SCOTTISH WATER





SECTION B : OUTPUTS TO CUSTOMERS

Table B1: Water Availability

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1 2004-05 cg		Report Year 2005-06 cg
	Resource Areas						
B1.1	Number of water resource areas	-	nr	С	0		240 B2
B1.2	Number where headroom ≤2%	-	nr	ı			109 B2
B1.3	Number where headroom > 2 ≤ 5%	-	nr	ı			2 B2
B1.4	Number where headroom > 5%	-	nr	ı			129 B2
	Headroom					_	
B1.5	Total population	T7, L25	000	BF	0 0		4944.223 B2
B1.6	Population in areas where headroom ≤2%	-	000	I			1932.08 B2
B1.7	Population in areas where headroom > 2 ≤ 5%	-	000	ı			92.41 B2
B1.8	Population in areas where headroom > 5%	-	000	l			2919.73 B2
	Restrictions on water use					_	
B1.9	% population affected by hosepipe restrictions	T1, L51	%				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:	16/6/06	
Checked by: Bill Nicholls	Date:	16/6/06	
Authorised by: Geoff Aitkenhead	Date:	16/6/06	

SCOTTISH WATER

ANNUAL RETURN INFORMATION REQUIREMENTS



SECTION B : OUTPUTS TO CUSTOMERS

Table B1: Water Availability

Line Beautotics	
Line Ref. Description Ofwat Units Field Reference JR 2000 Type 2005-06	ar

					Comment Necessary	Comment
					Y/N	
	Resource Areas					
B1.1	Number of water resource areas	-	nr	С	N	
B1.2	Number where headroom £2%	-	nr	I	N	
	Number where headroom > 2 £ 5%	-	nr	- 1	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	1	N	
B1.7	Population in areas where headroom > 2 £ 5%	-	000	1	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	
	% population affected by drought orders	T1, L54	%	1	N	
B1.11	% population affected by sprinkler/unattended hosepipe restrictions	T1, L55	%	I	N	

Prepared by: Michael Breingan	Date: 16/6/06	
Checked by: Bill Nicholls	Date: 16/6/06	
Authorised by: Geoff Aitkenhead	Date: 16/6/06	

Edition

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

Date: April 2006 Table 1 of 7





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

Line Ref.	Description	Ofwat Reference	Units	Field Type	Report Year -1	Report Year
Tici.		JR 2000		Турс	2004-05 cg	2005-06 cg
B2.1	Properties receiving pressure/flow below reference levels appropriate properties at year and	T2, L1	000	BF	0 0	2462.437 A2
	Total connected properties at year end Properties below reference level at start of year	T2, L1	nr	ВГ	0 0	2462.437 A2 11839 C4
	Additions due to better information	T2, L3	nr	i		3253 C4
	Additions due to asset deterioration	T2, L4	nr	I		0 M
	Additions due to operational changes	T2, L5	nr			0 M 553 C3
	Removed due to better information Removed due to asset improvements	T2, L6 T2, L7	nr nr			553 C3 1097 B2
	Removed due to asset improvements	T2, L8	nr	<u>'</u>		447 B2
B2.9	Properties below reference level at end of year	T2, L9	nr	С	0	12995 C4
B2.10	Properties receiving low pressure but excluded from line B2.9	T2, L10	nr	I		0 M
	Properties affected by planned interruptions					
	Total planned interruptions	-	nr	l		5347 C5
	Interruptions where 48 hour notice given	-	nr			5123 C5
	Properties affected (include each incident) Properties given notice of interruption	-	nr			216927 C5 216612 C5
	Planned interruptions per 1000 properties	-	nr nr	C	#DIV/0!	2.17142611 C5
	Planned interruptions per 100 km water main	-	nr	Ī	1121170.	11.4 C5
	Properties affected by unplanned interruptions					
B2.17	Unplanned interruptions	-	nr			3087 C5
	Unplanned but caused by third party	-	nr	i		27 C5
	Unplanned overruns and unwarned	-	nr	I		99 C5
	Total unplanned interruptions	-	nr	С	0	3213 C5
	Properties affected by unplanned interruptions	-	nr	1		114165 C5
	Propreties affected by unplanned interruptions caused by third party	-	nr			3157 C5 4269 C5
	Properties affected by unplanned overruns and unwarned Total properties affected (include each incident)	-	nr nr	C	0	121591 C5
	Unplanned interruptions per 1000 properties	_	nr	C	#DIV/0!	1.30480496 C5
	Unplanned interruptions per 100 km water main	-	nr	I		6.8 C5
	Planned Interruptions - Restoration Time					
B2.27	Properties where restoration time stated	-	l nr			214074 C5
	% Affected where restoration time stated	-	%	С	#DIV/0!	98.684811 C5
	Properties restored over 1 hour before time	-	nr	I		93540 C5
	% Restored over 1 hour before time	-	%	С	#DIV/0!	43.120 C5
	Properties restored within 1 hour before time % Restored within 1 hour before time	-	nr %	C	#DIV/0!	40030 C5 18.453 C5
	Properties restored at time stated	<u>-</u>	nr	Ĭ	#DIV/0!	77071 C5
	% Restored at time stated	-	%	C	#DIV/0!	35.529 C5
	Properties restored within 1 hour after time	-	nr	I		858 C5
	% Restored within 1 hour after time	-	%	С	#DIV/0!	0.396 C5
	Properties restored within 1-4 hours after time % Restored within 1-4 hours after time	-	nr %	C	#DIV/0!	2008 C5 0.926 C5
	Properties restored in over 4 hours after time	-	nr	Ī	#DIV/0!	567 C5
	% Restored in over 4 hours after time	-	%	Ċ	#DIV/0!	0.261 C5
	Unplanted Interruptions - Posteration Time					
B2 41	Unplanned Interruptions - Restoration Time Total number of unplanned mains interruptions	-	nr			3213 C5
	Total number of properties affected by unplanned mains interruptions	_	nr	<u> </u>		121591 C5
	Total number of properties restored > 6 hours		nr	1		33509 C5
B2.43	Total number of properties restored > 12 hours	-	nr			7259 C5
	Total number of properties restored > 24 hours	-	nr			1242 C5
	Not in use Not in use					
	Total number of properties restored > 48 hours	-	nr			1 C5
	- California - Cal					
Prepared	d by: Michael Breingan	Date: 16/6/06		············		
Checked	by: Bill Nicholls	Date: 16/6/06		I		
1		Date: 16/6/06				

Date: April 2006 Revision: 9.0



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

B2.16 Planned interruptions per 100 km water main

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

					10
Line	Description	Ofwat	Units	Field	
Ref.		Reference		Type	Report Year
		JR 2000			2005-06

				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	
B2.2	Properties below reference level at start of year	T2, L2	nr	ı	N	Figure reported in last y
B2.3	Additions due to better information	T2, L3	nr	ı	N	The additional propertie
B2.4	Additions due to asset deterioration	T2, L4	nr	ı	N	Following investigation
B2.5	Additions due to operational changes	T2, L5	nr	I	N	Following investigation
B2.6	Removed due to better information	T2, L6	nr	I	N	Properties removed bas
B2.7	Removed due to asset improvements	T2, L7	nr	I	N	
B2.8	Removed due to operational improvements	T2, L8	nr	I	N	
B2.9	Properties below reference level at end of year	T2, L9	nr	С	N	Calculation from low co
B2.10	Properties receiving low pressure but excluded from line B2.9	T2, L10	nr	- 1	N	No feedback loop/proce
	Properties affected by planned interruptions					
B2.11	Total planned interruptions	-	nr	ı	N	Issues around reporting
B2.12	Interruptions where 48 hour notice given	-	nr	I	N	Issues around reporting
B2.13	Properties affected (include each incident)	-	nr	I	N	Issues around reporting
B2.14	Properties given notice of interruption	-	nr	I	N	Issues around reporting
	Planned interruptions per 1000 properties	-	nr	С	N	Issues around reporting
DO 40	Diament intermediate and 400 less contained in				N.I.	The action of the control of the con

	Properties affected by unplanned interruptions					
B2.17	Unplanned/ unwarned interuptions	•	nr	1		
B2.18	Unplanned but caused by third party	ı	nr	ı		
B2.19	Unplanned overruns and unwarned	1	nr	I		
B2.20	Total unplanned interruptions	1	nr	С		
B2.21	Properties affected by unplanned/ unwarned interruptions	ı	nr			
B2.22	Propreties affected by unplanned interruptions caused by third party	1	nr	I		
B2.23	Properties affected by unplanned overruns and unwarned	-	nr	I		
B2.24	Total properties affected (include each incident)	-	nr	С		
B2.25	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	ı
B2.28	% Affected where restoration time stated	-	%	С
B2.29	Properties restored over 1 hour before time		nr	
B2.30	% Restored over 1 hour before time	-	%	С
B2.31	Properties restored within 1 hour before time	-	nr	ı
B2.32	% Restored within 1 hour before time		%	C
B2.33	Properties restored at time stated	-	nr	ı
B2.34	% Restored at time stated	-	%	С
B2.35	Properties restored within 1 hour after time		nr	
B2.36	% Restored within 1 hour after time	-	%	C
B2.37	Properties restored within 1-4 hours after time		nr	
B2.38	% Restored within 1-4 hours after time	-	%	C
B2.39	Properties restored in over 4 hours after time	-	nr	I
B2.40	% Restored in over 4 hours after time	-	%	С

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

Prepared by: Michael Breingan	Date:	16/6/06	
Checked by: Bill Nicholls	Date:	16/6/06	
Authorised by: Geoff Aitkenhead	Date:	16/6/06	

Edition 2

General G years WIC return - calculated from lo A2 G ties added based on figures generated A3 G n of low pressure complaints, no feedb A4 Ν n of low pressure complaints, no feedb AX G ased on figures generated from review B2 G ВЗ G confidence grade data вх G cedure presently exists to document ex C2 Ν Ν Ν C4 ng as covered in the main commentary C5 Ν ng as covered in the main commentary CX Ν ng as covered in the main commentary M Ν Issues around reporting as covered in the main commentary N Ν N Issues around reporting as covered in the main commentary D3 Ν Ν Ν Issues around reporting as covered in the main commentary D4 D5 Ν Ν D6 Issues around reporting as covered in the main commentary DX Ν Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Issues around reporting as covered in the main commentary Ν Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Ν Issues around reporting as covered in the main commentary Issues around reporting as covered in the main commentary Issues around reporting as covered in the main commentary Ν Ν Issues around reporting as covered in the main commentary Issues around reporting as covered in the main commentary

Date: April 2006



SECTION B : OUTPUTS TO CUSTOMERS
Table B3: Sewage Flooding

						10
Line	Description	Ofwat	Units	Field		
Ref.	·	Reference		Type	Report Year -1	Report Year
		JR 2000		. , , ,	2004-05 CG	2005-06 cg
		011 2000			2004-03 CG	2003-00 CG
	Approal Flooding Overloaded Covers					
D0 4	Annual Flooding - Overloaded Sewers	T	ı			0.410.4
	Number of properties flooded in the year	T3 L3	nr	!		64 B4
	Number of flooding incidents in the year Number of flooding incidents attributed to severe weather	-	nr	<u> </u>		46 B4 1 B4
	v	-	nr	<u> </u>		1 B4
	Not in use Number of gardens flooded		pr	1		67 C5
	Number of highways flooded	-	nr nr	<u> </u>		64 C5
D3.0	Inditibel of highways hooded		111	ı		04 03
	Annual Flooding - Other Causes					
D2 7		1	pr			688 C5
	Number of properties flooded in the year Flooding incidents due to equipment failure	T3 L22	nr nr	<u>!</u>		13 C5
	Flooding incidents due to equipment failure Flooding incidents due to blockages	T3 L23		<u>!</u>		581 C5
	Flooding incidents due to blockages Flooding incidents due to sewer collapses	T3 L23	nr	1		23 C5
	Number of flooding incidents in the year	13 L24	nr	<u> </u>		617 C5
	Number of flooding incidents in the year Number of gardens flooded	-	nr	<u> </u>		4272 C5
	Number of highways flooded	-	nr	<u>!</u>		2964 C5
53.13	Number of highways hooded	-	nr	ı		2904 03
	Clean Un Deanance Times					
D0 44	Clean Up Response Times	1	1	0	0	750 05
	Total properties affected by sewer flooding		nr	C	0	752 C5
	Total sewer flooding incidents	-	nr	C	0	663 C5
	% sewer flooding incidents cleaned up in 0<=2 hours	-	%	<u>!</u>		81.6 B4
	% sewer flooding incidents cleaned up in 2<=4 hours	-	%	!		14.3 B4
	% sewer flooding incidents cleaned up in 4<=8 hours	-	%	!		3.1 B4
	% sewer flooding incidents cleaned up in 8<=12 hours	-	%	<u> </u>		0.7 B4
	% sewer flooding incidents cleaned up in >12hours	- T0 l 4	%	I DE		0.3 B4
	Total properties connected to sewerage system	T3 L4	000	BF C	0 #DIV/0!	2358.699 B3 0.281 C5
B3.22	Total number of sewer flooding incidents per 1000 properties	-	nr	U	#DIV/U!	0.281 C5
	Dropoutice on the WAt Diely Degister					
	Properties on the "At Risk" Register					
	(i) At risk summary	T-0144 T-0140				050 04
	2 in 10 at end of year	T3 L11 + T3 L12	nr	<u> </u>		653 B4
	1 in 10 at end of year	T3 L13 + T3 L14		C		577 B4 1230 B4
	Total at risk	-	nr	<u> </u>	0	1230 B4 0 M
B3.26	Total props. at risk but not flooded in last 10 yrs. (exc. exceptional weather) (ii) Problem status of properties on the register	-	nr	I		U IVI
D0 07	, , , , , , , , , , , , , , , , , , , ,	1	I			110 11
	Solved but temporary or being tested To be solved	-	nr	C	0	119 A1 1111 B4
D3.20	(iii) Annual changes to register	_	nr	U	U	1111 D4
D2 20	Removed by authority action	1	l pr			244 B2
	Removed by authority action Removed because of better information	T3 L54	nr	<u> </u>		82 B2
	Added because of better information	T3 L54	nr	<u> </u>		
	Added because of increased demand	13 L32	nr	1		213 B4 0 BX
اك.ند		-	nr	I		UDA
D0.00	(iv) Problem solving costs		C000/222			64.49 A2
	Average cost of permanent problem solved (capex)	-	£000/prop	1		
	Average cost of permanent problem solved (opex)	-	£000/prop	<u>l</u>		0.016 C4
	Average cost of temporary problem solving measures (capex) Average cost of temporary problem solving measures (opex)	-	£000/prop	1		4.76 A2 0 M
D3.30	Average cost or temporary problem solving measures (opex)		£000/prop	1		U IVI

Prepared by: Michael Breingan	Date: 16/6/06
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SECTION B: OUTPUTS TO CUSTOMERS

Annual Flooding - Overloaded Sewers

Table B3: Sewage Flooding

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

					10
Line	Description	Ofwat	Units	Field	
Ref.		Reference		Type	Report Year
		JR 2000			2005-06

Comment Necessary	Comment
Y/N	

B3.1	Number of properties flooded in the year	T3 L3	nr	I
B3.2	Number of flooding incidents in the year	-	nr	-
B3.3	Number of flooding incidents attributed to severe weather	-	nr	- 1
B3.4	Not in use			
B3.5	Number of gardens flooded	-	nr	I
B3.6	Number of highways flooded		nr	1
	Annual Flooding - Other Causes			
D2 7	Number of properties flooded in the year		nr	ı

	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	Number of flooding incidents in year	ī	nr	
B3.12	Number of gardens flooded	-	nr	ı
B3.13	Number of highways flooded	-	nr	

	Clean Up Response Times			
B3.14	Total properties affected by sewer flooding		nr	С
B3.15	Total sewer flooding incidents	-	nr	С
B3.16	% sewer flooding incidents cleaned up in 0<=2 hours	-	%	ı
B3.17	% sewer flooding incidents cleaned up in 2<=4 hours		%	
B3.18	% sewer flooding incidents cleaned up in 4<=8 hours		%	
B3.19	% sewer flooding incidents cleaned up in 8<=12 hours		%	
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

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

		General
N	Issues around reporting as covered in the main commentary	A1
N	Issues around reporting as covered in the main commentary	A2
N	Issues around reporting as covered in the main commentary	A3
	,	A4
N	Issues around reporting as covered in the main commentary	AX
N	Issues around reporting as covered in the main commentary	B2
		B3
		B4
N	Issues around reporting as covered in the main commentary	BX
N	Issues around reporting as covered in the main commentary	C2
N	Issues around reporting as covered in the main commentary	C3
N	Issues around reporting as covered in the main commentary	C4
N	Issues around reporting as covered in the main commentary	C5
N	Issues around reporting as covered in the main commentary	CX
N	Issues around reporting as covered in the main commentary	M
		N
		D3
N	Issues around reporting as covered in the main commentary	D4
N	Issues around reporting as covered in the main commentary	D5
N	Issues around reporting as covered in the main commentary	D6
N	Issues around reporting as covered in the main commentary	DX
N	Issues around reporting as covered in the main commentary	
N	Issues around reporting as covered in the main commentary	
N	Issues around reporting as covered in the main commentary	
N		
N	Issues around reporting as covered in the main commentary	
N	Records remain from legacy databases	
N	Records remain from legacy databases	
N	Records remain from legacy databases	
N	10 years of historical data is not available	
.,	To yours of motorious data to not available	
N		
N	Dependance on legacy records	
N		
N		
N	Issues around reporting as covered in the main commentary	
N		
N		
N	Costs are estimates at design stage	
N	Socio al o committo di designi stage	
N	Costs are likely to be minimal	
	-	

No solution required

G G G G G G

G N

Issues with data Problem ? Solution

Ν

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

Edition 1





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

						10
Line	Description	Ofwat	Units	Field		
Ref.		Reference		Type	Report Year -1	Report Year
		JR 2000			2004-05 cg	2005-06 cg
	Billing / Charging / Metering Enquiries					
B4.1	Total number of enquiries	-	nr	С	0	205480 A1
B4.2	No. dealt with within 2 working days	-	nr	I		181142 A1
	No. dealt with in more than 2 but within 5 working days	-	nr	I.		10102 A1
	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			10981 A1 880 A1
	No. dealt with in more than 15 but within 20 working days	-	nr nr			493 A1
B4.7	No. dealt with in more than 20 working days	-	nr	I		1882.000 A1
	% dealt with within 2 working days	-	%	С	#DIV/0!	88.156 A1
	% dealt with in more than 2 but within 5 working days % dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0! #DIV/0!	4.916 A1 5.344 A1
	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!	0.428 A1
	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!	0.240 A1
B4.13	% dealt with in more than 20 working days	-	%	С	#DIV/0!	0.916 A1
	Change of Payment Method Enquiries					
B4 14	Total number of enquiries		nr	С	0	9820 A1
	No. dealt with within 2 working days	-	nr	 		9631 A1
B4.16	No. dealt with in more than 2 but within 5 working days	-	nr	I		71 A1
	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			81 A1 7 A1
	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	+ +		7 A1 2 A1
	No. dealt with in more than 20 working days	-	nr	i		28 A1
B4.21	% dealt with within 2 working days	-	%	С	#DIV/0!	98.075 A1
	% dealt with in more than 2 but within 5 working days	-	%	С	#DIV/0!	0.723 A1
	% dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0! #DIV/0!	0.82484725 A1 0.0712831 A1
	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!	0.0203666 A1
	% dealt with in more than 20 working days	-	%	С	#DIV/0!	0.285 A1
D4 07	Other Enquiries				0	440040 D0
	Total number of enquiries No. dealt with within 2 working days	-	nr nr	C	0	419843 B2 419084 B2
	No. dealt with in more than 2 but within 5 working days	-	nr	i i		194 B2
B4.30	No. dealt with in more than 5 but within 10 working days	-	nr	I		293 B2
	No. dealt with in more than 10 but within 15 working days	-	nr			272 B2
	No. dealt with in more than 15 but within 20 working days No. dealt with in more than 20 working days	-	nr nr	+ +		0 BX 0 BX
	% dealt with within 2 working days	-	%	C	#DIV/0!	99.819 B2
	% dealt with in more than 2 but within 5 working days	-	%	С	#DIV/0!	0.046 B2
	% dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0! #DIV/0!	0.070 B2 0.065 B2
	% 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
					-	-
	New Customer Set up					
	Total number of New Customers set up for billing etc	-	nr	С	0	23827 B2
	No. dealt with within 2 working days No. dealt with in more than 2 but within 5 working days	-	nr nr			23827 B2 0 BX
	No. dealt with in more than 5 but within 10 working days	-	nr			0 BX
B4.44	No. dealt with in more than 10 but within 15 working days	-	nr	I		0 BX
	No. dealt with in more than 15 but within 20 working days	-	nr	!		0 BX
	No. dealt with in more than 20 working days % dealt with within 2 working days	-	nr %	C	#DIV/0!	0 BX 100.000 B2
	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!	0.000 BX
B4.49	% dealt with in more than 5 but within 10 working days	-	%	С	#DIV/0!	0.000 BX
	% dealt with in more than 10 but within 15 working days	-	%	С	#DIV/0!	0.000 BX
	% dealt with in more than 15 but within 20 working days % dealt with in more than 20 working days	-	%	C	#DIV/0! #DIV/0!	0.000 BX 0.000 BX
D 7.02	To doubt mar in more than 20 working days	ı	/0		1101010	0.000 BX
						
Drone :-	d by: Calip O'Naill	Data: 10/0/00		I		
rrepare	d by: Colin O'Neill	Date: 16/6/06				
Checker	d by: Mark Dickson	Date: 16/6/06				
Authoris	ed by: Cheryl Black	Date: 16/6/06				
,	od 5j. Onorji Didoktimimimimimimimimimimimimimimimimimimim	Date. 10/0/00		· · · · · · · · · · · · · · · · · · ·		



Comment

General

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A2 A3 A4 AX

B2

B3 B4 BX

C3 C4 C5 CX

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D3

D4

D5

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

B4.10 % dealt with in more than 5 but within 10 working days

B4.26 % dealt with in more than 20 working days

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

Comment Necessary

Ν

N N

Ν

С

					10
Line Ref.	Description	Ofwat Reference	Units	Field Type	Report Year
		JR 2000			2005-06

					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	I	N	
B4.3	No. dealt with in more than 2 but within 5 working days	-	nr	- 1	N	
B4.4	No. dealt with in more than 5 but within 10 working days	-	nr	- 1	N	
B4.5	No. dealt with in more than 10 but within 15 working days	-	nr	1	N	
B4.6	No. dealt with in more than 15 but within 20 working days	-	nr	- 1	N	
B4.7	No. dealt with in more than 20 working days	-	nr	- 1	N	
B4.8	% dealt with within 2 working days	-	%	С	N	
B4.9	% dealt with in more than 2 but within 5 working days	-	%	С	N	

D7.10	78 dealt with in more than 5 but within 10 working days	_	/6	
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			
B4.14	Total number of enquiries	-	nr	С
B4.15	No. dealt with within 2 working days	-	nr	
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	- 1
B4.19	No. dealt with in more than 15 but within 20 working days	-	nr	- 1
B4.20	No. dealt with in more than 20 working days	-	nr	- 1
	% dealt with within 2 working days	-	%	С
B4.22	% dealt with in more than 2 but within 5 working days	-	%	С
	% 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

	Other Enquiries			
B4.27	Total number of enquiries	-	nr	С
B4.28	No. dealt with within 2 working days	-	nr	- 1
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	- 1
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	-	%	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	-	%	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	I
	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	ı
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	ı
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

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: 16/6/06
Checked by: Mark Dickson	Date: 16/6/06
•	
Authorised by: Cheryl Black	Date: 16/6/06

Edition 1





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

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

Checked by: Mark Dickson.....

Authorised by: Cheryl Black.....

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1 2004-05 cg	Report Year 2005-06 ca
	New Written Complaints					
B5.1	Total number of new written complaints received	-	nr	С	0	7108 B4
B5.1a	Total number of written complaint correspondence	-	nr			7108 B2
B5.1b	Number of items of correspondence/complaints	-	nr	С	#DIV/0!	1 B4
	No. dealt with within 2 working days	-	nr			2941 B2
	No. dealt with in more than 2 but within 5 working days	-	nr	I		1662 B2
	No. dealt with in more than 5 but within 10 working days	-	nr	ı		2488 B2
	No. dealt with in more than 10 but within 15 working days	-	nr			17 B2
	No. dealt with in more than 15 but within 20 working days	-	nr			0 BX
	No. dealt with in more than 20 working days	-	nr	1	#DD1/401	0 BX
B5.8	% dealt with within 2 working days	-	%	С	#DIV/0!	41.376 B2
B5.9	% dealt with in more than 2 but within 5 working days	-	% %	С	#DIV/0!	23.382 B2
	% dealt with in more than 5 but within 10 working days % dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0! #DIV/0!	35.003 B2 0.239 B2
	% dealt with in more than 10 but within 15 working days % dealt with in more than 15 but within 20 working days		%	C	#DIV/0!	0.239 BZ 0.000 BX
	% dealt with in more than 13 but within 20 working days	-	%	C	#DIV/0!	0.000 BX
55.15	78 dealt with in more than 20 working days	-	/0	C	#DIV/U!	0.000 BX
	New Telephone Complaints					
35.14	Total number of new telephone complaints	-	nr	С	0	10 B4
	Total number of telephone contacts	-	nr	Ī		10 B2
	Number of telephone contacts/complaints	-	nr	С	#DIV/0!	1 B4
	No. dealt with within 2 working days	-	nr	ı		10 B2
35.16	No. dealt with in more than 2 but within 5 working days	-	nr	ı		0 BX
35.17	No. dealt with in more than 5 but within 10 working days	-	nr	I		0 BX
35.18	No. dealt with in more than 10 but within 15 working days	-	nr			0 BX
	No. dealt with in more than 15 but within 20 working days	-	nr			0 BX
	No. dealt with in more than 20 working days	-	nr	I		0 BX
	% dealt with within 2 working days	-	%	С	#DIV/0!	100.000 B2
	% dealt with in more than 2 but within 5 working days	-	%	С	#DIV/0!	0.000 BX
	% dealt with in more than 5 but within 10 working days	-	%	С	#DIV/0!	0.000 BX
	% dealt with in more than 10 but within 15 working days	-	%	С	#DIV/0!	0.000 BX
	% dealt with in more than 15 but within 20 working days	-	%	С	#DIV/0!	0.000 BX
35.26	% dealt with in more than 20 working days	-	%	С	#DIV/0!	0.000 BX
	Complaints by Category					
	Breach of Duty	-	nr	I		0 BX
	Water Supply	-	nr			109803 B2
	Water Infrastructure	-	nr	l		27301 B2
	Water Pressure	-	nr			17056 B2
	Water Quality	-	nr			29651 B2
	Water Treatment Works	-	nr			39 B2
	Sewerage Service	-	nr	<u> </u>		51747 B2
	Sewerage Infrastructure	-	nr	<u> </u>		8661 B2
	Sewage Treatment Works	-	nr			790 B2
	Administration	-	nr			15537 B2
	Outwith Jurisdiction	-	nr			35 B2
าว สห	Billing, Charging and Metering	-	nr			1557 B2

Date: 16/6/06.....

Date: 16/6/06.....

Date: 16/6/06.....





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		Type
		JR 2000		

10	
5	
Report Year	
2005-06	
2000 00	

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	
B5.1b	Number of items of correspondence/complaints		nr	O
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	1	nr	
B5.4	No. dealt with in more than 5 but within 10 working days	-	nr	_
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	
B5.7	No. dealt with in more than 20 working days	1	nr	
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	I
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	- 1
B5.17	No. dealt with in more than 5 but within 10 working days	-	nr	
B5.18	No. dealt with in more than 10 but within 15 working days	-	nr	- 1
B5.19	No. dealt with in more than 15 but within 20 working days	-	nr	- 1
B5.20	No. dealt with in more than 20 working days	-	nr	- 1
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	-	nr	I
B5.31	Water Quality	-	nr	- 1
B5.32	Water Treatment Works	-	nr	ı
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	Ī
B5.38	Billing, Charging and Metering	-	nr	I

1/14			
		0	
N	Fact consider to accorded an accordance	General	_
N N	Each complaint is recorded as a new complaint	A1 A2	G G
N N	Each complaint is recorded as a new complaint	A2 A3	G
N	Each complaint is recorded as a new complaint	A3 A4	N
N		AX	G
N		B2	G
N		B3	Ğ
N		B4	N
N		BX	G
N		C2	Ν
N		C3	Ν
N		C4	Ν
N		C5	Ν
N		CX	Ν
N		M	Ν
		N	Ν
N	Each complaint is recorded as a new complaint		
N		D3	N
N	Each complaint is recorded as a new complaint	D4	N
N		D5	N
N		D6	N
N		DX	N
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Issues with data	Problem ?	Solution

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

No solution required Ν

Total Telephone Complaints dealt with (sum of B5.21 to B5.26) should equal 100% Ν No solution required

Prepared by: Colin O'Neill	Date: 16/6/06	
Charled by Mayl Distract	Dete: 10/0/00	
Checked by: Mark Dickson	Date: 16/6/06	
Authorised by: Cheryl Black	Date: 16/6/06	

Table 2 of 7

Edition 1

Revision: 9.0





SECTION B : OUTPUTS TO CUSTOMERS

Table B6: Customer Care - Other

					10	
Line	Description	Ofwat	Units	Field		
Ref.		Reference	J 3	Type	Report Year -1	Report Year
1101.		JR 2000		1 ype		
=		JR 2000			2004-05 cg	2005-06 cg
	Telephone Contacts					
B6.1	Total calls received on customer contact lines	-	nr	1		919293 A1
B6.2	Total calls on customer contact lines as a percentage of all calls received	-	%	1		26.83 A1
B6.3	Total calls answered on customer contact lines	-	nr	I		887691 A1
B6.4	Total calls answered within 15 seconds on customer contact lines	-	nr	I		760160 A1
B6.5	Total calls answered within 15-30 seconds on customer contact lines	-	nr	1		39253 A1
B6.6	Total calls answered in more than 30 seconds on customer contact lines	-	nr	I		88278 A1
B6.7	Average time taken to answer a call on customer contact lines	ı	secs	I		3.31 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		31602 A1
	Private Septic Tank Emptying					
B6.10	Total private septic tank emptying requests	-	nr	I		4164 B2
B6.11	Total private septic tank emptyings carried out	-	nr	С	0	11815 B2
B6.12	Total private pre-planned septic tank emptyings	-	nr	I		10036 B2
B6.13	Total emergency request private septic tank emptyings	-	nr	I		526 B2
B6.14	Total private ad hoc request septic tank emptyings	-	nr	I		1253 B2
	Ad hoc private ST emptying in 0-10 working days of request	-	nr	ı		693 B2
B6.16		-	nr	I		134 B2
B6.17	Ad hoc private ST emptying in 15-20 working days of request	-	nr	1		111 B2
B6.18	Ad hoc private ST emptying in 20-25 working days of request	-	nr	ı		80 B2
	Ad hoc private ST emptying in 25-30 working days of request	-	nr	I		91 B2
B6.20	Ad hoc private ST emptying in 30+ working days of request	-	nr	I		144 B2
			<u>.</u>			<u> </u>
	Keeping Appointments					
B6.21	Total appointments made in writing	-	nr	ı		0 BX
B6.22	Total appointments made by telephone	-	nr	ı		1333 B2
	Total appointments made	-	nr	С	0	1333 B2
	Total appointments kept am/pm	-	nr	ı		1333 B2
	Total two hour time bands offered	-	nr	ı		0 BX
B6.26		-	nr	ı		0 BX
	Total appointments cancelled 48 hrs advance	-	nr			0 BX
	Total appointments cancelled 24- 48 hrs advance	-	nr	1		0 BX
	Total appointments cancelled 0-24 hrs advance	-	nr	ı		0 BX
Prepare	ed by: Colin O'Neill	Date: 16/6/06				
1						
Checke	d by: Mark Dickson	Date: 16/6/06		• • • • • • • • • • • • • • • • • • • •	••	
1						
Authori	sed by: Cheryl Black	Date: 16/6/06			•	



SECTION B : OUTPUTS TO CUSTOMERS

Table B6: Customer Care - Other

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

Line	Description	Ofwat	Units	Field
Ref.		Reference		Туре
		JR 2000		

10	
Report Year	
2005-06	
2000 00	

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 received		%	
B6.3	Total calls answered on customer contact lines	•	nr	-
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	- 1
B6.7	Average time taken to answer a call on customer contact lines		secs	
B6.8	All lines busy (total time) on customer contact lines	•	hours	
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	ı
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	ı
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	
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	
B6.20	Ad hoc private ST emptying in 30+ working days of request	-	nr	

	Keeping Appointments			
B6.21	Total appointments made in writing	-	nr	- 1
B6.22	Total appointments made by telephone	•	nr	
B6.23	Total appointments made	-	nr	С
B6.24	Total appointments kept am/pm	-	nr	ı
B6.25	Total two hour time bands offered	-	nr	ı
B6.26	Total appointments kept two hour time band	-	nr	ı
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	Ī

Prepared by: Colin O'Neill	Date: 16/6/06	l
Checked by: Mark Dickson	Date: 16/6/06	ļ
Authorised by: Cheryl Black	Date: 16/6/06	I

Edition 1

General	
A1	(
A2	(
A3	(
A4	١
AX	(
B2	(
B3	(
B4	١
BX	(
C2	1
C3	١
C4	١
C5	١
CX	١
M	١
N	١
D3	١
D4	١
D5	١
D6 DX	1
DΧ	r



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

						10
ine Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1 2004-05 cg	Report Year
D7.1	Planned Interruptions					3350 C5
B7.1 B7.2 B7.3	Number of planned interruptions expected to last more than four hours 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 nr nr	i		3330 C5 3340 C5
	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 nr	i		3284 C5
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 nr £	C	0	18 1 18 1 709.99 1
B7.9	Unplanned Interruptions Number of unplanned interruptions	-	nr	I		3213 C5
B7.11	Number of unplanned interruptions (strategic main) Number of unplanned interruptions (not strategic main)	-	nr nr			152 C5 3061 C5
B7.13	Number of unplanned interruptions (not strategic main) restored within 12 hours Number of unplanned interruptions (strategic main) restored within 48 hours Number of GMS failure payments paid automatically (unplanned interruptions)		nr nr nr			3018 C5 150 C5 0 BX
B7.15 B7.16	Number of GMS failure payments made from claims (unplanned interruptions) Total number of GMS failure payments made (unplanned interruptions)	-	nr nr	İ		179 B3 179 B3
B7.17	Total amount paid out for failure (unplanned interruptions) Sewer Flooding	-	£			6771.98 B3
B7.18 B7.19	Number of incidents of flooding from sewers Number of payments to domestic properties for flooding from sewers	-	nr nr	BF I	0 0	663 C5 247 B3
B7.20 B7.21	Total amount paid to domestic properties for flooding from sewers Number of payments to non-domestic properties for flooding from sewers	-	£	I		45817.73 B3 84 B3
B7.22	Total amount paid to non-domestic properties for flooding from sewers	-	£			47522.8 B3
B7.23	Request to change method of payment enquires Number not dealt with within GMS period	-	nr	I		118 A1
B7.24 B7.25 B7.26	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 nr nr	I C	0	0 BX 0 0 BX
37.27	Total amount paid for GMS failure	-	£	Ĭ		0 B>
B7.28	Other Billing/ Charging / Metering enquires Number not dealt with within GMS period		nr	ı		3255 B4
B7.29 B7.30	Number of payments for failure to respond (automatic) Number of payments made from claims for failure to respond	-	nr nr	i		43 B2 137 B3
37.31 37.32	Total number of payments for failure to respond Total amount paid for GMS failure	-	nr £	C	0	180 B3 5128.18 B3
	Written Complaints					
37.33 37.34	Number not dealt with within GMS period Number of payments for failure to respond (automatic)	-	nr nr	I		17 B2 0 B)
37.36	Number of payments made from claims for failure to respond Total number of payments for failure to respond	-	nr nr	C	0	17 B3
37.37	Total amount paid for GMS failure	-	£			340 B3
37.38	Telephone Complaints where a written response is requested. Number not dealt with within GMS period	-	nr	I		0 B)
37.39 37.40 37.41	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 nr	 	0	0 B) 3 B3
37.42	Total number of payments for failure to respond Total amount paid for GMS failure		nr £	C I	0	3 B3 60 B3
27 //2	Keeping Appointments Number of appointments		nr	BF	0 0	1333 B2
37.44		-	% nr	I	0 0	100 B:
37.46	% of two hour time banded appointments made which are kept Number of GMS failure payments paid automatically (keeping appointments)	-	% nr	i		0 B)
B7.49	Number of payments made from claims for failure (keeping appointments) Total number of GMS failure payments made (keeping appointments)	-	nr nr	C	0	14 B3
B7.50	Totalamount paid out for GMS failure (keeping appointments)	-	£			280 B3
B7.51 B7.52	Ex Gratia Payments Made Total number of ex-gratia payments made Total amount paid out in ex-gratia payments	-	nr £	<u> </u>		1388 A1 215940.08 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 B>
	Number of payments for failure to respond (automatic) Number of payments made from claims for failure to respond	-	nr nr	I C	0	0 B) 0 B) 0 B)
B7.57	Total number of payments for failure to respond Total amount paid for GMS failure		nr £	Ī	0	0 B)
	Meter Applications A) Failure to provide estimate of work within 10 working days of survey					
B7.58 B7.59	Number of payments for failure to respond (automatic)	-	nr nr			0 B) 0 B)
B7.60 B7.61	Number of payments made from claims for failure to respond Total number of payments for failure to respond		nr nr	I C	0	0 B)
37.62	Total amount paid for GMS failure	-	£			0 B)
37.63	Pressure A) Failure to inform customer of results of investigation within 5 working days Number not dealt with within GMS period		nr			0 B)
	Number of payments for failure to respond (automatic) Number of payments for failure to respond (automatic)	-	nr nr	İ		0 B) 0 B)
37.66 37.67	Total number of payments for failure to respond Total amount paid for GMS failure	-	nr £	C	0	0 B
	B) Instance of low pressure Number of instances within GMS definition Number of payments for failure to provide guaranteed pressure (automatic)	-	nr	I		1 B
37.70 37.71	Number of payments made from claims for failure to provide guaranteed pressure Total number of payments for failure to provide guaranteed pressure	-	nr nr	C	0	1 B) 1 B)
37.72	Total amount paid for GMS failure Major Incidents	-	£			20 B)
	A) Failure to provide information					
	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 nr nr	 		0 B) 0 B) 0 B)
	Total number of payments for failure to respond	-	nr nr £	C	0	0 B) 0 B)
37.78	B) Failure to provide alternative supplies Number not dealt with within GMS period		nr	ı		0 B)
37.79 37.80	Number of payments for failure to respond (automatic) Number of payments made from claims for failure to respond	-	nr nr	I		0 B) 0 B)
B7.81		-	nr £	C	0	0 B)
	GMS Payment					
37.83	A) Failure to make payment within 10 working days Number not dealt with within GMS period		nr			0 B>
B7.84 B7.85	Number of payments for failure to respond (automatic) Number of payments made from claims for failure to respond	-	nr nr	1		0 B> 0 B>
B7.86	Total number of payments for failure to respond	-	nr	С	0	0 BX

Prepared by: Colin O'Neill	Date: 16/6/06
Charlesd by Made Distract	Dete: 10/0/00
Checked by: Mark Dickson	Date: 16/6/06
Authorised by: Cheryl Black	Date: 16/6/06



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

Table B7: Customer Care - GMS Performance

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

			10
ine Description Ref.	Ofwat Units Field Reference JR 2000	F	Report Year 2005-06
		Comment Necessary	Comment
		Y/N	
Planned Interruptions B7.1 Number of planned interruptions expected to last more than four hours	- nr I	N	As comments in Table B2
B7.2 Number of planned interruptions expected to last more than 4 hours where 48 hours notice giver B7.3 Number of planned interruptions expected to last more than 4 hours where restoration time given B7.4 Number of planned interruptions expected to last more than 4 hours which were restored at adverse.	n - nr l	N N N	As comments in Table B2 As comments in Table B2 As comments in Table B2
Number of GMS failiure payments paid automatically (planned interruptions) Number of GMS failiure payments claimed (planned interruptions)	- nr l - nr l	N N	
7.7 Total number of GMS failure payments made (planned interruptions) 7.8 Total amount paid out for GMS failure (planned interruptions)	- nr C - £ I	N N	
Unplanned Interruptions 7.9 Number of unplanned interruptions	- nr l	N	As comments in Table B2
Number of unplanned interruptions (strategic main) Number of unplanned interruptions (not strategic main) Number of unplanned interruptions (not strategic main) restored within 12 hours	- nr l - nr l - nr l	N N N	As comments in Table B2 As comments in Table B2 As comments in Table B2
Number of unplanned interruptions (strategic main) restored within 48 hours Number of GMS failure payments paid automatically (unplanned interruptions) Number of GMS failure payments claimed (unplanned interruptions)	- nr l - nr l - nr l	N N N	As comments in Table B2
7.13 Volumer of GMs failure payments claimed (inflamment interruptions) 7.14 Total number of GMs failure payments made (unplanned interruptions) 7.17 Total amount paid out for failure (unplanned interruptions)	- nr l	N N N	
Sewer Flooding 1.18 [Number of incidents of flooding from sewers	- nr BF	N	As comments in Table B3
7.19 Number of payments to domestic properties for flooding from sewers 7.20 Total amount paid to domestic properties for flooding from sewers	- nr l - £ l	N N	As comments in Table 65
7.21 Number of payments to non-domestic propeties for flooding from sewers 7.22 Total amount paid to non-domestic properties for flooding from sewers	- nr l - £ l	N N	
Request to change method of payment enquires 7.23 Number not dealt with within GMS period	- nr l	N	
7.24 Number of payments for failure to respond (automatic) 7.25 Number of claims for failure to respond 7.26 Total number of payments for failure to respond	- nr l - nr l - nr C	N N N	
7.27 Total amount paid for GMS failure	- 111 0	N	
Other Billing/ Charging / Metering enquires 28 Number not dealt with within GMS period 29 Number of payments for failure to respond (automatic)	- nr l	N N	Includes GSS & non GSS failures
Number of claims for failure to respond Total number of payments for failure to respond	- nr l - nr C	N N	
32 Total amount paid for GMS failure	- £ I	N	
Written Complaints 33 Number not dealt with within GMS period 34 Number of payments for failure to respond (automatic)	- nr I - nr I	N N	
7.35 Number of claims for failure to respond 7.36 Total number of payments for failure to respond	- nr l - nr C	N N	
.37 Total amount paid for GMS failure Telephone Complaints where a written response is requested.	- £ I	N	
7.38 Number not dealt with within GMS period 7.39 Number of payments for failure to respond (automatic)	- nr l - nr l	N N	
Number of claims for failure to respond Total number of payments for failure to respond Total amount paid for GMS failure	- nr l - nr C - £ l	N N N	
Keeping Appointments			
7.43 Number of appointments 7.44 % of appointments made which are kept 7.45 Number of two hour time banded appointments made	- nr BF - % I - nr I	N N N	
46 % of two hour time banded appointments made which are kept 47 Number of GMS failure payments paid automatically (keeping appointments) 48 Number of GMS failure payments claimed (keeping appointments)	- % I - nr I - nr I	N N N	
Nominer or dish rations payments claimed (keeping appointments) Hop and the payments made (keeping appointments) Totalamount paid out for GMS failure (keeping appointments)	- nr C	N N	
Ex Gratia Payments Made 7.51 Total number of ex-gratia payments made	- nr I	N	
7.52 Total amount paid out in ex-gratia payments	- £ 1	Ň	
Water Ingress to Gas Mains A) Failure to return call within 2 hours 53 Number not dealt with within GMS period	- nr I	N	
7.54 Number of payments for failure to respond (automatic) 7.55 Number of payments made from claims for failure to respond	- nr l - nr l	N N	
.56 Total number of payments for failure to respond .57 Total amount paid for GMS failure	- nr C - £ I	N N	
Meter Applications A) Failure to provide estimate of work within 10 working days of survey			
7.58 Number not dealt with within GMS period Number of payments for failure to respond (automatic) 7.60 Number of payments made from claims for failure to respond	- nr l - nr l - nr l	N N N	
Total Total number of payments for failure to respond 7.62 Total amount paid for GMS failure	- nr C	N N	
Pressure A) Failure to inform customer of results of investigation within 5 working day	avs		
7.63 Number not dealt with within GMS period 7.64 Number of payments for failure to respond (automatic)	- nr l - nr l	N N	
.65 Number of payments made from claims for failure to respond .66 Total number of payments for failure to respond .67 Total amount paid for GMS failure	- nr l - nr C - £ l	N N N	
B) Instance of low pressure C.68 Number not dealt with within GMS period	- nr l	N	
Mumber of payments for failure to provide guaranteed pressure (automatic) Number of payments made from claims for failure to provide guaranteed pressure Total number of payments for failure to provide guaranteed pressure	- nr l - nr l - nr C	N N N	
7.72 Total amount paid for GMS failure	- £ I	N	
Major Incidents A) Failure to provide information		N1	
.73 Number not dealt with within GMS period .74 Number of payments for failure to respond (automatic) .75 Number of payments made from claims for failure to respond	- nr l - nr l - nr l	N N N	
Total number of payments for failure to respond Total amount paid for GMS failure B) Failure to provide alternative supplies	- nr C - £ I	N N	
.78 Number not dealt with within GMS period .79 Number of payments for failure to respond (automatic)	- nr l	N N	
.80 Number of payments made from claims for failure to respond .81 Total number of payments for failure to respond .82 Total amount paid for GMS failure	- nr I - nr C - £ I	N N N	
GMS Payment			
A) Failure to make payment within 10 working days 83 Number not dealt with within GMS period 94 Number of payments for failure to reprod (automatic)	- nr l	N N	
7.84 Number of payments for failure to respond (automatic) 7.85 Number of payments made from claims for failure to respond 7.86 Total number of payments for failure to respond	- nr l - nr C	N N	
7.87 Total amount paid for GMS failure	- £ I	N	
	Dec. 400/22		
oared by: Colin O'Neill	Date: 16/6/06		
thorised by: Cheryl Black	Date: 16/6/06		

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