



Monthly Community Performance November 2018*

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



Misbourne Community

| | |
|---|----------------------|
| Population served | 326266 |
| Length of main | 2,100km |
| Area of community | 476km ² |
| Average water usage (litres per person per day) | 173 |
| Annual Performance Commitment | November 2018 |
| Affected customers not notified of planned works | 0 |
| Number of mains bursts on our network | 46 |
| Unplanned interruptions to supply of more than 12 hours | 31 |
| Planned works taking longer to complete than notified | 0 |




Colne Community

| | |
|---|----------------------|
| Population served | 464820 |
| Length of main | 1,800km |
| Area of community | 299km ² |
| Average water usage (litres per person per day) | 162 |
| Annual Performance Commitment | November 2018 |
| Affected customers not notified of planned works | 0 |
| Number of mains bursts on our network | 13 |
| Unplanned interruptions to supply of more than 12 hours | 0 |
| Planned works taking longer to complete than notified | 0 |




Lee Community

| | |
|---|----------------------|
| Population served | 689516 |
| Length of main | 3,200km |
| Area of community | 986km ² |
| Average water usage (litres per person per day) | 146 |
| Annual Performance Commitment | November 2018 |
| Affected customers not notified of planned works | 0 |
| Number of mains bursts on our network | 37 |
| Unplanned interruptions to supply of more than 12 hours | 0 |
| Planned works taking longer to complete than notified | 0 |




Pinn Community

| | |
|---|----------------------|
| Population served | 1072439 |
| Length of main | 2,700km |
| Area of community | 273km ² |
| Average water usage (litres per person per day) | 161 |
| Annual Performance Commitment | November 2018 |
| Affected customers not notified of planned works | 0 |
| Number of mains bursts on our network | 55 |
| Unplanned interruptions to supply of more than 12 hours | 0 |
| Planned works taking longer to complete than notified | 0 |




Stort Community

| | |
|---|----------------------|
| Population served | 285879 |
| Length of main | 2,300km |
| Area of community | 1192km ² |
| Average water usage (litres per person per day) | 157 |
| Annual Performance Commitment | November 2018 |
| Affected customers not notified of planned works | 0 |
| 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 |



Wey Community

| | |
|---|----------------------|
| Population served | 551876 |
| Length of main | 2,600km |
| Area of community | 496km ² |
| Average water usage (litres per person per day) | 156 |
| Annual Performance Commitment | November 2018 |
| Affected customers not notified of planned works | 0 |
| Number of mains bursts on our network | 45 |
| Unplanned interruptions to supply of more than 12 hours | 2 |
| Planned works taking longer to complete than notified | 0 |



Dour Community

| | |
|---|----------------------|
| Population served | 175329 |
| Length of main | 1,100km |
| Area of community | 413km ² |
| Average water usage (litres per person per day) | 120 |
| Annual Performance Commitment | November 2018 |
| Affected customers not notified of planned works | 0 |
| Number of mains bursts on our network | 10 |
| Unplanned interruptions to supply of more than 12 hours | 0 |
| Planned works taking longer to complete than notified | 0 |



Brett Community

| | |
|---|----------------------|
| Population served | 3719697 |
| Length of main | 900km |
| Area of community | 382km ² |
| Average water usage (litres per person per day) | 132 |
| Annual Performance Commitment | November 2018 |
| 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 |

*All performance figures are unaudited and subject to change