



Monthly Community Performance February 2019*

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	February 2019
Affected customers not notified of planned works	0
Number of mains bursts on our network	35
Unplanned interruptions to supply of more than 12 hours	0
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	February 2019
Affected customers not notified of planned works	0
Number of mains bursts on our network	35
Unplanned interruptions to supply of more than 12 hours	12
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	February 2019
Affected customers not notified of planned works	40
Number of mains bursts on our network	56
Unplanned interruptions to supply of more than 12 hours	8
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	February 2019
Affected customers not notified of planned works	1
Number of mains bursts on our network	60
Unplanned interruptions to supply of more than 12 hours	1
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	February 2019
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	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	February 2019
Affected customers not notified of planned works	1
Number of mains bursts on our network	60
Unplanned interruptions to supply of more than 12 hours	1
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	February 2019
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	3719697
Length of main	900km
Area of community	382km ²
Average water usage (litres per person per day)	132
Annual Performance Commitment	February 2019
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