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 2003-04 cg	10 Report Year 2004-05
	Resource Areas					
B1.1	Number of water resource areas	-	nr	С	0	255 B2
B1.2	Number where headroom ≤2%	-	nr	I		116 B2
B1.3	Number where headroom > 2 ≤ 5%	-	nr	- 1		6 B2
B1.4	Number where headroom > 5%	-	nr	I		133 B2
	Headroom					
B1.5	Total population	T7, L25	000	BF	0 0	4912.677 B2
B1.6	Population in areas where headroom ≤2%	-	000	- 1		2085.17 B2
B1.7	Population in areas where headroom > 2 ≤ 5%	-	000	I		228.7 B2
B1.8	Population in areas where headroom > 5%	-	000	I		2598.67 B2
	Restrictions on water use					
B1.9	% population affected by hosepipe restrictions	T1, L51	%	- 1		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: Michael Breingan	Date:	10/06/05
Checked by: Bill Nicholls	Date:	10/06/05
Authorised by: Geoff Aitkenhead	Date:	10/06/05

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B: OUTPUTS TO CUSTOMERS

Table B1: Water Availability

Line	Description	Ofwat Units F	Field	
Ref.		Reference T	Гуре	
		JR 2000		

10
Report Year 2004-05

Comment

		Comment Necessary			
Ē					Y/N
	Resource Areas				
B1.1	Number of water resource areas	-	nr	С	N
B1.2	Number where headroom £2%	-	nr	ı	N
B1.3	Number where headroom > 2 £ 5%	-	nr	ı	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	ı	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
R1 11	% population, affected by sprinkler/unattended hosenine restrictions	T1 55	%		N

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

Prepared by: Michael Breingan	Date:	10/06/05
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Authorised by: Geoff Aitkenhead	Date:	10/06/05

Edition 1

ANNUAL RETURN INFORMATION REQUIREMENTS

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

					1	10
Line	Description	Ofwat	Units	Field		
Ref.	Besonption	Reference	0		Report Year -1	Report Year
nei.				Type		-
		JR 2000			2003-04 cg	2004-05 cg
	Properties receiving pressure/flow below reference le					
B2.1	Total connected properties at year end	T2, L1	000	BF	0 0	2474.367 A2
B2.2	Properties below reference level at start of year	T2, L2	nr			12988 C4
B2.3 B2.4	Additions due to better information	T2, L3 T2, L4	nr	 		1784 C4 0 M
B2.4 B2.5	Additions due to asset deterioration Additions due to operational changes	T2, L4	nr nr			0 M
B2.5 B2.6	Removed due to better information	T2, L6	nr	<u> </u>		2853 C3
B2.7	Removed due to asset improvements	T2, L7	nr	<u> </u>		17 B2
B2.8	Removed due to operational improvements	T2, L8	nr	i i		63 B2
B2.9	Properties below reference level at end of year	T2, L9	nr	Ċ	0	11839 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			7696 B3
	Interruptions where 48 hour notice given	-	nr	ı		7241 B3
	Properties affected (include each incident)	-	nr	I		252652 B3
B2.14	Properties given notice of interruption	-	nr	I		244687 B3
	Planned interruptions per 1000 properties	-	nr	С	#DIV/0!	3.11029043 B3
B2.16	Planned interruptions per 100 km water main	-	nr			16.5 B3
	Properties affected by unplanned interruptions					
B2.17	Unplanned interuptions	-	nr			3628 B3
B2.18	Unplanned but caused by third party	-	nr	ı		87 B3
B2.19	Unplanned overruns and unwarned	-	nr	I		129 B3
B2.20	Total unplanned interruptions	-	nr	С	0	3844 B3
B2.21	Properties affected by unplanned interruptions	-	nr			129271 B3
B2.22	Propreties affected by unplanned interruptions caused by third party	-	nr	I		6424 B3
B2.23	Properties affected by unplanned overruns and unwarned	-	nr		_	5154 B3
	Total properties affected (include each incident)	-	nr	С	0	140849 B3
	Unplanned interruptions per 1000 properties	-	nr	C	#DIV/0!	1.55352864 B3 7.8 B3
B2.26	Unplanned interruptions per 100 km water main	-	nr	ı		7.8 83
	Planned Interruptions - Restoration Time					
D0 07	•		1			0E00E0 D0
	Properties where restoration time stated % Affected where restoration time stated	-	nr %	C	#DIV/0!	252652 B3 100 B3
	Properties restored over 1 hour before time	-	nr		#DIV/U!	78497 B3
	% Restored over 1 hour before time	-	%	C	#DIV/0!	31.069 B3
	Properties restored within 1 hour before time	-	nr	Ĭ	πΔΙV/Ο:	30346 B3
	% Restored within 1 hour before time	_	%	Ċ	#DIV/0!	12.011 B3
B2.33	Properties restored at time stated	-	nr	I		137826 B3
B2.34	% Restored at time stated	-	%	С	#DIV/0!	54.552 B3
B2.35	Properties restored within 1 hour after time	-	nr	I		753 B3
B2.36	% Restored within 1 hour after time	-	%	С	#DIV/0!	0.298 B3
	Properties restored within 1-4 hours after time	-	nr			3840 B3
	% Restored within 1-4 hours after time	-	%	С	#DIV/0!	1.520 B3
	Properties restored in over 4 hours after time	-	nr	I		1390 B3
B2.40	% Restored in over 4 hours after time	-	%	С	#DIV/0!	0.550 B3
	III					
	Unplanned Interruptions - Restoration Time					
	Total number of unplanned mains interruptions	-	nr			3628 B3
	Total number of properties affected by unplanned mains interruptions		nr			130011 B3
	Total number of properties restored > 6 hours	-	nr	\square		33520 B3
	Total number of properties restored > 12 hours	-	nr	-		9103 B3
	Total number of properties restored > 24 hours	-	nr			915 B3
	Not in use Not in use			\vdash		
	Total number of properties restored > 48 hours	_	nr	 		506 B3
						.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,

Prepared by: Colin O'Neill	Date: 10/06/05
Checked by: Mark Dickson	Date: 10/06/05
Authorised by: Cheryl Black	Date: 10/06/05

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

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					10
Line	Description	Ofwat	Units	Field	
Ref.		Reference		Type	Report Year
		JR 2000			2004-05

Comment Necessary	Comment
Y/N	

	Properties receiving pressure/flow below reference level								
B2.1	Total connected properties at year end	T2, L1	000	BF					
B2.2	Properties below reference level at start of year	T2, L2	nr	- 1					
B2.3	Additions due to better information	T2, L3	nr	- 1					
B2.4	Additions due to asset deterioration	T2, L4	nr	- 1					
B2.5	Additions due to operational changes	T2, L5	nr						
B2.6	Removed due to better information	T2, L6	nr	- 1					
B2.7	Removed due to asset improvements	T2, L7	nr						
B2.8	Removed due to operational improvements	T2, L8	nr	- 1					
B2.9	Properties below reference level at end of year	T2, L9	nr	С					
B2.10	Properties receiving low pressure but excluded from line B2.9	T2, L10	nr	I					

	Properties affected by planned interruptions			
B2.11	Total planned interruptions		nr	
B2.12	Interruptions where 48 hour notice given	-	nr	
B2.13	Properties affected (include each incident)	-	nr	
B2.14	Properties given notice of interruption	-	nr	- 1
B2.15	Planned interruptions per 1000 properties	-	nr	С
B2.16	Planned interruptions per 100 km water main	ı	nr	

	Properties affected by unplanned interruptions			
B2.17	Unplanned/ unwarned interuptions	-	nr	ı
B2.18	Unplanned but caused by third party	-	nr	1
B2.19	Unplanned overruns and unwarned	-	nr	ı
B2.20	Total unplanned interruptions	ı	nr	С
B2.21	Properties affected by unplanned/ unwarned interruptions	-	nr	I
B2.22	Propreties affected by unplanned interruptions caused by third party	ı	nr	-
B2.23	Properties affected by unplanned overruns and unwarned	-	nr	I
B2.24	Total properties affected (include each incident)	ı	nr	С
	Unplanned interruptions per 1000 properties	-	nr	С
B2.26	Unplanned interruptions per 100 km water main	-	nr	I

	Planned Interruptions - Restoration Time			
B2.27	Properties where restoration time stated	-	nr	I
B2.28	% Affected where restoration time stated	-	%	С
B2.29	Properties restored over 1 hour before time	-	nr	I
B2.30	% Restored over 1 hour before time	-	%	С
B2.31	Properties restored within 1 hour before time	ı	nr	
B2.32	% Restored within 1 hour before time	-	%	С
B2.33	Properties restored at time stated	ı	nr	
B2.34	% Restored at time stated	-	%	С
B2.35	Properties restored within 1 hour after time	ı	nr	I
B2.36	% Restored within 1 hour after time	-	%	С
B2.37	Properties restored within 1-4 hours after time	-	nr	
B2.38	% Restored within 1-4 hours after time	-	%	С
B2.39	Properties restored in over 4 hours after time	-	nr	ı
B2.40	% Restored in over 4 hours after time	-	%	С

	Unplanned Interruptions - Restoration Time			
B2.41	Total number of unplanned mains interruptions	-	nr	- 1
B2.42	Total number of properties affected by unplanned mains interruption	ı	nr	- 1
B2.42a	Total number of properties restored > 6 hours	Ī	nr	- 1
B2.43	Total number of properties restored > 12 hours	-	nr	- 1
B2.43a	Total number of properties restored > 24 hours	ı	nr	- 1
B2.44	Not in use			
B2.45	Not in use			
B2.46	Total number of properties restored > 48 hours	ı	nr	- 1

Prepared by: Colin O'Neill	Date: 10/06/05
Checked by: Mark Dickson	Date: 10/06/05
Authorised by: Cheryl Black	Date: 10/06/05

General Figure reported in last years WIC return - calc A2 Additional properties added based on figures A3 G pressure complaints to corporately document A4 N G At present no feedback loop/procedure exists AX G Properties removed based on figures generat B2 ВЗ N G Calculation from low confidence grade data BX At present no feedback loop/procedure exists C2 Ν Ν C4 Ν C5 Ν CX Ν М Ν Ν Ν Ν D3 D4 Ν D5 Ν D6 Ν DX

Edition 2



SECTION B : OUTPUTS TO CUSTOMERS
Table B3: Sewage Flooding

						10
Line	Description	Ofwat	Units	Field		
Ref.	•	Reference		Type	Report Year -1	Report Year
11011		JR 2000		1 ypc	2003-04 cg	2004-05 CG
		011 2000			2003-04 Cd	2004-03 Cd
	Annual Flooding - Overloaded Sewers					
B3.1	Number of properties flooded in the year	T3 L3	nr			181 B4
B3.2	Number of flooding incidents in the year	-	nr	<u>.</u>		110 B4
B3.3	Number of flooding incidents attributed to severe weather	-	nr	i		78 B4
B3.4	Not in use			-		
B3.5	Number of gardens flooded	-	nr	I		210 B4
B3.6	Number of highways flooded		nr	I		67 B4
	Annual Flooding - Other Causes					
B3.7	Number of properties flooded in the year		nr	I		331 B4
B3.8	Flooding incidents due to equipment failure	T3 L22	nr	I		73 B4
	Flooding incidents due to blockages	T3 L23	nr	I		274 B4
	Flooding incidents due to sewer collapses	T3 L24	nr	l		7 B4
	Number of flooding incidents in the year	-	nr	l l		354 B4
	Number of gardens flooded	-	nr	!		4434 B4
B3.13	Number of highways flooded	-	nr			2523 B4
	Clean Up Response Times					
DO 14	·		l 1011		0	E40 D4
	Total properties affected by sewer flooding		nr	C	0	512 B4 464 B4
	Total sewer flooding incidents	-	nr o/	<u> </u>	U	72.32 B4
	% sewer flooding incidents cleaned up in 0<=2 hours % sewer flooding incidents cleaned up in 2<=4 hours	-	%	<u> </u>		25.38 B4
	% sewer flooding incidents cleaned up in 4<=8 hours	-	% %			2.3 B4
	% sewer flooding incidents cleaned up in 4<=0 flours		%			0 BX
	% sewer flooding incidents cleaned up in >12 hours	<u> </u>	%	1		0 BX
B3.21	Total properties connected to sewerage system	T3 L4	000	BF	0	2372.119 B3
	Total number of sewer flooding incidents per 1000 properties	-	nr	C	#DIV/0!	0.196 B3
	···· · · · · · · · · · · · · · · · ·	ı				
	Properties on the "At Risk" Register					
	(i) At risk summary					
B3.23	2 in 10 at end of year	T3 L11 + T3 L12		1		778 B4
	1 in 10 at end of year	T3 L13 + T3 L14	nr	I		565 B4
	Total at risk	-	nr	С	0	1343 B4
B3.26	Total props. at risk but not flooded in last 10 yrs. (exc. exceptional weather)	-	nr	l		0 M
	(ii) Problem status of properties on the register					
	Solved but temporary or being tested	-	nr	l		90 B4
B3.28	To be solved	-	nr	С	0	1253 B4
	(iii) Annual changes to register				-	
	Removed by authority action	-	nr	l l		268 B2
	Removed because of better information	T3 L54	nr	<u> </u>		108 B2
	Added because of better information	T3 L52	nr	1		614 B4
ВЗ.32	Added because of increased demand	-	nr	ı		0 BX
D0.05	(iv) Problem solving costs		10000'	,	ļ	10 := 1:0
	Average cost of permanent problem solved (capex)	-	£000/prop	!		43.17 A2
	Average cost of permanent problem solved (opex)	-	£000/prop			0 A1
	Average cost of temporary problem solving measures (capex)	-	£000/prop	1		1.281 A2
B3.36	Average cost of temporary problem solving measures (opex)	-	£000/prop	1		0 A1

Prepared by: Colin O'Neill	Date: 10/06/05
Checked by: Mark Dickson	Date: 10/06/05
Authorised by: Cheryl Black	Date: 10/06/05





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As above As above

As above As above

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As above

SECTION B: OUTPUTS TO CUSTOMERS

Table B3: Sewage Flooding

Annual Flooding - Overloaded Sewers

B3.1 Number of properties flooded in the year

B3.13 Number of highways flooded

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

						10
Line	Description	Ofwat	Units	Field		
Ref.		Reference		Type		eport Year
		JR 2000				2004-05
					Comment Necessary	Comment
					Y/N	

T3 L3

nr

B3.1	Number of properties flooded in the year	13 L3	nr	ı
B3.2	Number of flooding incidents in the year	-	nr	
B3.3	Number of flooding incidents attributed to severe weather	-	nr	
B3.4	Not in use			
B3.5	Number of gardens flooded	-	nr	
B3.6	Number of highways flooded		nr	-
	Annual Flooding - Other Causes			
B3.7	Number of properties flooded in the year		nr	
B3.8	Flooding incidents due to equipment failure	T3 L22	nr	I
B3.9	Flooding incidents due to blockages	T3 L23	nr	ı
B3.10	Flooding incidents due to sewer collapses	T3 L24	nr	
B3.11	Niverse and file adjustice in side at a linear section of the sect		nr	
	Number of flooding incidents in year	-	III	ı

	AL II D. T'			
	Clean Up Response Times			
B3.14	Total properties affected by sewer flooding		nr	C
B3.15	Total sewer flooding incidents	ı	nr	O
B3.16	% sewer flooding incidents cleaned up in 0<=2 hours	ı	%	_
B3.17	% sewer flooding incidents cleaned up in 2<=4 hours	ı	%	
B3.18	% sewer flooding incidents cleaned up in 4<=8 hours	ı	%	
B3.19	% sewer flooding incidents cleaned up in 8<=12 hours	-	%	I
B3.20	% sewer flooding incidents cleaned up in >12hours	-	%	
B3.21	Total properties connected to sewerage system	T3 L4	000	BF
B3.22	Total number of sewer flooding incidents per 1000 properties	-	nr	С

B3.22	Total number of sewer flooding incidents per 1000 properties	-	nr	С				
	Properties on the "At Risk" Register							
	(i) At risk summary							
B3.23	2 in 10 at end of year	T3 L11 + T3 L12	nr					
B3.24	1 in 10 at end of year	T3 L13 + T3 L14	nr					
B3.25	Total at risk	-	nr	С				
B3.26	Total props. at risk but not flooded in last 10 yrs. (exc. exceptional weather)	-	nr	1				
	(ii) Problem status of properties on the register							
B3.27	Solved but temporary or being tested	-	nr					
B3.28	To be solved	-	nr	С				
	(iii) Annual changes to register							
B3.29	Removed by authority action	-	nr					
B3.30	Removed because of better information	T3 L54	nr					
B3.31	Added because of better information	T3 L52	nr					
B3.32	Added because of increased demand	-	nr	ı				
	(iv) Problem solving costs							
B3.33	Average cost of permanent problem solved (capex)	-	£000/prop					
B3.34	Average cost of permanent problem solved (opex)	-	£000/prop					
B3.35	Average cost of temporary problem solving measures (capex)	-	£000/prop					
B3.36	Average cost of temporary problem solving measures (opex)	-	£000/prop					

N As above D4 N As above D5 N As above D6 N As above DX N As above N N N N N N N N N N N N N N N N N N N				D3
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N N				
N N	1	N		
N	1			
	1			
	1			

General

A2

АЗ

A4 AX B2

ВЗ

B4 ВХ

C2

СЗ

C4 C5

CX M

Ν

D3

G

G N

G

G

G

G

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Due to the early part of the year depending on a I A1

Total % Billing/Charging/Metering Enquiries dealt with (sum of B3.16 to B3.20) should equal 100%

Problem ? Solution No solution required

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Prepared by: Colin O'Neill..... Date: 10/06/05 Checked by: Mark Dickson..... Date: 10/06/05 Authorised by: Cheryl Black. Date: 10/06/05

Issues with data

Edition 1



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

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1 2003-04 CG	Report Year 2004-05 cg
	Billing / Charging / Metering Enquiries					
B4.1	Total number of enquiries	-	nr	C	0	266685 A1
B4.2 B4.3	No. dealt with within 2 working days No. dealt with in more than 2 but within 5 working days		nr nr			218571 A1 6636 A1
B4.4	No. dealt with in more than 5 but within 10 working days	-	nr	i		31510 A1
B4.5	No. dealt with in more than 10 but within 15 working days	-	nr	I		2276 A1
B4.6	No. dealt with in more than 15 but within 20 working days	-	nr			1300 A1
B4.7 B4.8	No. dealt with in more than 20 working days % dealt with within 2 working days	-	nr %	C	#DIV/0!	6392 A1 81.958 A1
B4.9	% dealt with in more than 2 but within 5 working days	-	// 6	C	#DIV/0!	2.488 A1
	% dealt with in more than 5 but within 10 working days	-	%	С	#DIV/0!	11.815 A1
	% dealt with in more than 10 but within 15 working days	-	%	С	#DIV/0!	0.853 A1
	% dealt with in more than 15 but within 20 working days % dealt with in more than 20 working days	-	%	C	#DIV/0! #DIV/0!	0.487 A1 2.397 A1
D4.13	76 dealt with in more than 20 working days	-	76	C	#DIV/0!	2.397 AT
	Change of Payment Method Enquiries					
	Total number of enquiries	-	nr	С	0	7957 A1
	No. dealt with within 2 working days	-	nr			7801 A1
	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days	-	nr			52 A1 67 A1
	No. dealt with in more than 10 but within 15 working days	-	nr nr			15 A1
	No. dealt with in more than 15 but within 20 working days	-	nr	i		4 A1
B4.20	No. dealt with in more than 20 working days	-	nr	I		18 A1
B4.21	% dealt with within 2 working days	-	%	С	#DIV/0!	98.039 A1
	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0! #DIV/0!	0.654 A1 0.84202589 A1
	% dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days	-	<u>%</u> %	C	#DIV/0!	0.18851326 A1
	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!	0.0502702 A1
B4.26	% dealt with in more than 20 working days	-	%	С	#DIV/0!	0.226 A1
	Other Enquiries					
B4.27	Total number of enquiries	- 1	nr	С	0	451626 B2
						
B4.28	No. dealt with within 2 working days	-	nr			449295 B2
B4.28 B4.29	No. dealt with in more than 2 but within 5 working days	-	nr	l		798 B2
B4.28 B4.29 B4.30	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days	- - -	nr nr			798 B2 897 B2
B4.28 B4.29 B4.30 B4.31	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days	- - - -	nr nr nr			798 B2 897 B2 636 B2
B4.28 B4.29 B4.30 B4.31 B4.32	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days		nr nr			798 B2 897 B2
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days	-	nr nr nr nr nr		#DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 99.484 B2
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34 B4.35	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days	-	nr nr nr nr nr nr	С	#DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 99.484 B2 0.177 B2
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34 B4.35 B4.36	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days	- - - -	nr nr nr nr nr % %	C	#DIV/0! #DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 99.484 B2 0.177 B2 0.199 B2
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34 B4.35 B4.36 B4.37	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days	- - - -	nr nr nr nr nr % % %	C C	#DIV/0! #DIV/0! #DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 99.484 B2 0.177 B2 0.199 B2 0.141 B2
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34 B4.35 B4.36 B4.37 B4.38	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days	- - - - -	nr nr nr nr nr % %	C	#DIV/0! #DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 99.484 B2 0.177 B2 0.199 B2
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34 B4.35 B4.36 B4.37 B4.38	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days % dealt with in more than 10 but within 15 working days	- - - - - -	nr nr nr nr nr % % %	C C C	#DIV/0! #DIV/0! #DIV/0! #DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 99.484 B2 0.177 B2 0.199 B2 0.141 B2 0.000 BX
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34 B4.35 B4.36 B4.37 B4.38 B4.39	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days % dealt with in more than 15 but within 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days	- - - - - -	nr nr nr nr nr % % %	C C C C	#DIV/0! #DIV/0! #DIV/0! #DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 99.484 B2 0.177 B2 0.199 B2 0.141 B2 0.000 BX 0.000 BX
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34 B4.35 B4.36 B4.37 B4.38 B4.39	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days % dealt with in more than 15 but within 20 working days % dealt with in more than 15 but within 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days % Total number of New Customers set up for billing etc	- - - - - - - - -	nr nr nr nr nr % % % % %	C C C	#DIV/0! #DIV/0! #DIV/0! #DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 99.484 B2 0.177 B2 0.199 B2 0.141 B2 0.000 BX 0.000 BX
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34 B4.35 B4.36 B4.37 B4.38 B4.39	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days % dealt with in more than 15 but within 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days	- - - - - - - - -	nr nr nr nr nr % % % % %	C C C C	#DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 99.484 B2 0.177 B2 0.199 B2 0.141 B2 0.000 BX 0.000 BX
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34 B4.35 B4.36 B4.37 B4.38 B4.39	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days % dealt with in more than 15 but within 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days No. dealt with within 2 working days No. dealt with in more than 2 but within 5 working days	- - - - - - - - -	nr nr nr nr nr % % % % % % nr nr	C C C C	#DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 99.484 B2 0.177 B2 0.199 B2 0.141 B2 0.000 BX 0.000 BX 30959 B2 30959 B2 0 BX
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34 B4.35 B4.36 B4.37 B4.38 B4.39 B4.40 B4.41 B4.42 B4.43	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days % dealt with in more than 15 but within 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days	- - - - - - - - - - -	nr nr nr nr nr % % % % %	C C C C	#DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 0 BX 99.484 B2 0.177 B2 0.199 B2 0.141 B2 0.000 BX 0.000 BX 0.000 BX 0.000 BX 0.000 BX
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34 B4.35 B4.36 B4.37 B4.38 B4.39 B4.49 B4.41 B4.42 B4.43	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days % dealt with in more than 15 but within 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days No. dealt with within 2 working days No. dealt with in more than 5 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days	- - - - - - - - - - - -	nr nr nr nr nr % % % % % % nr nr nr nr nr	C C C C	#DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 99.484 B2 0.177 B2 0.199 B2 0.141 B2 0.000 BX 0.000 BX 0.000 BX 0.000 BX 0.000 BX 0 BX 0 BX 0 BX 0 BX 0 BX 0 BX
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34 B4.35 B4.36 B4.37 B4.38 B4.39 B4.49 B4.41 B4.42 B4.43 B4.44 B4.45 B4.45	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days % dealt with in more than 15 but within 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days No. dealt with within 2 working days No. dealt with in more than 5 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days		nr nr nr nr nr % % % % % % nr nr nr nr nr	C C C C C C C C C C C C C C C C C C C	#DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 99.484 B2 0.177 B2 0.199 B2 0.141 B2 0.000 BX 0.000 BX 0.000 BX 0 BX 0 BX 0 BX
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34 B4.35 B4.36 B4.37 B4.38 B4.39 B4.40 B4.41 B4.42 B4.43 B4.44 B4.45 B4.45	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days % dealt with in more than 15 but within 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days No. dealt with within 2 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 10 but within 20 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days No. dealt with in more than 20 working days No. dealt with within 2 working days		nr nr nr nr nr nr % % % % % % % nr nr nr nr nr nr	C C C C C C C C C C C C C C C C C C C	#DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 99.484 B2 0.177 B2 0.199 B2 0.141 B2 0.000 BX 0.000 BX 0.000 BX 0 B
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34 B4.35 B4.36 B4.37 B4.38 B4.39 B4.40 B4.41 B4.42 B4.43 B4.44 B4.45 B4.45 B4.46 B4.47	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days % dealt with in more than 15 but within 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days No. dealt with within 2 working days No. dealt with in more than 5 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 10 but within 20 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days No. dealt with in more than 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 20 working days		nr nr nr nr nr nr % % % % % % % nr	C C C C C C C C C C C C C C C C C C C	#DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 99.484 B2 0.177 B2 0.199 B2 0.141 B2 0.000 BX 0.000 BX 0.000 BX 0 B
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34 B4.35 B4.36 B4.37 B4.38 B4.39 B4.40 B4.41 B4.42 B4.43 B4.44 B4.45 B4.45 B4.46 B4.47	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days % dealt with in more than 15 but within 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days No. dealt with within 2 working days No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 10 but within 20 working days No. dealt with in more than 20 working days No. dealt with in more than 20 working days No. dealt with in more than 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days		nr nr nr nr nr % % % % % % % % nr nr nr nr nr nr nr % % % %	C C C C C C C C C C C C C C C C C C C	#DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 99.484 B2 0.177 B2 0.199 B2 0.141 B2 0.000 BX 0.000 BX 0 B
B4.28 B4.29 B4.30 B4.31 B4.32 B4.33 B4.34 B4.35 B4.36 B4.37 B4.38 B4.39 B4.49 B4.41 B4.42 B4.43 B4.44 B4.45 B4.45 B4.46 B4.47 B4.48 B4.49 B4.50 B4.51	No. dealt with in more than 2 but within 5 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days % dealt with in more than 15 but within 20 working days % dealt with in more than 20 working days % dealt with in more than 20 working days No. dealt with within 2 working days No. dealt with in more than 5 but within 5 working days No. dealt with in more than 5 but within 10 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 10 but within 15 working days No. dealt with in more than 10 but within 20 working days No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days No. dealt with in more than 20 working days No. dealt with in more than 20 working days % dealt with within 2 working days % dealt with in more than 20 working days		nr nr nr nr nr nr % % % % % % % nr	C C C C C C C C C	#DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0!	798 B2 897 B2 636 B2 0 BX 0 BX 99.484 B2 0.177 B2 0.199 B2 0.141 B2 0.000 BX 0.000 BX 0.000 BX 0 B

Date: 10/06/05

Date: 10/06/05

Date: 10/06/05

Prepared by: Colin O'Neill.....

Checked by: Mark Dickson.....

Authorised by: Cheryl Black.....

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ANNUAL RETURN INFORMATION REQUIREMENTS

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

B4.3 No. dealt with in more than 2 but within 5 working days
B4.4 No. dealt with in more than 5 but within 10 working days

B4.4 No. dealt with in more than 10 but within 15 working days
B4.6 No. dealt with in more than 15 but within 20 working days
B4.7 No. dealt with in more than 20 working days

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

						10
		Description	Ofwat	Units	Field	
	Ref.	·	Reference JR 2000		Туре	Report Year 2004-05
ļ			011 = 000			=00.00

					Comment Necessary	Comment
					Y/N	
	Billing / Charging / Metering Enquiries					
B4.1	Total number of enquiries	-	nr	С	N	
B4.2	No. dealt with within 2 working days	-	nr		N	

nr

nr

nr

nr

	no: doubt man in more than 20 working days			
B4.8	% dealt with within 2 working days	-	%	С
B4.9	% dealt with in more than 2 but within 5 working days	-	%	С
B4.10	% dealt with in more than 5 but within 10 working days	-	%	С
B4.11	% dealt with in more than 10 but within 15 working days	-	%	С
B4.12	% dealt with in more than 15 but within 20 working days	-	%	С
B4.13	% dealt with in more than 20 working days	-	%	С
Change of Payment Method Enquiries				
	Change of Payment Method Enquiries			
B4.14		-	nr	С
B4.14 B4.15	Change of Payment Method Enquiries Total number of enquiries No. dealt with within 2 working days		nr nr	C
B4.15	Total number of enquiries	-		C
B4.15	Total number of enquiries No. dealt with within 2 working days	-	nr	C
B4.15 B4.16	Total number of enquiries No. dealt with within 2 working days No. dealt with in more than 2 but within 5 working days		nr nr	C
B4.15 B4.16 B4.17 B4.18	Total number of enquiries No. dealt with within 2 working days No. dealt with in more than 2 but within 5 working days No. dealt with in more than 5 but within 10 working days	-	nr nr nr	C

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	- 1
B4.21	% dealt with within 2 working days	-	%	С
B4.22	% dealt with in more than 2 but within 5 working days	-	%	С
B4.23	% dealt with in more than 5 but within 10 working days	-	%	С
B4.24	% dealt with in more than 10 but within 15 working days	-	%	С
B4.25	% dealt with in more than 15 but within 20 working days	-	%	С
B4.26	% dealt with in more than 20 working days	-	%	С
	Other Enquiries			

	Other Enquiries			
B4.27	Total number of enquiries	-	nr	С
B4.28	No. dealt with within 2 working days	1	nr	ı
B4.29	No. dealt with in more than 2 but within 5 working days	-	nr	ı
B4.30	No. dealt with in more than 5 but within 10 working days	1	nr	- 1
B4.31	No. dealt with in more than 10 but within 15 working days	1	nr	ı
B4.32	No. dealt with in more than 15 but within 20 working days	ı	nr	ı
B4.33	No. dealt with in more than 20 working days	1	nr	- 1
B4.34	% dealt with within 2 working days	1	%	С
B4.35	% dealt with in more than 2 but within 5 working days	ı	%	С
B4.36	% dealt with in more than 5 but within 10 working days	1	%	С
B4.37	% dealt with in more than 10 but within 15 working days	1	%	С
B4.38	% dealt with in more than 15 but within 20 working days	-	%	С
B4.39	% dealt with in more than 20 working days	-	%	С

	New Customer Set up			
B4.40	Total number of New Customers set up for billing etc	-	nr	С
B4.41	No. dealt with within 2 working days	-	nr	- 1
B4.42	No. dealt with in more than 2 but within 5 working days	-	nr	- 1
B4.43	No. dealt with in more than 5 but within 10 working days	-	nr	
B4.44	No. dealt with in more than 10 but within 15 working days	-	nr	
B4.45	No. dealt with in more than 15 but within 20 working days	-	nr	- 1
B4.46	No. dealt with in more than 20 working days	-	nr	
B4.47	% dealt with within 2 working days	-	%	С
B4.48	% dealt with in more than 2 but within 5 working days	-	%	С
B4.49	% dealt with in more than 5 but within 10 working days	-	%	С
B4.50	% dealt with in more than 10 but within 15 working days	-	%	С
B4.51	% dealt with in more than 15 but within 20 working days	-	%	С
B4.52	% dealt with in more than 20 working days	-	%	С

Issues with data	Problem ?	Solution
	_	

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Total % Billing/Charging/Metering Enquiries dealt with (sum of B4.8 to B4.13) should equal 100% N

Total % Change of Payment method Enquiries dealt with (sum of B4.21 to B4.26) should equal 100% N

Total % Other Enquiries dealt with (sum of B4.34 to B4.39) should equal 100% N

Total % Other Enquiries dealt with (sum of B4.34 to B4.39) should equal 100% N

No solution required No solut

Prepared by: Colin O'Neill	Date: 10/06/05
Checked by: Mark Dickson	Date: 10/06/05
Authorised by: Cheryl Black	Date: 10/06/05

General A1 A2 A3

A4

 $\mathsf{A}\mathsf{X}$

B2

ВЗ

B4 BX

C3 C4 C5 CX

Ν

D3

D4

D5

G

G

N G

Ν

Ν

Ν

Ν

Ν



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

						10	
Line	Description	Ofwat	Units	Field			
Ref.	·	Reference		Type	Report Year -1	Report Yea	ar
1101.		JR 2000		1 ypc			
		Jh 2000			2003-04 cg	2004-05	CG
	New Written Complaints						
B5.1	Total number of new written complaints received		nr	С	0	8833	B4
	Total number of written complaint correspondence	_	nr	Ī	U	8833	B2
B5.1b	Number of items of correspondence/complaints	-	nr	C	#DIV/0!	1	B4
B5.2	No. dealt with within 2 working days	_	nr	Ī	1101470:	3224	B2
B5.3	No. dealt with in more than 2 but within 5 working days	_	nr	i		1682	B2
B5.4	No. dealt with in more than 5 but within 10 working days	-	nr	i		3889	B2
B5.5	No. dealt with in more than 10 but within 15 working days	_	nr	i		38	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!	36.499	B2
B5.9	% dealt with in more than 2 but within 5 working days	_	%	C	#DIV/0!	19.042	B2
	% dealt with in more than 5 but within 10 working days	_	%	C	#DIV/0!	44.028	B2
	% dealt with in more than 10 but within 15 working days	_	%	C	#DIV/0!	0.430	B2
	% dealt within more than 15 but within 20 working days		%	C	#DIV/0!	0.000	BX
	% dealt with in more than 20 working days		%	C	#DIV/0!	0.000	BX
D3.13	78 dealt with in more than 20 working days		/0	C	#DIV/0!	0.000	DX
	New Telephone Complaints						
B5.14	Total number of new telephone complaints	-	nr	С	0	14	B4
	Total number of telephone contacts	-	nr	Ī		14	B2
	Number of telephone contacts/complaints	-	nr	Ċ	#DIV/0!	1	B4
	No. dealt with within 2 working days	-	nr			14	B2
	No. dealt with in more than 2 but within 5 working days	-	nr	i		0	ВХ
	No. dealt with in more than 5 but within 10 working days	-	nr	i		0	BX
	No. dealt with in more than 10 but within 15 working days	-	nr			0	ВХ
	No. dealt with in more than 15 but within 20 working days	-	nr	i		0	BX
	No. dealt with in more than 20 working days	-	nr	i		0	BX
	% dealt with within 2 working days	-	%	Ċ	#DIV/0!	100.000	B2
	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!	0.000	BX
	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!	0.000	BX
	% dealt with in more than 10 but within 15 working days	_	%	C	#DIV/0!	0.000	BX
	% dealt with in more than 15 but within 20 working days	_	%	C	#DIV/0!	0.000	BX
	% dealt with in more than 20 working days	-	%	C	#DIV/0!	0.000	BX
	,						
	Complaints by Category						
	Breach of Duty	-	nr	I		0	BX
	Water Supply	-	nr	I		93828	B2
	Water Infrastructure	-	nr	I		20279	B2
	Water Pressure	-	nr			16268	B2
	Water Quality	-	nr	I		26413	B2
	Water Treatment Works	-	nr			27	B2
	Sewerage Service	-	nr	- 1		56830	B2
	Sewerage Infrastructure	-	nr			7853	B2
	Sewage Treatment Works	-	nr	- 1		705	B2
	Administration	-	nr	Ι		14191	B2
	Outwith Jurisdiction	-	nr	I		174	B2
	Billing, Charging and Metering	-	nr			2093	B2

Prepared by: Colin O'Neill	Date: 10/06/05
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SECTION B: OUTPUTS TO CUSTOMERS Table B5: Customer Care - Complaints

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

Line	Description	Ofwat	Units	Field
Ref.	•	Reference		Туре
		JR 2000		

Comment Necessary	Comment
Y/N	

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

	Telephone Complaints			
B5.14	Total number of telephone complaints	-	nr	С
B5.14a	Total number of telephone contacts		nr	
B5.14b	Number of telephone contacts/complaints		nr	С
B5.15	No. dealt with within 2 working days	-	nr	- 1
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	ı
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	-	%	С
B5.22	% dealt with in more than 2 but within 5 working days	-	%	С
B5.23	% dealt with in more than 5 but within 10 working days	-	%	С
B5.24	% dealt with in more than 10 but within 15 working days	-	%	С
B5.25	% dealt with in more than 15 but within 20 working days	-	%	С
B5.26	% dealt with in more than 20 working days	-	%	С

	Complaints by Category			
B5.27	Breach of Duty	-	nr	ı
B5.28	Water Supply	-	nr	ı
B5.29	Water Infrastructure	•	nr	ı
B5.30	Water Pressure	1	nr	1
B5.31	Water Quality	-	nr	- 1
B5.32	Water Treatment Works	•	nr	ı
B5.33	Sewerage Service	•	nr	ı
B5.34	Sewerage Infrastructure	1	nr	1
B5.35	Sewage Treatment Works	-	nr	- 1
B5.36	Administration	•	nr	ı
B5.37	Outwith Jurisdiction	-	nr	Ī
B5.38	Billing, Charging and Metering	-	nr	Ī

N	Unable to differentiate between a new complaint ¿A1	G	
N	A2	G	
N	Unable to differentiate between a new complaint & A3	G	
N	A4	N	
N	AX	G	
N	B2	G	
N	B3	G	
N	B4	N	
N	BX	G	
N	C2	Ν	
N	C3	N	
N	C4	N	
N	C5	N	
N	CX	N	
N	M	Ν	
	N.	N	
N	Unable to differentiate between a new complaint and a re	neat compl	aint
N	D3	N	
N	Unable to differentiate between a new complaint ¿D4	N	
N	D5	N	
N	D6	N	
N	DX	N	
N			
N			
N			
N			
N			
N			
N			
N			
N			
N			
N			

General

Issues with data					Problem ?
B5.38	Billing, Charging and Metering	-	nr	Ī	N
	Outwith Jurisdiction	-	nr	- 1	N
B5.36	Administration	-	nr		N
B5.35	Sewage Treatment Works	-	nr	- 1	N
B5.34	Sewerage Infrastructure	-	nr	I	N

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%

Solution Problem ?

Ν No solution required

Ν Ν

Ν

No solution required

Prepared by: Colin O'Neill..... Date: 10/06/05 Checked by: Mark Dickson..... Date: 10/06/05 Authorised by: Cheryl Black..... Date: 10/06/05

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SECTION B : OUTPUTS TO CUSTOMERS

Prepared by: Colin O'Neill.....

Checked by: Mark Dickson.....

Authorised by: Cheryl Black.....

Table B6: Customer Care - Other

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1 2003-04 cg	Report Year 2004-05 CG
	Telephone Contacts					
B6.1	Total calls received on customer contact lines	-	nr	ı		964719 A1
B6.2	Total calls on customer contact lines as a percentage of all calls received	-	%	I		24.67 A1
B6.3	Total calls answered on customer contact lines	-	nr	I		945993 A1
B6.4	Total calls answered within 15 seconds on customer contact lines	-	nr	I		839569 A1
B6.5	Total calls answered within 15-30 seconds on customer contact lines	-	nr	I		45058 A1
B6.6	Total calls answered in more than 30 seconds on customer contact lines	-	nr	I		61366 A1
B6.7	Average time taken to answer a call on customer contact lines	-	secs	I		13 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		18726 A1
			•			
	Private Septic Tank Emptying					
B6.10	Total private septic tank emptying requests	-	nr	I		8442 B2
B6.11	Total private septic tank emptyings carried out	-	nr	С	0	14811 B2
B6.12	Total private pre-planned septic tank emptyings	-	nr	I		10948 B2
B6.13	Total emergency request private septic tank emptyings	-	nr	I		349 B2
B6.14	Total private ad hoc request septic tank emptyings	-	nr	I		3514 B2
B6.15	Ad hoc private ST emptying in 0-10 working days of request	-	nr	I		1917 B2
B6.16	Ad hoc private ST emptying in 10-15 working days of request	-	nr	I		436 B2
B6.17	Ad hoc private ST emptying in 15-20 working days of request	-	nr	I		306 B2
B6.18	Ad hoc private ST emptying in 20-25 working days of request	-	nr	I		227 B2
B6.19	Ad hoc private ST emptying in 25-30 working days of request	-	nr	I		173 B2
B6.20	Ad hoc private ST emptying in 30+ working days of request	-	nr	I		455 B2
	Keeping Appointments					
	Total appointments made in writing	-	nr	ı		0 CX
	Total appointments made by telephone	-	nr	I		323 C4
	Total appointments made	-	nr	С	0	323 C4
	Total appointments kept am/pm	-	nr	I		323 C4
	Total two hour time bands offered	-	nr	I		0 CX
	Total appointments kept two hour time band	-	nr	I		0 CX
	Total appointments cancelled 48 hrs advance	-	nr	I		0 CX
	Total appointments cancelled 24- 48 hrs advance	-	nr	I		0 CX
B6.29	Total appointments cancelled 0-24 hrs advance	_	nr			0 CX

Date: 10/06/05

Date: 10/06/05

Date: 10/06/05



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

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

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Line	Description	Ofwat	Units	Field
Ref.		Reference		Туре
		JR 2000		

10	
Report Year 2004-05	

Comment Necessary	Comment
Y/N	

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

	Private Septic Tank Emptying			
B6.10	Total private septic tank emptying requests	-	nr	ı
B6.11	Total private septic tank emptyings carried out	•	nr	С
B6.12	Total private pre-planned septic tank emptyings	•	nr	
B6.13	Total emergency request private septic tank emptyings	-	nr	- 1
B6.14	Total private ad hoc request septic tank emptyings	•	nr	ı
B6.15	Ad hoc private ST emptying in 0-10 working days of request	-	nr	- 1
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	ı
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	ı
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	
B6.23	Total appointments made	•	nr	O
B6.24	Total appointments kept am/pm	-	nr	- 1
B6.25	Total two hour time bands offered	•	nr	
B6.26	Total appointments kept two hour time band	•	nr	-
B6.27	Total appointments cancelled 48 hrs advance	•	nr	
B6.28	Total appointments cancelled 24- 48 hrs advance	•	nr	
B6.29	Total appointments cancelled 0-24 hrs advance	-	nr	- 1

Prepared by: Colin O'Neill	Date: 10/06/05
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Authorised by: Cheryl Black	Date: 10/06/05

N D6
N DX
N

Appointment system only introduced at beginning of 2005
N Appointment system only introduced at beginning of 2005
N Appointment system only introduced at beginning of 2005
N Appointment system only introduced at beginning of 2005
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Appointment system only introduced at beginning of 2005

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A2 A3 A4 AX B2 B3

B4

ВХ

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C4 C5 CX M N D3 D4

D5

Edition 1

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

Line Ref.	Description	Ofwat Reference JR 2000	Units Field Type	Report Year -1 2003-04 cg	Report Year 2004-05 cg
B7.1	Planned Interruptions Number of planned interruptions expected to last more than four hours		nr I		6889 B3
B7.2 B7.3	Number of planned interruptions expected to last more than 4 hours where 48 hours notice given Number of planned interruptions expected to last more than 4 hours where restoration time given	-	nr I		6775 B3 6889 B3
B7.4 B7.5	Number of planned interruptions expected to last more than 4 hours which were restored at advertised time Number of GMS failure payments paid automatically (planned interruptions)	-	nr I nr I		6763 B3 0 AX
B7.6 B7.7 B7.8	Number of GMS failure payments claimed (planned interruptions) Total number of GMS failure payments made (planned interruptions) Total amount paid out for GMS failure (planned interruptions)	-	nr I nr C	0	26 A1 26 A1 730 A1
B7.9	Unplanned Interruptions Number of unplanned interruptions		nr I		3628 B3
B7.10 B7.11	Number of unplanned interruptions (strategic main) Number of unplanned interruptions (not strategic main)	-	nr I nr I		70 B3 3558 B3
B7.12 B7.13		-	nr I nr I		3389 B3 69 B3
B7.15	Number of GMS failure payments paid automatically (unplanned interruptions) Number of GMS failure payments made from claims (unplanned interruptions)	-	nr I		0 AX 94 A1
	Total number of GMS failure payments made (unplanned interruptions) Total amount paid out for failure (unplanned interruptions)	-	nr I £ I		94 A1 4135.92 A1
	Sewer Flooding Number of incidents of flooding from sewers Number of payments to domestic properties for flooding from sewers	-	nr BF	0 0	464 B4 307 A1
B7.20	Total amount paid to domestic properties for flooding from sewers Number of payments to non-domestic properties for flooding from sewers	-	£ I		63365.94 A1 91 A1
	Total amount paid to non-domestic properties for flooding from sewers	-	£ I		58920.15 A1
B7.23	Request to change method of payment enquires Number not dealt with within GMS period		nr I		104 A1
B7.24	Number of payments for failure to respond (automatic) Number of payments made from claims for failure to respond		nr I		0 AX 0 AX
B7.26	Total number of payments for failure to respond Total amount paid for GMS failure	-	nr C	0	0 AX 0 AX
	Other Billing/ Charging / Metering enquires				
	Number not dealt with within GMS period Number of payments for failure to respond (automatic)		nr I nr I		9968 A1 0 AX
	Number of payments made from claims for failure to respond	-	nr I nr C	0	135 A1 135 A1
B7.32	Total amount paid for GMS failure	-	£ I		2700 A1
B7.33	Written Complaints Number not dealt with within GMS period		nr I		38 B2
B7.34 B7.35	Number of payments for failure to respond (automatic) Number of payments made from claims for failure to respond	-	nr I nr I		0 AX 38 A1
B7.36 B7.37	Total number of payments for failure to respond Total amount paid for GMS failure	-	nr C £ I	0	38 A1 760 A1
D7 00	Telephone Complaints where a written response is requested.		I au I I		Ol AV
B7.39 B7.40	Number not dealt with within GMS period Number of payments for failure to respond (automatic) Number of payments made from plains for failure to record		nr I nr I nr I		0 AX 0 AX 0 AX
B7.41 B7.42	Number of payments made from claims for failure to respond Total number of payments for failure to respond Total amount paid for GMS failure		nr C	0	0 AX 0 AX
57.12	Keeping Appointments				0 700
	Number of appointments % of appointments made which are kept	-	nr BF	0 0	323 C4 100 C4
B7.45	Number of two hour time banded appointments made % of two hour time banded appointments made which are kept	-	nr I		0 CX
B7.47 B7.48	Number of GMS failure payments paid automatically (keeping appointments) Number of payments made from claims for failure (keeping appointments)	-	nr I nr I		0 CX
	Total number of GMS failure payments made (keeping appointments) Totalamount paid out for GMS failure (keeping appointments)	-	nr C	0	0 CX 0 CX
53.54	Ex Gratia Payments Made			l	10.01
	Total number of ex-gratia payments made Total amount paid out in ex-gratia payments	-	nr I £ I		1218 A1 246256.5 A1
	Water Ingress to Gas Mains			-	
B7.53	A) Failure to return call within 2 hours Number not dealt with within GMS period	-	nr I		0 BX 0 AX
B7.55	Number of payments for failure to respond (automatic) Number of payments made from claims for failure to respond Total number of payments for failure to respond		nr I nr I nr C	0	0 AX 0 AX 0 AX
	Total amount paid for GMS failure	-	£ I		0 AX
	Meter Applications A) Failure to provide estimate of work within 10 working days of survey				
B7.59		-	nr I nr I		57 B2 0 AX
B7.61	Number of payments made from claims for failure to respond Total number of payments for failure to respond	-	nr I nr C	0	0 AX 0 AX
B7.62	Total amount paid for GMS failure Pressure	-	£ I		0 AX
B7 63	A) Failure to inform customer of results of investigation within 5 working days Number not dealt with within GMS period	_	nr I		OL AY
B7.64	Number not dealt with within GMs period Number of payments for failure to respond (automatic) Number of payments made from claims for failure to respond	-	nr I nr I nr I		0 AX 0 AX 0 AX
B7.66	Total number of payments for failure to respond Total number of payments for failure to respond Total amount paid for GMS failure	-	nr C	0	0 AX 0 AX
	B) Instance of low pressure Number of instances within GMS definition		nr I		0 AX
B7.69	Number of payments for failure to provide guaranteed pressure (automatic) Number of payments made from claims for failure to provide guaranteed pressure	-	nr I		0 AX 0 AX
	Total number of payments for failure to provide guaranteed pressure Total amount paid for GMS failure	-	nr C £ I	0	0 AX 0 AX
	Major Incidents A) Failure to provide information				
B7.73 B7.74	Number not dealt with within GMS period Number of payments for failure to respond (automatic)	-	nr I nr I		0 AX 0 AX
B7.75 B7.76	Number of payments made from claims for failure to respond Total number of payments for failure to respond		nr I nr C	0	0 AX 0 AX
	Total amount paid for GMS failure B) Failure to provide alternative supplies	-	ĝ l		0 AX
	Number not dealt with within GMS period Number of payments for failure to respond (automatic)	-	nr I nr I		0 AX 0 AX
B7.80 B7.81	Number of payments made from claims for failure to respond Total number of payments for failure to respond	-	nr I nr C	0	0 AX 0 AX
	Total amount paid for GMS failure		£ I		0 AX
	GMS Payment A) Failure to make payment within 10 working days				
B7.84	Number not dealt with within GMS period Number of payments for failure to respond (automatic)	-	nr I nr I		0 AX 0 AX
B7.85	Number of payments made from claims for failure to respond Total number of payments for failure to respond	-	nr I nr C	0	0 AX 0 AX
	Total amount paid for GMS failure		£ I		0 AX

Prepared by: Colin O'Neill	Date: 10/06/05
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Authorised by: Cheryl Black	Date: 10/06/05

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

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

Table B7: Customer Care - GMS Performance	To be aligned	with the	final line	es and definitions followi	ng WIC/28 consultation	
Line Ref.	Ofwat Reference JR 2000	Units	Field Type	F	10 Report Year 2004-05	
				Comment Necessary Y/N	Comment	
Planned Interruptions 87.1 Number of planned interruptions expected to last more than four hours 87.2 Number of planned interruptions expected to last more than 4 hours where 48 hours notice given	-	nr nr	I I	N N		General A1 G A2 G
B7.3 Number of planned interruptions expected to last more than 4 hours where restoration time given Number of planned interruptions expected to last more than 4 hours which were restored at advertised to 87.5 Number of GMS failiure payments paid automatically (planned interruptions) Number of GMS failiure payments claimed (planned interruptions)	- tin - -	nr nr nr	 	N N N		A3 G A4 N AX G B2 G
Total number of GMS failure payments made (planned interruptions) Total amount paid out for GMS failure (planned interruptions) Unplanned Interruptions	-	nr £	C	N N		B3 G B4 N BX G C2 N
B7.9 Number of unplanned interruptions B7.10 Number of unplanned interruptions (strategic main) B7.11 Number of unplanned interruptions (not strategic main) B7.12 Number of unplanned interruptions (not strategic main)	-	nr nr nr	 	N N N		C3 N C4 N C5 N CX N
B7.13 Number of unplanned interruptions (strategic main) restored within 48 hours B7.14 Number of GMS failure payments paid automatically (unplanned interruptions) B7.15 Number of GMS failure payments claimed (unplanned interruptions) B7.16 Total number of GMS failure payments made (unplanned interruptions)	-	nr nr nr	 	N N N		M N N N D3 N D4 N
B7.17 Total amount paid out for failure (unplanned interruptions) Sewer Flooding B7.18 Number of incidents of flooding from sewers	- 	£	BF	N	Due to the early part of the year depe	D5 N D6 N DX N ending on a legacy process the as
B7.19 Number of payments to domestic properties for flooding from sewers B7.20 Total amount paid to domestic properties for flooding from sewers B7.21 Number of payments to non-domestic propeties for flooding from sewers B7.22 Total amount paid to non-domestic properties for flooding from sewers B7.22 Total amount paid to non-domestic properties for flooding from sewers		nr £ nr	1	 N N N	Due to the sain, part of the your cope	moning on a regulary processes and ac
Request to change method of payment enquires 87.23 Number not dealt with within GMS period 87.24 Number of payments for failure to respond (automatic)		nr	-	N N		
B7.25 Number of payments for failure to respond B7.26 Number of claims for failure to respond B7.27 Total number of payments for failure to respond B7.27 Total amount paid for GMS failure	-	nr nr £	C	N N N		
Other Billing/ Charging / Metering enquires B7.28 Number not dealt with within GMS period B7.29 Number of payments for failure to respond (automatic)	-	nr nr	I I	N N		
B7.30 Number of claims for failure to respond B7.31 Total number of payments for failure to respond B7.32 Total amount paid for GMS failure	-	nr nr £	C	N N		
Written Complaints B7.33 Number not dealt with within GMS period B7.34 Number of payments for failure to respond (automatic) B7.35 Number of claims for failure to respond	-	nr nr nr	1	N N N		
B7.36 Total number of payments for failure to respond B7.37 Total amount paid for GMS failure	-	nr £	C	N N		
Telephone Complaints where a written response is requested. B7.38 Number not dealt with within GMS period B7.39 Number of payments for failure to respond (automatic) B7.40 Number of claims for failure to respond		nr nr nr	1	N N N		
B7.41 Total number of payments for failure to respond B7.42 Total amount paid for GMS failure Keeping Appointments	-	nr £	C	N N		
B7.43 Number of appointments B7.44 % of appointments made which are kept B7.45 Number of two hour time banded appointments made B7.46 % of two hour time banded appointments made which are kept	-	nr % nr %	BF I I	N N N	Appointment system only introduced Appointment system only introduced Appointment system only introduced Appointment system only introduced	at beginning of 2005 at beginning of 2005
B7.47 Number of GMS failure payments paid automatically (keeping appointments) B7.48 Number of GMS failure payments claimed (keeping appointments) B7.49 Total number of GMS failure payments made (keeping appointments) B7.50 Totalamount paid out for GMS failure (keeping appointments)		nr nr nr	I C I	N N N N	Appointment system only introduced Appointment system only introduced Appointment system only introduced Appointment system only introduced	at beginning of 2005 at beginning of 2005
Ex Gratia Payments Made 87.51 Total number of ex-gratia payments made 87.52 Total amount paid out in ex-gratia payments		nr £	-	N N		
Water Ingress to Gas Mains A) Failure to return call within 2 hours						
B7.53 Number not dealt with within GMS period B7.54 Number of payments for failure to respond (automatic) B7.55 Number of payments made from claims for failure to respond B7.56 Total number of payments for failure to respond		nr nr nr	I I C	N N N		
B7.57 Total amount paid for GMS failure Meter Applications A) Failure to provide estimate of work within 10 working days of survey	-	£	-	N		
B7.58 Number not dealt with within GMS period B7.59 Number of payments for failure to respond (automatic) B7.60 Number of payments made from claims for failure to respond B7.61 Total number of payments for failure to respond	-	nr nr nr	 	N N N		
B7.62 Total amount paid for GMS failure Pressure	-	£	Ī	N		
A) Failure to inform customer of results of investigation within 5 working days B7.63 Number not dealt with within GMS period B7.64 Number of payments for failure to respond (automatic) B7.65 Number of payments made from claims for failure to respond		nr nr nr	 	N N N		
B7.66 Total number of payments for failure to respond Total amount paid for GMS failure B) Instance of low pressure B7.68 Number not dealt with within GMS period	-	nr £	C	N N		
Number of payments for failure to provide guaranteed pressure (automatic) Number of payments made from claims for failure to provide guaranteed pressure Number of payments made from claims for failure to provide guaranteed pressure Total number of payments for failure to provide guaranteed pressure Total amount paid for GMS failure	-	nr nr nr	I C	N N N		
Major Incidents A) Failure to provide information						
B.7.73 Number not dealt with within GMS period B7.74 Number of payments for failure to respond (automatic) B7.75 Number of payments made from claims for failure to respond B7.76 Total number of payments for failure to respond	-	nr nr nr	I I C	N N N		
Total amount paid for GMS failure B) Failure to provide alternative supplies B7.78 Number not dealt with within GMS period Wumber of payments for failure to respond (automatic)		£ nr nr	 	N N N		
B7.80 Number of payments made from claims for failure to respond B7.81 Total number of payments for failure to respond B7.82 Total amount paid for GMS failure	-	nr nr £	C	N N N		
GMS Payment A) Failure to make payment within 10 working days B7.83 Number not dealt with within GMS period B7.94 Number of payments for failure to prompt (number)	-	nr	<u> </u>	N		
B7.84 Number of payments for failure to respond (automatic) B7.85 Number of payments made from claims for failure to respond B7.86 Total number of payments for failure to respond B7.87 Total amount paid for GMS failure		nr nr nr	I C I	N N N		
Proposed by: Will Mair	Detail 44/1011	-				
Prepared by: Will Mair	Date: 11/10/05	5				
Authorised by: Cheryl Black	Date: 11/10/05)				

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