



Monthly Community Performance January 2020*

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	January 2020
Affected customers not notified of planned works	0
Number of mains bursts on our network	35
Unplanned interruptions to supply of more than 12 hours	0
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	January 2020
Affected customers not notified of planned works	0
Number of mains bursts on our network	20
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	January 2020
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




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	January 2020
Affected customers not notified of planned works	0
Number of mains bursts on our network	43
Unplanned interruptions to supply of more than 12 hours	0
Planned works taking longer to complete than notified	0




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	January 2020
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	312
Planned works taking longer to complete than notified	0




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	January 2020
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



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	January 2020
Affected customers not notified of planned works	0
Number of mains bursts on our network	2
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	January 2020
Affected customers not notified of planned works	0
Number of mains bursts on our network	8
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