Monthly Community Performance December 2018*

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

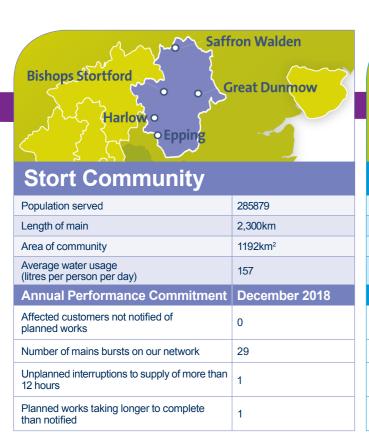


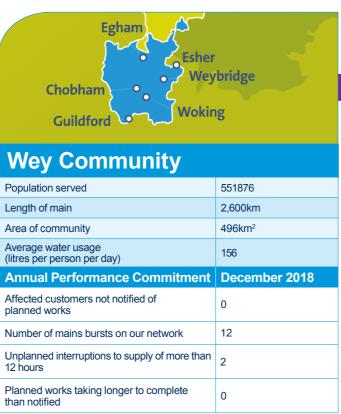
Hemel Hempstead **Berkhamsted Amersham** Rickmansworth **Misbourne Community** Population served Length of main 2,100km Area of community 476km² Average water usage 173 (litres per person per day) Annual Performance Commitment | December 2018 Affected customers not notified of planned works Number of mains bursts on our network Unplanned interruptions to supply of more than 12 hours

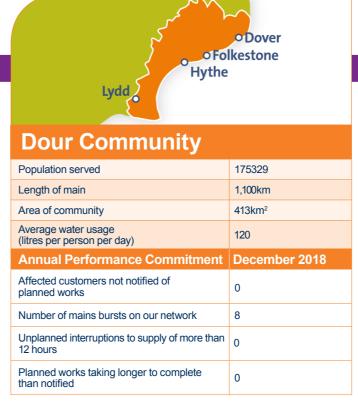
Harpenden St Albans London Colney Radlett Borehamwood Bushey Edgware		
Colne Community		
Population served	464820	
Length of main	1,800km	
Area of community	299km²	
Average water usage (litres per person per day)	162	
Annual Performance Commitment	December 2018	
Affected customers not notified of planned works	0	
Number of mains bursts on our network	30	
Unplanned interruptions to supply of more than 12 hours	0	
Planned works taking longer to complete than notified	0	

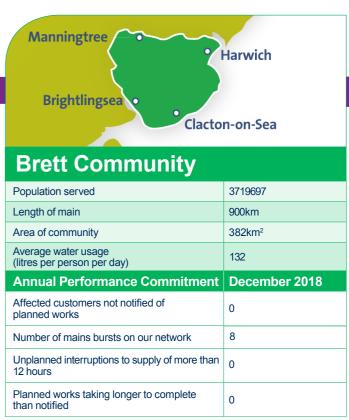


Harrow Uxbridge Southall Hayes	
Pinn Community	
Population served	1072439
Length of main	2,700km
Area of community	273km²
Average water usage (litres per person per day)	161
Annual Performance Commitment	December 2018
Affected customers not notified of planned works	0
Number of mains bursts on our network	59
Unplanned interruptions to supply of more than 12 hours	0









Planned works taking longer to complete

than notified

^{*}All performance figures are unaudited and subject to change