



# Monthly Community Performance March 2019\*

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



**Misbourne Community**

Population served (annual)	326266
Length of main (annual)	2,100km
Area of community (annual)	476km <sup>2</sup>
Average water usage (litres per person per day) (annual)	173
<b>Annual Performance Commitment</b>	<b>March 2019</b>
Affected customers not notified of planned works	1
Number of mains bursts on our network	12
Unplanned interruptions to supply of more than 12 hours	1
Planned works taking longer to complete than notified	0




**Colne Community**

Population served (annual)	464820
Length of main (annual)	1,800km
Area of community (annual)	299km <sup>2</sup>
Average water usage (litres per person per day) (annual)	162
<b>Annual Performance Commitment</b>	<b>March 2019</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	0
Planned works taking longer to complete than notified	1




**Lee Community**

Population served (annual)	689516
Length of main (annual)	3,200km
Area of community (annual)	986km <sup>2</sup>
Average water usage (litres per person per day) (annual)	146
<b>Annual Performance Commitment</b>	<b>March 2019</b>
Affected customers not notified of planned works	0
Number of mains bursts on our network	25
Unplanned interruptions to supply of more than 12 hours	0
Planned works taking longer to complete than notified	0




**Pinn Community**

Population served (annual)	1072439
Length of main (annual)	2,700km
Area of community (annual)	273km <sup>2</sup>
Average water usage (litres per person per day) (annual)	161
<b>Annual Performance Commitment</b>	<b>March 2019</b>
Affected customers not notified of planned works	0
Number of mains bursts on our network	30
Unplanned interruptions to supply of more than 12 hours	0
Planned works taking longer to complete than notified	0




**Stort Community**

Population served (annual)	285879
Length of main (annual)	2,300km
Area of community (annual)	1192km <sup>2</sup>
Average water usage (litres per person per day) (annual)	157
<b>Annual Performance Commitment</b>	<b>March 2019</b>
Affected customers not notified of planned works	0
Number of mains bursts on our network	21
Unplanned interruptions to supply of more than 12 hours	0
Planned works taking longer to complete than notified	95




**Wey Community**

Population served (annual)	551876
Length of main (annual)	2,600km
Area of community (annual)	496km <sup>2</sup>
Average water usage (litres per person per day) (annual)	156
<b>Annual Performance Commitment</b>	<b>March 2019</b>
Affected customers not notified of planned works	1
Number of mains bursts on our network	22
Unplanned interruptions to supply of more than 12 hours	106
Planned works taking longer to complete than notified	0



**Dour Community**

Population served (annual)	175329
Length of main (annual)	1,100km
Area of community (annual)	413km <sup>2</sup>
Average water usage (litres per person per day) (annual)	120
<b>Annual Performance Commitment</b>	<b>March 2019</b>
Affected customers not notified of planned works	0
Number of mains bursts on our network	7
Unplanned interruptions to supply of more than 12 hours	0
Planned works taking longer to complete than notified	0



**Brett Community**

Population served (annual)	3719697
Length of main (annual)	900km
Area of community (annual)	382km <sup>2</sup>
Average water usage (litres per person per day) (annual)	132
<b>Annual Performance Commitment</b>	<b>March 2019</b>
Affected customers not notified of planned works	0
Number of mains bursts on our network	3
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