Summary of Three Waters Request for Information Clinic

# Tuesday, 15 December 2020, 8am to 9.30am

## Overview of the clinic

The purpose of this clinic is to provide an opportunity for councils to share their experiences and ask general questions.

## Link to the recording

The link to the recording was provided in the RfI weekly communication email on the 18th of December 2020.

## General questions

**Question: B2.19: The number of unplanned interruptions due to un-warned planned interruptions or planned interruption overruns. Could you please elaborate on that, as planned and unplanned interruptions are all notified to our customers?**

Answer: A planned interruption is where you knowingly have to disrupt supply or delay operations and customers are notified in advance. An unplanned interruption is when there is an unanticipated disruption to the service. This could arise from a mains bursts or pump failure, for example. By their very nature, customers cannot be notified in advance. An overrun is when the duration of the interruption lasts longer than is longer than the duration notified to customers in advance.

In relation to the definition of these lines in particular:

* An unwarned planned interruption is when the council has planned works that has resulted in an interruption to supply; however, the council has not notified customers about the interruption in advance.
* A planned interruption overrun applies when the council has planned works and has notified customers in advance about the duration of the interruption; however, the interruption has lasted longer than notified.

**Question: J Tables - We are working across three councils in the same region - is the use of valuation rates etc. across the region acceptable to fill in gaps or should we be sticking to what each council is using in their own valuations?**

Answer: The answer to this question depends on the range of variability between the councils. If there is only a small difference between the valuation rates of the three councils, we are happy for you to consolidate these and use the average. If an average is given it would also be useful to have the range of rates from maximum to minimum provided in the commentary. If there is a large difference between the councils, please input the rates for each council separately. Please note what approach you have taken in the comments field.

Note: The SOLGM Account Manager recommended the consolidated average approach for the council that asked this question on the basis that they are a small council.

**Question: For the tabs with forecasting figures required to 2031, are you seeing low confidence grading from other councils for the forecast years?**

Answer. Yes, we are expecting to see lower confidence grades in the forecast figures. One council mentioned that they are using lower confidence grades for current and published plans e.g. Annual Plans, as opposed to finalised and audited data e.g. Annual Reports.

**Question: E7.13: How do we record the length of critical sewers?** Note: This council was trying to work out how to fit WICS’s definition into their own framework.

Answer: We are not asking councils to measure the length of the critical sewers based on WICS’ definitions. We are happy for you to use your own definitions/approaches but please describe your approach in the comments field.

**Question: We have found some differences between property counts based on records within the finance rateable properties vs the asset system connections (i.e. financial vs physical). We will put both in the comments but is there guidance on what to put in the cell - should it be the figure we have the most confidence in?**

Answer: Please use the estimates that your council considers to be most accurate. You could then use a confidence grade that would include the other estimate. For example, if there is a 10% difference between the two estimates, please use a confidence grade which allows places a 10% range around the reported number (e.g. a confidence grade of B3).

**Question: A2.11, F11: We have one large user using treated water and the other only uses raw water. How do we record these?**

Answer: This information should be included in A2.11 and F11. In A2.11 (Water delivered (non-potable)), please enter the volume of non-potable water supplied to the non-household customer. In F11, which is the table that requests information on Large Users consuming more than 100,000m3 a year, please use one row for the large user that receives the treated water and another for large user that receives the raw water supply. Please provide an explanation of whether it is the treated or raw supply in the commentary cells. If you need more rows, please just add them below.

**Question: Just to clarify the with the new Workbook II - optional categories these are the same items from Workbook I and so the guidance from Workbook I applies i.e. no new items.**

Answer: Yes. The line references match those in Workbook II.