


Monthly Community Performance October 2016*



Misbourne Community


| | |
|---|---------------------|
| Population served | 331,000 |
| Length of main | 2,100km |
| Area of community | 476km ² |
| Average water usage (litres per person per day) | 167 |
| Annual Performance Commitment | October 2016 |
| Affected customers not notified of planned works | 0 |
| Number of mains bursts on our network | 28 |
| Unplanned interruptions to supply of more than 12 hours | 1 |
| Planned works taking longer to complete than notified | 0 |



Colne Community


| | |
|---|---------------------|
| Population served | 448,000 |
| Length of main | 1,800km |
| Area of community | 299km ² |
| Average water usage (litres per person per day) | 161 |
| Annual Performance Commitment | October 2016 |
| Affected customers not notified of planned works | 0 |
| Number of mains bursts on our network | 29 |
| Unplanned interruptions to supply of more than 12 hours | 0 |
| Planned works taking longer to complete than notified | 1 |

*Does not include a large burst in Edgware which is being investigated




Lee Community

| | |
|---|---------------------|
| Population served | 717,000 |
| Length of main | 3,200km |
| Area of community | 986km ² |
| Average water usage (litres per person per day) | 151 |
| Annual Performance Commitment | October 2016 |
| Affected customers not notified of planned works | 6 |
| Number of mains bursts on our network | 62 |
| Unplanned interruptions to supply of more than 12 hours | 1 |
| Planned works taking longer to complete than notified | 0 |




Pinn Community

| | |
|---|---------------------|
| Population served | 977,000 |
| Length of main | 2,700km |
| Area of community | 273km ² |
| Average water usage (litres per person per day) | 166 |
| Annual Performance Commitment | October 2016 |
| Affected customers not notified of planned works | 0 |
| Number of mains bursts on our network | 48 |
| Unplanned interruptions to supply of more than 12 hours | 80 |
| Planned works taking longer to complete than notified | 24 |




Stort Community

| | |
|---|---------------------|
| Population served | 298,000 |
| Length of main | 2,300km |
| Area of community | 1192km ² |
| Average water usage (litres per person per day) | 150 |
| Annual Performance Commitment | October 2016 |
| Affected customers not notified of planned works | 0 |
| Number of mains bursts on our network | 44 |
| Unplanned interruptions to supply of more than 12 hours | 0 |
| Planned works taking longer to complete than notified | 0 |




Wey Community

| | |
|---|---------------------|
| Population served | 537,000 |
| Length of main | 2,600km |
| Area of community | 496km ² |
| Average water usage (litres per person per day) | 164 |
| Annual Performance Commitment | October 2016 |
| Affected customers not notified of planned works | 0 |
| Number of mains bursts on our network | 19 |
| Unplanned interruptions to supply of more than 12 hours | 200 |
| Planned works taking longer to complete than notified | 0 |



Dour Community

| | |
|---|---------------------|
| Population served | 180,000 |
| Length of main | 1,100km |
| Area of community | 413km ² |
| Average water usage (litres per person per day) | 125 |
| Annual Performance Commitment | October 2016 |
| Affected customers not notified of planned works | 0 |
| Number of mains bursts on our network | 7 |
| Unplanned interruptions to supply of more than 12 hours | 0 |
| Planned works taking longer to complete than notified | 0 |



Brett Community

| | |
|---|---------------------|
| Population served | 151,200 |
| Length of main | 900km |
| Area of community | 382km ² |
| Average water usage (litres per person per day) | 121 |
| Annual Performance Commitment | October 2016 |
| Affected customers not notified of planned works | 0 |
| Number of mains bursts on our network | 10 |
| Unplanned interruptions to supply of more than 12 hours | 0 |
| Planned works taking longer to complete than notified | 0 |