



Monthly Community Performance September 2019*

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




Misbourne Community

Population served (annual)	326266
Length of main (annual)	2,100km
Area of community (annual)	476km ²
Average water usage (litres per person per day) (annual)	173
Annual Performance Commitment	September 2019
Affected customers not notified of planned works	1
Number of mains bursts on our network	49
Unplanned interruptions to supply of more than 12 hours	1
Planned works taking longer to complete than notified	0




Colne Community

Population served (annual)	464820
Length of main (annual)	1,800km
Area of community (annual)	299km ²
Average water usage (litres per person per day) (annual)	162
Annual Performance Commitment	September 2019
Affected customers not notified of planned works	0
Number of mains bursts on our network	36
Unplanned interruptions to supply of more than 12 hours	0
Planned works taking longer to complete than notified	0




Lee Community

Population served (annual)	689516
Length of main (annual)	3,200km
Area of community (annual)	986km ²
Average water usage (litres per person per day) (annual)	146
Annual Performance Commitment	September 2019
Affected customers not notified of planned works	0
Number of mains bursts on our network	58
Unplanned interruptions to supply of more than 12 hours	1
Planned works taking longer to complete than notified	0




Pinn Community

Population served (annual)	1072439
Length of main (annual)	2,700km
Area of community (annual)	273km ²
Average water usage (litres per person per day) (annual)	161
Annual Performance Commitment	September 2019
Affected customers not notified of planned works	102
Number of mains bursts on our network	64
Unplanned interruptions to supply of more than 12 hours	126
Planned works taking longer to complete than notified	2




Stort Community

Population served (annual)	285879
Length of main (annual)	2,300km
Area of community (annual)	1192km ²
Average water usage (litres per person per day) (annual)	157
Annual Performance Commitment	September 2019
Affected customers not notified of planned works	0
Number of mains bursts on our network	45
Unplanned interruptions to supply of more than 12 hours	0
Planned works taking longer to complete than notified	3




Wey Community

Population served (annual)	551876
Length of main (annual)	2,600km
Area of community (annual)	496km ²
Average water usage (litres per person per day) (annual)	156
Annual Performance Commitment	September 2019
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	0
Planned works taking longer to complete than notified	0



Dour Community

Population served (annual)	175329
Length of main (annual)	1,100km
Area of community (annual)	413km ²
Average water usage (litres per person per day) (annual)	120
Annual Performance Commitment	September 2019
Affected customers not notified of planned works	0
Number of mains bursts on our network	11
Unplanned interruptions to supply of more than 12 hours	0
Planned works taking longer to complete than notified	0



Brett Community

Population served (annual)	3719697
Length of main (annual)	900km
Area of community (annual)	382km ²
Average water usage (litres per person per day) (annual)	132
Annual Performance Commitment	September 2019
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

*All performance figures are unaudited and subject to change