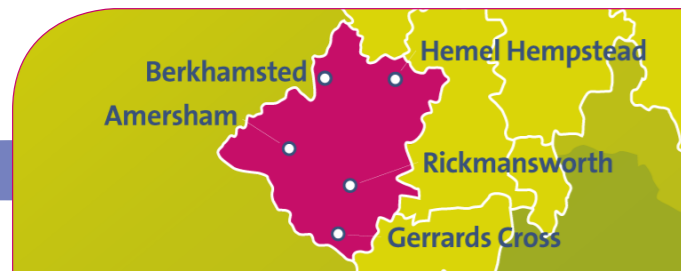


Monthly Community Performance November 2016*



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	Bcj Ya VYf' &\$%
Affected customers not notified of planned works	0
Number of mains bursts on our network	51
Unplanned interruptions to supply of more than 12 hours	91
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	Bcj Ya VYf' &\$%
Affected customers not notified of planned works	0
Number of mains bursts on our network	33
Unplanned interruptions to supply of more than 12 hours	0
Planned works taking longer to complete than notified	1

*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 ²
Average water usage (litres per person per day)	151
Annual Performance Commitment	Bcj Ya VYf' &\$%
Affected customers not notified of planned works	6
Number of mains bursts on our network	59
Unplanned interruptions to supply of more than 12 hours	2
Planned works taking longer to complete than notified	5



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	Bcj Ya VYf' &\$%
Affected customers not notified of planned works	2
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	11



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	Bcj Ya VYf' &\$%
Affected customers not notified of planned works	0
Number of mains bursts on our network	60
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	Bcj Ya VYf' &\$%
Affected customers not notified of planned works	0
Number of mains bursts on our network	27
Unplanned interruptions to supply of more than 12 hours	22
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	Bcj Ya VYf' &\$%
Affected customers not notified of planned works	0
Number of mains bursts on our network	12
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	Bcj Ya VYf' &\$%
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