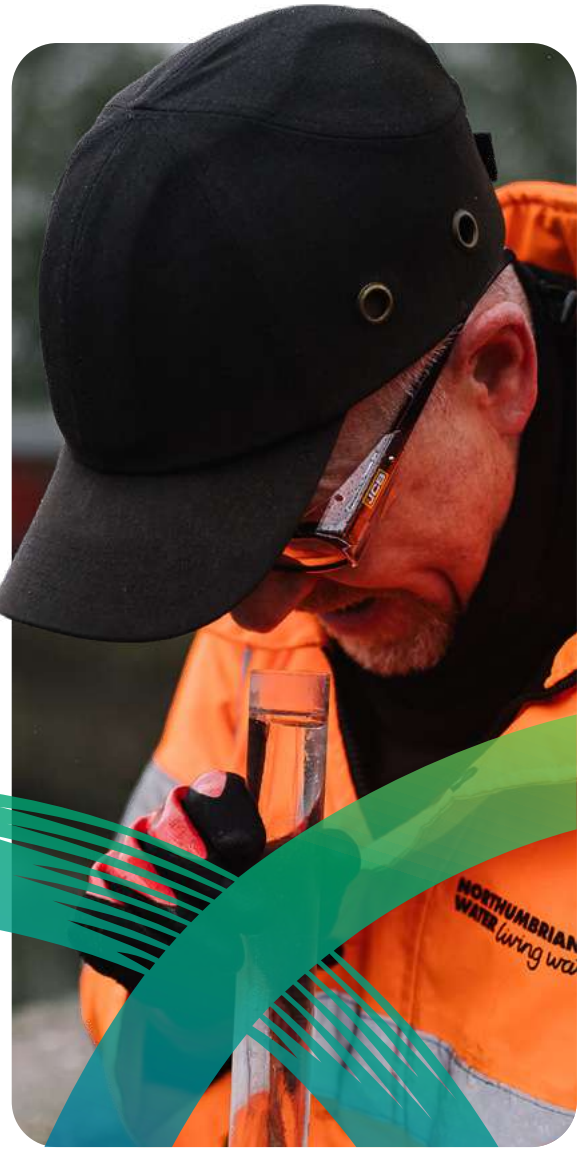
This measure enables all companies to report annual average leakage for the defined year. Average annual leakage is defined as the sum of distribution system leakage, including service reservoir losses and trunk main leakage plus customer supply pipe leakage. It is reported as the annual arithmetic mean daily leakage expressed in mega-litres per day (Ml/d).

This performance commitment measures the percentage reduction of three-year average leakage in Ml/d from the 2019-20 baseline. Three-year average values are calculated from annual average values for the reporting year and two preceding years.

Repairs to burst mains

The number of repairs to burst mains per thousand kilometres of the company's entire treated water main network (excluding communication and supply pipes). It includes both proactive and reactive repairs to burst mains from which water is lost.

DATA ASSURANCE STATEMENT



Per capita consumption (PCC)

PCC allows companies to report annual average per capita consumption for the defined year following a reasonable level of accuracy, applying consistent and reliable methods and common assumptions.

Annual average per capita consumption is the sum of measured household consumption and unmeasured household consumption divided by the total household population.

This is reported at the whole company level for this PC.

Serious pollution incidents

Serious pollution incidents are reported as the total number of serious pollution incidents (categories 1 and 2) in a calendar year emanating from a discharge or escape of a contaminant from a water company sewerage asset or water supply asset affecting the water environment.

Unplanned outage

The measure is used as a means of assessing asset health for abstraction and water treatment activities. It is defined as the annualised unavailable flow, based on the peak week production capacity (PWPC) for each company.

Water supply interruptions

This measure is the average number of minutes lost per customer for the whole customer base for interruptions that lasted three hours or more.

Customer measure of experience (C-MeX)

C-MeX is a mechanism to incentivise excellent levels of service for residential customers. Each company receives a C-MeX score based on results from two surveys.

These are a customer service survey and a customer experience survey. A company's overall score is out of 100.

Developer services measure of experience (D-MeX)

D-MeX is a mechanism to incentivise companies to provide developer services customers with excellent levels of service. These customers include small and large property developers, self-lay providers, new appointees and some residential customers.

Each company receives a D-MeX score based on two components - qualitative and quantitative surveys. These are a customer service survey and a customer experience survey. A company's overall score is out of 100.

Business customer and retailer measure of experience (BR-MeX)

This measure is defined as the average business customer service experience resulting from two sets of customer surveys and market performance metrics:

- Business (non-household) Customer Experience Survey (B-MeX) – a satisfaction survey of a random sample of business customers who have recently contacted their wholesaler (50%).
- Retailer Experience survey (R-MeX) - derived from a twice-yearly survey of Retailers (25%).
- Market Performance Framework Metrics (MPF)-based on industry measures of wholesaler performance, as determined under the industry's Market Performance Framework (25%).

Bathing water quality

The percentage of designated bathing waters in the company's northern operating area which are classified as Good or Excellent status each year, as reported by Defra. The classifications are based on a four-year average of sample results at each beach.

External sewer flooding

This measures the absolute number of the company's external sewer flooding incidents per year including incidents caused by severe weather. External flooding is defined as flooding within the curtilage of a building normally used for residential, public, community and business purposes.

A flooding event is defined as the escape of water from a sewerage system, irrespective of size as evidenced by standing water, running water or visible deposits of silt or sewage solids. It includes flooding due to overloaded sewers (hydraulic flooding) and due to other causes (FOC). Number of incidents is defined as the number of curtilages flooded during each flooding event from a public sewer including incidents on sewers transferred under the Transfer of Private Sewers Regulations 2011 and pumping stations transferred in 2016.

Severe weather is defined as individual rainfall events with a storm return period greater than 1 in 20 years.

DATA ASSURANCE STATEMENT

Internal Sewer Flooding

This measures the absolute number of the company's internal sewer flooding incidents per year and includes flooding due to overloaded sewers (hydraulic flooding) and due to other causes (FOC). We report the number of internal sewer flooding incidents per 10,000 sewer connections including sewer flooding due to severe weather events.

Sewer collapses

It measures the number of sewer collapses per 1,000km of all sewers that have not been identified proactively by the company and causing an impact on service to customers or the environment.

Storm overflows

This performance commitment is designed to incentivise a progressive reduction in the adverse impacts of discharges from the company's storm overflows.

It aims to encourage the company to operate and maintain its network and equipment in such a way as to reduce the adverse impacts of storm overflows on public health and the environment. It measures the average number of monitored spills per overflow adjusted for the number of unmonitored spills.

Total pollution incidents

This number comes directly from the Environment Agency. The Environmental Performance Assessment (EPA) was introduced in 2011 and updated in February 2017.

There was some adjustments to wording in version 3 in 2019. This measures the total number of pollution incidents (category 1 - 3) in a calendar year emanating from a discharge or escape of a contaminant from a company sewerage asset affecting the water environment. We report the total number of pollution incidents (cat 1-3) per 10,000km of sewer length.

River water quality

The performance measure is the percentage reduction in phosphorus emissions to river catchments as a result of water company activities when delivering their functions relative to the load of total phosphorus discharged by all wastewater treatment works in the baseline which is 1st January 2020 to 31st December 2020.

Additional APR tables

In addition to performance commitments we are required to provide a range of information to Ofwat which covers all aspects of performance, including financial and operational metrics. This information helps inform Ofwat's cost modelling for the Periodic Review process. Our approach to providing governance and assurance to these follows the same process as we currently have in place for Annual Performance Reporting (APR).

Bioresources and water resources market information

Companies are required to provide Ofwat with standardised and defined information to enable potential market participants to identify opportunities to supply services in these areas.

We publish market information so that stakeholders can have trust and confidence in the information and to reflect current market status.

Our licence obligations

As part of our Risk and Compliance Statement we must make sure we have a full understanding of and are meeting all our relevant statutory license and regulatory obligations. We must also ensure that there are sufficient processes and internal systems of control to fully meet those obligations and have appropriate systems and processes in place to allow us to identify, manage and review key risks.

Tariffs and charges

The bills paid by our customers and the wholesale charges paid by non-household customers in both our areas of supply are determined by the tariffs and charges published in January and February each year.

We are required to publish our tariffs and charges to comply with our legal obligations. These set out the company's charges for the services we provide and the terms and conditions of those charges.

Guaranteed standards scheme (GSS)

Customers of water and sewerage companies are entitled to guaranteed minimum standards of service, as set out by the Secretary of State. Where a company fails to meet a standard then it is required to make a specified payment to the customer affected. The scheme applies to all customers of water and sewerage companies.

For regulatory reporting in the Customer area, the key audits we carry out annually include GSS audits (particularly account queries and complaints and appointments) and C-MeX, debt and priority services reporting which is included in our APR assurance programme. As for all audits, findings are reported to management and our audit committee, with agreed actions being tracked to completion.

Annual report and financial statements

We have a legal obligation, under the Companies Act, for our Annual Report and Financial Statements to be externally audited. This is to make sure that they are properly prepared in accordance with Generally Accepted Accounting Principles and the Companies Act and that they represent a true and fair view of our financial position and profits.

Regulatory accounting statements

We have a requirement under our Instrument of Appointment and Ofwat's Regulatory Accounting Guidelines, for the Regulatory Financial Statements in the APR to be externally audited. This covers:

- The regulatory policies and disclosures.
- Regulatory Financial Statements (tables 1A to 1F).
- Appointed business taxation.
- Price review and other segmental reporting (tables 2A to 2O).
- Transactions with associated companies.

DATA ASSURANCE STATEMENT

Additional regulatory information

We report additional regulatory information in sections 4 to 9 of the APR. This includes:

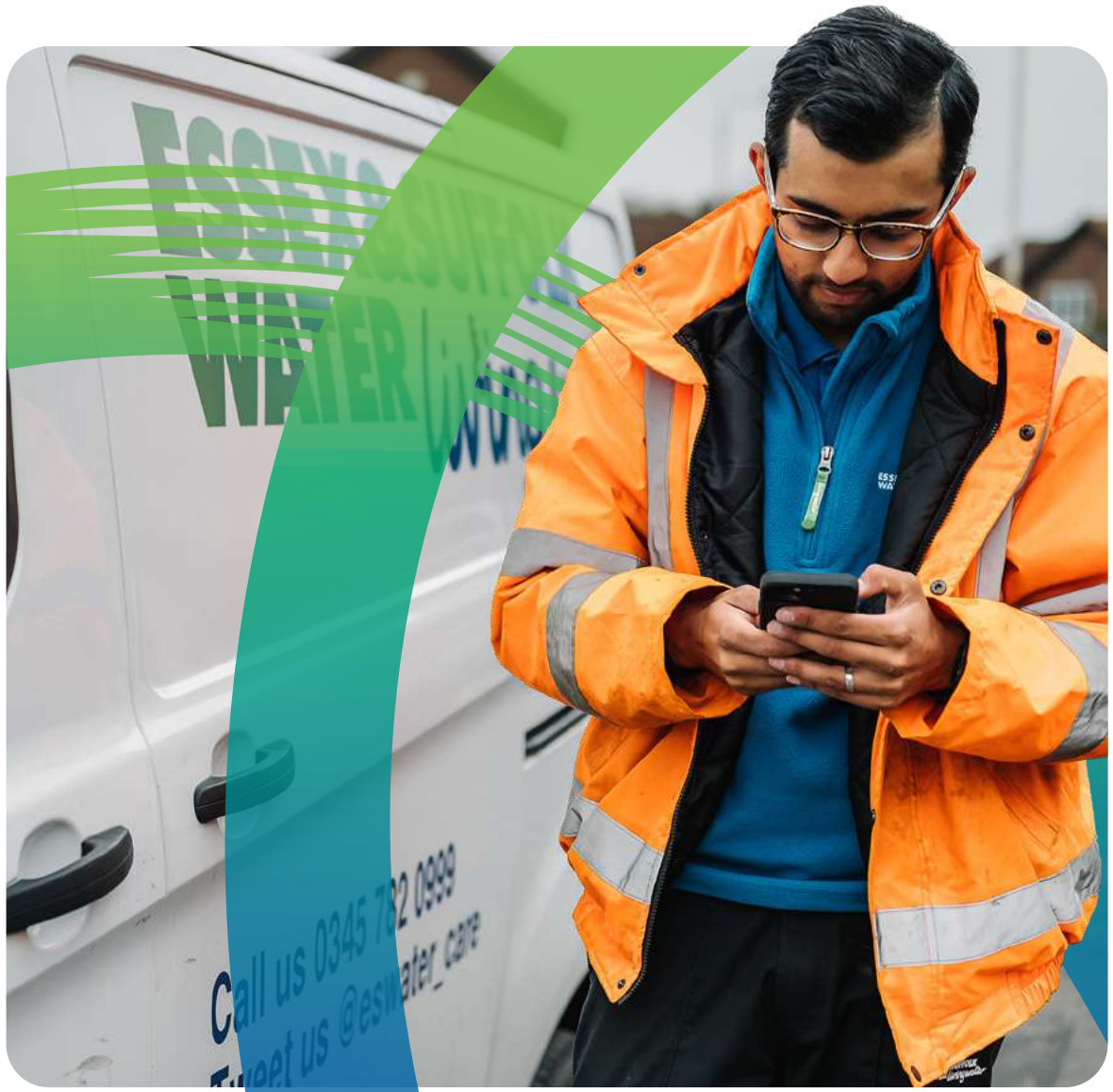
- Non-financial information on households billed and volumes of water produced.
- Additional analysis of totex and unit costs.
- Key financial metrics.

Statement of sufficiency of financial resource

We have a requirement, under our Instrument of Appointment, to submit a certificate from the Directors stating that we have available sufficient financial resources and facilities to allow us to carry out our regulated activities for at least 12 months and sufficient management resources to enable us to carry out our functions.

Financial resilience

We have a requirement, under Ofwat's Regulatory Accounting Guidelines, to produce a long-term viability statement, confirming that the Company is financially viable over the longer term. This includes stress testing our forward-looking financial plans under a number of adverse scenarios. Our viability statement can be found in the Annual Report and Financial Statements on our websites.



We have a requirement, under Ofwat's Regulatory Accounting Guidelines, to produce a long-term viability statement, confirming that the Company is financially viable over the longer term.

Appendix 1

PwC's Independent Limited Assurance Report to the Directors of Northumbrian Water Limited on selected non-financial data points within its Annual Performance Report* for the year ended 31 March 2026.

Independent Limited Assurance Report to the Directors of Northumbrian Water Limited on selected non-financial data points within its Annual Performance Report* for the year ended 31 March 2026

Our limited assurance conclusion

Based on the procedures we have performed, as described under the "Summary of work performed"' and the "Areas of Assurance Focus" sections below, and the evidence we have obtained, nothing has come to our attention that causes us to believe that the selected non-financial data points in Northumbrian Water Limited's Annual Performance Report 2025/26, APR tables – 2025/26, Data Assurance Statement – 2025/26 for the year ended 31 March 2026 (the "Report") and summarised in Schedule 1 of this Independent Limited Assurance report (together, the "Subject Matter Information"), has not been prepared, in all material respects, in accordance with Northumbrian Water Limited's Reporting Criteria (the "Reporting Criteria") set out in Appendix A of Northumbrian Water Limited's Data Assurance Statement – 2025/26.

What we were engaged to assure

The Subject Matter Information needs to be read and understood together with the Reporting Criteria which Northumbrian Water Limited's Directors are solely responsible for selecting and applying. The Subject Matter Information is set out in Schedule 1 of this report and the Reporting Criteria are as set out in Appendix A of Northumbrian Water Limited's Data Assurance Statement – 2025/26.

The scope of our work did not extend to information in respect of earlier periods or to any other information included in, or linked from, the Report including any images, audio files or videos.

Our work

Professional standards applied

We performed a limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised) 'Assurance Engagements other than Audits or Reviews of Historical Financial Information', issued by the International Auditing and Assurance Standards Board.

Our independence and quality control

We have complied with the Institute of Chartered Accountants in England and Wales Code of Ethics, which includes independence and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour, that are at least as demanding as the applicable provisions of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code).

We apply International Standard on Quality Management (UK) 1 and accordingly maintain a comprehensive system of quality management including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

* NWL's Annual Performance Report is collectively comprised of the following documents: Annual Performance Report 2025/26, APR tables – 2025/26, Data Assurance Statement – 2025/26. The specific document(s) that each selected non-financial data point is located within is outlined in Column 6 of Schedule 1 of this Independent Limited Assurance Report.

www.pwc.com

PricewaterhouseCoopers LLP, Central Square, 29 Wellington Street, Leeds, LS1 4DL

+44 (0) 113 289 4000
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Summary of work performed

We performed a limited assurance engagement. Because the level of assurance obtained in a limited assurance can vary, we give more detail about the procedures performed, so that the intended users of the Subject Matter Information can understand the nature, timing and extent of procedures we performed as context for our conclusion. These procedures performed vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

In performing our assurance procedures, which were based on our professional judgement, we performed the following:

- evaluated the suitability in the circumstances of Northumbrian Water Limited's use of the Reporting Criteria as the basis for preparing the Subject Matter Information including the associated reporting boundaries;
- through inquiries, obtained an understanding of Northumbrian Water Limited's control environment, processes and systems relevant to the preparation of the Subject Matter Information. Our procedures did not include evaluating the suitability of design, obtaining evidence about their implementation or testing operating effectiveness of particular control activities;
- evaluated whether Northumbrian Water Limited's methods for developing estimates are appropriate and had been consistently applied, noting that our procedures did not involve testing the data on which the estimates are based or separately developing our own estimates against which to evaluate Northumbrian Water Limited's estimates;
- compared year on year movements and obtained explanations from management for significant differences we identified;
- performed limited substantive testing of the Subject Matter Information, which is aggregated from information submitted by Northumbrian Water Limited. Testing involved agreeing arithmetical accuracy of calculations, and agreeing data points to or from source information to check that the underlying subject matter had been appropriately evaluated or measured, recorded, collated and reported;
- undertook site visits at Howdon (sewage treatment works) and Whittle Dene (water treatment works) to understand the processes that occur at each of these sites across the business, relating to the collation and reporting of non-financial data points within the Subject Matter Information;
- specifically in relation to leakage, we also performed the following assurance procedures::
    - confirmed, through enquiry, that NWL had not changed night use allowances with regard to leakage reporting;
    - performed a walkthough with NWL Maintenance team on how they monitor logger accuracy for loggers used in the leakage calculation;
    - reconciled the property numbers contained within DMAs/zones in the Netbase system (used to calculate leakage) against the billing system;
    - validated that properties defined as void from night use allowances were allocated a nil consumption within the leakage calculation;
    - confirmed through enquiry, that the fixed period used to monitor minimum night flow remained consistent as in prior year;
    - confirmed our understanding of supply pipe leakage methodology applied in the leakage calculation;
    - conducted a walkthrough with Crowder Consulting, who provides the Netbase system and calculates the Trunk Mains Losses on NWL's behalf, to understand how Trunk Mains Losses were calculated within the leakage calculation;
    - performed limited substantive testing of the water balance, including reconciling to the Table 6B and considering the associated confidence intervals applied;
    - confirmed, through enquiry, that there had been no restatement to the Water Balance components; and
- evaluated the disclosures in, and overall presentation of, the Subject Matter Information.

Our assurance procedures specifically did not extend to certain underlying data inputs into key systems and/or models where they are derived from scientific or mechanical data sources or where they come from generally accepting industry standard data.

Materiality

We are required to plan and perform our work to address the areas where we have identified that a material misstatement of the Subject Matter Information is likely to arise. We set certain quantitative thresholds for materiality. These, together with qualitative considerations, helped us to determine the nature, timing and extent of our procedures in support of our conclusion. We believe that it is important that the intended users have the information they need to understand the concept and the level of materiality to place our conclusion in context. Based on our professional judgement, we determined materiality for the Subject Matter Information as follows:

Overall materiality	Materiality may differ depending upon the nature of the Subject Matter Information. We apply professional judgement to consider the most appropriate materiality benchmark for each aspect of the Subject Matter Information, having considered how the intended users may use the information. Materiality has been set at 5% of the total reported figure for each of the selected non-financial data points. For example: - 5A.1 "Water from impounding reservoirs" is an absolute number, 383.64 Ml/day, so a misstatement of ±19.182 would be considered material. - 8A.5 "Percentage of sludge produced and treated at a site of STW and STC co-location" is a percentage, 50.89%, so a misstatement of ±2.54 percentage points would be considered material.

We also agreed to report to the Directors misstatements ("reportable misstatements") identified during our work at a level below overall materiality, as well as misstatements below that lower level that in our view warranted reporting for qualitative reasons. The Directors are responsible for deciding whether adjustments should be made to the Subject Matter Information in respect of those items.

Areas of Assurance Focus

The Areas of Assurance Focus are those areas of our work that, in our professional judgement, require additional procedures. In the case of limited assurance, that means our procedures may be towards the upper end of those that might be expected for limited assurance. These areas were identified as part of our risk assessment and result of the assurance procedures performed, and include those areas of significant risk, areas that involved significant judgement or other areas where significant assurance effort was needed. This approach provides transparency about where we deemed it necessary to perform extra work. However, this does not imply - for limited assurance - the same level of assurance as would have been obtained under a reasonable assurance engagement.

We considered the following areas to be Areas of Assurance Focus and discussed these with Northumbrian Water Limited's management.

Complexity and Measurement Uncertainty within the Water Balance Calculation	
Nature of the issue	In order to calculate the reported figures for water delivered to customers, water used for other purposes, and leakage, Northumbrian Water Limited follows an approach prescribed by Ofwat to reconcile the total amount of water produced ("Distribution Input" or "DI") to total water used in the process, referred to as the "Water Balance". The Water Balance calculation and methodology is complex and incorporates a large number of interrelated components derived from different systems, data sources and calculation methodologies. Whilst certain components are directly measured, others rely on estimation techniques, assumptions and management judgement where complete measurement data is not available. Given the cumulative nature of the Water Balance, inaccuracies within individual components may have a consequential impact on the reported leakage figure. The Water Balance calculation includes a range of different data source, such as: - Data which is generated automatically from loggers and meters; - Data which has a degree of estimation, particularly in relation to components where no direct or actual measurement (such as metering) is available; and - Data from inputs from other areas of the Annual Performance Report submission such as property data. As DI is the principal input to the Water Balance calculation, the reliability of the underlying meter data is particularly important in determining the accuracy of the reported leakage figures. Having performed some limited calibration testing in the previous year (which impacted confidence levels associated with DI), in the year ended 31 March 2026, Northumbrian Water Limited engaged a third-party to perform calibration testing on multiple meters at water treatment works, with the aim to complete calibration of all sites by the end of next reporting year. In total, calibration was performed at 17 water

	treatment works, representing meters which process approximately 48.66% of the total DI used in the Water Balance calculation. Using these calibrations, a manual adjustment was applied to each site where a meter was calibrated, this adjustment was applied DI figures prior to inputting into the Water balance. This manual adjustment was applied to the data logged automatically from the meters. The manual adjustment was based on the calibration results i.e if the calibration showed the logger was understating by 1%, the logger data would be manually increased by 1%. Given the complexity of the Water Balance methodology, the significance of DI as a key input to the calculation, and the judgement involved in determining and applying calibration-based adjustments to meter data, we determined this to be an area of assurance focus.
How our work addressed the areas of assurance focus	To check that the Water Balance calculation (and its associated inputs and outputs) has been performed accurately, we have: • Obtained an understanding of how each individual input into the Water Balance was calculated, and where relevant, assessed the estimates included in the calculation. • Performed substantive testing over each component of the Water Balance, including distribution input and leakage, obtaining supporting evidence to agree the accuracy of underlying data within the calculation on a sample basis. • For the calibration tests performed during the year over DI meters, obtained the results, and for a sample, obtained the corresponding third-party report and agreed the flow values to those recorded by Northumbrian Water Limited. • Reconciled property data used in the Water Balance back to the property data reported elsewhere, in Table 4R of the Annual Performance Report. • Reconciled the property numbers contained within DMAs/zones in the Netbase system (used to calculate Leakage) against the billing system;
Element(s) of the Subject Matter Information most significantly impacted	The following elements of the Subject Matter Information are produced as part of the Water Balance calculation: • Table 6B: Treated water distribution - assets and operations for the 12 months ended 31 March 2026. • Table 3A: Underlying calculations for common performance commitments - water and retail. • Table 6D: Demand management - Metering and leakage activities for the 12 months ended 31 March 2026.

Challenges of non-financial information

The absence of a significant body of established practice upon which to draw to evaluate and measure non-financial information allows for different, but acceptable, evaluation and measurement techniques that can affect comparability between entities, and over time.

Non-financial information is subject to more inherent limitations than financial information, given the characteristics of the underlying subject matter and the methods used for measuring or evaluating it. The precision of different measurement techniques may also vary.

Reporting on Other Information

The other information comprises all of the information in the Report other than the Subject Matter Information and our assurance report. The Directors are responsible for the other information. As explained above, our conclusion does not extend to the other information and, accordingly, we do not express any form of assurance thereon. In connection with our assurance of the Subject Matter Information, our responsibility is to read the other information. In doing so, we consider whether the other information is materially inconsistent with the Subject Matter Information or our knowledge obtained during the

assurance engagement, or otherwise appears to contain a material misstatement of fact. If we identify an apparent material inconsistency or material misstatement of fact, we are required to perform procedures to conclude whether there is a material misstatement of the Subject Matter Information or a material misstatement of the other information, and to take appropriate actions in the circumstances.

Responsibilities of the Directors

The Directors of Northumbrian Water Limited are responsible for:

- determining appropriate reporting topics and selecting or establishing suitable criteria for measuring or evaluating the underlying subject matter;
- ensuring that those criteria are relevant and appropriate to Northumbrian Water Limited and the intended users of the Report;
- the preparation of the Subject Matter Information in accordance with the Reporting Criteria including designing, implementing and maintaining systems, processes and internal controls over the evaluation or measurement of the underlying subject matter to result in Subject Matter Information that is free from material misstatement, whether due to fraud or error;
- documenting and retaining underlying data and records to support the Subject Matter Information;
- producing the Report that provides a balanced reflection of Northumbrian Water Limited's performance in this area and discloses, with supporting rationale, matters relevant to the intended users of the Report; and
- producing a statement of Directors' responsibility.

Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the Subject Matter Information is free from material misstatement, whether due to fraud or error;
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
- reporting our conclusion to the Directors of Northumbrian Water Limited.

Use of our report

Our report, including our conclusion, has been prepared solely for the Directors of Northumbrian Water Limited in accordance with the agreement between us dated 9 April 2026 (the "agreement") in connection with the requirement for independent assurance, as set out in Ofwat's "Company monitoring framework". To the fullest extent permitted by law, we do not accept or assume responsibility or liability to anyone other than the Board of Directors and Northumbrian Water Limited for our work or our report except where terms are expressly agreed between us in writing.

PricewaterhouseCoopers LLP
Chartered Accountants
Leeds
15 July 2026

Schedule 1

Reference	Title	Measure	Units	Reported number	Reported in
3A.2	Business demand	Performance level - actual	%	3.3	Annual Performance Report 2025/26 APR table – 2025/26
3A.5	Discharge permit compliance	Performance level - actual	%	98.52	Annual Performance Report 2025/26 APR table – 2025/26
3A.7	Leakage	Performance level - actual	%	14.2	Annual Performance Report 2025/26 APR table – 2025/26
3A.8	[For use by NES and SSC only]	Performance level - actual	%	19.7	Annual Performance Report 2025/26 APR table – 2025/26
3A.10	Per capita consumption	Performance level - actual	%	-1.6	Annual Performance Report 2025/26 APR table – 2025/26
3A.23	Storm overflows	Performance level - actual	%	22.70	Annual Performance Report 2025/26 APR table – 2025/26
3A.25	River water quality	Performance level - actual	%	-13.99	Annual Performance Report 2025/26 APR table – 2025/26
3D.1	Annual average leakage	2025-26	Ml/d	161.7	APR table – 2025/26
3D.2	Three-year average leakage - co level	2025-26	Ml/d	168.1	APR table – 2025/26
3D.3	% reduction in 3 - year average leakage from 2019-20 baseline - co level	2025-26	%	16.0	APR table – 2025/26
3D.4	Annual average leakage - region 1	2025-26	Ml/d	110.1	APR table – 2025/26
3D.5	Three-year average leakage - region 1	2025-26	Ml/d	115.7	APR table – 2025/26
3D.6	% reduction in 3 - year average leakage from 2019-20 baseline - region 1	2025-26	%	14.2	APR table – 2025/26
3D.7	Annual average leakage - region 2	2025-26	Ml/d	51.6	APR table – 2025/26
3D.8	Three-year average leakage - region 2	2025-26	Ml/d	52.4	APR table – 2025/26
3D.9	% reduction in 3 - year average leakage from 2019-20 baseline region 2	2025-26	%	19.7	APR table – 2025/26
3D.10	Annual average PCC - company level	2025-26	Ml/d	154.9	APR table – 2025/26
3D.11	Three-year average PCC - company level	2025-26	Ml/d	153.0	APR table – 2025/26
3D.12	% reduction in 3 - year average PCC from 2019-20 baseline - company level	2025-26	%	-1.6	APR table – 2025/26
3D.13	Annual household consumption level - company level	2025-26	Ml/d	757.3	APR table – 2025/26
3D.14	Total household population - company level	2025-26	Number	4888.588	APR table – 2025/26
3D.15	Annual average PCC - region 1	2025-26	Ml/d	155.4	APR table – 2025/26
3D.16	Three-year average PCC - region 1	2025-26	Ml/d	152.5	APR table – 2025/26
3D.17	% reduction in 3 - year average PCC from 2019-20 baseline - region 1	2025-26	%	-4.5	APR table – 2025/26
3D.18	Annual household consumption level - region 1	2025-26	Ml/d	429.2	APR table – 2025/26
3D.19	Total household population - region 1	2025-26	Number	2762.152	APR table – 2025/26
3D.20	Annual average PCC - region 2	2025-26	Ml/d	154.3	APR table – 2025/26
3D.21	Three-year average PCC - region 2	2025-26	Ml/d	153.7	APR table – 2025/26
3D.22	% reduction in 3 - year average PCC from 2019-20 baseline - region 2	2025-26	%	2.0	APR table – 2025/26
3D.23	Annual household consumption level - region 2	2025-26	Ml/d	328.1	APR table – 2025/26
3D.24	Total household population - region 2	2025-26	Number	2126.436	APR table – 2025/26
3D.25	Annual average business demand (incl. voids)	2025-26	Ml/d	213.6	APR table – 2025/26
3D.26	Three-year average business demand (incl. voids) - company level	2025-26	Ml/d	213.2	APR table – 2025/26

3D.27	% reduction in 3 - year average business demand from 2019-20 baseline (incl. voids) - company level	2025-26	%	3.3	APR table – 2025/26
3D.28	Annual average business consumption (excl. voids) - company level	2025-26	Ml/d	208.7	APR table – 2025/26
3D.29	Annual average business voids consumption - company level	2025-26	Ml/d	4.9	APR table – 2025/26
3D.30	Annual average business demand (incl. voids) variance of reporting year from previous year	2025-26	Ml/d	1.2	APR table – 2025/26
3D.31	Increase in business demand in reporting year due to new business demand (new supply points).	2025-26	Ml/d	0.3	APR table – 2025/26
3D.32	Changes in existing business demand (existing supply points) in reporting year compared to previous year.	2025-26	Ml/d	2.0	APR table – 2025/26
3D.33	Annual average business demand (incl. voids) - region 1	2025-26	Ml/d	136.4	APR table – 2025/26
3D.34	Three-year average business demand (incl. voids) - region 1	2025-26	Ml/d	135.9	APR table – 2025/26
3D.35	% reduction in 3 - year average business demand from 2019-20 baseline - region 1	2025-26	%	6.1	APR table – 2025/26
3D.36	Annual average business consumption (excl. voids) - region 1	2025-26	Ml/d	133.3	APR table – 2025/26
3D.37	Annual average business voids consumption - region 1	2025-26	Ml/d	3.1	APR table – 2025/26
3D.38	Annual average business demand (incl. voids) variance of reporting year from previous year - region 1	2025-26	Ml/d	2.0	APR table – 2025/26
3D.39	Increase in business demand in reporting year due to new business demand (new supply points) - region 1	2025-26	%	0.2	APR table – 2025/26
3D.40	Changes in existing business demand (existing supply points) in reporting year compared to previous year.	2025-26	Ml/d	1.7	APR table – 2025/26
3D.41	Annual average business demand (incl. voids) - region 2	2025-26	Ml/d	77.1	APR table – 2025/26
3D.42	Three-year average business demand (incl. voids) - region 2	2025-26	Ml/d	77.3	APR table – 2025/26
3D.43	% reduction in 3 - year average business demand from 2019-20 baseline - region 2	2025-26	%	-2.1	APR table – 2025/26
3D.44	Annual average business consumption (excl. voids) - region 2	2025-26	Ml/d	75.3	APR table – 2025/26
3D.45	Annual average business voids consumption - region 2	2025-26	Ml/d	1.8	APR table – 2025/26
3D.46	Annual average business demand (incl. voids) variance of reporting year from previous year - region 2	2025-26	Ml/d	-0.8	APR table – 2025/26
3D.47	Increase in business demand in reporting year due to new business demand (new supply points) region 2	2025-26	Ml/d	0.1	APR table – 2025/26
3D.48	Changes in existing business demand (existing supply points) in reporting year compared to previous year - region 2	2025-26	Ml/d	0.3	APR table – 2025/26
3E.9	Total number of monitored spills	Performance level - Actual (current reporting year)	Number	27756	APR table – 2025/26
3E.10	Total number of storm overflows	Performance level - Actual (current reporting year)	Number	1568	APR table – 2025/26
3E.11	EDM uptime	Performance level - Actual (current reporting year)	% EDM uptime	95.00	APR table – 2025/26
3E.12	Average number of spills per overflow - monitored	Performance level - Actual (current reporting year)	Number	17.70	APR table – 2025/26
3E.13	Unmonitored storm overflows adjustment	Performance level - Actual (current reporting year)	Number	5	APR table – 2025/26
3E.14	Average number of spills per overflow - with unmonitored adjustment	Performance level - Actual	Number	22.70	APR table – 2025/26

		(current reporting year)			
3E.24	Phosphorus emitted from treatment works that had a phosphorus limit for the latest calendar year.	Current reporting year	% reduction in phosphorus emissions	44899.10	APR table – 2025/26
3E.25	Phosphorus prevented from entering rivers from partnership working	Current reporting year	% reduction in phosphorus emissions	0.00	APR table – 2025/26
3E.26	Reduction in phosphorus	Current reporting year	% reduction in phosphorus emissions	44899.10	APR table – 2025/26
3E.84	Average spills per overflow performance assuming 100% monitoring	Performance level - Actual (current reporting year)	Average spills per storm overflow	18.63	APR table – 2025/26
3E.85	Spills under verified trial conditions	Performance level - Actual (current reporting year)	Total spills - number	0.00	APR table – 2025/26
3E.86	Spills outside of verified trial conditions	Performance level - Actual (current reporting year)	Total spills - number	27756.00	APR table – 2025/26
3E.87	Trial overflow information - trial site 1	Total number of spills associated with NBS trials (outside of PR24 forecast performance);	Number	0.00	APR table – 2025/26
3E.88	Trial overflow information - trial site 2	Total number of spills associated with NBS trials (outside of PR24 forecast performance);	Number	0.00	APR table – 2025/26
3E.89	Trial overflow information - trial site 3	Total number of spills associated with NBS trials (outside of PR24 forecast performance);	Number	0.00	APR table – 2025/26
3E.90	Trial overflow information - trial site 4	Total number of spills associated with NBS trials (outside of PR24 forecast performance);	Number	0.00	APR table – 2025/26
3E.91	Trial overflow information - trial site 5	Total number of spills associated with NBS trials (outside of PR24 forecast performance);	Number	0.00	APR table – 2025/26
3G.1	Discharge permit compliance (water)	Standardising numerical value	% permit compliance	46.00	APR table – 2025/26
		Performance level - Actual (current reporting year)	% permit compliance	0.00	APR table – 2025/26
		Performance level	% permit compliance	100.00	APR table – 2025/26
3G.2	Discharge permit compliance (wastewater)	Standardising data numerical value	% permit compliance	157.00	APR table – 2025/26
		Performance level - Actual (current reporting year)	% permit compliance	3.00	APR table – 2025/26
		Performance level - Calculated (i.e. standardised)	% permit compliance	98.09	APR table – 2025/26
3G.3	Discharge permit compliance (total)	Standardising data numerical value	% permit compliance	203.00	APR table – 2025/26
		Performance level - Actual (current reporting year)	% permit compliance	3.00	APR table – 2025/26
		Performance level - Calculated (i.e. standardised)	% permit compliance	98.52	APR table – 2025/26
4R.1	Residential water only customers	Unmeasured	000's	239.092	APR table – 2025/26
		Measured	000's	547.339	APR table – 2025/26
		Total	000's	786.431	APR table – 2025/26
		Voids	000's	27.849	APR table – 2025/26
4R.2	Residential wastewater only customers	Unmeasured	000's	45.056	APR table – 2025/26
		Measured	000's	28.778	APR table – 2025/26
		Total	000's	73.834	APR table – 2025/26

		Voids	000's	3.441	APR table – 2025/26
4R.3	Residential water and wastewater customers	Unmeasured	000's	601.542	APR table – 2025/26
		Measured	000's	539.359	APR table – 2025/26
		Total	000's	1140.901	APR table – 2025/26
		Voids	000's	46.292	APR table – 2025/26
4R.4	Total residential customers	Unmeasured	000's	885.690	APR table – 2025/26
		Measured	000's	1115.476	APR table – 2025/26
		Total	000's	2001.166	APR table – 2025/26
		Voids	000's	77.582	APR table – 2025/26
4R.5	Business water only customers	Unmeasured	000's	3.399	APR table – 2025/26
		Measured	000's	38.086	APR table – 2025/26
		Total	000's	41.485	APR table – 2025/26
		Voids	000's	9.367	APR table – 2025/26
4R.6	Business wastewater only customers	Unmeasured	000's	4.142	APR table – 2025/26
		Measured	000's	1.293	APR table – 2025/26
		Total	000's	5.435	APR table – 2025/26
		Voids	000's	4.631	APR table – 2025/26
4R.7	Business water & wastewater customers	Unmeasured	000's	4.237	APR table – 2025/26
		Measured	000's	37.492	APR table – 2025/26
		Total	000's	41.729	APR table – 2025/26
		Voids	000's	13.205	APR table – 2025/26
4R.8	Total business customers	Unmeasured	000's	11.778	APR table – 2025/26
		Measured	000's	76.871	APR table – 2025/26
		Total	000's	88.649	APR table – 2025/26
		Voids	000's	27.203	APR table – 2025/26
4R.9	Total customers	Unmeasured	000's	897.468	APR table – 2025/26
		Measured	000's	1192.347	APR table – 2025/26
		Total	000's	2089.815	APR table – 2025/26
		Voids	000's	104.785	APR table – 2025/26
4R.10	Residential properties billed	Water Unmeasured	000's	840.634	APR table – 2025/26
		Water Measured	000's	1086.698	APR table – 2025/26
		Water Total	000's	1927.332	APR table – 2025/26
		Wastewater Unmeasured	000's	646.597	APR table – 2025/26
		Wastewater Measured	000's	568.138	APR table – 2025/26
		Wastewater Total	000's	1214.735	APR table – 2025/26
4R.11	Residential void properties	Water Total	000's	74.141	APR table – 2025/26
		Wastewater Total	000's	49.733	APR table – 2025/26
4R.12	Total connected residential properties	Water Total	000's	2001.473	APR table – 2025/26
		Wastewater Total	000's	1264.468	APR table – 2025/26
4R.13	Business properties billed	Water Unmeasured	000's	7.637	APR table – 2025/26
		Water Measured	000's	75.578	APR table – 2025/26
		Water Total	000's	83.215	APR table – 2025/26
		Wastewater Unmeasured	000's	8.379	APR table – 2025/26
		Wastewater Measured	000's	38.785	APR table – 2025/26
		Wastewater Total	000's	47.164	APR table – 2025/26
4R.14	Business void properties	Water Total	000's	22.572	APR table – 2025/26

		Wastewater Total	000's	17.836	APR table – 2025/26
4R.15	Total connected business properties	Water Total	000's	105.787	APR table – 2025/26
		Wastewater Total	000's	65.000	APR table – 2025/26
4R.16	Total connected properties	Water Total	000's	2107.260	APR table – 2025/26
		Wastewater Total	000's	1329.468	APR table – 2025/26
4R.17	Total new residential properties connected in year	Water Unmeasured No meter	000's	0.000	APR table – 2025/26
		Water Unmeasured Basic meter	000's	0.000	APR table – 2025/26
		Water Unmeasured AMR meter	000's	0.000	APR table – 2025/26
		Water Unmeasured AMI meter	000's	0.000	APR table – 2025/26
		Water Unmeasured Total	000's	0.000	APR table – 2025/26
		Water Measured No meter	000's	0.000	APR table – 2025/26
		Water Measured Basic meter	000's	0.038	APR table – 2025/26
		Water Measured AMR meter	000's	0.004	APR table – 2025/26
		Water Measured AMI meter	000's	7.011	APR table – 2025/26
		Water Measured Total	000's	7.053	APR table – 2025/26
		Water Total	000's	7.053	APR table – 2025/26
4R.18	Total number of new business properties connections	Water Unmeasured No meter	000's	0.000	APR table – 2025/26
		Water Unmeasured Basic meter	000's	0.000	APR table – 2025/26
		Water Unmeasured AMR meter	000's	0.000	APR table – 2025/26
		Water Unmeasured AMI meter	000's	0.000	APR table – 2025/26
		Water Unmeasured Total	000's	0.000	APR table – 2025/26
		Water Measured No meter	000's	0.000	APR table – 2025/26
		Water Measured Basic meter	000's	0.020	APR table – 2025/26
		Water Measured AMR meter	000's	0.000	APR table – 2025/26
		Water Measured AMI meter	000's	0.200	APR table – 2025/26
		Water Measured Total	000's	0.220	APR table – 2025/26
		Water Total	000's	0.220	APR table – 2025/26
4R.19	Residential properties billed at year end	Water Unmeasured No meter	000's	793.227	APR table – 2025/26
		Water Unmeasured Basic meter	000's	2.679	APR table – 2025/26
		Water Unmeasured AMR meter	000's	0.473	APR table – 2025/26
		Water Unmeasured AMI meter	000's	25.438	APR table – 2025/26
		Water Unmeasured Total	000's	821.817	APR table – 2025/26
		Water Measured No meter	000's	0.000	APR table – 2025/26
		Water Measured Basic meter	000's	755.070	APR table – 2025/26
		Water Measured AMR meter	000's	77.168	APR table – 2025/26
		Water Measured AMI meter	000's	292.950	APR table – 2025/26
		Water Measured Total	000's	1125.188	APR table – 2025/26
		Water Total	000's	1947.005	APR table – 2025/26
4R.20	Residential properties unbilled at year end	Water Unbilled Uneconomic to bill	000's	0.000	APR table – 2025/26
		Water Unbilled Other	000's	0.033	APR table – 2025/26
		Water Unbilled Total	000's	0.033	APR table – 2025/26
		Water Total	000's	0.033	APR table – 2025/26
4R.21	Residential void properties at year end	Water Unmeasured Total	000's	31.241	APR table – 2025/26
		Water Measured Total	000's	32.960	APR table – 2025/26
		Water Total	000's	64.201	APR table – 2025/26

4R.22	Total connected residential properties at year end	Water Unmeasured Total	000's	853.058	APR table – 2025/26
		Water Measured Total	000's	1158.148	APR table – 2025/26
		Water Total	000's	2011.239	APR table – 2025/26
4R.23	Business properties billed at year end	Water Unmeasured No meter	000's	7.518	APR table – 2025/26
		Water Unmeasured Basic meter	000's	0.000	APR table – 2025/26
		Water Unmeasured AMR meter	000's	0.000	APR table – 2025/26
		Water Unmeasured AMI meter	000's	0.000	APR table – 2025/26
		Water Unmeasured Total	000's	7.518	APR table – 2025/26
		Water Measured No meter	000's	0.000	APR table – 2025/26
		Water Measured Basic meter	000's	65.129	APR table – 2025/26
		Water Measured AMR meter	000's	1.032	APR table – 2025/26
		Water Measured AMI meter	000's	7.625	APR table – 2025/26
		Water Measured Total	000's	73.786	APR table – 2025/26
		Water Total	000's	81.304	APR table – 2025/26
4R.24	Business properties unbilled at year end	Water Unbilled Uneconomic to bill	000's	0.000	APR table – 2025/26
		Water Unbilled Other	000's	0.400	APR table – 2025/26
		Water Unbilled Total	000's	0.400	APR table – 2025/26
		Water Total	000's	0.400	APR table – 2025/26
4R.25	Business void properties at year end	Water Unmeasured Total	000's	4.325	APR table – 2025/26
		Water Measured Total	000's	18.324	APR table – 2025/26
		Water Total	000's	22.649	APR table – 2025/26
4R.26	Total connected business properties at year end	Water Unmeasured Total	000's	11.843	APR table – 2025/26
		Water Measured Total	000's	92.110	APR table – 2025/26
		Water Total	000's	104.353	APR table – 2025/26
4R.27	Total connected properties at year end	Water Unmeasured Total	000's	864.901	APR table – 2025/26
		Water Measured Total	000's	1250.258	APR table – 2025/26
		Water Total	000's	2115.592	APR table – 2025/26
4R.28	Resident population	Water	000's	4954.270	APR table – 2025/26
		Wastewater	000's	2861.229	APR table – 2025/26
4R.29	Non-resident population (wastewater)	Wastewater	000's	31.579	APR table – 2025/26
4R.30	Household population	Residential population	000's	4888.588	APR table – 2025/26
4R.31	Household measured population (water only)	Residential population	000's	2342.261	APR table – 2025/26
4R.32	Household unmeasured population (water only)	Residential population	000's	2546.326	APR table – 2025/26
5A.1	Water from impounding reservoirs	Input	Ml/d	383.64	APR table – 2025/26
5A.2	Water from pumped storage reservoirs	Input	Ml/d	308.69	APR table – 2025/26
5A.3	Water from river abstractions	Input	Ml/d	362.02	APR table – 2025/26
5A.4	Water from groundwater works,excluding managed aquifer recharge (MAR) water supply schemes	Input	Ml/d	96.21	APR table – 2025/26
5A.5	Water from artificial recharge (AR) water supply schemes	Input	Ml/d	0.00	APR table – 2025/26
5A.6	Water from aquifer storage and recovery (ASR) water supply schemes	Input	Ml/d	0.00	APR table – 2025/26
5A.7	Water from saline abstractions	Input	Ml/d	0.00	APR table – 2025/26
5A.8	Water from water reuse schemes	Input	Ml/d	0.00	APR table – 2025/26
5A.9	Number of impounding reservoirs	Input	nr	13	APR table – 2025/26
5A.10	Number of pumped storage reservoirs	Input	nr	3	APR table – 2025/26
5A.11	Number of river abstractions	Input	nr	10	APR table – 2025/26

5A.12	Number of groundwater works excluding managed aquifer recharge (MAR) water supply schemes	Input	nr	48	APR table – 2025/26
5A.13	Number of artificial recharge (AR) water supply schemes	Input	nr	0	APR table – 2025/26
5A.14	Number of aquifer storage and recovery (ASR) water supply schemes	Input	nr	0	APR table – 2025/26
5A.15	Number of saline abstraction schemes	Input	nr	0	APR table – 2025/26
5A.16	Number of reuse schemes	Input	nr	0	APR table – 2025/26
5A.17	Total number of sources	Input	nr	74	APR table – 2025/26
5A.18	Total number of water reservoirs	Input	nr	32	APR table – 2025/26
5A.19	Total volumetric capacity of water reservoirs	Input	Ml	446634	APR table – 2025/26
5A.20	Total number of intake and source pumping stations	Input	nr	72	APR table – 2025/26
5A.21	Total installed power capacity of intake and source pumping stations	Input	kW	37292	APR table – 2025/26
5A.23	Average pumping head – raw water abstraction	Input	m.hd	44.03	APR table – 2025/26
5A.25	Total number of raw water abstraction imports	Input	nr	0	APR table – 2025/26
5A.26	Water imported from 3rd parties to raw water abstraction systems	Input	Ml/d	0.00	APR table – 2025/26
5A.27	Total number of raw water abstraction exports	Input	nr	0	APR table – 2025/26
5A.28	Water exported to 3rd parties from raw water abstraction systems	Input	Ml/d	0.00	APR table – 2025/26
5A.29	Water resources capacity (measured using water resources yield)	Input	Ml/d	1650.44	APR table – 2025/26
5A.31	Percentage of APH derived from measured data - raw water abstraction	Input	%	75.37	APR table – 2025/26
5A.32	Percentage of sites with measured volumes and/or lift - raw water abstraction	Input	%	97.70	APR table – 2025/26
6A.1	Total number of balancing reservoirs	Input	nr	9	APR table – 2025/26
6A.2	Total volumetric capacity of balancing reservoirs	Input	Ml	1988	APR table – 2025/26
6A.3	Total number of raw water transport stations	Input	nr	12	APR table – 2025/26
6A.4	Total installed power capacity of raw water transport pumping stations	Input	kW	3117	APR table – 2025/26
6A.6	Average pumping head ~ raw water transport	Input	m.hd	9.58	APR table – 2025/26
6A.8	Total number of raw water transport imports	Input	nr	1	APR table – 2025/26
6A.9	Water imported from 3rd parties to raw water transport systems	Input	Ml/d	91.73	APR table – 2025/26
6A.10	Total number of raw water transport exports	Input	nr	0	APR table – 2025/26
6A.11	Water exported to 3rd parties from raw water transport systems	Input	Ml/d	0.00	APR table – 2025/26
6A.34	Average pumping head – water treatment	Input	m.hd	3.32	APR table – 2025/26
6A.36	Total number of water treatment imports	Input	nr	0	APR table – 2025/26
6A.37	Water imported from third parties to water treatment works	Input	Ml/d	0.00	APR table – 2025/26
6A.38	Total number of water treatment exports	Input	nr	0	APR table – 2025/26
6A.39	Water exported to third parties from water treatment works	Input	Ml/d	0.00	APR table – 2025/26
6A.40	Percentage of APH derived from measured data - raw water transport	Input	%	90.03	APR table – 2025/26
6A.41	Percentage of sites with measured volumes and/or lift - raw water transport	Input	%	91.67	APR table – 2025/26
6A.42	Percentage of APH derived from measured data - raw water treatment	Input	%	50.75	APR table – 2025/26
6A.43	Percentage of sites with measured volumes and/or lift - raw water treatment	Input	%	100.00	APR table – 2025/26
6B.1	Total installed power capacity of potable water pumping stations	Input	kW	46853	APR table – 2025/26
6B.2	Total volumetric capacity of service reservoirs	Input	Ml	2077.7	APR table – 2025/26
6B.3	Total volumetric capacity of water towers	Input	Ml	25.9	APR table – 2025/26

6B.4	Water delivered (non-potable)	Input	Ml/d	31.50	APR table – 2025/26
6B.5	Water delivered (potable)	Input	Ml/d	1046.41	APR table – 2025/26
6B.6	Water delivered (billed measured residential properties)	Input	Ml/d	334.73	APR table – 2025/26
6B.7	Water delivered (billed measured businesses)	Input	Ml/d	203.81	APR table – 2025/26
6B.8	Proportion of distribution input derived from impounding reservoirs	Input	Propn 0 to 1	0.235	APR table – 2025/26
6B.9	Proportion of distribution input derived from pumped storage reservoirs	Input	Propn 0 to 1	0.288	APR table – 2025/26
6B.10	Proportion of distribution input derived from river abstractions	Input	Propn 0 to 1	0.415	APR table – 2025/26
6B.11	Proportion of distribution input derived from groundwater works, excluding managed aquifer recharge (MAR) water supply schemes	Input	Propn 0 to 1	0.062	APR table – 2025/26
6B.12	Proportion of distribution input derived from artificial recharge (AR) water supply schemes	Input	Propn 0 to 1	0.000	APR table – 2025/26
6B.13	Proportion of distribution input derived from aquifer storage and recovery (ASR) water supply schemes	Input	Propn 0 to 1	0.000	APR table – 2025/26
6B.14	Proportion of distribution input derived from saline abstractions	Input	Propn 0 to 1	0.000	APR table – 2025/26
6B.15	Proportion of distribution input derived from water reuse schemes	Input	Propn 0 to 1	0.000	APR table – 2025/26
6B.16	Total number of potable water pumping stations that pump into and within the treated water distribution system	Input	nr	318	APR table – 2025/26
6B.17	Number of potable water pumping stations delivering treated groundwater into the treated water distribution system	Input	nr	28	APR table – 2025/26
6B.18	Number of potable water pumping stations delivering surface water into the treated water distribution system	Input	nr	19	APR table – 2025/26
6B.19	Number of potable water pumping stations that re-pump water already within the treated water distribution system	Input	nr	270	APR table – 2025/26
6B.20	Number of potable water pumping stations that pump water imported from a 3rd party supply into the treated water distribution system	Input	nr	1	APR table – 2025/26
6B.21	Total number of service reservoirs	Input	nr	288	APR table – 2025/26
6B.22	Number of water towers	Input	nr	35	APR table – 2025/26
6B.24	Average pumping head – treated water distribution	Input	m.hd	53.31	APR table – 2025/26
6B.25	Total number of treated water distribution imports	Input	nr	6	APR table – 2025/26
6B.26	Water imported from third parties to treated water distribution systems	Input	Ml/d	1.29	APR table – 2025/26
6B.27	Total number of treated water distribution exports	Input	nr	126	APR table – 2025/26
6B.28	Water exported to third parties from treated water distribution systems	Input	Ml/d	8.69	APR table – 2025/26
6B.29	Peak seven day rolling average distribution input	Input	Ml/d	1287.44	APR table – 2025/26
6B.30	Peak seven day rolling average distribution input / annual average distribution input	Input	Percentage	110.15	APR table – 2025/26
6B.31	Measured household consumption (excluding supply pipe leakage)	Company level	Ml/d	317.55	APR table – 2025/26
		Region 1	Ml/d	143.71	APR table – 2025/26
		Region 2	Ml/d	173.84	APR table – 2025/26
6B.32	Unmeasured household consumption (excluding supply pipe leakage)	Company level	Ml/d	439.77	APR table – 2025/26
		Region 1	Ml/d	285.50	APR table – 2025/26
		Region 2	Ml/d	154.28	APR table – 2025/26
6B.33	Measured non-household consumption (excluding supply pipe leakage)	Company level	Ml/d	202.83	APR table – 2025/26
		Region 1	Ml/d	129.26	APR table – 2025/26
		Region 2	Ml/d	73.57	APR table – 2025/26

6B.34	Unmeasured non-household consumption (excluding supply pipe leakage)	Company level	Ml/d	5.83	APR table – 2025/26
		Region 1	Ml/d	4.07	APR table – 2025/26
		Region 2	Ml/d	1.76	APR table – 2025/26
6B.35	Total annual leakage	Company level	Ml/d	161.69	APR table – 2025/26
		Region 1	Ml/d	110.11	APR table – 2025/26
		Region 2	Ml/d	51.58	APR table – 2025/26
6B.36	Distribution system operational use	Company level	Ml/d	6.78	APR table – 2025/26
		Region 1	Ml/d	2.76	APR table – 2025/26
		Region 2	Ml/d	4.02	APR table – 2025/26
6B.37	Water taken unbilled	Company level	Ml/d	34.40	APR table – 2025/26
		Region 1	Ml/d	24.34	APR table – 2025/26
		Region 2	Ml/d	10.06	APR table – 2025/26
6B.38	Distribution input	Company level	Ml/d	1168.84	APR table – 2025/26
		Region 1	Ml/d	699.74	APR table – 2025/26
		Region 2	Ml/d	469.10	APR table – 2025/26
6B.39	Distribution input (pre-MLE)	Company level	Ml/d	1168.84	APR table – 2025/26
		Region 1	Ml/d	699.74	APR table – 2025/26
		Region 2	Ml/d	469.10	APR table – 2025/26
6B.40	Percentage of APH derived from measured data	Input	%	89.51	APR table – 2025/26
6B.41	Percentage of sites with measured volumes and/or lift	Input	%	75.57	APR table – 2025/26
6C.25	Properties below reference level at end of year	Input	nr	4038	APR table – 2025/26
6D.29	Per capita consumption (measured)	Input	l/h/d	135.6	APR table – 2025/26
6D.30	Per capita consumption (unmeasured)	Input	l/h/d	172.7	APR table – 2025/26
6E.4	Leakage improvements delivering benefits in current price review period	Input	Ml/d	10.1	APR table – 2025/26
7B.1	Works name (existing works)	Large STW1 – Large STW23	Text	AYCLIFFE	APR table – 2025/26
				BARKERSHAUGH	
				BILLINGHAM	
				BIRTLEY	
				BISHOP AUCKLAND	
				BLYTH	
				BRAN SANDS DOMESTIC	
				Other (Specify Below)	
				CAMBOIS	
				CHESTER-LE-STREET	
				CONSETT	
				CRAMLINGTON	
				HENDON	
				HORDEN	
				HOWDON	
				MARSKE	
				NEWBIGGIN	
				SEAHAM	
				SEATON CAREW	
				SEDGLETCH	
				STRESSHOLME	
				Other (Specify Below)	

				WASHINGTON	
7B.1	Works name (new works)	Large STW1 – Large STW23	Text	BRAN SANDS INDUSTRIAL TUDHOE MILL STW	APR table – 2025/26
7B.1	Works name	Large STW1 – Large STW23	Text	AYCLIFFE BARKERSHAUGH BILLINGHAM BIRTLEY BISHOP AUCKLAND BLYTH BRAN SANDS DOMESTIC BRAN SANDS INDUSTRIAL CAMBOIS CHESTER-LE-STREET CONSETT CRAMLINGTON HENDON HORDEN HOWDON MARSKE NEWBIGGIN SEAHAM SEATON CAREW SEDGLETCH STRESSHOLME TUDHOE MILL STW WASHINGTON	APR table – 2025/26
7B.2	Classification of treatment works	Large STW1 – Large STW23	Text	AYCLIFFE: TA2 BARKERSHAUGH: TB2 BILLINGHAM: TA2 BIRTLEY: TB1 BISHOP AUCKLAND: TB2 BLYTH: SAS BRAN SANDS DOMESTIC: TA2 BRAN SANDS INDUSTRIAL: SAS CAMBOIS: SAS CHESTER-LE-STREET: TB2 CONSETT: TB2 CRAMLINGTON: SAS HENDON: TA2 HORDEN: SAS HOWDON: TA2 MARSKE: TA2 NEWBIGGIN: SAS SEAHAM: SAS SEATON CAREW: TA2 SEDGLETCH: TA2	APR table – 2025/26

				STRESSHOLME: SAS TUDHOE MILL STW: TA2 WASHINGTON: SAS	
7B.3	Population equivalent of total load received	Large STW1 – Large STW23	000s	AYCLIFFE: 52.66 BARKERSHAUGH: 36.02 BILLINGHAM: 34.66 BIRTLEY: 32.33 BISHOP AUCKLAND: 40.96 BLYTH: 44.66 BRAN SANDS DOMESTIC: 413.11 BRAN SANDS INDUSTRIAL: 163.39 CAMBOIS: 30.27 CHESTER-LE-STREET: 31.36 CONSETT: 39.12 CRAMLINGTON: 32.16 HENDON: 213.01 HORDEN: 30.42 HOWDON: 984.42 MARSKE: 98.85 NEWBIGGIN: 39.58 SEAHAM: 42.07 SEATON CAREW: 104.32 SEDGLETCH: 41.53 STRESSHOLME: 116.70 TUDHOE MILL STW: 27.68 WASHINGTON: 67.99	APR table – 2025/26
7B.4	Suspended solids consent	Large STW1 – Large STW23	mg/l	AYCLIFFE: 40.00 BARKERSHAUGH: 75.00 BILLINGHAM: 60.00 BIRTLEY: 50.00 BISHOP AUCKLAND: 60.00 BLYTH: 30.00 BRAN SANDS DOMESTIC: 60.00 BRAN SANDS INDUSTRIAL: 200.00 CAMBOIS: 250.00 CHESTER-LE-STREET: 35.00 CONSETT: 50.00 CRAMLINGTON: 80.00 HENDON: 60.00 HORDEN: 250.00 HOWDON: 60.00 MARSKE: 60.00 NEWBIGGIN: 250.00 SEAHAM: 250.00 SEATON CAREW: 60.00	APR table – 2025/26

				SEDGLETCH: 75.00 STRESSHOLME: 50.00 TUDHOE MILL STW: 50.00 WASHINGTON: 60.00	
7B.5	BOD5 consent	Large STW1 – Large STW23	mg/l	AYCLIFFE: 25.00 BARKERSHAUGH: 25.00 BILLINGHAM: 25.00 BIRTLEY: 25.00 BISHOP AUCKLAND: 25.00 BLYTH: 20.00 BRAN SANDS DOMESTIC: 25.00 BRAN SANDS INDUSTRIAL: 30.00 CAMBOIS: 25.00 CHESTER-LE-STREET: 23.00 CONSETT: 15.00 CRAMLINGTON: 25.00 HENDON: 25.00 HORDEN: 25.00 HOWDON: 25.00 MARSKE: 25.00 NEWBIGGIN: 25.00 SEAHAM: 25.00 SEATON CAREW: 25.00 SEDGLETCH: 10.00 STRESSHOLME: 25.00 TUDHOE MILL STW: 10.00 WASHINGTON: 25.00	APR table – 2025/26
7B.6	Ammonia consent	Large STW1 – Large STW23	mg/l	AYCLIFFE: 3.00 BARKERSHAUGH: 15.00 BIRTLEY: 40.00 BISHOP AUCKLAND: 10.00 BLYTH: 10.00 BRAN SANDS DOMESTIC: 40.00 BRAN SANDS INDUSTRIAL: 10.00 CHESTER-LE-STREET: 10.00 CONSETT: 5.00 SEDGELETCH: 3.00 STRESSHOLME: 15.00 TUDHOE MILL: 11.00	APR table – 2025/26
7B.7	Phosphorus consent	Large STW1 – Large STW23	mg/l	AYCLIFFE: 2.00 BARKERSHAUGH: 2.00 BISHOP AUCKLAND: 2.00 CHESTER-LE-STREET: 2.00 CONSETT: 2.00 SEDGELETCH: 1.00	APR table – 2025/26

				TUDHOE MILL STW: 2.00	
7B.8	UV consent	Large STW1 – Large STW23	mW/s/cm^2	BILLINGHAM: 23.00 BRAN SANDS DOMESTIC: 59.00 HENDON: 37.00 HOWDON: 63.00 MARSKE: 38.00 SEATON CAREW: 24.00	APR table – 2025/26
7B.9	Load received by STW	Large STW1 – Large STW23	kgBOD5/d	AYCLIFFE: 3160 BARKERSHAUGH: 2161 BILLINGHAM: 2080 BIRTLEY: 1940 BISHOP AUCKLAND: 2458 BLYTH: 2680 BRAN SANDS DOMESTIC: 24787 BRAN SANDS INDUSTRIAL: 9803 CAMBOIS: 1816 CHESTER-LE-STREET: 1882 CONSETT: 2347 CRAMLINGTON: 1930 HENDON: 12781 HORDEN: 1825 HOWDON: 59065 MARSKE: 5931 NEWBIGGIN: 2375 SEAHAM: 2524 SEATON CAREW: 6259 SEDGLETCH: 2492 STRESSHOLME: 7002 TUDHOE MILL STW: 1661 WASHINGTON: 4079	APR table – 2025/26
7B.10	Flow passed to full treatment	Large STW1 – Large STW23	m^3/d	AYCLIFFE: 12756 BARKERSHAUGH: 9668 BILLINGHAM: 11173 BIRTLEY: 10088 BISHOP AUCKLAND: 14692 BLYTH: 13492 BRAN SANDS DOMESTIC: 131439 BRAN SANDS INDUSTRIAL: 6298 CAMBOIS: 9652 CHESTER-LE-STREET: 9601 CONSETT: 11904 CRAMLINGTON: 8830 HENDON: 66689	APR table – 2025/26

HORDEN: 21674

HOWDON: 278095

MARSKE: 29616

NEWBIGGIN: 14028

SEAHAM: 11636

SEATON CAREW: 32563

SEDGLETCH: 13525

STRESSHOLME: 35776

TUDHOE MILL STW: 8205

WASHINGTON: 18117

7C.3	Total pumping station capacity	Input	kW	45791	APR table – 2025/26
7C.4	Number of network pumping stations	Input	nr	979	APR table – 2025/26
7C.8	Number of combined sewer overflows	Input	nr	1501	APR table – 2025/26
7C.9	Number of emergency overflows - sewage pumping stations	Input	nr	197	APR table – 2025/26
7C.10	Number of settled storm overflows	Input	nr	121	APR table – 2025/26
7C.13	Volume of wastewater receiving treatment at sewage treatment works	Input	Ml/yr	332021.02	APR table – 2025/26
7C.23	Number of combined sewer overflows (as at 1 January)	Input	Ml/yr	1436	APR table – 2025/26
7C.24	Number of settled storm overflows (as at 1 January)	Input	nr	121	APR table – 2025/26
7C.25	Number of storm overflows - other (as at 1 January)	Input	nr	0	APR table – 2025/26
7C.26	Number of storm overflows - pending investigation (as at 1 January)	Input	nr	11	APR table – 2025/26
7C.27	Number of permitted storm overflows closed in the previous reporting year (as at 1 January)	Input	nr	0	APR table – 2025/26
7C.28	Number of storm overflows - consistent with PR24 performance commitment definition	Input	nr	1568	APR table – 2025/26
7C.29	Number of storm overflows closed in the previous reporting year - (as at 1 January)	Input	nr	0	APR table – 2025/26
7C.30	Number of storm overflows with event duration monitors installed (as at 1 January)	Input	nr	1559	APR table – 2025/26
7C.31	Proportion of the time that event duration monitors on storm overflows were operational (from 1 January to 31 December)	Input	%	95.00	APR table – 2025/26
7C.32	Number of spills from storm overflows (from 1 January to 31 December)	Input	nr	27756	APR table – 2025/26
7C.33	Number of emergency overflows - sewage pumping stations (as at 1 January)	Input	nr	258	APR table – 2025/26
7C.34	Number of emergency overflows - network (as at 1 January)	Input	nr	0	APR table – 2025/26
7C.35	Number of emergency overflows - other (as at 1 January)	Input	nr	0	APR table – 2025/26
7C.36	Number of emergency overflows - all (as at 1 January)	Input	nr	258	APR table – 2025/26
7C.37	Number of emergency overflows with event duration monitors installed (as at 1 January)	Input	nr	0	APR table – 2025/26
7C.38	Number of emergency overflows with an MCERTS certified event duration monitors installed (as at 1 January)	Input	nr	0	APR table – 2025/26
7C.39	Proportion of the time that event duration monitors on emergency overflows were operational (from 1 January to 31 December)	Input	%	0.00	APR table – 2025/26
7C.40	Number of spills from emergency overflows (from 1 January to 31 December)	Input	nr	0	APR table – 2025/26
7D.1	Load received by STWs in size band 1	Primary	kg BOD5/day	128	APR table – 2025/26
		Secondary Activated Sludge	kg BOD5/day	93	APR table – 2025/26
		Secondary Biological	kg BOD5/day	775	APR table – 2025/26
		Tertiary A1	kg BOD5/day	0	APR table – 2025/26

		Tertiary A2	kg BOD5/day	0	APR table – 2025/26
		Tertiary B1	kg BOD5/day	22	APR table – 2025/26
		Tertiary B2	kg BOD5/day	0	APR table – 2025/26
		Total	kg BOD5/day	1018	APR table – 2025/26
		Phosphorus <=0.5mg/l	kg BOD5/day	0	APR table – 2025/26
		Phosphorus >0.5 to <=1mg/l	kg BOD5/day	0	APR table – 2025/26
		Phosphorus >1mg/l	kg BOD5/day	0	APR table – 2025/26
		Phosphorus No permit	kg BOD5/day	1018	APR table – 2025/26
		Phosphorus Total	kg BOD5/day	1018	APR table – 2025/26
		BOD5 <=7mg/l	kg BOD5/day	0	APR table – 2025/26
		BOD5 >7 to <=10mg/l	kg BOD5/day	0	APR table – 2025/26
		BOD5 >10 to <=20mg/l	kg BOD5/day	10	APR table – 2025/26
		BOD5 >20mg/l	kg BOD5/day	259	APR table – 2025/26
		BOD5 No permit	kg BOD5/day	749	APR table – 2025/26
		BOD5 Total	kg BOD5/day	1018	APR table – 2025/26
		Ammonia <=1mg/l	kg BOD5/day	0	APR table – 2025/26
		Ammonia >1 to <=3mg/l	kg BOD5/day	0	APR table – 2025/26
		Ammonia >3 to <=10mg/l	kg BOD5/day	0	APR table – 2025/26
		Ammonia >10mg/l	kg BOD5/day	125	APR table – 2025/26
		Ammonia No permit	kg BOD5/day	892	APR table – 2025/26
		Ammonia Total	kg BOD5/day	1017	APR table – 2025/26
7D.2	Load received by STWs in size band 2	Primary	kg BOD5/day	0	APR table – 2025/26
		Secondary Activated Sludge	kg BOD5/day	19	APR table – 2025/26
		Secondary Biological	kg BOD5/day	423	APR table – 2025/26
		Tertiary A1	kg BOD5/day	0	APR table – 2025/26
		Tertiary A2	kg BOD5/day	0	APR table – 2025/26
		Tertiary B1	kg BOD5/day	0	APR table – 2025/26
		Tertiary B2	kg BOD5/day	46	APR table – 2025/26
		Total	kg BOD5/day	488	APR table – 2025/26
		Phosphorus <=0.5mg/l	kg BOD5/day	0	APR table – 2025/26
		Phosphorus >0.5 to <=1mg/l	kg BOD5/day	0	APR table – 2025/26
		Phosphorus >1mg/l	kg BOD5/day	19	APR table – 2025/26
		Phosphorus No permit	kg BOD5/day	470	APR table – 2025/26
		Phosphorus Total	kg BOD5/day	489	APR table – 2025/26
		BOD5 <=7mg/l	kg BOD5/day	0	APR table – 2025/26
		BOD5 >7 to <=10mg/l	kg BOD5/day	0	APR table – 2025/26
		BOD5 >10 to <=20mg/l	kg BOD5/day	46	APR table – 2025/26
		BOD5 >20mg/l	kg BOD5/day	390	APR table – 2025/26
		BOD5 No permit	kg BOD5/day	53	APR table – 2025/26
		BOD5 Total	kg BOD5/day	489	APR table – 2025/26
		Ammonia <=1mg/l	kg BOD5/day	0	APR table – 2025/26
		Ammonia >1 to <=3mg/l	kg BOD5/day	0	APR table – 2025/26
		Ammonia >3 to <=10mg/l	kg BOD5/day	48	APR table – 2025/26
		Ammonia >10mg/l	kg BOD5/day	141	APR table – 2025/26
		Ammonia No permit	kg BOD5/day	299	APR table – 2025/26
		Ammonia Total	kg BOD5/day	488	APR table – 2025/26

		Primary	kg BOD5/day	0	APR table – 2025/26
		Secondary Activated Sludge	kg BOD5/day	0	APR table – 2025/26
		Secondary Biological	kg BOD5/day	2066	APR table – 2025/26
		Tertiary A1	kg BOD5/day	0	APR table – 2025/26
		Tertiary A2	kg BOD5/day	0	APR table – 2025/26
		Tertiary B1	kg BOD5/day	0	APR table – 2025/26
		Tertiary B2	kg BOD5/day	617	APR table – 2025/26
		Total	kg BOD5/day	2683	APR table – 2025/26
		Phosphorus <=0.5mg/l	kg BOD5/day	43	APR table – 2025/26
		Phosphorus >0.5 to <=1mg/l	kg BOD5/day	362	APR table – 2025/26
		Phosphorus >1mg/l	kg BOD5/day	127	APR table – 2025/26
		Phosphorus No permit	kg BOD5/day	2150	APR table – 2025/26
7D.3	Load received by STWs in size band 3	Phosphorus Total	kg BOD5/day	2682	APR table – 2025/26
		BOD5 <=7mg/l	kg BOD5/day	0	APR table – 2025/26
		BOD5 >7 to <=10mg/l	kg BOD5/day	0	APR table – 2025/26
		BOD5 >10 to <=20mg/l	kg BOD5/day	390	APR table – 2025/26
		BOD5 >20mg/l	kg BOD5/day	2199	APR table – 2025/26
		BOD5 No permit	kg BOD5/day	94	APR table – 2025/26
		BOD5 Total	kg BOD5/day	2683	APR table – 2025/26
		Ammonia <=1mg/l	kg BOD5/day	0	APR table – 2025/26
		Ammonia >1 to <=3mg/l	kg BOD5/day	51	APR table – 2025/26
		Ammonia >3 to <=10mg/l	kg BOD5/day	822	APR table – 2025/26
		Ammonia >10mg/l	kg BOD5/day	1240	APR table – 2025/26
		Ammonia No permit	kg BOD5/day	570	APR table – 2025/26
		Ammonia Total	kg BOD5/day	2683	APR table – 2025/26
		Primary	kg BOD5/day	0	APR table – 2025/26
		Secondary Activated Sludge	kg BOD5/day	1381	APR table – 2025/26
		Secondary Biological	kg BOD5/day	3365	APR table – 2025/26
		Tertiary A1	kg BOD5/day	0	APR table – 2025/26
		Tertiary A2	kg BOD5/day	0	APR table – 2025/26
		Tertiary B1	kg BOD5/day	234	APR table – 2025/26
		Tertiary B2	kg BOD5/day	4729	APR table – 2025/26
		Total	kg BOD5/day	9709	APR table – 2025/26
		Phosphorus <=0.5mg/l	kg BOD5/day	1398	APR table – 2025/26
		Phosphorus >0.5 to <=1mg/l	kg BOD5/day	1645	APR table – 2025/26
7D.4	Load received by STWs in size band 4	Phosphorus >1mg/l	kg BOD5/day	1202	APR table – 2025/26
		Phosphorus No permit	kg BOD5/day	5465	APR table – 2025/26
		Phosphorus Total	kg BOD5/day	9710	APR table – 2025/26
		BOD5 <=7mg/l	kg BOD5/day	0	APR table – 2025/26
		BOD5 >7 to <=10mg/l	kg BOD5/day	1538	APR table – 2025/26
		BOD5 >10 to <=20mg/l	kg BOD5/day	3007	APR table – 2025/26
		BOD5 >20mg/l	kg BOD5/day	5165	APR table – 2025/26
		BOD5 No permit	kg BOD5/day	0	APR table – 2025/26
		BOD5 Total	kg BOD5/day	9710	APR table – 2025/26
		Ammonia <=1mg/l	kg BOD5/day	0	APR table – 2025/26
		Ammonia >1 to <=3mg/l	kg BOD5/day	234	APR table – 2025/26

		Ammonia >3 to <=10mg/l	kg BOD5/day	4564	APR table – 2025/26
		Ammonia >10mg/l	kg BOD5/day	2682	APR table – 2025/26
		Ammonia No permit	kg BOD5/day	2230	APR table – 2025/26
		Ammonia Total	kg BOD5/day	9710	APR table – 2025/26
7D.5	Load received by STWs in size band 5	Primary	kg BOD5/day	0	APR table – 2025/26
		Secondary Activated Sludge	kg BOD5/day	1942	APR table – 2025/26
		Secondary Biological	kg BOD5/day	1368	APR table – 2025/26
		Tertiary A1	kg BOD5/day	0	APR table – 2025/26
		Tertiary A2	kg BOD5/day	1418	APR table – 2025/26
		Tertiary B1	kg BOD5/day	0	APR table – 2025/26
		Tertiary B2	kg BOD5/day	7441	APR table – 2025/26
		Total	kg BOD5/day	12169	APR table – 2025/26
		Phosphorus <=0.5mg/l	kg BOD5/day	724	APR table – 2025/26
		Phosphorus >0.5 to <=1mg/l	kg BOD5/day	2170	APR table – 2025/26
		Phosphorus >1mg/l	kg BOD5/day	5966	APR table – 2025/26
		Phosphorus No permit	kg BOD5/day	3310	APR table – 2025/26
		Phosphorus Total	kg BOD5/day	12170	APR table – 2025/26
		BOD5 <=7mg/l	kg BOD5/day	0	APR table – 2025/26
		BOD5 >7 to <=10mg/l	kg BOD5/day	1717	APR table – 2025/26
		BOD5 >10 to <=20mg/l	kg BOD5/day	3282	APR table – 2025/26
		BOD5 >20mg/l	kg BOD5/day	7169	APR table – 2025/26
		BOD5 No permit	kg BOD5/day	0	APR table – 2025/26
		BOD5 Total	kg BOD5/day	12168	APR table – 2025/26
		Ammonia <=1mg/l	kg BOD5/day	0	APR table – 2025/26
		Ammonia >1 to <=3mg/l	kg BOD5/day	2857	APR table – 2025/26
		Ammonia >3 to <=10mg/l	kg BOD5/day	3177	APR table – 2025/26
		Ammonia >10mg/l	kg BOD5/day	2647	APR table – 2025/26
		Ammonia No permit	kg BOD5/day	3487	APR table – 2025/26
		Ammonia Total	kg BOD5/day	12168	APR table – 2025/26
7D.6	Load received by STWs above size band 5	Primary	kg BOD5/day	0	APR table – 2025/26
		Secondary Activated Sludge	kg BOD5/day	27032	APR table – 2025/26
		Secondary Biological	kg BOD5/day	7002	APR table – 2025/26
		Tertiary A1	kg BOD5/day	0	APR table – 2025/26
		Tertiary A2	kg BOD5/day	118214	APR table – 2025/26
		Tertiary B1	kg BOD5/day	1940	APR table – 2025/26
		Tertiary B2	kg BOD5/day	8848	APR table – 2025/26
		Total	kg BOD5/day	163036	APR table – 2025/26
		Phosphorus <=0.5mg/l	kg BOD5/day	0	APR table – 2025/26
		Phosphorus >0.5 to <=1mg/l	kg BOD5/day	2492	APR table – 2025/26
		Phosphorus >1mg/l	kg BOD5/day	13668	APR table – 2025/26
		Phosphorus No permit	kg BOD5/day	146876	APR table – 2025/26
		Phosphorus Total	kg BOD5/day	163036	APR table – 2025/26
		BOD5 <=7mg/l	kg BOD5/day	0	APR table – 2025/26
		BOD5 >7 to <=10mg/l	kg BOD5/day	4152	APR table – 2025/26
		BOD5 >10 to <=20mg/l	kg BOD5/day	5027	APR table – 2025/26
		BOD5 >20mg/l	kg BOD5/day	153856	APR table – 2025/26

		BOD5 No permit	kg BOD5/day	0	APR table – 2025/26
		BOD5 Total	kg BOD5/day	163035	APR table – 2025/26
		Ammonia <=1mg/l	kg BOD5/day	0	APR table – 2025/26
		Ammonia >1 to <=3mg/l	kg BOD5/day	5651	APR table – 2025/26
		Ammonia >3 to <=10mg/l	kg BOD5/day	19170	APR table – 2025/26
		Ammonia >10mg/l	kg BOD5/day	37550	APR table – 2025/26
		Ammonia No permit	kg BOD5/day	100665	APR table – 2025/26
		Ammonia Total	kg BOD5/day	163036	APR table – 2025/26
7D.7	Total load received	Primary	kg BOD5/day	128	APR table – 2025/26
		Secondary Activated Sludge	kg BOD5/day	30467	APR table – 2025/26
		Secondary Biological	kg BOD5/day	14999	APR table – 2025/26
		Tertiary A1	kg BOD5/day	0	APR table – 2025/26
		Tertiary A2	kg BOD5/day	119632	APR table – 2025/26
		Tertiary B1	kg BOD5/day	2196	APR table – 2025/26
		Tertiary B2	kg BOD5/day	21681	APR table – 2025/26
		Total	kg BOD5/day	189103	APR table – 2025/26
		Phosphorus <=0.5mg/l	kg BOD5/day	2165	APR table – 2025/26
		Phosphorus >0.5 to <=1mg/l	kg BOD5/day	6669	APR table – 2025/26
		Phosphorus >1mg/l	kg BOD5/day	20982	APR table – 2025/26
		Phosphorus No permit	kg BOD5/day	159289	APR table – 2025/26
		Phosphorus Total	kg BOD5/day	189105	APR table – 2025/26
		BOD5 <=7mg/l	kg BOD5/day	0	APR table – 2025/26
		BOD5 >7 to <=10mg/l	kg BOD5/day	7407	APR table – 2025/26
		BOD5 >10 to <=20mg/l	kg BOD5/day	11762	APR table – 2025/26
		BOD5 >20mg/l	kg BOD5/day	169038	APR table – 2025/26
		BOD5 No permit	kg BOD5/day	896	APR table – 2025/26
		BOD5 Total	kg BOD5/day	189103	APR table – 2025/26
		Ammonia <=1mg/l	kg BOD5/day	0	APR table – 2025/26
		Ammonia >1 to <=3mg/l	kg BOD5/day	8793	APR table – 2025/26
		Ammonia >3 to <=10mg/l	kg BOD5/day	27781	APR table – 2025/26
		Ammonia >10mg/l	kg BOD5/day	44385	APR table – 2025/26
		Ammonia No permit	kg BOD5/day	108143	APR table – 2025/26
		Ammonia Total	kg BOD5/day	189102	APR table – 2025/26
7D.8	Load received from trade effluent customers at treatment works	Total (L)	Kilograms 5-day Biological Oxygen Demand per day (kgBOD5/d)	15534	APR table – 2025/26
7D.9	STWs in size band 1	Primary	nr	91	APR table – 2025/26
		Secondary Activated Sludge	nr	10	APR table – 2025/26
		Secondary Biological	nr	172	APR table – 2025/26
		Tertiary A1	nr	0	APR table – 2025/26
		Tertiary A2	nr	0	APR table – 2025/26
		Tertiary B1	nr	2	APR table – 2025/26
		Tertiary B2	nr	0	APR table – 2025/26
		Total	nr	275	APR table – 2025/26
		Phosphorus <=0.5mg/l	nr	0	APR table – 2025/26
		Phosphorus >0.5 to <=1mg/l	nr	0	APR table – 2025/26
		Phosphorus >1mg/l	nr	0	APR table – 2025/26

		Phosphorus No permit	nr	275	APR table – 2025/26
		Phosphorus Total	nr	275	APR table – 2025/26
		BOD5 <=7mg/l	nr	0	APR table – 2025/26
		BOD5 >7 to <=10mg/l	nr	0	APR table – 2025/26
		BOD5 >10 to <=20mg/l	nr	2	APR table – 2025/26
		BOD5 >20mg/l	nr	22	APR table – 2025/26
		BOD5 No permit	nr	251	APR table – 2025/26
		BOD5 Total	nr	275	APR table – 2025/26
		Ammonia <=1mg/l	nr	0	APR table – 2025/26
		Ammonia >1 to <=3mg/l	nr	0	APR table – 2025/26
		Ammonia >3 to <=10mg/l	nr	0	APR table – 2025/26
		Ammonia >10mg/l	nr	9	APR table – 2025/26
		Ammonia No permit	nr	266	APR table – 2025/26
		Ammonia Total	nr	275	APR table – 2025/26
		Primary	nr	0	APR table – 2025/26
		Secondary Activated Sludge	nr	1	APR table – 2025/26
		Secondary Biological	nr	21	APR table – 2025/26
		Tertiary A1	nr	0	APR table – 2025/26
		Tertiary A2	nr	0	APR table – 2025/26
		Tertiary B1	nr	0	APR table – 2025/26
		Tertiary B2	nr	2	APR table – 2025/26
		Total	nr	24	APR table – 2025/26
		Phosphorus <=0.5mg/l	nr	0	APR table – 2025/26
		Phosphorus >0.5 to <=1mg/l	nr	0	APR table – 2025/26
		Phosphorus >1mg/l	nr	1	APR table – 2025/26
		Phosphorus No permit	nr	23	APR table – 2025/26
7D.10	STWs in size band 2	Phosphorus Total	nr	24	APR table – 2025/26
		BOD5 <=7mg/l	nr	0	APR table – 2025/26
		BOD5 >7 to <=10mg/l	nr	0	APR table – 2025/26
		BOD5 >10 to <=20mg/l	nr	2	APR table – 2025/26
		BOD5 >20mg/l	nr	19	APR table – 2025/26
		BOD5 No permit	nr	3	APR table – 2025/26
		BOD5 Total	nr	24	APR table – 2025/26
		Ammonia <=1mg/l	nr	0	APR table – 2025/26
		Ammonia >1 to <=3mg/l	nr	0	APR table – 2025/26
		Ammonia >3 to <=10mg/l	nr	2	APR table – 2025/26
		Ammonia >10mg/l	nr	7	APR table – 2025/26
		Ammonia No permit	nr	15	APR table – 2025/26
		Ammonia Total	nr	24	APR table – 2025/26
		Primary	nr	0	APR table – 2025/26
		Secondary Activated Sludge	nr	0	APR table – 2025/26
		Secondary Biological	nr	33	APR table – 2025/26
7D.11	STWs in size band 3	Tertiary A1	nr	0	APR table – 2025/26
		Tertiary A2	nr	0	APR table – 2025/26
		Tertiary B1	nr	0	APR table – 2025/26
		Tertiary B2	nr	9	APR table – 2025/26

		Total	nr	42	APR table – 2025/26
		Phosphorus <=0.5mg/l	nr	1	APR table – 2025/26
		Phosphorus >0.5 to <=1mg/l	nr	4	APR table – 2025/26
		Phosphorus >1mg/l	nr	2	APR table – 2025/26
		Phosphorus No permit	nr	35	APR table – 2025/26
		Phosphorus Total	nr	42	APR table – 2025/26
		BOD5 <=7mg/l	nr	0	APR table – 2025/26
		BOD5 >7 to <=10mg/l	nr	0	APR table – 2025/26
		BOD5 >10 to <=20mg/l	nr	7	APR table – 2025/26
		BOD5 >20mg/l	nr	34	APR table – 2025/26
		BOD5 No permit	nr	1	APR table – 2025/26
		BOD5 Total	nr	42	APR table – 2025/26
		Ammonia <=1mg/l	nr	0	APR table – 2025/26
		Ammonia >1 to <=3mg/l	nr	1	APR table – 2025/26
		Ammonia >3 to <=10mg/l	nr	13	APR table – 2025/26
		Ammonia >10mg/l	nr	18	APR table – 2025/26
		Ammonia No permit	nr	10	APR table – 2025/26
		Ammonia Total	nr	42	APR table – 2025/26
7D.12	STWs in size band 4	Primary	nr	0	APR table – 2025/26
		Secondary Activated Sludge	nr	3	APR table – 2025/26
		Secondary Biological	nr	13	APR table – 2025/26
		Tertiary A1	nr	0	APR table – 2025/26
		Tertiary A2	nr	0	APR table – 2025/26
		Tertiary B1	nr	1	APR table – 2025/26
		Tertiary B2	nr	17	APR table – 2025/26
		Total	nr	34	APR table – 2025/26
		Phosphorus <=0.5mg/l	nr	5	APR table – 2025/26
		Phosphorus >0.5 to <=1mg/l	nr	6	APR table – 2025/26
		Phosphorus >1mg/l	nr	5	APR table – 2025/26
		Phosphorus No permit	nr	18	APR table – 2025/26
		Phosphorus Total	nr	34	APR table – 2025/26
		BOD5 <=7mg/l	nr	0	APR table – 2025/26
		BOD5 >7 to <=10mg/l	nr	5	APR table – 2025/26
		BOD5 >10 to <=20mg/l	nr	10	APR table – 2025/26
		BOD5 >20mg/l	nr	19	APR table – 2025/26
		BOD5 No permit	nr	0	APR table – 2025/26
		BOD5 Total	nr	34	APR table – 2025/26
		Ammonia <=1mg/l	nr	0	APR table – 2025/26
		Ammonia >1 to <=3mg/l	nr	1	APR table – 2025/26
		Ammonia >3 to <=10mg/l	nr	16	APR table – 2025/26
		Ammonia >10mg/l	nr	9	APR table – 2025/26
		Ammonia No permit	nr	8	APR table – 2025/26
		Ammonia Total	nr	34	APR table – 2025/26
7D.13	STWs in size band 5	Primary	nr	0	APR table – 2025/26
		Secondary Activated Sludge	nr	2	APR table – 2025/26
		Secondary Biological	nr	2	APR table – 2025/26

		Tertiary A1	nr	0	APR table – 2025/26
		Tertiary A2	nr	1	APR table – 2025/26
		Tertiary B1	nr	0	APR table – 2025/26
		Tertiary B2	nr	8	APR table – 2025/26
		Total	nr	13	APR table – 2025/26
		Phosphorus <=0.5mg/l	nr	1	APR table – 2025/26
		Phosphorus >0.5 to <=1mg/l	nr	2	APR table – 2025/26
		Phosphorus >1mg/l	nr	6	APR table – 2025/26
		Phosphorus No permit	nr	4	APR table – 2025/26
		Phosphorus Total	nr	13	APR table – 2025/26
		BOD5 <=7mg/l	nr	0	APR table – 2025/26
		BOD5 >7 to <=10mg/l	nr	2	APR table – 2025/26
		BOD5 >10 to <=20mg/l	nr	3	APR table – 2025/26
		BOD5 >20mg/l	nr	8	APR table – 2025/26
		BOD5 No permit	nr	0	APR table – 2025/26
		BOD5 Total	nr	13	APR table – 2025/26
		Ammonia <=1mg/l	nr	0	APR table – 2025/26
		Ammonia >1 to <=3mg/l	nr	3	APR table – 2025/26
		Ammonia >3 to <=10mg/l	nr	3	APR table – 2025/26
		Ammonia >10mg/l	nr	3	APR table – 2025/26
		Ammonia No permit	nr	4	APR table – 2025/26
		Ammonia Total	nr	13	APR table – 2025/26
7D.14	STWs above size band 5	Primary	nr	0	APR table – 2025/26
		Secondary Activated Sludge	nr	8	APR table – 2025/26
		Secondary Biological	nr	1	APR table – 2025/26
		Tertiary A1	nr	0	APR table – 2025/26
		Tertiary A2	nr	9	APR table – 2025/26
		Tertiary B1	nr	1	APR table – 2025/26
		Tertiary B2	nr	4	APR table – 2025/26
		Total	nr	23	APR table – 2025/26
		Phosphorus <=0.5mg/l	nr	0	APR table – 2025/26
		Phosphorus >0.5 to <=1mg/l	nr	1	APR table – 2025/26
		Phosphorus >1mg/l	nr	6	APR table – 2025/26
		Phosphorus No permit	nr	16	APR table – 2025/26
		Phosphorus Total	nr	23	APR table – 2025/26
		BOD5 <=7mg/l	nr	0	APR table – 2025/26
		BOD5 >7 to <=10mg/l	nr	2	APR table – 2025/26
		BOD5 >10 to <=20mg/l	nr	2	APR table – 2025/26
		BOD5 >20mg/l	nr	19	APR table – 2025/26
		BOD5 No permit	nr	0	APR table – 2025/26
		BOD5 Total	nr	23	APR table – 2025/26
		Ammonia <=1mg/l	nr	0	APR table – 2025/26
		Ammonia >1 to <=3mg/l	nr	2	APR table – 2025/26
		Ammonia >3 to <=10mg/l	nr	5	APR table – 2025/26
		Ammonia >10mg/l	nr	5	APR table – 2025/26
		Ammonia No permit	nr	11	APR table – 2025/26

		Ammonia Total	nr	23	APR table – 2025/26
		Primary	nr	91	APR table – 2025/26
		Secondary Activated Sludge	nr	24	APR table – 2025/26
		Secondary Biological	nr	242	APR table – 2025/26
		Tertiary A1	nr	0	APR table – 2025/26
		Tertiary A2	nr	10	APR table – 2025/26
		Tertiary B1	nr	4	APR table – 2025/26
		Tertiary B2	nr	40	APR table – 2025/26
		Total	nr	411	APR table – 2025/26
		Phosphorus <=0.5mg/l	nr	7	APR table – 2025/26
		Phosphorus >0.5 to <=1mg/l	nr	13	APR table – 2025/26
		Phosphorus >1mg/l	nr	20	APR table – 2025/26
		Phosphorus No permit	nr	371	APR table – 2025/26
7D.15	Total number of works	Phosphorus Total	nr	411	APR table – 2025/26
		BOD5 <=7mg/l	nr	0	APR table – 2025/26
		BOD5 >7 to <=10mg/l	nr	9	APR table – 2025/26
		BOD5 >10 to <=20mg/l	nr	26	APR table – 2025/26
		BOD5 >20mg/l	nr	121	APR table – 2025/26
		BOD5 No permit	nr	255	APR table – 2025/26
		BOD5 Total	nr	411	APR table – 2025/26
		Ammonia <=1mg/l	nr	0	APR table – 2025/26
		Ammonia >1 to <=3mg/l	nr	7	APR table – 2025/26
		Ammonia >3 to <=10mg/l	nr	39	APR table – 2025/26
		Ammonia >10mg/l	nr	51	APR table – 2025/26
		Ammonia No permit	nr	314	APR table – 2025/26
		Ammonia Total	nr	411	APR table – 2025/26
7D.16	Current population equivalent served by STWs	Treatment categories - Primary	000s population equivalent	3120.130	APR table – 2025/26
7D.17	Current population equivalent served by STWs with tightened/new P consents	Treatment categories - Primary	000s population equivalent	0.000	APR table – 2025/26
7D.18	Current population equivalent served by STWs with tightened/new N consents	Treatment categories - Primary	000s population equivalent	0.000	APR table – 2025/26
7D.19	Current population equivalent served by STWs with tightened/new sanitary parameter consents	Treatment categories - Primary	000s population equivalent	0.000	APR table – 2025/26
7D.20	Current population equivalent served by STWs with tightened/new microbiological treatment consents (for example UV, ozone etc)	Treatment categories - Primary	000s population equivalent	0.000	APR table – 2025/26
7D.21	Population equivalent treatment capacity enhancement	Treatment categories - Primary	000s population equivalent	0.000	APR table – 2025/26
7D.22	Current population equivalent served by STWs with tightened/new consents for chemicals or other hazardous substances.	Treatment categories - Primary	000s population equivalent	0.000	APR table – 2025/26
7E.6	Number of intermittent discharge event duration monitors installed (STW and network)	Input	nr	3	APR table – 2025/26
7E.15	Storm overflow wetlands - sites	Input	nr	0	APR table – 2025/26
7E.16	Storm overflow wetlands - area	Input	nr	0.0	APR table – 2025/26
7E.31	STW flow monitors installed	Input	nr	0	APR table – 2025/26
7E.32	STW flow monitoring schemes requiring permit changes only	Input	nr	0	APR table – 2025/26
7E.33	STW flow monitoring schemes requiring simple meter installations	Input	nr	0	APR table – 2025/26

7E.34	STW flow monitoring schemes requiring complex civils installations	Input	nr	0	APR table – 2025/26
7E.52	Additional sludge storage - tank volume (pre-thickening/pre-dewatering/untreated sludge)	Input	nr	0	APR table – 2025/26
7E.53	Additional sludge storage - tank volume (thickened/dewatered/treated sludge)	Input	nr	0	APR table – 2025/26
7E.54	Additional sludge storage - cake pads/bays area or equivalent (cake)	Input	m3	0	APR table – 2025/26
7E.55	Sludge treatment schemes providing sludge storage	Input	m3	0	APR table – 2025/26
7E.56	Sludge treatment schemes providing sludge thickening and dewatering	Input	m2	0	APR table – 2025/26
7E.57	Sludge treatment schemes providing main sludge treatment enhancement	Input	nr	0	APR table – 2025/26
7E.58	Sludge investigation and monitoring schemes (NEP only)	Input	nr	0	APR table – 2025/26
7J.1	TDS/y treated by the site (Bran Sands STC)	Input	TDS/year	34,865.000	APR table – 2025/26
7J.2	TDS/y treated by the site (Howdon STC)	Input	TDS/year	37,016.000	APR table – 2025/26
8A.1	Total sewage sludge produced, treated by incumbents	Total	Total tonnes dry solids per year (ttds/ year)	71.9	APR table – 2025/26
8A.2	Total sewage sludge produced, treated by 3rd party sludge service provider	Total	Total tonnes dry solids per year (ttds/ year)	0.0	APR table – 2025/26
8A.3	Total sewage sludge produced	Total	Total tonnes dry solids per year (ttds/ year)	71.9	APR table – 2025/26
8A.4	Total sewage sludge produced from non-appointed liquid waste treatment	Total	Total tonnes dry solids per year (ttds/ year)	1.4	APR table – 2025/26
8A.5	Percentage of sludge produced and treated at a site of STW and STC co-location	Total	Percentage (%)	50.89	APR table – 2025/26
8A.6	Total sewage sludge disposed by incumbents	Total	Total tonnes dry solids per year (ttds/ year)	26.4	APR table – 2025/26
8A.7	Total sewage sludge disposed by 3rd party sludge service provider	Total	Total tonnes dry solids per year (ttds/ year)	0.0	APR table – 2025/26
8A.8	Total sewage sludge disposed	Total	Total tonnes dry solids per year (ttds/ year)	26.4	APR table – 2025/26
8A.9	Total measure of intersiting 'work' done by pipeline	Total	Total tonnes dry solids*kilometres travelled per year (ttds*km/year)	0	APR table – 2025/26
8A.10	Total measure of intersiting 'work' done by tanker	Total	Total tonnes dry solids*kilometres travelled per year (ttds*km/year)	815	APR table – 2025/26
8A.11	Total measure of intersiting 'work' done by truck	Total	Total tonnes dry solids*kilometres travelled per year (ttds*km/year)	674	APR table – 2025/26
8A.12	Total measure of intersiting 'work' done (all forms of transportation)	Total	Total tonnes dry solids*kilometres travelled per year (ttds*km/year)	1489	APR table – 2025/26
8A.13	Total measure of intersiting 'work' done by tanker (by volume transported)	Total	Metres cubed*kilometres travelled per year (m3*km/year)	22832904	APR table – 2025/26
8A.14	Total measure of 'work' done in sludge disposal operations by pipeline	Total	Total tonnes dry solids*kilometres travelled per year (ttds*km/year)	0	APR table – 2025/26
8A.15	Total measure of 'work' done in sludge disposal operations by tanker	Total	Total tonnes dry solids*kilometres travelled per year (ttds*km/year)	0	APR table – 2025/26
8A.16	Total measure of 'work' done in sludge disposal operations by truck	Total	Total tonnes dry solids*kilometres travelled per year (ttds*km/year)	591	APR table – 2025/26
8A.17	Total measure of 'work' done in sludge disposal operations (all forms of transportation)	Total	Total tonnes dry solids*kilometres travelled per year (ttds*km/year)	591	APR table – 2025/26
8A.18	Total measure of 'work' done by tanker in sludge disposal operations (by volume transported)	Total	Metres cubed*kilometres travelled per year (m3*km/year)	0	APR table – 2025/26
8A.19	Chemical P sludge as % of sludge produced at STWs	Total	Percentage (%)	18.07	APR table – 2025/26
8D.1	% Sludge - untreated	By incumbent	%	0.0	APR table – 2025/26
		By 3rd party sludge service providers	%	0.0	APR table – 2025/26
8D.2	% Sludge treatment process - raw sludge liming	By incumbent	%	0.0	APR table – 2025/26
		By 3rd party sludge service providers	%	0.0	APR table – 2025/26
8D.3	% Sludge treatment process - conventional AD	By incumbent	%	0.0	APR table – 2025/26
		By 3rd party sludge	%	0.0	APR table – 2025/26

		service providers			
8D.4	% Sludge treatment process - advanced AD	By incumbent	%	100.0	APR table – 2025/26
		By 3rd party sludge service providers	%	0.0	APR table – 2025/26
8D.5	% Sludge treatment process - incineration of raw sludge	By incumbent	%	0.0	APR table – 2025/26
		By 3rd party sludge service providers	%	0.0	APR table – 2025/26
8D.6	% Sludge treatment process - other (specify)	By incumbent	%	0.0	APR table – 2025/26
		By 3rd party sludge service providers	%	0.0	APR table – 2025/26
8D.7	% Sludge treatment process - Total	By incumbent	%	100.0	APR table – 2025/26
		By 3rd party sludge service providers	%	0.0	APR table – 2025/26
8D.8	% Sludge disposal route - landfill, raw	By incumbent	%	0.0	APR table – 2025/26
		By 3rd party sludge service providers	%	0.0	APR table – 2025/26
8D.9	% Sludge disposal route - landfill, partly treated	By incumbent	%	0.0	APR table – 2025/26
		By 3rd party sludge service providers	%	0.0	APR table – 2025/26
8D.10	% Sludge disposal route - land restoration/ reclamation	By incumbent	%	0.0	APR table – 2025/26
		By 3rd party sludge service providers	%	0.0	APR table – 2025/26
8D.11	% Sludge disposal route - sludge recycled to farmland	By incumbent	%	100.0	APR table – 2025/26
		By 3rd party sludge service providers	%	0.0	APR table – 2025/26
8D.12	% Sludge disposal route – other (specify)	By incumbent	%	0.0	APR table – 2025/26
		By 3rd party sludge service providers	%	0.0	APR table – 2025/26
8D.13	% Sludge disposal route - Total	By incumbent	%	100.0	APR table – 2025/26
		By 3rd party sludge service providers	%	0.0	APR table – 2025/26

Appendix A

Northumbrian Water Limited (NWL) has prepared selected information within its Annual Performance Report (APR) in accordance with the following reporting criteria. This reporting criteria has been based upon and informed by Ofwat published guidance to support water companies with reporting associated with their APR and Cost Assessment tables reporting, namely:

- Expectations-for-large-water-company-annual-performance-reporting-2025-26.pdf
- https://www.ofwat.gov.uk/publication/rag-2-10-guideline-for-classification-of-costs-across-the-price-controls (April 2026)
- https://www.ofwat.gov.uk/publication/rag-4-14-guideline-for-the-table-definitions-in-the-annual-performance-report (April 2026) and
- https://www.ofwat.gov.uk/publication/2025-26-apr-tables

Where necessary, NWL have expanded upon this Ofwat published guidance to create reporting criteria that satisfy the requirements of International Standard of Assurance Engagements (ISAE) 3000 revised, which also serves to provide clarity on how it has applied the standard Ofwat guidance to the specific circumstances of its business and its network.

Unless specified within the reporting criteria, all data has been reported for the regulatory reporting year (1 April 2025 – 31 March 2026).

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
3A.2	Business Demand	Performance level - actual	% reduction	The percentage reduction of average business demand in Ml/d from the 2019-20 baseline. Three year average values are calculated from annual average values for the reporting year and two preceding years expressed in Ml/d. The measure uses post MLE (maximum likelihood estimation) data. The reported performance is calculated in accordance with the guidance : Business demand – PC definition - Ofwat (31 March 2025)
3A.5	Discharge permit compliance	Performance level - actual	% compliance	The discharge permit compliance metric is reported as the performance of wastewater treatment works (to treat and dispose of sewage) and water treatment works (for the water supply service) in line with their numeric discharge permit conditions. The discharge permit compliance metric is reported as the number of failing sites and not the number of failing discharges. This is calculated as the number of failing sites as a percentage of the total number of water and wastewater treatment works. No of failing sites in the period/total number of Wastewater treatment works and water treatment work sites The reported performance is calculated in accordance with the guidance: Discharge permit compliance – PC definition - Ofwat (31 March 2025)
3A.7	Leakage NW region	Performance level – actual	% change	This measure is the percentage reduction of the three year average leakage in megalitres per day (Ml/d) from the 2019-20 baseline. 2019/20 baseline total leakage is calculated as a three year average of annual leakage values for 2017-18, 2018-19 and 2019- 20 and expressed in megalitres per day (Ml/d). average Leakage for 2025/26 reporting year is calculated from annual average leakage values for the reporting year (2025/26) and two preceding years (2023/24 and 2024/25) and expressed in Ml/d. It is reported for NWL's Northeast appointed region only where it supplies water treated water to its customers, i.e. not its Essex & Suffolk region. Percentage reduction (for the reporting year) = ((2019/20 baseline – Three year average Leakage (for the reporting year)/ 2019/20 baseline)) * 100 Where this calculation results in a positive value, it corresponds to an increase in leakage in Ml/d compared to the baseline. Where this calculation results in a negative value it corresponds to a decrease in leakage in Ml/d compared to the baseline. Annual average leakage measures the volume of water that is lost across the water distribution network when delivering it from water treatment works to customer properties and is defined as the sum of distribution system leakage, including customer supply pipe leakage, plus service reservoir losses and trunk mains leakage measured in megalitres per day (Ml/d). It does not include internal plumbing losses (leaks that occur on the customer side of their stop tap). Distribution system leakage is calculated by establishing the baseline leakage through minimum night flows. Minimum night flows are measured at the District Meter Area ('DMA') level as a minimum flow during the fixed hour period (3am to 4am) when consumption is expected to be at its lowest, and therefore any residual flow after Legitimate Night Use ('LNU') is assumed to be leakage. Minimum Night Flow Leakage is calculated as follows: DMA night flow – (LNU x Hour to Day Factor) DMA Night flow is recorded during the fixed period of 3-4 am and measured using DMA "in" and "out" flow meters. LNU is an average allowance per property based on per capita consumption data and calculated for different property types (measured, unmeasured, household and non-household).The consumption which is applied for non-households is based on actual meter reads, however, this is not always based on the most recent meter reads due to time delays between the wholesaler billing system, NWL customer billing system and the Netbase system. The LNU rate is multiplied by the number of properties of the corresponding type within each DMA to derive a litres per hour value to deduct from night flow. The Hour to Day Factor is applied to account for reduced flow as a result of reducing water pressure within DMAs during nighttime. The pressure is reduced to protect the distribution area from bursts as a result of lower demand during the night. It is calculated as average daily pressure divided by night pressure and multiplied by 24 hours. Night pressure is calculated as average for the period of 3am to 4am; day pressure - average for the whole 24- hour period. Customer supply pipe losses are defined as leakage from customers' pipes between the highway boundary and the customer's stop tap. To estimate, NWL have analysed reported leaks for different property types (measured, unmeasured, household and non-household), and monitored a sample of properties to calculate the average supply pipe leakage, which is multiplied by the number of properties of each type to determine total supply pipe leakage. Trunk mains are defined as the length of mains between the start of the distribution system and the flow monitoring zones. Transfer mains leakage is estimated based on the length of main, multiplied by the assessed leakage rate per kilometer of main. The trunk main figure applied in the North is: 8.12 ML/d. Service reservoir losses have been estimated by measuring the change in depth of reservoir levels for a sample period over a period of time to calculate the volume of water lost over that period. In year ended 31 March 2026, the service reservoir calculation estimate has been amended to include a wider sample population of reservoirs and amending the averages by averaging these percentages across all reservoirs (an 'average of averages'), applied at a regional level and applying this % to all reservoirs. The SR figure applied in the North is 0.7 ML/d Annual average leakage is reported as a post-Maximum Likelihood Estimation (MLE) weighted average Ml/day over the year. The MLE technique is used to distribute the volume of any unaccounted-for water in the water balance (distribution input compared to water consumption + leakage) calculation. Unaccounted for water occurs when the distribution input and the sum of the components of the water balance do not reconcile. To reconcile the water balance, the MLE method is used to distribute the unaccounted-for water according to the uncertainty in the components of the water balance through the use of confidence intervals. The reported performance is calculated in accordance with the guidance: Leakage – PC definition - Ofwat (31 March 2025).

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
3A.8	Leakage ESW region	Performance level - actual	% change	This measure is the percentage reduction of three year average leakage in megalitres per day (Ml/d) from the 2019-20 baseline. 2019/20 baseline total leakage is calculated as a three year average of annual leakage values for 2017-18, 2018-19 and 2019- 20 and expressed in megalitres per day (Ml/d). Three year average Leakage for 2025/26 reporting year is calculated from annual average leakage values for the reporting year (2025/26) and two preceding years (2023/24 and 2024/25) and expressed in Ml/d. It is reported for NWL's Essex & Suffolk appointed region only where it supplies water treated water to its customers, i.e. not its Northeast region. Percentage reduction (for the reporting year) = ((2019/20 baseline – Three year average Leakage (for the reporting year)/ 2019/20 baseline)) * 100 Where this calculation results in a positive value, it corresponds to an increase in leakage in Ml/d compared to the baseline. Where this calculation results in a negative value it corresponds to a decrease in leakage in Ml/d compared to the baseline. Annual average leakage measures the volume of water that is lost across the water distribution network when delivering it from water treatment works to customer properties and is defined as the sum of distribution system leakage, including customer supply pipe leakage, plus service reservoir losses and trunk mains leakage measured in megalitres per day (Ml/d). It does not include internal plumbing losses (leaks that occur on the customer side of their stop tap). Distribution system leakage is calculated by establishing the baseline leakage through minimum night flows. Minimum night flows are measured at the District Meter Area ('DMA') level as a minimum flow during the fixed hour period (3am to 4am) when consumption is expected to be at its lowest, and therefore any residual flow after Legitimate Night Use ('LNU') is assumed to be leakage. Minimum Night Flow Leakage is calculated as follows: DMA night flow – (LNU x Hour to Day Factor) DMA Night flow is recorded during the fixed period of 3-4 am and measured using DMA "in" and "out" flow meters. LNU is an average allowance per property based on per capita consumption data and calculated for different property types (measured, unmeasured, household and non-household). The consumption which is applied for non-households is based on actual meter reads, however, this is not always based on the most recent meter reads due to time delays between the wholesaler billing system, NWL customer billing system and the Netbase system. The LNU rate is multiplied by the number of properties of the corresponding type within each DMA to derive a litres per hour value to deduct from night flow. The Hour to Day Factor is applied to account for reduced flow as a result of reducing water pressure within DMAs during nighttime. The pressure is reduced to protect the distribution area from bursts as a result of lower demand during the night. It is calculated as average daily pressure divided by night pressure and multiplied by 24 hours. Night pressure is calculated as average for the period of 3am to 4am; day pressure - average for the whole 24- hour period. Customer supply pipe losses are defined as leakage from customers' pipes between the highway boundary and the customer's stop tap. To estimate, NWL have analysed reported leaks for different property types (measured, unmeasured, household and non-household), and monitored a sample of properties to calculate the average supply pipe leakage, which is multiplied by the number of properties of each type to determine total supply pipe leakage. Trunk mains are defined as the length of mains between from the start of the distribution system and the flow monitoring zones. Transfer mains leakage is estimated based on the length of main, multiplied by the assessed leakage rate per kilometer of main. The trunk main figure applied in the South is: 3.64 ML/d Service reservoir losses have been estimated by measuring the change in depth of reservoir levels for a sample period over a period of time to calculate the volume of water lost over that period. In year ended 31 March 2026, the Service reservoir calculation estimate has been amended to include a wider sample population of reservoirs and amending the averages by averaging these percentages across all reservoirs (an 'average of averages'), applied at a regional level and applying this % to all reservoirs. The SR figure applied in the South is 0.11 ML/d Annual average leakage is reported as a post-Maximum Likelihood Estimation (MLE) weighted average Ml/day over the year. The MLE technique is used to distribute the volume of any unaccounted-for water in the water balance (distribution input compared to water consumption + leakage) calculation. Unaccounted for water occurs when the distribution input and the sum of the components of the water balance do not reconcile. To reconcile the water balance, the MLE method is used to distribute the unaccounted-for water according to the uncertainty in the components of the water balance through the use of confidence intervals. The reported performance is calculated in accordance with the guidance: Leakage – PC definition - Ofwat (31 March 2025).

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
3A.10	Per Capita Consumption	Performance level - actual	% change	This measure is the percentage reduction of three year average per capita consumption (PCC) in litres per person per day (l/p/d) from the 2019-20 baseline. 2019/20 baseline PCC is calculated as a three year average of annual PCC values for 2017-18, 2018-19 and 2019- 20 and expressed in litres per person per day (l/p/d). Three year average PCC for 2025/26 reporting year is calculated from annual PCC values for the reporting year (2025/26) and two preceding years (2023/24 and 2024/25) and expressed in (l/p/d). Percentage reduction (for the reporting year) = ((2019/20 baseline – Three year average PCC (for the reporting year) / 2019/20 baseline)) * 100 Where this calculation results in a positive value, it corresponds to an increase of the PCC in l/p/d compared to the baseline. Where this calculation results in a negative value it corresponds to a reduction of the PCC in l/p/d compared to the baseline. PCC is calculated using the following formula: PCC = (Measured Household consumption + Unmeasured Household Consumption) / Total household population It is reported as the annual arithmetic mean per capita consumption expressed in litres per person per day (l/p/d). The measure uses post MLE (maximum likelihood estimation) data for measured household consumption and unmeasured household consumption, see 3A.7 for full details of the MLE technique applied. Measured Household consumption is the volume of water used by each measured (metered) household within NWL's water supply area, including meter under-registration (an estimate for meters not recording as much flow as there has actually been) but excluding supply pipe leakage (leakage from customers' pipes between the highway boundary and the customer's stop tap). It is calculated from NWL's billing system, including actual reads and estimated reads. Unmeasured Household consumption is the volume of water used by each unmeasured household excluding supply pipe leakage. It is calculated from average unmeasured per household consumption (PHC expressed in l/household/day) multiplied by the number of unmeasured households. Total household population is taken directly from "4R.30 Household Population" please refer to its reporting criteria for how this is calculated. The reported performance is calculated in accordance with the guidance: Performance commitment definition - Per capita consumption (PCC) (31 March 2025).
3A.23	Storm Overflows	Number of spills per storm overflow in the calendar year	Average number	This performance commitment is designed to incentivise a progressive reduction in the adverse impacts of discharges from the company's storm overflows. The average number of spills per storm overflow is calculated to two decimal places and is the number of monitored spills divided by the number of storm overflows adjusted for the percentage of the year that the monitors were not available (unmonitored storm overflows adjustment). For the purpose of this performance commitment the 'Number of monitored spills' is the number of spills monitored by event duration monitors over the reporting period from all of the company's storm overflows as at 1 January of the reporting period. The reported performance is calculated in accordance with the guidance: Storm overflows performance commitment definition (5 June 2026).
3A.25	River Water Quality	Reduction in phosphorus	% reduction from baseline	The purpose of this performance commitment is to incentivise the company to improve water quality in the rivers within its area by reducing the amount of phosphorus entering rivers from water company activities. The performance measure is the percentage reduction in phosphorus emissions to river catchments as a result of water company activities when delivering their functions, calculated as the reduction in load of total phosphorus discharged by wastewater treatment works with a phosphorus permit in 2025, relative to the load discharged from the same works in the baseline period (between 1 January 2020 and 31 December 2020). This figure is then expressed as a percentage of the total phosphorus discharged by all wastewater treatment works during the baseline period. The 2020 baseline figure previously reported to Ofwat and agreed is: • load of total phosphorus discharged by all wastewater treatment works = 246,510.15 kg / year. The phosphorus load emitted from each treatment works is calculated as follows: • regulatory final effluent samples across the period 1 January to 31 December 2025 are used to calculate the annual mean concentration of phosphorus; • regulatory flow measurement data is used to calculate mean daily flow across the year; and • phosphorus discharged (kg/year) = mean concentration x mean daily flow x 365. The reported performance is calculated in accordance with the guidance: River water quality Performance Commitment definition (31 March 2025).
3D.1	Annual average leakage - co level	Performance level - actual	Ml/d	Annual average leakage measures the volume of water that is lost across the water distribution network when delivering it from water treatment works to customer properties and is defined as the sum of distribution system leakage, including customer supply pipe leakage, plus service reservoir losses and trunk mains leakage measured in megalitres per day (Ml/d). It does not include internal plumbing losses (leaks that occur on the customer side of their stop tap).
3D.2	Three-year average leakage - co level	Performance level - actual	Ml/d	Three year average Leakage for 2025/26 reporting year is calculated from annual average leakage values for the reporting year (2025/26) and two preceding years (2023/24 and 2024/25) and expressed in Ml/d.
3D.3	% reduction in 3 - year average leakage from 2019-20 baseline - co level	Performance level - actual	%	This measure is the percentage reduction of three year average leakage in megalitres per day (Ml/d) from the 2019-20 baseline. 2019/20 baseline total leakage is calculated as a three year average of annual leakage values for 2017-18, 2018-19 and 2019- 20 and expressed in megalitres per day (Ml/d). Three year average Leakage for 2025/26 reporting year is calculated from annual average leakage values for the reporting year (2025/26) and two preceding years (2023/24 and 2024/25) and expressed in Ml/d.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
3D.4	Annual average leakage - NW region	Performance level - actual	Ml/d	Annual average leakage measures the volume of water that is lost across the water distribution network when delivering it from water treatment works to customer properties and is defined as the sum of distribution system leakage, including customer supply pipe leakage, plus service reservoir losses and trunk mains leakage measured in megalitres per day (Ml/d). It does not include internal plumbing losses (leaks that occur on the customer side of their stop tap) for the NW region.
3D.5	Three-year average leakage - NW region	Performance level - actual	Ml/d	Three year average Leakage for 2025/26 reporting year is calculated from annual average leakage values for the reporting year (2025/26) and two preceding years (2023/24 and 2024/25) and expressed in Ml/d for the NW region.
3D.6	% reduction in 3 - year average leakage from 2019-20 baseline - NW region	Performance level - actual	%	This measure is the percentage reduction of three year average leakage in megalitres per day (Ml/d) from the 2019-20 baseline. 2019/20 baseline total leakage is calculated as a three year average of annual leakage values for 2017-18, 2018-19 and 2019- 20 and expressed in megalitres per day (Ml/d). Three year average Leakage for 2025/26 reporting year is calculated from annual average leakage values for the reporting year (2025/26) and two preceding years (2023/24 and 2024/25) and expressed in Ml/d for the NW region.
3D.7	Annual average leakage - ESW region	Performance level - actual	Ml/d	Annual average leakage measures the volume of water that is lost across the water distribution network when delivering it from water treatment works to customer properties and is defined as the sum of distribution system leakage, including customer supply pipe leakage, plus service reservoir losses and trunk mains leakage measured in megalitres per day (Ml/d). It does not include internal plumbing losses (leaks that occur on the customer side of their stop tap) for the ESW region.
3D.8	Three-year average leakage - ESW region	Performance level - actual	Ml/d	Three year average Leakage for 2025/26 reporting year is calculated from annual average leakage values for the reporting year (2025/26) and two preceding years (2023/24 and 2024/25) and expressed in Ml/d for the ESW region.
3D.9	% reduction in 3 - year average leakage from 2019-20 baseline ESW region	Performance level - actual	%	This measure is the percentage reduction of three year average leakage in megalitres per day (Ml/d) from the 2019-20 baseline. 2019/20 baseline total leakage is calculated as a three year average of annual leakage values for 2017-18, 2018-19 and 2019- 20 and expressed in megalitres per day (Ml/d). Three year average Leakage for 2025/26 reporting year is calculated from annual average leakage values for the reporting year (2025/26) and two preceding years (2023/24 and 2024/25) and expressed in Ml/d for the ESW region.
3D.10	Annual average PCC - company level	Performance level - actual	l/p/d	Annual average PCC is the sum of measured household consumption and unmeasured household consumption delivered by the total household population. PCC is calculated using the following formula: PCC = (Measured Household consumption + Unmeasured Household Consumption) / Total household population The measure uses post MLE (maximum likelihood estimation) data for measured household consumption and unmeasured household consumption.
3D.11	Three-year average PCC - company level	Performance level - actual	l/p/d	Three year average PCC for 2025/26 reporting year is calculated from annual PCC values for the reporting year (2025/26) and two preceding years (2023/24 and 2024/25) and expressed in (l/p/d).
3D.12	% reduction in 3 - year average PCC from 2019-20 baseline - company level	Performance level - actual	%	This measure is the percentage reduction of three year average per capita consumption (PCC) in litres per person per day (l/p/d) from the 2019-20 baseline. 2019/20 baseline PCC is calculated as a three year average of annual PCC values for 2017-18, 2018-19 and 2019- 20 and expressed in litres per person per day (l/p/d).
3D.13	Annual household consumption level - company level	Performance level - actual	Ml/d	Annual household consumption is the total of measured and Unmeasured household consumption. Measured Household consumption is the volume of water used by each measured (metered) household within NWL's water supply area, including meter under-registration (an estimate for meters not recording as much flow as there has actually been) but excluding supply pipe leakage (leakage from customers' pipes between the highway boundary and the customer's stop tap). It is calculated from NWL's billing system, including actual reads and estimated reads. Unmeasured Household consumption is the volume of water used by each unmeasured household excluding supply pipe leakage. It is calculated from average unmeasured per household consumption (PHC expressed in l/household/day) multiplied by the number of unmeasured households.
3D.14	Total household population - company level	Performance level - actual		Total household population is taken directly from "4R.30 Household Population" please refer to its reporting criteria for how this is calculated.
3D.15	Annual average PCC - NW region	Performance level - actual	l/p/d	Annual average PCC is the sum of measured household consumption and unmeasured household consumption delivered by the total household population for the NW region. PCC is calculated using the following formula: PCC = (Measured Household consumption + Unmeasured Household Consumption) / Total household population The measure uses post MLE (maximum likelihood estimation) data for measured household consumption and unmeasured household consumption.
3D.16	Three-year average PCC - NW region	Performance level - actual	l/p/d	Three year average PCC for 2025/26 reporting year is calculated from annual PCC values for the reporting year (2025/26) and two preceding years (2023/24 and 2024/25) and expressed in (l/p/d) for the NW region.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
3D.17	% reduction in 3 - year average PCC from 2019-20 baseline - NW region	Performance level - actual	%	This measure is the percentage reduction of three year average per capita consumption (PCC) in litres per person per day (l/p/d) from the 2019-20 baseline. 2019/20 baseline PCC is calculated as a three year average of annual PCC values for 2017-18, 2018-19 and 2019- 20 and expressed in litres per person per day (l/p/d) for the NW region.
3D.18	Annual household consumption level - NW region	Performance level - actual	Ml/d	Annual household consumption is the total of measured and Unmeasured household consumption for the NW region. Measured Household consumption is the volume of water used by each measured (metered) household within NWL's water supply area, including meter under-registration (an estimate for meters not recording as much flow as there has actually been) but excluding supply pipe leakage (leakage from customers' pipes between the highway boundary and the customer's stop tap). It is calculated from NWL's billing system, including actual reads and estimated reads. Unmeasured Household consumption is the volume of water used by each unmeasured household excluding supply pipe leakage. It is calculated from average unmeasured per household consumption (PHC expressed in l/household/day) multiplied by the number of unmeasured households.
3D.19	Total household population - NW region	Performance level - actual		Total household population is taken directly from "4R.30 Household Population" please refer to its reporting criteria for how this is calculated. Only the NW region is reported.
3D.20	Annual average PCC - ESW region	Performance level - actual	l/p/d	Annual average PCC is the sum of measured household consumption and unmeasured household consumption delivered by the total household population for the ESW region. PCC is calculated using the following formula: PCC = (Measured Household consumption + Unmeasured Household Consumption) / Total household population The measure uses post MLE (maximum likelihood estimation) data for measured household consumption and unmeasured household consumption.
3D.21	Three-year average PCC - ESW region	Performance level - actual	l/p/d	Three year average PCC for 2025/26 reporting year is calculated from annual PCC values for the reporting year (2025/26) and two preceding years (2023/24 and 2024/25) and expressed in (l/p/d) for the ESW region.
3D.22	% reduction in 3 - year average PCC from 2019-20 baseline - ESW region	Performance level - actual	%	This measure is the percentage reduction of three year average per capita consumption (PCC) in litres per person per day (l/p/d) from the 2019-20 baseline. 2019/20 baseline PCC is calculated as a three year average of annual PCC values for 2017-18, 2018-19 and 2019- 20 and expressed in litres per person per day (l/p/d) for the ESW region.
3D.23	Annual household consumption level - ESW region	Performance level - actual	Ml/d	Annual household consumption is the total of measured and Unmeasured household consumption for the ESW region. Measured Household consumption is the volume of water used by each measured (metered) household within NWL's water supply area, including meter under-registration (an estimate for meters not recording as much flow as there has actually been) but excluding supply pipe leakage (leakage from customers' pipes between the highway boundary and the customer's stop tap). It is calculated from NWL's billing system, including actual reads and estimated reads. Unmeasured Household consumption is the volume of water used by each unmeasured household excluding supply pipe leakage. It is calculated from average unmeasured per household consumption (PHC expressed in l/household/day) multiplied by the number of unmeasured households.
3D.24	Total household population - ESW region	Performance level - actual	000s people	Total household population is taken directly from "4R.30 Household Population" please refer to its reporting criteria for how this is calculated. Only the ESW region is reported.
3D.25	Annual average business demand (incl. voids) - company level	Performance level - actual	Ml/d	Annual average business demand level (Ml/d) for the reporting period, including consumption at void properties. At the company level this is calculated as the sum of the values in 3D.28 and 3D.29.
3D.26	Three-year average business demand (incl. voids) - company level	Performance level - actual	Ml/d	Three-year average business demand level (Ml/d) is the average of the annual level for the reporting year and the two previous years. For 2025/26 that is the average of 2025/26, 2024/25 and 2023/24. At the company level calculated from the values in 3D.25.
3D.27	% reduction in 3 - year average business demand from 2019-20 baseline (incl. voids) - company level	Performance level - actual	%	Percentage reduction in 3 - year average business demand from 2019-20 baseline. At the company level this is calculated from the three-year average for the reporting year and the baseline three-year average in 3D.26.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
3D.28	Annual average business consumption (excl. voids) - company level	Performance level - actual	Ml/d	Annual average business demand level (Ml/d) for the reporting year excluding voids. At the company level calculated as the sum of measured and unmeasured non-household consumption in 6B.33 and 6B.34 respectively.
3D.29	Annual average business voids consumption - company level	Performance level - actual	Ml/d	Annual average business demand level for void business premises for the reporting year. At the company level this is a component of the water taken unbilled total reported in 6B.37.
3D.30	Annual average business demand (incl. voids) variance of reporting year from previous year	Performance level - actual	Ml/d	Variance in annual average business demand (incl. voids) between reporting year and the previous year (Ml/d). A positive value indicates an increase in demand form the previous year while a negative indicates a decrease. At the company level calculated from 3D.25.
3D.31	Increase in business demand in reporting year due to new business demand (new supply points).	Performance level - actual	Ml/d	This is the increase in business demand due to new business demand (new supply points) in the reporting year (Ml/d). This must be a positive number or zero. This is calculated by comparing the properties which are billed on CMOS in 2024/25 and those which are billed in 2025/26. Any properties billed in 2025/26 but are not billed in 2024/25 are considered to be new supply points.
3D.32	Changes in existing business demand (existing supply points) in reporting year compared to previous year.	Performance level - actual	Ml/d	This is the change in existing business demand (existing supply points) in the reporting year compared to the previous year (Ml/d). This excludes any reduction in business demand from activities such as metering or water efficiency which is reported separately. This will be negative if demand has decreased overall or positive if it has increased. The figure which has been used for the prior year consumption is the value which was included as part of the APR reporting for 2024/25. The calculation applied: 2025/26 business consumption taken from CMOS (used in 2025/26 APR reporting) – 2024/25 business consumption taken from CMOS (used in 2024/25 APR reporting) + savings. Savings are added back as the consumption is taken from billing system and already incorporates the savings, therefore needs to be added back.
3D.33	Annual average business demand (incl. voids) - NW region	Performance level - actual	Ml/d	Annual average business demand level (Ml/d) for the reporting period, including consumption at void properties. For the NW region this is calculated as the sum of the values in 3D.36 and 3D.37.
3D.34	Three-year average business demand (incl. voids) - NW region	Performance level - actual	Ml/d	Three-year average business demand level (Ml/d) is the average of the annual level for the reporting year and the two previous years. For 2025/26 that is the average of 2025/26, 2024/25 and 2023/24. At the company level calculated from the values in 3D.33.
3D.35	% reduction in 3 - year average business demand from 2019-20 baseline - NW region	Performance level - actual	%	Percentage reduction in 3 - year average business demand from 2019-20 baseline. At the company level this is calculated from the three-year average for the reporting year and the baseline three-year average in 3D.34.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
3D.36	Annual average business consumption (excl. voids) - NW region	Performance level - actual	Ml/d	Annual average business demand level (Ml/d) for the reporting year excluding voids for the NW region. This is calculated by comparing the properties which are billed on CMOS in 2024/25 and those which are billed in 2025/26. Any properties billed in 2025/26 but are not billed in 2024/25 are considered to be new supply points.
3D.37	Annual average business voids consumption - NW region	Performance level - actual	Ml/d	Annual average business demand level for void business premises for the reporting year for the NW region. To calculate the average business demand for voids, consumption (taken from the water balance for each zone) is applied to the number of void assumed to be consuming water. The number of voids is calculated by taking the number of voids reported in table 4R and applying an assumption that 34.86% of these are occupied and consuming water for 6 months of the year.
3D.38	Annual average business demand (incl. voids) variance of reporting year from previous year - NW region	Performance level - actual	Ml/d	Variance in annual average business demand (incl. voids) between reporting year and the previous year (Ml/d). A positive value indicates an increase in demand form the previous year while a negative indicates a decrease. For the NW region calculated from 3D.33.
3D.39	Increase in business demand in reporting year due to new business demand (new supply points) - NW region	Performance level - actual	Ml/d	This is the increase in business demand due to new business demand in the NW region (new supply points) in the reporting year (Ml/d). This must be a positive number or zero. This is calculated by comparing the properties which are billed on CMOS in 2024/25 and those which are billed in 2025/26. Any properties billed in 2025/26 but are not billed in 2024/25 are considered to be new supply points.
3D.40	Changes in existing business demand (existing supply points) in reporting year compared to previous year – NW region.	Performance level - actual	Ml/d	This is the change in existing business demand (existing supply points) in the reporting year compared to the previous year (Ml/d) for the NW region. This excludes any reduction in business demand from activities such as metering or water efficiency which is reported separately. This will be negative if demand has decreased overall or positive if it has increased. The figure which has been used for the prior year consumption is the value which was included as part of the APR reporting for 2024/25. The calculation applied: 2025/26 business consumption taken from CMOS (used in 2025/26 APR reporting) – 2024/25 business consumption taken from CMOS (used in 2024/25 APR reporting) + savings. Savings are added back as the consumption is taken from billing system and already incorporates the savings, therefore needs to be added back.
3D.41	Annual average business demand (incl. voids) - ESW region	Performance level - actual	Ml/d	Annual average business demand level (Ml/d) for the reporting period, including consumption at void properties. For the ESW region this is calculated as the sum of the values in 3D.44 and 3D.45.
3D42	Three-year average business demand (incl. voids) - ESW region	Performance level - actual	Ml/d	Three-year average business demand level (Ml/d) is the average of the annual level for the reporting year and the two previous years. For 2025/26 that is the average of 2025/26, 2024/25 and 2023/24. At the company level calculated from the values in 3D.41.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
3D.43	% reduction in 3 - year average business demand from 2019-20 baseline - ESW region	Performance level - actual	%	Percentage reduction in 3 - year average business demand from 2019-20 baseline. At the company level this is calculated from the three-year average for the reporting year and the baseline three-year average in 3D.42.
3D.44	Annual average business consumption (excl. voids) - ESW region	Performance level - actual	Ml/d	Annual average business demand level (Ml/d) for the reporting year excluding voids for the ESW region. To calculate the average business demand for voids, consumption (taken from the water balance for each zone) is applied to the number of void assumed to be consuming water. The number of voids is calculated by taking the number of voids reported in table 4R and applying an assumption that 34.86% of these are occupied in Essex and 26% in Suffolk and consuming water for 6 months of the year.
3D.45	Annual average business voids consumption - ESW region	Performance level - actual	Ml/d	Annual average business demand level for void business premises for the reporting year for the ESW region
3D.46	Annual average business demand (incl. voids) variance of reporting year from previous year - ESW region	Performance level - actual	Ml/d	Variance in annual average business demand (incl. voids) between reporting year and the previous year (Ml/d). A positive value indicates an increase in demand form the previous year while a negative indicates a decrease. For the ESW region calculated from 3D.41.
3D.47	Increase in business demand in reporting year due to new business demand (new supply points) ESW region	Performance level - actual	Ml/d	This is the increase in business demand due to new business demand in the ESW region (new supply points) in the reporting year (Ml/d). This must be a positive number or zero.
3D.48	Changes in existing business demand (existing supply points) in reporting year compared to previous year - ESW region	Performance level - actual	Ml/d	This is the change in existing business demand (existing supply points) in the reporting year compared to the previous year (Ml/d) in the ESW region. This excludes any reduction in business demand from activities such as metering or water efficiency which is reported separately. This will be negative if demand has decreased overall or positive if it has increased.2 The figure which has been used for the prior year consumption is the value which was included as part of the APR reporting for 2024/25. The calculation applied: 2025/26 business consumption taken from CMOS (used in 2025/26 APR reporting) – 2024/25 business consumption taken from CMOS (used in 2024/25 APR reporting) + savings. Savings are added back as the consumption is taken from billing system and already incorporates the savings, therefore needs to be added back.
3E.9	Total number of monitored spills	Performance level - actual	Number	Number of monitored spills as specified in the PR24 performance commitment definition Storm overflows performance commitment definition (5 June 2026).
3E.10	Total number of storm overflows	Performance level - actual	Number	Number of storm overflows. This should be reported the same as 7C.28.
3E.11	EDM uptime	Performance level - actual	Number	EDM uptime for the calendar year as specified in the PR24 performance commitment definition Storm overflows performance commitment definition (5 June 2026).

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
3E.12	Average number of spills per overflow - monitored	Performance level - actual	Number	3E.9 divided by 3E.10 provides the average number of spills per monitored overflow.
3E.13	Unmonitored storm overflows adjustment	Performance level - actual	Number	Unmonitored adjustment calculation: ((1 minus 3E.11) multiplied by 100) as specified in the PR24 performance commitment definition Storm overflows performance commitment definition (5 June 2026).
3E.14	Average number of spills per overflow - with unmonitored adjustment	Performance level - actual	Number	This is the total view of performance for this PC. 3E.12 plus 3E.13 as specified in the PR24 performance commitment definition Storm overflows performance commitment definition (5 June 2026).
3E.24	Phosphorus emitted from treatment works that had a phosphorus limit for the latest calendar year.	Performance level - actual	% reduction in phosphorous emissions	Phosphorus emitted by relevant discharges in the year, specifically from wastewater treatment works with phosphorus permits.
3E.25	Phosphorus prevented from entering rivers from partnership working	Performance level - actual	% reduction in phosphorous emissions	Phosphorus prevented from entering rivers from partnership working in the year, specifically from wastewater treatment works with phosphorus permits.
3E.26	Reduction in phosphorus	Performance level - actual	% reduction in phosphorous emissions	Phosphorus emitted by relevant discharges in the year **plus** phosphorus prevented from entering rivers from partnership working in the year.
3E.84	Average spills per overflow performance assuming 100% monitoring	Performance level - actual	Number	This calculates the average spills per overflow if all overflows were monitored at 100%. Calculated value: 3E.9 divided by the product of 3E.10 and 3E.11.
3E.85	Spills under verified trial conditions	Performance level - actual	Number	Total spills under wetland trials verified by the Environment Agency and Defra; calculated from the sum of spills under trial conditions 3E.87 to 3E.91.
3E.86	Spills outside of verified trial conditions	Performance level - actual	Number	Total spills from all other sites; calculated from 3E.9 minus 3E.86
3E.87	Trial overflow information - trial site 1	Performance level - actual	Number	Not used in 2025/26
3E.88	Trial overflow information - trial site 2	Performance level - actual	Number	Not used in 2025/26
3E.89	Trial overflow information - trial site 3	Performance level - actual	Number	Not used in 2025/26
3E.90	Trial overflow information - trial site 4	Performance level - actual	Number	Not used in 2025/26
3E.91	Trial overflow information - trial site 5	Performance level - actual	Number	Not used in 2025/26

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
3G.1	Discharge permit compliance (water)	Performance level - actual	% permit compliance	Number of discharges on EA / NRW register during the calendar year (water) **minus** Number of sites where one or more discharges are confirmed failing in the calendar year (water) as a percentage of the Number of discharges on EA / NRW register during the calendar year (water). This figure reconciled to the performance trackers provided by the Environment Agency.
3G.2	Discharge permit compliance (wastewater)	Performance level - actual		Number of discharges on EA / NRW register during the calendar year (wastewater) **minus** Number of sites where one or more discharges are confirmed failing in the calendar year (wastewater) as a percentage of the Number of discharges on EA / NRW register during the calendar year (wastewater). This figure reconciled to the performance trackers provided by the Environment Agency.
3G.3	Discharge permit compliance	Performance level - actual		Number of discharges on EA / NRW register during the calendar year (water and wastewater) **minus** Number of sites where one or more discharges are confirmed failing in the calendar year (water and wastewater) as a percentage of the Number of discharges on EA / NRW register during the calendar year (water and wastewater). This is the sum of 3G1 + 3G2.
4R.1	Residential water only customers	Unmeasured	000s	Average (mean) number of billed unmeasured, i.e. do not have a meter measuring their water usage or do have a meter but still have an unmeasured service agreement, residential customers who NWL supply only water to, i.e. they do not also supply wastewater services, across its appointed region. This is calculated by determining the number of residential customers billed for unmeasured water only services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); non-household (business) customers and customers that have a measured water supply, i.e. a meter records the volume of water used and is used to bill the property its use.
		Measured	000s	Average (mean) number of billed measured, i.e. a meter records the volume of water used and is used to bill the property for its use, residential customers who NWL supply only water to, i.e. they do not also supply wastewater services, across its appointed region. This is calculated by determining the number of residential customers billed for measured water only services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); non-household (business) customers and customers that have an unmeasured water supply, i.e. do not have a meter measuring their water usage.
		Total	000s	Average (mean) number of billed measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage or do have a meter but still have an unmeasured service agreement, residential customers who NWL supply only water to, i.e. they do not also supply wastewater services, across its appointed region. This is calculated by determining the number of residential customers billed for unmeasured and measured water only services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants) and non-household (business) customers.
		Voids	000s	Average (mean) number of void residential properties which NWL supply only water to, i.e. they do not also supply wastewater services, across its appointed region. This includes both properties that would, if occupied, be classified as measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage or do have a meter but still have an unmeasured service agreement. This is calculated by determining the number of residential unoccupied properties, who if billed would have water only services, in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. A void property is defined as one that does not receive a charge for its services because it is unoccupied. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning: the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself year.*

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
4R.2	Residential wastewater only customers	Unmeasured	000s	Average (mean) number of billed unmeasured, i.e. do not have a meter measuring their water usage or do have a meter but still have an unmeasured service agreement, residential customers who NWL supply wastewater only services to, i.e. they do not also supply water services, across its appointed region. This is calculated by determining the number of residential customers billed for unmeasured wastewater only services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); non-household (business) customers and customers that have a measured wastewater supply, i.e. a meter records the volume of water used and is used to bill the property its use; For flat complexes where a single water bill is issued directly to the property management company for the full complex and waste billed to each flat individually, the flats billed individually will be recorded as a wastewater only property.
		Measured	000s	Average (mean) number of billed measured, i.e. a meter records the volume of water used and is used to bill the property its use, residential customers who NWL supply wastewater only services to, i.e. they do not also supply water services, across its appointed region. This is calculated by determining the number of residential customers billed for measured wastewater only services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); non-household (business) customers and customers that have an unmeasured wastewater supply, i.e. do not have a meter measuring their water usage. For flat complexes where a single water bill is issued directly to the property management company for the full complex and waste billed to each flat individually, the flats billed individually will be recorded as a wastewater only property.
		Total	000s	Average (mean) number of billed measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage or do have a meter but still have an unmeasured service agreement, residential customers who NWL supply only wastewater services to, i.e. they do not also supply water services, across its appointed region. This is calculated by determining the number of residential customers billed for unmeasured and measured wastewater only services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants) and non-household (business) customers.
		Voids	000s	Average (mean) number of void residential properties which NWL supply only wastewater services to, i.e. they do not also supply water services, across its appointed region. This includes both properties that would, if occupied, be classified as measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage or do have a meter but still have an unmeasured service agreement. This is calculated by determining the number of residential unoccupied properties, who if billed would have wastewater only services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. A void property is defined as one that does not receive a charge for its services because it is unoccupied. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning: the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself year.*
4R.3	Residential water and wastewater customers	Unmeasured	000s	Average (mean) number of billed unmeasured, i.e. do not have a meter measuring their water usage or do have a meter but still have an unmeasured service agreement, residential customers who NWL supply both water and wastewater services to, i.e. not solely either water or wastewater services, across its appointed region. This is calculated by determining the number of residential customers billed for unmeasured dual water and wastewater services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); non-household (business) customers and customers that have a measured water and wastewater supply, i.e. a meter records the volume of water used and is used to bill the property its use.
		Measured	000s	Average (mean) number of billed measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage or do have a meter but still have an unmeasured service agreement, residential customers who NWL supply both water and wastewater services to, i.e. not solely either water or wastewater services, across its appointed region. This is calculated by determining the number of residential customers billed for unmeasured and measured dual water and wastewater services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); non-household (business) customers. For flat complexes where a single water bill is issued directly to the property management company for the full complex and waste billed to each flat individually, the flats billed individually will be recorded as a wastewater only property.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
		Total	000s	Average (mean) number of billed measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage or do have a meter but still have an unmeasured service agreement, residential customers who NWL supply both water and wastewater services to, i.e. not solely either water or wastewater services, across its appointed region. This is calculated by determining the number of residential customers billed for unmeasured and measured dual water and wastewater services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); non-household (business) customers. For flat complexes where a single water bill is issued directly to the property management company for the full complex and waste billed to each flat individually, the flats billed individually will be recorded as a wastewater only property.
		Voids	000s	Average (mean) number of void residential properties who NWL supply both water and wastewater services to, i.e. not solely either water or wastewater services, across its appointed region. This includes both properties that would, if occupied, be classified as measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage or do have a meter but still have an unmeasured service agreement. This is calculated by determining the number of residential unoccupied properties, who if billed would have water and wastewater services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. A void property is defined as one that does not receive a charge for its services because it is unoccupied. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning: the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself year.*
4R.4	Total residential customers	Unmeasured	000s	Average (mean) number of billed unmeasured, i.e. do not have a meter measuring their water usage or do have a meter but still have an unmeasured service agreement, residential customers who NWL supply a service to, whether that is water only, wastewater only, water and wastewater services to across its appointed region. This is calculated by determining the number of residential customers billed for unmeasured services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); non-household (business) customers; and customers that have a measured water and/or wastewater supply, i.e. a meter records the volume of water used and is used to bill the property its use.
		Measured	000s	Average (mean) number of billed measured, i.e. a meter records the volume of water used and is used to bill the property its use, residential customers who NWL supply a service to, whether that is water only, wastewater only, water and wastewater services to across its appointed region. This is calculated by determining the number of residential customers billed for measured services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); non-household (business) customers; and customers that have an unmeasured water and/or wastewater supply, i.e. do not have a meter measuring their water usage.
		Total	000s	Average (mean) number of billed measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage or do have a meter but still have an unmeasured service agreement, residential customers who NWL supply a service to, whether that is water only, wastewater only, water and wastewater services to across its appointed region. This is calculated by determining the number of residential customers billed for services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants) and non-household (business) customers.
		Voids	000s	Average (mean) number of void residential properties which NWL supply a service to, whether that is water only, wastewater only, water and wastewater services to across its appointed region. This includes both properties that would, if occupied, be classified as measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage or do have a meter but still have an unmeasured service agreement. This is calculated by determining the number of residential unoccupied properties for all (water only, waste only and water and waste) services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. A void property is defined as one that does not receive a charge for its services because it is unoccupied. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning: the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself year.*

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
4R.5	Business water only customers	Unmeasured	000s	Average (mean) number of billed unmeasured, i.e. do not have a meter measuring their water usage, business customers who NWL supply only water to, i.e. they do not also supply wastewater services, across its appointed region. This is calculated by determining the number of business customers billed for unmeasured water only services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Where a property has both measured and unmeasured charges associated with it (e.g. a business on the ground floor but a residential premise on the first floor which have been merged to form one business property), this will be reported as unmeasured. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); household (residential) customers and business customers that have a measured water supply, i.e. a meter records the volume of water used and is used to bill the property its use, customers that are temporarily disconnected from water services. When there is an unmeasured and measured supply into the one business property, NWL have recorded this as an unmeasured property.
		Measured	000s	Average (mean) number of billed measured, i.e. a meter records the volume of water used and is used to bill the property its use, business customers who NWL supply only water to, i.e. they do not also supply wastewater services, across its appointed region. This is calculated by determining the number of business customers billed for measured water only services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Where a property has both measured and unmeasured charges associated with it (e.g. a business on the ground floor but a residential premise on the first floor which have been merged to form one business property), this will be reported as unmeasured. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); household (residential) customers and business customers that have an unmeasured water supply, i.e. do not have a meter measuring their water usage, customers that are temporarily disconnected from water services. When there is an unmeasured and measured supply into one business property NWL have recorded this as an unmeasured property.
		Total	000s	Average (mean) number of billed measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage, business customers who NWL supply only water to, i.e. they do not also supply wastewater services, across its appointed region. This is calculated by determining the number of business customers billed for unmeasured and measured water only services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants) and household (residential) customers.
		Voids	000s	Average (mean) number of void business properties which NWL supply only water to, i.e. they do not also supply wastewater services, across its appointed region. This includes both properties that would, if occupied, be classified as measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage. This is calculated by determining the number of unoccupied business properties which, if billed, would have water only services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. A void property is defined as one that does not receive a charge for its services because it is unoccupied. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning: the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself.*
4R.6	Business wastewater only customers	Unmeasured	000s	Average (mean) number of billed unmeasured, i.e. do not have a meter measuring their water usage, business customers who NWL supply only wastewater services to, i.e. they do not also supply water services, across its appointed region. This is calculated by determining the number of business customers billed for unmeasured wastewater only services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); household (residential) customers and business customers that have a measured wastewater supply, i.e. a meter records the volume of water used and is used to bill the property its use. When there is an unmeasured and measured supply into one business property NWL have recorded this as an unmeasured property.
		Measured	000s	Average (mean) number of billed measured, i.e. a meter records the volume of water used and is used to bill the property its use, business customers who NWL supply only wastewater services to, i.e. they do not also supply water services, across its appointed region. This is calculated by determining the number of business customers billed for measured wastewater only services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); household (residential) customers and business customers that have an unmeasured wastewater supply, i.e. do not have a meter measuring their water usage. When there is an unmeasured and measured supply into one business property NWL have recorded this as an unmeasured property.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
		Total	000s	Average (mean) number of billed measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage, business customers who NWL supply only wastewater services to, i.e. they do not also supply water services, across its appointed region. This is calculated by determining the number of business customers billed for unmeasured and measured wastewater only services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants) and household (residential) customers.
		Voids	000s	Average (mean) number of void business properties which NWL supply only wastewater services to, i.e. they do not also supply water services, across its appointed region. This includes both properties that would, if occupied, be classified as measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage. This is calculated by determining the number of unoccupied business properties, which if billed would have wastewater only services in every month of the reporting year (1 April x-1 – 1 April x) and dividing by 13. A void property is defined as one that does not receive a charge for its services because it is unoccupied. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning: the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself year.*
4R.7	Business water and wastewater customers	Unmeasured	000s	Average (mean) number of billed unmeasured, i.e. do not have a meter measuring their water usage, business customers who NWL supply both water and wastewater services to, i.e. not solely either water or wastewater services, across its appointed region. This is calculated by determining the number of business customers billed for unmeasured dual water and wastewater services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); household (residential) customers and business customers that have a measured water and wastewater supply, i.e. a meter records the volume of water used and is used to bill the property its use, customers that are temporarily disconnected from water services. When there is an unmeasured and measured supply into one business property NWL have recorded this as an unmeasured property.
		Measured	000s	Average (mean) number of billed measured, i.e. a meter records the volume of water used and is used to bill the property its use, business customers who NWL supply both water and wastewater services to, i.e. not solely either water or wastewater services, across its appointed region. This is calculated by determining the number of business customers billed for measured dual water and wastewater services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); household (residential) customers and business customers that have an unmeasured water and wastewater supply, i.e. do not have a meter measuring their water usage. When there is an unmeasured and measured supply into one business property NWL have recorded this as an unmeasured property.
		Total	000s	Average (mean) number of billed measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage, business customers who NWL supply both water and wastewater services to, i.e. not solely either water or wastewater services, across its appointed region. This is calculated by determining the number of business customers billed for unmeasured and measured dual water and wastewater services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (a property that is occupied but not charged for the service(s)) and household (residential) customers.
		Voids	000s	Average (mean) number of void business properties which NWL supply both water and wastewater services to, i.e. not solely either water or wastewater services, across its appointed region. This includes both properties that would, if occupied, be classified as measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage. This is calculated by determining the number of unoccupied business properties, which if billed would have water and wastewater services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. A void property is defined as one that does not receive a charge for its services because it is unoccupied. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning: the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself year.*

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
4R.8	Total business customers	Unmeasured	000s	Average (mean) number of billed unmeasured, i.e. do not have a meter measuring their water usage, business customers who NWL supply a service to, whether that is water only, wastewater only, water and wastewater services to across its appointed region. This is calculated by determining the number of business customers billed for unmeasured services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); household (residential) customers and business customers that have a measured water and wastewater supply, i.e. a meter records the volume of water used and is used to bill the property its use, customers that are temporarily disconnected from water services..
		Measured	000s	Average (mean) number of billed measured, i.e. a meter records the volume of water used and is used to bill the property its use, business customers who NWL supply a service to, whether that is water only, wastewater only, water and wastewater services to across its appointed region. This is calculated by determining the number of business customers billed for measured services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); household (residential) customers; and business customers that have a unmeasured water and/or wastewater supply, i.e. do not have a meter measuring their water usage.
		Total	000s	Average (mean) number of billed measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage, business customers who NWL supply a service to, whether that is water only, wastewater only, water and wastewater services to across its appointed region. This is calculated by determining the number of business customers billed for services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants) and household (residential) customers.
		Voids	000s	Average (mean) number of void business properties which NWL supply a service to, whether that is water only, wastewater only, water and wastewater services to across its appointed region. This includes both properties that would, if occupied, be classified as measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage. This is calculated by determining the number of unoccupied business properties \ for all (water only, waste only and water and waste) services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. A void property is defined as one that does not receive a charge for its services because it is unoccupied. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning that the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself.*
4R.9	Total customers	Unmeasured	000s	Average (mean) number of billed unmeasured, i.e. do not have a meter measuring their water usage, business and residential customers who NWL supply a service to, whether that is water only, wastewater only, water and wastewater services to across its appointed region. This is calculated by determining the number of business and residential customers billed for unmeasured services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); and customers (business and residential) that have a measured water and/or wastewater supply, i.e. a meter records the volume of water used and is used to bill the property its use, customers that are temporarily disconnected from water services.
		Measured	000s	Average (mean) number of billed measured, i.e. a meter records the volume of water used and is used to bill the property its use, business and residential customers who NWL supply a service to, whether that is water only, wastewater only, water and wastewater services to across its appointed region. This is calculated by determining the number of business and residential customers billed for measured services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants); and customers (business and residential) that have a unmeasured water and/or wastewater supply, i.e. do not have a meter measuring their water usage.
		Total	000s	Average (mean) number of billed measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage, business and residential customers who NWL supply a service to, whether that is water only, wastewater only, water and wastewater services to across its appointed region. This is calculated by determining the number of business and residential customers billed for services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void customers (customers connected to the sewerage system but do not receive a charge as there are no occupants).
		Voids	000s	Average (mean) number of void business and residential properties which NWL supply a service to, whether that is water only, wastewater only, water and wastewater services to across its appointed region. This includes both properties that would, if occupied, be classified as measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage. This is calculated by determining the number of unoccupied business and residential properties for all (water only, waste only and water and waste) services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. A void property is defined as one that does not receive a charge for its services because it is unoccupied. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning: the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself year.*

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
4R.10	Residential properties billed	Water Unmeasured	000s	Average (mean) number of billed unmeasured, i.e. do not have a meter measuring their water usage or do have a meter but still have an unmeasured service agreement, residential properties who NWL supply water to. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. This is calculated by determining the number of residential properties billed for unmeasured water only and dual water and wastewater services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. Excluded from the reporting for this line are: void properties (properties connected to the treated water system but do not receive a charge as there are no occupants); non-household (business) properties and residential properties that have a measured water supply, i.e. a meter records the volume of water used and is used to bill the property its use, This line should be equivalent to the sum of unmeasured properties reported in lines 4R.1 and 4R.3.
		Water Measured	000s	Average (mean) number of billed measured, i.e. a meter records the volume of water used and is used to bill the property its use residential properties who NWL supply water to. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. This is calculated by determining the number of residential properties billed for measured water only and dual water and wastewater services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants); non-household (business) properties and residential properties that have an unmeasured water supply, i.e. do not have a meter measuring their water usage. This line should be equivalent to the sum of measured properties reported in lines 4R.1 and 4R.3.
		Water Total	000s	Average (mean) number of billed measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage, residential properties who NWL supply only water to. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. This is calculated by determining the number of residential properties billed for unmeasured and measured water only and dual water and wastewater services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants) and non-household (business) properties. This line should be equivalent to the sum of total properties reported in lines 4R.1 and 4R.3.
		Wastewater Unmeasured	000s	Average (mean) number of billed unmeasured, i.e. do not have a meter measuring their water usage or do have a meter but still have an unmeasured service agreement, residential properties who NWL supply wastewater services to. For the avoidance of doubt, this includes both wastewater services only properties, and dual water and wastewater services properties. This is calculated by determining the number of residential properties billed for unmeasured waste only and dual water and wastewater services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13 so that reporting encompasses the position as at the start of the year and the end of the year. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants); non-household (business) properties and residential properties that have a measured wastewater supply, i.e. a meter records the volume of water used and is used to bill the property its use. For flat complexes where a single water bill is issued directly to the property management company for the full complex and waste billed to each flat individually, the flats billed individually will be recorded as a wastewater only property. This line should be equivalent to the sum of unmeasured properties reported in lines 4R.2 and 4R.3
		Wastewater Measured	000s	Average (mean) number of billed measured, i.e. a meter records the volume of water used and is used to bill the property its use, residential properties who NWL supply wastewater services to. For the avoidance of doubt, this includes both wastewater services only properties, and dual water and wastewater services properties. This is calculated by determining the number of residential properties billed for measured waste only and dual water and wastewater services wastewater services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13 so that reporting encompasses the position as at the start of the year and the end of the year. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants); non-household (business) properties and residential properties that have an unmeasured wastewater supply, i.e. do not have a meter measuring their water usage. For flat complexes where a single water bill is issued directly to the property management company for the full complex and waste billed to each flat individually, the flats billed individually will be recorded as a wastewater only property. This line is the sum of measured properties reported in lines 4R.2 and 4R.3.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
		Wastewater Total	000s	Average (mean) number of billed measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage, residential properties who NWL supply wastewater services to. For the avoidance of doubt, this includes both wastewater services only properties, and dual water and wastewater services properties. This is calculated by determining the number of residential properties billed for unmeasured and measured waste only and dual water and wastewater services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13 so that reporting encompasses the position as at the start of the year and the end of the year. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants) and non-household (business) properties. For flat complexes where a single water bill is issued directly to the property management company for the full complex and waste billed to each flat individually, the flats billed individually will be recorded as a wastewater only property. This line is the sum of total properties reported in lines 4R.2 and 4R.3.
4R.11	Residential void properties	Water Total	000s	Average (mean) number of void residential properties who NWL supply water to. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. This is calculated by determining the number of void residential properties billed for unmeasured and measured water only and dual water and waste services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. The number of customers each month included in the calculation is recorded at a point in time at the end of every month, therefore if a residential customer contacts NWL to backdate a change in circumstance after this point in time cut off the change would not be reflected in that month's figures. A void property is defined as one that does not receive a charge for its services because it is unoccupied. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning: the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself year.* This line should be equivalent to the sum of void properties reported in lines 4R.1 and 4R.3.
		Wastewater Total	000s	Average (mean) number of void residential properties who NWL supply wastewater services to. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. This is calculated by determining the number of void residential properties billed for unmeasured and measured waste only and dual water and waste services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. A void property is defined as one that does not receive a charge for its services because it is unoccupied. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning: the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself year.* This line should be equivalent to the sum of void properties reported in lines 4R.2 and 4R.3.
4R.12	Total connected residential properties	Water Total	000s	Average (mean) number of billed and void, measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage, residential properties who NWL supply water services to. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. This is calculated by determining the number of residential properties billed and void for unmeasured and measured water only and water and waste services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: non-household (business) properties. This line should be equivalent to the sum of total water properties reported in lines 4R.10 and 4R.11.
		Wastewater Total	000s	Average (mean) number of billed and void, measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage, residential properties who NWL supply wastewater services to. For the avoidance of doubt, this includes both wastewater services only properties, and dual water and wastewater services properties. This is calculated by determining the number of residential properties billed and void for unmeasured and measured waste only and water and waste services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: non-household (business) properties. This line should be equivalent to the sum of total wastewater properties reported in lines 4R.10 and 4R.11.
4R.13	Business properties billed	Water Unmeasured	000s	Average (mean) number of billed unmeasured, i.e. do not have a meter measuring their water usage, business properties who NWL supply water to. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. This is calculated by determining the number of business properties billed for unmeasured water only and dual water and waste services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void properties (properties connected to the treated water system but do not receive a charge as there are no occupants); household (residential) properties and business properties that have a measured water supply, i.e. a meter records the volume of water used and is used to bill the property its use, customers that are temporarily disconnected from water services. This line should be equivalent to the sum of unmeasured properties reported in lines 4R.5 and 4R.7.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
		Water Measured	000s	Average (mean) number of billed measured, i.e. a meter records the volume of water used and is used to bill the property its use business properties who NWL supply water to. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. This is calculated by determining the number of business properties billed for measured water only and dual water and waste services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants); household (residential) properties and business properties that have an unmeasured water supply, i.e. do not have a meter measuring their water usage, customers that are temporarily disconnected from water services. This line should be equivalent to the sum of measured properties reported in lines 4R.5 and 4R.7.
		Water Total	000s	Average (mean) number of billed measured i.e. a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage, business properties who NWL supply only water to. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. This is calculated by determining the number of business properties billed for unmeasured and measured water only and dual water and waste services in every month of the reporting year (1 April x-1 – 1 April x) and dividing by 13. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants) and household (residential) properties. This line should be equivalent to the sum of total properties reported in lines 4R.5 and 4R.7.
		Wastewater Unmeasured	000s	Average (mean) number of billed unmeasured, i.e. do not have a meter measuring their water usage, business properties who NWL supply wastewater services to. For the avoidance of doubt, this includes both wastewater services only properties, and dual water and wastewater services properties. This is calculated by determining the number of business properties billed for unmeasured waste only and dual water and waste services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants); household (residential) properties and business properties that have a measured wastewater supply, i.e. a meter records the volume of water used and is used to bill the property its use. This line should be equivalent to the sum of unmeasured properties reported in lines 4R.6 and 4R.7.
		Wastewater Measured	000s	Average (mean) number of billed measured, i.e. a meter records the volume of water used and is used to bill the property its use, business properties who NWL supply wastewater services to. For the avoidance of doubt, this includes both wastewater services only properties, and dual water and wastewater services properties. This is calculated by determining the number of business properties billed for measured waste only and dual water and waste services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants); household (residential) properties and business properties that have an unmeasured wastewater supply, i.e. do not have a meter measuring their water usage. This line should be equivalent to the sum of measured properties reported in lines 4R.6 and 4R.7.
		Wastewater Total	000s	Average (mean) number of billed measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage, business properties who NWL supply wastewater services to. For the avoidance of doubt, this includes both wastewater services only properties, and dual water and wastewater services properties. This is calculated by determining the number of business properties billed for unmeasured and measured waste only and dual water and waste services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants) and household (residential) properties. This line should be equivalent to the sum of total properties reported in lines 4R.6 and 4R.7.
4R.14	Business void properties	Water Total	000s	Average (mean) number of void business properties who NWL supply water to. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. This is calculated by determining the number of void business properties billed for unmeasured and measured water only and dual water and waste services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. A void property is defined as one that does not receive a charge for its services because it is unoccupied. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning: the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself year.* This line should be equivalent to the sum of void properties reported in lines 4R.5 and 4R.7.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
		Wastewater Total	000s	Average (mean) number of void business properties who NWL supply wastewater services to. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. This is calculated by determining the number of void business properties billed for unmeasured and measured waste only and dual water and waste services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. A void property is defined as one that does not receive a charge for its services because it is unoccupied. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning: the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself year.* This line should be equivalent to the sum of void properties reported in lines 4R.6 and 4R.7.
4R.15	Total connected business properties	Water Total	000s	Average (mean) number of billed and void, measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage, business properties who NWL supply water services to. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties, and void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants) This is calculated by determining the number of business properties billed for unmeasured and measured water only and dual water and waste services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are household (residential) properties. This line should be equivalent to the sum of total water properties reported in lines 4R.13 and 4R.14.
		Wastewater Total	000s	Average (mean) number of billed measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage and business properties who NWL supply wastewater services to. For the avoidance of doubt, this includes both wastewater services only properties, and dual water and wastewater services properties, and void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants) This is calculated by determining the number of business l properties billed for unmeasured and measured waste only and dual water and waste services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. Excluded from the reporting for this line are household (residential) properties. This line should be equivalent to the sum of total wastewater properties reported in lines 4R.13 and 4R.14.
4R.16	Total connected properties	Water Total	000s	Average (mean) number of billed, measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage, residential and business properties who NWL supply water services to. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties, and void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants). This is calculated by determining the number of residential and business properties billed for unmeasured and measured water only and water and dual waste services in every month of the reporting year (1 April x-1 – 1 April x-2) and dividing by 13. This line should be equivalent to the sum of total water properties reported in lines 4R.12 and 4R.15.
		Wastewater Total	000s	Average (mean) number of billed measured i.e., a meter records the volume of water used and is used to bill the property its use, and unmeasured i.e. do not have a meter measuring their water usage, residential and business properties who NWL supply wastewater services to. For the avoidance of doubt, this includes both wastewater only properties, and dual water and wastewater services properties, and void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants). This is calculated by determining the number of residential and business properties billed for unmeasured and measured waste only and dual water and waste services in every month of the reporting year (1 April x- 1 – 1 April x-2) and dividing by 13. This line should be equivalent to the sum of total wastewater properties reported in lines 4R.12 and 4R.15.
4R.17	Total new residential properties connected in the year	Water Unmeasured No Meter	000s	Total number of new residential connections to the company's area of supply for water distribution during the report that are unmeasured i.e. do not have a meter measuring their water usage. This is the number of new residential properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. The key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new unmeasured connections, i.e. do not have a meter measuring their water usage. Measured new connections, i.e., those with a meter records the volume of water used and is used to bill the property its use are excluded from reporting. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types. All new connections to the network are metered and therefore no unmeasured billed new connections have been reported.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
		Water Unmeasured Basic Meter	000s	Total number of new residential connections to the company's area of supply for water distribution during the report that are unmeasured i.e. do not use a meter to measure their water usage but do have a basic (non-smart) meter fitted to the property that could be used to measure water usage in future. This is the number of new residential properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. The key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new unmeasured connections, i.e. those that do not use a meter measuring their water usage but do have a basic (non-smart) meter fitted. Measured new connections, i.e., those with a meter that records the volume of water used and is used to bill the property its use, and unmeasured properties fitted with a smart meter are excluded from reporting. The meter definitions are defined on page 132 of the following document: RAG-4.14—-Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types. All new connections to the network are metered and therefore no unmeasured billed new connections have been reported.
		Water Unmeasured AMR Meter	000s	Total number of new residential connections to the company's area of supply for water distribution during the report that are unmeasured i.e. do not use a meter to measure their water usage but do have an AMR (Automated Meter Reading) meter fitted to the property that could be used to measure water usage in future. This is the number of new residential properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. The key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new unmeasured connections, i.e. those that do not use a meter measuring their water usage but do have an AMR meter fitted. Measured new connections, i.e., those with a meter that records the volume of water used and is used to bill the property its use, and unmeasured properties fitted with a basic (non-smart) meter, AMI and AMI active are excluded from reporting. The meter definitions are defined on page 132 of the following document: RAG-4.14—-Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types. All new connections to the network are metered and therefore no unmeasured billed new connections have been reported.
		Water Unmeasured AMI Meter	000s	Total number of new residential connections to the company's area of supply for water distribution during the report that are unmeasured i.e. do not use a meter to measure their water usage but do have an AMI (Advanced Metering Infrastructure) smart meter fitted to the property that could be used to measure water usage in future. This is the number of new residential properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. The key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new unmeasured connections, i.e. those that do not use a meter measuring their water usage but do have an AMI smart meter fitted. Measured new connections, i.e., those with a meter that records the volume of water used and is used to bill the property its use, and unmeasured properties fitted with a basic (non-smart) meter AMR and AMI active are excluded from reporting. The meter definitions are defined on page 132 of the following document: RAG-4.14—-Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters and non Sensus and Itron meters with a RRD serial number are AMR meter types. All new connections to the network are metered and therefore no unmeasured billed new connections have been reported.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
		Water Unmeasured Total	000s	Total number of new residential connections to the company's area of supply for water distribution during the report that are unmeasured, i.e. do not have a meter measuring their water usage, irrespective of what type of meter (if any) was fitted. This is the number of new residential properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. The key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. All new connections to the network are metered and therefore no unmeasured billed new connections have been reported.
		Water Measured No Meter	000s	Total number of new residential connections to the company's area of supply for water distribution during the report that are measured i.e., those with a meter records the volume of water used and is used to bill the property its use, but have no meter fitted. This is the number of new residential properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. The key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new measured connections i.e., those with a meter records the volume of water used and is used to bill the property its use but have no meter fitted. Unmeasured new connections i.e. do not have a meter measuring their water usage, and measured connections with either a smart or basic meter fitted are excluded from reporting. In reality it is not possible to have a measured property without a meter fitted so this measure will always be reported as zero. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Measured Basic Meter	000s	Total number of new residential connections to the company's area of supply for water distribution during the report that are measured i.e., those with a meter records the volume of water used and is used to bill the property its use and have a basic (non-smart) meter fitted to do so. This is the number of new residential properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. The key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new measured connections, i.e., those with a meter records the volume of water used and is used to bill the property its use, and that have a basic (non-smart) meter fitted to do so. Unmeasured new connections i.e. do not have a meter measuring their water usage, and measured properties fitted with a smart meter are excluded from reporting. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Measured AMR Meter	000s	Total number of new residential connections to the company's area of supply for water distribution during the report that are measured i.e., those with a meter records the volume of water used and is used to bill the property its use and have an AMR meter fitted to do so. This is the number of new residential properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. The key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new measured connections, i.e., those with a meter records the volume of water used and is used to bill the property its use, and that have an AMR meter fitted to do so. Unmeasured new connections i.e. do not have a meter measuring their water usage, and measured properties fitted with a basic (non-smart) or AMI meter are excluded from reporting. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
		Water Measured AMI Meter	000s	Total number of new residential connections to the company's area of supply for water distribution during the report that are measured i.e., those with a meter records the volume of water used and is used to bill the property its use and have an AMI meter fitted to do so. This is the number of new residential properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. They key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new measured connections, i.e., those with a meter records the volume of water used and is used to bill the property its use, and that have an AMI meter fitted to do so. Unmeasured new connections i.e. do not have a meter measuring their water usage, and measured properties fitted with a basic (non-smart) meter, AMR meter or AMI active are excluded from reporting. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Measured Total	000s	Total number of new residential connections to the company's area of supply for water distribution during the report that are measured i.e., those with a meter records the volume of water used and is used to bill the property its use, irrespective of what type of meter (if any) was fitted. This is the number of new residential properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. They key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not.
4R.18	Total new business properties connected in the year	Water Unmeasured No Meter	000s	Total number of new business connections to the company's area of supply for water distribution during the report that are unmeasured i.e. do not have a meter measuring their water usage. This is the number of new business properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. They key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new unmeasured connections, i.e. do not have a meter measuring their water usage. Measured new connections, i.e., those with a meter records the volume of water used and is used to bill the property its use are excluded from reporting. All new connections to the network are metered and therefore no unmeasured, no meter new connections have been reported. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
		Water Unmeasured Basic Meter	000s	Total number of new business connections to the company's area of supply for water distribution during the report that are unmeasured i.e. do not use a meter to measure their water usage but do have a basic (non- smart) meter fitted to the property that could be used to measure water usage in future. This is the number of new business properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. They key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new unmeasured connections, i.e. those that do not use a meter measuring their water usage but do have a basic (non-smart) meter fitted. Measured new connections, i.e., those with a meter that records the volume of water used and is used to bill the property its use, and unmeasured properties fitted with a smart meter are excluded from reporting. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types. All new connections to the network are metered and therefore no unmeasured billed new connections have been reported.
		Water Unmeasured AMR Meter	000s	Total number of new business connections to the company's area of supply for water distribution during the report that are unmeasured i.e. do not use a meter to measure their water usage but do have an AMR meter fitted to the property that could be used to measure water usage in future. This is the number of new business properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. They key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new unmeasured connections, i.e. those that do not use a meter measuring their water usage but do have a smart meter fitted. Measured new connections, i.e., those with a meter that records the volume of water used and is used to bill the property its use, and unmeasured properties fitted with a basic or AMI meter are excluded from reporting. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types. All new connections to the network are metered and therefore no unmeasured billed new connections have been reported.
		Water Unmeasured AMI Meter	000s	Total number of new business connections to the company's area of supply for water distribution during the report that are unmeasured i.e. do not use a meter to measure their water usage but do have an AMI meter fitted to the property that could be used to measure water usage in future. This is the number of new business properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. The key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new unmeasured connections, i.e. those that do not use a meter measuring their water usage but do have a smart meter fitted. Measured new connections, i.e., those with a meter that records the volume of water used and is used to bill the property its use, and unmeasured properties fitted with a basic, AMR or AMI Active meter are excluded from reporting. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types. All new connections to the network are metered and therefore no unmeasured billed new connections have been reported.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
		Water Unmeasured Total	000s	Total number of new business connections to the company's area of supply for water distribution during the report that are unmeasured, i.e. do not have a meter measuring their water usage, irrespective of what type of meter (if any) was fitted. This is the number of new business properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. They key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not.
		Water Measured No Meter	000s	Total number of new business connections to the company's area of supply for water distribution during the report that are measured i.e., those with a meter records the volume of water used and is used to bill the property its use, but have no meter fitted. This is the number of new business properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. They key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new measured connections i.e., those with a meter records the volume of water used and is used to bill the property its use but have no meter fitted. Unmeasured new connections, i.e. do not have a meter measuring their water usage, and measured connections with either a smart or basic meter fitted are excluded from reporting. In reality it is not possible to have a measured property without a meter fitted so this measure will always be reported as zero. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Measured Basic Meter	000s	Total number of new business connections to the company's area of supply for water distribution during the report that are measured i.e., those with a meter records the volume of water used and is used to bill the property its use and have a basic (non-smart) meter fitted to do so. This is the number of new business properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. They key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new measured connections, i.e., those with a meter records the volume of water used and is used to bill the property its use, and that have a basic (non-smart) meter fitted to do so. Unmeasured new connections i.e. do not have a meter measuring their water usage, and measured properties fitted with a smart meter are excluded from reporting. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Measured AMR Meter	000s	Total number of new business connections to the company's area of supply for water distribution during the report that are measured i.e., those with a meter records the volume of water used and is used to bill the property its use and have an AMR meter fitted to do so. This is the number of new business properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. The key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new measured connections, i.e., those with a meter records the volume of water used and is used to bill the property its use, and that have an AMR meter fitted to do so. Unmeasured new connections i.e. do not have a meter measuring their water usage, and measured properties fitted with a basic (non-smart) meter and AMI meters are excluded from reporting. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
		Water Measured AMI Meter	000s	Total number of new business connections to the company's area of supply for water distribution during the report that are measured i.e., those with a meter records the volume of water used and is used to bill the property its use and have an AMI meter fitted to do so. This is the number of new business properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. The key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new measured connections, i.e., those with a meter records the volume of water used and is used to bill the property for its use, and that have an AMI meter fitted to do so. Unmeasured new connections i.e. do not have a meter measuring their water usage, and measured properties fitted with a basic (non-smart) meter, AMR or AMI active meter are excluded from reporting. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Measured Total	000s	Total number of new business connections to the company's area of supply for water distribution during the report that are measured i.e., those with a meter records the volume of water used and is used to bill the property its use, irrespective of what type of meter (if any) was fitted. This is the number of new business properties connected within the reporting year that were previously not connected for water supply. This excludes separation of common services (where one supply has been broken into multiple supplies), or other reconnections (reconnecting a supply to the network that was previously connected but had been disconnected for a period of time). Whether the property associated with the new connection is habitable by the year end or not is not considered when reporting this measure. The key driver for inclusion is whether a connection has been made to the company's treated water distribution network during the year or not. This measure includes only new measured connections, i.e., those with a meter records the volume of water used and is used to bill the property for its use, irrespective of meter type (if any) fitted. Unmeasured new connections, i.e. do not have a meter measuring their water usage, are excluded from reporting.
4R.19	Residential properties billed at year end	Water unmeasured No Meter	000s	The number of billed unmeasured i.e., do not have a meter measuring their water usage, residential properties who NWL supply water services to that do not have a meter fitted to the property as at 31 March 2026. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), non-household (business) properties, measured properties, i.e., those with a meter records the volume of water used and is used to bill the property its use, and unmeasured properties that have a meter fitted. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Unmeasured Basic Meter	000s	The number of billed unmeasured i.e., do not have a meter measuring their water usage, residential properties who NWL supply water services to that have a basic (non-smart) meter fitted to the property as at 31 March 2026. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), non-household (business) properties, measured properties, i.e. those with a meter records the volume of water used and is used to bill the property its use, and unmeasured properties that have a AMR, AMI, AMI Active meter fitted or have no meter fitted. Unmeasured properties with a basic meter fitted occur when a customer for a property decides they want to switch from being a measured to unmeasured customer but the meter remains attached to the property so it could be used in future. This only occurs in limited circumstances because once a property is measured it typically remains that way and cannot be reverted back to unmeasured. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
		Water Unmeasured AMI Meter	000s	The number of billed unmeasured i.e., do not have a meter measuring their water usage, residential properties who NWL supply water services to that have an AMI Smart Meter fitted to the property as at 31 March 2026. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), non-household (business) properties, measured properties, i.e., those with a meter records the volume of water used and is used to bill the property its use, and unmeasured properties that have a basic, AMR, AMI Active meter fitted or have no meter fitted. Unmeasured properties with a AMI smart meter fitted occur when a customer for a property decides they want to switch from being a measured to unmeasured customer but the meter remains attached to the property so it could be used in future. This only occurs in limited circumstances because once a property is measured it typically remains that way and cannot be reverted back to unmeasured The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Unmeasured Total	000s	The number of billed unmeasured i.e., do not have a meter measuring their water usage, residential properties who NWL supply water services as at 31 March 2025. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties, and all properties regardless what type, if any, meter they have fitted. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), non-household (business) properties, and measured properties, i.e., those with a meter records the volume of water used and is used to bill the property its use.
		Water Measured No Meter	000s	The number of billed measured i.e., those with a meter records the volume of water used and is used to bill the property its use, residential properties who NWL supply water services to that do not have a meter fitted to the property as at 31 March 2025. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), non-household (business) properties, unmeasured properties, i.e., do not have a meter measuring their water usage, and measured properties that do have a meter fitted. In reality it is not possible to have a measured property without a meter fitted so this measure will always be reported as zero. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Measured Basic Meter	000s	The number of billed measured i.e., those with a meter records the volume of water used and is used to bill the property its use, residential properties who NWL supply water services to that have a basic (non-smart) meter fitted to the property as at 31 March 2025. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), non-household (business) properties, unmeasured properties, i.e., do not have a meter measuring their water usage, and measured properties that have a smart meter fitted or have no meter fitted. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Measured AMR Meter		The number of billed measured i.e., those with a meter records the volume of water used and is used to bill the property its use, residential properties who NWL supply water services to that have a AMR meter fitted to the property as at 31 March 2025. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), non-household (business) properties, unmeasured properties, i.e., do not have a meter measuring their water usage, and measured properties that have a basic meter or AMI meter fitted or have no meter fitted The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
Reference	**Title**	**Measure**	**Units**	**Northumbrian Water Limited's reporting criteria**
		Water Measured AMI Meter	000s	The number of billed measured i.e., those with a meter records the volume of water used and is used to bill the property its use, residential properties who NWL supply water services to that have a AMI smart meter fitted to the property as at 31 March 2025. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), non-household (business) properties, unmeasured properties, i.e., do not have a meter measuring their water usage, and measured properties that have a basic, AMR or AMI Active fitted or have no meter fitted. The meter definitions are defined on page 132 of the following document: RAG-4.14---Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Measured Total	000s	The number of billed measured i.e., those with a meter records the volume of water used and is used to bill the property its use, residential properties who NWL supply water services as at 31 March 2025. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties, and all properties regardless what type, if any, meter they have fitted. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), non-household (business) properties, and unmeasured properties i.e., do not have a meter measuring their water usage.
		Total	000s	The number reported is the sum of the "Water unmeasured Total" and "Water measured Total" reported in line 4R.19. See above for criteria for how these reported figures are calculated.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
4R.20	Residential properties unbilled at the year end	Uneconomic to bill	000s	The number of residential properties which remain unbilled as at 31 March 2026. Uneconomic to bill the customer refers to situations where it would cost more to raise and send the bill than what the bill amount is worth. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), non-household (business) properties, and residential billed properties.
		Other	000s	The number of residential properties which remain unbilled as at 31 March 2026. Properties which are identified as Unbilled for other reasons except that they are uneconomic to bill. Other unbilled properties reported in the current year are: - Company Officials: historical contracts of employment where free water charges were part of the terms and conditions. This allowance continued once the employee retired from the company. - Free Supply: Old property land / lease agreements where free water charges were agreed as part of the lease. They relate a small number of specific properties. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), non-household (business) properties, and residential billed properties.
		Total	000s	The number reported is the sum of "Uneconomic to bill" and "other" reported in line 4R.20. See above for commentary of how these reported figures are calculated.
4R.21	Residential void properties at the year end	Water Unmeasured Total	000s	The number of void unmeasured, i.e., do not have a meter measuring their water usage, residential properties who NWL supply water to as at 31 March 2026. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties, and all properties regardless of what type, if any, meter they have fitted. A void property is defined as one that does not receive a charge for its services because it is unoccupied. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning: the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself year.* Excluded from the reporting for this line are: occupied unmeasured properties (properties that are billed for the water they use), non-household (business) properties, and measured i.e., those with a meter records the volume of water used and is used to bill the property its use.
		Water Measured Total	000s	The number of void measured, i.e., those with a meter records the volume of water used and is used to bill the property its use, residential properties who NWL supply water to as at 31 March 2026. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties, and all properties regardless of what type, if any, meter they have fitted. A void property is defined as one that does not receive a charge for its services because it is unoccupied. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning: the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself year.* Excluded from the reporting for this line are: occupied measured properties (properties that are billed for the water they use), non-household (business) properties, and unmeasured i.e., do not have a meter measuring their water usage.
		Total	000s	The number reported is the sum of the Void properties reported in "Water Unmeasured Total" and "Water measured Total" element of line 4R.21. See criteria above for how these reported figures are calculated.
4R.22	Total connected residential properties at the year end	Water Unmeasured Total	000s	The total number of residential, unmeasured, i.e., do not have a meter measuring their water usage, properties connected to the company's water distribution system as at 31 March 2026. This includes void and is calculated as the sum of the total properties in lines 4R.19 and 4R.21.
		Water Measured Total	000s	The total number of residential, measured, i.e., those with a meter records the volume of water used and is used to bill the property its use, properties connected to the company's water distribution system as at 31 March 2026. This includes void properties and is calculated as the sum of the total properties in lines 4R.19 and 4R.21.
		Total	000s	The total number of residential properties connected to the company's water distribution system as at 31 March 2026. This includes both void and unbilled properties and is calculated as a sum of the total properties in lines 4.19, 4R.20 and 4R.21

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
4R.23	Business properties billed at the year end	Water Unmeasured No Meter	000s	The number of billed unmeasured i.e., do not have a meter measuring their water usage, business properties who NWL supply water services to that do not have a meter fitted to the property as at 31 March 2026. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), household (residential) properties, measured properties, i.e., those with a meter records the volume of water used and is used to bill the property its use, and unmeasured properties that have a meter fitted. The meter definitions are defined on page 132 of the following document: RAG-4.14—-Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf
		Water Unmeasured Basic Meter	000s	The number of billed unmeasured i.e., do not have a meter measuring their water usage, business properties who NWL supply water services to that have a basic (non-smart) meter fitted to the property as at 31 March 2026. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), household (residential) properties, measured properties, i.e., those with a meter records the volume of water used and is used to bill the property its use, and unmeasured properties that have a AMR, AMI , AMI Active meter fitted or have no meter fitted. The meter definitions are defined on page 132 of the following document: RAG-4.14—-Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Unmeasured AMR Meter	000s	The number of billed unmeasured i.e., do not have a meter measuring their water usage, business properties who NWL supply water services to that have an AMR meter fitted to the property as at 31 March 2026. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), household (residential) properties, measured properties, i.e., those with a meter records the volume of water used and is used to bill the property its use, and unmeasured properties that have a basic, AMI , AMI Active meter fitted or have no meter fitted. The meter definitions are defined on page 132 of the following document: RAG-4.14—-Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Unmeasured AMI Meter	000s	The number of billed unmeasured i.e., do not have a meter measuring their water usage, business properties who NWL supply water services to that have an AMI smart meter fitted to the property as at 31 March 2025. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), household (residential) properties, measured properties, i.e., those with a meter records the volume of water used and is used to bill the property its use, and unmeasured properties that have a basic, AMR, AMI Active meter fitted or have no meter fitted. The meter definitions are defined on page 132 of the following document: RAG-4.14—-Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Unmeasured Total	000s	The number of billed unmeasured i.e., do not have a meter measuring their water usage, business properties who NWL supply water services as at 31 March 2026. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties, and all properties regardless what type, if any, meter they have fitted. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), household (residential) properties, and measured properties, i.e., those with a meter records the volume of water used and is used to bill the property its use.
		Water Measured No Meter	000s	The number of billed measured i.e., those with a meter records the volume of water used and is used to bill the property its use, business properties who NWL supply water services to that do not have a meter fitted to the property as at 31 March 2026. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), household (residential) properties, unmeasured properties, i.e., do not have a meter measuring their water usage, and measured properties that do not have a meter fitted. In reality it is not possible to have a measured property without a meter fitted so this measure will always be reported as zero. The meter definitions are defined on page 132 of the following document: RAG-4.14—-Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Measured Basic Meter	000s	The number of billed measured i.e., those with a meter records the volume of water used and is used to bill the property its use, business properties who NWL supply water services to that have a basic (non-smart) meter fitted to the property as at 31 March 2026. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), household (residential) properties, unmeasured properties, i.e., do not have a meter measuring their water usage, and measured properties that have a AMR, AMI , AMI Active meter fitted or have no meter fitted. The meter definitions are defined on page 132 of the following document: RAG-4.14—-Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
		Water Measured AMR Meter	000s	The number of billed measured i.e., those with a meter records the volume of water used and is used to bill the property its use, business properties who NWL supply water services to that have a AMR meter fitted to the property as at 31 March 2026. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), household (residential) properties, unmeasured properties, i.e., do not have a meter measuring their water usage, and measured properties that have a basic, AMI , AMI Active meter fitted or have no meter fitted. The meter definitions are defined on page 132 of the following document: RAG-4.14----Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Measured AMI Meter	000s	The number of billed measured i.e., those with a meter that records the volume of water used and is used to bill the property for its use, business properties who NWL supply water services to that have an AMI meter fitted to the property as at 31 March 2025. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), household (residential) properties, unmeasured properties, i.e., do not have a meter measuring their water usage, and measured properties that have a basic, AMR, AMI Active meter fitted or have no meter fitted. The meter definitions are defined on page 132 of the following document: RAG-4.14----Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf All meters without a RRID serial number are basic, Sensus and Itron meters with a RRD serial number are AMI meters, and non Sensus and Itron meters with a RRD serial number are AMR meter types.
		Water Measured Total	000s	The number of billed measured i.e., those with a meter that records the volume of water used and is used to bill the property for its use, business properties who NWL supply water services as at 31 March 2026. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties, and all properties regardless what type, if any, meter they have fitted. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), household (residential) properties, and unmeasured properties i.e., do not have a meter measuring their water usage.
		Total	000s	The number reported is the sum of the "Water Unmeasured Total" and "Water measured Total" reported in line 4R.23. See above for criteria how these reported figures are calculated.
4R.24	Business properties unbilled at the year end	Uneconomic to bill	000s	The number of business properties which remain unbilled as at 31 March 2026 that are defined as uneconomic to bill. Uneconomic to bill the customer refers to situations where it would cost more to raise and send the bill than what the bill amount is worth. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), household (residential) properties, and business billed properties.
		Other	000s	The number of residential properties which remain unbilled as at 31 March 2025 for reasons other than they are uneconomic to bill. Other unbilled properties reported in the current year are: - Northumbrian Water Limited own offices, WTW and STW as these are supplied with water but they do not bill themselves. Excluded from NWL properties are: Septic Tanks, Pumping Stations, Reservoirs, Treated Water Storage, Water Intakes, Groundwater Sources The reason for this is that they will not have a water supply, only the sewage treatment works and water treatment works will have a water supply. Excluded from the reporting for this line are: void properties (properties connected to the sewerage system but do not receive a charge as there are no occupants), household (residential) properties, and business billed properties.
		Total	000s	The number reported is the sum of "Uneconomic to bill" and "other" reported in line 4R.24. See above for commentary of how these reported figures are calculated.
4R.25	Business void properties at the year end	Water Unmeasured Total	000s	The number of void unmeasured, i.e., do not have a meter measuring their water usage, business properties who NWL supply water to as at 31 March 2026. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties, and all properties regardless of what type, if any, meter they have fitted. A void property is defined as one that does not receive a charge for its services because it is unoccupied. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning: the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself year.* Excluded from the reporting for this line are: occupied unmeasured business properties (properties that are billed for the water they use), household (residential) properties, and measured i.e., those with a meter records the volume of water used and is used to bill the property its use.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
		Water Measured Total	000s	The number of void measured, i.e., those with a meter records the volume of water used and is used to bill the property its use, business properties who NWL supply water to as at 31 March 2026. For the avoidance of doubt, this includes both water only properties, and dual water and wastewater services properties, and all properties regardless of what type, if any, meter they have fitted. A void property is defined as one that does not receive a charge for its services because it is unoccupied. *Note: for the purposes of the definition of "void" above, a property that is occupied but not charged for the service(s) it receives is considered void, unless it has been deemed uneconomical to bill, meaning: the incremental cost of sending a bill and the normal incremental cost of processing a payment made promptly in response to the bill is likely to be greater than the bill itself year.* Excluded from the reporting for this line are: occupied measure business properties (properties that are billed for the water they use), household (residential) properties, and unmeasured i.e., do not have a meter measuring their water usage.
		Total	000s	The number reported is the sum of the Void properties reported in "Water Unmeasured Total" and "Water measured Total" element of line 4R.25. See above for criteria how these reported figures are calculated.
4R.26	Total connected business properties at the year end	Water Unmeasured Total	000s	The total number of business, unmeasured, i.e., do not have a meter measuring their water usage, properties connected to the company's water distribution system as at 31 March 2026 This includes void properties and is calculated as the sum of the total properties in lines 4R.23, and 4R.25..
		Water Measured Total	000s	The total number of business, measured, i.e., those with a meter records the volume of water used and is used to bill the property its use, properties connected to the company's water distribution system as at 31 March 2026. This includes void properties and is calculated as the sum of the total properties in lines 4R.23 and 4R.25.
		Total	000s	The total number of business properties connected to the company's water distribution system as at 31 March 2026. This includes both void and unbilled properties and is calculated as a sum of the total properties in lines 4R.23, 4R.24 and 4R.25.
4R.27	Total connected properties at the year end	Water Unmeasured Total	000s	The total number of residential and business, unmeasured, i.e., do not have a meter measuring their water usage, properties connected to the company's water distribution system as at 31 March 2026. This includes void properties and is calculated as the sum of the total properties in lines 4R.22 and 4R.26.
		Water Measured Total	000s	The total number of residential and business, measured, i.e., those with a meter records the volume of water used and is used to bill the property its use, properties connected to the company's water distribution system as at 31 March 2026. This includes void properties and is calculated as the sum of the total properties in lines 4R.22 and 4R.26.
		Total	000s	The total number of residential and business properties connected to the company's water distribution system as at 31 March 2026. This included void and unbilled properties and is calculated as the sum of the total properties in lines 4R.22 and 4R.26.
4R.28	Resident population	Water	000s people	The annual average resident population served across the company's area of supply for water distribution. This includes billed households supplied with unmeasured and measured water and billed businesses supplied with unmeasured and measured water. This measure is calculated for NWL by a third-party that specialises in demographic modelling and utilises the latest publicly available datasets to do so. The population is calculated using the reported 2024/25 APR figure (using the 2011 Census) and adding the difference between the populations in 2024/25 and 2025/26 from the 2021 Census as the population increase before adjusting for NAVS, migrant population and foreign night visitors Short term residence takes an average of the previous Census and latest Census.
		Wastewater	000s people	The annual average resident population served across the company's area of supply for wastewater services. This includes billed households supplied with wastewater services and billed businesses supplied with wastewater services. This measure is calculated for NWL by a third-party that specialises in demographic modelling and utilises the latest publicly available datasets to do so. The population is calculated using the reported 2024/25 APR figure (using the 2011 Census) and adding the difference between the populations in 2024/25 and 2025/26 from the 2021 Census as the population increase before adjusting for NAVS, migrant population and foreign night visitors Short term residence takes an average of the previous Census and latest Census.
4R.29	Non-resident population	Wastewater	000s people	The annual average holiday and tourist population connected to the sewerage system. Do not include daily commuters or day visitors. This measure is calculated for NWL by a third-party that specialises in demographic modelling and utilises the latest publicly available datasets to do so. The domestic figure included in the non-resident population is the "high" assumption given by the third party. The foreign figure included in the non-resident population is the "high" assumption given by the third party.
4R.30	Household population	Residential population	000s people	The household population used to derive the common performance commitment for PCC reported in 3F.4. Note: NWL does not report the "Non residential" element of this line. This is calculated by taking the 4.28 residential population (water) and removing the billed business element included in the reported number

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
4R.31	Household measured population (water only)	Residential population	000s people	Measured population total used to derive the measured PCC value in 6D.24. This measure is a split of 4R.30 household population between measured and unmeasured (4R.32) household population. This is calculated using the average yearly measured water only population per resource zone and applying the resource zone average occupancy resulting in a total residential measured population per resource zone. The population per resource zone is then summed to give a total residential population.
4R.32	Household unmeasured population (water only)	Residential population	000s people	Unmeasured population total used to derive the unmeasured PCC value in 6D.35. This measure is a split of 4R.30 household population between measured (4R.31) and unmeasured household population. This is calculated as a balancing figure by taking the Household population (4R.30) and taking out all the Household measured population (4R.31).
5A.1	Water from impounding reservoirs	Input	Ml/d	Volume (measured in megalitres per day) of water delivered to water treatment works abstracted directly from impounding (gravity fed) reservoirs, including bulk supplies (raw water that is imported from a 3rd parties' network that is abstracted from an impounding reservoir and directly feeds a Water Treatment Works, i.e. it does not first go into an NWL water source). An impounding reservoir is one that has a natural catchment so is filled from the environment, i.e. water does not need to be pumped into the reservoir for it to maintain its volume of available water. Note: NWL has determined the source type of water from the last point of abstraction prior to it entering the treatment works. e.g. a river which feeds into a reservoir and from that reservoir, water is abstracted into a water treatment works, the raw water delivered from this setup would be categorised as water from a reservoir as it is the final point of abstraction prior to the water entering the treatment works. This measure includes all water from impounding reservoirs (as per the definition above) across NWL's appointed region.
5A.2	Water from pumped storage reservoirs	Input	Ml/d	Volume (measured in megalitres per day) of water delivered to water treatment works abstracted directly from pumped storage (i.e. not fed by gravity) reservoirs including bulk supplies (raw water that is imported from a 3rd parties' network that is abstracted from a pumped storage reservoir and directly feeds a Water Treatment Works, i.e. it does not first go into an NWL water source). A pumped storage reservoir is one that obtains the majority of its water from the water being pumped into it from another source. Note: NWL has determined the source type of water from the last point of abstraction prior to it entering the treatment works. e.g. a river which feeds into a reservoir and from that reservoir, water is abstracted into a water treatment works, the raw water delivered from this setup would be categorised as water from a reservoir as it is the final point of abstraction prior to the water entering the treatment works. This measure includes all water from pumped storage reservoirs (as per the definition above) across NWL's appointed region.
5A.3	Water from river abstractions	Input	Ml/d	Volume (measured in megalitres per day) of water delivered to water treatment works abstracted directly from rivers including bulk supplies (raw water that is imported from a 3rd parties' network that is abstracted from a river and directly feeds a Water Treatment Works, i.e. it does not first go into an NWL water source). River abstraction is the process of taking water from rivers. Note: NWL has determined the source type of water from the last point of abstraction prior to it entering the treatment works. e.g. a river which feeds into a reservoir and from that reservoir, water is abstracted into a water treatment works, the raw water delivered from this setup would be categorised as water from a reservoir as it is the final point of abstraction prior to the water entering the treatment works. This measure includes all water from rivers (as per the definition above) across NWL's appointed region.
5A.4	Water from groundwater works, excluding managed aquifer recharge (MAR) water supply schemes	Input	Ml/d	Volume (measured in megalitres per day) of water delivered to water treatment works abstracted from groundwater works, excluding managed aquifer recharge (MAR) water supply schemes but including bulk supplies (raw water that is imported from a 3rd parties' network that is abstracted from a groundwater works and directly feeds a Water Treatment Works, i.e. it does not first go into an NWL water source). Groundwater works abstract water that is found underground beneath the Earth's surface using boreholes. Note: NWL has determined the source type of water from the last point of abstraction prior to it entering the treatment works. e.g. a river which feeds into a reservoir and from that reservoir, water is abstracted into a water treatment works, the raw water delivered from this setup would be categorised as water from a reservoir as it is the final point of abstraction prior to the water entering the treatment works. This measure includes all water from groundwater works excluding MAR schemes (as per the definition above) across NWL's appointed region.
5A.5	Water from artificial recharge (AR) water supply schemes	Input	Ml/d	Volume (measured in megalitres per day) of water delivered to water treatment works abstracted directly from sources of artificial recharge (AR) water supply schemes including bulk supplies (raw water that is imported from a 3rd parties' network that is abstracted from AR schemes and directly feeds a Water Treatment Works, i.e. it does not first go into an NWL water source). Artificial recharge schemes are a subset of managed aquifer recharge (MAR) schemes, which functions by recharging an aquifer before or after abstraction. Artificial recharge (AR) is the process of injecting (or recharging) water into the ground in a controlled way, by means of special recharge walls. The water abstracted is not necessarily the water that has been recharged, so the water can be of natural quality and require more complex treatment. This excludes aquifer storage and recovery (ASR) water supply schemes. These are a subset of managed aquifer recharge (MAR) schemes, which functions by recharging an aquifer, storing that water and maintaining its quality. Note: NWL has determined the source type of water from the last point of abstraction prior to it entering the treatment works. e.g. a river which feeds into a reservoir and from that reservoir, water is abstracted into a water treatment works, the raw water delivered from this setup would be categorised as water from a reservoir as it is the final point of abstraction prior to the water entering the treatment works. This measure includes all water from AR schemes (as per the definition above) across NWL's appointed region.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
5A.6	Water from aquifer storage and recovery (ASR) water supply schemes	Input	Ml/d	Volume (measured in megalitres per day) of water delivered to water treatment works abstracted directly from aquifer storage and recovery (ASR) water supply schemes including bulk supplies (raw water that is imported from a 3rd parties' network that is abstracted from an ASR water supply scheme and directly feeds a Water Treatment Works, i.e. it does not first go into an NWL water source). Aquifer storage and recovery (ASR) schemes are a subset of managed aquifer recharge (MAR) schemes, which function by recharging an aquifer, storing that water and maintaining its quality. Aquifer storage and recovery (ASR) is the direct injection of surface water supplies such as potable (drinkable) water, reclaimed water, or river into an aquifer for later recovery and use. The aim is to enable simple and less costly treatment of the re-abstracted water, and that the water recharged is predominantly the water that is re- abstracted. This excludes artificial recharge (AR) water supply schemes. This excludes artificial recharge (AR) water supply schemes. These are a subset of managed aquifer recharge (MAR) schemes, which functions by recharging an aquifer before or after abstraction. Note: NWL has determined the source type of water from the last point of abstraction prior to it entering the treatment works. e.g. a river which feeds into a reservoir and from that reservoir, water is abstracted into a water treatment works, the raw water delivered from this setup would be categorised as water from a reservoir as it is the final point of abstraction prior to the water entering the treatment works. This measure includes all water from ASR schemes (as per the definition above) across NWL's appointed region.
5A.7	Water from saline abstractions	Input	Ml/d	Volume (measured in megalitres per day) of water delivered to water treatment works abstracted directly from saline abstraction schemes including bulk supplies (raw water that is imported from a 3rd parties' network that is abstracted from a saline abstraction and directly feeds a Water Treatment Works, i.e. it does not first go into an NWL water source). Saline abstraction is the process of abstracting salt water and making fit to enter the distribution system. Note: NWL has determined the source type of water from the last point of abstraction prior to it entering the treatment works. e.g. a river which feeds into a reservoir and from that reservoir, water is abstracted into a water treatment works, the raw water delivered from this setup would be categorised as water from a reservoir as it is the final point of abstraction prior to the water entering the treatment works. This measure includes all water from saline abstraction schemes (as per the definition above) across NWL's appointed region
5A.8	Water from water reuse schemes	Input	Ml/d	Volume (measured in megalitres per day) of water delivered to water treatment works abstracted directly from water reuse schemes. Water reuse schemes are where effluent discharged from a Sewage Treatment Works (STW) is not returned to the environment but goes directly to a Water Treatment Works (WTW) for processing. Note: NWL has determined the source type of water from the last point of abstraction prior to it entering the treatment works. e.g. a river which feeds into a reservoir and from that reservoir, water is abstracted into a water treatment works, the raw water delivered from this setup would be categorised as water from a reservoir as it is the final point of abstraction prior to the water entering the treatment works. This measure includes all water from water reuse schemes (as per the definition above) across NWL's appointed region.
5A.9	Number of impounding reservoirs	Input	Number	Number of sources of impounding (gravity fed) reservoirs. An impounding reservoir is one that has a natural catchment so is filled from the environment, i.e. water does not need to be pumped into the reservoir for it to maintain its volume of available water. A source is defined as an independent raw water supply that directly supplies a treatment works, such as impounding reservoirs, river abstractions and groundwater work. Standby (emergency supplies) or mothballed (reservoirs from which no water could be abstracted immediately without remedial work being undertaken) sources from which no water has been obtained in the year should not be included. Note: NWL only report reservoirs that directly supply a treatment works with water and do not include those from which water is abstracted and fed into another water resource asset for the water to be abstracted from to supply a treatment works. For example, a reservoir which feeds into a river and from that river water is abstracted into a Water Treatment Works, the upstream reservoir would be excluded from the reporting. This measure includes all impounding reservoirs (as per the definition above) across NWL's appointed region.
5A.10	Number of pumped storage reservoirs	Input	Number	Number of sources of impounding (gravity fed) reservoirs. An impounding reservoir is one that has a natural catchment so is filled from the environment, i.e. water does not need to be pumped into the reservoir for it to maintain its volume of available water. A source is defined as an independent raw water supply that directly supplies a treatment works, such as impounding reservoirs, river abstractions and groundwater work. Standby (emergency supplies) or mothballed (reservoirs from which no water could be abstracted immediately without remedial work being undertaken) sources from which no water has been obtained in the year should not be included. Note: NWL only report reservoirs that directly supply a treatment works with water and do not include those from which water is abstracted and fed into another water resource asset for the water to be abstracted from to supply a treatment works. For example, a reservoir which feeds into a river and from that river water is abstracted into a Water Treatment Works, the upstream reservoir would be excluded from the reporting. This measure includes all impounding reservoirs (as per the definition above) across NWL's appointed region.
5A.11	Number of river abstractions	Input	Number	Number of river abstraction sites. River abstraction is the process of removing water from rivers. A source is defined as an independent raw water supply that directly supplies a treatment works, such as impounding reservoirs, river abstractions and groundwater works. Standby (emergency supplies) or mothballed (rivers from which no water could be abstracted immediately without remedial work being undertaken) sources from which no water has been obtained in the year should not be included. Note: NWL only report rivers that directly supply a treatment works with water and do not include those from which water is abstracted and fed into another water resource asset for the water to be abstracted from to supply a treatment works. For example, a river which feeds into a reservoir and from that reservoir water is abstracted into a Water Treatment Works, the upstream river would be excluded from the reporting. This measure includes all river abstractions sites (as per the definition above) across NWL's appointed region, including where there are multiple abstraction sites for one river. For example, if there are 3 abstraction sites from one river this would be recorded as 3 per the metric.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
5A.12	Number of groundwater works excluding managed aquifer recharge (MAR) water supply schemes	Input	Number	Number of sources of groundwater works, excluding managed aquifer recharge (MAR) water supply schemes. Groundwater works abstract water that is found underground beneath the Earth's surface using boreholes. Furthermore, multiple boreholes on a site or connected to a site are reported as one source, as these share some or all elements of infrastructure systems. A source is defined as an independent raw water supply that directly supplies a treatment works, such as impounding reservoirs, river abstractions and groundwater works. Standby (emergency supplies) or mothballed (MAR schemes from which no water could be abstracted immediately without remedial work being undertaken) sources from which no water has been obtained in the year should not be included. Managed aquifer recharge (MAR) describes the intentional recharge (and storage) of water into an aquifer for subsequent recovery or for environmental benefits. These are not included. This measure includes all groundwater works excluding MAR schemes (as per the definition above) across NWL's appointed region.
5A.13	Number of artificial recharge (AR) water supply schemes	Input	Number	Number of sources of artificial recharge (AR) water supply schemes. Artificial recharge schemes are a subset of managed aquifer recharge (MAR) schemes, which functions by recharging an aquifer before or after abstraction. Artificial recharge (AR) is the process of injecting (or recharging) water into the ground in a controlled way, by means of special recharge walls. The water abstracted is not necessarily the water that has been recharged, so the water can be of natural quality and require more complex treatment. This excludes aquifer storage and recovery (ASR) water supply schemes. These are a subset of managed aquifer recharge (MAR) schemes, which functions by recharging an aquifer, storing that water and maintaining its quality. A source is defined as an independent raw water supply that directly supplies a treatment works, such as impounding reservoirs, river abstractions and groundwater works. Standby (emergency supplies) or mothballed (AR schemes from which no water could be abstracted immediately without remedial work being undertaken) sources from which no water has been obtained in the year should not be included. This measure includes all AR schemes (as per the definition above) across NWL's appointed region.
5A.14	Number of aquifer storage and recovery (ASR) water supply schemes	Input	Number	Number of sources of aquifer storage and recovery (ASR) water supply schemes. Aquifer storage and recovery (ASR) schemes are a subset of managed aquifer recharge (MAR) schemes, which functions by recharging an aquifer, storing that water and maintaining its quality. Aquifer storage and recovery (ASR) is the direct injection of surface water supplies such as potable (drinkable) water, reclaimed water, or river into an aquifer for later recovery and use. The aim is to enable simple and less costly treatment of the re-abstracted water, and that the water recharged is predominantly the water that is re- abstracted. This excludes artificial recharge (AR) water supply schemes. These are a subset of managed aquifer recharge (MAR) schemes, which functions by recharging an aquifer before or after abstraction. A source is defined as an independent raw water supply that directly supplies a treatment works, such as impounding reservoirs, river abstractions and groundwater works. Standby (emergency supplies) or mothballed (ASR schemes from which no water could be abstracted immediately without remedial work being undertaken) sources from which no water has been obtained in the year should not be included. This measure includes all ASR schemes (as per the definition above) across NWL's appointed region.
5A.15	Number of saline abstraction schemes	Input	Number	Total number of sources of saline abstraction schemes. Saline abstraction is the process of abstracting salt water and making it fit to enter the distribution system. A source is defined as an independent raw water supply that directly supplies a treatment works, such as impounding reservoirs, river abstractions and groundwater works. Standby (emergency supplies) or mothballed (saline abstraction schemes from which no water could be abstracted immediately without remedial work being undertaken) sources from which no water has been obtained in the year should not be included. This measure includes all saline abstraction schemes (as per the definition above) across NWL's appointed region.
5A.16	Number of reuse schemes	Input	Number	Total number of reuse schemes. Water reuse schemes are where effluent discharged from a Sewage Treatment Works (STW) is not returned to the environment but goes directly to a Water Treatment Works (WTW) for processing. Note: NWL do not include reuse schemes whereby the treated water from a Sewage Treatment Works is discharged into a river to increase the volume of available water in that river to be abstracted downstream by a Water Treatment Works. This would be reported as a river abstraction. This measure includes all water reuse schemes (as per the definition above) across NWL's appointed region.
5A.17	Total number of sources	Input	Number	The total number of sources operated by a company. This should equal the sum of lines 5A.9 to 5A.16 A source is defined as an independent raw water supply that directly supplies a treatment works, such as impounding reservoirs, river abstractions and groundwater works. Standby or mothballed sources from which no water has been obtained in the year should not be included.
5A.18	Total number of water reservoirs	Input	Number	All reservoirs used for holding raw water. This line shall include impounding (gravity fed) reservoirs (5A.9), pumped storage (water is pumped from a river to fill them) reservoirs (5A.10) and other reservoirs in NWL's network that do not fit into either of the two categories above but do have a natural catchment area, and/or an abstraction license, and/or support another abstraction, and/or support downstream abstraction, and/or 15 or more days of storage (it holds enough water to meet the demands of the treatment works it services for 15 days or more). Note: NWL include in this line those reservoirs which are standby (emergency supplies) or mothballed (reservoirs from which no water could be abstracted immediately without remedial work being undertaken) sources from which no water has been obtained in the year. This line does not contain Balancing Reservoirs, reservoirs that are not sources, and do not have a natural catchment area, and/or an abstraction license, and/or support another abstraction, and/or support downstream abstraction, and/or 15 or more days of storage, that are reported in line 6A.1 (Total number of balancing reservoirs). This measure includes all water reservoirs (as per the definition above) across NWL's appointed region.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
5A.19	Total volumetric capacity of water reservoirs	Input	Ml/d	Total design/construction capacity (measured in megalitres) of all reservoirs used for holding raw water reported for 5A.18 (Total number of water reservoirs). This measure includes all water reservoirs (as per the definition above) across NWL's appointed region.
5A.20	Total number of intake and source pumping stations	Input	Number	The total number of surface water (water on the Earth's surface) intake and groundwater (water found beneath the Earth's surface) pumping stations associated with potable (drinkable), non-potable (non-drinkable) and raw water (water found in the environment that has not been treated) systems. Intake and source pumping stations abstract water directly from a source which can be an impounding reservoir, pumped storage reservoir, river or groundwater works and are included within the 'Raw water abstraction price control unit' as described by RAG 4.09 Appendix 2. For the avoidance of doubt, this is the number of sites as opposed to the number of individual pumps. Where a pumping station does not abstract directly from a source, however assists with abstraction, this pumping station is excluded from 5A.20. Furthermore, multiple boreholes on a site or connected to a site represent one source pumping station if these share some or all elements of the civil, mechanical, electrical and control infrastructure systems. Decommissioned assets have been excluded from reporting. NWL have defined a decommissioned asset as one that cannot be returned to service within six months from being identified as needed, and the asset is not awaiting planned work or identified for capital investment within the current Asset Management Period (AMP), then the site is deemed to be abandoned. This does not preclude the possibility of an asset being identified as required at some future date and therefore included in future regulatory return. This measure includes all intake and source pumping stations (as per the definition above) across NWL's appointed region.
5A.21	Total installed power capacity of intake and source pumping stations	Input	Kilowatts (KW)	Total capacity of all abstraction pump sets, (duty, assist and standby irrespective of the number that may be working at any one time) associated with raw water (water found in the environment that has not been treated) abstraction. A duty pump covers daily requirements. An assist pump is one where each pump is sized for 50% of the estimated flow rate required and a standby pump is a backup pump in the event of a duty pump failing. For the avoidance of doubt, the capacity of all individual pumps at the sites reported in 5A.20 should be included. Where a pumping station does not abstract directly from a source, however assists with abstraction, the capacity of this pumping station is excluded from 5A.21 This measure includes all intake and source pumping stations (as per the definition above) across NWL's appointed region. Where capacity is unknown, this is estimated by taking known volumes and lifts (the vertical distance water is raised by a pump) and mapping these against known kW capacities, producing a correlation that can then be used to estimate these pumping stations.
5A.23	Average pumping head – raw water abstraction	Input	Mean head per day (M.hd)	Average pumping head for the raw water abstraction business unit, the pump sets reported in 5A.20. Average pumping head is measured as the sum of the annual mean head (defined as the average delivery pressure minus the average suction pressure when the pump is operating, or the height the water is lifted) multiplied by the total measured volume of water pumped entering the raw water abstraction price control unit, as defined in Appendix 1 RAG 2.10 (APR 2026 - RAG-2.10—-Guideline-for-classification-of-costs-across-the-price-controls.pdf - All Documents). This is calculated using actual pumping head rather than the rating of the pumps. Where a pump has split functionalities (e.g it abstracts raw water and also transports into the raw water network), delivery pressure has been used to estimate the proportion of the lift (the vertical distance water is raised by a pump) that relates to the raw water abstraction functionality). The remainder of the lift relates to the other functionality. Delivery pressure has been quantified using pressure meters. Since these are not located directly at the pump, these have been adjusted for height differences where necessary.
5A.25	Total number of raw water abstraction imports	Input	Number	The total number of raw water (water found in the environment that has not been treated) abstraction import points. Raw water abstraction imports are where raw water abstracted from a neighbouring water company's water source directly feeds into NWL's raw water network. Note: this differs from raw water transport imports (6A.8) where raw water abstracted from a neighbouring water company's raw water transport network (but not directly from a source) feeds into NWL's raw water network, whereas raw water abstraction imports are received directly from a neighbouring water company's source. Import points not used in the year but agreed with the neighbouring water company should be reported. This measure includes all raw water abstraction imports (as per the definition above) across NWL's appointed region.
5A.26	Water imported from 3rd parties' raw water abstraction systems	Input	Ml/d	Volume (measured in megalitres per day) of raw water (water found in the environment that has not been treated) imported from 3rd parties' raw water abstraction systems reported in line 5A.25 Raw water abstraction imports are where raw water abstracted from a neighbouring water company's water source directly feeds into NWL's raw water network. This measure covers all 3rd party raw water abstraction imports across NWL's appointed region.
5A.27	Total number of raw water abstraction exports	Input	Number	The total number of raw water abstraction export points. Raw water abstraction exports are where raw water is abstracted from a NWL water source and is directly fed into a neighbouring water company's raw water network. Export points not used in the year but agreed with the neighbouring water company should be reported. This measure includes all raw water abstraction exports (as per the definition above) across NWL's appointed region.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
5A.28	Water exported to 3rd parties' from raw water abstraction systems	Input	Ml/d	Volume (measured in megalitres per day) of NWL's raw water exported from NWL water abstraction systems reported in line 5A.27. Raw water abstraction exports are where raw water is abstracted from a NWL water source and is directly fed into a neighbouring water company's raw water network. This measure covers all 3rd party raw water abstraction exports across NWL's appointed region.
5A.29	Water resources capacity (measured using water resources yield	Input	Ml/d	The company level water resources capacity, which should be the sum of all company water resource zones (WRZs) across all its licensed areas. Water resources capacity is measured as the average volume of water available from the environment (dependent on the level of service and planning period) and constrained by water resources control assets. These will be assets that provide water for raw water abstraction and includes boreholes, reservoirs (impounding and pumped storage) and river abstraction assets. Assets that sit outside of the water resources control assets boundary, for example, the water treatment capacity of the Water Treatment Works (WTW), will not influence the reporting of water resources yield. Capacity is measured in terms of water resources yield which captures the average volume of water available from the environment and constrained by water resources control assets. The abstraction asset capacities are fixed values regardless of the assumptions made. Therefore, water resources yield is constrained by: - the company's agreed level of service (the return period of drought resilience and frequency of restriction implementation); - the company's agreed planning period (the period over which the amount of water available is measured e.g. dry year annual average); - the baseline hydrological/hydrogeological (source) yield; - the abstraction licence availability; and - the raw water abstraction asset capacities (e.g. abstraction pumps). In simple terms, where there is one raw water source, one abstraction licence, and one abstraction asset - the water resources yield, and therefore the capacity, will be the lowest of the flow rates (volume per unit time) that can be achieved across each of those three components using the company's level of service and planning period scenario(s) (i.e. the lower of, source yield - the amount available from the environment, the limit set in the abstraction licence or the physical capacity of the asset used for abstraction). Contracted imports or exports between 3rd party water companies should be considered when calculating water resources capacity (i.e. a contract to import water from a neighbouring water company would be included in the reported water resources capacity, whereas a contract to export water to a neighbouring water company would be excluded from the reported water resources capacity.
5A.31	Percentage of APH derived from measured data - raw water abstraction	Input	%	For raw water abstraction, the percentage of average pumping head which is derived from measured data. Each pump with raw water abstraction functionality is assigned a weighting based on its contribution to the overall reported raw water abstraction APH, using the pump's volume multiplied by lift value as a proportion of the total volume multiplied by lift across all raw water abstraction pumps. A score is then assigned to each pump: - 1 where both volume and lift are measured; - 0.5 where either volume or lift is measured; - 0 where neither volume nor lift is measured. The pump's APH weighting is multiplied by its score, and the resulting values are totalled to give the reported figure.
5A.32	Percentage of sites with measured volumes and/or lift - raw water abstraction	Input	%	For raw water abstraction, the percentage of sites with measured volumes and/or lift. Each pump with raw water abstraction functionality is assigned a score: - 1 where either volume or lift (or both) are measured; - 0 where neither volume nor lift are measured. The reported figure is calculated as the percentage of raw water abstraction sites with a score of 1 relative to the total number of sites.
6A.1	Total number of balancing reservoirs	Input	Number	Total number of reservoirs used for holding transported raw water. Balancing reservoirs are defined as those reservoirs used to hold raw water within NWL's raw water network that do not meet the definition to be reported in line 5A.18 because they are not sources and do not have a natural catchment area, and/or an abstraction licence, and/or support another abstraction, and/or support downstream abstraction, and/or 15 or more days of storage. They are used to hold water for a short period of time as it is transported around NWL's raw water network. This measure includes all balancing reservoirs (as per the definition above) across NWL's appointed region.
6A.2	Total volumetric capacity of balancing reservoirs	Input	Ml/d	Total design/construction capacity (measured in megalitres) of all balancing reservoirs, those reported in line 6A.1 (Total number of balancing reservoirs). This measure includes all balancing reservoirs (as per the definition above) across NWL's appointed region.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
6A.3	Total number of raw water transfer stations	Input	Number	Total number of raw water (water found in the environment that has not been treated) transport stations. Raw water transport stations are used to transport raw water from its abstraction source through the raw water transport network to a Water Treatment Works (WTW), a raw water storage facility, or to customers that require non-potable (non-drinkable) water (including third party water companies) and are included within the 'Raw water transport price control unit' as described by RAG 4.09 Appendix 2. For the avoidance of doubt, this is the number of sites as opposed to the number of individual pumps. Decommissioned assets have been excluded from reporting. NWL have defined a decommissioned asset as one that cannot be returned to service within six months from being identified as needed, and the asset is not awaiting planned work or identified for capital investment within the current Asset Management Period (AMP), then the site is deemed to be abandoned. This does not preclude the possibility of an asset being identified as required at some future date and therefore included in future regulatory return. This measure includes all raw water transport stations (as per the definition above) across NWL's appointed region.
6A.4	Total installed power capacity of raw water transport pumping stations	Input	Kilowatts (kW)	Total capacity of all raw water transport pumpsets, (duty, assist and standby - irrespective of the number that may be working at any one time) associated with raw water transport. A duty pump covers daily requirements. An assist pump is one where each pump is sized for 50% of the estimated flow rate required and a standby pump is a backup pump in the event of duty pump failing. For the avoidance of doubt, the capacity of all individual pumps at the sites reported in 6A.3 should be included. This measure includes all raw water transport stations (as per the definition above) across NWL's appointed region. Where capacity is unknown, this is estimated by taking known volumes and lifts (the vertical distance water is raised by a pump) and mapping these against known kW capacities, producing a correlation that can then be used to estimate these pumping stations.
6A.6	Average pumping head ~ raw water transport	Input	Mean head per day (M hd)	Average pumping head for the raw water transport business unit, the pump sets reported in 6A.3. Average pumping head is measured as the sum of the annual mean head (defined as the average delivery pressure minus the average suction pressure when the pump is operating, or the height the water is lifted) multiplied by the total measured volume of water pumped entering the raw water transport price control unit, as defined in Appendix 1 RAG 2.10 (APR 2026 - RAG-2.10—-Guideline-for-classification-of-costs-across-the-price-controls.pdf - All Documents) divided by the total volume of water entering the raw water transport price control unit whether it has been pumped or gravitated (moved by gravity). This is calculated using actual pumping head rather than the rating of the pumps. Where a pump has split functionalities (e.g it abstracts raw water and also transports into the raw water network), delivery pressure has been used to estimate the proportion of the lift (the vertical distance water is raised by a pump) that relates to the raw water abstraction functionality). The remainder of the lift relates to the other functionality. Delivery pressure has been quantified using pressure meters. Since these are not located directly at the pump, these have been adjusted for height differences where necessary.
6A.8	Total number of raw water transport imports	Input	Number	The total number of raw water (water found in the environment that has not been treated) transport import points. Raw water transport imports are where raw water from a neighbouring water company's raw water transport network (but not directly from a source) feeds into NWL's raw water network. Note: this differs from raw water abstraction imports (5A.25) where raw water abstracted from a neighbouring water company's water source directly feeds into NWL's raw water network, whereas transport imports are received from a neighbouring water company's raw water network rather than directly from a source. Import points not used in the year but agreed with the neighbouring water company should be reported. This measure includes all raw water transport imports (as per the definition above) across NWL's appointed region.
6A.9	Water imported from 3rd parties to raw water transport systems	Input	Ml/d	Volume (measured in megalitres per day) of raw water (water found in the environment that has not been treated) imported from 3rd parties' raw water transport systems reported in line 6A.8. Raw water transport imports are where raw water from a neighbouring water company's raw water transport network feeds into NWL's raw water network. This measure covers all 3rd party raw water transport imports across NWL's appointed region.
6A.10	Total number of raw water transport exports	Input	Number	Total number of raw water (water found in the environment that has not been treated) transport export points. Raw water transport exports are where NWL exports water from its raw water network (but not directly from a source) into a neighbouring water company's raw water transport network. Note: this differs from raw water abstraction exports (5A.27) where raw water is abstracted from a NWL water source and is directly fed into a neighbouring water company's raw water network, whereas transport exports are where raw water is exported to a neighbouring water company's raw water network but not directly from the NWL source. Export points not used in the year but agreed with the neighbouring water company should be reported. This measure includes all raw water transport exports (as per the definition above) across NWL's appointed region.
6A.11	Water exported to 3rd parties' raw water transport systems	Input	Ml/d	Volume (measured in megalitres per day) of raw water (water found in the environment that has not been treated) exports to 3rd parties' raw water transport systems reported in line 6A.10. Raw water transport exports are where NWL exports water from its raw water network (but not directly from a source) into a neighbouring water company's raw water transport network. This measure covers all 3rd party raw water transport exports across NWL's appointed region.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
6A.34	Average pumping head – water treatment	Input	M hd	Average pumping head for the water treatment business unit (water received from the raw water transport network and treated to make potable (drinkable) water. Average pumping head is measured as the sum of the annual mean head (defined as the average delivery pressure minus the average suction pressure when the pump is operating, or the height the water is lifted) multiplied by the total measured volume of water pumped entering the water treatment transport price control unit, as defined in Appendix 1 RAG 2.10 (APR 2026 - RAG-2.10—-Guideline-for-classification-of-costs-across-the-price-controls.pdf - All Documents), divided by the total volume of water entering the water treatment price control unit, whether it has been pumped or gravitated (moved by gravity). This is calculated using actual pumping head rather than the rating of the pumps. Where a pump has split functionalities (e.g it abstracts raw water and also transports into the raw water network), delivery pressure has been used to estimate the proportion of the lift (the vertical distance water is raised by a pump) that relates to the raw water abstraction functionality). The remainder of the lift relates to the other functionality. Delivery pressure has been quantified using pressure meters. Since these are not located directly at the pump, these have been adjusted for height differences where necessary
6A.36	Total number of water treatment imports	Input	Number	The total number of water treatment import points. Water treatment imports are where raw water from a neighbouring water company feeds directly into a NWL Water Treatment Works rather than into NWL's raw water network. Import points not used in the year but agreed with the neighbouring water company should be reported. This measure includes all raw water treatment imports (as per the definition above) across NWL's appointed region.
6A.37	Water imported from 3rd parties to Water Treatment Works	Input	Ml/dr	Volume (measured in megalitres per day) of raw water (water found in the environment that has not been treated) imported from 3rd parties' Water Treatment Systems reported in line 6A.36. Water treatment imports are where raw water from a neighbouring water company feeds directly into a NWL Water Treatment Works rather than into NWL's raw water network. This measure covers all 3rd party Water Treatment Works imports across NWL's appointed region
6A.38	Total number of water treatment exports	Input	Number	The total number of water treatment export points. Water treatment exports are where raw water abstracted by NWL is directly fed into a neighbouring water company's Water Treatment Systems rather than into the neighbouring water company's raw water network. Export points not used in the year but agreed with the neighbouring water company should be reported. This measure includes all raw water treatment exports (as per the definition above) across NWL's appointed region.
6A.39	Water exported to 3rd parties from Water Treatment Works	Input	Ml/d	Volume (measured in megalitres per day) of raw water (water found in the environment that has not been treated) exported to 3rd parties from Water Treatment Works reported in line 6A.38. Water treatment exports are where raw water abstracted by NWL is directly fed into a neighbouring water company's Water Treatment Systems rather than into the neighbouring water company's raw water network. This measure includes all raw water treatment exports (as per the definition above) across NWL's appointed region.
6A.40	Percentage of APH derived from measured data - raw water transport	Input	%	For raw water transport, the percentage of average pumping head which is derived from measured data. Each pump with raw water transport functionality is assigned a weighting based on its contribution to the overall reported raw water transport APH, using the pump's volume multiplied by lift value as a proportion of the total volume multiplied by lift across all raw water transport pumps. A score is then assigned to each pump: - 1 where both volume and lift are measured; - 0.5 where either volume or lift is measured; - 0 where neither volume nor lift is measured. The pump's APH weighting is multiplied by its score, and the resulting values are totalled to give the reported figure.
6A.41	Percentage of sites with measured volumes and/or lift - raw water transport	Input	%	For raw water transport, the percentage of sites with measured volumes and/or lift. Each pump with raw water transport functionality is assigned a score: - 1 where either volume or lift (or both) are measured; - 0 where neither volume nor lift are measured. The reported figure is calculated as the percentage of raw water transport sites with a score of 1 relative to the total number of sites.
6A.42	Percentage of APH derived from measured data - raw water treatment	Input	%	For raw water treatment, the percentage of average pumping head which is derived from measured data. Each pump with raw water treatment functionality is assigned a weighting based on its contribution to the overall reported raw water treatment APH, using the pump's volume multiplied by lift value as a proportion of the total volume multiplied by lift across all raw water treatment pumps. A score is then assigned to each pump: - 1 where both volume and lift are measured; - 0.5 where either volume or lift is measured; - 0 where neither volume nor lift is measured. The pump's APH weighting is multiplied by its score, and the resulting values are totalled to give the reported figure.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
6A.43	Percentage of sites with measured volumes and/or lift - raw water treatment	Input	%	For raw water treatment, the percentage of sites with measured volumes and/or lift. Each pump with raw water treatment functionality is assigned a score: - 1 where either volume or lift (or both) are measured; - 0 where neither volume nor lift are measured. The reported figure is calculated as the percentage of raw water treatment sites with a score of 1 relative to the total number of sites.
6B.1	Total installed power capacity of potable water pumping station	Input	kW	Total capacity of all potable (drinking) water pumpsets, (duty, assist and standby - irrespective of the number that may be working at any one time) associated with treated water distribution. A duty pump covers daily requirements. An assist pump is one where each pump is sized for 50% of the estimated flow rate required and a standby pump is a backup pump in the event of duty pump failing. For the avoidance of doubt, the capacity of all individual pumps at the sites reported in 6B.16 should be included. This measure includes all potable water pumping stations (as per the definition above) across NWL's appointed region. Where capacity is unknown, this is estimated by taking known volumes and lifts (the vertical distance water is raised by a pump) and mapping these against known kW capacities, producing a correlation that can then be used to estimate these pumping stations.
6B.2	Total volumetric capacity of service reservoirs	Input	Megalitres (Ml)	The installed design/constructed capacity of treated (drinkable) water service reservoirs (reservoirs used to store treated water prior to being delivered to customers' properties) within the water supply system including treated water reservoirs at Water Treatment Works and any secondary disinfection plant on reservoir sites. This measure includes break pressure tanks and exclude decommissioned assets and contact tanks. For the avoidance of doubt, the capacity of all individual compartments at the service reservoirs reported in 6B.21 should be included. This measure includes all service reservoirs (as per the definition above) across NWL's appointed region.
6B.3	Total volumetric capacity of water towers	Input	Ml/d	The installed design/constructed capacity of treated (drinkable) water storage towers (towers used to store treated water prior to being delivered to customers' properties) within the water supply system. Exclude decommissioned assets. For the avoidance of doubt, the capacity of all water towers reported in 6B.22 should be included. This measure includes all water towers (as per the definition above) across NWL's appointed region.
6B.4	Water delivered (non-potable)	Input	Ml/d	Average (mean) volume non-potable (non-drinkable) water supplied as part of the appointed business. Include all non-potable water charged at standard and non-standard rates. This measure includes all water delivered (non-potable) (as per the definition above) across NWL's appointed region.
6B.5	Water delivered (potable)	Input	Ml/d	Average (mean) volume potable (drinkable) water supplied as part of the appointed business. This includes: a) the average volume of water delivered for billed measured (metered) residential and businesses; b) the estimated volume of water delivered for billed unmeasured (unmetered) residential and businesses. This is estimated through monitoring consumption at a sample of properties to calculate per capita consumption and multiplying this by the population of unmeasured properties to identify total water delivered to billed unmeasured properties; c) supply pipe leakage (water leaked from customer owned pipes); d) meter under registration for water delivered which is measured (a measure of the volume of water used that is not reported by meters); e) unbilled water taken legally for legitimate purposes (public supplies for which no charge is made e.g. some sewer flushing etc., uncharged church supplies, fire training and fire-fighting supplies where these are not charged irrespective of whether or not they are metered). This excludes volumes associated with leakage allowance rebates to metered customers; and f) water taken illegally providing it is based on actual occurrences using sound and auditable identification and recording procedures (if not this should be treated as distribution losses and excluded from this line). Water delivered (potable) is reported as a post-Maximum Likelihood Estimation (MLE) weighted average Ml/day over the year. The MLE technique is used to distribute the volume of any unaccounted-for water in the water balance (distribution input compared to water consumption + leakage) calculation. Unaccounted for water occurs when the distribution input and the sum of the components of the water balance do not reconcile. To reconcile the water balance, the MLE method is used to distribute the unaccounted-for water according to the uncertainty in the components of the water balance through the use of confidence intervals. This measure includes all water delivered (potable) (as per the definition above) across NWL's appointed region.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
6B.6	Water delivered (billed measured residential)	Input	Ml/d	Average (mean) volume of water delivered to residential properties which is measured (metered). This is to include supply pipe leakage (any loss of water from the underground supply pipe) and meter under- registration (where meters fail to record all usage). Additional meters fitted to measured residential properties for ancillary supplies (e.g. external hosepipes) which are non-commercial are to be included, as should any fitted to unmeasured (unmetered) residential properties if this is how revenue is allocated. Exclude miscellaneous use (Distribution system operational use, water taken legally unbilled and water taken illegally unbilled). Water delivered (billed measured residential) is reported as a post-Maximum Likelihood Estimation (MLE) weighted average Ml/day over the year. The MLE technique is used to distribute the volume of any unaccounted-for water in the water balance (distribution input compared to water consumption + leakage) calculation. Unaccounted for water occurs when the distribution input and the sum of the components of the water balance do not reconcile. To reconcile the water balance, the MLE method is used to distribute the unaccounted-for water according to the uncertainty in the components of the water balance through the use of confidence intervals. This measure includes all water delivered (billed residential properties) (as per the definition above) across NWL's appointed region.
6B.7	Water delivered (billed measured business)	Input	Ml/d	Average (mean) volume of water delivered to businesses which is measured (metered). This is to include supply pipe leakage (any loss of water from customer owned pipes) and meter under-registration (a measure of the volume of water used that is not reported by meters). Additional meters fitted to measured businesses for ancillary supplies (e.g. external hosepipes) which are non-commercial are to be included, as should any fitted to unmeasured (unmetered) businesses if this is how revenue is allocated. Exclude miscellaneous use (Distribution system operational use, water taken legally unbilled and water taken illegally unbilled). Water delivered (billed measured business) is reported as a post-Maximum Likelihood Estimation (MLE) weighted average Ml/day over the year. The MLE technique is used to distribute the volume of any unaccounted-for water in the water balance (distribution input compared to water consumption + leakage) calculation. Unaccounted for water occurs when the distribution input and the sum of the components of the water balance do not reconcile. To reconcile the water balance, the MLE method is used to distribute the unaccounted-for water according to the uncertainty in the components of the water balance through the use of confidence intervals. This measure includes all water delivered (billed measured businesses) (as per the definition above) across NWL's appointed region.
6B.8	Proportion of distribution input derived from impounding reservoirs	Input	Number	The proportion of potable (drinkable) water that entered the distribution system (distribution input) derived from impounding (gravity fed) reservoirs, including bulk supply. An impounding reservoir is one that has a natural catchment so is filled from the environment, i.e. water does not need to be pumped into the reservoir for it to maintain its volume of available water. A bulk supply is the transfer of raw water from another water company's network into NWL's network such that NWL can treat this water prior to it entering its water distribution network. Bulk supplies should be allocated as per the nature of the source from which they are received by NWL, e.g. when water is transferred to NWL from an impounding reservoir from another water company through a bulk supply arrangement, then the volume of distribution input obtained from that bulk should be allocated to "Proportion of distribution input derived from impounding reservoirs". Note: NWL has determined the source type of distribution input from the last point of abstraction prior to it entering the treatment works. e.g. a river which feeds into a reservoir and from that reservoir, water is abstracted into a Water Treatment Works, the distribution input derived from this setup would be categorised as from a reservoir as it is the final point of abstraction prior to the water entering the treatment works. If multiple sources feed a works (for example a river and several boreholes) and the flow from these sources is combined prior to treatment, then all the flow entering the works can be categorised as the more difficult to treat water. (In this example, all the water would be categorised as river water). However, when it is known by NWL that this combination is significantly skewed to one type of source, (for example 5% river and 95% Impounding Reservoir) and this can be quantified, NWL has taken the decision to allocate this water to the majority source. This measure includes all distribution input that is derived from impounding reservoirs (as per the definition above) across NWL's appointed region. The summation of lines 6B.8 to 6B.15 should total 1.000.
6B.9	Proportion of distribution input derived from pumped storage reservoirs	Input	Number	The proportion of potable (drinkable) water that entered the distribution system (distribution input) derived from pumped storage reservoirs including bulk supply. A pumped storage reservoir is one that obtains the majority of its water from it being pumped into the reservoir from a river, i.e. it does not receive the majority of its water as natural catchment from the environment. Pumped storage reservoirs received an element of gravity flow. If this flow makes a material contribution (>20%) to the volume of the reservoir the distribution input from this source should be allocated proportionally between the two reservoir types. A bulk supply is the transfer of raw water from another water company's network into NWL's network such that NWL can treat this water prior to it entering its water distribution network. Bulk supplies should be allocated as per the nature of the source from which they are received by NWL, e.g. when water is transferred to NWL from an impounding reservoir from another water company through a bulk supply arrangement, then the volume of distribution input obtained from that bulk should be allocated to "Proportion of distribution input derived from impounding reservoirs". Note: NWL has determined the source type of distribution input from the last point of abstraction prior to it entering the treatment works. e.g. a river which feeds into a reservoir and from that reservoir, water is abstracted into a Water Treatment Works, the distribution input derived from this setup would be categorised as from a reservoir as it is the final point of abstraction prior to the water entering the treatment works. If multiple sources feed a works (for example a river and several boreholes) and the flow from these sources is combined prior to treatment, then all the flow entering the works can be categorised as the more difficult to treat water. (In this example, all the water would be categorised as river water). However, when it is known by NWL that this combination is significantly skewed to one type of source, (for example 5% river and 95% Impounding Reservoir) and this can be quantified, NWL has taken the decision to allocate this water to the majority source. This measure includes all distribution input that is derived from pumped storage reservoirs (as per the definition above) across NWL's appointed region. The summation of lines 6B.8 to 6B.15 should total 1.000.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
6B.10	Proportion of distribution input derived from river abstractions	Input	Number	The proportion of potable (drinkable) water that entered the distribution system (distribution input) derived from river abstractions including bulk supply. River abstraction is the process of abstracting water directly. from a river. A bulk supply is the transfer of raw water from another water company's network into NWL's network such that NWL can treat this water prior to it entering its water distribution network. Bulk supplies should be allocated as per the nature of the source from which they are received by NWL, e.g. when water is transferred to NWL from an impounding reservoir from another water company through a bulk supply arrangement, then the volume of distribution input obtained from that bulk should be allocated to "Proportion of distribution input derived from impounding reservoirs". Note: NWL has determined the source type of distribution input from the last point of abstraction prior to it entering the treatment works. e.g. a river which feeds into a reservoir and from that reservoir, water is abstracted into a Water Treatment Works, the distribution input derived from this setup would be categorised as from a reservoir as it is the final point of abstraction prior to the water entering the treatment works. If multiple sources feed a works (for example a river and several boreholes) and the flow from these sources is combined prior to treatment, then all the flow entering the works can be categorised as the more difficult to treat. water. (In this example, all the water would be categorised as river water. However, when it is known by NWL that this combination is significantly skewed to one type of source, (for example 5% river and 95% Impounding Reservoir) and this can be quantified, NWL has taken the decision to allocate this water to the majority source. This measure includes all distribution input that is derived from rivers (as per the definition above) across NWL's appointed region. The summation of lines 6B.8 to 6B.15 should total 1.000.
6B.11	Proportion of distribution input derived from groundwater works, excluding managed aquifer recharge (MAR) water supply schemes	Input	Number	Proportion of potable (drinkable) water that entered the distribution system (distribution input) derived from groundwater works including bulk supply but excluding managed aquifer recharge (MAR) water supply schemes. Groundwater is water that is found underground beneath the Earth's surface and abstracted using boreholes. Managed aquifer recharge (MAR) describes the intentional recharge (and storage) of water into an aquifer for subsequent recovery or for environmental benefits. A bulk supply is the transfer of raw water from another water company's network into NWL's network such that NWL can treat this water prior to it entering its water distribution network. Bulk supplies should be allocated as per the nature of the source from which they are received by NWL, e.g. when water is transferred to NWL from an impounding reservoir from another water company through a bulk supply arrangement, then the volume of distribution input obtained from that bulk should be allocated to "Proportion of distribution input derived from impounding reservoirs". Note: NWL has determined the source type of distribution input from the last point of abstraction prior to it entering the treatment works. e.g. a river which feeds into a reservoir and from that reservoir, water is abstracted into a Water Treatment Works, the distribution input derived from this setup would be categorised as from a reservoir as it is the final point of abstraction prior to the water entering the treatment works. If multiple sources feed a works (for example a river and several boreholes) and the flow from these sources is combined prior to treatment, then all the flow entering the works can be categorised as the more difficult to treat water. (In this example, all the water would be categorised as river water). However, when it is known by NWL that this combination is significantly skewed to one type of source, (for example 5% river and 95% Impounding Reservoir) and this can be quantified, NWL has taken the decision to allocate this water to the majority source. This measure includes all distribution input that is derived from groundwater works (as per the definition above) across NWL's appointed region. The summation of lines 6B.8 to 6B.15 should total 1.000.
6B.12	Proportion of distribution input derived from artificial recharge (AR) water supply schemes	Input	Number	Proportion of potable (drinkable) water that entered the distribution system (distribution input) derived from artificial recharge (AR) supply schemes including bulk supply. Artificial recharge schemes are a subset of managed aquifer recharge (MAR) schemes, which functions by recharging an aquifer before or after abstraction. Artificial recharge (AR) is the process of injecting (or recharging) water into the ground in a controlled way, by means of special recharge walls. The water abstracted is not necessarily the water that has been recharged, so the water can be of natural quality and require more complex treatment. This excludes aquifer storage and recovery (ASR) water supply schemes. These are a subset of managed aquifer recharge (MAR) schemes, which functions by recharging an aquifer, storing that water and maintaining its quality. A bulk supply is the transfer of raw water from another water company's network into NWL's network such that NWL can treat this water prior to it entering its water distribution network. Bulk supplies should be allocated as per the nature of the source from which they are received by NWL, e.g. when water is transferred to NWL from an impounding reservoir from another water company through a bulk supply arrangement, then the volume of distribution input obtained from that bulk should be allocated to "Proportion of distribution input derived from impounding reservoirs". Note: NWL has determined the source type of distribution input from the last point of abstraction prior to it entering the treatment works. e.g. a river which feeds into a reservoir and from that reservoir, water is abstracted into a Water Treatment Works, the distribution input derived from this setup would be categorised as from a reservoir as it is the final point of abstraction prior to the water entering the treatment works. If multiple sources feed a works (for example a river and several boreholes) and the flow from these sources is combined prior to treatment, then all the flow entering the works can be categorised as the more difficult to treat water. (In this example, all the water would be categorised as river water). However, when it is known by NWL that this combination is significantly skewed to one type of source, (for example 5% river and 95% Impounding Reservoir) and this can be quantified, NWL has taken the decision to allocate this water to the majority source. This measure includes all distribution input that is derived from AR schemes (as per the definition above) across NWL's appointed region. The summation of lines 6B.8 to 6B.15 should total 1.000

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
6B.13	Proportion of distribution input derived from aquifer storage and recovery (ASR) water supply schemes	Input	Number	Proportion of potable (drinkable) water that entered the distribution system (distribution input) derived from aquifer storage and recovery (ASR) supply schemes including bulk supply. Aquifer storage and recovery (ASR) schemes are a subset of managed aquifer recharge (MAR) schemes, which functions by recharging an aquifer, storing that water and maintaining its quality. Aquifer storage and recovery (ASR) is the direct injection of surface water supplies such as potable (drinkable) water, reclaimed water, or river into an aquifer for later recovery and use. The aim is to enable simple and less costly treatment of the re-abstracted water, and that the water recharged is predominantly the water that is re- abstracted. This excludes artificial recharge (AR) water supply schemes. These are a subset of managed aquifer recharge (MAR) schemes, which functions by recharging an aquifer before or after abstraction. A bulk supply is the transfer of raw water from another water company's network into NWL's network such that NWL can treat this water prior to it entering its water distribution network. Bulk supplies should be allocated as per the nature of the source from which they are received by NWL, e.g. when water is transferred to NWL from an impounding reservoir from another water company through a bulk supply arrangement, then the volume of distribution input obtained from that bulk should be allocated to "Proportion of distribution input derived from impounding reservoirs". Note: NWL has determined the source type of distribution input from the last point of abstraction prior to it entering the treatment works. e.g. a river which feeds into a reservoir and from that reservoir, water is abstracted into a Water Treatment Works, the distribution input derived from this setup would be categorised as from a reservoir as it is the final point of abstraction prior to the water entering the treatment works. If multiple sources feed a works (for example a river and several boreholes) and the flow from these sources is combined prior to treatment, then all the flow entering the works can be categorised as the more difficult to treat water. (In this example, all the water would be categorised as river water). However, when it is known by NWL that this combination is significantly skewed to one type of source, (for example 5% river and 95% Impounding Reservoir) and this can be quantified, NWL has taken the decision to allocate this water to the majority source. This measure includes all distribution input that is derived from ASR schemes (as per the definition above) across NWL's appointed region. The summation of lines 6B.8 to 6B.15 should total 1.000.
6B.14	Proportion of distribution input derived from saline abstractions	Input	Number	Proportion of potable (drinkable) water that entered the distribution system (distribution input) derived from saline abstractions including bulk supply. Saline abstraction is the process of abstracting salt water and making fit to enter the distribution system. A bulk supply is the transfer of raw water from another water company's network into NWL's network such that NWL can treat this water prior to it entering its water distribution network. Bulk supplies should be allocated as per the nature of the source from which they are received by NWL, e.g. when water is transferred to NWL from an impounding reservoir from another water company through a bulk supply arrangement, then the volume of distribution input obtained from that bulk should be allocated to "Proportion of distribution input derived from impounding reservoirs". Note: NWL has determined the source type of distribution input from the last point of abstraction prior to it entering the treatment works. e.g. a river which feeds into a reservoir and from that reservoir, water is abstracted into a Water Treatment Works, the distribution input derived from this setup would be categorised as from a reservoir as it is the final point of abstraction prior to the water entering the treatment works. If multiple sources feed a works (for example a river and several boreholes) and the flow from these sources is combined prior to treatment, then all the flow entering the works can be categorised as the more difficult to treat water. (In this example, all the water would be categorised as river water). However, when it is known by NWL that this combination is significantly skewed to one type of source, (for example 5% river and 95% Impounding Reservoir) and this can be quantified, NWL has taken the decision to allocate this water to the majority source. This measure includes all distribution input that is derived from saline abstraction (as per the definition above) across NWL's appointed region. The summation of lines 6B.8 to 6B.15 should total 1.000.
6B.15	Proportion of distribution input derived from water reuse schemes	Input	Number	Proportion of potable (drinkable) water that entered the distribution system (distribution input) derived from reuse schemes. Water reuse schemes are where effluent discharged from a Sewage Treatment Works (STW) is not returned to the environment but goes directly to a Water Treatment Works (WTW) for processing. Note: NWL has determined the source type of distribution input from the last point of abstraction prior to it entering the treatment works. e.g. a river which feeds into a reservoir and from that reservoir, water is abstracted into a Water Treatment Works, the distribution input derived from this setup would be categorised as from a reservoir as it is the final point of abstraction prior to the water entering the treatment works. If multiple sources feed a works (for example a river and several boreholes) and the flow from these sources is combined prior to treatment, then all the flow entering the works can be categorised as the more difficult to treat water. (In this example, all the water would be categorised as river water). However, when it is known by NWL that this combination is significantly skewed to one type of source, (for example 5% river and 95% Impounding Reservoir) and this can be quantified, NWL has taken the decision to allocate this water to the majority source. This measure includes all water reuse schemes (as per the definition above) across NWL's appointed region. Note: NWL do not include reuse schemes whereby the treated water from a Sewage Treatment Works is discharged into a river to increase the volume of available water in that river to be abstracted downstream by a Water Treatment Works. The summation of lines 6B.8 to 6B.15 should total 1.000
6B.16	Total number of potable water pumping stations that pump into and within the treated water distribution system	Input	Number	The total number of potable (drinking) groundwater, surface water, re-pumping and import pumping stations that pump into and within the treated (drinking) water distribution system. It should equal the sum of lines 6B.16 to 6B.20. For the avoidance of doubt, this is the number of sites as opposed to the number of individual pumps. Potable water pumping stations distribute treated (drinking) water throughout NWL's treated water distribution system to its customers. Decommissioned assets have been excluded from reporting. NWL have defined a decommissioned asset as one that cannot be returned to service within six months from being identified as needed, and the asset is not awaiting planned work or identified for capital investment within the current Asset Management Period (AMP), then the site is deemed to be abandoned. This does not preclude the possibility of an asset being identified as required at some future date and therefore included in future regulatory return. This measure includes all potable water pumping stations (as per the definition above) across NWL's appointed region.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
6B.17	Number of potable water pumping stations delivering treated groundwater into the treated water distribution system	Input	Number	Total number of potable (drinking) water pumping stations delivering treated groundwater into the treated (drinking) water distribution system. Treated groundwater pumping stations distribute treated (drinking) water into NWL's treated water distribution system from a Water Treatment Works, which as raw water had been abstracted from groundwater sources, to its customers. For the avoidance of doubt, this is the number of sites as opposed to the number of individual pumps. Decommissioned assets have been excluded from reporting. NWL have defined a decommissioned asset as one that cannot be returned to service within six months from being identified as needed, and the asset is not awaiting planned work or identified for capital investment within the current Asset Management Period (AMP), then the site is deemed to be abandoned. This does not preclude the possibility of an asset being identified as required at some future date and therefore included in future regulatory return. Do not include stations where water enters the treated distribution system by gravity alone. This measure includes all treated groundwater pumping stations (as per the definition above) across NWL's appointed region.
6B.18	Number of potable water pumping stations delivering surface water into the treated water distribution system	Input	Number	Total number of potable (drinking) pumping stations delivering treated surface water into the treated (drinking) water distribution system. Treated surface water pumping stations distribute treated (drinking) water into NWL's treated distribution system from a Water Treatment Works, which as raw water had been abstracted from rivers and reservoirs, to its customers. For the avoidance of doubt, this is the number of sites as opposed to the number of individual pumps. Decommissioned assets have been excluded from reporting. NWL have defined a decommissioned asset as one that cannot be returned to service within six months from being identified as needed, and the asset is not awaiting planned work or identified for capital investment within the current Asset Management Period (AMP), then the site is deemed to be abandoned. This does not preclude the possibility of an asset being identified as required at some future date and therefore included in future regulatory return. Do not include stations where water enters the treated distribution system by gravity alone. This measure includes all treated surface water pumping stations (as per the definition above) across NWL's appointed region.
6B.19	Number of potable water pumping stations that re- pump water already within the treated water distribution system	Input	Number	Total number of potable (drinking) water pumping stations that re-pump water already within the treated water distribution system (booster pumping stations). Booster pumping stations distribute treated (drinking) water throughout NWL's treated distribution system that has already flowed from a Water Treatment Works to support its transport to NWL's customers. For the avoidance of doubt, this is the number of sites as opposed to the number of individual pumps. It does not include single property booster pumps. Decommissioned assets have been excluded from reporting. NWL have defined a decommissioned asset as one that cannot be returned to service within six months from being identified as needed, and the asset is not awaiting planned work or identified for capital investment within the current Asset Management Period (AMP), then the site is deemed to be abandoned. This does not preclude the possibility of an asset being identified as required at some future date and therefore included in future regulatory return. This measure includes all booster pumping stations (as per the definition above) across NWL's appointed region.
6B.20	Number of potable water pumping stations that pump water imported from a 3rd party supply into the treated water distribution system	Input	Number	Total number of potable (drinking) water pumping stations that pump treated (drinking) water imported from a neighbouring water company into NWL's treated water distribution network. 3rd party supply import pumping stations distribute treated (drinking) water into NWL's treated distribution system from a neighbouring water company to its customers. For the avoidance of doubt, this is the number of sites as opposed to the number of individual pumps. Decommissioned assets have been excluded from reporting. NWL have defined a decommissioned asset as one that cannot be returned to service within six months from being identified as needed, and the asset is not awaiting planned work or identified for capital investment within the current Asset Management Period (AMP), then the site is deemed to be abandoned. This does not preclude the possibility of an asset being identified as required at some future date and therefore included in future regulatory return. Do not include stations where water enters the treated distribution system by gravity alone. This measure includes all 3rd party import pumping stations (as per the definition above) across NWL's appointed region.
6B.21	Total number of service reservoirs	Input	Number	The number of treated water service reservoirs (reservoirs used to store treated water prior to being delivered to customers' properties) within the water supply system including treated water reservoirs at water treatment works and any secondary disinfection plant on reservoir sites. Include break pressure tanks. Exclude decommissioned assets and contact tanks. A single structure divided into separate cells counts as one reservoir. NWL have defined a decommissioned asset as one that cannot be returned to service within six months from being identified as needed, and the asset is not awaiting planned work or identified for capital investment within the current Asset Management Period (AMP), then the site is deemed to be abandoned. This does not preclude the possibility of an asset being identified as required at some future date and therefore included in future regulatory return. This measure includes all service reservoirs (as per the definition above) across NWL's appointed region.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
6B.22	Number of water towers	Input	Number	The number of treated (drinkable) water service towers (towers used to store treated water prior to being delivered) within the water supply system. Exclude decommissioned assets. NWL have defined a decommissioned asset as one that cannot be returned to service within six months from being identified as needed, and the asset is not awaiting planned work or identified for capital investment within the current Asset Management Period (AMP), then the site is deemed to be abandoned. This does not preclude the possibility of an asset being identified as required at some future date and therefore included in future regulatory return. This measure includes all water towers (as per the definition above) across NWL's appointed region.
6B.24	Average pumping head – treated water distribution	Input	M hd	Average pumping head for the treated water distribution business unit, the pump sets reported in 6B.16. Average pumping head is measured as the sum of the annual mean head (defined as the average delivery pressure minus the average suction pressure when the pump is operating, or the height the water is lifted) multiplied by the total measured volume of water pumped entering the treated water distribution price control unit, as defined in Appendix 1 RAG 2.10 (APR 2026 - RAG-2.10---Guideline-for-classification-of-costs-across-the-price-controls.pdf - All Documents), divided by the total volume of water entering the treated water distribution price control unit whether it has been pumped or gravitated (moved by gravity). This is calculated using actual pumping head rather than the rating of the pumps. Where a pump has split functionalities (e.g it abstracts raw water and also transports into the raw water network), delivery pressure has been used to estimate the proportion of the lift (the vertical distance water is raised by a pump) that relates to the raw water abstraction functionality). The remainder of the lift relates to the other functionality. Delivery pressure has been quantified using pressure meters. Since these are not located directly at the pump, these have been adjusted for height differences where necessary.
6B.25	Total number of treated water distribution imports	Input	Number	The total number of treated (drinking) water distribution import points. Treated water distribution imports are where treated (drinking) water from a neighbouring water company's network is feeds into NWL's treated water distribution network. Import points not used in the year but agreed with the neighbouring water company should be reported. This measure includes all treated water distribution import points (as per the definition above) across NWLs appointed network.
6B.26	Water imported from 3rd parties' treated water distribution systems	Input	Ml/d	Volume (measured in megalitres per day) of treated (drinking) water imported from 3rd parties' treated water distribution networks reported in line 6B.25. Treated water distribution imports are where treated (drinking) water from a neighbouring water company's network is feeds into NWL's treated water distribution network. This measure includes all treated water distribution imports (as per the definition above) across NWLs appointed network.
6B.27	Total number of treated water distribution exports	Input	Number	The total number of treated (drinking) water distribution export points. Treated water distribution exports are where NWL exports its treated water into a neighbouring water company's treated water distribution network. Import points not used in the year but agreed with the neighbouring water company should be reported. This measure includes all treated water distribution exports (as per the definition above) across NWLs appointed network.
6B.28	Water exported to 3rd parties' treated water distribution systems	Input	Ml/d	Volume (measured in megalitres per day) of treated (drinking) water exported to 3rd parties' treated water distribution networks reported in line 6B.27. Treated water distribution exports are where NWL exports its treated water into a neighbouring water company's treated water distribution network. This volume is based on have logger data. If there is no logger data available then estimated. This measure includes all treated water distribution exports (as per the definition above) across NWLs appointed network.
6B.29	Peak seven day rolling average distribution input	Input	Ml/d	The peak seven day rolling average distribution input (DI) is the average daily DI of the seven consecutive days within the charging year 1 April - 31 March with the highest DI. The metric is based on Pre-MLE figures and represents the volume of potable water input to the distribution network at treatment works, boreholes and bulk potable supply imports, with any bulk potable supply exports deducted. This is calculated by using the total DI per day in both the North and South region then calculating the highest 7 day rolling average in the North and the South. The total of the two rolling averages is the figure reported. The peak seven day week is calculated using works output as imports and exports are not tracked on a daily basis,
6B.30	Peak seven day rolling average distribution input as a percentage of annual average distribution input	Input	%	This is calculated by dividing line 6B.29 (Peak seven day rolling average distribution input) by line 6B.39 (Company Distribution input) and expressed as a percentage.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
6B.31	Measured household consumption (excluding supply pipe leakage)	Input	Ml/d	Measured household consumption (excluding supply pipe leakage) is reported as a post-Maximum Likelihood Estimation (MLE) weighted average Ml/day over the year. The MLE technique is used to distribute the volume of any unaccounted-for water in the water balance (distribution input compared to water consumption + leakage) calculation. Unaccounted for water occurs when the distribution input and the sum of the components of the water balance do not reconcile. To reconcile the water balance, the MLE method is used to distribute the unaccounted-for water according to the uncertainty in the components of the water balance through the use of confidence intervals.
6B.32	Unmeasured household consumption (excluding supply pipe leakage)	Input	Ml/d	Unmeasured household consumption (excluding supply pipe leakage) is reported as a post-Maximum Likelihood Estimation (MLE) weighted average Ml/day over the year. The MLE technique is used to distribute the volume of any unaccounted-for water in the water balance (distribution input compared to water consumption + leakage) calculation. Unaccounted for water occurs when the distribution input and the sum of the components of the water balance do not reconcile. To reconcile the water balance, the MLE method is used to distribute the unaccounted-for water according to the uncertainty in the components of the water balance through the use of confidence intervals. Specifically, when using occupancy as part of the calculation to calculate the household consumption, this is based on NWL survey in 2019. If there was no information on the property in 2019 data an estimate from CACI's working in 2026 is used.
6B.33	Measured non household consumption (excluding supply pipe leakage)	Input	Ml/d	Measured non household consumption (excluding supply pipe leakage) is reported as a post-Maximum Likelihood Estimation (MLE) weighted average Ml/day over the year. The MLE technique is used to distribute the volume of any unaccounted-for water in the water balance (distribution input compared to water consumption + leakage) calculation. Unaccounted for water occurs when the distribution input and the sum of the components of the water balance do not reconcile. To reconcile the water balance, the MLE method is used to distribute the unaccounted-for water according to the uncertainty in the components of the water balance through the use of confidence intervals.
6B.34	Unmeasured non household consumption (excluding supply pipe leakage)	Input	Ml/d	Unmeasured non household consumption (excluding supply pipe leakage) is reported as a post-Maximum Likelihood Estimation (MLE) weighted average Ml/day over the year. The MLE technique is used to distribute the volume of any unaccounted-for water in the water balance (distribution input compared to water consumption + leakage) calculation. Unaccounted for water occurs when the distribution input and the sum of the components of the water balance do not reconcile. To reconcile the water balance, the MLE method is used to distribute the unaccounted-for water according to the uncertainty in the components of the water balance through the use of confidence intervals.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
6B.35	Total annual leakage	Input	Ml/d	This measure is annual average leakage and expressed in megalitres per day (Ml/d). It is reported for all NWL's appointed business so includes both the Northeast region and Essex & Suffolk region where it supplies water treated water to its customers. Annual average leakage measures the volume of water that is lost across the water distribution network when delivering it from Water Treatment Works to customer properties and is defined as the sum of distribution system leakage, including customer supply pipe leakage, plus service reservoir losses and trunk mains leakage measured in megalitres per day (Ml/d). It does not include internal plumbing losses (leaks that occur on the customer side of their stop tap). Distribution system leakage is calculated by establishing the baseline leakage through minimum night flows. Minimum night flows are measured at the District Meter Area ('DMA') level as a minimum flow during the fixed hour period (3am to 4am) when consumption is expected to be at its lowest, and therefore any residual flow after Legitimate Night Use ('LNU') is assumed to be leakage. Minimum Night Flow Leakage is calculated as follows: DMA night flow – (LNU x Hour to Day Factor) • DMA Night flow is recorded during the fixed period of 3-4 am and measured using DMA "in" and "out" flow meters . • LNU is an average allowance per property based on per capita consumption data and calculated for different property types (measured, unmeasured, household and non-household). The LNU rate is multiplied by the number of properties of the corresponding type within each DMA to derive a litres per hour value to deduct from night flow. • The Hour to Day Factor is applied to account for reduced flow as a result of reducing water pressure within DMAs during night time. The pressure is reduced to protect the distribution area from bursts as a result of lower demand during the night. It is calculated as average daily pressure divided by night pressure and multiplied by 24 hours. Night pressure is calculated as average for the period of 3am to 4am; day pressure - average for the whole 24- hour period. Customer supply pipe losses are defined as leakage from customers' pipes between the highway boundary and the customer's stop tap. To estimate, NWL have analysed reported leaks for different property types (measured, unmeasured, household and non-household), and monitored a sample of properties to calculate the average supply pipe leakage, which is multiplied by the number of properties of each type to determine total supply pipe leakage. Trunk mains are defined as the length of mains between from the start of the distribution system and the flow monitoring zones. Transfer mains leakage is estimated based on the length of main, multiplied by the assessed leakage rate per kilometre of main. Service reservoir losses have been estimated by measuring the change in depth of reservoir levels for a sample period over a period of time to calculate the volume of water lost over that period. Annual average leakage is reported as a post-Maximum Likelihood Estimation (MLE) weighted average Ml/day over the year. The MLE technique is used to distribute the volume of any unaccounted-for water in the water balance (distribution input compared to water consumption + leakage) calculation. Unaccounted for water occurs when the distribution input and the sum of the components of the water balance do not reconcile. To reconcile the water balance, the MLE method is used to distribute the unaccounted-for water according to the uncertainty in the components of the water balance through the use of confidence intervals. Annual average leakage is defined in the final reporting guidance for PR24 – Performance commitment definition - Leakage (31 March 2025). For 2025/26 we have specifically checked the metering accuracy of a significant proportion of Distribution Input (DI). From the results of the meter accuracy performed, confidence levels applied to DI in the MLE calculation have been amended to reflect results of calibrations performed on the DI meters in the year resulting in a slightly greater proportion of the water balance gap being allocated to DI. This means that the lower proportion of the water balance gap being allocated to leakage.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
6B.36	Distribution System Operational Use	Input	Ml/d	This line is the company level reporting which is made up of line 6B.45 for NW region level reporting and line 6B.54 for ESW region level reporting. Distribution System Operational Use includes water used by a company to meet its statutory obligations particularly those relating to water quality. Examples include mains flushing and reservoir cleaning. Distribution System Operational Use is reported as a post-Maximum Likelihood Estimation (MLE) weighted average Ml/day over the year. The MLE technique is used to distribute the volume of any unaccounted-for water in the water balance (distribution input compared to water consumption + leakage) calculation. Unaccounted for water occurs when the distribution input and the sum of the components of the water balance do not reconcile. To reconcile the water balance, the MLE method is used to distribute the unaccounted-for water according to the uncertainty in the components of the water balance through the use of confidence intervals. Specifically when calculating the Ml/d for sample taps at Hanningfield site the use applied is 0.26 ML/d.
6B.37	Water taken unbilled	Input	Ml/d	Average (mean) water taken unbilled (whether legally or illegally). This includes water used by the company for mains tests, flushing, washouts, running to waste, or incurred through burst mains or other leakage should be excluded. Unbilled water taken legally is water taken for legitimate purposes (public supplies for which no charge is made e.g. some sewer flushing etc., uncharged church supplies, fire training and fire-fighting supplies where these are not charged irrespective of whether or not they are metered) but not billed. This excludes volumes associated with leakage allowance rebates to metered customers. Water taken illegally is water that has not legally been obtained from the treated water distribution system. It should be included providing it is based on actual occurrences using sound and auditable identification and recording procedures (if not this should be treated as distribution losses and excluded from this line). These are calculated through either actual measures of the volume of water taken unbilled, and through studies conducted by NWL to estimate the volume of water taken unbilled through various activities. Water taken unbilled is reported as a post-Maximum Likelihood Estimation (MLE) weighted average Ml/day over the year. The MLE technique is used to distribute the volume of any unaccounted-for water in the water balance (distribution input compared to water consumption + leakage) calculation. Unaccounted for water occurs when the distribution input and the sum of the components of the water balance do not reconcile. To reconcile the water balance, the MLE method is used to distribute the unaccounted-for water according to the uncertainty in the components of the water balance through the use of confidence intervals. This measure includes all water taken unbilled (as per the definition above) across NWL's appointed region. When calculating water taken from void properties included in water taken illegally unbilled the following calculation is applied: The of household voids consumption is calculated by taking the number of voids properties reported in table 4R and applying an assumption that 43% of these are occupied in the North and 21% in the South and consuming water for 6 months of the year and applying the average consumption per the water balance.
6B.38	Distribution Input	Input	Ml/d	Distribution input is the average (mean) volume of potable (drinkable) water entering the distribution system. It is calculated as follows: DI = Works output + Imports – Exports. Works output is the volume of treated water that enters the company's potable water distribution system from treatment works. Imports refers to any treated water imported from another nearby water company. Exports refers to any treated water exported to a nearby water company. Distribution Input is reported as a post-Maximum Likelihood Estimation (MLE) weighted average Ml/day over the year. The MLE technique is used to distribute the volume of any unaccounted-for water in the water balance (distribution input compared to water consumption + leakage) calculation. Unaccounted for water occurs when the distribution input and the sum of the components of the water balance do not reconcile. To reconcile the water balance, the MLE method is used to distribute the unaccounted-for water according to the uncertainty in the components of the water balance through the use of confidence intervals. This measure covers all distribution input generated across NWL's appointed region. For 2025/26 we have specifically checked the metering accuracy of a significant proportion of Distribution Input (DI). From the results of the meter accuracy performed, confidence levels applied to DI in the MLE calculation have been amended to reflect results of calibrations performed on the DI meters in the year resulting in a slightly greater proportion of the water balance gap being allocated to DI. This is the company level reporting line which should be equal to the sum total of lines 6B.31 to 6B.37
6B.39	Distribution input (pre-MLE)	Input	Ml/d	Distribution input is the average (mean) volume of potable (drinkable) water entering the distribution system. It is calculated as follows: DI = Works output + Imports – Exports. Works output is the volume of treated water that enters the company's potable water distribution system from treatment works. Imports refers to any treated water imported from another nearby water company. Exports refers to any treated water exported to a nearby water company. For 2024/25 we have specifically checked the metering accuracy of a significant proportion of Distribution Input (DI). From the results of the meter accuracy performed, confidence levels applied to DI in the MLE calculation have been amended to reflect results of calibrations performed on the DI meters in the year resulting in a slightly greater proportion of the water balance gap being allocated to DI.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
6B.40	Percentage of APH derived from measured data	Input	%	For treated water distribution, the percentage of average pumping head which is derived from measured data. Each pump with treated water distribution functionality is assigned a weighting based on its contribution to the overall reported treated water distribution APH, using the pump's volume multiplied by lift value as a proportion of the total volume multiplied by lift across all treated water distribution pumps. A score is then assigned to each pump: - 1 where both volume and lift are measured; - 0.5 where either volume or lift is measured; - 0 where neither volume nor lift is measured. The pump's APH weighting is multiplied by its score, and the resulting values are totalled to give the reported figure.
6B.41	Percentage of sites with measured volumes and/or lift	Input	%	For treated water distribution, the percentage of sites with measured volumes and/or lift. Each pump with treated water distribution functionality is assigned a score: - 1 where either volume or lift (or both) are measured; - 0 where neither volume nor lift are measured. The reported figure is calculated as the percentage of treated water distribution sites with a score of 1 relative to the total number of sites.
6C.25	Properties below reference level at end of year	Input	Number	The number of properties receiving or at risk of receiving pressure below the reference level. The Reference Level of Service for low pressure of mains water is 10m head at a flow of 9 litres per minute for a single property on the customer side of the main stop tap. For monitoring purposes a surrogate pressure of 15m in the adjacent main is used. The line is calculated by calculating which properties are above the level which would result in low pressure. This is calculated at a DMA level. For each DMA a height is calculated and any property above this height would be considered to have low pressure. The height is calculated by: The predicted height failure is equal to the height of the logger (DMA), plus the DG2 pressure minus the required pressure (15m). DG2 pressure is calculated in Netbase from the logger data. The lowest 5 are considered anomalies so the 6th lowest pressure is used Exclusions from the line: Burst Mains, Incidents of short duration, Abnormal demand, Planned maintenance and operational events, Failures of Company equipment. Properties excluded: Public toilets, troughs, allotments.
6D.29	Per capita consumption (measured)	Input	Litres per household per day	The current year PCC (measured) is calculated as: PCC = Post MLE measured household consumption in 2025-26 in ML per day/annual average resident measured population served across the company's area of supply for water distribution. It is reported as the annual arithmetic mean per capita consumption expressed in litres per person per day (l/p/d). The measure uses post MLE (maximum likelihood estimation) data for measured household consumption, see 3A.7 for full details of the MLE technique applied. Measured Household consumption is the volume of water used by each measured (metered) household within NWL's water supply area, including meter under-registration (an estimate for meters not recording as much flow as there has actually been) but excluding supply pipe leakage (leakage from customers' pipes between the highway boundary and the customer's stop tap). It is calculated from NWL's billing system, including actual reads and estimated reads. Per capita consumption (PCC) is defined in Performance commitment definition - Per capita consumption (PCC) (31 March 2025)
6D.30	Per capita consumption (unmeasured)	Input	Litres per household per day	The current year PCC (measured) is calculated as: PCC = Post MLE measured household consumption in 2025-26 in ML per day/annual average resident measured population served across the company's area of supply for water distribution. It is reported as the annual arithmetic mean per capita consumption expressed in litres per person per day (l/p/d). The measure uses post MLE (maximum likelihood estimation) data for unmeasured household consumption, see 3A.7 for full details of the MLE technique applied. Unmeasured Household consumption is the volume of water used by each unmeasured household excluding supply pipe leakage. It is calculated from average unmeasured per household consumption (PHC) expressed in l/household/day) multiplied by the number of unmeasured households. Per capita consumption (PCC) is defined in Performance commitment definition - Per capita consumption (PCC) (31 March 2025
6E.4	Leakage improvements delivering benefits in current price review period	Input	Ml/d	Incremental leakage enhancement delivered during the reporting year to the supply-demand balance. This is calculated as the difference from the previous years 'Total annual leakage' figure reported in 6B.35. Note that because benefits are recorded in this line a reduction in leakage will be reported as a positive number (benefit) and an increase in leakage will be reported as a negative number (dis-benefit).

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
7B.1	Works name	Large STWs	Text	Name of sewage treatment works. The reporting is restricted to large sewage treatment works only operated by NWL. A large sewage treatment works is defined as one that is above size band 5 (>1,500kg BOD5/day which is equivalent to a Population equivalent of >25,000). The calculation of whether a sewage treatment works meets the definition of "large" should be calculated using resident population only, i.e. it should not be calculated using the non-resident population also. The size band is calculated using the resident which is reported in 4R.28. Resident population is defined as all households and businesses whom NWL provide wastewater services to. Non-resident population is defined as the holiday and tourist population connected to the sewerage system (note that this does not include daily commuters or day visitors). BOD5 = '5-day Biochemical Oxygen Demand', measures the quantity of biodegradable organic matter contained in water. Note: NWL has calculated the size banding of all its 413 sewage treatment works and calculated 19 of these meet the definition of large and the remainder do not as such do not require reporting within table 7B.
7B.2	Classification of treatment works	Large STWs	Text	Classification of treatment works, according to the following Ofwat classification definitions: P = Primary treatment (Includes works whose treatment methods are restricted to primary treatment (screening, comminution, maceration, grit and detritus removal, pre-aeration and grease removal, storm tanks, plus primary sedimentation, including where assisted by the addition of chemicals e.g. Clariflow)); SAS = Secondary Activated Sludge (As primary, plus works whose treatment methods include activated sludge (including diffused air aeration, coarse bubble aeration, mechanical aeration, oxygen injection, submerged filters) and other equivalent techniques including deep shaft process, extended aeration (single, double and triple ditches) and biological aerated filters as secondary treatment); SB = Secondary Biological (As primary, plus works whose treatment methods include rotating biological contactors and biological filtration (including conventional filtration, high rate filtration, alternating double filtration and double filtration), root zone treatment (where used as a secondary treatment stage); TA1 = Tertiary A1 (Works with a secondary activated sludge process whose treatment methods also include prolonged settlement in conventional lagoons or raft lagoons, irrigation over grassland, constructed wetlands, root zone treatment (where used as a tertiary stage), drum filters, microstrainers, slow sand filters, tertiary nitrifying filters, wedge wire clarifiers or Clariflow installed in humus tanks, where used as a tertiary treatment stage); TA2 = Tertiary A2 (Works with a secondary activated sludge process whose treatment methods also include rapid-gravity sand filters, moving bed filters, pressure filters, nutrient control using physico-chemical and biological methods, disinfection, hard COD and colour removal, where used as a tertiary treatment stage); TB1 = Tertiary B1 (Works with a secondary stage biological process whose treatment methods also include prolonged settlement in conventional lagoons or raft lagoons, irrigation over grassland, constructed wetlands, root zone treatment (where used as a tertiary stage), drum filters, microstrainers, slow sand filters, tertiary nitrifying filters, wedge wire clarifiers or Clariflow installed in humus tanks, where used as a tertiary treatment stage); TB2 = Tertiary B2 (Works with a secondary biological process whose treatment methods also include rapid gravity sand filters, moving bed filters, pressure filters, nutrient control using physico-chemical and biological methods, disinfection, hard Chemical Oxygen Demand (COD) and colour removal, where used as a tertiary treatment stage). Where a works' load is split into two treatment streams, the works should be reported in this line as the higher of the two proportions. For example, a works with a split of 60% Secondary Activated Sludge and 40% Secondary Biological should be classed as Secondary Activated Sludge (SAS) in this line. This data line is completed for all 19 large sewage treatment works operated by NWL. See 7B.1 for more details.
7B.3	Population equivalent of total load received	Large STWs	Number of people (000s)	The average (mean) equivalent population of the total load received by the treatment works during the report year. Total load is comprised of both resident and non-resident population loads. This is calculated by determining the population equivalent of the total load received on the basis that the resident connected population contributes 60g BOD5 per head and each kilogram of trade effluent load contributes 120g BOD5. Resident population is defined as all households and businesses whom NWL provide wastewater services to. Non-resident population is defined as the holiday and tourist population connected to the sewerage system (note that this does not include daily commuters or day visitors). BOD5 = '5-day Biochemical Oxygen Demand', measures the quantity of biodegradable organic matter contained in water. This data line is completed for all 19 large sewage treatment works operated by NWL. See 7B.1 for more details.
7B.4	Suspended solids consent	Large STWs	Milligrams per litre (mg/l)	The value of the effluent consent standard (95th percentile) with respect to suspended solids. An effluent consent is a legal document that each sewage treatment works obtains detailing the parameters in which they must work to when treating sewage. Suspended solids are a measure of the particles in the treated effluent. The figure reported must be as determined by the Environment Agency as stated in the sewage treatment works consent and not a company's own assessment of the consent standard. This data line is completed for all 19 large sewage treatment works operated by NWL. See 7B.1 for more details.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
7B.5	BODs consent	Large STWs	Mg/l	The value of the effluent consent standard (95th percentile) with respect to BOD5. An effluent consent is a legal document that each sewage treatment works obtains detailing the parameters in which they must work to when treating sewage. This measures the quantity of biodegradable organic matter contained in water. The figure reported must be as determined by the Environment Agency as stated in the sewage treatment works consent and not a company's own assessment of the consent standard. BOD5 = '5-day Biochemical Oxygen Demand', measures the quantity of biodegradable organic matter contained in water. This data line is completed for all 19 large sewage treatment works operated by NWL. See 7B.1 for more details.
7B.6	Ammonia consent	Large STWs	Mg/l	The value of the effluent consent standard (95th percentile) with respect to ammonia. An effluent consent is a legal document that each sewage treatment works obtains detailing the parameters in which they must work to when treating sewage. Ammonia is a colourless gas, which is a compound of nitrogen and hydrogen with the formula NH3. The figure reported must be as determined by the Environment Agency as stated in the sewage treatment works consent and not a company's own assessment of the consent standard. This data line is completed for all 19 large sewage treatment works operated by NWL. See 7B.1 for more details. Note: Not all sewage treatment works' consents contain a threshold for ammonia. Where they do not contain this threshold, the reported cell is left blank.
7B.7	Phosphorus consent	Large STWs	Mg/l	The value of the effluent consent standard with respect to phosphorus (annual mean). An effluent consent is a legal document that each sewage treatment works obtains detailing the parameters in which they must work to when treating sewage. Phosphorus is a chemical element of atomic number 15, a poisonous non-metal which is highly reactive. The figure reported must be as determined by the Environment Agency as stated in the sewage treatment works consent and not a company's own assessment of the consent standard. This data line is completed for all 19 large sewage treatment works operated by NWL. See 7B.1 for more details. Note: Not all sewage treatment works' consents contain a threshold for phosphorus. Where they do not contain this threshold, the reported cell is left blank
7B.8	UV consent	Large STWs	Mg/l	The value of the consent process standard with respect to intensity of Ultraviolet irradiation. An effluent consent is a legal document that each sewage treatment works obtains detailing the parameters in which they must work to when treating sewage. Ultraviolet irradiation is the projection of ultraviolet light from a generator which is a byproduct of the water treatment process. The figure reported must be as determined by the Environment Agency as stated in the sewage treatment works consent and not a company's own assessment of the consent standard. This data line is completed for all 19 large sewage treatment works operated by NWL. See 7B.1 for more details. Note: Not all sewage treatment works' consents contain a threshold for ultraviolet irradiation. Where they do not contain this threshold, the reported cell is left blank.
7B.9	Load received by STW	Large STWs	Kilograms 5-day Biological Oxygen Demand per day (kgBOD5/d)	The average daily organic load (in kgBOD5/d) received by the treatment works during the report year. For Non Urban Wastewater (UWW) sites this is calculated on the basis of a contribution of 60g BOD5 per head of equivalent population (7B.3) per day, population being the resident (household and non-household) and non-resident (transient residents, e.g. holidaymakers) populations. For UWW sites this is calculated as the average actual BOD per day for a sample of days from throughout the year at each site. The sample calculates the ((BOD5 concentration on sampled day (mg/l) * flow on sampled day (m3/d))/ 1000) gives the total BOD5 total (kg/d) for the sampled day. BOD5 = '5-day Biochemical Oxygen Demand", this measures the quantity of biodegradable organic matter contained in water. This data line is completed for all 19 large sewage treatment works operated by NWL. See 7B.1 for more details.
7B.10	Flow passed to full treatment	Large STWs	Cubic meters per day (m3/d)	The average (mean) daily flow passed to full treatment at the treatment works during the report year. This calculates the average volume of sewage water that is received and fully treated through the sewage treatment works process per day. Typically a sewage treatment works is sized to take a 'flow to full treatment' value which is set as an industry standard at a multiple of incoming components figures which would be expected to be sufficiently higher than the peak dry weather flow of any catchment to ensure that all sewage receives adequate treatment. This data line is completed for all 19 large sewage treatment works operated by NWL. See 7B.1 for more details.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
7C.3	Total pumping station capacity	Input	kW	Total installed pumping capacity of all in-line pumping stations (including standby pumps). Include foul, combined, stormwater and terminal pumping stations and surface water pumping stations that drain directly to receiving waters (rivers etc). Include vacuum pumping stations. Exclude capacity of pumps delivering flows to or from off-line storm tanks, FLIPS devices, sludge pumping stations and inter-stage pumping within a sewage treatment works or sludge treatment centre. Report capacity of all installed pumps (irrespective of the number that may be working at any one time). For the avoidance of doubt, the capacity of all individual pumps at the sites reported in 7C.4 should be included. Where there is evidence of capacity on the pumping station this is included in the metric as an actual. Where there are sites with no evidence to support the kW capacity and no historic values that have been maintained by NWL, these have been assigned a kW capacity of 1. Where there are sites with no evidence to support the kW capacity but historic values have been maintained by NWL, available flow data has been obtained for evidenced sites to establish a trend between the kW capacity and the resultant average flow over the year. For sites with no evidence and flow data available, this trend has then been applied to provide a more appropriate estimate. The trend between the historic sites and revised estimates has then been applied to the sites with no flow data to ensure consistency. This measure includes all in-line pumping stations (as per the definition above) across NWL's appointed region.
7C.4	Number of network pumping stations	Input	Number	Number of in-line pumping stations on sewerage network (including vacuum systems) on 31 March of the reporting year including surface water pumping stations that drain directly to receiving waters (rivers etc) and all terminal pumping stations. Pumping stations transferred into the incumbent's ownership by 31 March of the reporting year as a result of schemes made by the Secretary of State/Welsh Ministers under the Water Industry (Schemes for Adoption of Private Sewers) Regulations 2011 should be included. Pumping stations delivering flows to or from off-line storm tanks, FLIPS devices, sludge pumping stations and inter-stage pumping within sewage treatment works should all be excluded. For the avoidance of doubt, this is the number of sites as opposed to the number of individual pumps. This measure includes all sewage pumping stations across NWL's appointed region including: standby pumps, vacuum systems, foul (residential and business waste), combined (highways and surface drainage), stormwater and terminal (final pump prior to treatment) pumping stations, and surface water pumping stations that drain directly to receiving waters (rivers etc.). Pumping stations delivering flows to or from off-line storm tanks, FLIPS devices, sludge pumping stations and inter-stage pumping within sewage treatment works should all be excluded.
7C.8	Number of combined sewer overflows	Input	Number	The total number of combined sewer overflows - a storm overflow (with no significant settlement) on a gravity sewer, a pumping station or STW inlet. The number reported includes 63 sites which have been submitted to the environment agency in February 2026 to change the permit to Storm overflow from Emergency overflow as part of the Reg61 Notice.
7C.9	Number of emergency overflows - sewage pumping stations	Input	Number	The total number of emergency overflows at sewage pumping stations - an emergency overflow does not normally operate in unusually heavy rainfall but is designed to operate in the event of asset failure ie electrical power failure, mechanical breakdown, rising main failure or blockage downstream. Must not be included if already counted as a SO in 7C.8 or 7C.10 (some overflows are permitted to operate as both an EO and a CSO) ie no overflows should be double counted. All emergency overflows at pumping stations should be included irrespective of whether they are located on the network or at a sewage treatment works The number reported excludes 63 sites which have been submitted to the environment agency in February 2026 to change the permit to Storm overflow from Emergency overflow as part of the Reg61 Notice which have been reported in 7C.8.
7C.10	Number of settled storm overflows	Input	Number	The total number of storm tank overflows - a storm overflow with significant settlement at a STW
7C.13	Volume of wastewater receiving treatment at sewage treatment works	Input	Ml/yr	Calculated as the flow receiving treatment at sewage treatment works reported to the EA in the annual OMA report plus an estimate for the additional flow for all remaining works (typically those with a population equivalent of less than 250). This will include domestic foul flows, trade effluent, surface and highway drainage and infiltration.
7C.23	Number of combined sewer overflows (as at 1 January)	Input	Number	Consistent with line definition 7C.8, but as at 1 January of the reporting year. For example, for the 2025-26 reporting year, this would be 1 January 2025. The number reported excludes 63 sites which have been submitted to the environment agency in February 2026 to change the permit to Storm overflow from Emergency overflow as part of the Reg61 Notice which have been reported in 7C.8 because as at 1 Jan 2025 these were considered to be Emergency overflows.
7C.24	Number of settled storm overflows (as at 1 January)	Input	Number	Consistent with line definition 7C.10, but as at 1 January of the reporting year. For example, for the 2025-26 reporting year, this would be 1 January 2025.
7C.25	Number of storm overflows - other (as at 1 January)	Input	Number	Any other storm overflows covered by the PR24 performance commitment definition Storm overflows performance commitment definition, but not included in lines 7C.23 and 7C.24.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
7C.26	Number of storm overflows - pending investigation (as at 1 January)	Input	Number	New storm overflows that have been initially identified by the company or another stakeholder that are pending investigation and confirmation that the asset is not a storm overflow that is connected to the company's system. As at 1 January of the reporting year. For example, for the 2025-26 reporting year, this would be 1 January 2025.
7C.27	Number of permitted storm overflows closed in the previous reporting year (as at 1 January)	Input	Number	A storm overflow closed in the previous reporting year and which is the subject of a permit where the company provides evidence and assurance that the appropriate agency has confirmed a permit is no longer required in relation to that storm overflow. For clarity these are the closed storm overflows that will remain in the denominator for PR24 performance commitment .Storm overflows performance commitment definition. An overflow meeting these requirements that closed during the 2025-26 reporting year, this would be 1 January 2025.
7C.28	Number of storm overflows – consistent with PR24 performance commitment definition	Input	Number	Sum of lines 7C.23, 7C.24, 7C.25, 7C.26 and 7C.27.
7C.29	Number of storm overflows closed in the previous reporting year - (as at 1 January)	Input	Number	Number of closed storm overflows, with or without permit, closed in the previous reporting period. For example, for the 2025-26 reporting year, this would be 1 January 2025. The number should exclude 7C.27.
7C.30	Number of storm overflows with event duration monitors installed (as at 1 January)	Input	Number	The number of storm overflows (as defined in the PR24 performance commitment definition Storm overflows performance commitment definition) that have an event duration monitor installed as at 1 January of the reporting year. For example, for the 2025-26 reporting year, this would be 1 January 2025.
7C.31	Proportion of the time that event duration monitors on storm overflows were operational (from 1 January to 31 December)	Input	%	A simple average of the percentage operability for each event duration monitor on a storm overflow (as defined in the PR24 performance commitment definition Storm overflows performance commitment definition) over the reporting year (1 January to 31 December). For example, for the 2025-26 reporting year, this would be 1 January 2025 to 31 December 2025.
7C.32	Number of spills from storm overflows (from 1 January to 31 December)	Input	Number	The total number of spills using the 12/24 method as measured by the event duration monitors on a company's storm overflows (as defined in the PR24 performance commitment definition Storm overflows performance commitment definition – but not including the unmonitored storm overflows adjustment) over the reporting year (1 January to 31 December). For example, for the 2025-26 reporting year, this would be 1 January 2025 to 31 December 2025.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
7C.33	Number of emergency overflows - sewage pumping stations (as at 1 January)	Input	Number	Consistent with line definition 7C.9, but as at 1 January of the reporting year. For example, for the 2025-26 reporting year, this would be 1 January 2025. The number reported includes 63 sites which have been submitted to the environment agency in February 2026 to change the permit to Storm overflow from Emergency overflow as part of the Reg61 Notice which have been reported in 7C.8 because as at 1 Jan 2025 these were considered to be Emergency overflows.
7C.34	Number of emergency overflows - network (as at 1 January)	Input	Number	Number of emergency overflows on the company's network, not including overflows at sewage pumping stations, as at 1 January of the reporting year. For example, for the 2025-26 reporting year, this would be 1 January 2025
7C.35	Number of emergency overflows - other (as at 1 January)	Input	Number	Number of emergency overflows not included in lines 7C.31 and 7C.32 as at 1 January of the reporting year. For example, for the 2025-26 reporting year, this would be 1 January 2025.
7C.36	Number of emergency overflows - all (as at 1 January)	Input	Number	Sum of lines 7C.31, 7C.32 and 7C.33.
7C.37	Number of emergency overflows with event duration monitors installed (as at 1 January)	Input	Number	The number of emergency overflows (as defined in line 7C.34) that have an event duration monitor installed as at 1 January of the reporting year. For example, for the 2025-26 reporting year, this would be 1 January 2025.
7C.38	Number of emergency overflows with an MCERTS certified event duration monitors installed (as at 1 January)	Input	Number	The number of emergency overflows (as defined in line 7C.34) that have an MCERTS certified event duration monitor installed as at 1 January of the reporting year. For example, for the 2025-26 reporting year, this would be 1 January 2025.
7C.39	Proportion of the time that event duration monitors on emergency overflows were operational (from 1 January to 31 December)	Input	%	A simple average of the percentage operability for each event duration monitor on an emergency overflow (as defined in line 7C.34) over the reporting year (1 January to 31 December). For example, for the 2025-26 reporting year, this would be 1 January 2025 to 31 December 2025.
7C.40	Number of spills from emergency overflows (from 1 January to 31 December	Input	Number	The total number of spills using the 12/24 method as measured by the event duration monitors on a company's emergency overflows (as defined in line 7C.34) over the reporting year (1 January to 31 December). For example, for the 2025-26 reporting year, this would be 1 January 2025 to 31 December 2025.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
7D.1	Load received by STWs in size band 1	Treatment categories (E – L) Treatment works consents (N – AD)	Kilograms 5-day Biological Oxygen Demand per day (kgBOD5/d)	Average daily pollution loads in kilograms BOD5 received by sewage treatment works of size band 1 (<= 15 kilograms BOD5 per day which is equivalent to a population of 0-250). BOD5 = "5-day Biochemical Oxygen Demand", this measures the quantity of biodegradable organic matter contained in water. This should be calculated including both resident and non-resident populations. The load calculated using the residents and non resident population numbers reported in 4R.28 and 4R.29 as a starting point. This number is split into different components, namely: Treatment categories – The Load received by STWs in size band 1 for each sewage treatment works category type (primary, Secondary Activated Sludge (SAS), Secondary Biological (SB), Tertiary A1 (TA1),Tertiary A2 (TA2), Tertiary B1 (TB1) and Tertiary B2 (TB2)). For full definitions of these different treatment category type, see 7B.2. Phosphorus Consent conditions - The Load received by STWs in size band 1 with varying phosphorus consent conditions (<=0.5mg/l, >0.5 to <=1mg/l, >1mg/l and no permit). For further understanding of phosphorus consents, see 7B.7. BOD5 Consent conditions- The Load received by STWs in size band 1 with varying BOD5 consent conditions (<=7mg/l, >7 to <=10mg/l, >10 to <=20mg/l, >20mg/l, no permit). For further understanding of BOD5 consents, see 7B.5. Ammonia Consent conditions - The Load received by STWs in size band 1 with varying ammonia consent conditions (<=1mg/l, >1 to <=3mg/l, >3 to <=10mg/l, >10mg/l, no permit). For further understanding of ammonia consents, see 7B.6. The reporting includes all sewage treatments works that NWL operate that are calculated to be 'size band 1'. The calculation of whether a sewage treatment works meets the definition of 'size band 1' should be calculated using resident population only, i.e. it should not be calculated using the non-resident population also. The size band is calculated using the resident which is reported in 4R.28. Non-resident population is defined as the holiday and tourist population connected to the sewerage system (note that this does not include daily commuters or day visitors). Note: The band that a sewage treatment works sits in should be calculated excluding non-resident population but when calculating the load received by sewage treatment works within the band should include that from non-resident populations.
7D.2	Load received by STWs in size band 2	Treatment categories (E – L) Treatment works consents (N – AD)	Kilograms 5-day Biological Oxygen Demand per day (kgBOD5/d)	Average daily pollution loads in kilograms BOD5 received by sewage treatment works of size band 2 (15-30 kilograms BOD5 per day which is equivalent to a Population equivalent of 250-500). BOD5 = '5-day Biochemical Oxygen Demand", this measures the quantity of biodegradable organic matter contained in water. This should be calculated including both resident and non-resident populations. The load calculated using the residents and non resident population numbers reported in 4R.28 and 4R.29 as a starting point. This number is split into different components, namely: Treatment categories – The Load received by STWs in size band 2 for each sewage treatment works category type (primary, Secondary Activated Sludge (SAS), Secondary Biological (SB), Tertiary A1 (TA1), Tertiary A2 (TA2), Tertiary B1 (TB1) and Tertiary B2 (TB2)). For full definitions of these different treatment category type, see 7B.2. Phosphorus Consent conditions - The Load received by STWs in size band 2 with varying phosphorus consent conditions (<=0.5mg/l, >0.5 to <=1mg/l, >1mg/l and no permit). For further understanding of phosphorus consents, see 7B.7. BOD5 Consent conditions- The Load received by STWs in size band 1 with varying BOD5 consent conditions (<=7mg/l, >7 to <=10mg/l, >10 to <=20mg/l, >20mg/l, no permit). For further understanding of BOD5 consents, see 7B.5. Ammonia Consent conditions - The Load received by STWs in size band 2 with varying ammonia consent conditions (<=1mg/l, >1 to <=3mg/l, >3 to <=10mg/l, >10mg/l, no permit). For further understanding of ammonia consents, see 7B.6. The reporting includes all sewage treatments works that NWL operate that are calculated to be 'size band 2'. The calculation of whether a sewage treatment works meets the definition of 'size band 2' should be calculated using resident population only, i.e. it should not be calculated using the non-resident population also. The size band is calculated using the resident which is reported in 4R.28. Non-resident population is defined as the holiday and tourist population connected to the sewerage system (note that this does not include daily commuters or day visitors). Note: The band that a sewage treatment works sits in should be calculated excluding non-resident population but when calculating the load received by sewage treatment works within the band should include that from non-resident populations.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
7D.3	Load received by STWs in size band 3	Treatment categories (E – L) Treatment works consents (N – AD)	Kilograms 5-day Biological Oxygen Demand per day (kgBOD5/d)	Average daily pollution loads in kilograms BOD5 received by sewage treatment works of size band 3 (30-120 kilograms BOD5 per day which is equivalent to a Population equivalent of 500 - 2,000). BOD5 = '5-day Biochemical Oxygen Demand", this measures the quantity of biodegradable organic matter contained in water. This should be calculated including both resident and non-resident populations. The load calculated using the residents and non resident population numbers reported in 4R.28 and 4R.29 as a starting point. This number is split into different components, namely: Treatment categories – The Load received by STWs in size band 3 for each sewage treatment works category type (primary, Secondary Activated Sludge (SAS), Secondary Biological (SB), Tertiary A1 (TA1), Tertiary A2 (TA2), Tertiary B1 (TB1) and Tertiary B2 (TB2)). For full definitions of these different treatment category type, see 7B.2. Phosphorus Consent conditions - The Load received by STWs in size band 3 with varying phosphorus consent conditions (<=0.5mg/l, >0.5 to <=1mg/l, >1mg/l and no permit). For further understanding of phosphorus consents, see 7B.7. BOD5 Consent conditions- The Load received by STWs in size band 1 with varying BOD5 consent conditions (<=7mg/l, >7 to <=10mg/l, >10 to <=20mg/l, >20mg/l, no permit). For further understanding of BOD5 consents, see 7B.5. Ammonia Consent conditions - The Load received by STWs in size band 3 with varying ammonia consent conditions (<=1mg/l, >1 to <=3mg/l, >3 to <=10mg/l, >10mg/l, no permit). For further understanding of ammonia consents, see 7B.6. The reporting includes all sewage treatments works that NWL operate that are calculated to be 'size band 3'. The calculation of whether a sewage treatment works meets the definition of 'size band 3' should be calculated using resident population only, i.e. it should not be calculated using the non-resident population also. The size band is calculated using the resident which is reported in 4R.28. Non-resident population is defined as the holiday and tourist population connected to the sewerage system (note that this does not include daily commuters or day visitors). Note: The band that a sewage treatment works sits in should be calculated excluding non-resident population but when calculating the load received by sewage treatment works within the band should include that from non-resident populations.
7D.4	Load received by STWs in size band 4	Treatment categories (E – L) Treatment works consents (N – AD)	Kilograms 5-day Biological Oxygen Demand per day (kgBOD5/d)	Average daily pollution loads in kilograms BOD5 received by sewage treatment works of size band 4 (120-600 kilograms BOD5 per day which is equivalent to a Population Equivalent of 2,000 -10,000). BOD5 = '5-day Biochemical Oxygen Demand", this measures the quantity of biodegradable organic matter contained in water. This should be calculated including both resident and non-resident populations. The load calculated using the residents and non resident population numbers reported in 4R.28 and 4R.29 as a starting point. This number is split into different components, namely: Treatment categories – The Load received by STWs in size band 4 for each sewage treatment works category type (primary, Secondary Activated Sludge (SAS), Secondary Biological (SB), Tertiary A1 (TA1), Tertiary A2 (TA2), Tertiary B1 (TB1) and Tertiary B2 (TB2)). For full definitions of these different treatment category type, see 7B.2. Phosphorus Consent conditions - The Load received by STWs in size band 4 with varying phosphorus consent conditions (<=0.5mg/l, >0.5 to <=1mg/l, >1mg/l and no permit). For further understanding of phosphorus consents, see 7B.7. BOD5 Consent conditions- The Load received by STWs in size band 1 with varying BOD5 consent conditions (<=7mg/l, >7 to <=10mg/l, >10 to <=20mg/l, >20mg/l, no permit). For further understanding of BOD5 consents, see 7B.5. Ammonia Consent conditions - The Load received by STWs in size band 4 with varying ammonia consent conditions (<=1mg/l, >1 to <=3mg/l, >3 to <=10mg/l, >10mg/l, no permit). For further understanding of ammonia consents, see 7B.6. The reporting includes all sewage treatments works that NWL operate that are calculated to be 'size band 4'. The calculation of whether a sewage treatment works meets the definition of 'size band 4' should be calculated using resident population only, i.e. it should not be calculated using the non-resident population also. The size band is calculated using the resident which is reported in 4R.28. Non-resident population is defined as the holiday and tourist population connected to the sewerage system (note that this does not include daily commuters or day visitors). Note: The band that a sewage treatment works sits in should be calculated excluding non-resident population but when calculating the load received by sewage treatment works within the band should include that from non-resident populations.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
7D.5	Load received by STWs in size band 5	Treatment categories (E – L) Treatment works consents (N – AD)	Kilograms 5-day Biological Oxygen Demand per day (kgBOD5/d)	Average daily pollution loads in kilograms BOD5 received by sewage treatment works of size band 5 (600-1,500 kilograms BOD5 per day which is equivalent to a Population equivalent of 10,000 - 25,000). BOD5 ='5-day Biochemical Oxygen Demand", this measures the quantity of biodegradable organic matter contained in water. This should be calculated including both resident and non-resident populations. The load calculated using the residents and non resident population numbers reported in 4R.28 and 4R.29 as a starting point. This number is split into different components, namely: Treatment categories – The Load received by STWs in size band 5 for each sewage treatment works category type (primary, Secondary Activated Sludge (SAS), Secondary Biological (SB), Tertiary A1 (TA1), Tertiary A2 (TA2), Tertiary B1 (TB1) and Tertiary B2 (TB2)). For full definitions of these different treatment category type, see 7B.2. Phosphorus Consent conditions - The Load received by STWs in size band 5 with varying phosphorus consent conditions (<=0.5mg/l, >0.5 to <=1mg/l, >1mg/l and no permit). For further understanding of phosphorus consents, see 7B.7. BOD5 Consent conditions- The Load received by STWs in size band 1 with varying BOD5 consent conditions (<=7mg/l, >7 to <=10mg/l, >10 to <=20mg/l, >20mg/l, no permit). For further understanding of BOD5 consents, see 7B.5. Ammonia Consent conditions - The Load received by STWs in size band 5 with varying ammonia consent conditions (<=1mg/l, >1 to <=3mg/l, >3 to <=10mg/l, >10mg/l, no permit). For further understanding of ammonia consents, see 7B.6. The reporting includes all sewage treatments works that NWL operate that are calculated to be 'size band 5'. The calculation of whether a sewage treatment works meets the definition of 'size band 5' should be calculated using resident population only, i.e. it should not be calculated using the non-resident population also. The size band is calculated using the resident which is reported in 4R.28. Non-resident population is defined as the holiday and tourist population connected to the sewerage system (note that this does not include daily commuters or day visitors). Note: The band that a sewage treatment works sits in should be calculated excluding non-resident population but when calculating the load received by sewage treatment works within the band should include that from non-resident populations.
7D.6	Load received by STWs above size band 5	Treatment categories (E – L) Treatment works consents (N – AD)	Kilograms 5-day Biological Oxygen Demand per day (kgBOD5/d)	Average daily pollution loads in kilograms BOD5 received by sewage treatment works of size band 6 (>1,500 kilograms BOD5 per day which is equivalent to a Population equivalent of >25,000). BOD5 = '5-dayBiochemical Oxygen Demand", this measures the quantity of biodegradable organic matter contained in water. This should be calculated including both resident and non-resident populations. The load calculated using the residents and non resident population numbers reported in 4R.28 and 4R.29 as a starting point. This number is split into different components, namely: Treatment categories – The Load received by STWs above size band 5 for each sewage treatment works category type (primary, Secondary Activated Sludge (SAS), Secondary Biological (SB), Tertiary A1 (TA1), Tertiary A2 (TA2), Tertiary B1 (TB1) and Tertiary B2 (TB2)). For full definitions of these different treatment category type, see 7B.2. Phosphorus Consent conditions - The Load received by STWs above size band 5 with varying phosphorus consent conditions (<=0.5mg/l, >0.5 to <=1mg/l, >1mg/l and no permit). For further understanding of phosphorus consents, see 7B.7. BOD5 Consent conditions- The Load received by STWs in size band 1 with varying BOD5 consent conditions (<=7mg/l, >7 to <=10mg/l, >10 to <=20mg/l, >20mg/l, no permit). For further understanding of BOD5 consents, see 7B.5. Ammonia Consent conditions - The Load received by STWs above size band 5 with varying ammonia consent conditions (<=1mg/l, >1 to <=3mg/l, >3 to <=10mg/l, >10mg/l, no permit). For further understanding of ammonia consents, see 7B.6 Reported values should agree with those reported in 7B.9. The reporting includes all sewage treatments works that NWL operate that are calculated to 'above size band 5'. The calculation of whether a sewage treatment works meets the definition of 'above size band 5' should be calculated using resident population only, i.e. it should not be calculated using the non-resident population also. The size band is calculated using the resident which is reported in 4R.28. Non-resident population is defined as the holiday and tourist population connected to the sewerage system (note that this does not include daily commuters or day visitors). Note: The band that a sewage treatment works sits in should be calculated excluding non-resident population but when calculating the load received by sewage treatment works within the band should include that from non-resident populations.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
7D.7	Total load received	Treatment categories (E – L) Treatment works consents (N – AD)	Kilograms 5-day Biological Oxygen Demand per day (kgBOD5/d)	Average daily pollution loads in kilograms BOD5 received by sewage treatment works of all sizes (sizes 1 – above size 5). BOD5 = '5-day Biochemical Oxygen Demand", this measures the quantity of biodegradable organic matter contained in water. This should be calculated including both resident and non-resident populations. The load calculated using the residents and non resident population numbers reported in 4R.28 and 4R.29 as a starting point. This number is split into different components, namely: Treatment categories – The Load received by STWs above size band 5 for each sewage treatment works category type (primary, Secondary Activated Sludge (SAS), Secondary Biological (SB), Tertiary A1 (TA1), Tertiary A2 (TA2), Tertiary B1 (TB1) and Tertiary B2 (TB2)). For full definitions of these different treatment category types, see 7B.2. Phosphorus Consent conditions - The Load received by STWs above size band 5 with varying phosphorus consent conditions (<=0.5mg/l, >0.5 to <=1mg/l, >1mg/l and no permit). For further understanding of phosphorus consents, see 7B.7. BOD5 Consent conditions- The Load received by STWs in size band 1 with varying BOD5 consent conditions (<=7mg/l, >7 to <=10mg/l, >10 to <=20mg/l, >20mg/l, no permit). For further understanding of BOD5 consents, see 7B.5. Ammonia Consent conditions - The Load received by STWs above size band 5 with varying ammonia consent conditions (<=1mg/l, >1 to <=3mg/l, >3 to <=10mg/l, >10mg/l, no permit). For further understanding of ammonia consents, see 7B,6 This is calculated as a sum of 7D.1 (Load received by Sewage Treatment Works size band 1) to 7D.6 (Load received by Sewage Treatment Works above size band 5).
7D.8	Load received from	Total (L)	Kilograms 5-day Biological Oxygen Demand per day (kgBOD5/d)	Average (mean) daily pollution load in kilograms BOD5 received by sewage treatment works of all sizes from trade effluent customers. BOD5 stands for '5-day Biochemical Oxygen Demand". This measures the quantity of biodegradable organic matter contained in water. Each kilogram of trade effluent load contributes 120g BOD5. Trade effluent customers are business which have obtained consents to discharge material other than standard waste into the sewage network. The reporting includes all load received from trade effluent customers at all sewage treatments works that NWL operate (size band 1 – to above size band 5).
7D.9	STWs in size band 1	Treatment categories (E – L) Treatment works consents (N – AD)	Number	Number of sewage treatment works of size band 1 (<= 15 kilograms BOD5 per day which is equivalent to a Population equivalent of 0-250). BOD5 = '5-day Biochemical Oxygen Demand", this measures the quantity of biodegradable organic matter contained in water. This number is split into different components, namely: Treatment categories – The total number of STWs in size band 1 for each sewage treatment works category type (primary, Secondary Activated Sludge (SAS), Secondary Biological (SB), Tertiary A1 (TA1), Tertiary A2 (TA2), Tertiary B1 (TB1) and Tertiary B2 (TB2)). For full definitions of these different treatment category type, see 7B.2. Phosphorus Consent conditions - The total number of STWs in size band 1 with varying phosphorus consent conditions (<=0.5mg/l, >0.5 to <=1mg/l, >1mg/l and no permit). For further understanding of phosphorus consents, see 7B.7. BOD5 Consent conditions- The Load received by STWs in size band 1 with varying BOD5 consent conditions (<=7mg/l, >7 to <=10mg/l, >10 to <=20mg/l, >20mg/l, no permit). For further understanding of BOD5 consents, see 7B.5. Ammonia Consent conditions - The total number of STWs in size band 1 with varying ammonia consent conditions (<=1mg/l, >1 to <=3mg/l, >3 to <=10mg/l, >10mg/l, no permit). For further understanding of ammonia consents, see 7B.6. The reporting includes all sewage treatments works that NWL operate that are calculated to be 'size band 1'. The calculation of whether a sewage treatment works meets the definition of 'size band 1' should be calculated using resident population only, i.e. it should not be calculated using the non-resident population also. Non-resident population is defined as the holiday and tourist population connected to the sewerage system (note that this does not include daily commuters or day visitors). The size band is calculated using the resident which is reported in 4R.28.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
7D.10	STWs in size band 2	Treatment categories (E – L) Treatment works consents (N – AD)	Number	Number of sewage treatment works of size band 2 (15-30 kilograms BOD5 per day which is equivalent to a Population equivalent of 250-500). BOD5 = '5-day Biochemical Oxygen Demand", this measures the quantity of biodegradable organic matter contained in water. This number is split into different components, namely: Treatment categories – The total number of STWs in size band 1 for each sewage treatment works category type (primary, Secondary Activated Sludge (SAS), Secondary Biological (SB), Tertiary A1 (TA1), Tertiary A2 (TA2), Tertiary B1 (TB1) and Tertiary B2 (TB2)). For full definitions of these different treatment category type, see 7B.2. Phosphorus Consent conditions - The total number of STWs in size band 1 with varying phosphorus consent conditions (<=0.5mg/l, >0.5 to <=1mg/l, >1mg/l and no permit). For further understanding of phosphorus consents, see 7B.7. BOD5 Consent conditions- The Load received by STWs in size band 1 with varying BOD5 consent conditions (<=7mg/l, >7 to <=10mg/l, >10 to <=20mg/l, >20mg/l, no permit). For further understanding of BOD5 consents, see 7B.5. Ammonia Consent conditions - The total number of STWs in size band 1 with varying ammonia consent conditions (<=1mg/l, >1 to <=3mg/l, >3 to <=10mg/l, >10mg/l, no permit). For further understanding of ammonia consents, see 7B.6. The reporting includes all sewage treatments works that NWL operate that are calculated to be 'size band 2'. The calculation of whether a sewage treatment works meets the definition of 'size band 2' should be calculated using resident population only, i.e. it should not be calculated using the non-res ident population also. Non-resident population is defined as the holiday and tourist population connected to the sewerage system (note that this does not include daily commuters or day visitors). The size band is calculated using the resident which is reported in 4R.28.
7D.11	STWs in size band 3	Treatment categories (E – L) Treatment works consents (N – AD)	Number	Number of sewage treatment works of size band 3 (30-120 kilograms BOD5 per day which is equivalent to a Population equivalent of 500-2,000). BOD5 = '5-day Biochemical Oxygen Demand", this measures the quantity of biodegradable organic matter contained in water. This number is split into different components, namely: Treatment categories – The total number of STWs in size band 3 for each sewage treatment works category type (primary, Secondary Activated Sludge (SAS), Secondary Biological (SB), Tertiary A1 (TA1), Tertiary A2 (TA2), Tertiary B1 (TB1) and Tertiary B2 (TB2)). For full definitions of these different treatment category type, see 7B.2. Phosphorus Consent conditions - The total number of STWs in size band 3 with varying phosphorus consent conditions (<=0.5mg/l, >0.5 to <=1mg/l, >1mg/l and no permit). For further understanding of phosphorus consents, see 7B.7. BOD5 Consent conditions- The Load received by STWs in size band 1 with varying BOD5 consent conditions (<=7mg/l, >7 to <=10mg/l, >10 to <=20mg/l, >20mg/l, no permit). For further understanding of BOD5 consents, see 7B.5. Ammonia Consent conditions - The total number of STWs in size band 3 with varying ammonia consent conditions (<=1mg/l, >1 to <=3mg/l, >3 to <=10mg/l, >10mg/l, no permit). For further understanding of ammonia consents, see 7B.6. The reporting includes all sewage treatments works that NWL operate that are calculated to be 'size band 3'. The calculation of whether a sewage treatment works meets the definition of 'size band 3' should be calculated using resident population only, i.e. it should not be calculated using the non-resident population also. Non-resident population is defined as the holiday and tourist population connected to the sewerage system (note that this does not include daily commuters or day visitors). The size band is calculated using the resident which is reported in 4R.28.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
7D.12	STWs in size band 4	Treatment categories (E – L) Treatment works consents (N – AD)	Number	Number of sewage treatment works of size band 4 (120-600 kilograms BOD5 per day which is equivalent to a Population equivalent of 2,000-10,000). BOD5 = '5-day Biochemical Oxygen Demand", this measures the quantity of biodegradable organic matter contained in water. This number is split into different components, namely: Treatment categories – The total number of STWs in size band 4 for each sewage treatment works category type (primary, Secondary Activated Sludge (SAS), Secondary Biological (SB), Tertiary A1 (TA1), Tertiary A2 (TA2), Tertiary B1 (TB1) and Tertiary B2 (TB2)). For full definitions of these different treatment category type, see 7B.2. Phosphorus Consent conditions - The total number of STWs in size band 4 with varying phosphorus consent conditions (<=0.5mg/l, >0.5 to <=1mg/l, >1mg/l and no permit). For further understanding of phosphorus consents, see 7B.7. BOD5 Consent conditions- The Load received by STWs in size band 1 with varying BOD5 consent conditions (<=7mg/l, >7 to <=10mg/l, >10 to <=20mg/l, >20mg/l, no permit). For further understanding of BOD5 consents, see 7B.5. Ammonia Consent conditions - The total number of STWs in size band 4 with varying ammonia consent conditions (<=1mg/l, >1 to <=3mg/l, >3 to <=10mg/l, >10mg/l, no permit). For further understanding of ammonia consents, see 7B.6 The reporting includes all sewage treatments works that NWL operate that are calculated to be 'size band 4'. The calculation of whether a sewage treatment works meets the definition of 'size band 4' should be calculated using resident population only, i.e. it should not be calculated using the non-resident population also. Non-resident population is defined as the holiday and tourist population connected to the sewerage system (note that this does not include daily commuters or day visitors). The size band is calculated using the resident which is reported in 4R.28.
7D.13	STWs in size band 5	Treatment categories (E – L) Treatment works consents (N – AD)	Number	Number of sewage treatment works of size band 5 (600-1,500 kilograms BOD5 per day which is equivalent to a Population equivalent of 10,000 - 25,000). BOD5 = '5-day Biochemical Oxygen Demand", this measures the quantity of biodegradable organic matter contained in water. This number is split into different components, namely: Treatment categories – The total number of STWs in size band 5 for each sewage treatment works category type (primary, Secondary Activated Sludge (SAS), Secondary Biological (SB), Tertiary A1 (TA1), Tertiary A2 (TA2), Tertiary B1 (TB1) and Tertiary B2 (TB2)). For full definitions of these different treatment category type, see 7B.2. Phosphorus Consent conditions - The total number of STWs in size band 5 with varying phosphorus consent conditions (<=0.5mg/l, >0.5 to <=1mg/l, >1mg/l and no permit). For further understanding of phosphorus consents, see 7B.7. BOD5 Consent conditions- The Load received by STWs in size band 1 with varying BOD5 consent conditions (<=7mg/l, >7 to <=10mg/l, >10 to <=20mg/l, >20mg/l, no permit). For further understanding of BOD5 consents, see 7B.5. Ammonia Consent conditions - The total number of STWs in size band 5 with varying ammonia consent conditions (<=1mg/l, >1 to <=3mg/l, >3 to <=10mg/l, >10mg/l, no permit). For further understanding of ammonia consents, see 7B.6.easures the quantity of biodegradable organic matter contained in water. The reporting includes all sewage treatments works that NWL operate that are calculated to be 'size band 5'. The calculation of whether a sewage treatment works meets the definition of 'size band 5' should be calculated using resident population only, i.e. it should not be calculated using the non-resident population also. Non-resident population is defined as the holiday and tourist population connected to the sewerage system (note that this does not include daily commuters or day visitors). The size band is calculated using the resident which is reported in 4R.28.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
7D.14	STWs above size band 5	Treatment categories (E – L) Treatment works consents (N – AD)	Number	Number of sewage treatment works of size band above size band 5 (>1,500 kilograms BOD5 per day which is equivalent to a Population equivalent of >25,000). BOD5 = '5-day Biochemical Oxygen Demand", this measures the quantity of biodegradable organic matter contained in water. This number is split into different components, namely: Treatment categories – The total number of STWs above size band 5 for each sewage treatment works category type (primary, Secondary Activated Sludge (SAS), Secondary Biological (SB), Tertiary A1 (TA1), Tertiary A2 (TA2), Tertiary B1 (TB1) and Tertiary B2 (TB2)). For full definitions of these different treatment category type, see 7B.2. Phosphorus Consent conditions - The total number of STWs above size band 5 with varying phosphorus consent conditions (<=0.5mg/l, >0.5 to <=1mg/l, >1mg/l and no permit). For further understanding of phosphorus consents, see 7B.7. BOD5 Consent conditions- The Load received by STWs in size band 1 with varying BOD5 consent conditions (<=7mg/l, >7 to <=10mg/l, >10 to <=20mg/l, >20mg/l, no permit). For further understanding of BOD5 consents, see 7B.5. Ammonia Consent conditions - The total number of STWs above size band 5 with varying ammonia consent conditions (<=1mg/l, >1 to <=3mg/l, >3 to <=10mg/l, >10mg/l, no permit). For further understanding of ammonia consents, see 7B.6. The reporting includes all sewage treatments works that NWL operate that are calculated to 'above size band 5'. The calculation of whether a sewage treatment works meets the definition of 'above size band 5' should be calculated using resident population only, i.e. it should not be calculated using the non-resident population also. Non-resident population is defined as the holiday and tourist population connected to the sewerage system (note that this does not include daily commuters or day visitors). The size band is calculated using the resident which is reported in 4R.28.
7D.15	Total number of works	Treatment categories (E – L) Treatment works consents (N – AD)	Number	Total number of sewage treatment works of all sizes. Calculated as sum of 7D.9 (Sewage Treatment Works in size band 1) to 7D.14 (Sewage Treatment Works above size band 5). This number is split into different components, namely: Treatment categories – The total number of STWs for each sewage treatment works category type (primary, Secondary Activated Sludge (SAS), Secondary Biological (SB), Tertiary A1 (TA1), Tertiary A2 (TA2), Tertiary B1 (TB1) and Tertiary B2 (TB2)). For full definitions of these different treatment category types, see 7B.2. Phosphorus Consent conditions - The total number of STWs with varying phosphorus consent conditions (<=0.5mg/l, >0.5 to <=1mg/l, >1mg/l and no permit). For further understanding of phosphorus consents, see 7B.7. BOD5 Consent conditions- The Load received by STWs in size band 1 with varying BOD5 consent conditions (<=7mg/l, >7 to <=10mg/l, >10 to <=20mg/l, >20mg/l, no permit). For further understanding of BOD5 consents, see 7B.5. Ammonia Consent conditions - The total number of STWs with varying ammonia consent conditions (<=1mg/l, >1 to <=3mg/l, >3 to <=10mg/l, >10mg/l, no permit). For further understanding of ammonia consents, see 7B.6 The reporting includes all sewage treatments works that NWL operate (size band 1 – to above size band 5). The size band is calculated using the resident which is reported in 4R.28.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
7D.16	Current population equivalent served by STWs	Treatment categories - Primary	000s population equivalent	Population equivalent (resident) connected to sewage treatment works. Equivalent population should be calculated on the basis of 60 grams BOD5 per capita per day. Imported effluents should be included in calculation. No account should be taken of holiday (non-resident) population. BOD5 stands for '5-day Biochemical Oxygen Demand". This measures the quantity of biodegradable organic matter contained in water. Resident population includes non-household customers i.e. businesses but does not include non-resident population, e.g. holidaymakers. The reporting includes all sewage treatments works that NWL operate (size band 1 – to above size band 5).
7D.17	Current population equivalent served by filter bed or activated sludge STWs with tightened/new P consents	Treatment categories - Primary	000s population equivalent	Population equivalent served by biological filter Sewage Treatment Works or activated sludge Sewage Treatment Works at which there are new or tightened consent conditions for phosphorus, delivered in the report year. Equivalent population should be calculated on the basis of 60 grams BOD5 per capita per day. The reporting includes all sewage treatments works that NWL operate (size band 1 – to above size band 5). Note: NWL has not obtained any new or tightened consent conditions for phosphorous within the reporting year.
7D.18	Current population equivalent served by STWs with tightened/new N consents	Treatment categories - Primary	000s population equivalent	Population equivalent served by Sewage Treatment Works at which there are new or tightened consent conditions for nitrogen, delivered in the report year. Equivalent population should be calculated on the basis of 60 grams BOD5 per capita per day. The reporting includes all sewage treatments works that NWL operate (size band 1 – to above size band 5). Note: NWL has not obtained any new or tightened consent conditions for nitrogen within the reporting year.
7D.19	Current population equivalent served by STWs with tightened/new sanitary parameter consents	Treatment categories - Primary	000s population equivalent	Population equivalent served by Sewage Treatment Works at which there are new or tightened consent conditions for one or more sanitary parameters, delivered in the report year. Equivalent population should be calculated on the basis of 60 grams BOD5 per capita per day. The reporting includes all sewage treatments works that NWL operate (size band 1 – to above size band 5). Note: NWL has not obtained any new or tightened consent conditions for one or more sanitary parameters within the reporting year.
7D.20	Current population equivalent served by STWs with tightened/new UV consents	Treatment categories - Primary	000s population equivalent	Population equivalent served by Sewage Treatment Works at which there are new or tightened consent conditions for microbiological parameters to meet the requirements of the European Union Shellfish waters or revised Bathing Water Directives, delivered in the report year. Equivalent population should be calculated on the basis of 60 grams BOD5 per capita per day. The reporting includes all sewage treatments works that NWL operate (size band 1 – to above size band 5). Note: NWL has not obtained any new or tightened consent conditions for microbiological parameters within the reporting year.
7D.21	Population equivalent treatment capacity enhancement	Treatment categories - Primary	000s population equivalent	The increase in treatment capacity, from company action, measured in population equivalent. Equivalent population should be calculated on the basis of 60 grams BOD5 per capita per day. The increase must be measured from the previous year's capacity of existing sewage treatment works and the previous capacity at each works must be the higher of the then current design capacity or the company's revised understanding of actual capacity before the company's action. The reporting includes all sewage treatments works that NWL operate (size band 1 – to above size band 5).
7D.22	Current population equivalent served by STWs with tightened/new consents for chemicals	Treatment categories - Primary	000s population equivalent	Population equivalent served by STWs at which new or tightened consent conditions for chemicals required by the national 'Pathway to good measures for chemicals' Programme, or to prevent deterioration in chemical status, or to achieve standstill limits for chemicals are met by schemes, delivered in the report year. Exclude population equivalent served by STWs associated with investigations. Equivalent population should be calculated on the basis of 60 grams BOD5 per capita per day. The reporting includes all sewage treatments works that NWL operate (size band 1 – to above size band 5). Note: NWL have not obtained any new or tightened consent conditions for one or more sanitary parameters within the reporting year.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
7E.6	Number of intermittent discharge event duration monitors installed (STW and network)	Unit	Number	Number of intermittent discharge event duration monitors installed during the report year (1 January 2025 – 31 December 2025).
7E.15	Storm overflow wetlands – sites	Unit	Number	Number of storm overflow wetland sites delivered, costs for which are reported in 4M.46-48. These are sites delivered under schemes that are part of the Defra/Environment Agency/Ofwat authorised trials. A site is considered 'delivered' where the wetland has been constructed and brought into operation.
7E.16	Storm overflow wetlands – area	Area	m2	Area of storm overflow wetlands delivered, costs for which are reported in 4M.46-48. These are sites delivered under schemes that are part of the Defra/Environment Agency/Ofwat authorised trials. A site is considered 'delivered' where the wetland has been constructed and brought into operation.
7E.31	STW flow monitors installed	Unit	Number	Number of STW flow monitors installed at sewage treatment works under WINEP/NEP, as per 4M.4-4M.6.
7E.32	STW flow monitoring schemes requiring permit changes only	Unit	Number	Number of STW flow monitoring schemes requiring permit changes only under WINEP/NEP, as per 4M.4-4M.6. Lines 7E.32-34 are a subset of line 7E.31. NWL consider 1 scheme to be 1 output and therefore 1 meter.
7E.33	STW flow monitoring schemes requiring simple meter installations	Unit	Number	Number of STW flow monitoring schemes requiring simple meter installations, under WINEP/NEP, as per 4M.4-4M.6. Lines 7E.32-34 are a subset of line 7E.31. NWL consider 1 scheme to be 1 output and therefore 1 meter.
7E.34	STW flow monitoring schemes requiring complex civils installations	Unit	Number	Number of STW flow monitoring schemes requiring complex civils installations under WINEP/NEP, as per 4M.4-4M.6. 'Complex civils' refers to the provision of monitoring that requires new permanent civils structure(s) to be built (for example hydraulic gauging structures – flumes or weirs). This excludes simple installations e.g. standard monitor installations, whereby a monitor is fixed to a chamber with standard fixings or those requiring only minor adjustments / modifications. Lines 7E.32-34 are a subset of line 7E.31. NWL consider 1 scheme to be 1 output and therefore 1 meter.
7E.52	Additional sludge storage - tank volume (pre-thickening/pre-dewatering/untreated sludge)	Unit	m3	Additional sludge storage delivered under WINEP/NEP - tank volume (pre-thickening/pre-dewatering/untreated sludge)
7E.53	Additional sludge storage - tank volume (thickened/dewatered/treated sludge)	Unit	m3	Additional sludge storage - tank volume (thickened/dewatered/treated sludge)delivered under WINEP/NEP
7E.54	Additional sludge storage - cake pads/bays area or equivalent (cake)	Unit	m3	Additional sludge storage area - cake pads/bays area or equivalent (cake) delivered under WINEP/NEP
7E.55	Sludge treatment schemes providing sludge storage	Unit	Number	Total number of sludge treatment schemes providing sludge storage delivered under WINEP/NEP
7E.56	Sludge treatment schemes providing sludge thickening and dewatering	Unit	Number	Total number of sludge treatment schemes providing sludge thickening and dewatering delivered under WINEP/NEP
7E.57	Sludge treatment schemes (Other)	Unit	Number	Total number of sludge treatment (other) schemes providing main sludge treatment enhancement delivered under WINEP/NEP (Only when applicable; i.e for companies who received an allowance under PR24 business plans cost lines CWW3.146-CWW3.148.
7E.58	Sludge investigation and monitoring schemes (NEP only)	Unit	Number	Total number of sludge investigation and monitoring schemes delivered under NEP (Only when applicable under NEP i.e for the company who received an allowance under PR24 business plans cost lines CWW3.149-CWW3.151.
7J.1	TDS/y treated by the site (TDS/year) (Column Q)	Unit	TDS/y	TDS/y to be treated by the site (TDS/y) - total tonnes of dry solids treated by the named site on an annual basis. This is the TDS/y reported at Brans Sands- this has had IED upgrade scheme.
7J.2	TDS/y treated by the site (TDS/year) (Column Q)	Unit	TDS/y	TDS/y to be treated by the site (TDS/y) - total tonnes of dry solids treated by the named site on an annual basis. This is the TDS/y reported at Howden- this has had IED upgrade scheme.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
8A.1	Total sewage sludge produced, treated by incumbents	Total	Total tonnes dry solids per year (ttds/ year)	This is a measure of all the untreated sewage sludge (primary, secondary, tertiary) produced by in-area wastewater treatment processes in the report year which is either treated by the incumbent or remains untreated prior to disposal. Grit and screenings removed through preliminary treatment processes should be excluded. Cross-border imports should be excluded. Primary sludge is a result of the capture of suspended solids and organics in the primary treatment process. For Bran Sands primary sludge for year ended 31 March 2026, the flow meter used to monitor volume was not measuring accurately throughout the year. In response, NWL installed two temporary flow meters within close proximity and calculated an offset, which was applied to the volumes that were initially measured. For Bran Sands thickened activated (primary) sludge for the year ended 31 March 2026, the flow meter was not operating. In response, NWL calculated volume using the duration of the run time of two pumps (situated immediately prior to meter) multiplied by a factor of 0.052 cubic metres per stroke. Secondary sludge has a lower biogas potential because the microorganisms in the secondary treatment process have consumed most of their energy content leaving behind mainly inert biomass. Tertiary sludge is sludge that has had the phosphates and nitrates from the water supply removed. Sludge treated by managed contractors should be included; sludge treated by separate 3rd party service providers should be reported in 8A.2 (Total sewage sludge produced, treated by 3rd party sludge service provider). A managed contractor is defined as a company that is acting under NWL's direction and NWL remain responsible for the process. A 3rd party sludge service provider is a company that NWL engage to treat and/or dispose of sludge on their behalf and are not managed by NWL, i.e. they do so in a manner the 3rd party chooses and take on this responsibility. All sludge produced by all NWL in-area wastewater treatment processes which is either treated by the incumbent or remains untreated prior to disposal in the report year should be included in the reporting for this measure. It should not include sludge imported "cross border" that was produced through another water company's wastewater treatment processes but NWL go on to treat the sludge further prior to disposal; and sludge produced by 3rd party sludge service providers.
8A.2	Total sewage sludge produced, treated by 3rd party sludge service provider	Total	Total tonnes dry solids per year (ttds/ year)	This is a measure of all the untreated sewage sludge (primary, secondary, tertiary) produced by in-area wastewater treatment processes in the report year which is treated by a 3rd party sludge service provider. Grit and screenings removed through preliminary treatment processes should be excluded. Cross-border imports should be excluded. Primary sludge is a result of the capture of suspended solids and organics in the primary treatment process. Secondary sludge has a lower biogas potential because the microorganisms in the secondary treatment process have consumed most of their energy content leaving behind mainly inert biomass. Tertiary sludge is sludge that has had the phosphates and nitrates from the water supply removed. Sludge treated by managed contractors (as opposed to separate 3rd party service providers) should be excluded; instead it should be reported in 8A.1 (Total sewage sludge produced, treated by incumbents). A managed contractor is defined as a company that is acting under NWL's direction and NWL remain responsible for the process. A 3rd party sludge service provider is a company that NWL engage to treat and/or dispose of sludge on their behalf and are not managed by NWL, i.e. they do so in a manner the 3rd party chooses and take on this responsibility. All sludge produced by all NWL in-area wastewater treatment processes which is treated by a 3rd party sludge provider in the report year should be included in the reporting for this measure. It should not include sludge imported "cross border" that was produced through another water company's wastewater treatment processes but NWL go on to treat the sludge further prior to disposal; and sludge treated by NWL themselves and by managed contracts.
8A.3	Total sewage sludge produced	Total	Total tonnes dry solids per year (ttds/ year)	To be entered as the sum of 8A.1 (Total sewage sludge produced, treated by incumbents) and 8A.2 (Total sewage sludge produced, treated by 3rd party sludge service provider). A managed contractor is defined as a company that is acting under NWL's direction and NWL remain responsible for the process. A 3rd party sludge service provider is a company that NWL engage to treat and/or dispose of sludge on their behalf and are not managed by NWL, i.e. they do so in a manner the 3rd party chooses and take on this responsibility. All sludge produced by all NWL in-area wastewater treatment processes which is either treated by the incumbent, remains untreated prior to disposal, or treated by a 3rd party sludge provider in the report year should be included in the reporting for this measure. It should not include sludge imported "cross border" that was produced through another water company's wastewater treatment processes but NWL go on to treat the sludge further prior to disposal.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
8A.4	Total sewage sludge produced from non-appointed liquid waste treatment	Total	Total tonnes dry solids per year (ttds/ year)	This is an estimate of all the untreated sewage sludge (primary, secondary, tertiary) produced by in-area wastewater treatment processes in the report year, and which is produced as a result of treating non- appointed liquid wastes (waste that NWL are not statutory required to treat so have special agreements with customers to treat, this does not include Trade Effluent that is consider "appointed" waste) through appointed wastewater treatment assets (assets that NWL operate to achieve their statutory requirements). Because this sludge is generated at in-area wastewater treatment sites, this quantity is included in the total for 8A.3. Cross-border imports should be excluded. To calculate, flow readers record the volume of liquid received from non-appointed customers, or measured as it was offloaded at a sewage treatment works with the suspended solids measured to estimate the dry solids included within the material. All sludge produced by all NWL in-area wastewater treatment processes from non-appointed liquid waste in the report year should be included in the reporting for this measure. As part of the non-appointed liquid waste calculation, NWL applies a factor of 3 to convert the nitrogen load into an equivalent chemical oxygen demand. It should not include sludge imported "cross border" that was produced through another water company's wastewater treatment processes but NWL go on to treat the sludge further prior to disposal.
8A.5	Percentage of sludge produced and treated at a site of STW and STC co-location	Total	%	The percentage of the sludge quantity reported in 8A.3 that is produced at co-located sites. For the purposes of this definition: • "co-located" includes sites where the STC is physically separate but the sludge is transferred from a wastewater treatment site by pipeline; and • STC means any site where sludge is treated to a standard such that it can be recycled to the environment or disposed of without any further treatment. Dewatered sludge that is not treated at the same site should has been excluded from the calculation. Therefore, only Bran Sands and Howden have been included in the metric. All sludge produced by all NWL in-area wastewater treatment processes which is either treated by the incumbent, remains untreated prior to disposal, or treated by a 3rd party sludge provider in the report year should be included in the reporting for this measure. It should not include sludge imported "cross border" that was produced through another water company's wastewater treatment processes but NWL go on to treat the sludge further prior to disposal.
8A.6	Total sewage sludge disposed by incumbents	Total	Total tonnes dry solids per year (ttds/ year)	The total amount of sewage sludge treated and disposed of during the report year by the incumbent. This should include disposal to farmland (irrespective of whether spreading is undertaken by the 3rd party service provider or the farmer), landfill, incineration, composting and other routes. This will be different from sewage sludge produced due to: • quantities of lime used in lime treated sludge, • losses of volatile solids in the treatment process, and • changes in the amount of stockpiled sludge. Sludge disposed of by managed contractors should be included; sludge disposed of by separate 3rd party service providers should be reported in 8A.7 (Total sewage sludge disposed by 3rd party sludge service provider). A managed contractor is defined as a company that is acting under NWL's direction and NWL remain responsible for the process. A 3rd party sludge service provider is a company that NWL engage to treat and/or dispose of sludge on their behalf and are not managed by NWL, i.e. they do so in a manner the 3rd party chooses and take on this responsibility. All sludge disposed by NWL themselves and by managed contractors in the report year should be included in the reporting for this measure. It should not include sludge disposed by 3rd party sludge service providers.
8A.7	Total sewage sludge disposed by 3rd party sludge service provider	Total	Total tonnes dry solids per year (ttds/ year)	The total amount of sewage sludge treated and disposed of during the report year by a 3rd party sludge service provider expressed in thousands of tonnes of dry solids of sludge. This should include recycling to farmland (irrespective of whether spreading is undertaken by the 3rd party service provider or the farmer) and disposal to landfill, incineration, land restoration/ reclamation, composting and other routes. This may be different from sewage sludge produced due to: • quantities of lime used in lime treated sludge, • losses of volatile solids in the treatment process, and • changes in the amount of sludge stockpiled at sludge treatment centres. Sludge disposed of by managed contractors (as opposed to separate 3rd party service providers) should be excluded; instead it should be reported in line 8A.6 (Total sewage sludge disposed by incumbents). A managed contractor is defined as a company that is acting under NWL's direction and NWL remain responsible for the process. A 3rd party sludge service provider is a company that NWL engage to treat and/or dispose of sludge on their behalf and are not managed by NWL, i.e. they do so in a manner the 3rd party chooses and take on this responsibility. All sludge disposed by a third-party service provider in the report year should be included in the reporting for this measure. It should not include sludge disposed by NWL themselves and by managed contractors on their behalf.
8A.8	Total sewage sludge disposed	Total	Total tonnes dry solids per year (ttds/ year)	To be entered as the sum of 8A.6 (Total sewage sludge disposed by incumbents) and 8A.7 (Total sewage sludge disposed by 3rd party sludge service provider). A managed contractor is defined as a company that is acting under NWL's direction and NWL remain responsible for the process. A 3rd party sludge service provider is a company that NWL engage to treat and/or dispose of sludge on their behalf and are not managed by NWL, i.e. they do so in a manner the 3rd party chooses and take on this responsibility. All sludge disposed by NWL themselves and by managed contractors, and by 3rd party sludge service providers in the report year should be included in the reporting for this measure.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
8A.9	Total measure of intersiting 'work' done by pipeline	Total	Total tonnes dry solids*kilometres travelled per year (ttds*km/year)	Total work done in intersiting sludge operations (moving sludge between sites where it was produced to where it receives further treatment) by pipeline during the report year measured as the product of sludge mass (in thousand tonnes dry solids) multiplied by distance conveyed (in km). Based on actual length of pipeline from sludge holding tanks to Sludge Treatment Centre, not straight-line distance. This measure should not include sludge transported between Sewage Treatment Works via a gravity sewer, the operating costs of which are allocated to Network+. It is calculated using the following formula: (km1*ttds1)+(km2*ttds2)+(kmN*ttdsN) All sludge produced by all NWL in-area wastewater treatment processes which is moved between sites by pipeline by either treated by the incumbent, remains untreated prior to disposal, or treated by a 3rd party sludge provider in the report year should be included in the reporting for this measure. It should exclude sludge that is moved between sites by truck and tanker.
8A.10	Total measure of intersiting 'work' done by tanker	Total	Total tonnes dry solids*kilometres travelled per year (ttds*km/year)	Total work done in intersiting sludge operations (moving sludge between sites where it was produced to where it receives further treatment) carried out by road tanker during the report year measured as the product of sludge mass (in thousand tonnes dry solids) multiplied by distance travelled (in km). Based on actual distance travelled from sludge holding tanks to Sludge Treatment Centre, not straight-line distance. If actual road distances are not available, estimates of journey distance are used. Work done by other forms of transport of liquid sludge (e.g. tractors) should be included in this line. This measure should exclude the distance travelled by vehicles to the sewage treatment works to collect the sludge. It is calculated using the following formula: (km1*ttds1)+(km2*ttds2)+(kmN*ttdsN) All sludge produced by all NWL in-area wastewater treatment processes which is moved between sites by tanker by either treated by the incumbent, remains untreated prior to disposal, or treated by a 3rd party sludge provider in the report year should be included in the reporting for this measure. It should exclude sludge that is moved between sites by truck and pipeline.
8A.11	Total measure of intersiting 'work' done by truck	Total	Total tonnes dry solids*kilometres travelled per year (ttds*km/year)	Total work done in intersiting sludge operations (moving sludge between sites where it was produced to where it receives further treatment) carried out by truck during the report year measured as the product of sludge mass (in thousand tonnes dry solids) multiplied by distance travelled (in km). Based on actual distance travelled from sludge holding tanks to Sludge Treatment Centre, not straight-line distance. If actual road distances are not available, estimates of journey distance are used. This measure should exclude the distance travelled by vehicles to the sewage treatment works to collect the sludge. It is calculated using the following formula: (km1*ttds1)+(km2*ttds2)+(kmN*ttdsN) All sludge produced by all NWL in-area wastewater treatment processes which is moved between sites by truck by either treated by the incumbent, remains untreated prior to disposal, or treated by a 3rd party sludge provider in the report year should be included in the reporting for this measure. It should exclude sludge that is moved between sites by tanker and pipeline.
8A.12	Total measure of intersiting 'work' done (all forms of transportation)	Total	Total tonnes dry solids*kilometres travelled per year (ttds*km/year)	To be entered as the sum of 8A.9 (Total measure of intersiting 'work' done by pipeline), 8A.10 (Total measure of intersiting 'work' done by tanker) and 8A.11 (Total measure of intersiting 'work' done by truck).
8A.13	Total measure of intersiting 'work' done by tanker (by volume transported)	Total	Metres cubed*kilometres travelled per year (m3*km/year)	Total work done in intersiting sludge operations (moving sludge between sites where it was produced to where it receives further treatment) carried out by road tanker during the report year measured as the product of sludge volume (in m3) multiplied by distance travelled (in km) in transporting the sludge. Based on actual distance travelled from sludge holding tanks to Sludge Treatment Centre, not straight-line distance. If actual road distances are not available, estimates of journey distance are used. Work done by other forms of transport of liquid sludge (e.g. tractors) should be included in this line. This measure should exclude the distance travelled by vehicles to the sewage treatment works to collect the sludge. No account should be taken of distance travelled by empty tankers. It is calculated using the following formula: (km1*ttds1)+(km2*ttds2)+(kmN*ttdsN) All sludge produced by all NWL in-area wastewater treatment processes which is moved between sites by tanker by either treated by the incumbent, remains untreated prior to disposal, or treated by a 3rd party sludge provider in the report year should be included in the reporting for this measure. It should exclude sludge that is moved between sites by truck and pipeline.
8A.14	Total measure of 'work' done in sludge disposal operations by pipeline	Total	Total tonnes dry solids*kilometres travelled per year (ttds*km/year)	Total work done in sludge disposal operations carried out by pipeline (e.g. transport to an incinerator) during the report year measured as the product of sludge mass (in thousand tonnes dry solids) multiplied by distance travelled (in km). Based on actual distance travelled from the Sludge Treatment Centre to the landbank, landfill site, land reclamation site or incinerator as appropriate, not straight-line distance. It is calculated using the following formula: (km1*ttds1)+(km2*ttds2)+(kmN*ttdsN) All sludge disposed by pipeline, whether by NWL themselves or by managed contractors on their behalf, and by 3rd party sludge service providers in the report year should be included in the reporting for this measure. It should exclude sludge that is disposed by truck and tanker.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
8A.15	Total measure of 'work' done in sludge disposal operations by tanker	Total	Total tonnes dry solids*kilometres travelled per year (ttds*km/year)	Total work done in sludge disposal operations carried out by road tanker during the report year measured as the product of sludge mass (in thousand tonnes dry solids) multiplied by distance travelled (in km). Based on actual distance travelled from the Sludge Treatment Centre to the landbank, landfill site or land reclamation site as appropriate, not straight-line distance. If actual road distances are not available, estimates of journey distance are used. Work done by other forms of transport of liquid sludge (e.g. tractors) should be included in this line. This measure should exclude the distance travelled by vehicles to the sludge treatment centres to collect the sludge. It is calculated using the following formula: (km1*ttds1)+(km2*ttds2)+(kmN*ttdsN) All sludge disposed by tanker, whether by NWL themselves or by managed contractors on their behalf, and by 3rd party sludge service providers in the report year should be included in the reporting for this measure. It should exclude sludge that is disposed by truck and pipeline.
8A.16	Total measure of 'work' done in sludge disposal operations by truck	Total	Total tonnes dry solids*kilometres travelled per year (ttds*km/year)	Total work done in sludge disposal operations carried out by truck during the report year measured as the product of sludge mass (in thousand tonnes dry solids) multiplied by distance travelled (in km). Based on actual distance travelled from the Sludge Treatment Centre to the landbank, landfill site or land reclamation site as appropriate, not straight-line distance. If actual road distances are not available, estimates of journey distance are used. This measure should exclude the distance travelled by vehicles to the sludge treatment centres to collect the sludge. It is calculated using the following formula: (km1*ttds1)+(km2*ttds2)+(kmN*ttdsN) All sludge disposed by truck, whether by NWL themselves or by managed contractors on their behalf, and by 3rd party sludge service providers in the report year should be included in the reporting for this measure. It should exclude sludge that is disposed by tanker and pipeline.
8A.17	Total measure of 'work' done in sludge disposal operations (all forms of transportation)	Total	Total tonnes dry solids*kilometres travelled per year (ttds*km/year)	The sum of lines 8A.14 (Total measure of 'work' done in sludge disposal operations by pipeline), 8A.15 (Total measure of 'work' done in sludge disposal operations by tanker), and 8A.16 (Total measure of 'work' done in sludge disposal operations by truck).
8A.18	Total measure of 'work' done by tanker in sludge disposal operations (by volume transported)	Total	Metres cubed*kilometres travelled per year (m3*km/year)	Total work done in sludge disposal operations carried out by road tanker during the report year measured as the product of sludge volume (in m3) multiplied by distance travelled (in km) in transporting the sludge. Based on actual distance travelled from the Sludge Treatment Centre to the landbank, landfill site or land reclamation site as appropriate, not straight-line distance. If actual road distances are not available, estimates of journey distance are used. Work done by other forms of transport of liquid sludge (e.g. tractors) should be included in this line. No account should be taken of distance travelled by empty tankers. This measure should exclude the distance travelled by vehicles to the sludge treatment centres to collect the sludge. It is calculated using the following formula: (km1*ttds1)+(km2*ttds2)+(kmN*ttdsN) All sludge disposed by tanker, whether by NWL themselves or by managed contractors on their behalf, and by 3rd party sludge service providers in the report year should be included in the reporting for this measure. It should exclude sludge that is disposed by truck and pipeline.
8A.19	Chemical P sludge as % of sludge produced at STWs	Total	%	The total quantity of sludge produced at wastewater treatment works which use chemical dosing for phosphorus removal expressed as a percentage of total sludge produced at all in area wastewater treatment works (i.e. 8A.3). All sludge produced by all NWL in-area wastewater treatment processes which is either treated by the incumbent, remains untreated prior to disposal, or treated by a 3rd party sludge provider in the report year which use chemical dosing for phosphorus removal should be included in the reporting for this measure. It should not include sludge imported "cross border" that was produced through another water company's wastewater treatment processes but NWL go on to treat the sludge further prior to disposal.
8D.1	% Sludge - untreated	By incumbent By 3rd party sludge service providers	%	Percentage of sludge produced which is untreated prior to disposal. This measure calculates the percentage of total sludge produced by NWL in-area wastewater treatment processes in the report year that does not go on to have any further treatment prior to its disposal. This does not include grit and screenings that were removed through preliminary treatment processes. Cross border imports of sludge from another water company should also not be considered when calculating the percentage. This number is split into different components, namely: By incumbent – NWL themselves were responsible for the treatment of sludge; and By 3rd party sludge service providers – NWL contracted a 3rd party to treat the sludge on their behalf. Sludge treated by managed contractors should be included within 'By incumbent'.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
8D.2	% Sludge treatment process - raw sludge liming	By incumbent By 3rd party sludge service providers	%	Percentage of sludge produced which is untreated other than by liming. This measure calculates the percentage of total sludge produced by NWL in-area wastewater treatment processes in the report year that is treated by "liming" prior to its disposal. This does not include grit and screenings that were removed through preliminary treatment processes. Cross border imports of sludge from another water company should also not be considered when calculating the percentage. This number is split into different components, namely: By incumbent – NWL themselves were responsible for the treatment of sludge; and By 3rd party sludge service providers – NWL contracted a 3rd party to treat the sludge on their behalf Sludge treated by managed contractors should be included within 'By incumbent'.
8D.3	% Sludge treatment process - conventional AD	By incumbent By 3rd party sludge service providers	%	Percentage of sludge produced which is treated by conventional Anaerobic Digestion (with or without liming). This measure calculates the percentage of total sludge produced by NWL in-area wastewater treatment processes in the report year that is treated by conventional Anaerobic Digestion (with or without liming) prior to its disposal. This does not include grit and screenings that were removed through preliminary treatment processes. Cross border imports of sludge from another water company should also not be considered when calculating the percentage. This number is split into different components, namely: By incumbent – NWL themselves were responsible for the treatment of sludge; and By 3rd party sludge service providers – NWL contracted a 3rd party to treat the sludge on their behalf Sludge treated by managed contractors should be included within 'By incumbent'.
8D.4	% Sludge treatment process - advanced AD	By incumbent By 3rd party sludge service providers	%	Percentage of sludge produced which is treated by advanced Anaerobic Digestion (with or without liming). This measure calculates the percentage of total sludge produced by NWL in-area wastewater treatment processes in the report year that is treated by advanced Anaerobic Digestion (with or without liming) prior to its disposal. This does not include grit and screenings that were removed through preliminary treatment processes. Cross border imports of sludge from another water company should also not be considered when calculating the percentage. Advanced Anaerobic Digestion includes the following types: Thermal Hydrolysis Process, Enzymic Hydrolysis, two- stage + Publicly Available Specification 110 certified and Acid Phase Digestion. This number is split into different components, namely: By incumbent – NWL themselves were responsible for the treatment of sludge; and By 3rd party sludge service providers – NWL contracted a 3rd party to treat the sludge on their behalf Sludge treated by managed contractors should be included within 'By incumbent'.
8D.5	% Sludge treatment process - incineration of raw sludge	By incumbent By 3rd party sludge service providers	%	Percentage of sludge produced which is untreated other than by incineration. This measure calculates the percentage of total sludge produced by NWL in-area wastewater treatment processes in the report year that is treated by incineration. This does not include grit and screenings that were removed through preliminary treatment processes. Cross border imports of sludge from another water company should also not be considered when calculating the percentage. This number is split into different components, namely: By incumbent – NWL themselves were responsible for the treatment of sludge; and By 3rd party sludge service providers – NWL contracted a 3rd party to treat the sludge on their behalf Sludge treated by managed contractors should be included within 'By incumbent'.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
8D.6	% Sludge treatment process - other (specify)	By incumbent By 3rd party sludge service providers	%	Percentage of sludge produced by other treatment type(s) than those described in 8D.2 (% Sludge treatment process - raw sludge liming) to 8D.6 (% Sludge treatment process - incineration of raw sludge). This measure calculates the percentage of total sludge produced by NWL in-area wastewater treatment processes in the report year that is treated by other treatment types than those described in 8D.2 (% Sludge treatment process - raw sludge liming) to 8D.6 (% Sludge treatment process - incineration of raw sludge) prior to its disposal. This does not include grit and screenings that were removed through preliminary treatment processes. Cross border imports of sludge from another water company should also not be considered when calculating the percentage. This number is split into different components, namely: By incumbent – NWL themselves were responsible for the treatment of sludge; and By 3rd party sludge service providers – NWL contracted a 3rd party to treat the sludge on their behalf Sludge treated by managed contractors should be included within 'By incumbent'.
8D.7	% Sludge treatment process - Total	By incumbent By 3rd party sludge service providers	%	Calculated as the sum of lines 8D.1 (% Sludge – untreated) to 8D.7 (% Sludge treatment process - other (specify)). The totals for the incumbent and 3rd party service provider columns should sum to 100%. This number is split into different components, namely: By incumbent – NWL themselves were responsible for the treatment of sludge; and By 3rd party sludge service providers – NWL contracted a 3rd party to treat the sludge on their behalf Sludge treated by managed contractors should be included within 'By incumbent'.
8D.8	% Sludge disposal route - landfill, raw	By incumbent By 3rd party sludge service providers	%	Percentage of (un-incinerated) sludge by disposal route - landfill, raw. This measure calculates the percentage of total sludge disposed to landfill in its raw state (i.e. no further treatment of the sludge since its production), that was produced by NWL in-area wastewater treatment processes and cross border in the report year and has not been incinerated (i.e., included in the reporting for 8D.5). This number is split into different components, namely: By incumbent – NWL themselves were responsible for the disposal of sludge; and By 3rd party sludge service providers – NWL contracted a 3rd party to dispose of the sludge on their behalf Sludge treated by managed contractors should be included within 'By incumbent'.
8D.9	% Sludge disposal route - landfill, partly treated	By incumbent By 3rd party sludge service providers	%	Percentage of (un-incinerated) sludge by disposal route - landfill, partly treated. This measure calculates the percentage of total sludge disposed to landfill that has been partly treated, that was produced by NWL in-area wastewater treatment processes and cross border imports in the report year and has not been incinerated (i.e. included in the reporting for 8D.5). This number is split into different components, namely: By incumbent – NWL themselves were responsible for the disposal of sludge; and By 3rd party sludge service providers – NWL contracted a 3rd party to dispose of the sludge on their behalf Sludge treated by managed contractors should be included within 'By incumbent'.
8D.10	% Sludge disposal route - land restoration/ reclamation	By incumbent By 3rd party sludge service providers	%	Percentage of (un-incinerated) sludge by disposal route - land restoration / reclamation. This measure calculates the percentage of total sludge disposed through land restoration or reclamation, which was produced by NWL in-area wastewater treatment processes and cross border imports in the report year and has not been incinerated (i.e. included in the reporting for 8D.5). This number is split into different components, namely: By incumbent – NWL themselves were responsible for the disposal of sludge; and By 3rd party sludge service providers – NWL contracted a 3rd party to dispose of the sludge on their behalf Sludge treated by managed contractors should be included within 'By incumbent'.

Reference	Title	Measure	Units	Northumbrian Water Limited's reporting criteria
8D.11	% Sludge disposal route - sludge recycled to farmland	By incumbent By 3rd party sludge service providers	%	Percentage of (un-incinerated) sludge by disposal route - sludge recycled to farmland. This measure calculates the percentage of total sludge disposed through recycling to farmland, which was produced by NWL in-area wastewater treatment processes and cross border imports in the report year and has not been incinerated (i.e. included in the reporting for 8D.5). This number is split into different components, namely: By incumbent – NWL themselves were responsible for the disposal of sludge; and By 3rd party sludge service providers – NWL contracted a 3rd party to dispose of the sludge on their behalf Sludge treated by managed contractors should be included within 'By incumbent'.
8D.12	% Sludge disposal route - other (specify)	By incumbent By 3rd party sludge service providers	%	Percentage of (un-incinerated) sludge by disposal route - other (specify). This measure calculates the percentage of total sludge disposed through another route other than those described in 8D.8 (% Sludge disposal route - landfill, raw) to 8D..11 (% Sludge disposal route – sludge recycled to farmland), that was produced by NWL in-area wastewater treatment processes and cross border imports in the report year and has not been incinerated (i.e. included in the reporting for 8D.5). This number is split into different components, namely: By incumbent – NWL themselves were responsible for the disposal of sludge; and By 3rd party sludge service providers – NWL contracted a 3rd party to dispose of the sludge on their behalf Sludge treated by managed contractors should be included within 'By incumbent'.
8D.13	% Sludge disposal route - Total	By incumbent By 3rd party sludge service providers	%	The totals for the incumbent and 3rd party service provider columns should sum to 100%. This number is split into different components, namely: By incumbent – NWL themselves were responsible for the disposal of sludge; and By 3rd party sludge service providers – NWL contracted a 3rd party to dispose of the sludge on their behalf Sludge treated by managed contractors should be included within 'By incumbent'.

Appendix 2

Achilles Independent Assurance Statement
for Greenhouse Gas Emissions.

GREENHOUSE GAS EMISSIONS INVENTORY AND MANAGEMENT REPORT

Carbon Reduce programme

Prepared in accordance with ISO 14064-1:2018 and the Technical Requirements of the Programme

Northumbrian Water Limited

Prepared by (lead author): Anthony Browne

Dated: 10 July 2026

Verification status: Reasonable scope 1 & 2, Limited scope 3

Measurement period: 01 April 2025 to 31 March 2026

Base year period: 01 April 2025 to 31 March 2026

Approved for release by:

Anthony Browne

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AVAILABILITY

Dissemination to sector regulator as part of annual review process.

REPORT STRUCTURE

The Inventory Summary contains a high-level summary of this year's results and from year 2 onwards a brief comparison to historical inventories.
Chapter 1, the Emissions Inventory Report, includes the inventory details and forms the measure step of the organisation's application for Programme certification. The inventory is a complete and accurate quantification of the amount of GHG emissions and removals that can be directly attributed to the organisation's operations within the declared boundary and scope for the specified reporting period. The inventory has been prepared in accordance with the requirements of the Programme[1], which is based on the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004) and ISO 14064-1:2018 Specification with Guidance at the Organization Level for Quantification and Reporting of Greenhouse Gas Emissions and Removals[2]. Where relevant, the inventory is aligned with industry or sector best practice for emissions measurement and reporting.
Chapter 2, the reduction plan and progress report, forms the manage step part of the organisation's application for Programme certification.
See Appendix 1 and the related Spreadsheet for detailed emissions inventory results, including a breakdown of emissions by source and sink, emissions by greenhouse gas type, and non-biogenic and bio-genic emissions. Appendix 1 also contains detailed context on the inventory boundaries, inclusions and exclusions, calculation methodology, liabilities, and supplementary results.
This overall report provides emissions information that is of interest to most users but must be read in conjunction with the inventory workbook for covering all of the requirements of ISO 14064-1:2018.

[1] Programme refers to the Toitū Carbon Reduce and the Toitū Carbon Zero programmes.
[2] Throughout this document 'GHG Protocol' means the *GHG Protocol Corporate Accounting and Reporting Standard* and 'ISO 14064-1:2018' means the international standard *Specification with Guidance at the Organizational Level for Quantification and Reporting of Greenhouse Gas Emissions and Removals*.

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EXECUTIVE SUMMARY

This is the annual greenhouse gas (GHG) emissions inventory and management report for Northumbrian Water Limited covering the measurement period 01 April 2025 to 31 March 2026.[3]

The report covers only Northumbrian Water's appointed business – these are the activities necessarily undertaken by Northumbrian Water to fulfil the function and duties of a water and sewerage undertaker under the Water Industry Act 1991.

Table 1: Inventory summary

Category (ISO 14064-1:2018)	Scopes (ISO 14064-1:2006)	2026
Category 1: Direct emissions (tCO_2e)	Scope 1	166,271.29
Category 2: Indirect emissions from imported energy (location-based method*) (tCO_2e)	Scope 2	63,273.64
Category 3: Indirect emissions from transportation (tCO_2e)	Scope 3	541.10
Category 4: Indirect emissions from products used by organisation (tCO_2e)		384,261.18
Category 5: Indirect emissions associated with the use of products from the organisation (tCO_2e)		0.00
Category 6: Indirect emissions from other sources (tCO_2e)		0.00
Total direct emissions (tCO_2e)		**166,271.29**
Total indirect emissions* (tCO_2e)		**448,075.92**
Total gross emissions* (tCO_2e)		**614,347.21**
Category 1 direct removals (tCO2e)		(23,066.95)
Exported renewable generation/fuel (tCO2e)		(437.19)
Total net emissions (tCO_2e)		**590,843.07**

*Emissions are reported using a location-based methodology. See section 1.2.1 for details.1.2.1

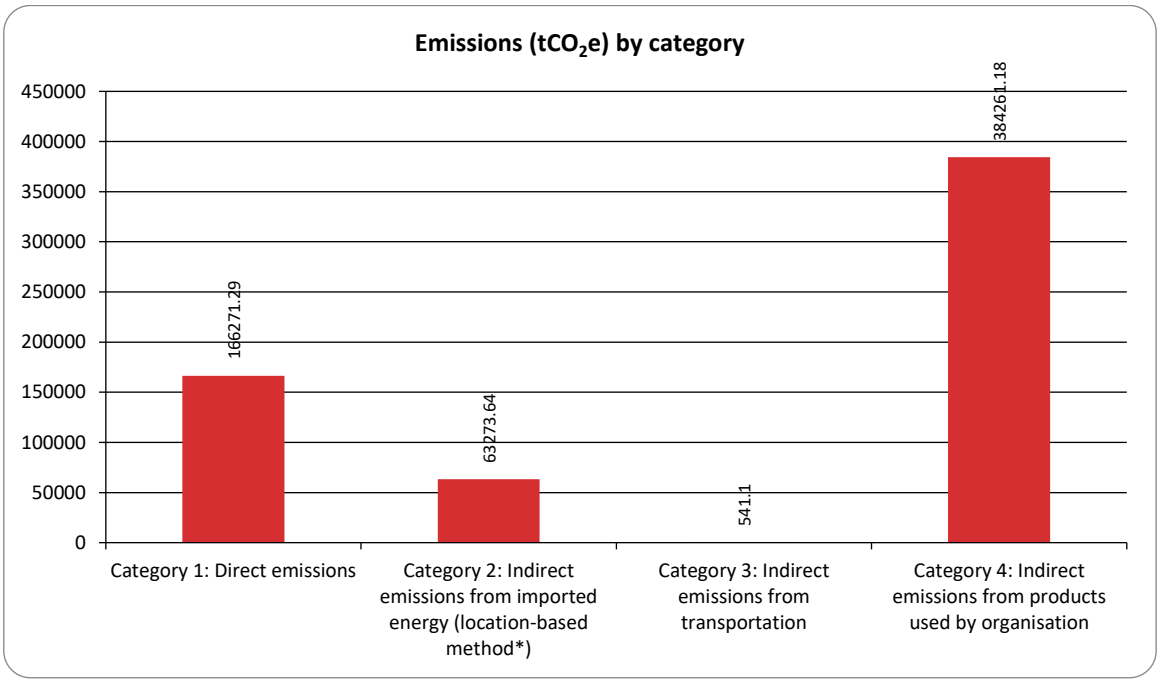

Figure 1: Emissions (tCO_2e) by Category for this measurement period

[3] Throughout this document "emissions" means "GHG emissions". Unless otherwise stated, emissions are reported as tonnes of carbon dioxide equivalent (tCO_2e).

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CHAPTER 1: EMISSIONS INVENTORY REPORT

1.1. INTRODUCTION

This report is the annual greenhouse gas (GHG) emissions inventory and management report for Northumbrian Water Limited.

The purpose of this report is to measure and report our GHG emissions in accordance with Ofwat's requirements for the UK Water Sector. This report is an important element of Northumbrian Water's Net Zero commitments.

The inventory report and any GHG assertions are expected to be verified by a Programme-approved, third-party verifier. The level of assurance is reported in a separate Assurance Statement provided to the directors of the certification entity.

1.2. EMISSIONS INVENTORY RESULTS

Table 2: Emissions inventory summary for this measurement period

Measurement period: 01 April 2025 to 31 March 2026.

Category	Toitū carbon mandatory boundary (tCO_2e)	Additional emissions (tCO_2e)	Total emissions (tCO_2e)
Category 1: Direct emissions	166,271.29 Direct emissions from burning fossil fuels, Process & Fugitive emissions, Transport: Company owned or leased vehicles	0.00	166,271.29
Category 2: Indirect emissions from imported energy (location-based method*)	63,273.64 Electric Vehicles, Purchased electricity	0.00	63,273.64
Category 3: Indirect emissions from transportation	541.10 Business travel on public transport and private vehicles	0.00	541.10
Category 4: Indirect emissions from products used by organisation	6,754.93 Pre-calculated (tCO_2-e) - Waste generated in operations, Purchased electricity - Transmission and distribution	377,506.25 Outsourced activities (If not included in scope 1 & 2), Pre-calculated (tCO_2-e) - Capital goods, Pre-calculated (tCO_2-e) - Fuel and energy related activities, Pre-calculated (tCO_2-e) - Purchased goods and services, Pre-calculated (tCO_2-e) - Waste generated in operations	384,261.18
Category 5: Indirect emissions associated with the use of products from the organisation	0.00	0.00	0.00
Category 6: Indirect emissions from other sources	0.00	0.00	0.00

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Category	Toitū carbon mandatory boundary (tCO_2e)	Additional emissions (tCO_2e)	Total emissions (tCO_2e)
Total direct emissions	**166,271.29**	**0.00**	**166,271.29**
Total indirect emissions*	**70,569.67**	**377,506.25**	**448,075.92**
Total gross emissions*	**236,840.96**	**377,506.25**	**614,347.21**
Category 1 direct removals (tCO2e)	(23,066.95)	0.00	(23,066.95)
Exported renewable generation/fuel (tCO2e)	(437.19)	0.00	(437.19)
Total net emissions	**213,336.82**	**377,506.25**	**590,843.07**
Operating revenue (gross tCO_2e / £Millions)		200.70	520.59

*Emissions are reported using a location-based methodology. See section 1.2.1 for details.1.2.1

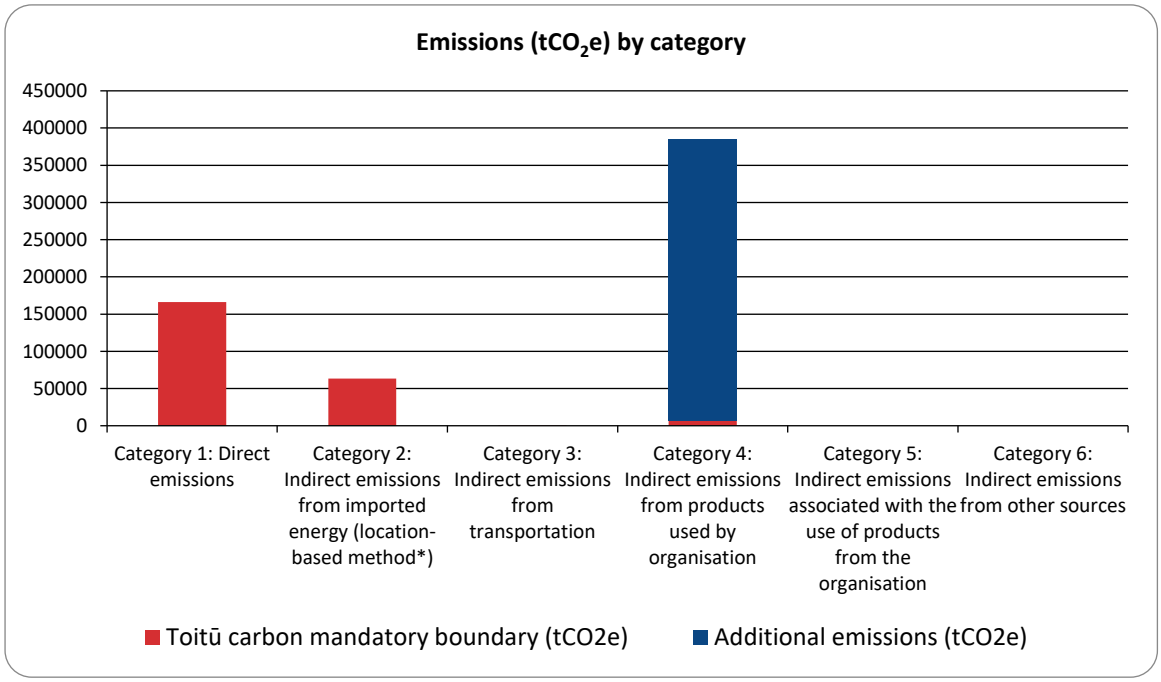

Figure 2: Emissions (tCO_2e) by category

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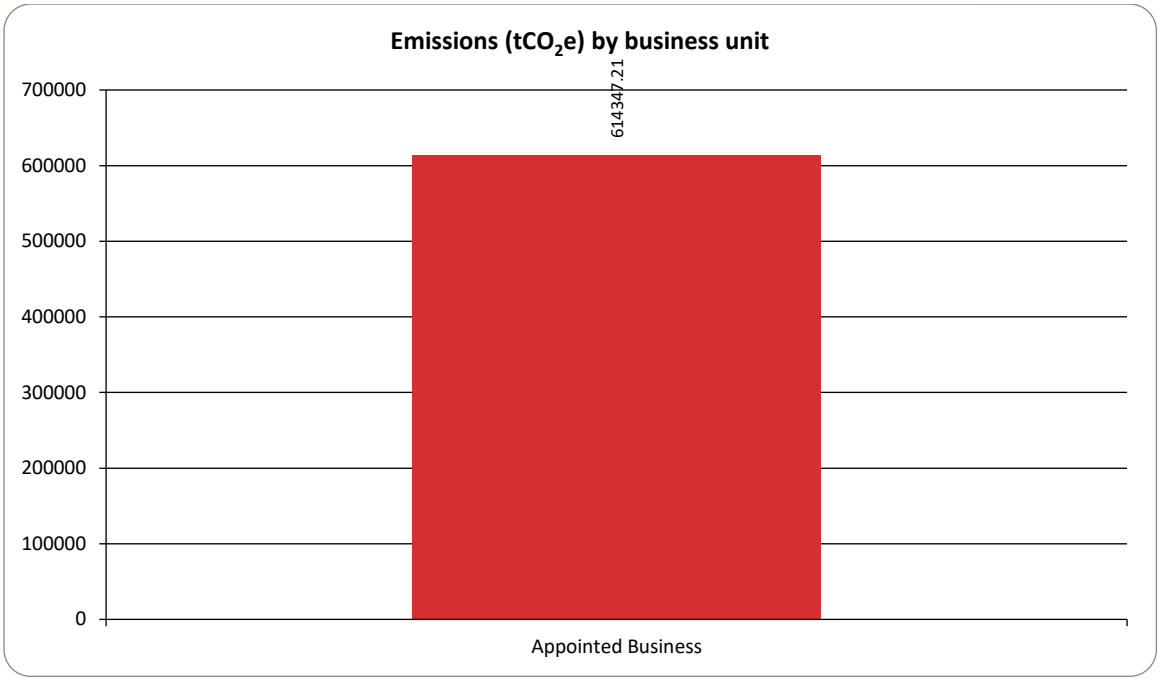

Figure 3: Emissions (tCO_2e) by business unit

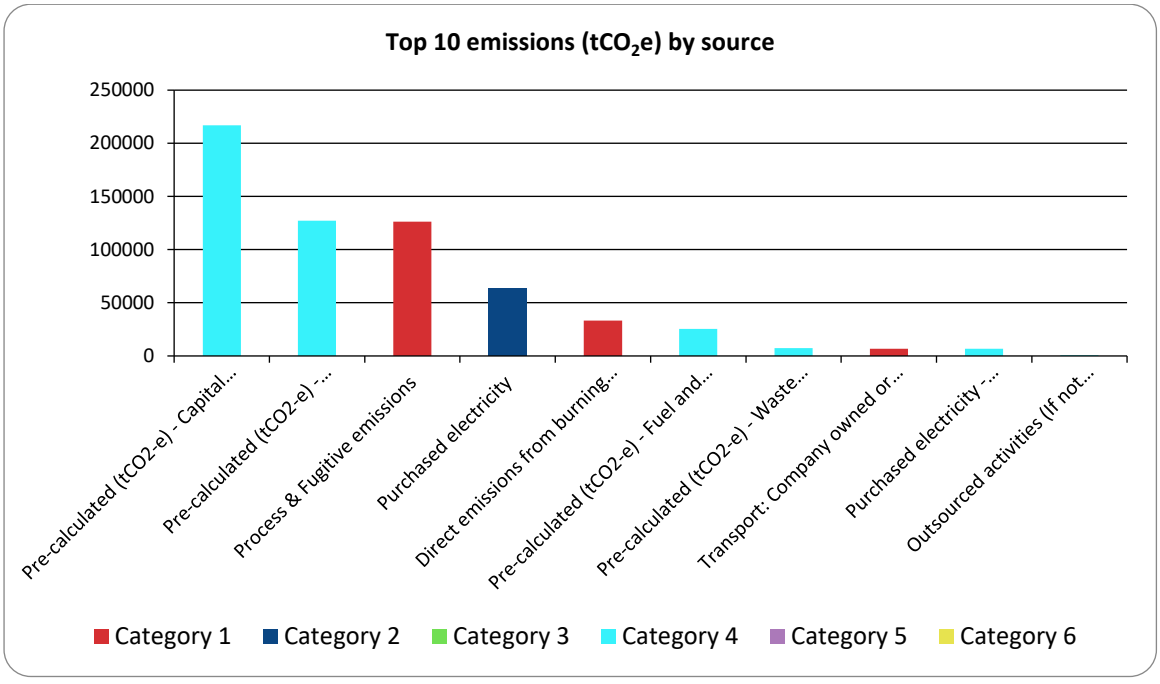

Figure 4: Top 10 emissions (tCO_2e) by source

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1.2.1. Dual reporting of indirect emissions from purchased and generated energy

All purchased and generated energy emissions are dual reported using both the location-based method and market-based method. Dual reporting illustrates the role of supplier choice, onsite renewable energy generation and contractual instruments in managing indirect emissions from energy alongside any ongoing energy efficiency and reduction efforts.

Northumbrian Water Limited aligns to location-based reporting for tracking energy related emissions and reductions over time.

NWL is the industry leader on green power purchasing - being the first company to enter into an offshore wind Power Purchase Agreement which directly links a renewable asset to NWL's electricity use and NWL purchases Renewable Energy Guarantee of origin certificates for every unit of power from the PPA.

Contractual instruments are any type of contract between two parties for the sale and purchase of energy bundled with attributes about the energy generation, or for unbundled attribute claims. This includes Renewable Energy Certificates.

Northumbrian Water Limited aligns to location-based reporting for tracking energy related emissions and reductions over time.

Contractual instruments are applicable for this reporting period.

The company uses the following contractual instruments:

• Renewable Energy Guarantee of Origin Certificates (for PPA linked energy production and for power generated by NWL on site)

• Renewable Gas Guarantees of Origin (for biomethane generated by NWL on site)

Table 3. Dual reporting of indirect emissions from imported energy

Category	Location-based methodology (tCO_2e)	Market-based methodology (tCO_2e)
Category 1: Direct emissions	166,271.29	166,271.29
Category 2: Indirect emissions from imported energy	63,273.64	0.00
Category 3: Indirect emissions from transportation	541.10	541.10
Category 4: Indirect emissions from products used by organisation	384,261.18	384,261.18
Category 5: Indirect emissions associated with the use of products from the organisation	0.00	0.00
Category 6: Indirect emissions from other sources	0.00	0.00
Total direct emissions	**166,271.29**	**166,271.29**
Total indirect emissions	**448,075.92**	**384,802.28**
Total gross emissions	**614,347.21**	**551,073.57**
Category 1 direct removals	(23,066.95)	(23,066.95)
Exported renewable generation/fuel (tCO2e)	(437.19)	(1,039.14)
Total net emissions	**590,843.07**	**526,967.48**

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1.3. ORGANISATIONAL CONTEXT

1.3.1. Organisation description

NWL holds the appointment under the Water Industry Act 1991 as water undertakers for the Northumbrian Area and the Essex and Suffolk Area. In the Northumbrian Area, NWL is also holds the appointment as sewerage undertaker.

The Northumbrian Area operations cover the urban conurbations of Tyneside, Wearside and Teesside to the sparsely populated rural districts of Durham and Northumberland. The Essex and Suffolk Area covers two geographically distinct areas, one serving parts of Norfolk and Suffolk, and the other serving parts of Essex and Greater London – in the Essex and Suffolk area, NWL operates as Essex and Suffolk Water.

NWL supplies water and sewerage services to just under 4.4 million people. In delivering its water and sewage undertaking, NWL operates the below assets:

- 53 water treatment works
- 394 water pumping stations
- 341 water service reservoirs
- 26,200.20 km water mains
- 410 sewage treatment works
- 1,007 sewage pumping stations
- 30,106 km sewers

Commitment to certification

2025 was the hottest year on record in the UK and the ten warmest years on record have occurred since 1990. In the last 50 years more winter rainfall has fallen in heavy events. This trend towards more rainfall falling in heavy events is expected to continue, and average winter rainfall may increase. The picture for summer rainfall is less clear. As the climate changes UK summer temperatures may increase by up to 4°C by the 2080s.

In the UK, many people may experience climate change through its effects on water, and especially through floods and droughts. We expect more, bigger floods particularly during winter. Summer flash flooding may become more common. Average summer river flows may decrease across the UK, leading to reduced water availability and lower river water quality.

Specifically, during the business planning process, NWL's customers told the company that it must ensure resilience in the form of a strong, reliable and affordable service that will stand the test of time, cope with change and bounce back from difficult situations. As NWL manages a large and complex asset base where a failure could have significant impacts on our customers and the environment our resilience framework specifically addresses the additional stresses caused by climate change.

As an energy intensive business we have an important contribution to make in tackling the causes of climate change. We can make a real difference through measures such as greater water efficiency, buying green energy as well as generating renewable energy ourselves, planting trees, restoring peatland and working with our supply chain.

NWL has made a commitment within it's regulated business plan to reduce emissions against a 2023/24 baseline by 33,388 tCO_2e by 2029/30. The reduction is on a net operational emissions and market based approach. The reduction must come from actions that NWL takes (i.e. reductions from reduction Grid Energy emissions factors do not contribute towards NWL's targets).

GHG Reporting

This report is used by management to identify and improve performance. This report is also provided to our regulator as part of the Annual Performance Reporting requirements and is available to the public in order that our customers receive a transparent and validated emissions inventory.

Climate Change Impacts

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Climate change has multiple effects on the Water Sector, the two most significant impacts are:

• Water scarcity and droughts have a long term impact on the sector's ability to supply potable water.

• Heavy rainfall events have negative effects on raw water quality (which impacts potable water supply) and on the sewage system which can lead to pollution events and/or increase the cost of treatment.

Parent Company Targets

For the reporting period 2021-2022, four goals have been prioritised for our Group-parent as part of its Group Sustainability Framework:

1. Take action on climate change;

2. Offer customers sustainable products and invest in and embrace innovation to achieve transformational impacts; and

3. Create great places to work.

This report is a key component of NWL satisfying the points above.

1.3.2. Statement of intent

This inventory forms part of the organisation's commitment to gain Toitū Carbon Reduce certification. The intended uses of this inventory are:

Intended use and users

Northumbrian Water Limited intends to use the results of this and future emission evaluations:

- As a tool for engagement with its customers;
- To support its business planning process; and
- As part of its Annual Performance Reporting to the Water Industry Regulator, Ofwat.

Other schemes and requirements

Northumbrian Water Limited intends to use the results of this and future emission evaluations as part of its Annual Performance Reporting to the Water Industry Regulator, Ofwat.

1.3.3. Person responsible

Anthony Browne, Energy & Decarbonisation Manager is responsible for overall emission inventory measurement and reduction performance, as well as reporting results to top management. Anthony Browne, Energy & Decarbonisation Manager has the authority to represent top management and has financial authority to authorise budget for the Programme, including Management projects and any Mitigation objectives.

State any other people/entities Programme

Dr Anthony Browne, Energy and Decarbonisation Manager is responsible for GHG reporting and reductions at NWL. Anthony holds an engineering Doctorate in low carbon power generation and has a decade of experience in energy and net zero programme management.

Top management commitment

Group Finance Director, Matt Williams, holds the responsibility for delivering NWL's AMP8 commitments and the wider group commitment for Net Zero in line with UK Government Targets.

Management involvement

Management from across the following business units provide data which is used to compile the emissions inventory:

- Operations;
- Finance;
- Procurement;

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- Fleet
- Regulation.

1.3.4. Reporting period

Base year measurement period: 01 April 2025 to 31 March 2026

The base year is April 2025 to March 26. This is the first year of the Asset Management Period known as AMP8. The first year of AMP8 is the appropriate baseline year as the data includes a wider scope and boundary than previously reported and material updates to emissions factors for Wastewater Process Emissions, Purchased Goods & Services and Capital/Construction.

The previous baseline year was 2019/20.

Measurement period of this report: 01 April 2025 to 31 March 2026

Annual reporting.

Aligned with UK Water Industry regulatory reporting cycle.

1.3.5. Organisational boundary and consolidation approach

An operational control consolidation approach was used to account for emissions.[4]

Organisational boundaries were set with reference to the methodology described in the GHG Protocol and ISO 14064-1:2018 standards.

Justification of consolidation approach

An operational control consolidation approach was used to account for the emissions of Northumbrian Water Limited.

In addition to the operational control consolidation approach. The emissions boundary is limited to the appointed business only. The appointed business refers to those assets and activities regulated under the Water Industry Act 1991. This is an important distinction due to the use of the reported emissions being included in Northumbrian Water Limited's regulatory submission to Ofwat.

Organisational structure

Figure 5 shows what has been included in the context of the overall structure.

Organisational structure showing Northumbrian Water Limited and its subsidiaries.

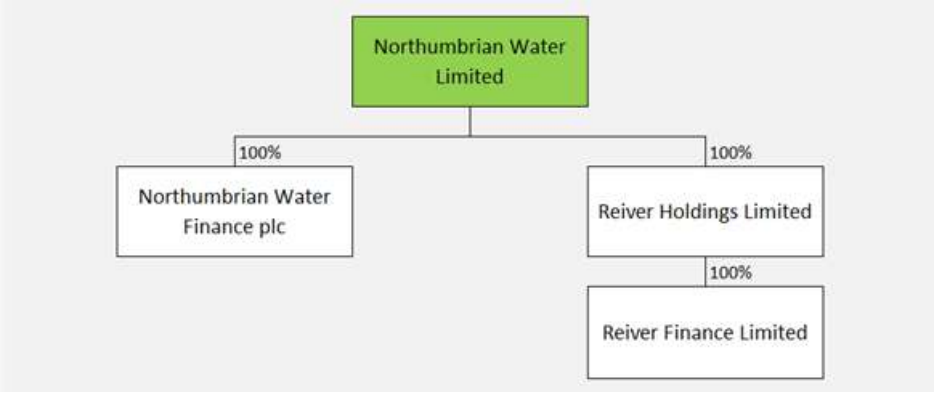

Figure 5: Organisational structure

[4]control: the organisation accounts for all GHG emissions and/or removals from facilities over which it has financial or operational control. equity share: the organisation accounts for its portion of GHG emissions and/or removals from respective facilities.

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Table 4. Brief description of business units, sites and locations included in this emissions inventory

Company/Business unit/Facility	Physical location	Description
Northumbrian Water Limited	The Northumbrian Area operations cover the urban conurbations of Tyneside, Wearside and Teesside to the sparsely populated rural districts of Durham and Northumberland. The Essex and Suffolk Area covers two geographically distinct areas, one serving parts of Norfolk and Suffolk, and the other serving parts of Essex and Greater London – in the Essex and Suffolk area, NWL operates as Essex and Suffolk Water.	NWL operates the below assets: • 53 water treatment works • 394 water pumping stations • 341 water service reservoirs • 26,200.20 km water mains • 410 sewage treatment works • 1,007 sewage pumping stations • 30,106 km sewers

1.3.6. Excluded business units

- Northumbrian Water Finance plc - Non-appointed, and administrative so no emissions included in scope;
- Reiver Finance Limited - Non-appointed, and administrative so no emissions included in scope;
- Reiver Holdings Limited - Non-appointed, and administrative so no emissions included in scope.

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CHAPTER 2: EMISSIONS MANAGEMENT AND REDUCTION REPORT

2.1. EMISSIONS REDUCTION RESULTS

This is the first year and sets a new baseline.

Table 5: Comparison of historical GHG inventories

Category	2026
Category 1: Direct emissions (tCO_2e)	166,271.29
Category 2: Indirect emissions from imported energy (location-based method*) (tCO_2e)	63,273.64
Category 3: Indirect emissions from transportation (tCO_2e)	541.10
Category 4: Indirect emissions from products used by organisation (tCO_2e)	384,261.18
Category 5: Indirect emissions associated with the use of products from the organisation (tCO_2e)	0.00
Category 6: Indirect emissions from other sources (tCO_2e)	0.00
Total direct emissions (tCO_2e)	**166,271.29**
Total indirect emissions* (tCO_2e)	**448,075.92**
Total gross emissions* (tCO_2e)	**614,347.21**
Category 1 direct removals (tCO_2e)	(23,066.95)
Exported renewable generation/fuel (tCO2e)	(437.19)
Total net emissions (tCO_2e)	**590,843.07**
Emissions intensity	
Operating revenue (gross tCO_2e / £Millions)	520.59
Operating revenue (gross mandatory tCO_2e / £Millions)	200.70

*Emissions are reported using a location-based methodology. See section 1.2.1 for details.1.2.1

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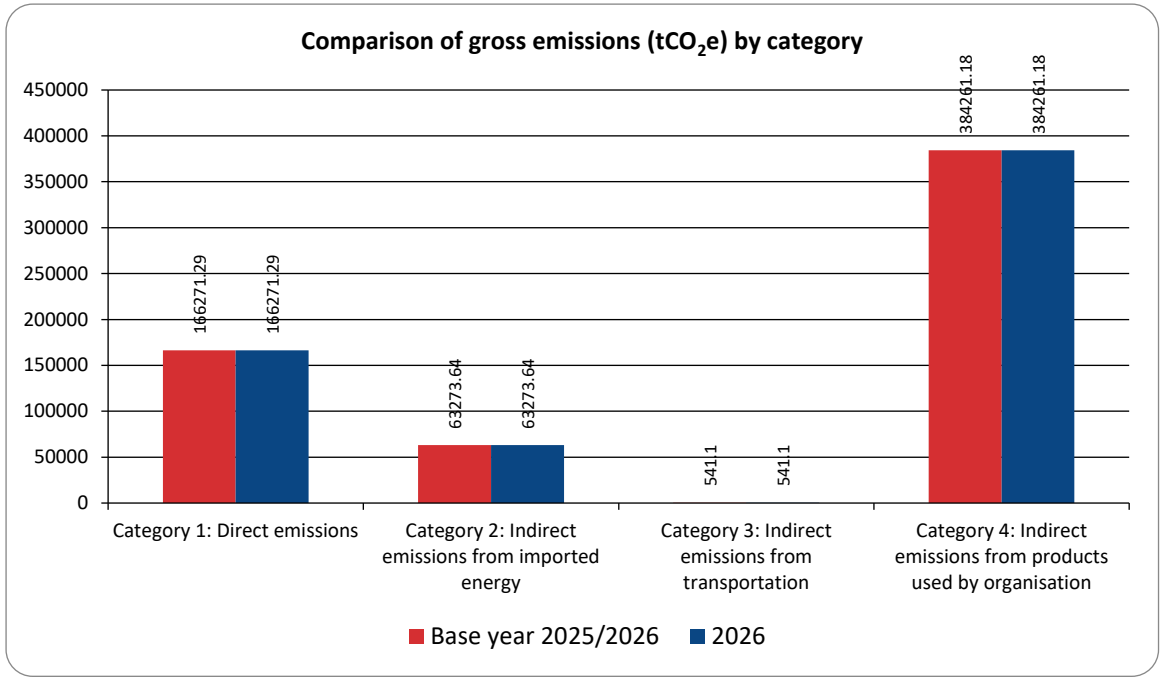

Figure 6: Comparison of gross emissions (tCO_2e) by category between the reporting periods

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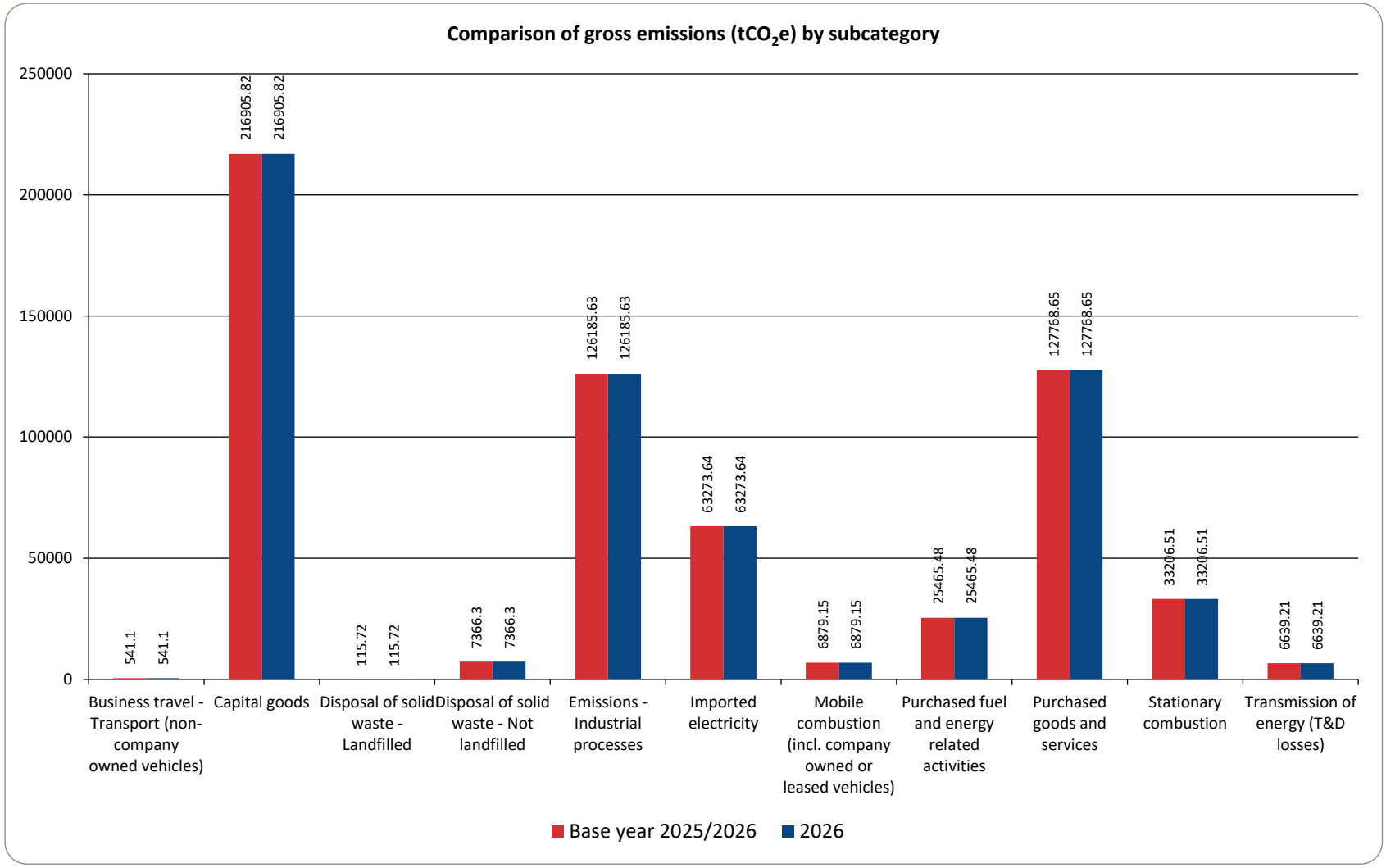

Figure 7: Comparison of gross emissions (tCO_2e) by subcategory between the reporting periods

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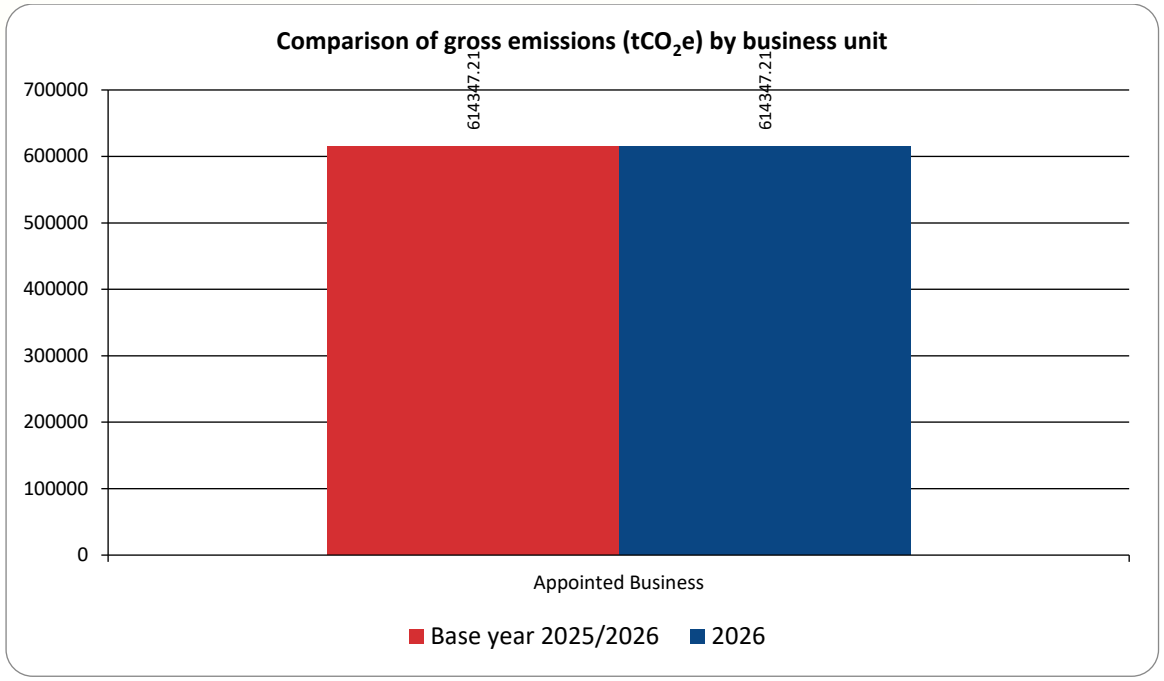

Figure 8: Comparison of gross emissions (tCO_2e) by business unit between the reporting periods

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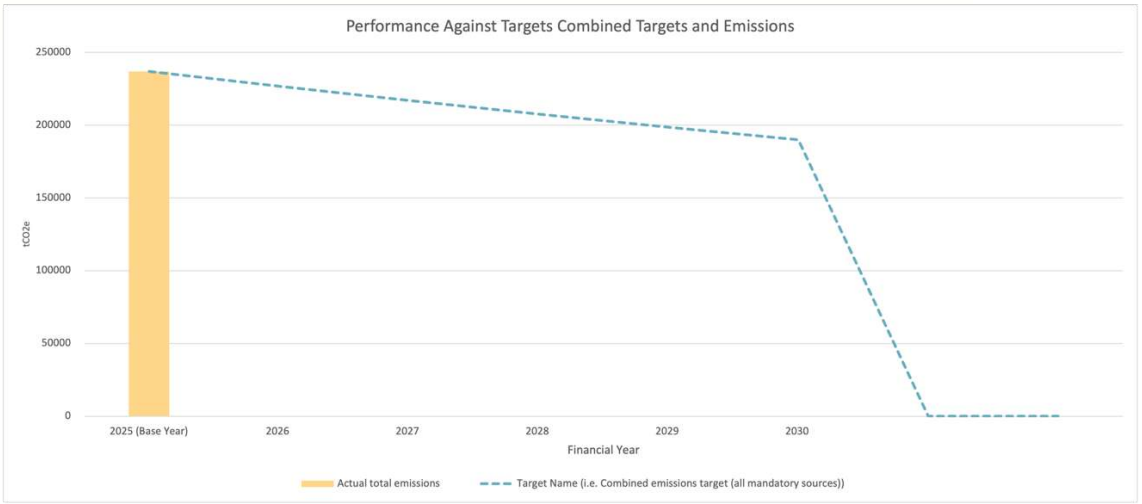

Figure 9: Performance against target since base year

Table 6. Performance against plan

Target name	Baseline period	Target date	Type of target (intensity or absolute)	Current performance (tCO_2e)	Current performance (%)	Comments
N/A						

Table 7. Summary of emissions reduction performance

Emissions Reduction - Absolute metric	**5-year Rolling Average vs. Base Year**
tCO_2e absolute	N/A Base Year
Reduction Performance - Intensity metric	**5-year Rolling Average vs. Base Year**
tCO_2e intensity	N/A Base Year

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2.2. SIGNIFICANT EMISSIONS SOURCES

Significant sources

Emissions sources that can be controlled by NWL are:

- Grid Electricity
- Process Emissions
- Capital/Construction Emissions
- Chemical Emissions
- Company Transport
- Purchased Goods & Services

Activities responsible for generating significant emissions

Grid Electricity is used for both pumping and treatment of water and wastewater. Water production processes generally rely on gravitation of water through a series of processes, where the topography of the raw water source doesn't provide sufficient gravitational pressure the water must be pumped. Other processes relating to Water Treatment, such as UV treatment and centrifuging of sludges require electrical input. Once treated the water will often also need to be pumped to overcome head losses to ensure adequate pressure at customer properties. Waste water treatment uses electricity to pump the wastes to treatment works and also for treatment processes including aeration and UV treatment. NWL aims to be energy efficient – both using efficient assets and prioritising water production at low energy sites. Relative to the baseline year, electricity demand has reduced by approximately 5GWh.

Natural Gas is used in boilers and CHPs to generate electricity and head used in the treatment of sewage sludges. The heat is used to pasteurise the sludges to enhance energy recovery in the form of biogas. Natural Gas consumption has increased this year relative to the baseline, however this has been partially offset by increased biomethane export and the use of Green Gas.

Process emissions are the emissions evolved from Water and Waste Water treatment processes. Notably, Waste Water evolves various greenhouse gases throughout the process (from disposal to final return to the environment). The emissions factors for these emissions have increased significantly this year.

NWL's transport activity is diverse. The largest vehicles are sludge tankers which transport sludges to the main treatment sites from remote works. Mid sixed commercial vehicles are used by operational colleagues across the business. As the business has sites from the Scottish border down to the river Thames staff routinely use private and public transport in discharging their duties.

Other fuels mainly includes propane which is used for improving the calorific value of biomethane before it is injected into the national gas grid.

NWL doesn't store HFCs, PFCs or SF_6 for use. HFCs and PFCs do exist in domestic refrigeration and air conditioning units – these are de-minimus and managed through normal operation and disposal procedures/regulations, and NWL does not service this equipment itself. The company does not use SF_6, two key electrical contractors complete any re-gassing of electrical equipment on NWL's behalf.

Generally, the data used is detailed and well documented. Notably the Grid Electricity, Biogas Use and natural gas use are calculated using external data sets which are subject to external audit by other parties such as Ofgem. The emissions associated with outsource operators are provided by key contractors in un-validated form.

Chemicals are used in the treatment of water and wastewater.

Influences over the activities

Population growth within NWL's operating area will have a natural inflationary pressure on emissions - at current rates of performance improvement this inflation is offset by the interventions being implemented.

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Climate change is having a significant impact on emissions - draught conditions increase the need for pumping of water and for operational interventions due to lower water quality.

Operational changes driven by tighter legislation may mandate more energy-intensive processes, leading to increased emissions.

Current energy prices have improved the business case for onsite renewable energy systems which contribute to NWL's decarbonisation programme.

Significant sources that cannot be influenced

Process emissions are the emissions evolved from Water and Waste Water treatment processes. Notably, Waste Water evolves various greenhouse gases throughout the process (from disposal to final return to the environment). The magnitude and make up of these emissions is currently estimated using the industry standard approach - further knowledge is required to validate the scale of these emissions and to identify the interventions that reduce these emissions. Northumbrian Water and the wider sector are currently undertaking research to address this issue. and updated the factor significantly this year.

2.3. EMISSIONS REDUCTION TARGETS

The organisation is committed to managing and reducing its emissions in accordance with the Programme requirements. Table 8 provides details of the emission reduction targets to be implemented. These are 'SMART' targets (specific, measurable, achievable, realistic, and time-constrained).

NWL has made a commitment within its regulated business plan to reduce emissions against a 2023/24 baseline as given in the Targets table, an estimate is made of intensity values that would result from achieving these target levels.

This is the new baseline year - the chart shows required pathway to hit all current targets.

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Table 8. Emission reduction targets

Target name	Baseline period	Target date	Type of target (intensity or absolute)	Categories covered	Target		KPI	Responsibility	Rationale
PC Target - AMP8 - 1	2023/24	2025/26	Absolute	Scope 1, Scope 2, Some Scope 3	11.77%	223,301	197,025	Anthony Browne	Inline with Ofwat Requirements
PC Target - AMP8 - 2	2023/24	2026/27	Absolute	Scope 1, Scope 2, Some Scope 3	12.28%	223,301	195,881	Anthony Browne	Inline with Ofwat Requirements
PC Target - AMP8 - 3	2023/24	2027/28	Absolute	Scope 1, Scope 2, Some Scope 3	13.19%	223,301	193,849	Anthony Browne	Inline with Ofwat Requirements
PC Target - AMP8 - 4	2023/24	2028/29	Absolute	Scope 1, Scope 2, Some Scope 3	13.95%	223,301	192,154	Anthony Browne	Inline with Ofwat Requirements
PC Target - AMP8 - 5	2023/24	2029/30	Absolute	Scope 1, Scope 2, Some Scope 3	14.95%	223,301	189,913	Anthony Browne	Inline with Ofwat Requirements
ISO Target - AMP8 - 2	2025/26	2026/27	Absolute	Scope 1, Scope 2, Some Scope 3	0.58%	197,025	195,881	Anthony Browne	Inline with Ofwat Requirements, on new mandatory baseline
ISO Target - AMP8 - 3	2025/26	2027/28	Absolute	Scope 1, Scope 2, Some Scope 3	1.61%	197,025	193,849	Anthony Browne	Inline with Ofwat Requirements, on new mandatory baseline
ISO Target - AMP8 - 4	2025/26	2028/29	Absolute	Scope 1, Scope 2, Some Scope 3	2.47%	197,025	192,154	Anthony Browne	Inline with Ofwat Requirements, on new mandatory baseline
ISO Target - AMP8 - 5	2025/26	2029/30	Absolute	Scope 1, Scope 2, Some Scope 3	3.61%	197,025	189,913	Anthony Browne	Inline with Ofwat Requirements, on new mandatory baseline
Net Zero 20250	2025/26	2049/50	Absolute	All upstream emissions	100%	614,235	0	Anthony Browne	Inline with Government Requirements

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2.4. EMISSIONS REDUCTION PROJECTS

In order to achieve the reduction targets identified in Table 8, specific projects have been identified to achieve these targets, and are detailed in Table 9 below.

Table 9. Projects to reduce emissions

Objective	Project	Responsibility	Completion date	Potential co-benefits	Potential unintended consequences	Actions to minimise unintended consequence
Increased renewable electricity generation	Lumley Solar	Andy Downer (Project Manager) and Anthony Browne (Energy & Decarbonisation)	1/01/2022	Biodiversity gain, increased power resilience, reduced operational costs	Use of agricultural land, visual impact	Considered site selection, visual impact mitigation, site restoration
Increased renewable electricity generation	Sedgeletch Solar	Andy Downer (Project Manager) and Anthony Browne (Energy & Decarbonisation)	1/07/2022	Biodiversity gain, increased power resilience, reduced operational costs	Visual impact	Considered site selection, visual impact mitigation, site restoration
Increased renewable electricity generation	Aycliffe Solar	Andy Downer (Project Manager) and Anthony Browne (Energy & Decarbonisation)	1/08/2022	Biodiversity gain, increased power resilience, reduced operational costs	Visual impact	Considered site selection, visual impact mitigation, site restoration
Increased renewable electricity generation	Billingham Solar	Andy Downer (Project Manager) and Anthony Browne (Energy & Decarbonisation)	1/09/2022	Biodiversity gain, increased power resilience, reduced operational costs	Visual impact	Considered site selection, visual impact mitigation, site restoration
Increased renewable electricity generation	Blyth Solar	Andy Downer (Project Manager) and Anthony Browne (Energy & Decarbonisation)	1/06/2023	Biodiversity gain, increased power resilience, reduced operational costs	Visual impact	Considered site selection, visual impact mitigation, site restoration
Increased renewable electricity generation	Broken Scar Solar	Andy Downer (Project Manager) and Anthony Browne (Energy & Decarbonisation)	1/06/2023	Biodiversity gain, increased power resilience, reduced operational costs	Use of agricultural land, visual impact	Considered site selection, visual impact mitigation, site restoration

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Objective	Project	Responsibility	Completion date	Potential co-benefits	Potential unintended consequences	Actions to minimise unintended consequence
Increased renewable electricity generation	Hanningfield Solar	Anthony Browne (Energy & Decarbonisation)	TBC	Biodiversity gain, increased power resilience, reduced operational costs	Use of agricultural land, visual impact	Considered site selection, visual impact mitigation, site restoration
Increased renewable electricity generation	Layer Solar	Anthony Browne (Energy & Decarbonisation)	TBC	Biodiversity gain, increased power resilience, reduced operational costs	Use of agricultural land, visual impact	Considered site selection, visual impact mitigation, site restoration
Increased renewable electricity generation	Seaton Carew Wind	Anthony Browne (Energy & Decarbonisation)	TBC	Biodiversity gain, increased power resilience, reduced operational costs	Use of agricultural land, visual impact	Considered site selection, visual impact mitigation, site restoration
Reduction of road fuel use	HVO fuelling for HGVs at Howdon and bran Sands	Anthony Browne (Energy & Decarbonisation)	Ongoing	Improved vehicle efficiency, lower mileage	Supply chain risks associated with biofuels	Sustainable procurement approach
Reduction of road fuel use	Upgrade of LCV fleet to alternative fuels (EV)	Anthony Browne (Energy & Decarbonisation)	Ongoing	Improved vehicle efficiency, lower mileage, lower cost	Resilience risk, and greater scope 3 emissions relating to EVs	Resilience considered on vehicle-by-vehicle basis. Selection made on whole life emissions where information available.
Reduction of Capital emissions	Signed up to 5 point plan	Donna Rawlinson & Ben Gilbert (capital delivery)	Ongoing	Design benefits, market stimulation, lower capital/operating costs, ecology and biodiversity.	Cost risk, unequal carbon assesments	Knowledge acquisition
Reduction of Capital emissions	Pas2080 accreditation	Donna Rawlinson & Ben Gilbert (capital delivery)	Ongoing	Design benefits, market stimulation, lower capital/operating costs, ecology and biodiversity.	Cost risk, unequal carbon assesments	Knowledge acquisition

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Table 10 highlights emission sources that have been identified for improving source the data quality in future inventories.

Table 10. Projects to improve data quality

Emissions source	Actions to improve data quality	Responsibility	Completion date
Scope 3 emissions	Produce data collection template and request supporting data	Anthony Browne	1/04/2023
Scope 1 and Scope 2 Emissions	Automation of data collection/analysis to improve performance.	Anthony Browne	1/05/2023

2.5. STAFF ENGAGEMENT

Company emissions reduction commitments are published extensively internally and externally through multiple channels. Regular updates are included on the internal news site as well as Twitter, Yammer and LinkedIn.

Practically, NWL operates a service value framework incorporating operational and capital carbon impacts into routine decision making.

With respect to travel, NWL has 100% coverage of vehicle telematics. This data is used to identify and praise good driving performance which has safety and emissions benefits – there is a rolling programme of "Driver of the Month". Additionally, the company's travel booking system gives clear emissions metrics for every trip booked and allows users to make environmentally responsible choices.

2.6. KEY PERFORMANCE INDICATORS

Operational GHG emissions per Ml of treated water ($kgCO_2e/Ml$)

Operational GHG emissions per Ml of sewage flow to full treatment ($kgCO_2e/Ml$)

Operational GHG emissions per Ml of sewage water distribution input ($kgCO_2e/Ml$)

2.7. MONITORING AND REPORTING

GHG reporting will form part of the NWL monthly Balance Scorecard which indicates performance across all KPIs for Water and Sewage Undertakers. Dr Anthony Browne, Energy and Decarbonisation Manager Manager will produce the data with support from the business intelligence team.

The Balance Scorecard is the key metric which the senior managers use for performance monitoring. The Balance Scorecard results are reported company-wide by the CEO.

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APPENDIX 1: DETAILED GREENHOUSE GAS INVENTORY

Additional inventory details are disclosed in the tables below, and further GHG emissions data is available on the accompanying spreadsheet to this report (Appendix1-Data Summary Northumbrian Water Limited.xls).

Table 11. Direct GHG emissions and removals, quantified separately for each applicable gas

Category	CO_2	CH_4	N_2O	NF_3	SF_6	HFC	PFC	Desflurane	Sevoflurane	Isoflurane	Emissions total (tCO_2e)
Stationary combustion	33,206.51	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	33,206.51
Mobile combustion (incl. company owned or leased vehicles)	6,879.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6,879.15
Emissions - Industrial processes	126,185.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	126,185.63
Removals - Industrial processes	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Leakage of refrigerants	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Fugitive Emissions	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Treatment of waste	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Treatment of wastewater	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Emissions - Land use, land-use change and forestry	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Removals - Land use, land-use change and forestry	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Fertiliser use	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Addition of livestock waste to soils	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Addition of crop residue to soils	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Enteric fermentation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Addition of lime to soils	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Open burning of organic matter	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Electricity generated and consumed onsite	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Medical gases	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Exported electricity	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Forestry, Land and Agriculture	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total net emissions	166,271.29	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	166,271.29

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Table 12. Non-biogenic, biogenic anthropogenic and biogenic non-anthropogenic CO_2 emissions and removals by category

Category	Anthropogenic biogenic CO_2 emissions	Anthropogenic biogenic (CH_4 and N_2O) emissions (tCO_2e)	Non-anthropogenic biogenic (tCO_2e)
Category 1: Direct emissions	0.00	0.00	0.00
Category 2: Indirect emissions from imported energy	0.00	0.00	0.00
Category 3: Indirect emissions from transportation	0.00	0.00	0.00
Category 4: Indirect emissions from products used by organisation	0.00	0.00	0.00
Category 5: Indirect emissions associated with the use of products from the organisation	0.00	0.00	0.00
Category 6: Indirect emissions from other sources	0.00	0.00	0.00
Total gross emissions	**0.00**	**0.00**	**0.00**

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A1.1 REPORTING BOUNDARIES

A1.1.1 Emission source identification method and significance criteria

The GHG emissions sources included in this inventory are those required for Programme certification and were identified with reference to the methodology described in the GHG Protocol and ISO 14064-1:2018 standards as well as the Programme Technical Requirements.

Significance of emissions sources within the organisational boundaries has been considered in the design of this inventory. The significance criteria used comprise:

- All direct emissions sources that contribute more than 1% of total Category 1 and 2 emissions
- All indirect emissions sources that are required by the Programme

No changes to the significance criteria have been made since this inventory was initially developed in the base year.

A1.1.2 Included sources sinks and activity data management

As adapted from ISO 14064-1, the emissions sources deemed significant for inclusion in this inventory were classified into the following categories:

- **Direct GHG emissions (Category 1):** GHG emissions from sources that are owned or controlled by the company.
- **Indirect GHG emissions (Category 2):** GHG emissions from the generation of purchased electricity, heat and steam consumed by the company.
- **Indirect GHG emissions (Categories 3-6):** GHG emissions that occur as a consequence of the activities of the company but occur from sources not owned or controlled by the company.

Table 13 provides detail on the categories of emissions included in the GHG emissions inventory, an overview of how activity data were collected for each emissions source, and an explanation of any uncertainties or assumptions made based on the source of activity data. Detail on estimated numerical uncertainties are reported in Appendix 1.

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Table 13. GHG emissions activity data collection methods and inherent uncertainties and assumptions

GHG emissions source or sink subcategory	Overview of activity data and evidence	Explanation of uncertainties or assumptions around your data and evidence	Use of default and average emissions factors	Pre-verified data
Stationary combustion	Direct emissions from burning fossil fuels	A2		
Emissions - Industrial processes	Process & Fugitive emissions	B2		
		Low		
Imported electricity	Purchased electricity	A2		
		Low		
Business travel - Transport (non-company owned vehicles)	Business travel on public transport and private vehicles, Transport: Company owned or leased vehicles	A2		
		Low		
Purchased goods and services	Outsourced activities (If not included in scope 1 & 2)	C2		
Transmission of energy (T&D losses)	Purchased electricity - Transmission and distribution	A2		
		Low		

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A1.1.3 Excluded emissions sources and sinks

Emissions sources in Table 13 have been identified and excluded from this inventory.

Table 14. GHG emissions sources excluded from the inventory

Appendix 1
N/A

A1.2 QUANTIFIED INVENTORY OF EMISSIONS AND REMOVALS

A1.2.1 Calculation methodology

A calculation methodology has been used for quantifying the emissions inventory based on the following calculation approach, unless otherwise stated below:

Emissions = activity data x emissions factor

The quantification approach(es) has not changed since the previous measurement period

All emissions were calculated using Toitū emanage with emissions factors and Global Warming Potentials provided by the Programme (see Appendix 1 - data summary.xls). Global Warming Potentials (GWP) from the IPCC fifth assessment report (AR5) are the preferred GWP conversion[5].

There are systems and procedures in place that will ensure applied quantification methodologies will continue in future GHG emissions inventories.

A1.2.2 Supplementary results

Holdings and transactions in GHG-related financial or contractual instruments such as permits, allowances, verified offsets or other purchased emissions reductions from eligible schemes recognised by the Programme are reported separately here.

A1.2.2.1 CARBON CREDITS AND OFFSETS

No carbon credits have been purchased for this reporting period.

Reason for purchase

NWL does not use offsets or carbon credits in its reporting.

A1.2.2.2 DOUBLE COUNTING AND DOUBLE OFFSETTING

There are various definitions of double counting or double offsetting. For this report, it refers to:

- Parts of the organisation have been prior offset.
- The same emissions sources have been reported (and offset) in both an organisational inventory and product footprint.
- Emissions have been included and potentially offset in the GHG emissions inventories of two different organisations, e.g. a company and one of its suppliers/contractors. This is particularly relevant to indirect (Categories 2 and 3) emissions sources.
- Programme approved 'pre-offset' products or services that contribute to the organisation inventory

[5] If emission factors have been derived from recognised publications approved by the programme, which still use earlier GWPs, the emission factors have not been altered from as published.

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- The organisation generates renewable electricity, uses or exports the electricity and claims the carbon benefits.
- Emissions reductions are counted as removals in an organisation's GHG emissions inventory and are counted or used as offsets/carbon credits by another organisation.

Double counting / double offsetting has not been included in this inventory.

Details

N/A

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APPENDIX 2: SIGNIFICANCE CRITERIA USED

Table 15. Significance criteria used for identifying inclusion of indirect emissions

Emission source	Magnitude	Level of influence	Risk or opportunity	Sector specific guidance	Outsourced	Employee engagement	Intended Use and Users	Include in inventory?
Business travel on public transport and private vehicles- Category 3: Business travel - Transport (non-company owned vehicles): Scope 3 Mandatory	Low	Medium	Medium	CAW17/CAW20		Medium	Yes	Yes
Direct emissions from burning fossil fuels- Category 1: Stationary combustion: Scope 1	Medium	Medium	Medium	CAW17/CAW20		Medium	Yes	Yes
Electric Vehicles- Category 2: Imported electricity: Scope 2	Low	Medium	Medium	CAW17/CAW20		Medium	Yes	Yes
Outsourced activities (If not included in scope 1 & 2)- Category 4: Purchased goods and services: Scope 3 Additional	Low	Medium	Medium	CAW17/CAW20	Yes	Medium	Yes	Yes
Pre-calculated (tCO_2-e) - Capital goods- Category 4: Capital goods: Scope 3 Additional: Capital, construction and maintenance	High	Medium	Medium	Internal		Medium	Yes	Yes
Pre-calculated (tCO_2-e) - Fuel and energy related activities- Category 4: Purchased fuel and energy related activities: Scope 3 Additional: WTT - Fuels	Medium	Medium	Medium	CAW17/CAW20		Medium	Yes	Yes
Pre-calculated (tCO_2-e) - Fuel and energy related activities- Category 4: Purchased fuel and energy related activities: Scope 3 Additional: WTT - Electricity (excluding T&D)	Medium	Medium	Medium	CAW17/CAW20		Medium	Yes	Yes
Pre-calculated (tCO_2-e) - Purchased goods and services- Category 4: Purchased goods and services: Scope 3 Additional: Chemicals	High	Medium	Medium	CAW17/CAW20		Medium	Yes	Yes
Pre-calculated (tCO_2-e) - Purchased goods and services- Category 4: Purchased goods and services: Scope 3 Additional: Excluding Chemicals and Operational Outsourced Activities	High	Medium	Medium	Internal		Medium	Yes	Yes

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Emission source	Magnitude	Level of influence	Risk or opportunity	Sector specific guidance	Outsourced	Employee engagement	Intended Use and Users	Include in inventory?
Pre-calculated (tCO_2-e) - Waste generated in operations- Category 4: Disposal of solid waste - Not landfilled: Scope 3 Additional: All waste emissions (sludge to land and other)	Medium	Medium	Medium	CAW17/CAW20		Medium	Yes	Yes
Pre-calculated (tCO_2-e) - Waste generated in operations- Category 4: Disposal of solid waste - Landfilled: Scope 3 Mandatory	Low	Medium	Medium	CAW17/CAW20		Medium	Yes	Yes
Process & Fugitive emissions- Category 1: Emissions - Industrial processes: Scope 1	High	Medium	Medium	CAW17/CAW20		Medium	Yes	Yes
Purchased electricity- Category 2: Imported electricity: Scope 2	High	Medium	Medium	CAW17/CAW20		Medium	Yes	Yes
Purchased electricity - Transmission and distribution- Category 4: Transmission of energy (T&D losses): Scope 3 Mandatory	Medium	Medium	Medium	CAW17/CAW20		Medium	Yes	Yes
Removal of electricity used to charge electric vehicles at site- Category 2: Imported electricity: Scope 2	Low	Medium	Medium	CAW17/CAW20		Medium	Yes	Yes
Transport: Company owned or leased vehicles- Category 1: Mobile combustion (incl. company owned or leased vehicles): Scope 1	Low	Medium	Medium	CAW17/CAW20		Medium	Yes	Yes

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APPENDIX 3: CERTIFICATION MARK USE

NWL does not currently use certification marks on its customer facing documentation. Audit outputs published online. Reference is made to ISO14064-1 accreditation in some communications and during regulator engagement.

APPENDIX 4: REFERENCES

International Organization for Standardization, 2018. ISO 14064-1:2018. Greenhouse gases – Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals. ISO: Geneva, Switzerland.

World Resources Institute and World Business Council for Sustainable Development, 2004 (revised). The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard. WBCSD: Geneva, Switzerland.

World Resources Institute and World Business Council for Sustainable Development, 2015 (revised). The Greenhouse Gas Protocol: Scope 2 Guidance. An amendment to the GHG Protocol Corporate Standard. WBCSD: Geneva, Switzerland.

APPENDIX 5: REPORTING INDEX

This report template aligns with ISO 14064-1:2018 and meet Toitū Carbon Reduce programme Organisation Technical Requirements. The following table cross references the requirements against the relevant section(s) of this report.

Section of this report	ISO 14064-1:2018 clause	Organisational Technical Requirement rule
Cover page	9.3.1 b, c, r 9.3.2 d,	TR8.2, TR8.3
Availability	9.2 g	
Chapter 1: Emissions Inventory Report		
1.1. Introduction	9.3.2 a	
1.2. Emissions inventory results	9.3.1 f, h, j 9.3.3	TR4.14, TR4.16, TR4.17
1.3. Organisational context	9.3.1 a	
1.3.1. Organisation description	9.3.1 a	
1.3.2. Statement of intent		TR4.2
1.3.3. Person responsible	9.3.1 b	
1.3.4. Reporting period	9.3.1 l	TR5.1, TR5.8
1.3.5. Organisational boundary and consolidation approach	9.3.1.d	TR4.3, TR4.5, TR4.7, TR4.11
1.3.6. Excluded business units		
Chapter 2: Emissions Management and Reduction Report		
2.1. Emissions reduction results	9.3.1 f, h, j, k 9.3.2 j, k	TR4.14, TR6.18
2.2. Significant emissions sources		
2.3. Emissions reduction targets		TR6.1, TR6.2, TR6.4, TR6.6, TR6.8,
2.4. Emissions reduction projects	9.3.2 b	TR6.8, TR6.11, TR6.12, TR6.13, TR6.14, TR6.15

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Section of this report	ISO 14064-1:2018 clause	Organisational Technical Requirement rule
2.5. Staff engagement		TR6.1, TR6.9
2.6. Key performance indicators		TR6.19
2.7. Monitoring and reporting	9.3.2 h	TR6.2
Appendix 1: Detailed greenhouse gas inventory	9.3.1 f, g	TR4.9, TR4.15
A1.1 Reporting boundaries		
A1.1.1 Emission source identification method and significance criteria	9.3.1 e	TR4.12, TR4.13
A1.1.2 Included emissions sources and activity data collection	9.3.1 p, q 9.3.2 i	TR5.4, TR5.6, TR5.17, TR5.18,
A1.1.3 Excluded emissions sources and sinks	9.3.1 i	TR5.21, TR5.22, TR5.23
A1.2 Quantified inventory of emissions and removals		
A1.2.1 Calculation methodology	9.3.1 m, n, o, t	
A1.2.2 Historical recalculations		
A1.2.3 GHG Storage and Liabilities		
A1.2.3.1 GHG stocks held on site		TR4.18
A1.2.3.2 Land-use liabilities	9.3.3.	TR4.19
A1.2.4 Supplementary results		
A1.2.4.1 Carbon credits and offsets	9.3.3.3	
A1.2.4.2 Purchased or developed reduction or removal enhancement projects	9.3.2 c	
A1.2.4.3 Double counting and double offsetting		
Appendix 2: Significance criteria used	9.3.1.e	TR4.12
Appendix 3: Certification mark use		TR3.6
Appendix 4: References		
Appendix 5: Reporting index		

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Carbon Reduce Certified

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STATEMENT OF CARBON REDUCE CERTIFICATION [i]

FOR Northumbrian Water Limited

NORTHUMBRIAN WATER living water | ESSEX&SUFFOLK WATER living water

Statement for 01 April 2025 to 31 March 2026

CARBON REDUCE ORGANISATION CERTIFIED: NORTHUMBRIAN WATER LIMITED

Carbon Reduce certified means committing to ongoing reductions while achieving annual requirements for at least the programme mandatory emissions.[ii]

Measured emissions to ISO 14064-1:2018 and Programme requirements

Managing and reducing against Programme requirements

This report provides a summary of the annual greenhouse gas (GHG) emissions inventory and management report for Northumbrian Water Limited as part of the annual work to achieve Carbon Reduce certification. Additional details of the annual achievements, commitments, and verification are available on request from Northumbrian Water Limited.

The purpose of this report is to measure and report our GHG emissions in accordance with Ofwat's requirements for the UK Water Sector. This report is an important element of Northumbrian Water's Net Zero commitments.

ACHIEVEMENTS

These achievements have been verified in line with ISO 14064-3:2019 and Carbon Reduce Programme Technical Requirements for the 01 April 2025 to 31 March 2026 measurement period.

EMISSIONS MEASUREMENT

Northumbrian Water Limited's greenhouse gas emissions for this year (01 April 2025 to 31 March 2026) were 614,347.21 tCO_2e. Northumbrian Water Limited has measured the emissions resulting from its operational activities, purchased energy, and selected impacts from its value chain activities, including business travel, freight, and waste sent to landfill.

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The annual inventory is detailed in the following table. Emissions and reductions are reported using a location-based methodology. [iii]

The data and information supporting the measurement of GHG emissions were historical in nature.

Category (ISO 14064-1:2018)	Scopes (GHG Protocol)	GHG emissions (tCO_2e) Current Year 2025/2026
Category 1: Direct emissions (tCO_2e)	Scope 1	166,271.29
Category 2: Indirect emissions from imported energy (location-based method*) (tCO_2e)	Scope 2	63,273.64
Category 3: Indirect emissions from transportation (tCO_2e)	Scope 3	541.10
Category 4: Indirect emissions from products used by organisation (tCO_2e)		384,261.18
Category 5: Indirect emissions associated with the use of products from the organisation (tCO_2e)		0.00
Category 6: Indirect emissions from other sources (tCO_2e)		0.00
Total gross emissions* (tCO_2e)		**614,347.21**
Category 1 direct removals		**(23,066.95)**
Exported renewable generation/fuel (tCO2e)		**(1,039.14)**
Total net emissions (tCO_2e)		**590,843.07**

*Gross and net emissions are reported using a location-based methodology. Contact Northumbrian Water Limited for full details.

The operational GHG emission sources included in this inventory are shown in Figure 1 below.

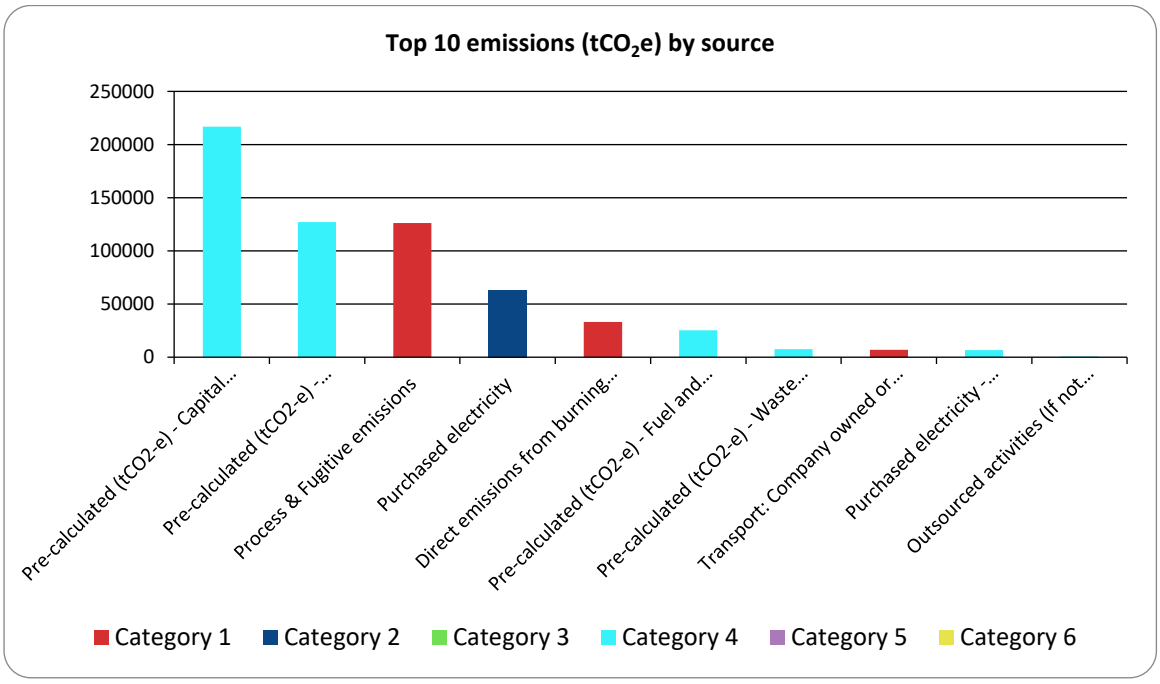

Figure 1: Top 10 GHG emissions (tonnes CO_2e) by source

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SCOPE OF MEASURED INVENTORY

CONSOLIDATION APPROACH

An operational control consolidation approach was used to account for emissions. Organisational boundaries were set with reference to the methodology described in the GHG Protocol and ISO 14064-1:2018 standards. [iv]

An operational control consolidation approach was used to account for the emissions of Northumbrian Water Limited.

In addition to the operational control consolidation approach. The emissions boundary is limited to the appointed business only. The appointed business refers to those assets and activities regulated under the Water Industry Act 1991. This is an important distinction due to the use of the reported emissions being included in Northumbrian Water Limited's regulatory submission to Ofwat.

BOUNDARIES

Organisational structure showing Northumbrian Water Limited and its subsidiaries.

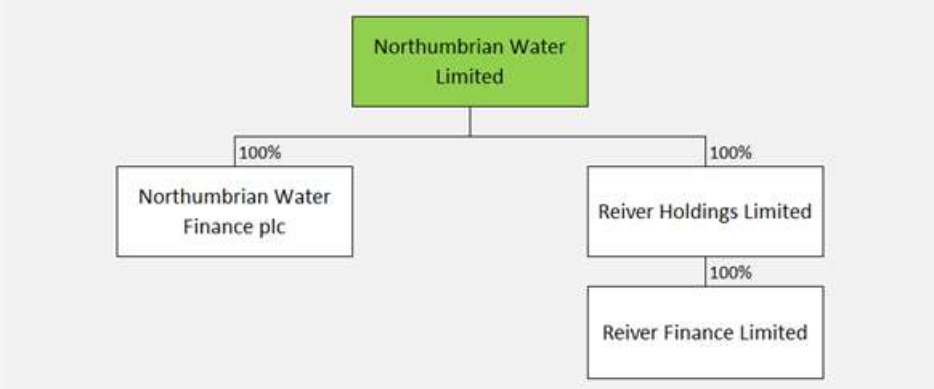

Figure 2: Organisational structure showing business units included and excluded

• Northumbrian Water Finance plc - Non-appointed, and administrative so no emissions included in scope; . Excluded emissions do not exceed 5% of the total footprint within the organisation boundary stated.

• Reiver Finance Limited - Non-appointed, and administrative so no emissions included in scope;

• Reiver Holdings Limited - Non-appointed, and administrative so no emissions included in scope.

COMMITMENTS

Reduction targets

Northumbrian Water Limited is committed to managing and reducing its emissions. Northumbrian Water Limited's commitments, including GHG emissions reduction targets and plans, have been reviewed and are in line with Toitū Carbon Reduce programme requirements.

NWL has made a commitment within it's regulated business plan to reduce emissions against a 2023/24 baseline as given in the Targets table, an estimate is made of intensity values that would result from achieving these target levels.

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Looking ahead, Northumbrian Water Limited is currently focused on the following projects.

Objective	Project	Responsibility	Completion date	Potential co-benefits	Potential unintended consequences	Actions to minimise unintended consequence
Increased renewable electricity generation	Lumley Solar	Andy Downer (Project Manager) and Anthony Browne (Energy & Decarbonisation)	1/01/2022	Biodiversity gain, increased power resilience, reduced operational costs	Use of agricultural land, visual impact	Considered site selection, visual impact mitigation, site restoration
Increased renewable electricity generation	Sedgeletch Solar	Andy Downer (Project Manager) and Anthony Browne (Energy & Decarbonisation)	1/07/2022	Biodiversity gain, increased power resilience, reduced operational costs	Visual impact	Considered site selection, visual impact mitigation, site restoration
Increased renewable electricity generation	Aycliffe Solar	Andy Downer (Project Manager) and Anthony Browne (Energy & Decarbonisation)	1/08/2022	Biodiversity gain, increased power resilience, reduced operational costs	Visual impact	Considered site selection, visual impact mitigation, site restoration
Increased renewable electricity generation	Billingham Solar	Andy Downer (Project Manager) and Anthony Browne (Energy & Decarbonisation)	1/09/2022	Biodiversity gain, increased power resilience, reduced operational costs	Visual impact	Considered site selection, visual impact mitigation, site restoration
Increased renewable electricity generation	Blyth Solar	Andy Downer (Project Manager) and Anthony Browne (Energy & Decarbonisation)	1/06/2023	Biodiversity gain, increased power resilience, reduced operational costs	Visual impact	Considered site selection, visual impact mitigation, site restoration
Increased renewable electricity generation	Broken Scar Solar	Andy Downer (Project Manager) and Anthony Browne (Energy & Decarbonisation)	1/06/2023	Biodiversity gain, increased power resilience, reduced operational costs	Use of agricultural land, visual impact	Considered site selection, visual impact mitigation, site restoration
Increased renewable electricity generation	Hanningfield Solar	Anthony Browne (Energy & Decarbonisation)	TBC	Biodiversity gain, increased power resilience, reduced operational costs	Use of agricultural land, visual impact	Considered site selection, visual impact mitigation, site restoration

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Objective	Project	Responsibility	Completion date	Potential co-benefits	Potential unintended consequences	Actions to minimise unintended consequence
Increased renewable electricity generation	Layer Solar	Anthony Browne (Energy & Decarbonisation)	TBC	Biodiversity gain, increased power resilience, reduced operational costs	Use of agricultural land, visual impact	Considered site selection, visual impact mitigation, site restoration
Increased renewable electricity generation	Seaton Carew Wind	Anthony Browne (Energy & Decarbonisation)	TBC	Biodiversity gain, increased power resilience, reduced operational costs	Use of agricultural land, visual impact	Considered site selection, visual impact mitigation, site restoration
Reduction of road fuel use	HVO fuelling for HGVs at Howdon and bran Sands	Anthony Browne (Energy & Decarbonisation)	Ongoing	Improved vehicle efficiency, lower mileage	Supply chain risks associated with biofuels	Sustainable procurement approach
Reduction of road fuel use	Upgrade of LCV fleet to alternative fuels (EV)	Anthony Browne (Energy & Decarbonisation)	Ongoing	Improved vehicle efficiency, lower mileage, lower cost	Resilience risk, and greater scope 3 emissions relating to EVs	Resilience considered on vehicle-by-vehicle basis. Selection made on whole life emissions where information available.
Reduction of Capital emissions	Signed up to 5 point plan	Donna Rawlinson & Ben Gilbert (capital delivery)	Ongoing	Design benefits, market stimulation, lower capital/operating costs, ecology and biodiversity.	Cost risk, unequal carbon assesments	Knowledge acquisition
Reduction of Capital emissions	Pas2080 accreditation	Donna Rawlinson & Ben Gilbert (capital delivery)	Ongoing	Design benefits, market stimulation, lower capital/operating costs, ecology and biodiversity.	Cost risk, unequal carbon assesments	Knowledge acquisition

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CERTIFICATE DETAILS

Certification status:	Carbon Reduce certified organisation
Certificate number:	2026185J, Year 1 of 3 year certificate period[v]
Issued:	15 July 2026
Valid until:	15 July 2029
Measurement period:	01 April 2025 to 31 March 2026
Base year:	01 April 2025 to 31 March 2026
Audited by:	Achilles Assessment Services (UK)
Assured by:	Toitū Envirocare OR Name of third-party assurance firm
Certified by:	Toitū Envirocare OR Name of Certifier
Level of assurance:	Reasonable scope 1 & 2, Limited scope 3

[i] ©Enviro-Mark Solutions Limited 2020.
Disclaimer: This Certification Summary Statement is a summary of the information (validated and verified for relevant components of the certification) considered for certification and the certification decision. It should not be taken to represent the full submission for certification. Whilst every effort has been made to ensure that the information in this Statement is accurate and complete, Enviro-Mark Solutions Limited (trading as Toitū Envirocare) does not, to the maximum extent permitted by law, give any warranty or guarantee relating to the accuracy or reliability of the information.
Enviro-Mark Solutions Limited (trading as Toitū Envirocare) head office, located at Toitū Envirocare, The Formery, 87 Albert Street, Auckland Central, Auckland 1010, New Zealand, is a third-party validation / verification body.

[ii] The mandatory sources that must be included in any Carbon Reduce Programme inventory include:
- All direct emissions from the activities of the organisation, or the part of the organisation being certified. Direct emissions come from assets owned or controlled by the organisation, such as emissions from fleet vehicles, boilers, generators and HVAC systems.
- All emissions from imported energy (electricity, heat and steam)
- Emissions from business travel and freight paid for by the organisation
- Emissions associated with waste disposed of by the organisation, as well as the transmission and distribution of electricity, and natural gas

[iii] All purchased and generated energy emissions are dual reported using both the location-based method and market-based method in the certified Inventory Report and appendices. This summary document presents the information using the location-based method. Note that reductions and any required compensation are assessed using that method. Dual reporting illustrates the role of supplier choice, onsite renewable energy generation and contractual instruments in managing indirect emissions from energy alongside any ongoing energy efficiency and reduction efforts. This dual reporting aligns with ISO 14064-1:2018 and the GHG Protocol. Please contact this organisation for the dual reporting details applicable to this inventory.

[iv] Control: the organisation accounts for all GHG emissions and/or removals from facilities over which it has financial or operational control. Equity share: the organisation accounts for its portion of GHG emissions and/or removals from respective facilities.

[v] In year 1 (recertification year) of the certificate validity period, this certification summary statement also serves as the verification/validation statement required by paragraph 9.7 of ISO 17029:2019. In year 2 or 3 (surveillance year) this certification summary statement serves only as a summary of the results of the verification/validation of the GHG Statement.

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Certification

CarbonReduce

5 Year Award

Northumbrian Water Limited

Meets the requirements of Carbon Reduce certification having measured its greenhouse gas emissions in accordance with ISO 14064 Part 1 2018 and is committed to managing and reducing its emissions in respect of its operational activities of its UK organisation.

Level of Assurance: Reasonable scope 1 & 2, Limited scope 3

Company address: Northumbria House, Abbey Road, Pity Me, Durham, DH1 5FJ, United Kingdom

Certificate Number: 2026185J

Start Date: 15 July 2026

Expiry Date: 15 July 2029

Osana Robertson

TOITŪ CARBON REDUCE ISO 14064-1 ORGANISATION

JAS-ANZ WWW.JAS-ANZ.ORG/REGISTER

Certifier Address: Toitū Envirocare Limited, The Formery, 87 Albert Street, Auckland Central, Auckland 1010, New Zealand

This certificate was issued electronically and remains the property of Enviro-mark Solutions Limited (trading as Toitū Envirocare) and is bound by the conditions of contract. This certificate can be verified at www.jasanz.org/register. This certificate is valid only if provided copies are a complete set.

Carbon Reduce is administered by Achilles under license from Toitū Envirocare. Carbon Reduce is an annual certification programme and this certificate only remains valid with an annual surveillance audit.

INDEPENDENT AUDIT OPINION

Toitū Climate Impact Programme certification

TO THE INTENDED USERS

Responsible Party:	Northumbrian Water Limited
Toitū Carbon Programme:	Carbon Reduce
Audit Criteria:	ISO 14064 Part 1 2018, ISO 14064 Part 3 2019. Technical Requirements 3.1 & Audit and Certification Technical requirements 3.0. GHG Protocol scope 2 guidance. UKWIR - CAW Corporate Value Chain (Scope 3) Accounting Reporting Standard.
Registered address:	Northumbria House, Abbey Road, Pity Me, Durham, DH1 5FJ, United Kingdom
Inventory period:	01/04/2025 to 31/03/2026
GHG Assertion:	IMR_2526_Northumbrian Water Limited_CR_Org.pdf

Toitū as the certifier has appointed Achilles Information Limited, using their staff and resources, to carry out the audit of the responsible party's GHG Statement on Toitū`s behalf.

RESPONSIBLE PARTY'S RESPONSIBILITIES

The Management of the Responsible Party is responsible for the preparation of the GHG statement in accordance with ISO 14064-1 2018 and the requirements of the stated Toitū Climate Impact programme. This responsibility includes the design, implementation and maintenance of internal controls relevant to the preparation of a GHG statement that is free from material misstatement.

VERIFIERS' RESPONSIBILITIES

Our responsibility as third party verifiers is to express a verification opinion to the agreed level of assurance on the GHG statement, based on the evidence we have obtained and in accordance with the audit criteria. We conducted our verification engagement as agreed in the Contract and Engagement letter, which together define the scope, objectives, criteria and level of assurance of the verification. The International Standard ISO 14064-3 2019 requires that we comply with ethical requirements and plan and perform the validation and verification to obtain the agreed level of assurance that the GHG emissions, removals and storage in the GHG statement are free from material misstatement. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit carried out in accordance with the ISO 14064-3:2019 Standards will always detect a material misstatement when it exists. The procedures performed on a limited level of assurance vary in nature and timing from, and are less in extent compared to reasonable assurance, which is a high level of assurance. . Misstatements are differences or omissions of amounts or disclosures, and can arise from fraud or error. Misstatements are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of readers, taken on the basis of the information we audited.

GHG quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

BASIS OF VERIFICATION OPINION

Our responsibility is to express an assurance opinion on the GHG statement based on the evidence we have obtained. We conducted our assurance engagement as agreed in the contract which defines the scope, objectives, criteria and level of assurance of the verification.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

VERIFICATION

We have undertaken a verification engagement relating to the Greenhouse Gas Emissions Inventory Report (the 'Inventory Report')/Emissions Inventory and Management Report of the organisation listed at the top of this statement and described in the emissions inventory report for the period stated above.

The Inventory Report provides information about the greenhouse gas emissions of the organisation for the defined measurement period and is based on historical information. This information is stated in accordance with the requirements of International Standard ISO 14064-1 2018 and the requirements of the stated Enviro-Mark Solutions Limited (trading as Toitū Envirocare) programme.

VERIFICATION STRATEGY

Verification evidence gathering procedures include:
An initial evaluation of organisational scope & boundaries, typically by interview and or desktop data review.
A sample of site visits will typically be conducted, dependent on the industrial sector.
A comprehensive range of emission sources will be taken and typically checked for classification, completeness of data, scope & boundaries, time-periods, emission factors applied, consistency or changes to methodologies, estimations used & that adequate control procedures are in place. This will also include retrace back to source data and a full recalculation of GHG emissions.

VERIFICATION LEVEL OF ASSURANCE

Reasonable scope 1 & 2, Limited scope 3

Total gross tCO_2e subject to verification level of assurance:	Total gross tCO_2e subject to validation, excluded from level of assurance:
614,347.21	0.00

QUALIFICATIONS TO THE OPINION

The following qualifications have been raised in relation to the verification opinion:

Market-based reporting: it was verified that appropriate volumes of REGOS have been purchased. However, due to the timing of the audit, and with respect to the industry reconciliation process, there is not yet full evidence that these have been retired.

Emissions for process and fugitive category 1 (scope 1) emissions are calculated using estimates relating to population size. Population served by secondary treatment is measured by summing the population equivalent of all sewage treatment works in the company asset base that are consented and operating with a functioning secondary biological treatment stage, as recorded in asset registers and validated against Environment Agency discharge consent records. Changes in the population size can change these emissions.

Category 4 emission sources for purchased goods & services and capital goodsare heavily assumptions based, using pound spend data and an industry average emission factors to estimate emissions. Changes in assumptions could significantly impact the measurement of these emissions.

CONCLUSION

EMISSIONS - VERIFICATION REASONABLE ASSURANCE

We have obtained all the information and explanations we have required. In our opinion, the emissions, removals and storage defined in the inventory report, in all material respects:
• comply with ISO 14064 Part 1 2018 and the requirements of the stated Toitū Envirocare Toitū carbon programme; and
• provide a true and fair view of the emissions inventory of the Responsible Party for the stated inventory period.

EMISSIONS - VERIFICATION LIMITED ASSURANCE

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the emissions, removals and storage defined in the inventory report:
• do not comply with ISO 14064 Part 1 2018 and the requirements of the stated Toitū Envirocare Toitū carbon programme; and
• do not provide a true and fair view of the emissions inventory of the Responsible Party for the stated inventory period.

OTHER INFORMATION

The responsible party is responsible for the provision of Other Information to meet Programme requirements. The Other Information may include emissions management and reduction plan and purchase of carbon credits, but does not include the information we verified, and our auditor's opinion thereon.

Our opinion on the information we verified does not cover the Other Information and we do not express any form of audit opinion or assurance conclusion thereon. Our responsibility is to read and review the Other Information and consider it in terms of the programme requirements. In doing so, we consider whether the Other Information is materially inconsistent with the information we verified or our knowledge obtained during the verification.

Verified by:		**Reviewed by:**	
Name:	Damian Burton	Name:	Matt Fishwick
Position:	Lead Verifier Achilles Information Limited	Position:	Technical Reviewer Achilles Information Limited
Signature:		Signature:	
Date verification audit:	10/07/2026	Date:	14/07/2026

Authorised by:

Enviro-Mark Solutions Ltd (trading as Toitū Envirocare)
The Formery 87 Albert Street, Auckland Central, Auckland 1010, New Zealand

Date: 15/07/2026

ORGANISATIONAL AUDIT REPORT FOR:

Northumbrian Water Limited

Verification firm (third party) :	Achilles Information Limited, 115 NRTW Olympic Avenue, Milton Park, Abingdon, Oxfordshire, OX14 4SA.
Toitū Envirocare: (certification party)	The Formery 87 Albert Street, Auckland Central, Auckland 1010, New Zealand
Lead Auditor:	Damian Burton
Client Contact:	Andrew Edser
Report date:	10/07/2026

AUDIT OBJECTIVES

To determine whether the organisation's GHG measurements (emissions data and calculations) and reduction(s) meet certification requirements for the Programme as detailed in the criteria and scope.

AUDIT CRITERIA AND SCOPE

The audit criteria and scope are detailed in the following table:

Criteria	ISO 14064 Part 1 2018, ISO 14064 Part 3 2019.
	Technical Requirements 3.1 & Audit and Certification Technical
	GHG Protocol scope 2 guidance.
	UKWIR - CAW
	Corporate Value Chain (Scope 3) Accounting Reporting Standard.
	-
GHG program	Carbon Reduce
Audit date	1/06/2026
Base year	01/04/2025 to 31/03/2026
Reporting year	01/04/2025 to 31/03/2026
Consolidation methodology	Operational control.
Materiality threshold	5%
Emissions factor	Toitū emanage CAW 20
GHG assertion	IMR_2526_Northumbrian Water Limited_CR_Org.pdf
GHG statement (certification claim)	Northumbrian Water Limited meets the requirements of Carbon Reduce certification having measured its greenhouse gas emissions in accordance with ISO 14064 Part 1 2018 and is committed to managing and reducing its emissions in respect of its operational activities of its UK organisation.
Registered Office Address	Northumbria House, Abbey Road, Pity Me, Durham, DH1 5FJ, United Kingdom
Audit type	Recertification (certificate renewal).
Overall audit approach	Site visit, remote stage 2 audit

RESPONSIBILITIES

The responsible party is responsible for the preparation and fair presentation of the GHG statement in accordance with the criteria.

The verifier is responsible for expressing an opinion on the GHG statement based on the verification activities undertaken.

VERIFIED LOCATION BASED EMISSIONS TOTALS

Emissions summary by category:	All measured emissions	Mandatory boundary	Units
Category 1: Direct emissions and removals	166,271.29	166,271.29	tCO_2e
Category 2: Indirect emissions from imported energy	63,273.64	63,273.64	tCO_2e
Category 3: Indirect emissions from transportation	541.10	541.10	tCO_2e
Category 4: Indirect emissions from products used by organisation	384,261.18	6,754.93	tCO_2e
Category 5: Indirect emissions associated with the use of products from the organisation	0.00	0.00	tCO_2e
Category 6: Indirect GHG emissions from other sources	0.00	0.00	tCO2e
Total gross inventory	**614,347.21**	**236,840.96**	**tCO_2e**
Category 1 direct removals	23,066.95	23,066.95	tCO_2e
Exported renewable generation/fuel	437.19	437.19	tCO_2e
Purchased emission reductions	0.00	0.00	tCO_2e
Total net inventory	**590,843.07**	**213,336.82**	**tCO_2e**

VERIFIED MARKET BASED EMISSIONS TOTALS

Emissions summary by category:	All measured emissions	Mandatory boundary	Units
Category 1: Direct emissions and removals	166,271.29	166,271.29	tCO_2e
Category 2: Indirect emissions from imported energy	0.00	0.00	tCO_2e
Category 3: Indirect emissions from transportation	541.10	541.10	tCO_2e
Category 4: Indirect emissions from products used by organisation	384,261.18	6,754.93	tCO_2e
Category 5: Indirect emissions associated with the use of products from the organisation	0.00	0.00	tCO_2e
Category 6: Indirect GHG emissions from other sources	0.00	0.00	tCO2e
Total gross inventory	551,073.57	173,567.32	**tCO_2e**
Category 1 direct removals	23,066.95	23,066.95	tCO_2e
Exported renewable generation/fuel	1,039.14	1,039.14	tCO_2e
Purchased emission reductions	0.00	0.00	tCO_2e
Total net inventory	526,967.48	149,461.23	**tCO_2e**

LEVEL OF ASSURANCE PROVIDED

Based upon the verification undertaken, the following level of assurance is provided:

Reasonable scope 1 & 2, Limited scope 3

The above is based upon the following qualifications:

Market-based reporting: it was verified that appropriate volumes of REGOS have been purchased. However, due to the timing of the audit, and with respect to the industry reconciliation process, there is not yet full evidence that these have been retired.

Emissions for process and fugitive category 1 (scope 1) emissions are calculated using estimates relating to population size. Population served by secondary treatment is measured by summing the population equivalent of all sewage treatment works in the company asset base that are consented and operating with a functioning secondary biological treatment stage, as recorded in asset registers and validated against Environment Agency discharge consent records. Changes in the population size can change these emissions.

Category 4 emission sources for purchased goods & services and capital goodsare heavily assumptions based, using pound spend data and an industry average emission factors to estimate emissions. Changes in assumptions could significantly impact the measurement of these emissions.

MANDATORY REDUCTION PERFORMANCE

The following reductions have been made in the programme mandatory emissions categories, relative to the base year(s), using the programme 5 year rolling average methodology.

Reduction performance		
Category 1 & 2 emissions only	% reduction	**N/A**
Emissions intensity: category 1,2 & all other mandatory categories.	% reduction	**N/A**

ASSESSMENT OF TOITŪ CLIMATE IMPACT PROGRAMME REQUIREMENTS

Criteria/documents	
Organisational boundaries	Meets scheme requirements.
Application of the accounting principles	Meets scheme requirements.
Emissions Inventory report	Meets scheme requirements.
Emissions Reductions plan	Meets scheme requirements.
Use of the Toitū carbonreduce programme logo	Meets scheme requirements.
The requirement to maintain a complaints procedure	Meets scheme requirements.
Where audit activities have been undertaken using remote/ICT based approaches	It is confirmed that the methods used allowed all relevant audit activities to be undertaken effectively.

CONCLUSION AND RECOMMENDATION

Recertification to the Toitū Carbon Reduce programme is recommended.

Ongoing Gold status certification is recommended.

Audit procedures

Verification procedures:

Verification evidence gathering procedures include:

An initial evaluation of organisational scope & boundaries, typically by interview and or desktop data review.

A sample of site visits will typically be conducted, dependent on the industrial sector.

A comprehensive range of emission sources will be taken and typically checked for classification, completeness of data, scope & boundaries, time-periods, emission factors applied, consistency or changes to methodologies, estimations used & that adequate control procedures are in place. This will also include retrace back to source data and a full recalculation of GHG emissions.

Validation procedures:

Validation refers to a future prediction. In such cases the conclusion is given as a mixed engagement and our work performed is based upon a review of the assumptions made to provide the given forecast.

Mandatory

Refers to the specific scope & boundary or requirements of the Carbon Reduce GHG program.

Notes:

The detailed audit findings and calculations given in the Verification Plan and Working Papers associated with this audit contain proprietary verification methodologies and remain confidential.

The audit is based upon sampling and as such nonconformities may exist that have not yet been identified.

We have reviewed the company's GHG emissions inventory for the period. The inventory is based on historical information which is stated in accordance with the requirements of ISO 14064 Part 1 and the scheme Technical Requirements.

The scope of the review was limited to personnel interview, analytical review procedures applied to GHG emissions data, and review of the input of data into the emissions inventory.

A **non-conformance (NCR)** indicates that the auditor has found a non-conformance with scheme Technical Requirements (audit criteria) and requires you to take the appropriate corrective action and provide evidence of this correction within 10 working days. This may require resubmission of an updated Emissions Inventory and Management report.

A **minor non-conformance (mNCR**) which the auditor has found which is not material to the outcome of the inventory, but to which a failure to address in the preparation of future inventories could lead to a major Non-Conformance (NCR).

Observations made by your auditor are strongly advised but the actions are not required for the organisation to be recommended for certification.

Neither Toitū Envirocare nor the auditor has any interest in the organisation, other than in our capacity as assurance providers. We have not carried out any work with this business prior to this review other than conducting the previous verification

Toitū carbon programmes boundary is defined as all Category 1 and 2 emissions, Category 3 emissions associated with business travel and freight paid for by the organisation, Category 4 emissions associated with waste disposed of by the organisation, and transmissions and distribution of electricity and natural gas

Any correspondence regarding this audit report should be directed to your Lead Auditor.

A copy of this report has been provided to the nominated client contact.

This report has been prepared solely for the use of the organisation and Toitū Envirocare as part of an application for Toitū carbonreduce programme certification. It may be relied on solely by the organisation and Toitū Envirocare for that purpose only. Toitū Envirocare does not accept or assume any responsibility to any person other than the organisation in relation to the statements or findings expressed or implied in this report.

Confidentiality: All information obtained during this assessment will remain confidential to Company name , the verifier, Achilles Information Limited and Enviro-Mark Solutions Limited (trading as Toitū Envirocare). No information will be released to any other party without your express permission except as required by law or Toitū's accreditation body JASANZ, or if it is in aggregate and/or de-identified form. This report must not be copied except in full without the permission of the Responsible Party , Achilles Information Limited and Toitū Envirocare.

Use of ICT: Where remote auditing is conducted, the established Achilles MS Teams shall be used for video conferencing. For data sharing the established Achilles SharePoint shall be used for temporary secure data storage. Where client specific software is required, appropriate access shall be provided and tested prior to the audit.

APPENDIX 1: AUDIT FINDINGS LOG

Issued to:	Northumbrian Water Limited
Lead Verifier:	Damian Burton
Date Issued	Friday, 10 July 2026

Findings marked **RFI** (request for further information) must be replied to as soon as possible to allow the audit to progress.
Findings marked **NCR** must be corrected before audit can be closed out, unless otherwise approved by the Certification Manager.
Findings marked **mNCR** is not required to be corrected for this verification, but it must be addressed/checked for your next inventory, or it may become a NCR. You may voluntarily correct a mNCR for completeness.
Findings marked **Obs** are observations or recommendations from the verifier which may be helpful to you but do not need to be acted upon.
Corrective actions are expected to be closed out within 10 working days of the audit.

Ref #	Non-conformances & Requests for Further Information:	Status	Type	Comments / Agreed Corrective Actions/Evidence sighted to close out the issue where corrective action required.	Date due / Date closed	Ref. to audit criteria (for mNCRs & NCRs only)
DB1	**Inventory and IMR** Pending following full data population vs CAW20	Closed	RFI			
DB2	**Diesel** 16.5% decrease in consumption vs previous reporting period.	Closed	RFI	HVO shows a comensurate increase reflecting ongoing fuel switching policy.		
DB3	**Natural Gas** Please provide Engie sample invoice supplier statements vs Stark summary	Closed	RFI	Live view of Engie's Sentinel portal; data check concluded.		
DB4	**Grid Electricity** Please provide Npower sample invoice supplier statements vs Stark summary	Closed	RFI	Live view of nPower portal; data check concluded on x50 sample data points.		
DB5	**Solar PV** data for April 2025 at Blyth missing from data set. Immaterial impact.	Open	Obsn			
DB6	**REGOs** Ofgem website confirms REGOs not yet retired in sufficient volume to fully demonstrate electricity has been generated from renewable sources.	Open	mNCR	Please provide retirement evidence at or before next CarbonReduce audit.	5/06/2027	6.4 Calculating GHG emissions reductions
DB7	**Process & Fugitive** Please provide Binnies Wastewater Sludge audit for this reporting period (2025-26).	Open	mNCR	Please provide at or before next CarbonReduce audit.	5/06/2027	5.4 Data quality management

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