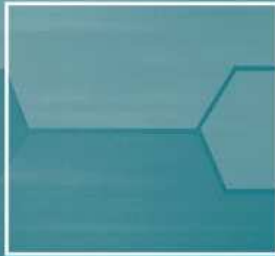


Water UK

Summary of the process to review the Water UK sustainability indicators

Review of the Water UK sustainability indicators

May 2008



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This document

This document summarises the process for reviewing the indicators used by Water UK to provide information and monitor the sustainability performance of the UK water industry. It is designed to provide information to those who were involved in the process or who would like to understand how the indicators were developed.

Two related documents are also available:

- Summary of the indicators, setting out their purpose and the influences on them; and
- Guidance for the people employed by water companies who provide the information for the indicators.

1. Overview of the UK water industry's sustainability indicators

Background

Through Water UK, the water industry has been reporting on environmental indicators since 1998. Consultation on a full set of sustainability indicators was completed in 2003, with the industry reporting on these 67 within sector sustainability reports since 2004.

Over the course of 2006, Water UK identified a number of weaknesses in this approach to reporting information about the sustainability of the water sector. The responses to an early consultation suggested that there was widespread support for sector reporting on sustainability, but that there were a number of issues. In response, a number of actions have been undertaken to improve the way the industry measures, reviews, and communicates performance towards delivering sustainable outcomes.

One of the actions identified as necessary to help improve the process and impacts of reporting was to revise the sustainability indicators. The revised indicators are intended to focus on the key aspects of sustainability performance for the industry. They aim to improve the robustness and reliability of the information by linking more directly to the most relevant sustainability issues for the sector.

Process

The approach to revising the indicators has been based on a series of steps, reviewing the indicators and consulting with those who will report and use the information.

In October 2007, Entec reviewed the main sustainability issues for the water industry and the existing indicators on behalf of Water UK's Sustainability Network. In some cases, there was no indicator for a particular issue, while in others, the indicators available were not considered to be good guides to sustainability performance.

In November 2007, a consultation paper was issued to water companies and stakeholders, seeking feedback on the proposals it contained, which included the following:

- The suggestion to adopt two sets of indicators- core indicators with information reported for each company separately, and sector indicators that would be reported for the sector as a whole;
- A suggested list of which of the existing indicators should be used as core indicators, which as sector indicators, and which should be deleted; and
- Some suggestions for areas where new indicators could be developed, and requests for any recommended indicators.

A workshop was also held in November 2007, inviting the representatives of the companies and stakeholder organisations. Nineteen responses were received to the written consultation, both from organisations that had been represented at the workshop, and those unable to attend. The table below summarises those who attended and those who responded to the consultation.

	Sent consultation and invited to workshop	Attended workshop	Written response received
Anglian Water	✓		
Bournemouth and West Hampshire Water	✓	✓	
Bristol Water	✓		
Cambridge Water	✓	✓	
CIEH	✓	✓	✓
Consumer Council for Water	✓	✓	✓
Countryside Council for Wales	✓		
Defra	✓		✓
Department of the Environment Northern Ireland	✓		
Dee Valley Water	✓	✓	
Dŵr Cymru Welsh Water	✓	✓	
Environment Agency	✓	✓	✓
Green Alliance	✓		
Folkestone and Dover Water	✓	✓	
Mid Kent Water	✓		✓
National Trust	✓		
Natural England	✓	✓	✓
NFU	✓		✓
Northern Ireland Authority for Utility Regulation	✓		
Northern Ireland Water	✓		✓
Northumbrian Water	✓	✓	✓
Ofwat	✓	✓	✓
Portsmouth Water	✓		
RSPB	✓	✓	
Scottish Government	✓		
Scottish Natural Heritage	✓		
Scottish Water	✓	✓	
Severn Trent Water	✓	✓	
Southern Water	✓	✓	✓
South Staffordshire Water	✓	✓	✓
South East Water	✓		
South West Water	✓	✓	✓
Sustainable Development Commission	✓		
Sutton and East Surrey Water	✓	✓	
Thames Water	✓	✓	✓
Three Valleys Water	✓		✓
United Utilities	✓	✓	✓
Water Industry Commissioner	✓		
Water UK	✓	✓	✓
Waterwatch	✓		
Welsh Assembly Government	✓		
Wessex Water	✓	✓	✓
WWF	✓		
Yorkshire Water	✓	✓	✓

Each of the responses made to the consultation and the discussions from the workshop were reviewed. Where there was fairly good agreement about the proposal in the consultation paper, or over an alternative suggestion, this was taken forward to develop (or delete) the indicator as suggested. In cases where there was less consistency between

the suggestions, or where few responses had been received, Entec considered the potential indicator and suggestions. In some cases, there was a strong case for adopting a particular approach. For example, some indicators that were suggested could not be reported consistently by companies in different parts of the UK (for example, the 'security of supply' index is calculated differently in different parts of the UK, and performance against targets set by Natural England, for example, could not be used in Scotland, Wales or Northern Ireland). In other cases, there was a strong accountability or sustainability reason for including information. For some indicators, companies were reluctant to include information because they considered it to be too far outside their direct control (for example because of the requirements of legislation or influence of other sectors), but these were retained where changes in the indicator provide useful information to regulators and stakeholders, and help to explain other changes (for example, domestic water demand is a key focus of government policy, and puts into context efforts on demand management, resource and energy use, etc.). In these cases, the indicator was developed according to the need to report on the most significant sustainability issues identified by companies, regulators and stakeholders for water companies across the UK.

However, in a number of cases, there were varied responses to the consultation, or questions raised that needed to be addressed. In these cases, specific questions were sent to the Water UK networks. These networks bring together representatives of water companies with experience in particular fields, and were considered the best people to agree the approach going forward.

It is also noted that at this stage, a number of people came back with suggestions on indicators that had previously been agreed or were being discussed elsewhere. They were all reviewed and taken into account in light of the other comments previously received; where the indicator was still under discussion, the comment was passed on to the relevant network. In most cases, the Water UK networks came back with clear directions and responses, and these were used to agree the new indicator. In a small number of cases, they were not able to provide this response, and in these cases, the indicator is still subject to ongoing development.

The appendix to this document sets out the existing indicators, summarises the consultation responses and discussions with the networks, and summarises the new indicators.

Overview of the indicators

As a result of this review, a revised set of sustainability indicators for the industry have been agreed. These are summarised in the table below.

The information for some of the indicators will be reported separately for each company, while others will be reported for the sector as a whole. The indicators for each company are intended to allow people to compare the performance of different companies and to monitor the progress of particular companies over time. Where issues are not as directly within the control of companies, not as key to the sustainability performance of the sector, or are more relevant as background information, these are presented for the industry as a whole.

For all indicators, the value of the information is in considering it alongside the other indicators and other information about the companies and the industry.

Indicator	Reported for each company	Reported as a total for the sector
Cash interest cover		✓
Operators with management systems for sustainability		✓
Contracts with sustainability criteria		✓
Convictions	✓	✓
Total water supply		✓
Domestic water demand		✓
Water saved through demand management measures		✓
Abstraction in excess of licences		✓
Total volume in excess of abstraction licences		✓
Relative volume in excess of abstraction licences	✓	✓
Company water use	✓	✓
Total loss from the supply network		✓
Relative loss from the supply network	✓	✓
Chemicals to supply water		✓
Chemicals to treat wastewater		✓
Use of aggregates		✓
Total energy use		✓
Renewable energy use	✓	✓
Renewable energy generation		✓
Greenhouse gases emitted in supplying water	✓	✓
Greenhouse gases emitted in treating wastewater	✓	✓
Total greenhouse gas emissions		✓
Reported accidents		✓
Occupational ill health		✓
Employee turnover		✓
Employee absence		✓
Households with water bills greater than 3% of income		✓
Interruptions to supply	✓	✓
Risk of sewer flooding	✓	✓
Incidents of sewer flooding		✓
Low pressure supply		✓
Drinking water quality		✓
Community investment		✓
Status of SSSIs on water company landholdings		✓
Sludge production		✓
Sludge use	✓	✓
Non-sludge waste		✓

Four of these indicators will be reviewed over the following year, with the intention of developing revised indicators for 2008/09:

- Cash interest cover- to develop a financial indicator to be reported for each company;
- Drinking water quality- to develop a new indicator to be reported for each company;
- Households with water bills greater than 3% of income- to keep under review the potential for an alternative indicator consistent with work by consumer groups (including the Consumer Council for Water); and
- Status of SSSIs on company land holdings- to develop a new indicator or indicators of sector performance.

How the indicators are used

These indicators are used to report how the water sector is performing across a range of sustainability issues. Information is collected from each of the companies every year, and is published by Water UK in an indicators report.

The indicators are designed to be relevant to water companies, regulators, and those interested in the performance of the sector. Water companies are able to consider their performance against that of other companies in the sector. Water companies and others are able to use the information to support an assessment of sustainability in the sector that includes consideration of performance against the indicators between companies and over time, and qualitative information.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
No. of operators with management systems for sustainability (divided as environmental, quality, and health and safety)	Retain amended indicator as a 'sector' indicator No. of operators with management systems for sustainability (divided as sustainability, environmental, quality, and health and safety)	Most comments queried the definition and asked that the indicator have clear guidance on what types, certifications and coverage of systems should be included.	→	Sector No. of operators with management systems for sustainability (divided as sustainability, environmental, quality, and health and safety)	Although not an exact measure of performance, management systems can help to provide a basic indicator of corporate understanding of sustainability issues.
Contracts with sustainability criteria (%)	Retain amended indicator as a 'core' indicator Contracts with sustainability criteria accounting for at least 10% of the award criteria (% of total contract value)	It was identified both in the workshop and in the consultation responses that in order to be meaningful, this indicator will need to be tightly defined, with a standardised set of requirements. In both the consultation and workshop, a number of suggestions were made about how this could be defined and whether it should be core or sector, although there was no clear consensus.	The Sustainability Network was asked whether the sector needed an indicator of supplier performance, and how this could be assessed in practice. They felt that while it could be useful to have this information, it should start as a sector indicator using criteria within the Achilles tool.	2007/8 Sector % of contracts with sustainability criteria (accounting for at least 5% of the award criteria) (% of total contract value)	There is a need to improve the indicator in this area, but this is expected to require more work. Therefore, the existing indicator is being retained for 2007/8 while the Sustainability Network lead the development of a new (potentially core) procurement indicator for 2008/9.
Sustainability criteria used to assess suppliers (%)	Delete existing indicator	All those who commented on this indicator agreed with deletion	→	None	This was not felt to be a good indicator of sustainability in the supply chain.
Resources for supplier relations (work days/ year)	Delete existing indicator	Most agreed with deletion, although one suggested that the issue of active supplier management was important and suggested an alternative measure	→	None	This was not felt to be a good indicator of sustainability in the supply chain.
Contracts paid in accordance with agreed terms (%)	Delete existing indicator	All those who commented on this indicator agreed with deletion.	→	None	This was not felt to be a good indicator of sustainability in the supply chain.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Operating cashflow (£m)	Delete existing indicator	All those commenting on this indicator agreed with deletion.	→	None	This was not felt to be a good indicator of financial performance or sustainability.
Amount of interest paid (£m)	Delete existing indicator	All agreed with deletion (bearing in mind comments above).	→	None	This was not felt to be a good indicator of financial performance or sustainability.
		Two of the consultation responses and some of those at the workshop suggested that the deleted indicators above should be replaced with a new measure of financial performance. One consultation response put forward potential alternatives (credit ratings, the key ratios used by credit rating agencies, or cash interest cover).	The Sustainability Network were presented with two alternative financial indicators: 1) cash interest cover (cash interest payments compared to operating cash flow). 2) 'cash value added', composed of indicators of <ul style="list-style-type: none"> • income from customers • payments to suppliers • payments to employees • payments to government • payments to shareholders • payments to lenders • money retained in businesses 	Sector Cash interest cover	Although there was a lot of discussion about this, and there was recognition of the weaknesses of this indicator, no other indicator was identified that would offer an acceptable alternative.
Investment in assets (£bn)	Retain existing indicator as a 'sector' indicator	Two respondents agreed retaining this as a sector indicator. One suggested that it could be reported on a company basis as this information is already provided by Ofwat. Three further respondents suggested that the indicator does not relate directly to sustainability and suggested that the focus should move to outputs or the indicator should be deleted.	→	None	Although this could be useful to provide context for performance info (e.g. leakage, resource use, etc.), it was not seen as a key sustainability indicator.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Value of investment in industry wide research (£m)	Delete existing indicator	All companies agreed with deletion, but three other organisations suggested that this should be retained because a) it is already reported by Ofwat for companies in England and Wales, and b) it could encourage greater funding.	→	None	The indicator was not thought to help in understanding the sustainability results of investment decisions.
Age (% of employees aged 18-24, 25-49 and 50-64)	Retain existing indicator as a 'sector' indicator	Most agreed with using this as a sector indicator, although one suggested deletion. Further responses from Water UK suggested that this should be deleted as it did no indicate sustainability effort or performance.	→	None	Although this may provide useful background information, for example to discussions of policies and practices relating to employees, it was not considered as necessary to be included in these indicators.
Gender (% female)	Retain existing indicator as a 'sector' indicator	Most agreed with using this as a sector indicator, but two suggested deletion. Further responses from Water UK suggested that this should be deleted as it did no indicate sustainability effort or performance.	→	None	Although this may provide useful background information, for example to discussions of policies and practices relating to employees, it was not considered as necessary to be included in these indicators.
Ethnic background (% non-white)	Retain existing indicator as a 'sector' indicator	Most agreed with using this as a sector indicator, but two suggested deletion. Further responses from Water UK suggested that this should be deleted as it did no indicate sustainability effort or performance.	→	None	Although this may provide useful background information, for example to discussions of policies and practices relating to employees, it was not considered as necessary to be included in these indicators.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Reported accidents (per 1000 employees)	Retain amended indicator as a 'sector' indicator Reported incidents per 1000 employees and contractor employees	There were mixed opinions about whether this should be a core or sector indicator, with one suggested amendment (to only include major and over 3 day injuries, and exclude reportable diseases and dangerous occurrences).	→	Sector Reported accidents (per 1000 employees and contractor employees)	Accidents were felt to give a view of the results of efforts to protect employees and contractors, which is an important sustainability issue.
	Develop a new 'sector' indicator Days lost to occupational ill health (per 1000 employees and contractor employees)	There were mixed responses to this, from suggestions to have it as a core indicator to requests for deletion. One respondent suggested using the five key areas identified in the Water UK Clearwater 2010 reporting system.	→	Sector Days lost to occupational ill health (per 1000 employees and contractor employees)	Occupational ill health was felt to give a view of the results of efforts to protect employees and contractors, which is an important sustainability issue.
Investment in employee training and development (£/person and hours/year)	Retain existing indicator as a 'sector' indicator	Most agreed with using this as a sector indicator although many commented on the potential for differences in this information (e.g. based on whether training is internal or external) and that the importance was in the value of the training.	→	None	Although many respondents felt that this could be useful contextual information, and the value of appropriate training can be significant, we do not feel that this is a good indicator of sustainability outcomes.
Employee turnover rate (%)	Retain existing indicator as a 'sector' indicator	Most agreed that this was useful background, although one respondent suggested deletion.	→	Sector Employee turnover rate (% of FTEs leaving per year)	Although an imprecise measure, this was felt to be relevant to helping identify employee satisfaction and welfare.
Average no. of days lost through absence (per person per year)	Retain existing indicator as a 'sector' indicator	Most agreed that this was useful background, although one respondent suggested deletion.	→	Sector Average no. of days lost through absence (per FTE per year)	Although an imprecise measure, this was felt to be relevant to helping identify employee satisfaction and welfare.
Workforce with access to formal bargaining	Delete existing indicator	All agreed with deletion	→	None	This was not felt to be a good indicator of sustainability.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Households with water bills >3% income (%)	Retain existing indicator as a 'sector' indicator	There was a mixed response to this, with three suggesting retaining it as a sector indicator, three suggesting that it should be a core indicator, and one suggesting deletion.	→	2007/8 Sector Households with water bills >3% income (% of total households)	Although it could be a core indicator, we feel that the influence of other socio-economic variables and the greater importance of the support provided for households with high water bills means that it should not be used as it is to compare companies. The indicator will also be kept under review for 2008/09 as consumer groups consider and develop alternative measures in this area.
No. of vulnerable customers	Delete existing indicator	All but one agreed with deletion	→	None	The number of vulnerable customers reflects the characteristics of different areas. It is also not comparable between different areas of the UK. Therefore, it was not felt to be a useful indicator.
		Some of the consultation responses indicated that it would be good to include some measure of the overall value that customers receive from water companies.	We asked the Sustainability Network whether they were aware of such measures, and reviewed information from other sectors. No alternative measures were identified.	None	As we could not identify a suitable indicator of value for money, this was not taken forward.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
No. of payments made against Guaranteed Standards Schemes	Retain existing indicator as a 'sector' indicator	There was a mixture of responses between suggesting core, sector and deletion. There were also many queries about the usefulness of this indicator.	<p>The query to the Customer Service Network suggested that this indicator is not something that is relevant to the whole of the UK, and is reported by Ofwat separately. In addition, many of the issues (e.g. unplanned interruptions and sewer flooding are captured in other indicators). The network was consulted on whether they agreed with this and whether they felt another indicator of customer service should be used instead.</p> <p>They felt that the important measures are those reflected below (e.g. low pressure, interruptions to supply, etc.) rather than payments made and that therefore, the indicator should be deleted.</p>	None	As the indicator is not relevant to the whole of the UK, and many of the relevant issues are already captured in other indicators, this was not felt to be useful.
Domestic water demand (litres/ person/ day)	Retain existing indicator as a 'core' indicator	Although many agreed with this as a core indicator, three respondents suggested that it should be a sector indicator as it's outside company control. At the workshop, some attendees asked for an explanation of the influences on per capita consumption to accompany the indicator. Some also suggested splitting unmetered and metered figures, or just using the value for metered customers.	<p>We asked the Water Efficiency Network whether it would be useful to have two separate indicators, for metered and unmetered properties.</p> <p>The response from the network indicated ongoing concern about the ability of the industry to affect domestic water demand, and that this indicator could therefore be misleading.</p>	Sector Domestic water demand (litres/ person/ day)	Domestic water demand reflects changes in water use and effects of industry efforts to reduce consumer demand. However, as it is not directly controllable by companies, and is influenced by factors including socio-economic status, it was not felt that it should be used to compare companies.
Non-domestic water demand (litres/£GDP)	Retain amended indicator as a 'sector' indicator Non-domestic water demand (Ml/day)	Most suggested that this was okay as background information, although one suggested it (and all water resources indicators) should be core and another suggested that it should be deleted.	→	None	The information in this indicator was felt to be better considered in the revised indicator below.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Total water consumed (Ml/day)	Retain existing indicator as a 'sector' indicator	Although three respondents suggested keeping this as a sector indicator, two suggested deleting it, and one suggested that it (and all water resources indicators) should be core.	→	Sector Total water consumed (Ml/day) by <ul style="list-style-type: none"> • domestic customers • non-domestic customers 	This overall figure helps to indicate the scale of the sector and put into context other indicators of total resource use and impacts.
	Develop a new 'sector' indicator Estimated volume of water saved through demand management measures (Ml/day)	While included in the main body of the consultation document, this was not reflected in Appendix C, and therefore, there were limited comments on this. However, one respondent felt that this should reflect the information in Ofwat's security of supply work, reporting leakage and customer side initiatives separately and accompanying these with a financial calculation if possible. In addition, one respondent made a suggestion to include an indicator on company effort to reduce domestic water demand instead of the customer water use indicator suggested above.	The Water Efficiency Network was consulted on whether this should be a core or a sector indicator.	Sector Water saved through demand management measures (Ml/day)	This helps to provide an indication of the effort being put in to achieve changes that will hopefully be reflected in the domestic water demand indicator.
No. of properties with interruptions to supply (number and %)	Retain amended indicator as a 'core' indicator Properties with interruptions to supply (% of connected properties with unplanned interruptions greater than 3 hours)	Some respondents agreed with the use of this as a core indicator, with suggestions that interruptions of more than six hours should be included made in the consultation and at the workshop. However, one suggested that it should be a sector indicator as company information is already reported to Ofwat, and two suggested deleting it as interruptions to supply could reflect increased infrastructure replacement. At the workshop, two alternative indicators were suggested- burst rates and replacement rates.	→	Core No. of properties with interruptions to supply (% of connected properties with unplanned interruptions greater than 6 hours)	In the short-term, this indicator reflects responsible business practice, while in the longer-term it can help to provide context for issues like maintenance and adaptation to climate change.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Properties at risk of sewer flooding (%)	Retain existing indicator as a 'core' indicator	There was a mixed response to this in the consultation, with most agreeing to its use as a core indicator (two suggestions that it should be sector) and a number of suggested clarifications. There were suggestions to report 1:10 and 1:20 separately, and to use per 10,000 properties rather than a percentage to get a more meaningful number.	The Sewerage Infrastructure Network was consulted on whether we needed to report both 1:10 and 1:20 risks, and which units should be used (e.g. per 10,000 properties, %, etc.) No response was received from the network.	Core Properties with a risk greater than 1 in 20 years of internal flooding from sewers (per 100,000 properties connected to the sewerage system)	In the short-term, this indicator reflects responsible business practice, while in the longer-term it can help to provide context for issues like maintenance and adaptation to climate change.
Properties affected by sewer flooding (%)	Retain existing indicator as a 'sector' indicator	While three stakeholders suggested that this should be a core indicator, most respondents agreed that it should be a sector indicator. Some commented on the different causes, with one respondent suggesting reporting all causes, and another suggesting reporting each separately (to allow overloaded sewers and operational issues such as blockages to be distinguished).	The Sewerage Infrastructure Network was consulted on whether we needed to report both 1:10 and 1:20 risks, and which units should be used (e.g. per 10,000 properties, %, etc.) No response was received from the network.	Sector Properties affected by sewer flooding (per 100,000 properties connected to the sewerage system)	This helps to provide additional information in support of the core indicator on properties at risk.
Population connected to compliant wastewater treatment work (%)	Retain amended indicator as a 'sector' indicator Population connected to compliant wastewater treatment works (% of connected population)	Three respondents felt that this should be a core indicator, three that it should be sector, and 3 commented on the need for clarification. Comments included that infrequent failures led to highly variable results, that the size of the population did not indicate the impact of failures, that compliance needed defining (e.g. OPA, WFD, or UWWTD), and that it should only include failures within company control.	The Sustainability Network was asked whether the indicator of compliance (74) captured the necessary issues for this indicator to be redundant.	None	Although compliance is an important issue, this is captured in the convictions indicator below.
Properties with low pressure supply (number)	Retain amended indicator as a 'sector' indicator Properties with low pressure supply (% of connected properties)	Most agreed with keeping this as a sector indicator, although one respondent felt that it should be core.	→	Sector Properties with low pressure supply (% of connected properties)	Low pressure can adversely affect consumer wellbeing and this is one of a number of measures of customer service.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Loss from supply network (MI/day)	Retain existing indicator as a 'sector' indicator Loss from supply network (MI/day)	Although most agreed with this as a sector indicator, two respondents felt that it should be core and two suggested amending it to the percentage of water into supply or the percentage of the level of leakage set by Ofwat.	→	Sector Loss from supply network (MI/day)	The total loss from the supply network helps to indicate the overall scale of leakage in the sector, and is relevant to other indicators of capital investment, customer service, and total water supplied.
	Develop a new 'core' indicator Loss from the supply network (% of the sustainable level of leakage)	This was identified in the main body of the report, but was not included in the workshop discussions or Appendix C and so only one respondent suggested that the total loss from the supply network (suggested above) should be modified to reflect the leakage targets set by Ofwat.	The Leakage Focus Group was asked whether they felt that the proposed indicator could be a meaningful indicator of performance. Their response noted that it had the major drawback that no-one currently knows what the sustainable level of leakage is or how to define it. An alternative would be the target level of leakage, although most figures would be close to 100% and it could be misunderstood. Therefore, they suggested the two-dimensional information as set out on the right, or if only one measure was used, that this should be litres/ property/ days, recognising that this would disadvantage some companies with large rural areas.	Core Loss from the supply network • litres/ person/ day • m ³ / km/ day	Leakage is an important issue in reflecting use of resources that do not provide services to customers. Normalised in these ways, the measures can help to compare different companies.
Security of supply index score	Retain existing indicator as a 'core' indicator	Most respondents agreed that this should be core as long as it is properly explained to the audience, although two felt that it should be sector because it reflects the operating environment rather than company performance. One group at the workshop noted that it is only calculated for companies in England and Wales.	→	None	The SOSI score is not calculated in the same way for Scotland and Northern Ireland, and therefore is not a useful UK indicator.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Compliance with drinking water standards (% of tests)	Retain existing indicator as a 'core' indicator	It was noted at the workshop that the results for this are very similar for all companies, and so many not help to distinguish performance. Although two respondents to the consultation suggested keeping this indicator as it is, one requested more detail, two highlighted the diversity of indicators used by the DWI and suggested that they were moving away from using this indicator. Two respondents suggested that if an indicator was needed in this area, that mean zonal compliance would be better (perhaps in conjunction with the distribution maintenance index and the disinfection control index).	→	2007/8 Sector Compliance with drinking water standards (% of tests)	Although alternative measures of drinking water quality were considered (see below), and it is understood that the Drinking Water Inspectorate is looking at developing new indicators, the existing indicator is being retained for this year. The Sustainability Network will be responsible for considering alternatives for a core quality indicator for 2008/9.
		Some responses to the consultation indicated that a new core indicator of drinking water quality is needed to reflect the importance of the issue to human health and wellbeing, and suggested that this could be the mean zonal compliance index.	The DWI Practitioners' Network was asked whether the mean zonal compliance index is the best indicator of drinking water quality to allow comparison between companies, or if not, what the better alternative would be.	None	No agreement could be reached; for example, mean zonal compliance was only felt to be relevant to larger water resources zones. Therefore, no new indicator has been developed.
Value of community investment (£m)	Retain existing indicator as a 'sector' indicator	Two felt that this should be kept, and one felt that, while not essential, it was a "good news story". One respondent asked about the definition of community investment.	The Sustainability Network was asked whether it agreed that the measure of cash donations is retained as part of the 'cash value added' indicators, but is balanced by also considering the time spent by employees under this indicator. An alternative, of retaining this indicator unamended, was also discussed. Although this depends on the information in the financial indicator, it was suggested that it would probably be best to develop a combined indicator reflecting contributions of time and money, and consistent with BitC and the London Benchmarking Group.	Sector Cash value of community investment (£)	Although the cash value does not indicate the more important value to communities, as a sector indicator, this can help to identify the overall contribution made in a number of areas to local communities.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
	Develop a new 'sector' indicator Area of land owned that is open to the public (% of all land owned)	While three agreed with keeping this as a sector indicator, a number expressed reservations, identifying that it may be difficult to quantify and be best expressed as a percentage. Others suggested that it should reflect Natural England's 'accessible green space' measure and that it could link with the government's targets under the diversity agenda.	→	None	This is a relatively imprecise measure of contribution to communities, and therefore we do not feel that it is valuable as an indicator of sustainability.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Favourable SSSIs on water industry land holdings (%)	Retain amended indicator as a 'sector' indicator Status of SSSIs on water industry land holdings (% of area in favourable or recovering condition)	Two respondents made comments on the biodiversity indicators overall to state that water companies could have an important contribution to all wildlife sites, including SSSIs outside their ownership and other priority habitats. Another respondent felt that there should be a core indicator for biodiversity. Specifically on this indicator, three agreed with it as a sector indicator, and one agreed where favourable and recovering were split. One respondent felt that this should be reported at a company level. One felt that it should be a core indicator, but related to the number of SSSI outstanding remedies on the Natural England database rather than the status. One respondent felt that Natural England's 2010 target would change the value of the indicator at that point, and another felt that until all units are measured by JNCC common consensus methods, the indicator would not provide an accurate measure.	→	2007/8 Sector Status of SSSIs on water industry land holdings <ul style="list-style-type: none"> • % of area in favourable condition (for companies in England) • % of features in favourable condition (for companies in Wales, Scotland and Northern Ireland) • % of area in recovering condition (for companies in England) • % of features in recovering condition (for companies in Wales, Scotland and Northern Ireland) 	Although other measures of contribution to biodiversity were considered (see below), no clear alternative was identified. Therefore, the existing indicator is being retained for 2008/9, with an explicit recognition of the different ways of measuring performance in different parts of the UK. However, this will be reviewed going forward to understand if a new indicator can be developed.
Stable/ recovering SSSIs on water industry land holdings (%)	Retain amended indicator as a 'sector' indicator Status of SSSIs on water industry land holdings (% of area in stable condition)	Most of the comments reflected those made above, although two queried the definition of stable.	→	None	The indicators above were felt to best reflect the key elements of sustainability performance, recognising the need to revise them for 2008/9.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Area assessed covered by management plans (%)	Retain amended indicator as a 'sector' indicator Area of designated land covered by management plans (% of designated land)	Three respondents queried which designations would be included in this existing indicator, with two others agreeing with it as a sector indicator and one suggesting that it should be deleted as it has limited value to sustainability. One respondent suggested using Defra's NI197 measure of the active management of local sites.	The Conservation and Recreation Network were asked whether they agreed with adopting Defra's NI197 as a core indicator, and whether they had alternative suggestions. To date, a number of responses have been received, but with no clear agreement on which to go forward	None	As noted above, a new indicator, or indicators, will be developed for biodiversity. It is likely that this will consider the management as well as performance associated with biodiversity. However, no agreement could be reached on this for 2007/8.
Land area assessed for biodiversity (%)	Delete existing indicator	All but one respondent (who felt that legislation meant that companies should be assessing land for biodiversity) felt that this indicator should be deleted.	→	None	The indicators above were felt to best reflect the key elements of sustainability performance, recognising the need to revise them for 2008/9.
Targets in management plans met (%)	Delete existing indicator	All respondents felt that this indicator should be deleted.	→	None	The indicators above were felt to best reflect the key elements of sustainability performance, recognising the need to revise them for 2008/9.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Energy used to supply 1Ml water (kWh)	Retain existing indicator as a 'core' indicator	There were a number of comments and suggestions about this indicator. One respondent felt that it should be modified to include pumping head, and one to include pumping head and treatment types. Another felt that energy used per litre or per cubic metre would be more readily understood. One respondent commented that energy use and greenhouse gas indicators may not both be needed, and that both needed revisiting to ensure they clearly reflect the carbon intensity of the energy used. A small number commented on whether it should be core or sector, with two suggesting core, one suggesting sector, and one suggesting that it would depend on whether pumping and treatment could be incorporated.	<p>The Energy Management Forum Network and Climate Change Forum were asked whether they agreed with retaining this as a core indicator. This was based on the policy importance and targets associated with water companies' energy use, and the need to normalise it to allow for reasonable comparison between companies. Although more information could be added to the denominator, this would increase the complexity of the indicator and would make the results less clear.</p> <p>The response received indicated that this could be retained as a core indicator. However, the comments also indicated that in order to cut down on the number of energy and greenhouse gas indicators, this could be deleted, and would thereby provide a better balance to the overall set of indicators. This latter approach was recommended by the groups.</p>	Sector Energy used to supply 1Ml water (kWh/MI)	To reflect the desire to reduce the overall number of core indicators and improve the balance of information, but recognising the importance of the energy use (and that including it does not change the burden of information collection), this has been included as a sector indicator.
Energy used to treat 1Ml sewage (kWh)	Retain existing indicator as a 'core' indicator	Comments on this reflected in large part the comments made on energy use for water supply.	As above.	Sector Energy used to treat 1Ml sewage (kWh/MI)	As above.
Renewable energy used (% of total energy used)	Retain existing indicator as a 'core' indicator	Two respondents suggested that it should be core, and one that it should be a sector indicator. One suggested that energy generated and energy purchased should be split into two indicators (to reflect the Carbon Reduction Commitment). Later comments from Water UK's Energy Management Forum/ Climate Change Focus Group suggested that renewable energy generated (49) should be a core indicator, with renewable energy purchased as a sector indicator.	<p>The indicator on the right was presented to the Energy Management Forum Network and Climate Change Forum and they were asked whether they agreed with it as a core indicator.</p> <p>The response indicated that there would be no problem with this if both purchased and generated renewable energy were reported.</p>	Core Renewable energy used, split by <ul style="list-style-type: none"> Renewable energy generated and used by the company (%) Renewable energy purchased (%) 	Companies have very different scope to generate renewable energy, although all should be similarly able to purchase renewable electricity. The normalised indicator gives an indication of the impact of companies' energy use based on the different impacts of renewable and non-renewable energy.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Total energy used (GWh)	Retain existing indicator as a 'sector' indicator	Most respondents agreed that this should be a sector indicator, although one suggested that it should be core. Another highlighted the relationship between energy use and treatment standards, and that different standards in different places complicated comparisons of company performance. Later comments from Water UK's energy Management Forum suggested that this should be a sector indicator.	The indicator on the right was presented to the Energy Management Forum Network and Climate Change Forum and they were asked whether they agreed with it as a sector indicator. The response received suggested that this could be used as a sector indicator.	Sector Total energy used (kWh)	This provides useful context for the indicators on water use and greenhouse gases.
Renewable energy generated (GWh)	Retain existing indicator as a 'sector' indicator	Three respondents agreed that this was a useful sector indicator, with one suggesting that it should be core and one suggesting that it could be a core indicator if normalised (e.g. through water or wastewater treated or through total energy use). Later comments from Water UK's Energy Management Forum suggested that this should be a core indicator.	The indicator on the right was taken to the Energy Management Forum Network and Climate Change Forum to ask whether they agreed with it. They noted that in reporting the percentage of total energy from purchased and generated renewable energy, this indicator became redundant as the amount of energy sold is not relevant.	Sector Renewable energy generated, including that used on site and that sold (kWh)	Although consultation with the Water UK networks suggested that this was redundant, consultation comments indicated that some people wanted to measure all renewable energy generated to reflect the overall contribution of the sector to reducing emissions, and therefore, this has been retained as a sector indicator.
Number of exceedances of abstraction licences (days)	Retain existing indicator as a 'sector' indicator	Although three respondents agreed that this should be a sector indicator, two felt that it should be core and one felt that it should be deleted as the volume in excess is a better measure.	→	Sector Number of exceedances of abstraction licences	Volume in excess is a better measure of sustainability impacts, but this provides useful context at a sector level.
MI in excess of abstraction licences (MI/year)	Retain existing indicator as a 'sector' indicator	Two respondents felt that this should be a core indicator, with four suggesting that it should be a sector indicator. One suggested that it should be reported as a volume figure and as a percentage of the total licence.	The Sustainability Network was asked whether they would be comfortable with 'Volume in excess of abstraction licences (as a percentage of licensed volume)' as a core indicator. They suggested using the percentage in excess of licence and without agreement as a core indicator.	Sector Volume in excess of abstraction licences (MI/year) Core Volume in excess of abstraction licences (% of licensed volume)	Although not a perfect measure, this includes the potential impacts on biodiversity and water bodies, as well as helping to indicate adaptation to climate change impacts.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
	Develop a new 'sector' indicator Clean water supplied to wastewater treatment works (MI of clean water/ MI of sewage treated)	There were some queries about the purpose of the indicator, and two suggested that it should be deleted. However, others suggested that it should be expanded to look at companies' own water use more broadly.	→	None	This had been suggested as one part of the way to understand companies' own water use, which is now considered below.
	Develop a new 'sector' indicator Volume of wastewater treated at measured sites (% of total)	There were queries about the potential use of this indicator, and suggestions for its deletion.	→	None	This had been suggested as one part of the way to understand companies' own water use, which is now considered below.
		Consultation responses suggested that a new indicator of company water use should be developed, based on the difference between abstraction and water put into supply, or between different types of use.	The Sustainability Network was asked what the measure of company water use should be, and whether it should be a core or sector indicator. Members of the network felt that it should be core indicator (to demonstrate the sector's work on their own performance) and a sector indicator (because it isn't yet measured well). The network asked Entec to produce a paper to summarise the alternatives.	Core Volume of water used by companies (% of water abstracted)	Companies have a duty to consider and promote water efficiency amongst their customers, and therefore it is important that they also look at their own performance.
Total sludge (tonnes)	Retain existing indicator as a 'sector' indicator	Most supported this as an indicator, although suggested using tonnes of dried solids in the units.	→	Sector Total sludge (tonnes of dried solids)	

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Sludge reused (%)	Retain amended indicator as a 'core' indicator Sludge use, split into <ul style="list-style-type: none"> recycled to land, and used for energy generation (% of total post-digestion sludge) 	Most respondents agreed with the use of this indicator, although there were a number of comments about using two indicators for recycling to land and incineration, with three responses indicating that a split indicator would be helpful and one requesting a combined indicator. This reflected the workshop, where both preferences were expressed. Other suggestions were to express the indicator as a percentage and to use pre-digestion sludge.	The proposed indicator was taken to the Biosolids Focus Group, which was asked whether pre-digestion sludge was the best measure. The response indicated that they would like a single indicator of "% put to beneficial use" that combined recycling to land and energy recovery, as the choice depends in large part on geography. The response also suggested using volume or mass of sludge actually used rather than pre-digestion sludge.	Core Sludge use, split into <ul style="list-style-type: none"> used on land disposed of through thermal destruction (% of total sludge) 	As recognised, the two routes have different sustainability implications (for air, land, water, etc.). To combine them could imply equivalence, and therefore is not recommended.
	Develop a new 'core' indicator Non-sludge waste sent for recycling (% of total non-sludge waste)	There was a mixed response to this indicator, with a number of responses suggesting that it would need clear definition and extensive guidance and that it may be hard to get consistent results from all companies. Other suggestions included splitting hazardous and non-hazardous waste, and splitting construction waste, operational site waste, office waste, grit and screenings, etc.	The Recycling and Wastes Network was asked whether non-sludge waste is a significant issue, and how information on it is collected and reported.	Sector Non-sludge waste sent for recycling (% of total non-sludge waste)	Although sludge dominates the volume of waste produced by the water sector, other waste is a relevant sustainability consideration that should be included in an overall assessment.
Chemicals to supply 1Ml water (tonnes)	Retain amended indicator as a 'sector' indicator Chemicals to supply water (flocclants and hypochlorite) (units to be determined)	While respondents generally agreed that this is a useful core indicator, they requested clear definitions and one queried whether spending on chemicals as a percentage of operating spend would be a better unit.	The Sustainability Network was asked whether they knew of suitable methods for measuring chemical use. They suggested that the DWI Practitioners' Network should be asked whether there was a better way than total tonnes to measure use or impact (for example by splitting the information for different chemicals). Most replied that information for different chemicals could be reported separately, although questioned whether this would help to identify sustainability performance.	Sector Chemicals to supply 1Ml water (tonnes)	Chemicals have a wide range of environmental and social impacts, both positive and negative (e.g. through risks from atmospheric emissions, and improving drinking water quality).

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Chemicals to treat 1Ml sewage (tonnes)	Retain amended indicator as a 'sector' indicator Chemicals to treat sewage (flocculants) (units to be determined)	Most comments reflected those made for chemicals for water treatment.	The Sustainability Network was asked whether they knew of suitable methods for measuring chemical use. They suggested that the sewerage infrastructure Network should be asked whether there was a better way than total tonnes to measure use or impact (for example by splitting the information for different chemicals).	Sector Chemicals to treat 1Ml sewage (tonnes)	As noted above, chemical use has a wide range of impacts, and is a key part of many water industry processes. They have therefore been included in the indicators for the sector.
Use of primary aggregates (% of total aggregates)	Retain existing indicator as a 'sector' indicator	All four of those commenting on this indicator suggested that it was useful, although one suggested that the percentage of recycled aggregate used would be better and one queried whether companies have useful information on this.	→	Sector Use of primary aggregates (% of total aggregates)	The indicator was retained to indicate the extent to which the industry makes use of primary and recycled materials.
	Develop a new 'sector' indicator Use of concrete (tonnes)	One respondent agreed with using this as a sector indicator, and one suggested modifying it to reflect carbon embodied in concrete. Two suggested that it should be deleted because it is not a good reflection of sustainability.	The Sustainability Network was asked whether they would be happy to delete this indicator, bearing in mind that resource use is still a relevant sustainability issue. They agreed that it should be deleted.	None	Based on the responses received to the consultation, this potential indicator was deleted.
	Develop a new 'sector' indicator Use of plastics (tonnes)	There was a mixed response to this indicator, with one agreeing to it as a sector indicator, and two suggesting that it would need modifying (one to a measure of embodied carbon and one to include recycling of plastics). Three suggested that it was not a good measure of sustainability.	The Sustainability Network was asked whether they would be happy to delete this indicator, bearing in mind that resource use is still a relevant sustainability issue. They agreed that it should be deleted.	None	Based on the responses received to the consultation, this potential indicator was deleted.
Chemicals recycled (%)	Delete existing indicator	All but one (who queried the reason for deletion) agreed that this should not be used as an indicator.	→	None	Recycling of chemicals was not considered to be a relevant issue for the sector, so the indicator was deleted.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Aggregates recycled (%)	Delete existing indicator	All but one (who queried the reason for deletion) agreed that this should not be used as an indicator.	→	None	The use of primary aggregate above was felt to capture the most relevant issues associated with aggregate use, and therefore this indicator was deleted.
Total excavated material (tonnes)	Delete existing indicator	All but one (who queried the reason for deletion) agreed that this should not be used as an indicator.	→	None	This indicator was not considered to reflect a key sustainability issue, and therefore was deleted.
Excavated material diverted from landfill (%)	Delete existing indicator	While most agreed with deletion, one respondent queried the reason for it and one suggested that there should be an indicator about the percentage of recycled aggregate used.	→	None	This indicator was not considered to reflect a key sustainability issue, and therefore was deleted.
Greenhouse gases emitted in supplying 1Ml of water (tonnes)	Retain existing indicator as a 'core' indicator	While most respondents agreed with using this as a core indicator, many of them also commented on the need for a consistent calculation method, with two suggesting linking it to the Carbon Reduction Commitment requirements. One respondent felt that it should only be a core indicator if it is modified to take account of pumping head and treatment types.	The Energy Management Forum Network and Climate Change Forum were asked if they agreed with retaining this as a core indicator. Their response indicated that this was okay to use as a core indicator.	Core Greenhouse gases emitted in supplying 1Ml of water (tonnes/MI)	The normalised indicator shows changes in the amounts and types of energy used over time, and the impacts on air and climate. It also allows for a broad comparison between companies (recognising other influences).
Greenhouse gases emitted in treating 1Ml of sewage (tonnes)	Retain existing indicator as a 'core' indicator	As for the indicator above, most agreed with using it as a core indicator, although suggested linking it to other calculation methods, in particular those required for the Carbon Reduction Commitment.	As above.	Core Greenhouse gases emitted in treating 1Ml of sewage (tonnes/MI)	As above.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Total greenhouse gases emitted (tonnes)	Retain existing indicator as a 'sector' indicator	Most agreed with using this as a sector indicator. However, later comments from the Energy Management Forum/ Climate Change Network suggested that this should be a core indicator.	The Energy Management Forum was asked whether it would be feasible to collect information in four categories: <ul style="list-style-type: none"> • water treatment and distribution • offices and sites • transport • wastewater collection and treatment The response received stated that this would be okay.	Sector Total greenhouse gases emitted (tonnes) from <ul style="list-style-type: none"> • water treatment and distribution • offices and sites • transport • wastewater collection and treatment 	This sector indicator helps to indicate the total impact of the water industry, and is useful context for other totals, such as water supplied and energy use. This is not a core indicator as totals would be hard to compare meaningfully between companies of different sizes and with different operations.
CO ₂ from fixed site (tonnes/ person)	Retain existing indicator as a 'sector' indicator CO ₂ from fixed site (tonnes/ person connected to water supply or wastewater treatment system)	Two respondents agreed with using this as a sector indicator, with another suggesting amending it to be CO ₂ equivalent per connected property. One other queried the definition of fixed site. Two suggested deleting the indicator, as emissions from fixed site are captured within the indicators above and are minimal in comparison to operational emissions.	→	None	The total greenhouse gas emissions, including from fixed site, is now included in a single indicator, as set out above.
CO ₂ from road transport (tonnes/ resident)	Retain existing indicator as a 'sector' indicator CO ₂ from road transport (tonnes/ person connected to water supply or wastewater treatment system)	Most agreed with keeping this as a sector indicator, with one suggesting that it should be expanded to cover all types of transport. One other respondent suggested that it should be modified to be CO ₂ equivalent per connected property. One respondent suggested that it should be deleted as transport emissions are minimal.	→	None	The total greenhouse gas emissions, including from transport, is now included in a single indicator, as set out above.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Environmental costs associated with avoiding or abating emissions of CO ₂ , NO _x and SO ₂ (£m)	Delete existing indicator	All but one respondent agreed with deletion. The exception queried why the environmental costs of carbon dioxide were being deleted at the same time as the industry was being driven to report the shadow price of carbon.	→	None	As there are a number of other indicators (in this set and elsewhere) of the quantity, impacts, and external costs of emissions, additional indicators of abatement costs were not considered helpful.
	Develop a new 'sector' indicator Customer complaints relating to odour (number)	Although identified in the main body of the consultation document, this was not included in Appendix C and no comments were made on it.	The Customer Service Network was asked whether indicator on odour would be useful to assess the industry's performance, and if so, if this was the right indicator. Their response suggested that this indicator would be too subjective to be meaningful.	None	Although odour can help to indicate company performance and impacts on communities, complaints is not a good measure of performance and therefore this potential indicator was deleted.
No. of convictions	Retain existing indicator as a 'core' indicator	There were a number of comments on this indicator. One respondent felt that it is meaningless as it does not account for the severity of a conviction, the actions taken to address the problem, the size of the company, or local prosecutions policy. Another felt that it could be hard to compare companies, particular water and wastewater companies. One respondent suggested reporting incidents and one suggesting compliance as better measures. Two agreed that it was fine as a core indicator, and one other felt that it should be a core indicator but should split out convictions in different areas (e.g. wastewater, DWI, new roads and street works act, fraud, etc.).	The Sustainability Network was asked whether they felt it would be reasonable to report incidents rather than convictions, and whether it would be possible to split it into the different categories (drinking water quality, emissions to water, construction activities, and business operations). They asked for some initial work on the guidance for this indicator to be undertaken before it is reviewed again.	Core Number of incidents where there is non-compliance with legislation relating to <ul style="list-style-type: none"> • drinking water quality • emissions to water • construction activities • business operations 	The right indicator in this area would help to identify performance in a number of areas.

Indicator (2006/7)	Consultation and workshop		Questions to Water UK networks	Indicators in 2007/8 and going forwards	
	Suggestion in consultation	Response to consultation	Query put to network and response (if applicable)	Indicator	Reason
Bathing waters achieving mandatory standards (% of waters)	Retain existing indicator as a 'sector' indicator	A number of respondents commented on the range of influences on bathing water quality, with two suggesting that the indicator should be deleted for this reason and because most of the potential industry improvements had already been made. Two respondents agreed that it should be a sector indicator. One suggested that it should be defined as waters failing to achieve at least sufficient classification because of non-compliant sewage treatment works, and one queried whether compliance could be widened to reflect compliance with the Water Framework Directive.	→	None	The most important effects of the water industry on bathing waters are picked up through indicators of environmental compliance.
Bathing waters achieving guideline standards (% of waters)	Retain existing indicator as a 'sector' indicator	Three felt that it should be kept as a sector indicator (with one of these suggesting modification to "achieving at least 'good' classification), but two felt that it should be deleted because of the other influences on water quality and because it is redundant if combined with the indicator above.	→	None	The most important effects of the water industry on bathing waters are picked up through indicators of environmental compliance.
Rivers with very good to fair chemical water quality (%)	Delete existing indicator	All those commenting agreed with deleting this indicator.	→	None	The water industry is now one of many influences on river water quality, and this is not a good indicator of their performance on environmental quality.
Rivers with very good to fair biological water quality (%)	Delete existing indicator	All those commenting on this indicator agreed that it should be deleted.	→	None	The water industry is now one of many influences on river water quality, and this is not a good indicator of their performance on environmental quality.