



Monthly Community Performance March 2020*

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




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 July 2018	
Affected customers not notified of planned works	0
Number of mains bursts on our network	21
Unplanned interruptions to supply of more than 12 hours	16
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 July 2018	
Affected customers not notified of planned works	0
Number of mains bursts on our network	23
Unplanned interruptions to supply of more than 12 hours	0
Planned works taking longer to complete than notified	0




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 July 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	6
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 July 2018	
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	0




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 July 2018	
Affected customers not notified of planned works	0
Number of mains bursts on our network	17
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 July 2018	
Affected customers not notified of planned works	0
Number of mains bursts on our network	18
Unplanned interruptions to supply of more than 12 hours	0
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 July 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



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 July 2018	
Affected customers not notified of planned works	0
Number of mains bursts on our network	1
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