



Monthly Community Performance September 2018*

Please note that it takes a number of months to collate the data before this report can be published




Misbourne Community

Population served	326266
Length of main	2,100km
Area of community	476km ²
Average water usage (litres per person per day)	173
Annual Performance Commitment	September 2018
Affected customers not notified of planned works	0
Number of mains bursts on our network	50
Unplanned interruptions to supply of more than 12 hours	0
Planned works taking longer to complete than notified	1




Colne Community

Population served	464820
Length of main	1,800km
Area of community	299km ²
Average water usage (litres per person per day)	162
Annual Performance Commitment	September 2018
Affected customers not notified of planned works	0
Number of mains bursts on our network	25
Unplanned interruptions to supply of more than 12 hours	2
Planned works taking longer to complete than notified	0




Lee Community

Population served	689516
Length of main	3,200km
Area of community	986km ²
Average water usage (litres per person per day)	146
Annual Performance Commitment	September 2018
Affected customers not notified of planned works	0
Number of mains bursts on our network	47
Unplanned interruptions to supply of more than 12 hours	0
Planned works taking longer to complete than notified	0




Pinn Community

Population served	1072439
Length of main	2,700km
Area of community	273km ²
Average water usage (litres per person per day)	161
Annual Performance Commitment	September 2018
Affected customers not notified of planned works	0
Number of mains bursts on our network	47
Unplanned interruptions to supply of more than 12 hours	0
Planned works taking longer to complete than notified	0




Stort Community

Population served	285879
Length of main	2,300km
Area of community	1192km ²
Average water usage (litres per person per day)	157
Annual Performance Commitment	September 2018
Affected customers not notified of planned works	0
Number of mains bursts on our network	33
Unplanned interruptions to supply of more than 12 hours	0
Planned works taking longer to complete than notified	0



Wey Community

Population served	551876
Length of main	2,600km
Area of community	496km ²
Average water usage (litres per person per day)	156
Annual Performance Commitment	September 2018
Affected customers not notified of planned works	0
Number of mains bursts on our network	22
Unplanned interruptions to supply of more than 12 hours	11
Planned works taking longer to complete than notified	0



Dour Community

Population served	175329
Length of main	1,100km
Area of community	413km ²
Average water usage (litres per person per day)	120
Annual Performance Commitment	September 2018
Affected customers not notified of planned works	0
Number of mains bursts on our network	9
Unplanned interruptions to supply of more than 12 hours	0
Planned works taking longer to complete than notified	0



Brett Community

Population served	3719697
Length of main	900km
Area of community	382km ²
Average water usage (litres per person per day)	132
Annual Performance Commitment	September 2018
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

*All performance figures are unaudited and subject to change