











## Wastewater Management


### Performance summary 2008/09

KPI, milestone or target	Performance
Invest £185 million in the waste water network in the five year period ending 2010.	
Receive no odour abatement notices due to our operational activities in 2008/09.	
95% of all sewage sludge produced in 2008/09 to go to beneficial re-use outlets.	
90% of all sewage sludge produced in 2008/09 to go to beneficial re-use outlets, inclusive of grit and screenings.	
Ensure that 99.5% of the population in our operating area are served by a sewage treatment works operating within consents in 2008/09.	
Continue to reduce pollution incidents by investment and operational improvements, reducing category one and category 2 incidents to less than six and category three incidents to less than 110.* **	
Continue to reduce prosecutions brought by the Environment Agency in 2008 through investment and operational improvements to less than six.* **	
To reduce the number of bathing waters failing to meet EA mandatory standards to zero. **	

#### Performance key

KPI Achieved	
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KPI Ongoing	
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KPI Not achieved	
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\* We work to prevent all pollution incidents, and resultant prosecutions. However due to the nature of incidents many are out of our control and/or are caused by the activities of third parties or are weather related.

\*\* Results for these KPIs are monitored by the Environment Agency and are therefore based on calendar year rather than financial year to keep in line with Environment Agency reporting.

## Performance targets 2009/10

KPI, milestone or target
Invest £185 million in the waste water network in the five year period ending 2010.
To have received no odour abatement notices due to our operational activities in 2009/10.
98% of all sewage sludge produced in 2009/10 to go to beneficial re-use outlets.
Ensure that 99.5% of the population in our operating area are served by a sewage treatment works operating within consents in 2009/10.
Continue to reduce pollution incidents by investment and operational improvements, reducing category one and category 2 incidents to less than six and category three incidents to less than 110.* **
Continue to reduce prosecutions brought by the Environment Agency in 2009 through investment and operational improvements to less than six.* **
None of our assets causing failure of our aim for all of our bathing waters to meet EA mandatory standards.

\* We work to prevent all pollution incidents, and resultant prosecutions. However due to the nature of incidents many are out of our control and/or are caused by the activities of third parties or are weather related.

\*\* Results for these KPIs are monitored by the Environment Agency and are therefore based on calendar year rather than financial year to keep in line with Environment Agency reporting.

## Longer term targets

KPI, milestone or target
Produce a strategic, long term sewerage plan by 2013 in liaison with the EA, local authorities and other stakeholders.
Reduce pollution incidents to less than 50 by 2015.
Have zero breaches of discharge consent standards from sewage treatment works by 2015.
50% of all NWL sludge subject to energy recovery in 2010/11.
98% of all NWL sludge subject to energy recovery by the end of 2013.

**Invest £185 million in the waste water network in the five year period ending 2010.**

Performance 2008/09

KPI Ongoing 

The original asset management plan (AMP) for the waste water network estimated a programme of the value of £185m, to include maintenance, new development, sewer flooding and quality investment. The programme has developed over recent years particularly in the area of sewer flooding. Projected total investment for the AMP 4 period (2005 - 2010) for the waste water network now is now forecast to be circa £246m, with the increase being wholly due to increased sewer flooding activity.

**Receive no odour abatement notices due to our operational activities in 2008/09.**

Performance 2008/09

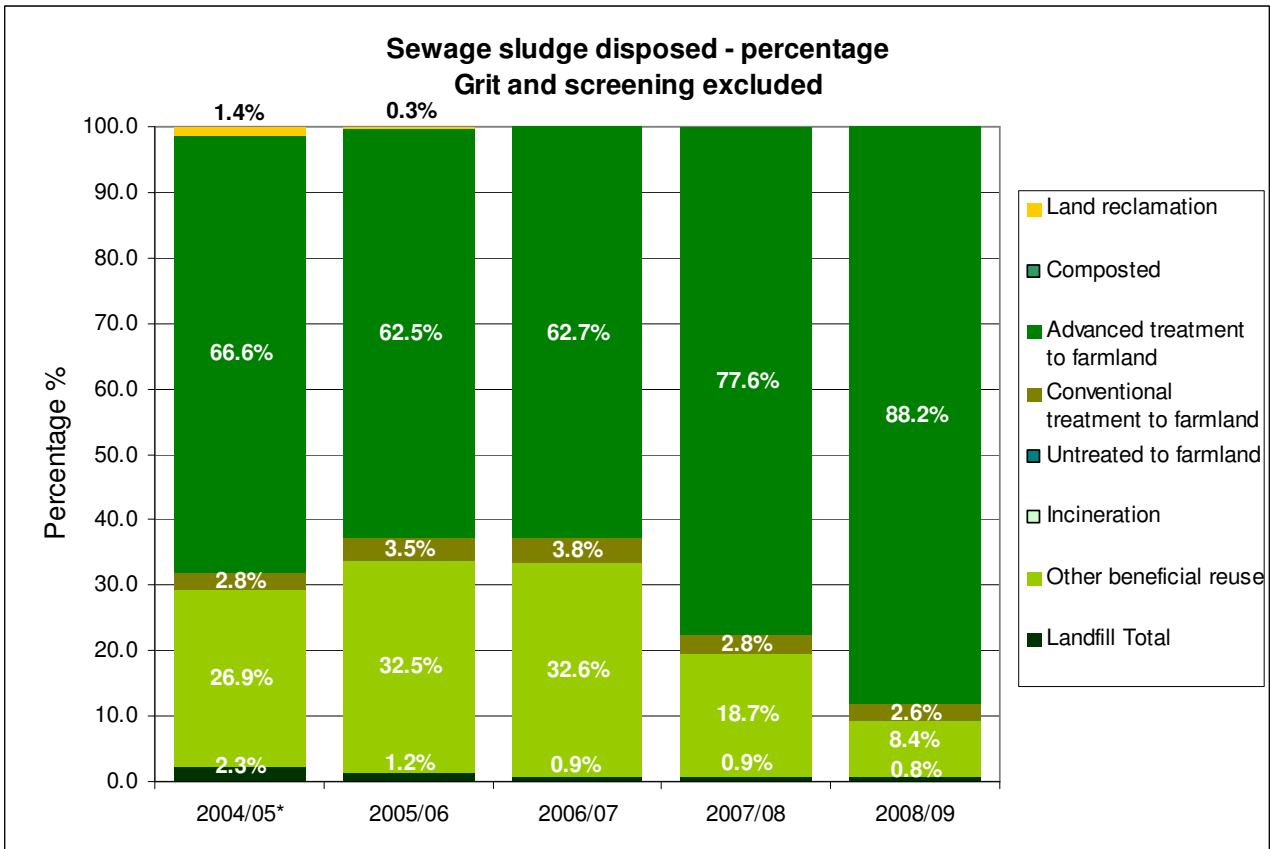
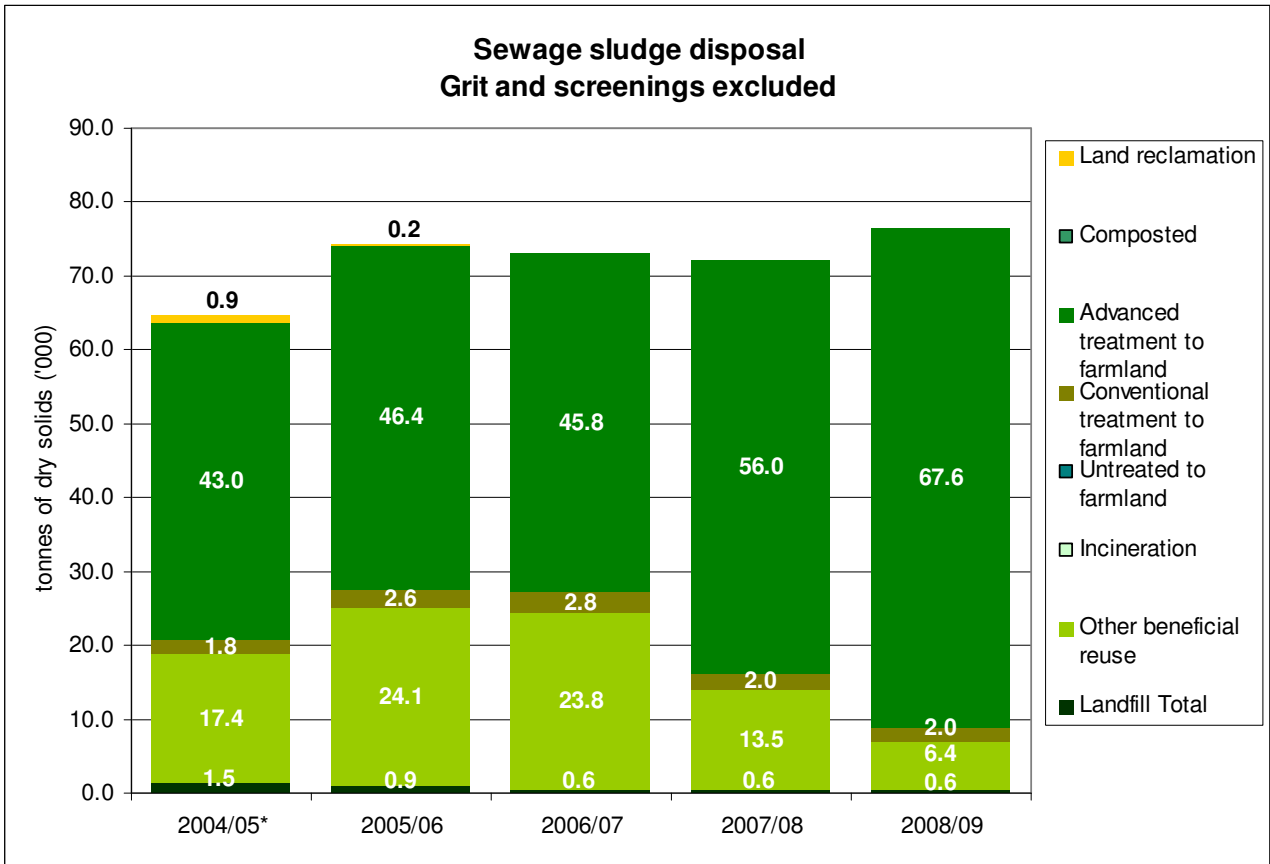
KPI Achieved 

No notices have been received during the reporting year.

**95% of all sewage sludge produced in 2008/09 to go to beneficial re-use outlets.**

Performance 2008/09

KPI Achieved 



**90% of all sewage sludge produced in 2008/09 to go to beneficial re-use outlets, inclusive of grit and screenings.**

Performance 2008/09

KPI Achieved ✓

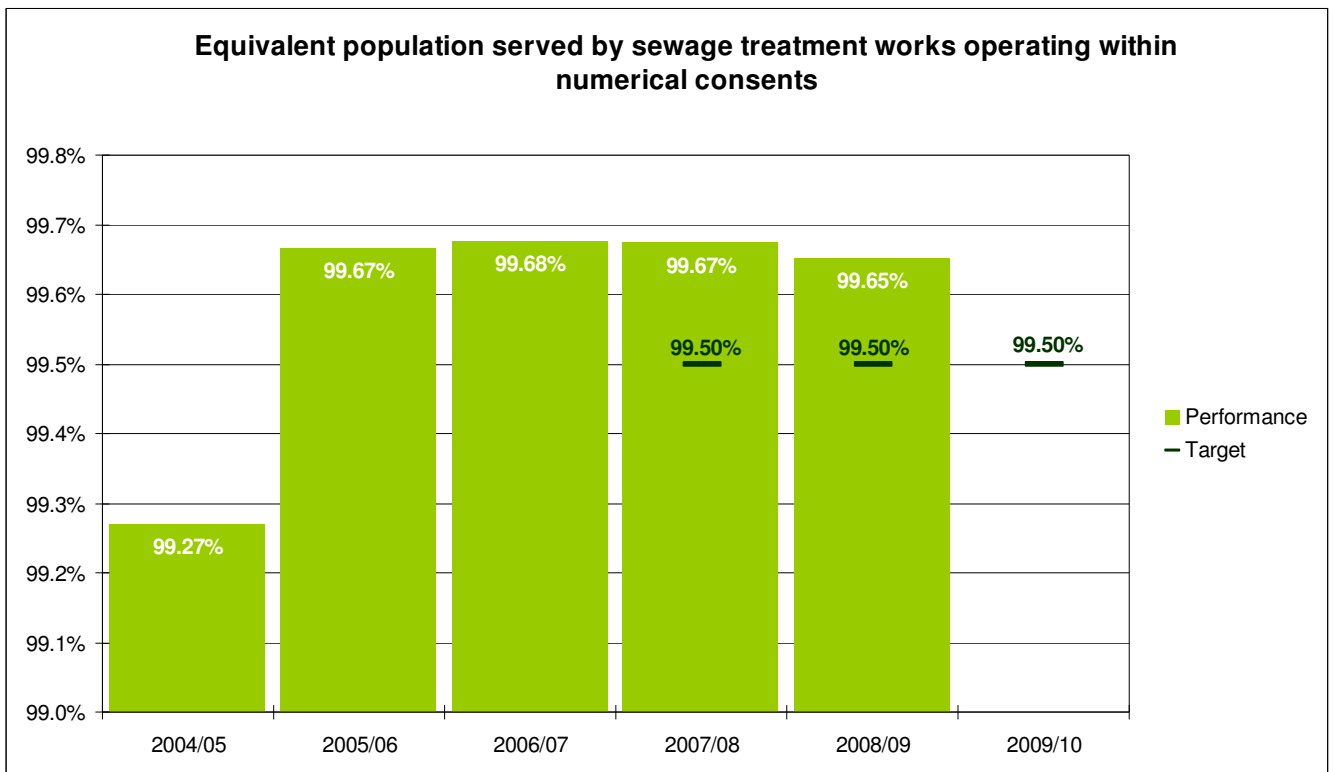
92.9% of the sewage sludge we produced went to beneficial reuse outlets in 2008/09: the remaining 7.1% was disposed to landfill. The material going to landfill consists of 5,142tds of grit and screenings and 643tds of other out-of-specification material deemed unsuitable for agricultural land or commercial use. There is no current recycling outlet for the grit and screenings, however, we are actively pursuing options for recycling of these materials and further reduce or eliminate the amount of waste we send to landfill.

As well as the beneficial re-use of sludge to agricultural land our new sludge strategy will also allow us to generate energy from the advanced anaerobic digestion process we now employ at Bran Sands (please see Wastewater Management case study).

**Ensure that 99.5% of the population in our operating area are served by a sewage treatment works operating within consents.**

Performance 2008/09

KPI Achieved ✓

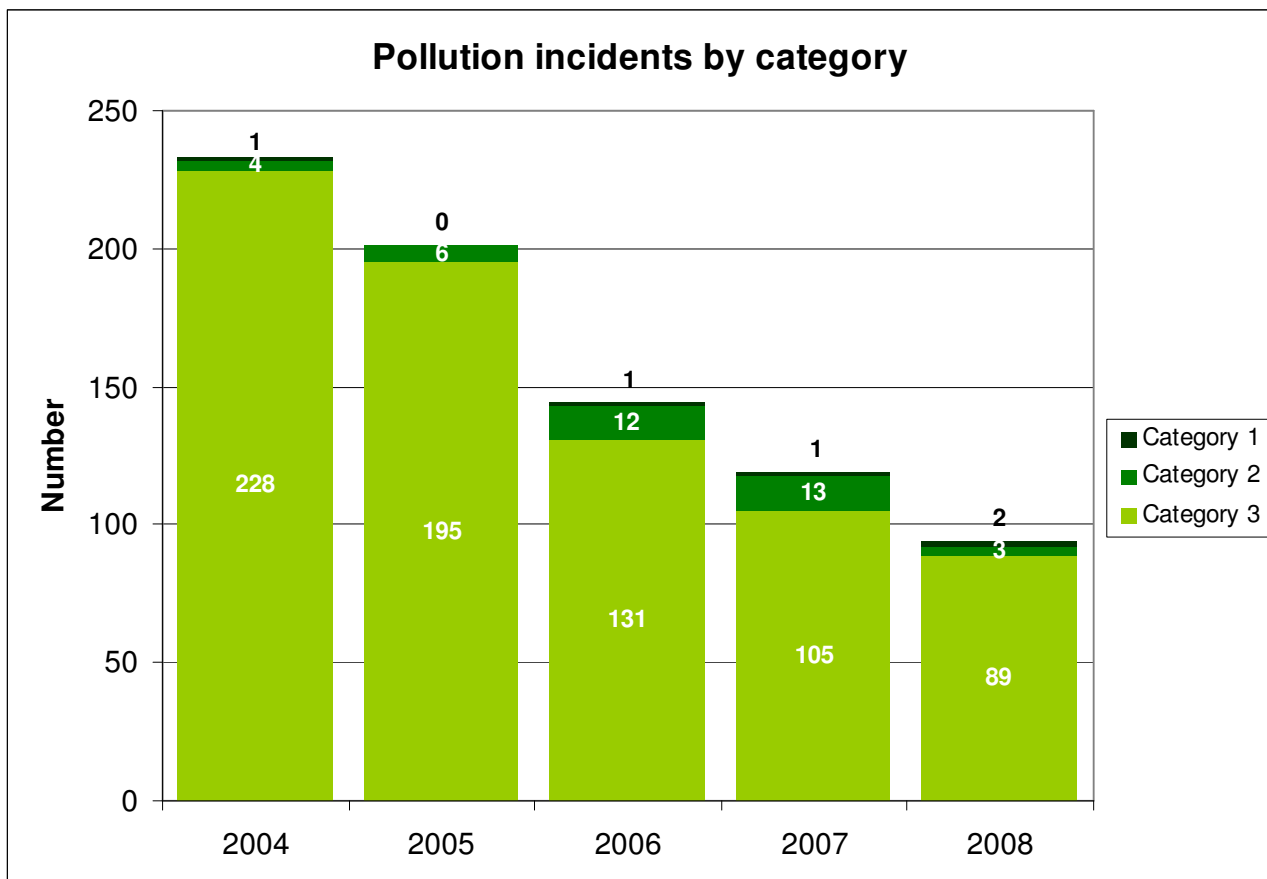


**Continue to reduce pollution incidents by investment and operational improvements, reducing category one incidents and category 2 incidents to less than six and category three incidents to less than 110\*.**

Performance 2008

KPI Achieved ✓

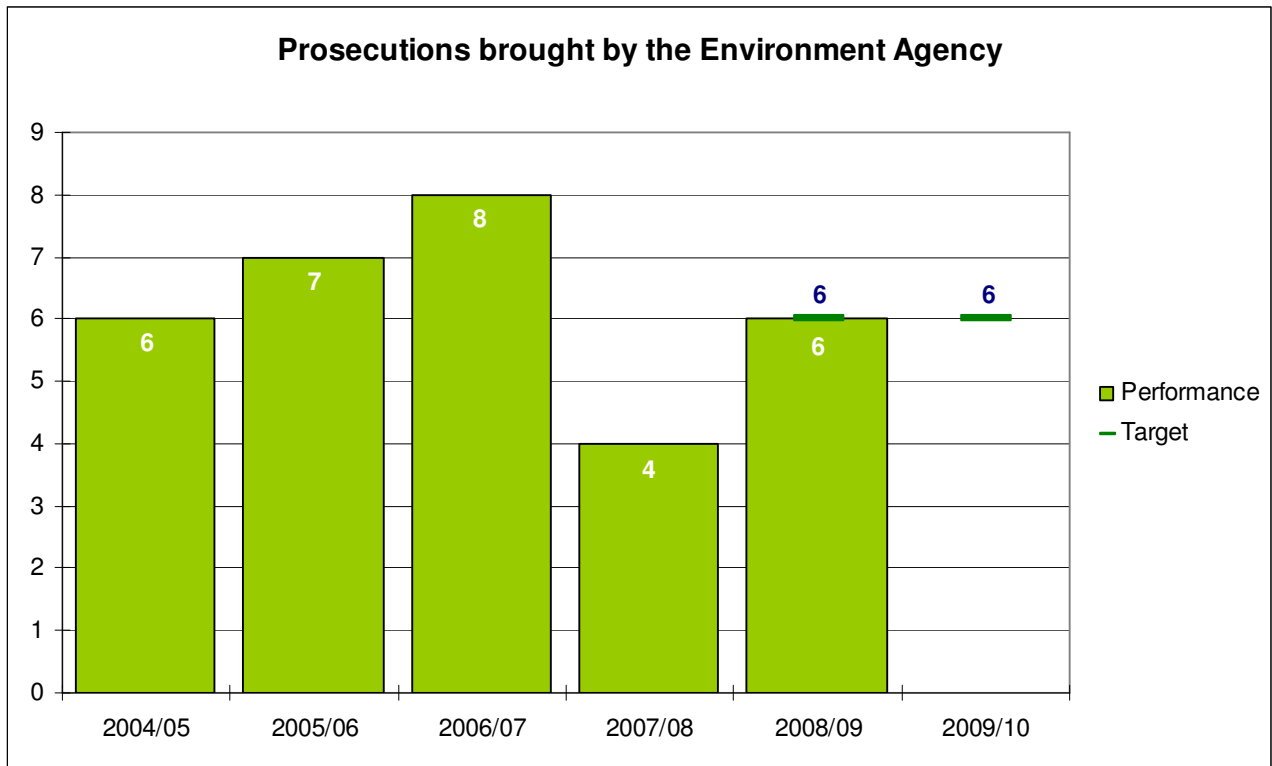
As many pollution incidents are caused by blockages in sewers or sewer overflows following inappropriate use of drains and sewers our education programme about what can and cannot be flushed continues.



**Continue to reduce prosecutions brought by the Environment Agency in 2008 through investment and operational improvements to less than six\*.**

Performance 2008

KPI Not achieved ✖



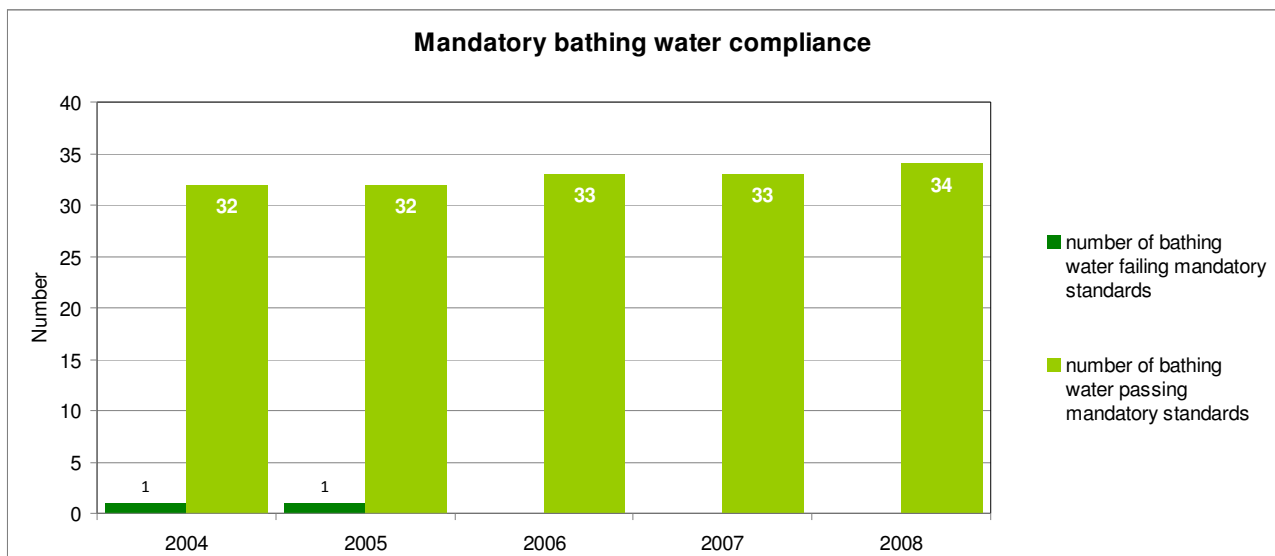
\* We work to prevent all pollution incidents, and resultant prosecutions. However due to the nature of incidents many are out of our control and/or are caused by the activities of third parties or are weather related.

**To reduce the number of bathing waters failing to meet EA mandatory standards to zero.**

Performance 2008/09

KPI Achieved ✓

All bathing waters within our operating area passed the Environment Agency's mandatory standard for bathing waters in 2008, the last testing year that results are available. In addition to this standard 21 of these bathing waters also passed the much tighter 'guideline' standard.



Please note that from 2008 there are now 34 bathing waters as Druridge Bay was split into north and south areas for reporting purposes and is therefore now classed as two separate bathing waters.