



Amendment to our 2020-21 Annual Performance Report

Summary of amendments

Following the publication of our 2020/21 Annual Performance Report for the first year of AMP 7 (regulatory period running from 2020 to 2025), we have completed additional assurance checks and been through a query process with our regulator, Ofwat. This has resulted in amendments being required to our Annual Performance Report.

We have not obtained an updated audit opinion from our auditors, PricewaterhouseCoopers LLP, for the changes made to sections 1 and 2 of our Annual Performance Report, as none of the changes we are making require any substantive changes to the narrative of the Annual Performance Report and the conclusions reached thereon.

The changes and rationale for the changes are summarised in the table below. We have presented the updated tables/extracts with comparisons previously published on pages 3 to 17. The specific lines that have been amended are highlighted in yellow.

This document should be read in conjunction with our 2020/21 Annual Performance Report as published on our website.

| Amendment | Description | Pages |
|-----------|---|-------|
| 1 | We have amended the signage in lines 1A.16 (Tax analysis: Current year) and 1A.18 (Tax analysis: UK Corporation tax) so that the presentation is consistent with line 4H.18 (Effective tax rate). | 3 |
| 2 | In line with Ofwat guidance, we have updated formulas and calculations within table 2N (Residential retail - social tariffs) to reflect the correct social tariff discounts. | 4-5 |
| 3 | We have amended line 8C.17 (Recharge to Bioresources by network plus for costs of handling and treating bioresources liquors) to bring it in line with the Ofwat's proposed methodology as defined by Jacobs. This change to line 8C.17 (Recharge to Bioresources by network plus for costs of handling and treating bioresources liquors) has also resulted in corresponding changes to tables 4K (Base expenditure analysis for the 12 months ended 31 March 2021 - wastewater network + and bioresources) and 4E (Totex analysis for the 12 months ended 31 March 2021 - wastewater network+ and bioresources) in the Annual Performance Report. | 6-10 |
| 4 | In line with Ofwat guidance, we have updated formulas and calculations across tables 1F (Financial flows for the 12 months ended 31 March 2021 and for the price review to date) and 4C (Impact of price control performance to date on RCV) in the Annual Performance Report. Subsequently, these updates have resulted in a change in the RORE figure in line 4H.5 (RORE) within the Annual Performance report. In addition to the change in the RORE figure in line 4H.5 (RORE), we have also simplified the presentation of our credit ratings in lines 4H.10 (Credit rating - Moody's) and 4H.11 (Credit rating - Standard and Poor's). | 11-17 |

Amendment 1 to our 2020/21 Annual Performance report

Table 1A: Income statement for the 12 months ended 31 March 2021 as previously reported (table extract)

| Line description | Units | DPs | Statutory | Adjustments | | | Total appointed activities | RAG 4 reference |
|---------------------------------------|-------|-----|-----------|---|---------------|-------------------|----------------------------|-----------------|
| | | | | Differences between statutory and RAG definitions | Non-appointed | Total adjustments | | |
| Tax analysis | | | | | | | | |
| Current year | £m | 3 | -10.850 | - | - | - | -10.850 | 1A.16 |
| Adjustments in respect of prior years | £m | 3 | - | - | - | - | - | 1A.17 |
| UK Corporation tax | £m | 3 | -10.850 | - | - | - | -10.850 | 1A.18 |

Table 1A: Income statement for the 12 months ended 31 March 2021 restated (table extract)

| Line description | Units | DPs | Statutory | Adjustments | | | Total appointed activities | RAG 4 reference |
|---------------------------------------|-------|-----|-----------|---|---------------|-------------------|----------------------------|-----------------|
| | | | | Differences between statutory and RAG definitions | Non-appointed | Total adjustments | | |
| Tax analysis | | | | | | | | |
| Current year | £m | 3 | 10.850 | - | - | - | 10.850 | 1A.16 |
| Adjustments in respect of prior years | £m | 3 | - | - | - | - | - | 1A.17 |
| UK Corporation tax | £m | 3 | 10.850 | - | - | - | 10.850 | 1A.18 |

Amendment 2 to our 2020/21 Annual Performance report

Table 2N: Residential retail - social tariffs as previously reported (table extract)

| Line description | Revenue | | Average amount per customer | RAG 4 reference |
|--|---------|------|-----------------------------|-----------------|
| | Units | 000s | £ | |
| DPs | 3 | 3 | 3 | |
| Social tariff discount | | | | |
| Average discount per water only social tariffs customer | | | 1.344 | 2N.7 |
| Average discount per wastewater only social tariffs customer | | | 0.003 | 2N.8 |
| Average discount per dual service social tariffs customer | | | 0.222 | 2N.9 |
| Social tariff cross-subsidy - residential customers | | | | |
| Total customer funded cross-subsidies for water only social tariffs customers | 0.254 | | | 2N.10 |
| Total customer funded cross-subsidies for wastewater only social tariffs customers | 0.152 | | | 2N.11 |
| Total customer funded cross-subsidies for dual service social tariffs customers | 28.891 | | | 2N.12 |
| Average customer funded cross-subsidy per water only social tariffs customer | | | 4.737 | 2N.13 |
| Average customer funded cross-subsidy per wastewater only social tariffs customer | | | 0.076 | 2N.14 |
| Average customer funded cross-subsidy per dual service social tariffs customer | | | 8.178 | 2N.15 |

Table 2N: Residential retail - social tariffs restated (table extract)

| Line description | Revenue | | Average amount per customer | RAG 4 reference |
|--|---------|------|-----------------------------|-----------------|
| | Units | DPs | £ | |
| | £m | 000s | £ | |
| | 3 | 3 | 3 | |
| Social tariff discount | | | | |
| Average discount per water only social tariffs customer | | | 92.927 | 2N.7 |
| Average discount per wastewater only social tariffs customer | | | 91.569 | 2N.8 |
| Average discount per dual service social tariffs customer | | | 150.928 | 2N.9 |
| Social tariff cross-subsidy - residential customers | | | | |
| Total customer funded cross-subsidies for water only social tariffs customers | 0.018 | | | 2N.10 |
| Total customer funded cross-subsidies for wastewater only social tariffs customers | 4.630 | | | 2N.11 |
| Total customer funded cross-subsidies for dual service social tariffs customers | 19.673 | | | 2N.12 |
| Average customer funded cross-subsidy per water only social tariffs customer | | | 0.328 | 2N.13 |
| Average customer funded cross-subsidy per wastewater only social tariffs customer | | | 2.315 | 2N.14 |
| Average customer funded cross-subsidy per dual service social tariffs customer | | | 5.569 | 2N.15 |

Amendment 3 to our 2020/21 Annual Performance report

Line 8C.17: Recharge to Bioresources by network plus for costs of handling and treating bioresources liquors as previously reported (table extract)

| Bioresources liquors treated by network plus | Unit | DPs | Value | RAG 4 reference |
|--|------------|-----|--------|-----------------|
| BOD load of liquor or partially treated liquor returned from bioresources to network plus | kg/d | 0 | 22,515 | 8C.15 |
| Ammonia load of liquor or partially treated liquor returned from bioresources to network plus | kg Amm-N/d | 0 | 17,739 | 8C.16 |
| Recharge to Bioresources by network plus for costs of handling and treating bioresources liquors | £m | 3 | - | 8C.17 |

Line 8C.17: Recharge to Bioresources by network plus for costs of handling and treating bioresources liquors restated (table extract)

| Bioresources liquors treated by network plus | Unit | DPs | Value | RAG 4 reference |
|--|------------|-----|--------|-----------------|
| BOD load of liquor or partially treated liquor returned from bioresources to network plus | kg/d | 0 | 22,515 | 8C.15 |
| Ammonia load of liquor or partially treated liquor returned from bioresources to network plus | kg Amm-N/d | 0 | 17,739 | 8C.16 |
| Recharge to Bioresources by network plus for costs of handling and treating bioresources liquors | £m | 3 | 8.970 | 8C.17 |

Table 4K: Base expenditure analysis for the 12 months ended 31 March 2021
wastewater network +and bioresources as previously reported
(table extract)

| Line description | Units | DPs | Expenditure in report year | | | | | RAG 4 reference |
|--|-----------|----------|----------------------------|------------------------|------------------|-------------------------------|-------------------------|-----------------|
| | | | Wastewater network+ | | | | | |
| | | | Foul | Surface water drainage | Highway drainage | Sewage treatment and disposal | Sludge liquor treatment | |
| Operating expenditure | | | | | | | | |
| Power | £m | 3 | 12.008 | 2.161 | 0.412 | 62.79 | 0.402 | 4K.1 |
| Income treated as negative expenditure | £m | 3 | -0.017 | -0.003 | 0 | 0 | 0 | 4K.2 |
| Bulk discharge | £m | 3 | 0 | 0 | 0 | 2.953 | 0 | 4K.3 |
| Renewals expensed in year (infrastructure) | £m | 3 | 54.668 | 9.539 | 1.579 | 0 | 0 | 4K.4 |
| Renewals expensed in year (non-infrastructure) | £m | 3 | 0 | 0 | 0 | 0 | 0 | 4K.5 |
| Other operating expenditure | £m | 3 | 62.693 | 10.672 | 2.822 | 107.447 | 0.099 | 4K.6 |
| Local authority and Cumulo rates | £m | 3 | 0 | 0 | 0 | 37.65 | 0 | 4K.7 |
| Service Charges | | | | | | | | |
| Canal & River Trust discharge consents | £m | 3 | 0.774 | 0.135 | 0.022 | 0 | 0 | 4K.8 |
| Environment Agency / NRW discharge consents | £m | 3 | 0.608 | 0.106 | 0.018 | 4.366 | 0 | 4K.9 |
| Other discharge charges / permits | £m | 3 | 0.347 | 0.06 | 0.01 | 0.022 | 0 | 4K.10 |
| Other expenditure | | | | | | | | |
| Costs associated with Traffic Management Act | £m | 3 | 1.177 | 0.205 | 0.034 | 0 | 0 | 4K.11 |
| Costs associated with lane rental schemes | £m | 3 | 0.165 | 0.029 | 0.005 | 0 | 0 | 4K.12 |
| Costs associated with Industrial Emissions Directive | £m | 3 | 0 | 0 | 0 | 0 | 0 | 4K.13 |
| Total base operating expenditure | £m | 3 | 132.423 | 22.904 | 4.902 | 215.228 | 0.501 | 4K.14 |

Table 4K: Base expenditure analysis for the 12 months ended 31 March 2021 - wastewater network + and bioresources restated (table extract)

| Line description | Units | DPs | Expenditure in report year | | | | | RAG 4 reference |
|--|-----------|----------|----------------------------|------------------------|------------------|-------------------------------|-------------------------|-----------------|
| | | | Wastewater network+ | | | | | |
| | | | Foul | Surface water drainage | Highway drainage | Sewage treatment and disposal | Sludge liquor treatment | |
| Operating expenditure | | | | | | | | |
| Power | £m | 3 | 12.008 | 2.161 | 0.412 | 60.044 | 3.148 | 4K.1 |
| Income treated as negative expenditure | £m | 3 | -0.017 | -0.003 | 0 | 0 | 0 | 4K.2 |
| Bulk discharge | £m | 3 | 0 | 0 | 0 | 2.953 | 0 | 4K.3 |
| Renewals expended in year (infrastructure) | £m | 3 | 54.668 | 9.539 | 1.579 | 0 | 0 | 4K.4 |
| Renewals expended in year (non-infrastructure) | £m | 3 | 0 | 0 | 0 | 0 | 0 | 4K.5 |
| Other operating expenditure | £m | 3 | 62.693 | 10.672 | 2.822 | 101.724 | 5.822 | 4K.6 |
| Local authority and Cumulo rates | £m | 3 | 0 | 0 | 0 | 37.65 | 0 | 4K.7 |
| Service Charges | | | | | | | | |
| Canal & River Trust discharge consents | £m | 3 | 0.774 | 0.135 | 0.022 | 0 | 0 | 4K.8 |
| Environment Agency / NRW discharge consents | £m | 3 | 0.608 | 0.106 | 0.018 | 4.366 | 0 | 4K.9 |
| Other discharge charges / permits | £m | 3 | 0.347 | 0.06 | 0.01 | 0.022 | 0 | 4K.10 |
| Other expenditure | | | | | | | | |
| Costs associated with Traffic Management Act | £m | 3 | 1.177 | 0.205 | 0.034 | 0 | 0 | 4K.11 |
| Costs associated with lane rental schemes | £m | 3 | 0.165 | 0.029 | 0.005 | 0 | 0 | 4K.12 |
| Costs associated with Industrial Emissions Directive | £m | 3 | 0 | 0 | 0 | 0 | 0 | 4K.13 |
| Total base operating expenditure | £m | 3 | 132.423 | 22.904 | 4.902 | 206.759 | 8.970 | 4K.14 |

Table 4E: Totex analysis for the 12 months ended 31 March 2021 - wastewater network+ and bioresources as previously reported (table extract)

| Line description | Units | DPs | Network+ Sewage collection | | | Network+ Sewage treatment | | RAG 4 reference |
|--|-------|-----|----------------------------|------------------------|------------------|-------------------------------|----------------------------------|-----------------|
| | | | Foul | Surface water drainage | Highway drainage | Sewage treatment and disposal | Imported sludge liquor treatment | |
| Operating expenditure | | | | | | | | |
| Base operating expenditure | £m | 3 | 132.423 | 22.904 | 4.902 | 215.228 | 0.501 | 4E.1 |
| Enhancement operating expenditure | £m | 3 | 5.117 | 0.809 | 0.134 | 1.597 | 0.000 | 4E.2 |
| Developer services operating expenditure | £m | 3 | 1.125 | 0 | 0 | 0.000 | 0.000 | 4E.3 |
| Total operating expenditure excluding third party services | £m | 3 | 138.665 | 23.713 | 5.036 | 216.825 | 0.501 | 4E.4 |
| Third party services | £m | 3 | 0.214 | 0 | 0 | 0.714 | 0 | 4E.5 |
| Total operating expenditure | £m | 3 | 138.879 | 23.713 | 5.036 | 217.539 | 0.501 | 4E.6 |
| Grants and contributions | | | | | | | | |
| Grants and contributions - operating expenditure | £m | 3 | 1.393 | 0.000 | 0.000 | 0.000 | 0.000 | 4E.7 |
| Capital expenditure | | | | | | | | |
| Base capital expenditure | £m | 3 | 129.071 | 3.498 | 0.900 | 107.361 | 0.070 | 4E.8 |
| Enhancement capital expenditure | £m | 3 | 12.095 | 0.839 | 0.000 | 47.098 | 0.000 | 4E.9 |
| Developer services capital expenditure | £m | 3 | 20.193 | 0.000 | 0.000 | 0.000 | 0.000 | 4E.10 |
| Total gross capital expenditure (excluding third party) | £m | 3 | 161.359 | 4.337 | 0.900 | 154.459 | 0.070 | 4E.11 |
| Third party services | £m | 3 | 4.030 | 0.006 | 0.000 | 0.000 | 0.000 | 4E.12 |
| Total gross capital expenditure | £m | 3 | 165.389 | 4.343 | 0.900 | 154.459 | 0.070 | 4E.13 |
| Grants and contributions | | | | | | | | |
| Grants and contributions - capital expenditure | £m | 3 | 15.379 | 0.009 | 0.000 | 1.704 | 0.000 | 4E.14 |
| Net totex | £m | 3 | 287.496 | 28.047 | 5.936 | 370.294 | 0.571 | 4E.15 |
| Cash expenditure | | | | | | | | |
| Pension deficit recovery payments | £m | 3 | 11.036 | 1.788 | 0.468 | 12.242 | 0.037 | 4E.16 |
| Other cash items | £m | 3 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 4E.17 |
| Totex including cash items | £m | 3 | 298.532 | 29.835 | 6.404 | 382.536 | 0.608 | 4E.18 |

Table 4E: Totex analysis for the 12 months ended 31 March 2021 - wastewater network+ and bioresources restated (table extract)

| Line description | Units | DPs | Network+ Sewage collection | | | Network+ Sewage treatment | | RAG 4 reference |
|--|-------|-----|----------------------------|------------------------|------------------|-------------------------------|----------------------------------|-----------------|
| | | | Foul | Surface water drainage | Highway drainage | Sewage treatment and disposal | Imported sludge liquor treatment | |
| Operating expenditure | | | | | | | | |
| Base operating expenditure | £m | 3 | 132.423 | 22.904 | 4.902 | 206.759 | 8.97 | 4E.1 |
| Enhancement operating expenditure | £m | 3 | 5.117 | 0.809 | 0.134 | 1.597 | 0.000 | 4E.2 |
| Developer services operating expenditure | £m | 3 | 1.125 | 0 | 0 | 0.000 | 0.000 | 4E.3 |
| Total operating expenditure excluding third party services | £m | 3 | 138.665 | 23.713 | 5.036 | 208.356 | 8.97 | 4E.4 |
| Third party services | £m | 3 | 0.214 | 0 | 0 | 0.714 | 0 | 4E.5 |
| Total operating expenditure | £m | 3 | 138.879 | 23.713 | 5.036 | 209.07 | 8.97 | 4E.6 |
| Grants and contributions | | | | | | | | |
| Grants and contributions - operating expenditure | £m | 3 | 1.393 | 0.000 | 0.000 | 0.000 | 0.000 | 4E.7 |
| Capital expenditure | | | | | | | | |
| Base capital expenditure | £m | 3 | 129.071 | 3.498 | 0.900 | 107.361 | 0.070 | 4E.8 |
| Enhancement capital expenditure | £m | 3 | 12.095 | 0.839 | 0.000 | 47.098 | 0.000 | 4E.9 |
| Developer services capital expenditure | £m | 3 | 20.193 | 0.000 | 0.000 | 0.000 | 0.000 | 4E.10 |
| Total gross capital expenditure (excluding third party) | £m | 3 | 161.359 | 4.337 | 0.900 | 154.459 | 0.070 | 4E.11 |
| Third party services | £m | 3 | 4.030 | 0.006 | 0.000 | 0.000 | 0.000 | 4E.12 |
| Total gross capital expenditure | £m | 3 | 165.389 | 4.343 | 0.900 | 154.459 | 0.070 | 4E.13 |
| Grants and contributions | | | | | | | | |
| Grants and contributions - capital expenditure | £m | 3 | 15.379 | 0.009 | 0.000 | 1.704 | 0.000 | 4E.14 |
| Net totex | £m | 3 | 287.496 | 28.047 | 5.936 | 361.825 | 9.04 | 4E.15 |
| Cash expenditure | | | | | | | | |
| Pension deficit recovery payments | £m | 3 | 11.036 | 1.788 | 0.468 | 12.242 | 0.037 | 4E.16 |
| Other cash items | £m | 3 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 4E.17 |
| Totex including cash items | £m | 3 | 298.532 | 29.835 | 6.404 | 374.067 | 9.077 | 4E.18 |

Amendment 4 to our 2020/21 Annual Performance report

Table 1F: Financial flows for the 12 months ended 31 March 2021 and for the price review to date as previously reported (table)

| Line description | 12 months ended 31 March 2021 & Average 2020-25 | | | | | | RAG 4 reference |
|---|---|-----------|-----------|---------|---------|---------|-----------------|
| | Units | % | | | £m | | |
| | DPs | 3 | | | 3 | | |
| Return on regulatory equity | | | | | | | |
| Return on regulatory equity | 3.832% | 1.594% | 3.832% | 215.953 | 89.843 | 89.843 | 1F.1 |
| Regulatory equity | 5,635.523 | 5,635.523 | 2,344.546 | | | | 1F.2 |
| Financing | | | | | | | |
| Gearing | | 2.238% | 1.981% | | 46.451 | 46.451 | 1F.3 |
| Gearing benefits sharing | | -0.693% | -1.667% | | -39.074 | -39.074 | 1F.4 |
| Variance in corporation tax | | -0.184% | -0.442% | | -10.364 | -10.364 | 1F.5 |
| Group relief | | 0.000% | 0.000% | | 0.000 | 0.000 | 1F.6 |
| Cost of debt | | -0.819% | -2.736% | | -46.179 | -64.154 | 1F.7 |
| Hedging instruments | | 2.111% | 7.050% | | 118.976 | 165.289 | 1F.8 |
| Return on regulatory equity including Financing adjustments | 3.832% | 4.246% | 8.018% | 215.953 | 159.653 | 187.991 | 1F.9 |
| Operational Performance | | | | | | | |
| Totex out / (under) performance | | 1.478% | 3.553% | | 83.311 | 83.311 | 1F.10 |
| ODI out / (under) performance | | -0.566% | -1.359% | | -31.870 | -31.870 | 1F.11 |
| C-Mex out / (under) performance | | 0.000% | 0.000% | | 0.000 | 0.000 | 1F.12 |
| D-Mex out / (under) performance | | 0.000% | 0.000% | | 0.000 | 0.000 | 1F.13 |
| Retail out / (under) performance | | -1.354% | -3.256% | | -76.332 | -76.332 | 1F.14 |
| Other exceptional items | | 0.075% | 0.181% | | 4.242 | 4.242 | 1F.15 |
| Operational performance total | | -0.366% | -0.881% | | -20.649 | -20.649 | 1F.16 |
| RoRE | 3.832% | 3.880% | 7.138% | 215.953 | 139.004 | 167.342 | 1F.17 |
| Actual performance adjustment 2015-20 | -0.730% | -0.304% | -0.730% | -41.115 | -17.105 | -17.105 | 1F.18 |
| Total earnings | 3.102% | 3.576% | 6.408% | 174.838 | 121.899 | 150.237 | 1F.19 |
| RCV growth from inflation | 0.801% | 0.801% | 0.801% | 45.141 | 45.141 | 18.780 | 1F.20 |
| Voluntary sharing arrangements | | 0.000% | 0.000% | | - | - | 1F.21 |
| Total shareholder return | 3.903% | 4.377% | 7.209% | 219.979 | 167.040 | 169.017 | 1F.22 |
| Dividends | | | | | | | |
| Gross Dividend | 4.000% | 0.558% | 1.340% | 225.421 | 31.425 | 31.425 | 1F.23 |
| Interest Received on Intercompany loans | 0.000% | 0.222% | 0.534% | 0.000 | 12.518 | 12.518 | 1F.24 |
| Retained Value | -0.097% | 3.597% | 5.334% | -5.442 | 123.097 | 125.074 | 1F.25 |

Table 1F: Financial flows for the 12 months ended 31 March 2021 and for the price review to date restated (table)

| Line description | 12 months ended 31 March 2021 & Average 2020-25 | | | | | | RAG 4 reference |
|---|---|-----------|-----------|---------|---------|---------|-----------------|
| | Units | % | | | £m | | |
| | DPs | 3 | | | 3 | | |
| Return on regulatory equity | | | | | | | |
| Return on regulatory equity | 3.832% | 1.594% | 3.832% | 215.945 | 89.840 | 89.840 | 1F.1 |
| Regulatory equity | 5,635.523 | 5,635.523 | 2,344.546 | | | | 1F.2 |
| Financing | | | | | | | |
| Gearing | | 2.238% | 1.981% | | 126.105 | 46.451 | 1F.3 |
| Gearing benefits sharing | | -0.693% | -1.667% | | -39.074 | -39.074 | 1F.4 |
| Variance in corporation tax | | -0.184% | -0.442% | | -10.364 | -10.364 | 1F.5 |
| Group relief | | 0.000% | 0.000% | | 0.000 | 0.000 | 1F.6 |
| Cost of debt | | -0.819% | -2.736% | | -46.179 | -64.154 | 1F.7 |
| Hedging instruments | | 2.111% | 7.050% | | 118.976 | 165.289 | 1F.8 |
| Return on regulatory equity including Financing adjustments | 3.832% | 4.246% | 8.018% | 215.945 | 239.305 | 187.988 | 1F.9 |
| Operational Performance | | | | | | | |
| Totex out / (under) performance | | 0.399% | 0.959% | | 22.483 | 22.483 | 1F.10 |
| ODI out / (under) performance | | -0.566% | -1.359% | | -31.870 | -31.870 | 1F.11 |
| C-Mex out / (under) performance | | 0.000% | 0.000% | | 0.000 | 0.000 | 1F.12 |
| D-Mex out / (under) performance | | 0.000% | 0.000% | | 0.000 | 0.000 | 1F.13 |
| Retail out / (under) performance | | -1.354% | -3.256% | | -76.332 | -76.332 | 1F.14 |
| Other exceptional items | | 0.075% | 0.181% | | 4.242 | 4.242 | 1F.15 |
| Operational performance total | | -1.446% | -3.475% | | -81.477 | -81.477 | 1F.16 |
| RoRE | 3.832% | 2.801% | 4.543% | 215.945 | 157.827 | 106.510 | 1F.17 |
| Actual performance adjustment 2015-20 | -0.730% | -0.304% | -0.730% | -41.115 | -17.105 | -17.105 | 1F.18 |
| Total earnings | 3.102% | 2.497% | 3.813% | 174.829 | 140.722 | 89.405 | 1F.19 |
| RCV growth from inflation | 1.013% | 1.013% | 1.013% | 57.082 | 57.082 | 23.748 | 1F.20 |
| Voluntary sharing arrangements | | 0.000% | 0.000% | | - | - | 1F.21 |
| Total shareholder return | 4.115% | 3.510% | 4.826% | 231.911 | 197.804 | 113.153 | 1F.22 |
| Dividends | | | | | | | |
| Gross Dividend | 4.000% | 0.558% | 1.340% | 225.421 | 31.425 | 31.425 | 1F.23 |
| Interest Received on Intercompany loans | 0.000% | 0.222% | 0.534% | 0.000 | 12.518 | 12.518 | 1F.24 |
| Retained Value | 0.115% | 2.730% | 2.952% | 6.490 | 153.861 | 69.210 | 1F.25 |

Table 4C: Impact of price control performance to date on RCV as previously reported
(table – 12 months ended 31 March 2021)

| Line description | Units | DPs | 12 months ended 31 March 2021 | | | | | RAG 4 reference |
|--|-------|-----|-------------------------------|--------------------|-------------------------|--------------|---------|-----------------|
| | | | Water resources | Water network plus | Wastewater network plus | Bioresources | TTT | |
| Totex (net of business rates, abstraction licence fees and grants and contributions) | | | | | | | | |
| Final determination allowed totex (net of business rates, abstraction licence fees and grants and contributions) | £m | 3 | 80.309 | 838.351 | 741.664 | - | 23.677 | 4C.1 |
| Actual totex (net of business rates, abstraction licence fees and grants and contributions) | £m | 3 | 66.817 | 809.289 | 648.070 | - | 51.121 | 4C.2 |
| Transition expenditure | £m | 3 | 0.000 | 0.000 | 0.000 | - | 1.620 | 4C.3 |
| Disallowable costs | £m | 3 | 0.022 | 0.288 | 14.914 | - | 33.492 | 4C.4 |
| Total actual totex (net of business rates, abstraction licence fees and grants and contributions) | £m | 3 | 66.795 | 809.001 | 633.156 | - | 19.249 | 4C.5 |
| Variance | £m | 3 | -13.514 | -29.350 | -108.508 | - | -4.428 | 4C.6 |
| Variance due to timing of expenditure | £m | 3 | -13.513 | -29.349 | -108.507 | - | -4.427 | 4C.7 |
| Variance due to efficiency | £m | 3 | -0.001 | -0.001 | -0.001 | - | -0.001 | 4C.8 |
| Customer cost sharing rate | £m | 3 | 67.730% | 67.730% | 55.779% | - | 57.800% | 4C.9 |
| Customer share of totex over/underspend | £m | 3 | -9.153 | -19.879 | -60.525 | - | -2.559 | 4C.10 |
| Company share of totex over/underspend | £m | 3 | -4.361 | -9.471 | -47.983 | - | -1.869 | 4C.11 |
| Totex - business rates and abstraction licence fees | | | | | | | | |
| Final determination allowed totex - business rates and abstraction licence fees | £m | 3 | 17.097 | 73.920 | 27.489 | 9.494 | 0.000 | 4C.12 |
| Actual totex - business rates and abstraction licence fees | £m | 3 | 20.937 | 79.034 | 37.650 | 0.477 | 0.000 | 4C.13 |
| Variance - business rates and abstraction licence fees | £m | 3 | 3.840 | 5.114 | 10.161 | -9.017 | 0.000 | 4C.14 |
| Customer cost sharing rate - business rates and abstraction licence fees | £m | 3 | 75.000% | 75.000% | 75.000% | 75.000% | 57.800% | 4C.15 |
| Customer share of totex over/underspend - business rates and abstraction licence fees | £m | 3 | 2.880 | 3.836 | 7.621 | -6.763 | 0.000 | 4C.16 |
| Company share of totex over/underspend - business rates and abstraction licence fees | £m | 3 | 0.960 | 1.279 | 2.540 | -2.254 | 0.000 | 4C.17 |
| Totex not subject to cost sharing | | | | | | | | |
| Final determination allowed totex - not subject to cost sharing | £m | 3 | 11.971 | 101.125 | 3.004 | 0.125 | 0.000 | 4C.18 |
| Actual totex - not subject to cost sharing | £m | 3 | 7.223 | 42.900 | 32.191 | 7.850 | 0.000 | 4C.19 |
| Variance - 100% company allocation | £m | 3 | -4.748 | -58.225 | 29.187 | 7.725 | 0.000 | 4C.20 |
| Total company share of totex over/under spend | £m | 3 | -8.149 | -66.418 | -16.256 | 5.471 | -1.869 | 4C.21 |
| RCV | | | | | | | | |
| Total company share of totex over/under spend | £m | 3 | -8.149 | -66.418 | -16.256 | 5.471 | -1.869 | 4C.22 |
| PAYG rate | £m | 3 | 62.351% | 44.076% | 49.401% | 47.069% | 2.558% | 4C.23 |
| RCV element of totex over/underspend | £m | 3 | -3.068 | -37.143 | -8.225 | 2.896 | -1.821 | 4C.24 |
| Adjustment for ODI outperformance payment or underperformance payment | £m | 3 | | | | | | 4C.25 |
| RCV determined at FD at 31 March | £m | 3 | | | | | | 4C.26 |
| Projected 'shadow' RCV | £m | 3 | | | | | | 4C.27 |

Table 4C: Impact of price control performance to date on RCV as previously reported
(table – Price control period to date)

| Line description | Units | DPs | Price control period to date | | | | | RAG 4 reference |
|--|-------|-----|------------------------------|--------------------|-------------------------|--------------|-----------|-----------------|
| | | | Water resources | Water network plus | Wastewater network plus | Bioresources | TTT | |
| Totex (net of business rates, abstraction licence fees and grants and contributions) | | | | | | | | |
| Final determination allowed totex (net of business rates, abstraction licence fees and grants and contributions) | £m | 3 | 80.309 | 838.351 | 741.664 | - | 23.677 | 4C.1 |
| Actual totex (net of business rates, abstraction licence fees and grants and contributions) | £m | 3 | 66.817 | 809.289 | 648.070 | - | 51.121 | 4C.2 |
| Transition expenditure | £m | 3 | 0.000 | 0.000 | 0.000 | - | 1.620 | 4C.3 |
| Disallowable costs | £m | 3 | 0.022 | 0.288 | 14.914 | - | 33.492 | 4C.4 |
| Total actual totex (net of business rates, abstraction licence fees and grants and contributions) | £m | 3 | 66.795 | 809.001 | 633.156 | - | 19.249 | 4C.5 |
| Variance | £m | 3 | -13.514 | -29.350 | -108.508 | - | -4.428 | 4C.6 |
| Variance due to timing of expenditure | £m | 3 | -13.513 | -29.349 | -108.507 | - | -4.427 | 4C.7 |
| Variance due to efficiency | £m | 3 | -0.001 | -0.001 | -0.001 | - | -0.001 | 4C.8 |
| Customer cost sharing rate | £m | 3 | 67.730% | 67.730% | 55.779% | - | 57.800% | 4C.9 |
| Customer share of totex over/underspend | £m | 3 | -9.153 | -19.879 | -60.525 | - | -2.559 | 4C.10 |
| Company share of totex over/underspend | £m | 3 | -4.361 | -9.471 | -47.983 | - | -1.869 | 4C.11 |
| Totex - business rates and abstraction licence fees | | | | | | | | |
| Final determination allowed totex - business rates and abstraction licence fees | £m | 3 | 17.097 | 73.920 | 27.489 | 9.494 | 0.000 | 4C.12 |
| Actual totex - business rates and abstraction licence fees | £m | 3 | 20.937 | 79.034 | 37.650 | 0.477 | 0.000 | 4C.13 |
| Variance - business rates and abstraction licence fees | £m | 3 | 3.840 | 5.114 | 10.161 | -9.017 | 0.000 | 4C.14 |
| Customer cost sharing rate - business rates and abstraction licence fees | £m | 3 | 75.000% | 75.000% | 75.000% | 75.000% | 57.800% | 4C.15 |
| Customer share of totex over/underspend - business rates and abstraction licence fees | £m | 3 | 2.880 | 3.836 | 7.621 | -6.763 | 0.000 | 4C.16 |
| Company share of totex over/underspend - business rates and abstraction licence fees | £m | 3 | 0.960 | 1.279 | 2.540 | -2.254 | 0.000 | 4C.17 |
| Totex not subject to cost sharing | | | | | | | | |
| Final determination allowed totex - not subject to cost sharing | £m | 3 | 11.971 | 101.125 | 3.004 | 0.125 | 0.000 | 4C.18 |
| Actual totex - not subject to cost sharing | £m | 3 | 7.223 | 42.900 | 32.191 | 7.850 | 0.000 | 4C.19 |
| Variance - 100% company allocation | £m | 3 | -4.748 | -58.225 | 29.187 | 7.725 | 0.000 | 4C.20 |
| Total company share of totex over/under spend | £m | 3 | -8.149 | -66.418 | -16.256 | 5.471 | -1.869 | 4C.21 |
| RCV | | | | | | | | |
| Total company share of totex over/under spend | £m | 3 | -8.149 | -66.418 | -16.256 | 5.471 | -1.869 | 4C.22 |
| PAYG rate | £m | 3 | 62.351% | 44.076% | 49.401% | 47.069% | 2.558% | 4C.23 |
| RCV element of totex over/underspend | £m | 3 | -3.068 | -37.143 | -8.225 | 2.896 | -1.821 | 4C.24 |
| Adjustment for ODI outperformance payment or underperformance payment | £m | 3 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 4C.25 |
| RCV determined at FD at 31 March | £m | 3 | 339.326 | 6,421.533 | 5,323.481 | 1,569.556 | 1,371.451 | 4C.26 |
| Projected 'shadow' RCV | £m | 3 | 336.258 | 6,384.39 | 5,315.26 | 1,572.45 | 1,369.63 | 4C.27 |

Table 4C: Impact of price control performance to date on RCV restated (table - 12 months ended 31 March 2021)

| Line description | Units | DPs | 12 months ended 31 March 2021 | | | | | RAG 4 reference |
|--|-------|-----|-------------------------------|--------------------|-------------------------|--------------|--------------------|-----------------|
| | | | Water resources | Water network plus | Wastewater network plus | Bioresources | Additional Control | |
| Totex (net of business rates, abstraction licence fees and grants and contributions) | | | | | | | | |
| Final determination allowed totex (net of business rates, abstraction licence fees and grants and contributions) | £m | 3 | 80.309 | 838.351 | 741.664 | - | 23.677 | 4C.1 |
| Actual totex (net of business rates, abstraction licence fees and grants and contributions) | £m | 3 | 66.817 | 809.289 | 648.070 | - | 51.121 | 4C.2 |
| Transition expenditure | £m | 3 | 0.000 | 0.000 | 0.000 | - | 1.620 | 4C.3 |
| Disallowable costs | £m | 3 | 0.022 | 0.288 | 14.914 | - | 33.492 | 4C.4 |
| Total actual totex (net of business rates, abstraction licence fees and grants and contributions) | £m | 3 | 66.795 | 809.001 | 633.156 | - | 19.249 | 4C.5 |
| Variance | £m | 3 | -13.514 | -29.350 | -108.508 | - | -4.428 | 4C.6 |
| Variance due to timing of expenditure | £m | 3 | -13.513 | -29.349 | -108.507 | - | -4.427 | 4C.7 |
| Variance due to efficiency | £m | 3 | -0.001 | -0.001 | -0.001 | - | -0.001 | 4C.8 |
| Customer cost sharing rate | £m | 3 | 67.730% | 67.730% | 55.779% | - | 57.800% | 4C.9 |
| Customer share of totex over/underspend | £m | 3 | -0.001 | -0.001 | -0.001 | - | -0.001 | 4C.10 |
| Company share of totex over/underspend | £m | 3 | 0.000 | 0.000 | 0.000 | - | 0.000 | 4C.11 |
| Totex - business rates and abstraction licence fees | | | | | | | | |
| Final determination allowed totex - business rates and abstraction licence fees | £m | 3 | 17.097 | 73.920 | 27.489 | 9.494 | 0.000 | 4C.12 |
| Actual totex - business rates and abstraction licence fees | £m | 3 | 20.937 | 79.034 | 37.650 | 0.477 | 0.000 | 4C.13 |
| Variance - business rates and abstraction licence fees | £m | 3 | 3.840 | 5.114 | 10.161 | -9.017 | 0.000 | 4C.14 |
| Customer cost sharing rate - business rates and abstraction licence fees | £m | 3 | 75.000% | 75.000% | 75.000% | 75.000% | 57.800% | 4C.15 |
| Customer share of totex over/underspend - business rates and abstraction licence fees | £m | 3 | 2.880 | 3.836 | 7.621 | -6.763 | 0.000 | 4C.16 |
| Company share of totex over/underspend - business rates and abstraction licence fees | £m | 3 | 0.960 | 1.279 | 2.540 | -2.254 | 0.000 | 4C.17 |
| Totex not subject to cost sharing | | | | | | | | |
| Final determination allowed totex - not subject to cost sharing | £m | 3 | 11.971 | 101.125 | 3.004 | 0.125 | 0.000 | 4C.18 |
| Actual totex - not subject to cost sharing | £m | 3 | 7.223 | 42.900 | 32.191 | 7.850 | 0.000 | 4C.19 |
| Variance - 100% company allocation | £m | 3 | -4.748 | -58.225 | 29.187 | 7.725 | 0.000 | 4C.20 |
| Total company share of totex over/under spend | £m | 3 | -3.788 | -56.947 | 31.727 | 5.471 | 0.000 | 4C.21 |
| RCV | | | | | | | | |
| Total company share of totex over/under spend | £m | 3 | 2.879 | 3.835 | 7.620 | -6.763 | -0.001 | 4C.22 |
| PAYG rate | £m | 3 | 62.351% | 44.076% | 49.401% | 47.069% | 2.558% | 4C.23 |
| RCV element of totex over/underspend | £m | 3 | 1.084 | 2.145 | 3.856 | -3.580 | -0.001 | 4C.24 |
| Adjustment for ODI outperformance payment or underperformance payment | £m | 3 | | | | | | 4C.25 |
| RCV determined at FD at 31 March | £m | 3 | | | | | | 4C.26 |
| Projected 'shadow' RCV | £m | 3 | | | | | | 4C.27 |

Table 4C: Impact of price control performance to date on RCV restated (table – price control period to date)

| Line description | Units | DPs | Price control period to date | | | | | RAG 4 reference |
|--|-------|-----|------------------------------|--------------------|-------------------------|--------------|--------------------|-----------------|
| | | | Water resources | Water network plus | Wastewater network plus | Bioresources | Additional Control | |
| Totex (net of business rates, abstraction licence fees and grants and contributions) | | | | | | | | |
| Final determination allowed totex (net of business rates, abstraction licence fees and grants and contributions) | £m | 3 | 80.309 | 838.351 | 741.664 | - | 23.677 | 4C.1 |
| Actual totex (net of business rates, abstraction licence fees and grants and contributions) | £m | 3 | 66.817 | 809.289 | 648.070 | - | 51.121 | 4C.2 |
| Transition expenditure | £m | 3 | 0.000 | 0.000 | 0.000 | - | 1.620 | 4C.3 |
| Disallowable costs | £m | 3 | 0.022 | 0.288 | 14.914 | - | 33.492 | 4C.4 |
| Total actual totex (net of business rates, abstraction licence fees and grants and contributions) | £m | 3 | 66.795 | 809.001 | 633.156 | | 19.249 | 4C.5 |
| Variance | £m | 3 | -13.514 | -29.350 | -108.508 | | -4.428 | 4C.6 |
| Variance due to timing of expenditure | £m | 3 | -13.513 | -29.349 | -108.507 | - | -4.427 | 4C.7 |
| Variance due to efficiency | £m | 3 | -0.001 | -0.001 | -0.001 | | -0.001 | 4C.8 |
| Customer cost sharing rate | £m | 3 | 67.730% | 67.730% | 55.779% | - | 57.800% | 4C.9 |
| Customer share of totex over/underspend | £m | 3 | -0.001 | -0.001 | -0.001 | | -0.001 | 4C.10 |
| Company share of totex over/underspend | £m | 3 | 0.000 | 0.000 | 0.000 | | 0.000 | 4C.11 |
| Totex - business rates and abstraction licence fees | | | | | | | | |
| Final determination allowed totex - business rates and abstraction licence fees | £m | 3 | 17.097 | 73.920 | 27.489 | 9.494 | 0.000 | 4C.12 |
| Actual totex - business rates and abstraction licence fees | £m | 3 | 20.937 | 79.034 | 37.650 | 0.477 | 0.000 | 4C.13 |
| Variance - business rates and abstraction licence fees | £m | 3 | 3.840 | 5.114 | 10.161 | -9.017 | 0.000 | 4C.14 |
| Customer cost sharing rate - business rates and abstraction licence fees | £m | 3 | 75.000% | 75.000% | 75.000% | 75.000% | 57.800% | 4C.15 |
| Customer share of totex over/underspend - business rates and abstraction licence fees | £m | 3 | 2.880 | 3.836 | 7.621 | -6.763 | 0.000 | 4C.16 |
| Company share of totex over/underspend - business rates and abstraction licence fees | £m | 3 | 0.960 | 1.279 | 2.540 | -2.254 | 0.000 | 4C.17 |
| Totex not subject to cost sharing | | | | | | | | |
| Final determination allowed totex - not subject to cost sharing | £m | 3 | 11.971 | 101.125 | 3.004 | 0.125 | 0.000 | 4C.18 |
| Actual totex - not subject to cost sharing | £m | 3 | 7.223 | 42.900 | 32.191 | 7.850 | 0.000 | 4C.19 |
| Variance - 100% company allocation | £m | 3 | -4.748 | -58.225 | 29.187 | 7.725 | 0.000 | 4C.20 |
| Total company share of totex over/under spend | £m | 3 | -3.788 | -56.947 | 31.727 | 5.471 | 0.000 | 4C.21 |
| RCV | | | | | | | | |
| Total company share of totex over/under spend | £m | 3 | 2.879 | 3.835 | 7.620 | -6.763 | -0.001 | 4C.22 |
| PAYG rate | £m | 3 | 62.351% | 44.076% | 49.401% | 47.069% | 2.558% | 4C.23 |
| RCV element of totex over/underspend | £m | 3 | 1.084 | 2.145 | 3.856 | -3.580 | -0.001 | 4C.24 |
| Adjustment for ODI outperformance payment or underperformance payment | £m | 3 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 4C.25 |
| RCV determined at FD at 31 March | £m | 3 | 339.326 | 6,421.533 | 5,323.481 | 1,569.556 | 1,371.451 | 4C.26 |
| Projected 'shadow' RCV | £m | 3 | 340.410 | 6,423.68 | 5,327.34 | 1,565.98 | 1,371.45 | 4C.27 |

Table 4H: Financial metrics for the 12 months ended 31 March 2021 as previously reported (table extract)

| Line description | Units | DPs | Current year | AMP to date | RAG 4 reference |
|--------------------------------------|-------|-----|---|-------------|-----------------|
| Financial indicators | | | | | |
| Net debt | £m | 3 | 12,508.509 | | 4H.1 |
| Regulatory equity | £m | 3 | 2,516.838 | | 4H.2 |
| Regulatory gearing | % | 2 | 83.25% | | 4H.3 |
| Post tax return on regulatory equity | % | 2 | 6.21% | | 4H.4 |
| RORE (return on regulatory equity) | % | 2 | 3.88% | 3.88% | 4H.5 |
| Dividend yield | % | 2 | 1.31% | | 4H.6 |
| Retail profit margin - Household | % | 2 | -45.38% | | 4H.7 |
| Retail profit margin - Non household | % | 2 | 349.59% | | 4H.8 |
| Credit rating - Fitch | Text | n/a | n/a | | 4H.9 |
| Credit rating - Moody's | Text | n/a | Corporate Family Rating: Baa2 (stable) Class A: Baa1 (stable) Class B: Ba1 (stable) | | 4H.10 |
| Credit rating - Standard and Poor's | Text | n/a | Class A: BBB+ (negative) Class B: BBB- (negative) | | 4H.11 |
| Return on RCV | % | 2 | 2.90% | | 4H.12 |

Table 4H: Financial metrics for the 12 months ended 31 March 2021 restated (table extract)

| Line description | Units | DPs | Current year | AMP to date | RAG 4 reference |
|--------------------------------------|-------|-----|-----------------|-------------|-----------------|
| Financial indicators | | | | | |
| Net debt | £m | 3 | 12,508.509 | | 4H.1 |
| Regulatory equity | £m | 3 | 2,516.838 | | 4H.2 |
| Regulatory gearing | % | 2 | 83.25% | | 4H.3 |
| Post tax return on regulatory equity | % | 2 | 6.21% | | 4H.4 |
| RORE (return on regulatory equity) | % | 2 | 2.80% | 2.80% | 4H.5 |
| Dividend yield | % | 2 | 1.31% | | 4H.6 |
| Retail profit margin - Household | % | 2 | -45.38% | | 4H.7 |
| Retail profit margin - Non household | % | 2 | 349.59% | | 4H.8 |
| Credit rating - Fitch | Text | n/a | n/a | | 4H.9 |
| Credit rating - Moody's | Text | n/a | Baa2 (Stable) | | 4H.10 |
| Credit rating - Standard and Poor's | Text | n/a | BBB+ (Negative) | | 4H.11 |
| Return on RCV | % | 2 | 2.90% | | 4H.12 |

