

Small Company Return - Veolia Water Projects Limited - Analysis of turnover and operating costs - Apr 2015 - Mar 2016

	Current year			Prior year		
	Water	Sewerage	Total	Water	Sewerage	Total
TURNOVER						
Unmeasured						
- household	77	71	148	84	77	161
- non-household	3	2	5	3	2	5
Measured						
- household	108	100	208	96	88	184
- non-household	288	266	555	279	257	536
Trade effluent	0	0	0	0	0	0
Other	846	781	1,626	667	616	1,283
Total turnover	1,322	1,220	2,542	1,128	1,042	2,170
RETAIL OPERATING COSTS						
Customer services	59	55	114	26	24	51
Local authority rates	0	0	0	0	0	0
Doubtful debts	-19	-17	-36	13	12	25
Other direct costs	109	100	209	62	58	120
WHOLESALE OPERATING COSTS						
Power	29	26	55	10	9	19
Service charges	9	8	17	25	23	48
Bulk supply imports/exports	0	0	0	0	0	0
Other direct costs	979	904	1,882	562	519	1,081
Local authority rates	0	0	0	0	0	0
Total operating expenditure	1,166	1,076	2,242	700	646	1,345
DEPRECIATION						

Depreciation - retail	20	18	38	17	16	32
Depreciation - wholesale	176	162	339	151	140	291
Total Depreciation	196	181	376	168	155	323
Total operating profit	-39	-36	-76	261	241	501

SMALL COMPANIES RETURN APPENDIX 1 - Veolia Water Projects -Tidworth PFI Performance Apr 2015 - Mar 2016

DG standard	Description	Target	Penalty	TOTAL CONTACTS RECEIVED:					DG FAILURES IN PERIOD
				Q1	Q2	Q3	Q4	YTD Contac	
DG2	Low pressure	Nil	Claim £25						0
DG3	Unplanned interruption/Burst main	No.	Auto £20-50 failure + auto £10 - £25 per 24 hrs						0
DG5	Properties at Risk of sewer flooding	No.							0
DG5	Sewer flooding internal	Nil	Auto Annual W W charge						0
DG5	Sewer flooding external	Nil	Claim 50% Annual W W charge						0
DG6	Bill queries and resolutions	100% dealt with & compliant in 14 working days	Auto £20	125	151	163	149	588	0
DG7	Written/TP complaints	100% dealt with & compliant in 10 working days	Auto £20	0	0	0	0	0	0
DG8	Bills based on meter readings	%							

DG standard	Description	Penalty Payment	Q1	Q2	Q3	Q4	YTD	
GSS	Appointments	Auto £50	0	0	0	0	0	0
GSS	Billing and Charges	10 business days - Auto £10, £30 & £50		0	0	0		
GSS	Water / Wastewater written complaints	10 business days - Auto £30	0	0	0	0	0	0
GSS	Sewer flooding - Internal	Refund Wastewater bill - Auto	0	0	0	0		
GSS	Sewer flooding - External	Material affect <£75 - Claim						
GSS	Supply restoration, planned work failure	£20 - £50 - Auto						
GSS	As above, additional 24 hrs	£10 - £25 - Auto						
GSS	Unplanned restoration	£20 - £50 - Auto						
GSS	As above, additional 24 hrs	£10 - £25 Auto						
GSS	Low Pressure >7m hd x2 in 28 days.	£25 Auto or Claim						
GSS	Failure to make Auto payments	£10, £20, £50, Claim and Auto	0	0	0		0	0

SUMMARY	Written/TP Complaints	Total [failures of GSS above]	Q1	Q2	Q3	Q4	YTD
	Metering		0	0	0	0	0
	Charging and Billing		0	0	0	0	0
FAILED APPTS	Water Services - OPS		0	1	0	0	1
	Waste Water Services		0	0	0	0	0
	Other Services						0
Watersure	Vulnerable Customers	number	0	0			0

S2 REPLACEMENT TABLE

Property and Volume Summary M3	[replaces pro Forma S2] Count	2014/15 M3	2014/15 Count	2013/14 M3	2013/14 Count	2012/13 M3	2012/13 Count
Commercial - general	#REF!	67,895	136	216,478	136	188,817	128

Aster Housing [Forest Drive]	#REF!	1		63,139	1					
Wessex enclaves x3	#REF!	3		69,212	3					
COMMERCIAL Total	#REF!	138 *		200,246	140					
Residential - metered	#REF!	647		69,160	532					[combined]
RV Residential	48,160	344		48,300	345	91,398	742	91,272	723	[combined]
TOTAL	#REF!	1129		317,706	1017	307,876	860	280,089	851	
Leckford Bridge Bulk Supply **	#REF!			587,868						

** Added for completeness. Bulk supply to Wessex Water

* Aster counted as 1 property.