



# Monthly Community Performance July 2016\*



**Misbourne Community**


Population served	331,000
Length of main	2,100km
Area of community	476km <sup>2</sup>
Average water usage (litres per person per day)	167
<b>Annual Performance Commitment</b>	<b>&gt;i `m2016</b>
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



**Colne Community**


Population served	448,000
Length of main	1,800km
Area of community	299km <sup>2</sup>
Average water usage (litres per person per day)	161
<b>Annual Performance Commitment</b>	<b>&gt;i `m2016</b>
Affected customers not notified of planned works	1
Number of mains bursts on our network	26
Unplanned interruptions to supply of more than 12 hours	1†
Planned works taking longer to complete than notified	3

†Does not include a large burst in Edgware which is being investigated




**Lee Community**

Population served	717,000
Length of main	3,200km
Area of community	986km <sup>2</sup>
Average water usage (litres per person per day)	151
<b>Annual Performance Commitment</b>	<b>&gt;i `m2016</b>
Affected customers not notified of planned works	7
Number of mains bursts on our network	26
Unplanned interruptions to supply of more than 12 hours	2
Planned works taking longer to complete than notified	0




**Pinn Community**

Population served	977,000
Length of main	2,700km
Area of community	273km <sup>2</sup>
Average water usage (litres per person per day)	166
<b>Annual Performance Commitment</b>	<b>&gt;i `m2016</b>
Affected customers not notified of planned works	1
Number of mains bursts on our network	32
Unplanned interruptions to supply of more than 12 hours	1
Planned works taking longer to complete than notified	0




**Stort Community**

Population served	298,000
Length of main	2,300km
Area of community	1192km <sup>2</sup>
Average water usage (litres per person per day)	150
<b>Annual Performance Commitment</b>	<b>&gt;i `m2016</b>
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	1
Planned works taking longer to complete than notified	0




**Wey Community**

Population served	537,000
Length of main	2,600km
Area of community	496km <sup>2</sup>
Average water usage (litres per person per day)	164
<b>Annual Performance Commitment</b>	<b>&gt;i `m2016</b>
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	180,000
Length of main	1,100km
Area of community	413km <sup>2</sup>
Average water usage (litres per person per day)	125
<b>Annual Performance Commitment</b>	<b>&gt;i `m2016</b>
Affected customers not notified of planned works	0
Number of mains bursts on our network	4
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 <sup>2</sup>
Average water usage (litres per person per day)	121
<b>Annual Performance Commitment</b>	<b>&gt;i `m2016</b>
Affected customers not notified of planned works	0
Number of mains bursts on our network	6
Unplanned interruptions to supply of more than 12 hours	0
Planned works taking longer to complete than notified	0