



Monthly Community Performance October 2017*




Misbourne Community

Population served	331,000
Length of main	2,km
Area of community	476km ²
Average water usage (litres per person per day)	167
Annual Performance Commitment	October 2017
Affected customers not notified of planned works	18
Number of mains bursts on our network	28
Unplanned interruptions to supply of more than 12 hours	0
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	October 2017
Affected customers not notified of planned works	0
Number of mains bursts on our network	26
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	October 2017
Affected customers not notified of planned works	1
Number of mains bursts on our network	25
Unplanned interruptions to supply of more than 12 hours	1
Planned works taking longer to complete than notified	2




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	October 2017
Affected customers not notified of planned works	0
Number of mains bursts on our network	28
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	October 2017
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	11
Planned works taking longer to complete than notified	1



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	October 2017
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	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	October 2017
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	151,200
Length of main	900km
Area of community	382km ²
Average water usage (litres per person per day)	121
Annual Performance Commitment	October 2017
Affected customers not notified of planned works	0
Number of mains bursts on our network	5
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