

ANNEX A

Lot 1																		
	Quality			Anglian Water			Business Stream			Castle Water			Clear Business Water			United Utilities		
	Example of Quality Criteria	Section Weighting %	Question Weighting	Score (out of 4)	Weighted Score	Section Score	Score (out of 4)	Weighted Score	Section Score	Score (out of 4)	Weighted Score	Section Score	Score (out of 4)	Weighted Score	Section Score	Score (out of 4)	Weighted Score	Section Score
	Service Delivery, Quality and Added Value Services	60				2.0			2.1			0.7			1.9			1.9
Q1	Trade Effluent Services		2.5%	3.50	0.09		3.33	0.08		2.17	0.05		3.33	0.08		3.50	0.09	
Q2	Emergency Planning		2.5%	3.50	0.09		3.33	0.08		1.67	0.04		2.50	0.06		3.00	0.08	
Q3	AMR Metering		7.5%	2.50	0.19		3.50	0.26		1.50	0.11		3.33	0.25		3.33	0.25	
Q4	Added Value Services		7.5%	3.50	0.26		3.50	0.26		1.33	0.10		3.33	0.25		3.50	0.26	
Q5	Customer Visits		2.5%	3.33	0.08		3.33	0.08		0.83	0.02		2.50	0.06		3.17	0.08	
Q6	Connections and Disconnections		7.5%	3.67	0.28		3.83	0.29		1.00	0.08		2.67	0.20		3.33	0.25	
Q7	Site Additions		2.5%	3.50	0.09		3.33	0.08		0.83	0.02		3.50	0.09		3.50	0.09	
Q8	Site Works		5.0%	3.67	0.18		3.50	0.18		0.67	0.03		2.67	0.13		2.83	0.14	
Q9	Meter Reading		7.5%	3.33	0.25		3.50	0.26		1.33	0.10		3.33	0.25		3.17	0.24	
Q10	Billing Formats and Services		5.0%	3.50	0.18		3.17	0.16		1.67	0.08		2.83	0.14		3.00	0.15	
Q11	Invoicing		5.0%	3.00	0.15		3.33	0.17		1.00	0.05		3.33	0.17		3.00	0.15	
Q12	Sustainability/Environmental/Corp																	
Q12a	... Approach to Minimising and		2.5%	3.50	0.09		3.50	0.09		1.50	0.04		3.33	0.08		3.50	0.09	
Q12b	Supply Chain		2.5%	3.50	0.09		3.50	0.09		0.00	0.00		3.50	0.09		3.50	0.09	
	Account Management (MI)	30				0.96			1.01			0.43			0.99			0.9
Q13	Account Management		5.0%	3.50	0.18		3.50	0.18		1.00	0.05		3.33	0.17		3.50	0.18	
Q14	Customer Communications		5.0%	3.33	0.17		3.50	0.18		1.00	0.05		3.50	0.18		3.00	0.15	
Q15	Management Information		5.0%	2.83	0.14		2.83	0.14		0.67	0.03		3.50	0.18		3.00	0.15	
Q16	Performance Reporting		5.0%	3.00	0.15		3.50	0.18		0.83	0.04		3.33	0.17		2.83	0.14	
Q17	Data Management		5.0%	3.33	0.17		3.33	0.17		2.67	0.13		3.33	0.17		3.17	0.16	
Q18	Online Data System		5.0%	3.17	0.16		3.50	0.18		2.33	0.12		2.83	0.14		3.17	0.16	
	Implementation Capability Strategy	10				0.35			0.34			0.09			0.35			0.3
Q19	Contract Implementation		6.0%	3.50	0.21		3.50	0.21		0.67	0.04		3.50	0.21		3.17	0.19	
Q20	Plan for Site Migration		4.0%	3.50	0.14		3.33	0.13		1.33	0.05		3.50	0.14		2.00	0.08	

LOT 2																					
	Quality			Anglian Water			Business Stream			Castle Water			Clear Business Water			Severn Trent			United Utilities		
	Example of Quality Criteria	Section Weighting %	Question Weighting	Score (out of 4)	Weighted Score	Section Score	Score (out of 4)	Weighted Score	Section Score	Score (out of 4)	Weighted Score	Section Score	Score (out of 4)	Weighted Score	Section Score	Score (out of 5)	Weighted Score	Section Score	Score (out of 4)	Weighted Score	Section Score
	Service Delivery, Quality and Added Value Services	60				2.0			2.1			0.7			1.9			1.7			1.9
Q1	Trade Effluent Services		2.5%	3.50	0.09		3.33	0.08		2.17	0.05		3.33	0.08		3.17	0.08		3.50	0.09	
Q2	Emergency Planning		2.5%	3.50	0.09		3.33	0.08		1.67	0.04		2.50	0.06		3.33	0.08		3.00	0.08	
Q3	AMR Metering		7.5%	2.50	0.19		3.50	0.26		1.50	0.11		3.33	0.25		2.17	0.16		3.33	0.25	
Q4	Added Value Services		7.5%	3.50	0.26		3.50	0.26		1.33	0.10		3.33	0.25		3.50	0.26		3.50	0.26	
Q5	Customer Visits		2.5%	3.33	0.08		3.33	0.08		0.83	0.02		2.50	0.06		3.00	0.08		3.17	0.08	
Q6	Connections and Disconnections		7.5%	3.67	0.28		3.83	0.29		1.00	0.08		2.67	0.20		2.33	0.18		3.33	0.25	
Q7	Site Additions		2.5%	3.50	0.09		3.33	0.08		0.83	0.02		3.50	0.09		3.00	0.08		3.50	0.09	
Q8	Site Works		5.0%	3.67	0.18		3.50	0.18		0.67	0.03		2.67	0.13		2.67	0.13		2.83	0.14	
Q9	Meter Reading		7.5%	3.33	0.25		3.50	0.26		1.33	0.10		3.33	0.25		2.83	0.21		3.17	0.24	
Q10	Billing Formats and Services		5.0%	3.50	0.18		3.17	0.16		1.67	0.08		2.83	0.14		2.83	0.14		3.00	0.15	
Q11	Invoicing		5.0%	3.00	0.15		3.33	0.17		1.00	0.05		3.33	0.17		3.17	0.16		3.00	0.15	
Q12	Sustainability/Environmental/Corporate Social Responsibility																				
Q12a	... Approach to Minimising and Reducing Impact		2.5%	3.50	0.09		3.50	0.09		1.50	0.04		3.33	0.08		3.33	0.08		3.50	0.09	
Q12b	...Encouraging and Leading Supply Chain		2.5%	3.50	0.09		3.50	0.09		0.00	0.00		3.50	0.09		3.33	0.08		3.50	0.09	
	Account Management (MI)	30				0.96			1.01			0.43			0.99			0.88			0.9
Q13	Account Management		5.0%	3.50	0.18		3.50	0.18		1.00	0.05		3.33	0.17		3.33	0.17		3.50	0.18	
Q14	Customer Communications		5.0%	3.33	0.17		3.50	0.18		1.00	0.05		3.50	0.18		3.00	0.15		3.00	0.15	
Q15	Management Information		5.0%	2.83	0.14		2.83	0.14		0.67	0.03		3.50	0.18		3.50	0.18		3.00	0.15	
Q16	Performance Reporting		5.0%	3.00	0.15		3.50	0.18		0.83	0.04		3.33	0.17		3.00	0.15		2.83	0.14	
Q17	Data Management		5.0%	3.33	0.17		3.33	0.17		2.67	0.13		3.33	0.17		2.00	0.10		3.17	0.16	
Q18	Online Data System		5.0%	3.17	0.16		3.50	0.18		2.33	0.12		2.83	0.14		2.67	0.13		3.17	0.16	
	Implementation Capability Strategy	10				0.35			0.34			0.09			0.35			0.23			0.3
Q19	Contract Implementation Strategy		6.0%	3.50	0.21		3.50	0.21		0.67	0.04		3.50	0.21		2.67	0.16		3.17	0.19	
Q20	Plan for Site Migration		4.0%	3.50	0.14		3.33	0.13		1.33	0.05		3.50	0.14		1.83	0.07		2.00	0.08	