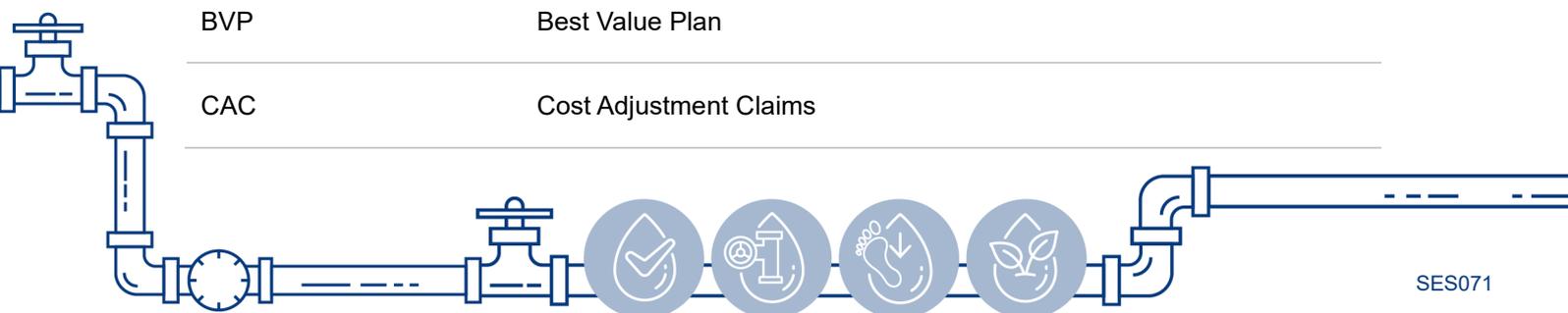
A large circular graphic composed of a dashed white line. Inside the circle, the text "APPENDIX SES071 GLOSSARY OF TERMS" is centered in a bold, dark blue font. The space between the dashed line and the center is filled with various white line-art icons representing different aspects of water management and sustainability, such as a person with a headset, a cloud with circuitry, a water drop with a checkmark, a target, a water tap, a person at a presentation, a water drop with a downward arrow, a group of people, a leaf, a person, a water drop with a scale, and a glass of water.

**APPENDIX**  
**SES071**  
**GLOSSARY**  
**OF TERMS**

# APPENDIX SES071: GLOSSARY

## A. Abbreviation list and glossary of terms used in the PR24 business plan and long-term delivery strategy

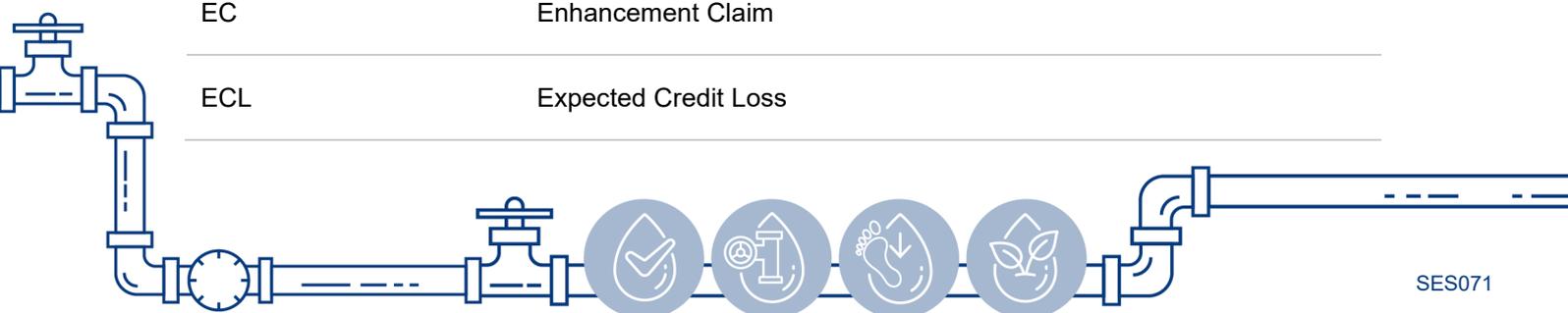
Abbreviation or acronym	Term
ADO	Average Deployable Output
AIC	Average Incremental Cost
AICR	Adjusted Cash Interest Cover Ratio
AISC	Average Incremental Social Cost
ALC	Active Leakage Control
AMI	Advanced Metering Infrastructure
AMIDST	Advanced Metering Infrastructure (AMI) data strategic transfer
AMP	Asset Management Plan
AMR	Automatic Meter Reading
APH	Average Pumping Head
APR	Annual Performance Report
ARD	Allowed Revenue Direction
AUC	Asset Under Construction
BNG	Biodiversity Net Gain
BP	Basis Point
BPC	Bespoke Performance Commitment
BR-MeX	Business Customer and Retailer Measure of Experience
BVP	Best Value Plan
CAC	Cost Adjustment Claims



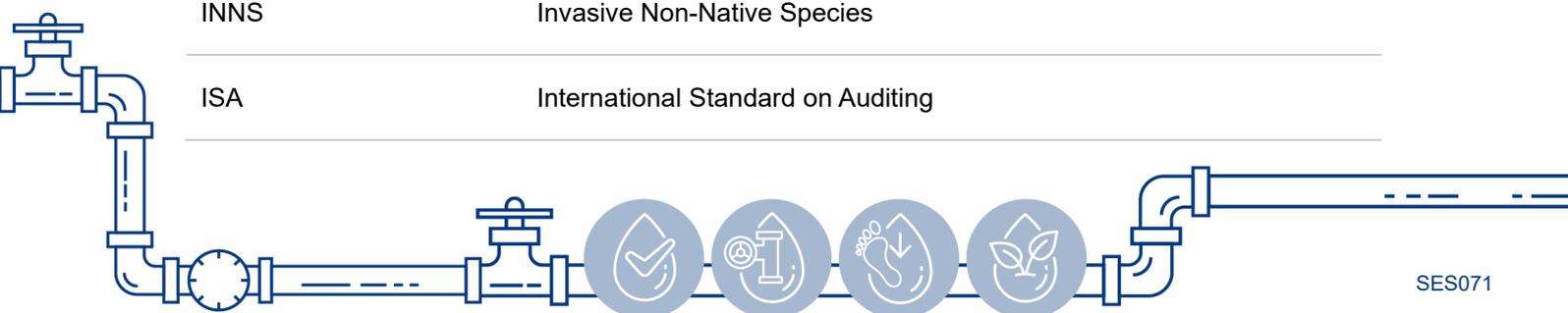
CAF	Cyber Assessment Framework
CAMS	Catchment Abstraction Management Strategy
CAPEX	Capital Expenditure
CAPM	Capital Asset Pricing Model
CBA	Cost Benefit Analysis
CCW	Consumer Council for Water
CEA	Customer Engagement Advisors
CIR	Corporate Interest Restriction
CMA	Competition and Markets Authority
C-MeX	Domestic Customer Measure of Experience
CMOS	Central Market Operating System
CO <sub>2e</sub>	Carbon Dioxide Equivalent
Covid	Coronavirus
CP	Critical period
CPC	Common Performance Commitment
CPIH	Consumer Price Index with Housing
CRI	Compliance Risk Index
CRS	Common Reference Scenarios
CS	Customer Services
CSAT	Customer Satisfaction
CSL	Customer Side Leakage



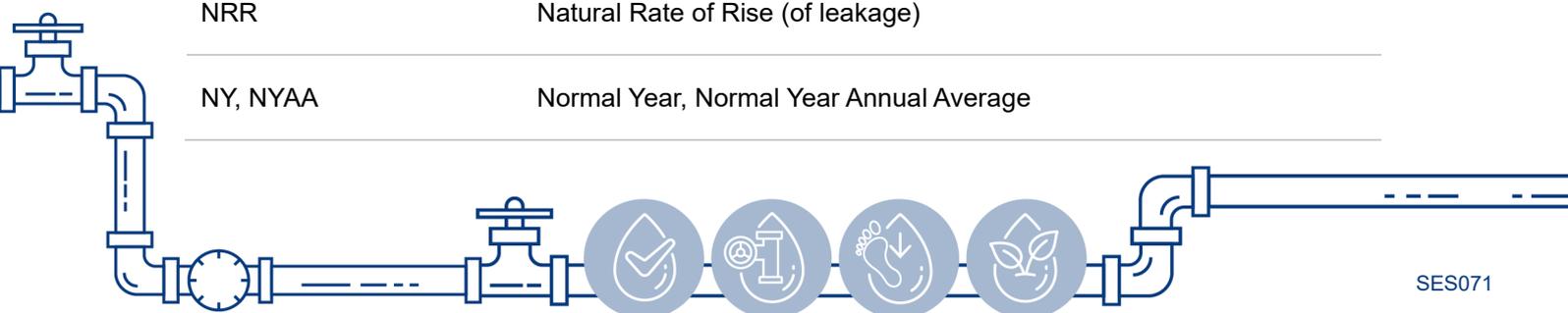
CSP	Customer Scrutiny Panel (SES)
CSS	Customer Satisfaction Survey
CX	Customer Experience
DDS	Digital Data Service
Defra	Department for the Environment Food and Rural Affairs
DI	Distribution Input
DMA	District Meter Area
D-MeX	Developer Measure of Experience
DMP	Drought Management Plan
DO	Deployable Output
DP	Drought Plan
DPC	Direct Procurement for Customers
DSRA	Developer Services Revenue Adjustment
DWI	Drinking Water Inspectorate
dWRMP	Draft Water Resources Management Plan
DWSP	Drinking Water Safety Plans
DY, DYAA	Dry Year, Dry Year Annual Average
DYCP	Dry Year Critical Period
EA	Environment Agency
EC	Enhancement Claim
ECL	Expected Credit Loss



ED	Environmental Destination
EDO	Emergency Drought Order
EFI	Environmental Flow Indicator
EI	Enhanced Incentives
EIP	Environment Improvement Plan
ERI	Event Risk Index
ESP	Environmental Scrutiny Panel (SES)
FCR	First Call Resolution
FFO	Funds From Operations
GCM	Global Climate Model
GES	Good Ecological Status
GHG	Greenhouse Gas (Emissions)
GIS	Geographic Information System
GLA	Greater London Authority
GSS	Guaranteed Service Standards
GWR	Greywater Recycling
HRA	Habitat Regulations Assessment
HWEC	Home Water Efficiency Check
ICR	Interest Coverage Ratio
INNS	Invasive Non-Native Species
ISA	International Standard on Auditing



IVR	Interactive Voice Response
LA	Local Authority
LDI	Liability Driven Investment
LNRS	Local Nature Recovery Scheme
LoS	Level(s) of Service
LTDS	Long-Term Delivery Strategy
LTIP	Long-Term Incentive Plan
LTVS	Long-Term Financial Viability Statement
MAbL	Minimum Achievable Leakage
MDO	Minimum Deployable Output
MI	Megalite (equal to 1 million litres)
MLE	Mean Likelihood Estimation
MPS	Market Performance Standard
NBS	Nature-based Solutions
NAV's	New Appointments and Variations
NIC	National Infrastructure Commission
NIS	The Security of Networks Information Security Regulations
NPV	Net Present Value
NHH	Non-Household Customers
NRR	Natural Rate of Rise (of leakage)
NY, NYAA	Normal Year, Normal Year Annual Average



NZC	Net Zero Carbon
OBR	Office of Budget Responsibility
ODI	Outcome Delivery Incentive
ONS	Office for National Statistics
OPEX	Operating Expenditure
PAYG	Pay As You Go
PC	Performance Commitment
PCC	Per Capita Consumption
PCD	Price Control Deliverables
PCL	Performance Commitment Levels
PDO	Peak Deployable Output
PHEW	Potential Hazard Early Warning
PR19	Price Review 2019
PR24	Price Review 2024
PRV	Pressure Reducing Valve
PS	Pumping Station
PSR	Priority Services Register
QEMS	Quality and Environmental Management System
QIP	Quarterly Instalment Payments
RAPID	Regulators' Alliance for Progressing Infrastructure Development
RBMP	River Basin Management Plan



RCV	Regulatory Capital Value
REC	Retail Exit Code
RFI	Revenue Forecasting Incentive
RIDDOR	Reporting of Injuries, Diseases And Dangerous Occurrence Regulations
RIIO	Revenue = Incentives + Innovations + Outputs (Gas and Electricity Price Controls)
R-MeX	Retailer Measure of Experience
RoRE	Return on Regulatory Equity
RPE	Real Price Effect
RTW	Run to Waste
RWH	Rainwater Harvesting
SEA	Strategic Environmental Assessment
SEMD	Security and Emergency Measures Direction
SLP	Self-Lay Provider
SoSI	Security of Supply Index
SPS	Strategic Policy Statements
SR	Sustainability Reduction
TCFD	Taskforce on Climate Related Financial Disclosures
TOD	Taste, Odour and Discolouration
TOTEX	Total expenditure
TUB	Temporary Use Ban
UKWIR	UK Water Industry Research



UMP	Universal Metering Programme
UO	Unplanned Outages
WAFU	Water Available For Use
WaSC	Water and Sewage Company
WCPR	Water Company Performance Report
WCPS	Water Companies Pension Scheme
WEFF	Water Efficiency
WFD	Water Framework Directive
WIA	Water Industry Act (1991 or as amended)
WINEP	Water Industry National Environmental Programme
WISER	Water Industry Strategic Environmental Requirements
WL	Water Labelling
WoC	Water Only Company
WRMP	Water Resources Management Plan
WRP	Water Resource Plus
WRPG	Water Resources Planning Guideline
WRSE	Water Resources South East
WRZ	Water Resource Zone
WSI	Water Service Infrastructure
WTW	Water Treatment Works
WwTW	Wastewater Treatment Works

