

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS

Table B4: Customer service

Line Ref.	Description	Ofwat Reference JR 07	WICS Reference AR 06	Units	Field Type	10 Report Year 2006-07 CG	
Billing / Charging / Metering Enquiries							
B4.1	Total number of enquiries	-	B4.1	nr	C	58740	A1
B4.2	No. dealt with within 5 working days	-	B4.2 + B4.3	nr	I	58497	A1
B4.3	No. dealt with in more than 5 but within 10 working days	-	B4.4	nr	I	163	A1
B4.4	No. dealt with in more than 10 working days	-	B4.5 + B4.6 + B4.7	nr	I	80	A1
B4.5	% dealt with within 5 working days	-	B4.8 + B4.9	%	C	99.586	A1
B4.6	% dealt with in more than 5 but within 10 working days	-	B4.10	%	C	0.277	A1
B4.7	% dealt with in more than 10 working days	-	B4.11 + B4.12 + B4.13	%	C	0.136	A1
Change of Payment Method Enquiries							
B4.8	Total number of enquiries	-	B4.14	nr	C	776	A1
B4.9	No. dealt with within 5 working days	-	B4.15 + B4.16	nr	I	776	A1
B4.10	No. dealt with in more than 5 but within 10 working days	-	B4.17	nr	I	0	A1
B4.11	No. dealt with in more than 10 working days	-	B4.18 + B4.19 + B4.20	nr	I	0	A1
B4.12	% dealt with within 5 working days	-	B4.21 + B4.22	%	C	100.000	A1
B4.13	% dealt with in more than 5 but within 10 working days	-	B4.23	%	C	0.000	A1
B4.14	% dealt with in more than 10 working days	-	B4.24 + B4.25 + B4.26	%	C	0.000	A1
New Written Complaints							
B4.15	Total number of new written complaints received	T5, L1	B5.1	nr	C	276	B2
B4.15a	Total number of written complaint correspondence	-	B5.1a	nr	I	276	B2
B4.15b	Number of items of correspondence/complaints	-	B5.1b	nr	C	1.000	B2
B4.16	No. dealt with within 10 working days	T5, L2	B5.2 + B5.3 + B5.4	nr	I	196	B2
B4.17	No. dealt with in more than 10 but within 20 working days	-	B5.5 + B5.6	nr	I	22	B2
B4.18	No. dealt with in more than 20 working days	T3, L4	B5.7	nr	I	58	B2
B4.19	% dealt with within 10 working days	T5, L3	B5.8 + B5.9 + B5.10	%	C	71.014	B2
B4.20	% dealt with in more than 10 but within 20 working days	-	B5.11 + B5.12	%	C	7.971	B2
B4.21	% dealt with in more than 20 working days	T3, L5	B5.13	%	C	21.014	B2
Telephone Contacts							
B4.22	Total calls received on customer contact lines	T5, L13	B6.1	nr	I	41777	A1
B4.23	Total calls answered on customer contact lines	-	B6.3	nr	I	41563	A1
B4.24	Total calls answered within 30 seconds on customer contact lines	-	B6.4 + B6.5	nr	I	41453	A1
B4.25	Total calls answered in more than 30 seconds on customer contact lines	-	B6.6	nr	I	110	A1
B4.26	Average time taken to answer a call on customer contact lines	-	B6.7	secs	I	3	A1
B4.27	All lines busy	T5, L14	-	nr	I	0	A1
B4.28	Total of abandoned calls on customer contact lines	T5, L15	B6.9	nr	I	214	A1
B4.29	Total Telephone complaints	T5, L17	-	nr	I	10	A2
Private Septic Tank Emptying							
B4.30	Total private septic tank emptying requests	-	B6.10	nr	I		
B4.31	Total private septic tank emptyings carried out	-	B6.11	nr	C	0	
B4.32	Total private pre-planned septic tank emptyings	-	B6.12	nr	I		
B4.33	Total emergency request private septic tank emptyings	-	B6.13	nr	I		
B4.34	Total private ad hoc request septic tank emptyings	-	B6.14	nr	I		
B4.35	Ad hoc private ST emptying in 0-10 working days of request	-	B6.15	nr	I		
B4.36	Ad hoc private ST emptying in 10-15 working days of request	-	B6.16	nr	I		
B4.37	Ad hoc private ST emptying in 15-20 working days of request	-	B6.17	nr	I		
B4.38	Ad hoc private ST emptying in 20-25 working days of request	-	B6.18	nr	I		
B4.39	Ad hoc private ST emptying in 25-30 working days of request	-	B6.19	nr	I		
B4.40	Ad hoc private ST emptying in 30+ working days of request	-	B6.20	nr	I		

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ANNUAL RETURN INFORMATION REQUIREMENTS

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

Line Ref.	Description	Ofwat Reference JR 07	WICS Reference AR 06	Units	Field Type	10	
						Report Year 2006-07	ca
Planned Interruptions							
B7.1	Number of planned interruptions expected to last more than four hours	-	B7.1	nr	I		
B7.2	Number of planned interruptions expected to last more than 4 hours where 48 hours notice given	-	B7.2	nr	I		
B7.3	Number of planned interruptions expected to last more than 4 hours where restoration time given	-	B7.3	nr	I		
B7.4	Number of planned interruptions expected to last more than 4 hours which were restored at advertised time	-	B7.4	nr	I		
B7.5	Number of GMS failure payments paid automatically (planned interruptions)	-	B7.5	nr	I		
B7.6	Number of GMS failure payments claimed (planned interruptions)	-	B7.6	nr	I		
B7.7	Total number of GMS failure payments made (planned interruptions)	-	B7.7	nr	C	0	
B7.8	Total amount paid out for GMS failure (planned interruptions)	-	B7.8	£	I		
Unplanned Interruptions							
B7.9	Number of unplanned interruptions	-	B7.9	nr	I		
B7.10	Number of unplanned interruptions (strategic main)	-	B7.10	nr	I		
B7.11	Number of unplanned interruptions (not strategic main)	-	B7.11	nr	I		
B7.12	Number of unplanned interruptions (not strategic main) restored within 12 hours	-	B7.12	nr	I		
B7.13	Number of unplanned interruptions (strategic main) restored within 48 hours	-	B7.13	nr	I		
B7.14	Number of GMS failure payments paid automatically (unplanned interruptions)	-	B7.14	nr	I		
B7.15	Number of GMS failure payments made from claims (unplanned interruptions)	-	B7.15	nr	I		
B7.16	Total number of GMS failure payments made (unplanned interruptions)	-	B7.16	nr	I		
B7.17	Total amount paid out for failure (unplanned interruptions)	-	B7.17	£	I		
Sewer Flooding							
B7.18	Number of incidents of flooding from sewers	-	B7.18	nr	BF		
B7.19	Number of payments to domestic properties for flooding from sewers	-	B7.19	nr	I		
B7.20	Total amount paid to domestic properties for flooding from sewers	-	B7.20	£	I		
B7.21	Number of payments to non-domestic properties for flooding from sewers	-	B7.21	nr	I		
B7.22	Total amount paid to non-domestic properties for flooding from sewers	-	B7.22	£	I		
Request to change method of payment enquires							
B7.23	Number not dealt with within GMS period	-	B7.23	nr	I	0	A1
B7.24	Number of payments for failure to respond (automatic)	-	B7.24	nr	I	0	A1
B7.25	Number of payments made from claims for failure to respond	-	B7.25	nr	I	0	A1
B7.26	Total number of payments for failure to respond	-	B7.26	nr	C	0	A1
B7.27	Total amount paid for GMS failure	-	B7.27	£	I	0	A1
Other Billing/ Charging / Metering enquires							
B7.28	Number not dealt with within GMS period	-	B7.28	nr	I	80	A1
B7.29	Number of payments for failure to respond (automatic)	-	B7.29	nr	I	45	B1
B7.30	Number of payments made from claims for failure to respond	-	B7.30	nr	I	0	B1
B7.31	Total number of payments for failure to respond	-	B7.31	nr	C	45	B1
B7.32	Total amount paid for GMS failure	-	B7.32	£	I	820	B1
Written Complaints							
B7.33	Number not dealt with within GMS period	-	B7.33	nr	I	80	B2
B7.34	Number of payments for failure to respond (automatic)	-	B7.34	nr	I	16	B2
B7.35	Number of payments made from claims for failure to respond	-	B7.35	nr	I	0	B2
B7.36	Total number of payments for failure to respond	-	B7.36	nr	C	16	B2
B7.37	Total amount paid for GMS failure	-	B7.37	£	I	848	B2
Telephone Complaints where a written response is requested.							
B7.38	Number not dealt with within GMS period	-	B7.38	nr	I	0	A1
B7.39	Number of payments for failure to respond (automatic)	-	B7.39	nr	I	0	A1
B7.40	Number of payments made from claims for failure to respond	-	B7.40	nr	I	0	A1
B7.41	Total number of payments for failure to respond	-	B7.41	nr	C	0	A1
B7.42	Total amount paid for GMS failure	-	B7.42	£	I	0	A1
Keeping Appointments							
B7.43	Number of appointments	-	B7.43	nr	I		
B7.44	% of appointments made which are kept	-	B7.44	%	I		
B7.45	Number of two hour time banded appointments made	-	B7.45	nr	I		
B7.46	% of two hour time banded appointments made which are kept	-	B7.46	%	I		
B7.47	Number of GMS failure payments paid automatically (keeping appointments)	-	B7.47	nr	I		
B7.48	Number of payments made from claims for failure (keeping appointments)	-	B7.48	nr	I		
B7.49	Total number of GMS failure payments made (keeping appointments)	-	B7.49	nr	C	0	
B7.50	Total amount paid out for GMS failure (keeping appointments)	-	B7.50	£	I		
Ex Gratia Payments Made							
B7.51	Total number of ex-gratia payments made	-	B7.51	nr	I	22	B2
B7.52	Total amount paid out in ex-gratia payments	-	B7.52	£	I	12367	B2
Water Ingress to Gas Mains							
A) Failure to return call within 2 hours							
B7.53	Number not dealt with within GMS period	-	B7.53	nr	I		
B7.54	Number of payments for failure to respond (automatic)	-	B7.54	nr	I		
B7.55	Number of payments made from claims for failure to respond	-	B7.55	nr	I		
B7.56	Total number of payments for failure to respond	-	B7.56	nr	C	0	
B7.57	Total amount paid for GMS failure	-	B7.57	£	I		
Meter Applications							
A) Failure to provide estimate of work within 10 working days of survey							
B7.58	Number not dealt with within GMS period	-	B7.58	nr	I		
B7.59	Number of payments for failure to respond (automatic)	-	B7.59	nr	I		
B7.60	Number of payments made from claims for failure to respond	-	B7.60	nr	I		
B7.61	Total number of payments for failure to respond	-	B7.61	nr	C	0	
B7.62	Total amount paid for GMS failure	-	B7.62	£	I		
Pressure							
A) Failure to inform customer of results of investigation within 5 working days							
B7.63	Number not dealt with within GMS period	-	B7.63	nr	I		
B7.64	Number of payments for failure to respond (automatic)	-	B7.64	nr	I		
B7.65	Number of payments made from claims for failure to respond	-	B7.65	nr	I		
B7.66	Total number of payments for failure to respond	-	B7.66	nr	C	0	
B7.67	Total amount paid for GMS failure	-	B7.67	£	I		
B) Instance of low pressure							
B7.68	Number of instances within GMS definition	-	B7.68	nr	I		
B7.69	Number of payments for failure to provide guaranteed pressure (automatic)	-	B7.69	nr	I		
B7.70	Number of payments made from claims for failure to provide guaranteed pressure	-	B7.70	nr	I		
B7.71	Total number of payments for failure to provide guaranteed pressure	-	B7.71	nr	C	0	
B7.72	Total amount paid for GMS failure	-	B7.72	£	I		
Major Incidents							
A) Failure to provide information							
B7.73	Number not dealt with within GMS period	-	B7.73	nr	I		
B7.74	Number of payments for failure to respond (automatic)	-	B7.74	nr	I		
B7.75	Number of payments made from claims for failure to respond	-	B7.75	nr	I		
B7.76	Total number of payments for failure to respond	-	B7.76	nr	C	0	
B7.77	Total amount paid for GMS failure	-	B7.77	£	I		
B) Failure to provide alternative supplies							
B7.78	Number not dealt with within GMS period	-	B7.78	nr	I		
B7.79	Number of payments for failure to respond (automatic)	-	B7.79	nr	I		
B7.80	Number of payments made from claims for failure to respond	-	B7.80	nr	I		
B7.81	Total number of payments for failure to respond	-	B7.81	nr	C	0	
B7.82	Total amount paid for GMS failure	-	B7.82	£	I		
GMS Payment							
A) Failure to make payment within 10 working days							
B7.83	Number not dealt with within GMS period	-	B7.83	nr	I		
B7.84	Number of payments for failure to respond (automatic)	-	B7.84	nr	I		
B7.85	Number of payments made from claims for failure to respond	-	B7.85	nr	I		
B7.86	Total number of payments for failure to respond	-	B7.86	nr	C	0	
B7.87	Total amount paid for GMS failure	-	B7.87	£	I		

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