

Section B           **Outputs to Customers**  
Table 7              **Customer Care - GMS Performance**

<b>B7.1</b>	<b>Number of planned interruptions expected to last more than four hours</b>	nr	0dp
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***Data Definition:*** The total number of planned interruptions which were expected to last more than 4 hours.

***Processing Rules:*** Input field

***Previous References:***      Ofwat       WICS   
  07   06

<b>B7.2</b>	<b>Number of planned interruptions expected to last more than 4 hours where 48 hours notice given</b>	nr	0dp
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***Data Definition:*** The total number of planned interruptions which were expected to last more than 4 hours where 48 hours notice was given.

***Processing Rules:*** Input field

***Previous References:***      Ofwat       WICS   
  07   06

<b>B7.3</b>	<b>Number of planned interruptions expected to last more than 4 hours where restoration time given</b>	nr	0dp
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***Data Definition:*** The total number of planned interruptions which were expected to last more than 4 hours where restoration time of supply was given

***Processing Rules:*** Input field

***Previous References:***      Ofwat       WICS   
  07   06

<b>B7.4</b>	<b>Number of planned interruptions expected to last more than 4 hours which were restored at advertised time</b>	nr	0dp
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**Data Definition:** The total number of planned interruptions which were expected to last more than 4 hours, which were given a restoration time and then supply was restored within this advertised time.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.4
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<b>B7.5</b>	<b>Number of GMS failure payments paid automatically (planned interruptions)</b>	nr	0dp
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**Data Definition:** The total number of GMS payments made automatically.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.5
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<b>B7.6</b>	<b>Number of GMS failure payments claimed (planned interruptions)</b>	nr	0dp
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**Data Definition:** The total number of GMS payments made as the result of a customer claim.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.6
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<b>B7.7</b>	<b>Total number of GMS failure payments made (planned interruptions )</b>	nr	0dp
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**Data Definition:** The total number of payments made as result of failure to restore supply within the specified time.

**Processing Rules:** Sum of B7.5 to B7.6

**Previous References:** Ofwat 07  WICS 06

<b>B7.8</b>	<b>Total amount paid out for GMS failure (planned interruptions)</b>	£	0dp
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**Data Definition:** The total amount paid as result of failure to restore supply within the specified time.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.9</b>	<b>Number of unplanned interruptions</b>	nr	0dp
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**Data Definition:** The total number of unplanned interruptions.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.10</b>	<b>Number of unplanned interruptions (strategic main)</b>	nr	0dp
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**Data Definition:** The total number if unplanned interruptions to strategic mains. (250mm and above)

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.10
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<b>B7.11</b>	<b>Number of unplanned interruptions (not strategic main)</b>	nr	0dp
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**Data Definition:** The total number if unplanned interruptions to a non-strategic main.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.11
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<b>B7.12</b>	<b>Number of unplanned interruptions (not strategic main) restored within 12 hours</b>	nr	0dp
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**Data Definition:** The total number of unplanned interruptions to a non-strategic main which were restored within 12 hours.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.12
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<b>B7.13</b>	<b>Number of unplanned interruptions (strategic main) restored within 48 hours</b>	nr	0dp
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**Data Definition:** The total number of unplanned interruptions to a strategic main which were restored within 48 hours.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.13
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<b>B7.14</b>	<b>Number of GMS failure payments paid automatically (unplanned interruptions)</b>	nr	0dp
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**Data Definition:** Total number of GMS payments made automatically as a result of failing to restore supply within the specified times for an unplanned incident.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.14
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<b>B7.15</b>	<b>Number of GMS failure payments made from claims (unplanned interruptions)</b>	nr	0dp
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**Data Definition:** The total number of GMS payments made as the result of a customer claim regarding failing to restore supply within the specified times for an unplanned incident.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.15
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<b>B7.16</b>	<b>Total number of GMS failure payments made (unplanned interruptions )</b>	nr	0dp
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**Data Definition:** Total number of GMS payments made as a result of failing to restore supply within the specified times for an unplanned incident.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.17</b>	<b>Total amount paid out for failure (unplanned interruptions)</b>	£	0dp
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**Data Definition:** Total amount of GMS payments made as a result of failing to restore supply within the specified times for an unplanned incident.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.18</b>	<b>Number of incidents of flooding from sewers</b>	nr	0dp
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**Data Definition:** Total number of sewer flooding incidents due to overloaded sewers and other causes.

**Processing Rules:** Brought forward from B3

**Previous References:** Ofwat 07  WICS 06

<b>B7.19</b>	<b>Number of payments to domestic properties for flooding from sewers</b>	nr	0dp
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**Data Definition:** The total number of payments made to domestic properties for the flooding of sewers.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.19
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<b>B7.20</b>	<b>Total amount paid to domestic properties for flooding from sewers</b>	£	0dp
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**Data Definition:** The total amount paid to domestic properties for the flooding of sewers.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.20
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<b>B7.21</b>	<b>Number of payments to non-domestic properties for flooding from sewers</b>	nr	0dp
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**Data Definition:** The total number of payments made to non-domestic properties for the flooding of sewers.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.21
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<b>B7.22</b>	<b>Total amount paid to non-domestic properties for flooding from sewers</b>	£	0dp
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**Data Definition:** The total amount paid to non-domestic properties for the flooding of sewers.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.23</b>	<b>Number not dealt with within GMS period</b>	nr	0dp
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**Data Definition:** Total number of request to change method of payment enquires not dealt with within the GMS period.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.24</b>	<b>Number of payments for failure to respond (automatic)</b>	nr	0dp
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**Data Definition:** The number of automatic payments made as a result of failure to respond a request to change method of payment enquiry within the GMS period.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06



<b>B7.25</b>	<b>Number of payments made from claims for failure to respond</b>	nr	0dp
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**Data Definition:** The total number of GMS payments made as the result of a customer claim regarding failure to respond a request to change method of payment enquiry within the GMS period and failure to receive an automatic payment.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.26</b>	<b>Total number of payments for failure to respond</b>	nr	0dp
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**Data Definition:** The number of payments made (automatic and claimed) as a result of failure to respond a request to change method of payment enquiry within the GMS period.

**Processing Rules:** Sum of B7.24 and B7.25

**Previous References:** Ofwat 07  WICS 06

<b>B7.27</b>	<b>Total amount paid for GMS failure</b>	£	0dp
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**Data Definition:** The total cost of payments made (automatic and claimed) as a result of failure to respond a request to change method of payment enquiry within the GMS period.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.28</b>	<b>Number not dealt with within GMS period</b>	nr	0dp
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**Data Definition:** Total number of other billing/ charging/ metering enquiries not dealt with within the GMS period.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.28
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<b>B7.29</b>	<b>Number of payments for failure to respond (automatic)</b>	nr	0dp
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**Data Definition:** The number of automatic payments made as a result of failure to respond any other billing/charging/metering enquiry within the GMS period.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.29
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<b>B7.30</b>	<b>Number of payments made from claims for failure to respond</b>	nr	0dp
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**Data Definition:** The total number of GMS payments made as the result of a customer claim regarding failure to respond any other billing/ charging/ metering enquiry within the GMS period and failure to receive an automatic payment.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.30
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<b>B7.31</b>	<b>Total number of payments for failure to respond</b>	nr	0dp
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**Data Definition:** The number of payments made (automatic and claimed) as a result of failure to respond any other billing/ charging/ metering enquiry within the GMS period.

**Processing Rules:** Sum of B7.29 and B7.30

**Previous References:** Ofwat 07  WICS 06

<b>B7.32</b>	<b>Total amount paid for GMS failure</b>	£	0dp
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**Data Definition:** The total cost of payments made (automatic and claimed) as a result of failure to respond a telephone enquiry within the GMS period.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.33</b>	<b>Number not dealt with within GMS period</b>	nr	0dp
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**Data Definition:** Total number of written complaints not dealt with within the GMS period.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.34</b>	<b>Number of payments for failure to respond (automatic)</b>	nr	0dp
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**Data Definition:** The number of automatic payments made as a result of failure to respond a written complaint within the GMS period.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.35</b>	<b>Number of payments made from claims for failure to respond</b>	nr	0dp
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**Data Definition:** The total number of GMS payments made as the result of a customer claim regarding failure to respond to a written complaint within the GMS period and failure to receive an automatic payment.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.36</b>	<b>Total number of payments for failure to respond</b>	nr	0dp
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**Data Definition:** The number of payments made (automatic and claimed) as a result of failure to respond a written complaint within the GMS period.

**Processing Rules:** Sum of B7.34 and B7.35

**Previous References:** Ofwat 07  WICS 06

<b>B7.37</b>	<b>Total amount paid for GMS failure</b>	£	0dp
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**Data Definition:** The total cost of payments made (automatic and claimed) as a result of failure to respond a written complaint within the GMS period.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.38</b>	<b>Number not dealt with within GMS period</b>	nr	0dp
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**Data Definition:** Total number of telephone complaints where a written response is requested not dealt with within the GMS period.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.39</b>	<b>Number of payments for failure to respond (automatic)</b>	nr	0dp
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**Data Definition:** The number of automatic payments made as a result of failure to respond a telephone complaint where a written response is expected within the GMS period.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.40</b>	<b>Number of payments made from claims for failure to respond</b>	nr	0dp
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**Data Definition:** The total number of GMS payments made as the result of a customer claim regarding failure to respond a telephone complaint where a written response is expected within the GMS period and failure to receive an automatic payment.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.40
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<b>B7.41</b>	<b>Total number of payments for failure to respond</b>	nr	0dp
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**Data Definition:** The number of payments made (automatic and claimed) as a result of failure to respond a telephone complaint where a written response is expected within the GMS period.

**Processing Rules:** Sum of B7.39 and B7.40

**Previous References:**

Ofwat 07	-	WICS 06	B7.41
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<b>B7.42</b>	<b>Total amount paid for GMS failure</b>	£	0dp
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**Data Definition:** The total cost of payments made (automatic and claimed) as a result of failure to respond a telephone complaint where a written response is expected within the GMS period.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.42
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<b>B7.43</b>	<b>Number of appointments</b>	nr	0dp
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**Data Definition:** Total number of appointments made either by verbally or written.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.44</b>	<b>% of appointments made which are kept</b>	%	3dp
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**Data Definition:** The percentage of appointments kept.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.45</b>	<b>Number of two hour time banded appointments made</b>	nr	0dp
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**Data Definition:** The total number of appointments made where a two hour time band was specified.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.46</b>	<b>% of two hour time banded appointments made which are kept</b>	<b>%</b>	<b>3dp</b>
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**Data Definition:** The percentage of appointments made and kept where a two hour time band was specified.

**Processing Rules:** Input field

**Previous References:**

<b>Ofwat</b> 07	-	<b>WICS</b> 06	B7.46
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<b>B7.47</b>	<b>Number of GMS failure payments paid automatically (keeping appointments)</b>	<b>nr</b>	<b>0dp</b>
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**Data Definition:** The number of GMS payments made automatically for failure to keep an appointment.

**Processing Rules:** Input field

**Previous References:**

<b>Ofwat</b> 07	-	<b>WICS</b> 06	B7.47
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<b>B7.48</b>	<b>Number of payments made from claims for failure (keeping appointments)</b>	<b>nr</b>	<b>0dp</b>
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**Data Definition:** The total number of GMS payments made as the result of a customer claim regarding failure to keep an appointment.

**Processing Rules:** Input field

**Previous References:**

<b>Ofwat</b> 07	-	<b>WICS</b> 06	B7.48
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<b>B7.49</b>	<b>Total number of GMS failure payments made (keeping appointments)</b>	nr	0dp
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**Data Definition:** The number of GMS payments made for failure to keep an appointment as a result of a customer claim.

**Processing Rules:** Sum of B7.47 and B7.48

**Previous References:** Ofwat 07  WICS 06

<b>B7.50</b>	<b>Total amount paid out for GMS failure (keeping appointments)</b>	£	0dp
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**Data Definition:** Total amount paid out for failing to keep an appointment under GMS.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.51</b>	<b>Total number of ex-gratia payments made</b>	nr	0dp
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**Data Definition:** The total number of ex-gratia payments made during the report year.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.52</b>	<b>Total amount paid out in ex-gratia payments</b>	£	0dp
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**Data Definition:** The total cost of ex-gratia payments made during the report year.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.53</b>	<b>Number not dealt with within GMS period</b>	nr	0dp
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**Data Definition:** Total number of reports of Water Ingress to Gas Mains incidents where there has been a failure to return call within the 2 hour GMS period.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.54</b>	<b>Number of payments for failure to respond (automatic)</b>	nr	0dp
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**Data Definition:** The number of automatic payments made as a result of failure to return call relating to Water Ingress to Gas Mains within the 2 hour GMS period

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.55</b>	<b>Number of payments made from claims for failure to respond</b>	nr	0dp
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**Data Definition:** The total number of GMS payments made as the result of failure to return call relating to Water Ingress to Gas Mains within the 2 hour GMS period and failure to receive an automatic payment.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.56</b>	<b>Total number of payments for failure to respond</b>	nr	0dp
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**Data Definition:** The number of payments made (automatic and claimed) as a result of failure to return call relating to Water Ingress to Gas Mains within the 2 hour GMS period.

**Processing Rules:** Sum of B7.54 and B7.55

**Previous References:** Ofwat 07  WICS 06

<b>B7.57</b>	<b>Total amount paid for GMS failure</b>	£	0dp
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**Data Definition:** The total cost of payments made (automatic and claimed) as a result of failure to return call relating to Water Ingress to Gas Mains within the 2 hour GMS period.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.58</b>	<b>Number not dealt with within GMS period</b>	nr	0dp
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**Data Definition:** Total number meter applications where there has been a failure to provide an estimate of work and costs within GMS period of 10 working days of survey.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.58
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<b>B7.59</b>	<b>Number of payments for failure to respond (automatic)</b>	nr	0dp
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**Data Definition:** The number of automatic payments made as a result of meter applications where there has been a failure to provide an estimate of work and costs within GMS period of 10 working days of survey.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.59
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<b>B7.60</b>	<b>Number of payments made from claims for failure to respond</b>	nr	0dp
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**Data Definition:** The total number of GMS payments made as the result meter applications where there has been a failure to provide an estimate of work and costs within GMS period of 10 working days of survey and failure to receive an automatic payment.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.60
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<b>B7.61</b>	<b>Total number of payments for failure to respond</b>	nr	0dp
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**Data Definition:** The number of payments made (automatic and claimed) as a result of meter applications where there has been a failure to provide an estimate of work and costs within GSM period of 10 working days of survey.

**Processing Rules:** Sum of B7.59 and B7.60

**Previous References:** Ofwat 07  WICS 06

<b>B7.62</b>	<b>Total amount paid for GSM failure</b>	£	0dp
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**Data Definition:** The total cost of payments made (automatic and claimed) as a result of meter applications where there has been a failure to provide an estimate of work and costs within GSM period of 10 working days of survey.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.63</b>	<b>Number not dealt with within GSM period</b>	nr	0dp
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**Data Definition:** Total number pressure investigations where there has been a failure to inform customer of results of investigation within GSM period of 5 working days.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.64</b>	<b>Number of payments for failure to respond (automatic)</b>	nr	0dp
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**Data Definition:** The number of automatic payments made as a result of pressure investigations where there has been a failure to inform customer of results of investigation within GMS period of 5 working days.

**Processing** Input field

**Rules:**

**Previous References:**

<b>Ofwat</b> 07	-	<b>WICS</b> 06	B7.64
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<b>B7.65</b>	<b>Number of payments made from claims for failure to respond</b>	nr	0dp
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**Data Definition:** The total number of GMS payments made as the result of pressure investigations where there has been a failure to inform customer of results of investigation within GMS period of 5 working days and failure to receive an automatic payment.

**Processing** Input field

**Rules:**

**Previous References:**

<b>Ofwat</b> 07	-	<b>WICS</b> 06	B7.65
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<b>B7.66</b>	<b>Total number of payments for failure to respond</b>	nr	0dp
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**Data Definition:** The number of payments made (automatic and claimed) as a result of pressure investigations where there has been a failure to inform customer of results of investigation within GMS period of 5 working days.

**Processing** Sum of B7.64 and B7.65

**Rules:**

**Previous References:**

<b>Ofwat</b> 07	-	<b>WICS</b> 06	B7.66
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<b>B7.67</b>	<b>Total amount paid for GMS failure</b>	<b>£</b>	<b>0dp</b>
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**Data Definition:** The total cost of payments made (automatic and claimed) as a result of pressure investigations where there has been a failure to inform customer of results of investigation within GMS period of 5 working days.

**Processing** Input field

**Rules:**

**Previous References:**

<b>Ofwat</b> 07	-	<b>WICS</b> 06	B7.67
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<b>B7.68</b>	<b>Number of instances within GMS definition</b>	<b>nr</b>	<b>0dp</b>
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**Data Definition:** Total number of low pressure instances measured on the customer side of the boundary stopcock/valve caused by Scottish Water's supply system. Excludes customers above the level of the Scottish Water storage tank or between the level of the storage tank and a level of 10.5 metres below the storage tank.

**Processing** Input field

**Rules:**

**Previous References:**

<b>Ofwat</b> 07	-	<b>WICS</b> 06	B7.68
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<b>B7.69</b>	<b>Number of payments for failure to provide guaranteed pressure (automatic)</b>	<b>nr</b>	<b>0dp</b>
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**Data Definition:** The number of automatic payments made as a result of low pressure instances measured on the customer side of the boundary stopcock/valve caused by Scottish Water's supply system. Excludes customers above the level of the Scottish Water storage tank or between the level of the storage tank and a level of 10.5 metres below the storage tank.

**Processing** Input field

**Rules:**

**Previous References:**

<b>Ofwat</b> 07	-	<b>WICS</b> 06	B7.69
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<b>B7.70</b>	<b>Number of payments made from claims for failure to provide guaranteed pressure</b>	nr	0dp
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**Data Definition:** The total number of GMS payments made as the result of low pressure instances measured on the customer side of the boundary stopcock/valve caused by Scottish Water's supply system and failure to receive an automatic payment. Excludes customers above the level of the Scottish Water storage tank or between the level of the storage tank and a level of 10.5 metres below the storage tank.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.71</b>	<b>Total number of payments for failure to provide guaranteed pressure</b>	nr	0dp
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**Data Definition:** The number of payments made (automatic and claimed) as a result of low pressure instances measured on the customer side of the boundary stopcock/valve caused by Scottish Water's supply system. Excludes customers above the level of the Scottish Water storage tank or between the level of the storage tank and a level of 10.5 metres below the storage tank.

**Processing Rules:** Sum of B7.69 and B7.70

**Previous References:** Ofwat 07  WICS 06



<b>B7.72</b>	<b>Total amount paid for GMS failure</b>	£	0dp
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**Data Definition:** The total cost of payments made (automatic and claimed) as a result of low pressure instances measured on the customer side of the boundary stopcock/valve caused by Scottish Water's supply system. Excludes customers above the level of the Scottish Water storage tank or between the level of the storage tank and a level of 10.5 metres below the storage tank.

**Processing** Input field

**Rules:**

**Previous References:** Ofwat 07  WICS 06

<b>B7.73</b>	<b>Number not dealt with within GMS period</b>	nr	0dp
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**Data Definition:** Total number major incidents where there has been a failure to provide information within GMS period.

**Processing** Input field

**Rules:**

**Previous References:** Ofwat 07  WICS 06

<b>B7.74</b>	<b>Number of payments for failure to respond (automatic)</b>	nr	0dp
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**Data Definition:** The number of automatic payments made as a result of failure to provide information relating to major incidents within GMS period.

**Processing** Input field

**Rules:**

**Previous References:** Ofwat 07  WICS 06

<b>B7.75</b>	<b>Number of payments made from claims for failure to respond</b>	nr	0dp
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**Data Definition:** The total number of GMS payments made as the result of failure to provide information relating to major incidents within GMS period and failure to receive an automatic payment.

**Processing** Input field

**Rules:**

**Previous References:** Ofwat 07  WICS 06

<b>B7.76</b>	<b>Total number of payments for failure to respond</b>	nr	0dp
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**Data Definition:** The number of payments made (automatic and claimed) as a result of failure to provide information relating to major incidents within GMS period.

**Processing** Sum of B7.74 and B7.75

**Rules:**

**Previous References:** Ofwat 07  WICS 06

<b>B7.77</b>	<b>Total amount paid for GMS failure</b>	£	0dp
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**Data Definition:** The total cost of payments made (automatic and claimed) as a result of failure to provide information relating to major incidents within GMS period.

**Processing** Input field

**Rules:**

**Previous References:** Ofwat 07  WICS 06

<b>B7.78</b>	<b>Number not dealt with within GMS period</b>	nr	0dp
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**Data Definition:** Total number major incidents where there has been a failure to provide alternative supplies within GMS period.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.78
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<b>B7.79</b>	<b>Number of payments for failure to respond (automatic)</b>	nr	0dp
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**Data Definition:** The number of automatic payments made as a result of failure to provide alternative supplies relating to major incidents within GMS period.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.79
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<b>B7.80</b>	<b>Number of payments made from claims for failure to respond</b>	nr	0dp
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**Data Definition:** The total number of GMS payments made as the result of failure to provide alternative supplies relating to major incidents within GMS period and failure to receive an automatic payment.

**Processing Rules:** Input field

**Previous References:**

Ofwat 07	-	WICS 06	B7.80
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<b>B7.81</b>	<b>Total number of payments for failure to respond</b>	nr	0dp
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**Data Definition:** The number of payments made (automatic and claimed) as a result of failure to provide alternative supplies relating to major incidents within GMS period.

**Processing Rules:** Sum of B7.79 and B7.80

**Previous References:** Ofwat 07  WICS 06

<b>B7.82</b>	<b>Total amount paid for GMS failure</b>	£	0dp
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**Data Definition:** The total cost of payments made (automatic and claimed) as a result of failure to provide alternative relating to major incidents within GMS period.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.83</b>	<b>Number not dealt with within GMS period</b>	nr	0dp
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**Data Definition:** Total number of GMS Payments where there has been a failure to make GMS payment within GMS period of 10 working days.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.84</b>	<b>Number of payments for failure to respond (automatic)</b>	nr	0dp
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**Data Definition:** The number of automatic payments made as a result of failure to make GMS payment within GMS period of 10 working days.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.85</b>	<b>Number of payments made from claims for failure to respond</b>	nr	0dp
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**Data Definition:** The total number of GMS payments made as the result of failure to make GMS payments within GMS period of 10 working days and failure to receive an automatic payment.

**Processing Rules:** Input field

**Previous References:** Ofwat 07  WICS 06

<b>B7.86</b>	<b>Total number of payments for failure to respond</b>	nr	0dp
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**Data Definition:** The number of GMS payments made (automatic and claimed) as a result of failure to make GMS payments within GMS period of 10 working days.

**Processing Rules:** Sum of B7.84 and B7.85

**Previous References:** Ofwat 07  WICS 06

<b>B7.87</b>	<b>Total amount paid for GMS failure</b>	£	0dp
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**Data Definition:** The total cost of payments made (automatic and claimed) as a result of failure to make GMS payments within GMS period of 10 working days.

**Processing Rules:** Input field

**Previous References:**

<b>Ofwat</b> 07	-	<b>WICS</b> 06	B7.87
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