

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:

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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	
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

					10	
Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year 2003-04	
					Comment Necessary	Comment
					Y/N	
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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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	
B3.2	Number of flooding incidents in the year	-	nr	I	N	
B3.3	Number of flooding incidents attributed to severe weather	-	nr	I	N	
B3.4	Not in use					
B3.5	Number of gardens flooded	-	nr	I	N	
B3.6	Number of highways flooded	-	nr	I	N	System generated data unavailable
Annual Flooding - Other Causes						
B3.7	Number of properties flooded in the year		nr	I	N	
B3.8	Flooding incidents due to equipment failure	T3 L22	nr	I	N	
B3.9	Flooding incidents due to blockages	T3 L23	nr	I	N	
B3.10	Flooding incidents due to sewer collapses	T3 L24	nr	I	N	
B3.11	Number of flooding incidents in year	-	nr	I	N	
B3.12	Number of gardens flooded	-	nr	I	N	
B3.13	Number of highways flooded	-	nr	I	N	System generated data unavailable
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

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

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

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

Comment Necessary Y/N	Comment
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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

Total is available but breakdown is not.
Total is available but breakdown is not.
Total is available but breakdown is not.
Total is available but breakdown is not.
Total is available but breakdown is not.
Total is available but breakdown is not.
Total is available but breakdown is not.
Total is available but breakdown is not.
Total is available but breakdown is not.
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		Report Year	
					2002-03	CG	2003-04	CG
							10	
New Written Complaints								
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 B6: Customer Care - Other

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

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

Comment Necessary Y/N	Comment
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Telephone Contacts				
B6.1	Total calls received on customer contact lines	-	nr	I
B6.2	Total calls on customer contact lines as a percentage of all calls receive	-	%	I
B6.3	Total calls answered on customer contact lines	-	nr	I
B6.4	Total calls answered within 15 seconds on customer contact lines	-	nr	I
B6.5	Total calls answered within 15-30 seconds on customer contact lines	-	nr	I
B6.6	Total calls answered in more than 30 seconds on customer contact lines	-	nr	I
B6.7	Average time taken to answer a call on customer contact lines	-	secs	I
B6.8	All lines busy (total time) on customer contact lines	-	hours	I
B6.9	Total of abandoned calls on customer contact lines	-	nr	I

Private Septic Tank Emptying				
B6.10	Total private septic tank emptying requests	-	nr	I
B6.11	Total private septic tank emptyings carried out	-	nr	C
B6.12	Total private pre-planned septic tank emptyings	-	nr	I
B6.13	Total emergency request private septic tank emptyings	-	nr	I
B6.14	Total private ad hoc request septic tank emptyings	-	nr	I
B6.15	Ad hoc private ST emptying in 0-10 working days of request	-	nr	I
B6.16	Ad hoc private ST emptying in 10-15 working days of request	-	nr	I
B6.17	Ad hoc private ST emptying in 15-20 working days of request	-	nr	I
B6.18	Ad hoc private ST emptying in 20-25 working days of request	-	nr	I
B6.19	Ad hoc private ST emptying in 25-30 working days of request	-	nr	I
B6.20	Ad hoc private ST emptying in 30+ working days of request	-	nr	I

Keeping Appointments				
B6.21	Total appointments made in writing	-	nr	I
B6.22	Total appointments made by telephone	-	nr	I
B6.23	Total appointments made	-	nr	C
B6.24	Total appointments kept am/pm	-	nr	I
B6.25	Total two hour time bands offered	-	nr	I
B6.26	Total appointments kept two hour time band	-	nr	I
B6.27	Total appointments cancelled 48 hrs advance	-	nr	I
B6.28	Total appointments cancelled 24- 48 hrs advance	-	nr	I
B6.29	Total appointments cancelled 0-24 hrs advance	-	nr	I

N		General
N	Figure uses extrapolated data	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
		C2 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		
N	Figure based on manual records	
N	Figure based on manual records	
N	Figure based on manual records	
N	Figure based on manual records	
N	Figure based on manual records	
N	Figure based on manual records	
N	Figure based on manual records	
N	Figure based on manual records	
N	Figure based on manual records	

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

Edition 1

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

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