

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B1: Water Availability

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1 2002-03		Report Year 2003-04	
					CG	CG	CG	CG
Resource Areas							10	
B1.1	Number of water resource areas	-	nr	C	0		278	B2
B1.2	Number where headroom ≤2%	-	nr	I			140	B2
B1.3	Number where headroom > 2 ≤ 5%	-	nr	I			4	B2
B1.4	Number where headroom > 5%	-	nr	I			134	B2
Headroom								
B1.5	Total population	T7, L25	000	BF	0	0	4934.08	B2
B1.6	Population in areas where headroom ≤2%	-	000	I			2436.48	B3
B1.7	Population in areas where headroom > 2 ≤ 5%	-	000	I			64.225	B3
B1.8	Population in areas where headroom > 5%	-	000	I			2433.66	B3
Restrictions on water use								
B1.9	% population affected by hosepipe restrictions	T1, L51	%	I			0	A1
B1.10	% population affected by drought orders	T1, L54	%	I			0	A1
B1.11	% population affected by sprinkler/unattended hosepipe restrictions	T1, L55	%	I			0	A1

Prepared by: Date:
 Checked by: Date:
 Authorised by: Geoff Aitkenhead Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B1: Water Availability

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	
					R
					Comment Necessary
					Y/N
Resource Areas					
B1.1	Number of water resource areas	-	nr	C	N
B1.2	Number where headroom £2%	-	nr	I	N
B1.3	Number where headroom > 2 £ 5%	-	nr	I	N
B1.4	Number where headroom > 5%	-	nr	I	N
Headroom					
B1.5	Total population	T7, L25	000	BF	N
B1.6	Population in areas where headroom £2%	-	000	I	N
B1.7	Population in areas where headroom > 2 £ 5%	-	000	I	N
B1.8	Population in areas where headroom > 5%	-	000	I	N
Restrictions on water use					
B1.9	% population affected by hosepipe restrictions	T1, L51	%	I	N
B1.10	% population affected by drought orders	T1, L54	%	I	N
B1.11	% population affected by sprinkler/unattended hosepipe restrictions	T1, L55	%	I	N

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ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B2: Pressure and Interruptions

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1 2002-03		Report Year 2003-04	
					CG	CG	CG	CG
Properties receiving pressure/flow below reference level							10	
B2.1	Total connected properties at year end	T2, L1	000	BF	0	0	2481.374	B2
B2.2	Properties below reference level at start of year	T2, L2	nr	I			14942	C4
B2.3	Additions due to better information	T2, L3	nr	I			3328	C4
B2.4	Additions due to asset deterioration	T2, L4	nr	I			0	M
B2.5	Additions due to operational changes	T2, L5	nr	I			0	M
B2.6	Removed due to better information	T2, L6	nr	I			5282	C3
B2.7	Removed due to asset improvements	T2, L7	nr	I			0	M
B2.8	Removed due to operational improvements	T2, L8	nr	I			0	M
B2.9	Properties below reference level at end of year	T2, L9	nr	C	0		12988	C4
B2.10	Properties receiving low pressure but excluded from line B2.9	T2, L10	nr	I			0	M
Properties affected by planned interruptions								
B2.11	Total planned interruptions	-	nr	I			3081	B3
B2.12	Interruptions where 48 hour notice given	-	nr	I			2787	B3
B2.13	Properties affected (include each incident)	-	nr	I			114711	B3
B2.14	Properties given notice of interruption	-	nr	I			108848	B3
B2.15	Planned interruptions per 1000 properties	-	nr	C	#DIV/0!		1.2416508	B3
B2.16	Planned interruptions per 100 km water main	-	nr	I			6.6	B3
Properties affected by unplanned interruptions								
B2.17	Unplanned interruptions	-	nr	I			4639	B3
B2.18	Unplanned but caused by third party	-	nr	I			115	B3
B2.19	Unplanned overruns and unwarned	-	nr	I			286	B3
B2.20	Total unplanned interruptions	-	nr	C	0		5040	B3
B2.21	Properties affected by unplanned interruptions	-	nr	I			147070	B3
B2.22	Properties affected by unplanned interruptions caused by third party	-	nr	I			4965	B3
B2.23	Properties affected by unplanned overruns and unwarned	-	nr	I			11115	B3
B2.24	Total properties affected (include each incident)	-	nr	C	0		163150	B3
B2.25	Unplanned interruptions per 1000 properties	-	nr	C	#DIV/0!		2.0311328	B3
B2.26	Unplanned interruptions per 100 km water main	-	nr	I			9.9	B3
Planned Interruptions - Restoration Time								
B2.27	Properties where restoration time stated	-	nr	I			114711	B3
B2.28	% Affected where restoration time stated	-	%	C	#DIV/0!		100	B3
B2.29	Properties restored over 1 hour before time	-	nr	I			45602	B3
B2.30	% Restored over 1 hour before time	-	%	C	#DIV/0!		39.754	B3
B2.31	Properties restored within 1 hour before time	-	nr	I			29728	B3
B2.32	% Restored within 1 hour before time	-	%	C	#DIV/0!		25.916	B3
B2.33	Properties restored at time stated	-	nr	I			31593	B3
B2.34	% Restored at time stated	-	%	C	#DIV/0!		27.541	B3
B2.35	Properties restored within 1 hour after time	-	nr	I			946	B3
B2.36	% Restored within 1 hour after time	-	%	C	#DIV/0!		0.825	B3
B2.37	Properties restored within 1-4 hours after time	-	nr	I			5828	B3
B2.38	% Restored within 1-4 hours after time	-	%	C	#DIV/0!		5.081	B3
B2.39	Properties restored in over 4 hours after time	-	nr	I			1014	B3
B2.40	% Restored in over 4 hours after time	-	%	C	#DIV/0!		0.884	B3
Unplanned Interruptions - Restoration Time								
B2.41	Total number of unplanned mains interruptions	-	nr	I			4639	B3
B2.42	Total number of properties affected by unplanned mains interruptions	-	nr	I			147070	B3
B2.42a	Total number of properties restored > 6 hours	-	nr	I			44563	B3
B2.43	Total number of properties restored > 12 hours	-	nr	I			16088	B3
B2.43a	Total number of properties restored > 24 hours	-	nr	I			2266	B3
B2.44	Not in use							
B2.45	Not in use							
B2.46	Total number of properties restored > 48 hours	-	nr	I			682	B3

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ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS

Table B2: Pressure and Interruptions

To be aligned with the final lines and definitions following WIC/28 consultation

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	10	Report Year 2003-04	Comment Necessary Y/N	Comment
Properties receiving pressure/flow below reference level								
B2.1	Total connected properties at year end	T2, L1	000	BF			N	General A1 G
B2.2	Properties below reference level at start of year	T2, L2	nr	I			N	Figure as reported in last year's WIK A2 G
B2.3	Additions due to better information	T2, L3	nr	I			N	Inferred properties added based on A3 G
B2.4	Additions due to asset deterioration	T2, L4	nr	I			N	No procedure yet in place A4 N
B2.5	Additions due to operational changes	T2, L5	nr	I			N	No procedure yet in place AX G
B2.6	Removed due to better information	T2, L6	nr	I			N	Properties removed based on review B2 G
B2.7	Removed due to asset improvements	T2, L7	nr	I			N	No procedure yet in place B3 G
B2.8	Removed due to operational improvements	T2, L8	nr	I			N	No procedure yet in place B4 N
B2.9	Properties below reference level at end of year	T2, L9	nr	C			N	Calculation from low confidence graph BX G
B2.10	Properties receiving low pressure but excluded from line B2.9	T2, L10	nr	I			N	No feedback loop/procedure yet in place C2 N
Properties affected by planned interruptions								
B2.11	Total planned interruptions	-	nr	I			N	C3 N
B2.12	Interruptions where 48 hour notice given	-	nr	I			N	C4 N
B2.13	Properties affected (include each incident)	-	nr	I			N	C5 N
B2.14	Properties given notice of interruption	-	nr	I			N	CX N
B2.15	Planned interruptions per 1000 properties	-	nr	C			N	M N
B2.16	Planned interruptions per 100 km water main	-	nr	I			N	N N
Properties affected by unplanned interruptions								
B2.17	Unplanned/ unwarned interruptions	-	nr	I			N	D3 N
B2.18	Unplanned but caused by third party	-	nr	I			N	D4 N
B2.19	Unplanned overruns and unwarned	-	nr	I			N	D5 N
B2.20	Total unplanned interruptions	-	nr	C			N	D6 N
B2.21	Properties affected by unplanned/ unwarned interruptions	-	nr	I			N	DX N
B2.22	Properties affected by unplanned interruptions caused by third party	-	nr	I			N	
B2.23	Properties affected by unplanned overruns and unwarned	-	nr	I			N	
B2.24	Total properties affected (include each incident)	-	nr	C			N	
B2.25	Unplanned interruptions per 1000 properties	-	nr	C			N	
B2.26	Unplanned interruptions per 100 km water main	-	nr	I			N	
Planned Interruptions - Restoration Time								
B2.27	Properties where restoration time stated	-	nr	I			N	
B2.28	% Affected where restoration time stated	-	%	C			N	
B2.29	Properties restored over 1 hour before time	-	nr	I			N	
B2.30	% Restored over 1 hour before time	-	%	C			N	
B2.31	Properties restored within 1 hour before time	-	nr	I			N	
B2.32	% Restored within 1 hour before time	-	%	C			N	
B2.33	Properties restored at time stated	-	nr	I			N	
B2.34	% Restored at time stated	-	%	C			N	
B2.35	Properties restored within 1 hour after time	-	nr	I			N	
B2.36	% Restored within 1 hour after time	-	%	C			N	
B2.37	Properties restored within 1-4 hours after time	-	nr	I			N	
B2.38	% Restored within 1-4 hours after time	-	%	C			N	
B2.39	Properties restored in over 4 hours after time	-	nr	I			N	
B2.40	% Restored in over 4 hours after time	-	%	C			N	
Unplanned Interruptions - Restoration Time								
B2.41	Total number of unplanned mains interruptions	-	nr	I			N	
B2.42	Total number of properties affected by unplanned mains interruption	-	nr	I			N	
B2.42a	Total number of properties restored > 6 hours	-	nr	I			N	
B2.43	Total number of properties restored > 12 hours	-	nr	I			N	
B2.43a	Total number of properties restored > 24 hours	-	nr	I			N	
B2.44	Not in use							
B2.45	Not in use							
B2.46	Total number of properties restored > 48 hours	-	nr	I			N	

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SECTION B : OUTPUTS TO CUSTOMERS
Table B3: Sewage Flooding

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1		Report Year	
					2002-03	CG	2003-04	CG
Annual Flooding - Overloaded Sewers							10	
B3.1	Number of properties flooded in the year	T3 L3	nr	I			40	B3
B3.2	Number of flooding incidents in the year	-	nr	I			40	B3
B3.3	Number of flooding incidents attributed to severe weather	-	nr	I			1	B3
B3.4	Not in use							
B3.5	Number of gardens flooded	-	nr	I			100	B3
B3.6	Number of highways flooded		nr	I			0	M
Annual Flooding - Other Causes								
B3.7	Number of properties flooded in the year		nr	I			309	B3
B3.8	Flooding incidents due to equipment failure	T3 L22	nr	I			4	B3
B3.9	Flooding incidents due to blockages	T3 L23	nr	I			283	B3
B3.10	Flooding incidents due to sewer collapses	T3 L24	nr	I			11	B3
B3.11	Number of flooding incidents in the year	-	nr	I			298	B3
B3.12	Number of gardens flooded	-	nr	I			5894	B3
B3.13	Number of highways flooded	-	nr	I			0	M
Clean Up Response Times								
B3.14	Total properties affected by sewer flooding		nr	C	0		349	B3
B3.15	Total sewer flooding incidents	-	nr	C	0		338	B3
B3.16	% sewer flooding incidents cleaned up in 0<=2 hours	-	%	I			77.22	B3
B3.17	% sewer flooding incidents cleaned up in 2<=4 hours	-	%	I			16.86	B3
B3.18	% sewer flooding incidents cleaned up in 4<=8 hours	-	%	I			4.44	B3
B3.19	% sewer flooding incidents cleaned up in 8<=12 hours	-	%	I			1.18	B3
B3.20	% sewer flooding incidents cleaned up in >12hours	-	%	I			0.3	B3
B3.21	Total properties connected to sewerage system	T3 L4	000	BF	0		2373.119	B3
B3.22	Total number of sewer flooding incidents per 1000 properties	-	nr	C	#DIV/0!		0.142	B3
Properties on the "At Risk" Register								
(i) At risk summary								
B3.23	2 in 10 at end of year	T3 L11 + T3 L12	nr	I			620	B4
B3.24	1 in 10 at end of year	T3 L13 + T3 L14	nr	I			485	B4
B3.25	Total at risk	-	nr	C	0		1105	B4
B3.26	Total props. at risk but not flooded in last 10 yrs. (exc. exceptional weather)	-	nr	I			23	B4
(ii) Problem status of properties on the register								
B3.27	Solved but temporary or being tested	-	nr	I			58	B2
B3.28	To be solved	-	nr	C	0		1047	B4
(iii) Annual changes to register								
B3.29	Removed by authority action	-	nr	I			167	B2
B3.30	Removed because of better information	T3 L54	nr	I			22	B2
B3.31	Added because of better information	T3 L52	nr	I			313	B2
B3.32	Added because of increased demand	-	nr	I			0	BX
(iv) Problem solving costs								
B3.33	Average cost of permanent problem solved (capex)	-	£000/prop	I			41.272	B3
B3.34	Average cost of permanent problem solved (opex)	-	£000/prop	I			0	N
B3.35	Average cost of temporary problem solving measures (capex)	-	£000/prop	I			0.979	B3
B3.36	Average cost of temporary problem solving measures (opex)	-	£000/prop	I			0	N

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ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS

Table B3: Sewage Flooding

To be aligned with the final lines and definitions following WIC/28 consultation

					10	
Line Ref.	Description	Owat Reference JR 2000	Units	Field Type	Report Year 2003-04	
					Comment Necessary	Comment
					Y/N	
Annual Flooding - Overloaded Sewers						
B3.1	Number of properties flooded in the year	T3 L3	nr	I	N	General
B3.2	Number of flooding incidents in the year	-	nr	I	N	A1 G
B3.3	Number of flooding incidents attributed to severe weather	-	nr	I	N	A2 G
B3.4	Not in use					A3 G
B3.5	Number of gardens flooded	-	nr	I	N	A4 N
B3.6	Number of highways flooded	-	nr	I	N	AX G
					N	B2 G
						B3 G
						B4 N
						BX G
Annual Flooding - Other Causes						
B3.7	Number of properties flooded in the year		nr	I	N	C2 N
B3.8	Flooding incidents due to equipment failure	T3 L22	nr	I	N	C3 N
B3.9	Flooding incidents due to blockages	T3 L23	nr	I	N	C4 N
B3.10	Flooding incidents due to sewer collapses	T3 L24	nr	I	N	C5 N
B3.11	Number of flooding incidents in year	-	nr	I	N	CX N
B3.12	Number of gardens flooded	-	nr	I	N	M N
B3.13	Number of highways flooded	-	nr	I	N	N N
						D3 N
						D4 N
						D5 N
						D6 N
						DX N
Clean Up Response Times						
B3.14	Total properties affected by sewer flooding		nr	C	N	
B3.15	Total sewer flooding incidents	-	nr	C	N	
B3.16	% sewer flooding incidents cleaned up in 0<=2 hours	-	%	I	N	
B3.17	% sewer flooding incidents cleaned up in 2<=4 hours	-	%	I	N	
B3.18	% sewer flooding incidents cleaned up in 4<=8 hours	-	%	I	N	
B3.19	% sewer flooding incidents cleaned up in 8<=12 hours	-	%	I	N	
B3.20	% sewer flooding incidents cleaned up in >12hours	-	%	I	N	
B3.21	Total properties connected to sewerage system	T3 L4	000	BF	N	
B3.22	Total number of sewer flooding incidents per 1000 properties	-	nr	C	N	
Properties on the "At Risk" Register						
(i) At risk summary						
B3.23	2 in 10 at end of year	T3 L11 + T3 L12	nr	I	N	Validation of Register ongoing
B3.24	1 in 10 at end of year	T3 L13 + T3 L14	nr	I	N	Validation of Register ongoing
B3.25	Total at risk	-	nr	C	N	Validation of Register ongoing
B3.26	Total props. at risk but not flooded in last 10 yrs. (exc. exceptional weather)	-	nr	I	N	Validation of Register ongoing
(ii) Problem status of properties on the register						
B3.27	Solved but temporary or being tested	-	nr	I	N	
B3.28	To be solved	-	nr	C	N	Validation of Register ongoing
(iii) Annual changes to register						
B3.29	Removed by authority action	-	nr	I	N	
B3.30	Removed because of better information	T3 L54	nr	I	N	
B3.31	Added because of better information	T3 L52	nr	I	N	
B3.32	Added because of increased demand	-	nr	I	N	
(iv) Problem solving costs						
B3.33	Average cost of permanent problem solved (capex)	-	£000/prop	I	N	
B3.34	Average cost of permanent problem solved (opex)	-	£000/prop	I	N	No opex cost associated with solution
B3.35	Average cost of temporary problem solving measures (capex)	-	£000/prop	I	N	
B3.36	Average cost of temporary problem solving measures (opex)	-	£000/prop	I	N	No opex cost associated with solution

Issues with data	Problem ?	Solution
Total % Billing/Charging/Metering Enquiries dealt with (sum of B3.16 to B3.20) should equal 100%	N	No solution required

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ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B4: Customer Care - Enquiries

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1 2002-03		Report Year 2003-04	
					CG		CG	
							10	
Billing / Charging / Metering Enquiries								
B4.1	Total number of enquiries	-	nr	C	0		289176	B2
B4.2	No. dealt with within 2 working days	-	nr	I			225537	B2
B4.3	No. dealt with in more than 2 but within 5 working days	-	nr	I			7962	B2
B4.4	No. dealt with in more than 5 but within 10 working days	-	nr	I			36916	B2
B4.5	No. dealt with in more than 10 but within 15 working days	-	nr	I			4993	B2
B4.6	No. dealt with in more than 15 but within 20 working days	-	nr	I			2138	B2
B4.7	No. dealt with in more than 20 working days	-	nr	I			11630.000	B2
B4.8	% dealt with within 2 working days	-	%	C	#DIV/0!		77.993	B2
B4.9	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		2.753	B2
B4.10	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		12.766	B2
B4.11	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		1.727	B2
B4.12	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.739	B2
B4.13	% dealt with in more than 20 working days	-	%	C	#DIV/0!		4.022	B2
Change of Payment Method Enquiries								
B4.14	Total number of enquiries	-	nr	C	0		12404	B2
B4.15	No. dealt with within 2 working days	-	nr	I			10288	B2
B4.16	No. dealt with in more than 2 but within 5 working days	-	nr	I			1767	B2
B4.17	No. dealt with in more than 5 but within 10 working days	-	nr	I			194	B2
B4.18	No. dealt with in more than 10 but within 15 working days	-	nr	I			61	B2
B4.19	No. dealt with in more than 15 but within 20 working days	-	nr	I			39	B2
B4.20	No. dealt with in more than 20 working days	-	nr	I			55	B2
B4.21	% dealt with within 2 working days	-	%	C	#DIV/0!		82.941	B2
B4.22	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		14.245	B2
B4.23	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		1.5640116	B2
B4.24	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.4917768	B2
B4.25	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.3144147	B2
B4.26	% dealt with in more than 20 working days	-	%	C	#DIV/0!		0.443	B2
Other Enquiries								
B4.27	Total number of enquiries	-	nr	C	0		453785	B2
B4.28	No. dealt with within 2 working days	-	nr	I			451362	B2
B4.29	No. dealt with in more than 2 but within 5 working days	-	nr	I			746	B2
B4.30	No. dealt with in more than 5 but within 10 working days	-	nr	I			851	B2
B4.31	No. dealt with in more than 10 but within 15 working days	-	nr	I			490	B2
B4.32	No. dealt with in more than 15 but within 20 working days	-	nr	I			0	BX
B4.33	No. dealt with in more than 20 working days	-	nr	I			336	B2
B4.34	% dealt with within 2 working days	-	%	C	#DIV/0!		99.466	B2
B4.35	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		0.164	B2
B4.36	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		0.188	B2
B4.37	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.108	B2
B4.38	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.000	B2
B4.39	% dealt with in more than 20 working days	-	%	C	#DIV/0!		0.074	B2
New Customer Set up								
B4.40	Total number of New Customers set up for billing etc	-	nr	C	0		19005	B2
B4.41	No. dealt with within 2 working days	-	nr	I			19005	B2
B4.42	No. dealt with in more than 2 but within 5 working days	-	nr	I			0	M
B4.43	No. dealt with in more than 5 but within 10 working days	-	nr	I			0	M
B4.44	No. dealt with in more than 10 but within 15 working days	-	nr	I			0	M
B4.45	No. dealt with in more than 15 but within 20 working days	-	nr	I			0	M
B4.46	No. dealt with in more than 20 working days	-	nr	I			0	M
B4.47	% dealt with within 2 working days	-	%	C	#DIV/0!		100.000	B2
B4.48	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		0.000	M
B4.49	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		0.000	M
B4.50	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.000	M
B4.51	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.000	M
B4.52	% dealt with in more than 20 working days	-	%	C	#DIV/0!		0.000	M

Prepared by: Date:
 Checked by: Date:
 Authorised by: Cheryl Black Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS

Table B4: Customer Care - Enquiries

To be aligned with the final lines and definitions following WIC/28 consultation

						10
Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year 2003-04	

Comment Necessary	Comment
Y/N	

Billing / Charging / Metering Enquiries				
B4.1	Total number of enquiries	-	nr	C
B4.2	No. dealt with within 2 working days	-	nr	I
B4.3	No. dealt with in more than 2 but within 5 working days	-	nr	I
B4.4	No. dealt with in more than 5 but within 10 working days	-	nr	I
B4.5	No. dealt with in more than 10 but within 15 working days	-	nr	I
B4.6	No. dealt with in more than 15 but within 20 working days	-	nr	I
B4.7	No. dealt with in more than 20 working days	-	nr	I
B4.8	% dealt with within 2 working days	-	%	C
B4.9	% dealt with in more than 2 but within 5 working days	-	%	C
B4.10	% dealt with in more than 5 but within 10 working days	-	%	C
B4.11	% dealt with in more than 10 but within 15 working days	-	%	C
B4.12	% dealt with in more than 15 but within 20 working days	-	%	C
B4.13	% dealt with in more than 20 working days	-	%	C

Change of Payment Method Enquiries				
B4.14	Total number of enquiries	-	nr	C
B4.15	No. dealt with within 2 working days	-	nr	I
B4.16	No. dealt with in more than 2 but within 5 working days	-	nr	I
B4.17	No. dealt with in more than 5 but within 10 working days	-	nr	I
B4.18	No. dealt with in more than 10 but within 15 working days	-	nr	I
B4.19	No. dealt with in more than 15 but within 20 working days	-	nr	I
B4.20	No. dealt with in more than 20 working days	-	nr	I
B4.21	% dealt with within 2 working days	-	%	C
B4.22	% dealt with in more than 2 but within 5 working days	-	%	C
B4.23	% dealt with in more than 5 but within 10 working days	-	%	C
B4.24	% dealt with in more than 10 but within 15 working days	-	%	C
B4.25	% dealt with in more than 15 but within 20 working days	-	%	C
B4.26	% dealt with in more than 20 working days	-	%	C

Other Enquiries				
B4.27	Total number of enquiries	-	nr	C
B4.28	No. dealt with within 2 working days	-	nr	I
B4.29	No. dealt with in more than 2 but within 5 working days	-	nr	I
B4.30	No. dealt with in more than 5 but within 10 working days	-	nr	I
B4.31	No. dealt with in more than 10 but within 15 working days	-	nr	I
B4.32	No. dealt with in more than 15 but within 20 working days	-	nr	I
B4.33	No. dealt with in more than 20 working days	-	nr	I
B4.34	% dealt with within 2 working days	-	%	C
B4.35	% dealt with in more than 2 but within 5 working days	-	%	C
B4.36	% dealt with in more than 5 but within 10 working days	-	%	C
B4.37	% dealt with in more than 10 but within 15 working days	-	%	C
B4.38	% dealt with in more than 15 but within 20 working days	-	%	C
B4.39	% dealt with in more than 20 working days	-	%	C

New Customer Set up				
B4.40	Total number of New Customers set up for billing etc	-	nr	C
B4.41	No. dealt with within 2 working days	-	nr	I
B4.42	No. dealt with in more than 2 but within 5 working days	-	nr	I
B4.43	No. dealt with in more than 5 but within 10 working days	-	nr	I
B4.44	No. dealt with in more than 10 but within 15 working days	-	nr	I
B4.45	No. dealt with in more than 15 but within 20 working days	-	nr	I
B4.46	No. dealt with in more than 20 working days	-	nr	I
B4.47	% dealt with within 2 working days	-	%	C
B4.48	% dealt with in more than 2 but within 5 working days	-	%	C
B4.49	% dealt with in more than 5 but within 10 working days	-	%	C
B4.50	% dealt with in more than 10 but within 15 working days	-	%	C
B4.51	% dealt with in more than 15 but within 20 working days	-	%	C
B4.52	% dealt with in more than 20 working days	-	%	C

N	General	
N	A1	G
N	A2	G
N	A3	G
N	A4	N
N	AX	G
N	B2	G
N	B3	G
N	B4	N
N	BX	G
N	C2	N
N	C3	N
N	C4	N
N	C5	N
N	CX	N
N	M	N
N	N	N
N	D3	N
N	D4	N
N	D5	N
N	D6	N
N	DX	N

N Total is available but breakdown is not.
 N Total is available but breakdown is not.
 N Total is available but breakdown is not.
 N Total is available but breakdown is not.
 N Total is available but breakdown is not.
 N Total is available but breakdown is not.
 N Total is available but breakdown is not.
 N Total is available but breakdown is not.
 N Total is available but breakdown is not.
 N Total is available but breakdown is not.
 N Total is available but breakdown is not.

Issues with data	Problem ?	Solution
Total % Billing/Charging/Metering Enquiries dealt with (sum of B4.8 to B4.13) should equal 100%	N	No solution required
Total % Change of Payment method Enquiries dealt with (sum of B4.21 to B4.26) should equal 100%	N	No solution required
Total % Other Enquiries dealt with (sum of B4.34 to B4.39) should equal 100%	N	No solution required
Total % of days taken for new customers set up (sum of B4.47 to B4.52) should equal 100%	N	No solution required

Prepared by:	Date:
Checked by:	Date:
Authorised by: Cheryl Black	Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B5: Customer Care - Complaints

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1 2002-03		Report Year 2003-04	
					CG	CG	CG	CG
New Written Complaints							10	
B5.1	Total number of new written complaints received	-	nr	C	0		9520	B2
B5.1a	Total number of written complaint correspondence	-	nr	I			9915	C5
B5.1b	Number of items of correspondence/complaints	-	nr	C	#DIV/0!		1.0414916	C5
B5.2	No. dealt with within 2 working days	-	nr	I			5875	B2
B5.3	No. dealt with in more than 2 but within 5 working days	-	nr	I			1116	B2
B5.4	No. dealt with in more than 5 but within 10 working days	-	nr	I			2511	B2
B5.5	No. dealt with in more than 10 but within 15 working days	-	nr	I			18	B2
B5.6	No. dealt with in more than 15 but within 20 working days	-	nr	I			0	BX
B5.7	No. dealt with in more than 20 working days	-	nr	I			0	BX
B5.8	% dealt with within 2 working days	-	%	C	#DIV/0!		61.712	B2
B5.9	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		11.723	B2
B5.10	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		26.376	B2
B5.11	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.189	B2
B5.12	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.000	B2
B5.13	% dealt with in more than 20 working days	-	%	C	#DIV/0!		0.000	B2
New Telephone Complaints								
B5.14	Total number of new telephone complaints	-	nr	C	0		170	B2
B5.14a	Total number of telephone contacts	-	nr	I			170	C5
B5.14b	Number of telephone contacts/complaints	-	nr	C	#DIV/0!		1	C5
B5.15	No. dealt with within 2 working days	-	nr	I			90	B2
B5.16	No. dealt with in more than 2 but within 5 working days	-	nr	I			24	B2
B5.17	No. dealt with in more than 5 but within 10 working days	-	nr	I			54	B2
B5.18	No. dealt with in more than 10 but within 15 working days	-	nr	I			2	B2
B5.19	No. dealt with in more than 15 but within 20 working days	-	nr	I			0	BX
B5.20	No. dealt with in more than 20 working days	-	nr	I			0	BX
B5.21	% dealt with within 2 working days	-	%	C	#DIV/0!		52.941	B2
B5.22	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		14.118	B2
B5.23	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		31.765	B2
B5.24	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		1.176	B2
B5.25	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.000	B2
B5.26	% dealt with in more than 20 working days	-	%	C	#DIV/0!		0.000	B2
Complaints by Category								
B5.27	Breach of Duty	-	nr	I			0	BX
B5.28	Water Supply	-	nr	I			72487	B2
B5.29	Water Infrastructure	-	nr	I			23551	B2
B5.30	Water Pressure	-	nr	I			14108	B2
B5.31	Water Quality	-	nr	I			17582	B2
B5.32	Water Treatment Works	-	nr	I			30	B2
B5.33	Sewerage Service	-	nr	I			49852	B2
B5.34	Sewerage Infrastructure	-	nr	I			13985	B2
B5.35	Sewage Treatment Works	-	nr	I			1081	B2
B5.36	Administration	-	nr	I			9970	B2
B5.37	Outwith Jurisdiction	-	nr	I			27	B2
B5.38	Billing, Charging and Metering	-	nr	I			2697	B2

Prepared by: Date:
 Checked by: Date:
 Authorised by: Cheryl Black Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B5: Customer Care - Complaints

To be aligned with the final lines and definitions following WIC/28 consultation

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type
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10
Report Year 2003-04

Comment Necessary Y/N	Comment
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Written Complaints				
B5.1	Total number of written complaints	-	nr	C
B5.1a	Total number of written complaint correspondence		nr	I
B5.1b	Number of items of correspondence/complaints		nr	C
B5.2	No. dealt with within 2 working days	-	nr	I
B5.3	No. dealt with in more than 2 but within 5 working days	-	nr	I
B5.4	No. dealt with in more than 5 but within 10 working days	-	nr	I
B5.5	No. dealt with in more than 10 but within 15 working days	-	nr	I
B5.6	No. dealt with in more than 15 but within 20 working days	-	nr	I
B5.7	No. dealt with in more than 20 working days	-	nr	I
B5.8	% dealt with within 2 working days	-	%	C
B5.9	% dealt with in more than 2 but within 5 working days	-	%	C
B5.10	% dealt with in more than 5 but within 10 working days	-	%	C
B5.11	% dealt with in more than 10 but within 15 working days	-	%	C
B5.12	% dealt with in more than 15 but within 20 working days	-	%	C
B5.13	% dealt with in more than 20 working days	-	%	C

Telephone Complaints				
B5.14	Total number of telephone complaints	-	nr	C
B5.14a	Total number of telephone contacts		nr	I
B5.14b	Number of telephone contacts/complaints		nr	C
B5.15	No. dealt with within 2 working days	-	nr	I
B5.16	No. dealt with in more than 2 but within 5 working days	-	nr	I
B5.17	No. dealt with in more than 5 but within 10 working days	-	nr	I
B5.18	No. dealt with in more than 10 but within 15 working days	-	nr	I
B5.19	No. dealt with in more than 15 but within 20 working days	-	nr	I
B5.20	No. dealt with in more than 20 working days	-	nr	I
B5.21	% dealt with within 2 working days	-	%	C
B5.22	% dealt with in more than 2 but within 5 working days	-	%	C
B5.23	% dealt with in more than 5 but within 10 working days	-	%	C
B5.24	% dealt with in more than 10 but within 15 working days	-	%	C
B5.25	% dealt with in more than 15 but within 20 working days	-	%	C
B5.26	% dealt with in more than 20 working days	-	%	C

Complaints by Category				
B5.27	Breach of Duty	-	nr	I
B5.28	Water Supply	-	nr	I
B5.29	Water Infrastructure	-	nr	I
B5.30	Water Pressure	-	nr	I
B5.31	Water Quality	-	nr	I
B5.32	Water Treatment Works	-	nr	I
B5.33	Sewerage Service	-	nr	I
B5.34	Sewerage Infrastructure	-	nr	I
B5.35	Sewage Treatment Works	-	nr	I
B5.36	Administration	-	nr	I
B5.37	Outwith Jurisdiction	-	nr	I
B5.38	Billing, Charging and Metering	-	nr	I

Issues with data

Total % Written Complaints dealt with (sum of B5.8 to B5.13) should equal 100%

Total Telephone Complaints dealt with (sum of B5.21 to B5.26) should equal 100%

Problem ?	Solution
N	No solution required
N	No solution required

General	
A1	G
A2	G
A3	G
A4	N
AX	G
B2	G
B3	G
B4	N
BX	G
C2	N
C3	N
C4	N
C5	N
CX	N
M	N
N	N
D3	N
D4	N
D5	N
D6	N
DX	N

Prepared by:	Date:
Checked by:	Date:
Authorised by: Cheryl Black	Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B6: Customer Care - Other

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year - 1		Report Year	
					2002-03	CG	2003-04	CG
							10	
Telephone Contacts								
B6.1	Total calls received on customer contact lines	-	nr	I			936701	A1
B6.2	Total calls on customer contact lines as a percentage of all calls received	-	%	I			20.26	C4
B6.3	Total calls answered on customer contact lines	-	nr	I			887172	A1
B6.4	Total calls answered within 15 seconds on customer contact lines	-	nr	I			763447	A1
B6.5	Total calls answered within 15-30 seconds on customer contact lines	-	nr	I			27826	A1
B6.6	Total calls answered in more than 30 seconds on customer contact lines	-	nr	I			95899	A1
B6.7	Average time taken to answer a call on customer contact lines	-	secs	I			17	A1
B6.8	All lines busy (total time) on customer contact lines	-	hours	I			0	AX
B6.9	Total of abandoned calls on customer contact lines	-	nr	I			49529	A1
Private Septic Tank Emptying								
B6.10	Total private septic tank emptying requests	-	nr	I			9796	B2
B6.11	Total private septic tank emptyings carried out	-	nr	C	0		15774	B2
B6.12	Total private pre-planned septic tank emptyings	-	nr	I			10532	B2
B6.13	Total emergency request private septic tank emptyings	-	nr	I			232	B2
B6.14	Total private ad hoc request septic tank emptyings	-	nr	I			5010	B2
B6.15	Ad hoc private ST emptying in 0-10 working days of request	-	nr	I			3242	B2
B6.16	Ad hoc private ST emptying in 10-15 working days of request	-	nr	I			526	B2
B6.17	Ad hoc private ST emptying in 15-20 working days of request	-	nr	I			385	B2
B6.18	Ad hoc private ST emptying in 20-25 working days of request	-	nr	I			328	B2
B6.19	Ad hoc private ST emptying in 25-30 working days of request	-	nr	I			246	B2
B6.20	Ad hoc private ST emptying in 30+ working days of request	-	nr	I			283	B2
Keeping Appointments								
B6.21	Total appointments made in writing	-	nr	I			0	CX
B6.22	Total appointments made by telephone	-	nr	I			703	C4
B6.23	Total appointments made	-	nr	C	0		703	C4
B6.24	Total appointments kept am/pm	-	nr	I			702	C4
B6.25	Total two hour time bands offered	-	nr	I			3	C4
B6.26	Total appointments kept two hour time band	-	nr	I			3	C4
B6.27	Total appointments cancelled 48 hrs advance	-	nr	I			0	CX
B6.28	Total appointments cancelled 24- 48 hrs advance	-	nr	I			0	CX
B6.29	Total appointments cancelled 0-24 hrs advance	-	nr	I			0	CX

Prepared by: Date:

Checked by: Date:

Authorised by: Cheryl Black Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B7: Customer Care - GMS Performance

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1		Report Year	
					2002-03	CG	2003-04	CG
							10	
Planned Interruptions								
B7.1	Number of planned interruptions expected to last more than four hours	-	nr	I			2518	B3
B7.2	Number of planned interruptions expected to last more than 4 hours where 48 hours notice given	-	nr	I			2463	B3
B7.3	Number of planned interruptions expected to last more than 4 hours where restoration time given	-	nr	I			2518	B3
B7.4	Number of planned interruptions expected to last more than 4 hours which were restored at advertised time	-	nr	I			2421	B3
B7.5	Number of GMS failure payments paid automatically (planned interruptions)	-	nr	I			11	A1
B7.6	Number of GMS failure payments claimed (planned interruptions)	-	nr	I			22	A1
B7.7	Total number of GMS failure payments made (planned interruptions)	-	nr	C	0		33	A1
B7.8	Total amount paid out for GMS failure (planned interruptions)	-	£	I			740	A1
Unplanned Interruptions								
B7.9	Number of unplanned interruptions	-	nr	I			4639	B3
B7.10	Number of unplanned interruptions (strategic main)	-	nr	I			96	B3
B7.11	Number of unplanned interruptions (not strategic main)	-	nr	I			4543	B3
B7.12	Number of unplanned interruptions (not strategic main) restored within 12 hours	-	nr	I			4450	B3
B7.13	Number of unplanned interruptions (strategic main) restored within 48 hours	-	nr	I			95	B3
B7.14	Number of GMS failure payments paid automatically (unplanned interruptions)	-	nr	I			0	AX
B7.15	Number of GMS failure payments made from claims (unplanned interruptions)	-	nr	I			548	A1
B7.16	Total number of GMS failure payments made (unplanned interruptions)	-	nr	I			548	A1
B7.17	Total amount paid out for failure (unplanned interruptions)	-	£	I			32378.75	A1
Sewer Flooding								
B7.18	Number of incidents of flooding from sewers	-	nr	BF	0	0	338	B3
B7.19	Number of payments to domestic properties for flooding from sewers	-	nr	I			169	A1
B7.20	Total amount paid to domestic properties for flooding from sewers	-	£	I			34974.34	A1
B7.21	Number of payments to non-domestic properties for flooding from sewers	-	nr	I			59	A1
B7.22	Total amount paid to non-domestic properties for flooding from sewers	-	£	I			36139.17	A1
Request to change method of payment enquires								
B7.23	Number not dealt with within GMS period	-	nr	I			349	B2
B7.24	Number of payments for failure to respond (automatic)	-	nr	I			0	AX
B7.25	Number of payments made from claims for failure to respond	-	nr	I			0	AX
B7.26	Total number of payments for failure to respond	-	nr	C	0		0	AX
B7.27	Total amount paid for GMS failure	-	£	I			0	AX
Other Billing/ Charging / Metering enquires								
B7.28	Number not dealt with within GMS period	-	nr	I			18761	B2
B7.29	Number of payments for failure to respond (automatic)	-	nr	I			74	A1
B7.30	Number of payments made from claims for failure to respond	-	nr	I			0	AX
B7.31	Total number of payments for failure to respond	-	nr	C	0		74	A1
B7.32	Total amount paid for GMS failure	-	£	I			1480	A1
Written Complaints								
B7.33	Number not dealt with within GMS period	-	nr	I			18	B2
B7.34	Number of payments for failure to respond (automatic)	-	nr	I			14	A1
B7.35	Number of payments made from claims for failure to respond	-	nr	I			0	AX
B7.36	Total number of payments for failure to respond	-	nr	C	0		14	A1
B7.37	Total amount paid for GMS failure	-	£	I			280	A1
Telephone Complaints where a written response is requested.								
B7.38	Number not dealt with within GMS period	-	nr	I			2	B2
B7.39	Number of payments for failure to respond (automatic)	-	nr	I			0	AX
B7.40	Number of payments made from claims for failure to respond	-	nr	I			0	AX
B7.41	Total number of payments for failure to respond	-	nr	C	0		0	AX
B7.42	Total amount paid for GMS failure	-	£	I			0	AX
Keeping Appointments								
B7.43	Number of appointments	-	nr	BF	0	0	703	C4
B7.44	% of appointments made which are kept	-	%	I			99.86	C4
B7.45	Number of two hour time banded appointments made	-	nr	I			3	C4
B7.46	% of two hour time banded appointments made which are kept	-	%	I			100	C4
B7.47	Number of GMS failure payments paid automatically (keeping appointments)	-	nr	I			3	A1
B7.48	Number of payments made from claims for failure (keeping appointments)	-	nr	I			0	AX
B7.49	Total number of GMS failure payments made (keeping appointments)	-	nr	C	0		3	A1
B7.50	Total amount paid out for GMS failure (keeping appointments)	-	£	I			60	A1
Ex Gratia Payments Made								
B7.51	Total number of ex-gratia payments made	-	nr	I			824	A1
B7.52	Total amount paid out in ex-gratia payments	-	£	I			141732.91	A1
Water Ingress to Gas Mains								
A) Failure to return call within 2 hours								
B7.53	Number not dealt with within GMS period	-	nr	I			0	BX
B7.54	Number of payments for failure to respond (automatic)	-	nr	I			0	AX
B7.55	Number of payments made from claims for failure to respond	-	nr	I			0	AX
B7.56	Total number of payments for failure to respond	-	nr	C	0		0	AX
B7.57	Total amount paid for GMS failure	-	£	I			0	AX
Meter Applications								
A) Failure to provide estimate of work within 10 working days of survey								
B7.58	Number not dealt with within GMS period	-	nr	I			90	B2
B7.59	Number of payments for failure to respond (automatic)	-	nr	I			0	AX
B7.60	Number of payments made from claims for failure to respond	-	nr	I			0	AX
B7.61	Total number of payments for failure to respond	-	nr	C	0		0	AX
B7.62	Total amount paid for GMS failure	-	£	I			0	AX
Pressure								
A) Failure to inform customer of results of investigation within 5 working days								
B7.63	Number not dealt with within GMS period	-	nr	I			0	N
B7.64	Number of payments for failure to respond (automatic)	-	nr	I			0	N
B7.65	Number of payments made from claims for failure to respond	-	nr	I			0	N
B7.66	Total number of payments for failure to respond	-	nr	C	0		0	N
B7.67	Total amount paid for GMS failure	-	£	I			0	N
B) Instance of low pressure								
B7.68	Number of instances within GMS definition	-	nr	I			0	N
B7.69	Number of payments for failure to provide guaranteed pressure (automatic)	-	nr	I			0	N
B7.70	Number of payments made from claims for failure to provide guaranteed pressure	-	nr	I			0	N
B7.71	Total number of payments for failure to provide guaranteed pressure	-	nr	C	0		0	N
B7.72	Total amount paid for GMS failure	-	£	I			0	N
Major Incidents								
A) Failure to provide information								
B7.73	Number not dealt with within GMS period	-	nr	I			0	AX
B7.74	Number of payments for failure to respond (automatic)	-	nr	I			0	AX
B7.75	Number of payments made from claims for failure to respond	-	nr	I			0	AX
B7.76	Total number of payments for failure to respond	-	nr	C	0		0	AX
B7.77	Total amount paid for GMS failure	-	£	I			0	AX
B) Failure to provide alternative supplies								
B7.78	Number not dealt with within GMS period	-	nr	I			0	AX
B7.79	Number of payments for failure to respond (automatic)	-	nr	I			0	AX
B7.80	Number of payments made from claims for failure to respond	-	nr	I			0	AX
B7.81	Total number of payments for failure to respond	-	nr	C	0		0	AX
B7.82	Total amount paid for GMS failure	-	£	I			0	AX
GMS Payment								
A) Failure to make payment within 10 working days								
B7.83	Number not dealt with within GMS period	-	nr	I			8560	B2
B7.84	Number of payments for failure to respond (automatic)	-	nr	I			39	A1
B7.85	Number of payments made from claims for failure to respond	-	nr	I			1	A1
B7.86	Total number of payments for failure to respond	-	nr	C	0		40	A1
B7.87	Total amount paid for GMS failure	-	£	I			880	A1

Prepared by: Date:
 Checked by: Date:
 Authorised by: Cheryl Black Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B7: Customer Care - GMS Performance

To be aligned with the final lines and definitions following WIC/28 consultation

					10	
Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year 2003-04	
					Comment Necessary	Comment
					Y/N	
Planned Interruptions						
B7.1	Number of planned interruptions expected to last more than four hours	-	nr	I	N	
B7.2	Number of planned interruptions expected to last more than 4 hours where 48 hours notice given	-	nr	I	N	
B7.3	Number of planned interruptions expected to last more than 4 hours where restoration time given	-	nr	I	N	
B7.4	Number of planned interruptions expected to last more than 4 hours which were restored at advertised time	-	nr	I	N	
B7.5	Number of GMS failure payments paid automatically (planned interruptions)	-	nr	I	N	
B7.6	Number of GMS failure payments claimed (planned interruptions)	-	nr	I	N	
B7.7	Total number of GMS failure payments made (planned interruptions)	-	nr	C	N	
B7.8	Total amount paid out for GMS failure (planned interruptions)	-	£	I	N	
Unplanned Interruptions						
B7.9	Number of unplanned interruptions	-	nr	I	N	
B7.10	Number of unplanned interruptions (strategic main)	-	nr	I	N	
B7.11	Number of unplanned interruptions (not strategic main)	-	nr	I	N	
B7.12	Number of unplanned interruptions (not strategic main) restored within 12 hours	-	nr	I	N	
B7.13	Number of unplanned interruptions (strategic main) restored within 48 hours	-	nr	I	N	
B7.14	Number of GMS failure payments paid automatically (unplanned interruptions)	-	nr	I	N	
B7.15	Number of GMS failure payments claimed (unplanned interruptions)	-	nr	I	N	
B7.16	Total number of GMS failure payments made (unplanned interruptions)	-	nr	I	N	
B7.17	Total amount paid out for failure (unplanned interruptions)	-	£	I	N	
Sewer Flooding						
B7.18	Number of incidents of flooding from sewers	-	nr	BF	N	
B7.19	Number of payments to domestic properties for flooding from sewers	-	nr	I	N	
B7.20	Total amount paid to domestic properties for flooding from sewers	-	£	I	N	
B7.21	Number of payments to non-domestic properties for flooding from sewers	-	nr	I	N	
B7.22	Total amount paid to non-domestic properties for flooding from sewers	-	£	I	N	
Request to change method of payment enquires						
B7.23	Number not dealt with within GMS period	-	nr	I	N	
B7.24	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.25	Number of claims for failure to respond	-	nr	I	N	
B7.26	Total number of payments for failure to respond	-	nr	C	N	
B7.27	Total amount paid for GMS failure	-	£	I	N	
Other Billing/ Charging / Metering enquires						
B7.28	Number not dealt with within GMS period	-	nr	I	N	
B7.29	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.30	Number of claims for failure to respond	-	nr	I	N	
B7.31	Total number of payments for failure to respond	-	nr	C	N	
B7.32	Total amount paid for GMS failure	-	£	I	N	
Written Complaints						
B7.33	Number not dealt with within GMS period	-	nr	I	N	
B7.34	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.35	Number of claims for failure to respond	-	nr	I	N	
B7.36	Total number of payments for failure to respond	-	nr	C	N	
B7.37	Total amount paid for GMS failure	-	£	I	N	
Telephone Complaints where a written response is requested.						
B7.38	Number not dealt with within GMS period	-	nr	I	N	
B7.39	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.40	Number of claims for failure to respond	-	nr	I	N	
B7.41	Total number of payments for failure to respond	-	nr	C	N	
B7.42	Total amount paid for GMS failure	-	£	I	N	
Keeping Appointments						
B7.43	Number of appointments	-	nr	BF	N	
B7.44	% of appointments made which are kept	-	%	I	N	Figure based on manual records
B7.45	Number of two hour time banded appointments made	-	nr	I	N	Figure based on manual records
B7.46	% of two hour time banded appointments made which are kept	-	%	I	N	Figure based on manual records
B7.47	Number of GMS failure payments paid automatically (keeping appointments)	-	nr	I	N	
B7.48	Number of GMS failure payments claimed (keeping appointments)	-	nr	I	N	
B7.49	Total number of GMS failure payments made (keeping appointments)	-	nr	C	N	
B7.50	Total amount paid out for GMS failure (keeping appointments)	-	£	I	N	
Ex Gratia Payments Made						
B7.51	Total number of ex-gratia payments made	-	nr	I	N	
B7.52	Total amount paid out in ex-gratia payments	-	£	I	N	
Water Ingress to Gas Mains						
A) Failure to return call within 2 hours						
B7.53	Number not dealt with within GMS period	-	nr	I	N	
B7.54	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.55	Number of payments made from claims for failure to respond	-	nr	I	N	
B7.56	Total number of payments for failure to respond	-	nr	C	N	
B7.57	Total amount paid for GMS failure	-	£	I	N	
Meter Applications						
A) Failure to provide estimate of work within 10 working days of survey						
B7.58	Number not dealt with within GMS period	-	nr	I	N	
B7.59	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.60	Number of payments made from claims for failure to respond	-	nr	I	N	
B7.61	Total number of payments for failure to respond	-	nr	C	N	
B7.62	Total amount paid for GMS failure	-	£	I	N	
Pressure						
A) Failure to inform customer of results of investigation within 5 working days						
B7.63	Number not dealt with within GMS period	-	nr	I	N	Has not yet been implemented as a guaranteed standard
B7.64	Number of payments for failure to respond (automatic)	-	nr	I	N	Has not yet been implemented as a guaranteed standard
B7.65	Number of payments made from claims for failure to respond	-	nr	I	N	Has not yet been implemented as a guaranteed standard
B7.66	Total number of payments for failure to respond	-	nr	C	N	Has not yet been implemented as a guaranteed standard
B7.67	Total amount paid for GMS failure	-	£	I	N	Has not yet been implemented as a guaranteed standard
B) Instance of low pressure						
B7.68	Number not dealt with within GMS period	-	nr	I	N	Has not yet been implemented as a guaranteed standard
B7.69	Number of payments for failure to provide guaranteed pressure (automatic)	-	nr	I	N	Has not yet been implemented as a guaranteed standard
B7.70	Number of payments made from claims for failure to provide guaranteed pressure	-	nr	I	N	Has not yet been implemented as a guaranteed standard
B7.71	Total number of payments for failure to provide guaranteed pressure	-	nr	C	N	Has not yet been implemented as a guaranteed standard
B7.72	Total amount paid for GMS failure	-	£	I	N	Has not yet been implemented as a guaranteed standard
Major Incidents						
A) Failure to provide information						
B7.73	Number not dealt with within GMS period	-	nr	I	N	
B7.74	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.75	Number of payments made from claims for failure to respond	-	nr	I	N	
B7.76	Total number of payments for failure to respond	-	nr	C	N	
B7.77	Total amount paid for GMS failure	-	£	I	N	
B) Failure to provide alternative supplies						
B7.78	Number not dealt with within GMS period	-	nr	I	N	
B7.79	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.80	Number of payments made from claims for failure to respond	-	nr	I	N	
B7.81	Total number of payments for failure to respond	-	nr	C	N	
B7.82	Total amount paid for GMS failure	-	£	I	N	
GMS Payment						
A) Failure to make payment within 10 working days						
B7.83	Number not dealt with within GMS period	-	nr	I	N	
B7.84	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.85	Number of payments made from claims for failure to respond	-	nr	I	N	
B7.86	Total number of payments for failure to respond	-	nr	C	N	
B7.87	Total amount paid for GMS failure	-	£	I	N	

General

- A1 G
- A2 G
- A3 G
- A4 N
- AX G
- B2 G
- B3 G
- B4 N
- BX G
- C2 N
- C3 N
- C4 N
- C5 N
- CX N
- M N
- N N
- D3 N
- D4 N
- D5 N
- D6 N
- DX N

Prepared by: Date:

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