

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B1: Water Availability

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1 2001-02		Report Year 2002-03	
					CG	CG	CG	CG
Resource Areas							10	
B1.1	Number of water resource areas	-	nr	C	0		381	B2
B1.2	Number where headroom ≤2%	-	nr	I			102	B2
B1.3	Number where headroom > 2 ≤ 5%	-	nr	I			6	B2
B1.4	Number where headroom > 5%	-	nr	I			273	B2
Headroom								
B1.5	Total population	T7, L25	000	BF	0	0	4949.066	B2
B1.6	Population in areas where headroom ≤2%	-	000	I			968.54	B3
B1.7	Population in areas where headroom > 2 ≤ 5%	-	000	I			61.46	B3
B1.8	Population in areas where headroom > 5%	-	000	I			3919.07	B3
Restrictions on water use								
B1.9	% population affected by hosepipe restrictions	T1, L51	%	I			0	A1
B1.10	% population affected by drought orders	T1, L54	%	I			0	A1
B1.11	% population affected by sprinkler/unattended hosepipe restrictions	T1, L55	%	I			0	A1

Prepared by: Date:
 Checked by: Date:
 Authorised by: Geoff Aitkenhead Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B1: Water Availability

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	10
					Report Year 2002-03

Resource Areas				
B1.1	Number of water resource areas	-	nr	C
B1.2	Number where headroom £2%	-	nr	I
B1.3	Number where headroom > 2 £ 5%	-	nr	I
B1.4	Number where headroom > 5%	-	nr	I

Headroom				
B1.5	Total population	T7, L25	000	BF
B1.6	Population in areas where headroom £2%	-	000	I
B1.7	Population in areas where headroom > 2 £ 5%	-	000	I
B1.8	Population in areas where headroom > 5%	-	000	I

Restrictions on water use				
B1.9	% population affected by hosepipe restrictions	T1, L51	%	I
B1.10	% population affected by drought orders	T1, L54	%	I
B1.11	% population affected by sprinkler/unattended hosepipe restrictions	T1, L55	%	I

Comment Necessary	Comment
Y/N	

N
N
N
N

N
N
N
N

N
N
N

General
A1 G
A2 G
A3 G
A4 N
AX G
B2 G
B3 G
B4 N
BX G
C2 N
C3 N
C4 N
C5 N
CX N
M N
N N
D3 N
D4 N
D5 N
D6 N
DX N

Prepared by:	Date:
Checked by:	Date:
Authorised by: Geoff Aitkenhead	Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B2: Pressure and Interruptions

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1 2001-02		Report Year 2002-03	
					CG	CG	CG	CG
							10	
Properties receiving pressure/flow below reference level								
B2.1	Total connected properties at year end	T2, L1	000	BF	0	0	2389.24	B2
B2.2	Properties below reference level at start of year	T2, L2	nr	I			7607	C5
B2.3	Additions due to better information	T2, L3	nr	I			8636	C3
B2.4	Additions due to asset deterioration	T2, L4	nr	I			0	M
B2.5	Additions due to operational changes	T2, L5	nr	I			0	M
B2.6	Removed due to better information	T2, L6	nr	I			1301	C3
B2.7	Removed due to asset improvements	T2, L7	nr	I			0	M
B2.8	Removed due to operational improvements	T2, L8	nr	I			0	M
B2.9	Properties below reference level at end of year	T2, L9	nr	C	0		14942	C4
B2.10	Properties receiving low pressure but excluded from line B2.9	T2, L10	nr	I			0	M
Properties affected by planned interruptions								
B2.11	Total planned interruptions	-	nr	I			3661	B3
B2.12	Interruptions where 48 hour notice given	-	nr	I			3337	B3
B2.13	Properties affected (include each incident)	-	nr	I			121881	B3
B2.14	Properties given notice of interruption	-	nr	I			116520	B3
B2.15	Planned interruptions per 1000 properties	-	nr	C	#DIV/0!		1.5322864	B3
B2.16	Planned interruptions per 100 km water main	-	nr	I			7.88	B3
Properties affected by unplanned interruptions								
B2.17	Unplanned interruptions	-	nr	I			5109	B3
B2.18	Unplanned but caused by third party	-	nr	I			285	B3
B2.19	Unplanned overruns and unwarned	-	nr	I			105	B3
B2.20	Total unplanned interruptions	-	nr	C	0		5499	B3
B2.21	Properties affected by unplanned interruptions	-	nr	I			128763	B3
B2.22	Properties affected by unplanned interruptions caused by third party	-	nr	I			10344	B3
B2.23	Properties affected by unplanned overruns and unwarned	-	nr	I			10370	B4
B2.24	Total properties affected (include each incident)	-	nr	C	0		149477	B3
B2.25	Unplanned interruptions per 1000 properties	-	nr	C	#DIV/0!		2.3015687	B3
B2.26	Unplanned interruptions per 100 km water main	-	nr	I			12.34	B3
Planned Interruptions - Restoration Time								
B2.27	Properties where restoration time stated	-	nr	I			121881	B3
B2.28	% Affected where restoration time stated	-	%	C	#DIV/0!		100	B3
B2.29	Properties restored over 1 hour before time	-	nr	I			67492	B3
B2.30	% Restored over 1 hour before time	-	%	C	#DIV/0!		55.375	B3
B2.31	Properties restored within 1 hour before time	-	nr	I			23387	B3
B2.32	% Restored within 1 hour before time	-	%	C	#DIV/0!		19.188	B3
B2.33	Properties restored at time stated	-	nr	I			27810	B3
B2.34	% Restored at time stated	-	%	C	#DIV/0!		22.817	B3
B2.35	Properties restored within 1 hour after time	-	nr	I			1542	B3
B2.36	% Restored within 1 hour after time	-	%	C	#DIV/0!		1.265	B3
B2.37	Properties restored within 1-4 hours after time	-	nr	I			1388	B3
B2.38	% Restored within 1-4 hours after time	-	%	C	#DIV/0!		1.139	B3
B2.39	Properties restored in over 4 hours after time	-	nr	I			262	B3
B2.40	% Restored in over 4 hours after time	-	%	C	#DIV/0!		0.215	B3
Unplanned Interruptions - Restoration Time								
B2.41	Total number of unplanned non-trunk main interruptions	-	nr	I			5616	B3
B2.42	Total number of properties affected by non-trunk mains	-	nr	I			137433	B3
B2.43	Total number of properties restored > 12 hours	-	nr	I			2942	B3
B2.44	Total number of unplanned trunk main interruptions	-	nr	I			114	B3
B2.45	Total number of properties affected by trunk mains	-	nr	I			12044	B3
B2.46	Total number of properties restored > 48 hours	-	nr	I			0	BX

Prepared by: Date:
 Checked by: Date:
 Authorised by: Cheryl Black Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B2: Pressure and Interruptions

To be aligned with the final lines and definitions following WIC/28 consultation

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	10	Report Year 2002-03	Comment Necessary Y/N	Comment
Properties receiving pressure/flow below reference level								
B2.1	Total connected properties at year end	T2, L1	000	BF	N			General A1 G
B2.2	Properties below reference level at start of year	T2, L2	nr	I	N			Number from the 3 previous authorities A2 G
B2.3	Additions due to better information	T2, L3	nr	I	N			Change in methodology A3 G
B2.4	Additions due to asset deterioration	T2, L4	nr	I	N			Investigation or analysis yet in place A4 N
B2.5	Additions due to operational changes	T2, L5	nr	I	N			Investigation or analysis yet in place AX G
B2.6	Removed due to better information	T2, L6	nr	I	N			Investigations based on preliminary B2 G
B2.7	Removed due to asset improvements	T2, L7	nr	I	N			No post assessment information is B3 G
B2.8	Removed due to operational improvements	T2, L8	nr	I	N			No investigation or analysis yet in p B4 N
B2.9	Properties below reference level at end of year	T2, L9	nr	C	N			Calculation from low confidence gra BX G
B2.10	Properties receiving low pressure but excluded from line B2.9	T2, L10	nr	I	N			No investigation or analysis yet in p C2 N
Properties affected by planned interruptions								
B2.11	Total planned interruptions	-	nr	I	N			C3 N
B2.12	Interruptions where 48 hour notice given	-	nr	I	N			C4 N
B2.13	Properties affected (include each incident)	-	nr	I	N			C5 N
B2.14	Properties given notice of interruption	-	nr	I	N			CX N
B2.15	Planned interruptions per 1000 properties	-	nr	C	N			M N
B2.16	Planned interruptions per 100 km water main	-	nr	I	N			N N
Properties affected by unplanned interruptions								
B2.17	Unplanned/ unwarned interruptions	-	nr	I	N			D3 N
B2.18	Unplanned but caused by third party	-	nr	I	N			D4 N
B2.19	Unplanned overruns and unwarned	-	nr	I	N			D5 N
B2.20	Total unplanned interruptions	-	nr	C	N			D6 N
B2.21	Properties affected by unplanned/ unwarned interruptions	-	nr	I	N			DX N
B2.22	Properties affected by unplanned interruptions caused by third party	-	nr	I	N			
B2.23	Properties affected by unplanned overruns and unwarned	-	nr	I	N			
B2.24	Total properties affected (include each incident)	-	nr	C	N			
B2.25	Unplanned interruptions per 1000 properties	-	nr	C	N			
B2.26	Unplanned interruptions per 100 km water main	-	nr	I	N			
Planned Interruptions - Restoration Time								
B2.27	Properties where restoration time stated	-	nr	I	N			
B2.28	% Affected where restoration time stated	-	%	C	N			
B2.29	Properties restored over 1 hour before time	-	nr	I	N			
B2.30	% Restored over 1 hour before time	-	%	C	N			
B2.31	Properties restored within 1 hour before time	-	nr	I	N			
B2.32	% Restored within 1 hour before time	-	%	C	N			
B2.33	Properties restored at time stated	-	nr	I	N			
B2.34	% Restored at time stated	-	%	C	N			
B2.35	Properties restored within 1 hour after time	-	nr	I	N			
B2.36	% Restored within 1 hour after time	-	%	C	N			
B2.37	Properties restored within 1-4 hours after time	-	nr	I	N			
B2.38	% Restored within 1-4 hours after time	-	%	C	N			
B2.39	Properties restored in over 4 hours after time	-	nr	I	N			
B2.40	% Restored in over 4 hours after time	-	%	C	N			
Unplanned Interruptions - Restoration Time								
B2.41	Total number of unplanned non-trunk main interruptions	-	nr	I	N			
B2.42	Total number of properties affected by non-trunk mains	-	nr	I	N			
B2.43	Total number of properties restored > 12 hours	-	nr	I	N			
B2.44	Total number of unplanned trunk main interruptions	-	nr	I	N			
B2.45	Total number of properties affected by trunk mains	-	nr	I	N			
B2.46	Total number of properties restored > 48 hours	-	nr	I	N			

Prepared by: Date:
 Checked by: Date:
 Authorised by: Cheryl Black Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B3: Sewage Flooding

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1		Report Year	
					2001-02	CG	2002-03	CG
Annual Flooding - Overloaded Sewers							10	
B3.1	Number of properties flooded in the year	T3 L3	nr	I			344	B3
B3.2	Number of flooding incidents in the year	-	nr	I			210	B3
B3.3	Number of flooding incidents attributed to severe weather	-	nr	I			3	B3
B3.4	Not in use							
B3.5	Number of gardens flooded	-	nr	I			6733	B3
B3.6	Number of highways flooded		nr	I			7	B3
Annual Flooding - Other Causes								
B3.7	Number of properties flooded in the year		nr	I			366	B3
B3.8	Flooding incidents due to equipment failure	T3 L22	nr	I			0	AX
B3.9	Flooding incidents due to blockages	T3 L23	nr	I			337	B3
B3.10	Flooding incidents due to sewer collapses	T3 L24	nr	I			4	B3
B3.11	Number of flooding incidents in the year	-	nr	I			341	B3
B3.12	Number of gardens flooded	-	nr	I			18386	B3
B3.13	Number of highways flooded	-	nr	I			2956	B3
Clean Up Response Times								
B3.14	Total properties affected by sewer flooding		nr	C	0		710	B3
B3.15	Total sewer flooding incidents	-	nr	C	0		551	B3
B3.16	% sewer flooding incidents cleaned up in 0<=2 hours	-	%	I			17.04	B3
B3.17	% sewer flooding incidents cleaned up in 2<=4 hours	-	%	I			30.58	B3
B3.18	% sewer flooding incidents cleaned up in 4<=8 hours	-	%	I			8.605	B3
B3.19	% sewer flooding incidents cleaned up in 8<=12 hours	-	%	I			2.077	B3
B3.20	% sewer flooding incidents cleaned up in >12hours	-	%	I			41.69	B3
B3.21	Total properties connected to sewerage system	T3 L4	000	BF	0		2202.12	B3
B3.22	Total number of sewer flooding incidents per 1000 properties	-	nr	C	#DIV/0!		0.250	B3
Properties on the "At Risk" Register								
(i) At risk summary								
B3.23	2 in 10 at end of year	T3 L11 + T3 L12	nr	I			499	B4
B3.24	1 in 10 at end of year	T3 L13 + T3 L14	nr	I			515	B4
B3.25	Total at risk	-	nr	C	0		1014	B4
B3.26	Total props. at risk but not flooded in last 10 yrs. (exc. exceptional weather)	-	nr	I			0	BX
(ii) Problem status of properties on the register								
B3.27	Solved but temporary or being tested	-	nr	I			40	B4
B3.28	To be solved	-	nr	C	0		974	B4
(iii) Annual changes to register								
B3.29	Removed by authority action	-	nr	I			55	B4
B3.30	Removed because of better information	T3 L54	nr	I			76	B4
B3.31	Added because of better information	T3 L52	nr	I			420	B4
B3.32	Added because of increased demand	-	nr	I			0	BX
(iv) Problem solving costs								
B3.33	Average cost of permanent problem solved (capex)	-	£000/prop	I			59.81	B3
B3.34	Average cost of permanent problem solved (opex)	-	£000/prop	I			0	M
B3.35	Average cost of temporary problem solving measures (capex)	-	£000/prop	I			0.7925	B3
B3.36	Average cost of temporary problem solving measures (opex)	-	£000/prop	I			0	M

Prepared by:	Date:
Checked by:	Date:
Authorised by: Cheryl Black	Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B3: Sewage Flooding

To be aligned with the final lines and definitions following WIC/28 consultation

					10	
Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year 2002-03	
					Comment Necessary	Comment
					Y/N	
Annual Flooding - Overloaded Sewers						
B3.1	Number of properties flooded in the year	T3 L3	nr	I	N	General
B3.2	Number of flooding incidents in the year	-	nr	I	N	A1 G
B3.3	Number of flooding incidents attributed to severe weather	-	nr	I	N	A2 G
B3.4	Not in use				N	A3 G
B3.5	Number of gardens flooded	-	nr	I	N	A4 N
B3.6	Number of highways flooded	-	nr	I	N	AX G
Annual Flooding - Other Causes						
B3.7	Number of properties flooded in the year		nr	I	N	B2 G
B3.8	Flooding incidents due to equipment failure	T3 L22	nr	I	N	B3 G
B3.9	Flooding incidents due to blockages	T3 L23	nr	I	N	B4 N
B3.10	Flooding incidents due to sewer collapses	T3 L24	nr	I	N	BX G
B3.11	Number of flooding incidents in year	-	nr	I	N	C2 N
B3.12	Number of gardens flooded	-	nr	I	N	C3 N
B3.13	Number of highways flooded	-	nr	I	N	C4 N
Clean Up Response Times						
B3.14	Total properties affected by sewer flooding		nr	C	N	C5 N
B3.15	Total sewer flooding incidents	-	nr	C	N	CX N
B3.16	% sewer flooding incidents cleaned up in 0<=2 hours	-	%	I	N	M N
B3.17	% sewer flooding incidents cleaned up in 2<=4 hours	-	%	I	N	N N
B3.18	% sewer flooding incidents cleaned up in 4<=8 hours	-	%	I	N	D3 N
B3.19	% sewer flooding incidents cleaned up in 8<=12 hours	-	%	I	N	D4 N
B3.20	% sewer flooding incidents cleaned up in >12hours	-	%	I	N	D5 N
B3.21	Total properties connected to sewerage system	T3 L4	000	BF	N	D6 N
B3.22	Total number of sewer flooding incidents per 1000 properties	-	nr	C	N	DX N
Properties on the "At Risk" Register						
(i) At risk summary						
B3.23	2 in 10 at end of year	T3 L11 + T3 L12	nr	I	N	Combined registers + N data trawl
B3.24	1 in 10 at end of year	T3 L13 + T3 L14	nr	I	N	Combined registers + N data trawl
B3.25	Total at risk	-	nr	C	N	Combined registers + N data trawl
B3.26	Total props. at risk but not flooded in last 10 yrs. (exc. exceptional weather)	-	nr	I	N	No 10 yr records
(ii) Problem status of properties on the register						
B3.27	Solved but temporary or being tested	-	nr	I	N	No process in place -comms with Ops
B3.28	To be solved	-	nr	C	N	Combined registers + N data trawl
(iii) Annual changes to register						
B3.29	Removed by authority action	-	nr	I	N	Combined registers + N data trawl
B3.30	Removed because of better information	T3 L54	nr	I	N	Combined registers + N data trawl
B3.31	Added because of better information	T3 L52	nr	I	N	Combined registers + N data trawl
B3.32	Added because of increased demand	-	nr	I	N	Combined registers + N data trawl
(iv) Problem solving costs						
B3.33	Average cost of permanent problem solved (capex)	-	£000/prop	I	N	
B3.34	Average cost of permanent problem solved (opex)	-	£000/prop	I	N	No process to capture data
B3.35	Average cost of temporary problem solving measures (capex)	-	£000/prop	I	N	
B3.36	Average cost of temporary problem solving measures (opex)	-	£000/prop	I	N	No process to capture data

Issues with data	Problem ?	Solution
Total % Billing/Charging/Metering Enquiries dealt with (sum of B3.16 to B3.20) should equal 100%	N	No solution required

Prepared by:	Date:
Checked by:	Date:
Authorised by: Cheryl Black	Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B4: Customer Care - Enquiries

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1		Report Year	
					2001-02	CG	2002-03	CG
							10	
Billing / Charging / Metering Enquiries								
B4.1	Total number of enquiries	-	nr	C	0		223880	B2
B4.2	No. dealt with within 2 working days	-	nr	I			161710	B2
B4.3	No. dealt with in more than 2 but within 5 working days	-	nr	I			15198	B2
B4.4	No. dealt with in more than 5 but within 10 working days	-	nr	I			34845	B2
B4.5	No. dealt with in more than 10 but within 15 working days	-	nr	I			1760	B2
B4.6	No. dealt with in more than 15 but within 20 working days	-	nr	I			1519	B2
B4.7	No. dealt with in more than 20 working days	-	nr	I			8848	B2
B4.8	% dealt with within 2 working days	-	%	C	#DIV/0!		72.231	B2
B4.9	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		6.788	B2
B4.10	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		15.564	B2
B4.11	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.786	B2
B4.12	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.678	B2
B4.13	% dealt with in more than 20 working days	-	%	C	#DIV/0!		3.952	B2
Change of Payment Method Enquiries								
B4.14	Total number of enquiries	-	nr	C	0		9675	B2
B4.15	No. dealt with within 2 working days	-	nr	I			8023	B2
B4.16	No. dealt with in more than 2 but within 5 working days	-	nr	I			1583	B2
B4.17	No. dealt with in more than 5 but within 10 working days	-	nr	I			51	B2
B4.18	No. dealt with in more than 10 but within 15 working days	-	nr	I			3	B2
B4.19	No. dealt with in more than 15 but within 20 working days	-	nr	I			2	B2
B4.20	No. dealt with in more than 20 working days	-	nr	I			13	B2
B4.21	% dealt with within 2 working days	-	%	C	#DIV/0!		82.925	B2
B4.22	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		16.362	B2
B4.23	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		0.5271318	B2
B4.24	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.0310078	B2
B4.25	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.0206718	B2
B4.26	% dealt with in more than 20 working days	-	%	C	#DIV/0!		0.134	B2
Other Enquiries								
B4.27	Total number of enquiries	-	nr	C	0		437854	B2
B4.28	No. dealt with within 2 working days	-	nr	I			416994	B2
B4.29	No. dealt with in more than 2 but within 5 working days	-	nr	I			7629	B2
B4.30	No. dealt with in more than 5 but within 10 working days	-	nr	I			3730	B2
B4.31	No. dealt with in more than 10 but within 15 working days	-	nr	I			902	B2
B4.32	No. dealt with in more than 15 but within 20 working days	-	nr	I			357	B2
B4.33	No. dealt with in more than 20 working days	-	nr	I			8242	B2
B4.34	% dealt with within 2 working days	-	%	C	#DIV/0!		95.236	B2
B4.35	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		1.742	B2
B4.36	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		0.852	B2
B4.37	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.206	B2
B4.38	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.082	B2
B4.39	% dealt with in more than 20 working days	-	%	C	#DIV/0!		1.882	B2
New Customer Set up								
B4.40	Total number of New Customers set up for billing etc	-	nr	C	0		25280	B2
B4.41	No. dealt with within 2 working days	-	nr	I			25280	B2
B4.42	No. dealt with in more than 2 but within 5 working days	-	nr	I			0	M
B4.43	No. dealt with in more than 5 but within 10 working days	-	nr	I			0	M
B4.44	No. dealt with in more than 10 but within 15 working days	-	nr	I			0	M
B4.45	No. dealt with in more than 15 but within 20 working days	-	nr	I			0	M
B4.46	No. dealt with in more than 20 working days	-	nr	I			0	M
B4.47	% dealt with within 2 working days	-	%	C	#DIV/0!		100.000	B2
B4.48	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		0.000	M
B4.49	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		0.000	M
B4.50	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.000	M
B4.51	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.000	M
B4.52	% dealt with in more than 20 working days	-	%	C	#DIV/0!		0.000	M

Prepared by: Date:
 Checked by: Date:
 Authorised by: Cheryl Black Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS

Table B4: Customer Care - Enquiries

To be aligned with the final lines and definitions following WIC/28 consultation

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type
-----------	-------------	----------------------------	-------	------------

10
Report Year 2002-03

Comment Necessary Y/N	Comment
--------------------------	---------

Billing / Charging / Metering Enquiries				
B4.1	Total number of enquiries	-	nr	C
B4.2	No. dealt with within 2 working days	-	nr	I
B4.3	No. dealt with in more than 2 but within 5 working days	-	nr	I
B4.4	No. dealt with in more than 5 but within 10 working days	-	nr	I
B4.5	No. dealt with in more than 10 but within 15 working days	-	nr	I
B4.6	No. dealt with in more than 15 but within 20 working days	-	nr	I
B4.7	No. dealt with in more than 20 working days	-	nr	I
B4.8	% dealt with within 2 working days	-	%	C
B4.9	% dealt with in more than 2 but within 5 working days	-	%	C
B4.10	% dealt with in more than 5 but within 10 working days	-	%	C
B4.11	% dealt with in more than 10 but within 15 working days	-	%	C
B4.12	% dealt with in more than 15 but within 20 working days	-	%	C
B4.13	% dealt with in more than 20 working days	-	%	C

Change of Payment Method Enquiries				
B4.14	Total number of enquiries	-	nr	C
B4.15	No. dealt with within 2 working days	-	nr	I
B4.16	No. dealt with in more than 2 but within 5 working days	-	nr	I
B4.17	No. dealt with in more than 5 but within 10 working days	-	nr	I
B4.18	No. dealt with in more than 10 but within 15 working days	-	nr	I
B4.19	No. dealt with in more than 15 but within 20 working days	-	nr	I
B4.20	No. dealt with in more than 20 working days	-	nr	I
B4.21	% dealt with within 2 working days	-	%	C
B4.22	% dealt with in more than 2 but within 5 working days	-	%	C
B4.23	% dealt with in more than 5 but within 10 working days	-	%	C
B4.24	% dealt with in more than 10 but within 15 working days	-	%	C
B4.25	% dealt with in more than 15 but within 20 working days	-	%	C
B4.26	% dealt with in more than 20 working days	-	%	C

Other Enquiries				
B4.27	Total number of enquiries	-	nr	C
B4.28	No. dealt with within 2 working days	-	nr	I
B4.29	No. dealt with in more than 2 but within 5 working days	-	nr	I
B4.30	No. dealt with in more than 5 but within 10 working days	-	nr	I
B4.31	No. dealt with in more than 10 but within 15 working days	-	nr	I
B4.32	No. dealt with in more than 15 but within 20 working days	-	nr	I
B4.33	No. dealt with in more than 20 working days	-	nr	I
B4.34	% dealt with within 2 working days	-	%	C
B4.35	% dealt with in more than 2 but within 5 working days	-	%	C
B4.36	% dealt with in more than 5 but within 10 working days	-	%	C
B4.37	% dealt with in more than 10 but within 15 working days	-	%	C
B4.38	% dealt with in more than 15 but within 20 working days	-	%	C
B4.39	% dealt with in more than 20 working days	-	%	C

New Customer Set up				
B4.40	Total number of New Customers set up for billing etc	-	nr	C
B4.41	No. dealt with within 2 working days	-	nr	I
B4.42	No. dealt with in more than 2 but within 5 working days	-	nr	I
B4.43	No. dealt with in more than 5 but within 10 working days	-	nr	I
B4.44	No. dealt with in more than 10 but within 15 working days	-	nr	I
B4.45	No. dealt with in more than 15 but within 20 working days	-	nr	I
B4.46	No. dealt with in more than 20 working days	-	nr	I
B4.47	% dealt with within 2 working days	-	%	C
B4.48	% dealt with in more than 2 but within 5 working days	-	%	C
B4.49	% dealt with in more than 5 but within 10 working days	-	%	C
B4.50	% dealt with in more than 10 but within 15 working days	-	%	C
B4.51	% dealt with in more than 15 but within 20 working days	-	%	C
B4.52	% dealt with in more than 20 working days	-	%	C

N	General
N	A1 G
N	A2 G
N	A3 G
N	A4 N
N	AX G
N	B2 G
N	B3 G
N	B4 N
N	BX G
N	C2 N
N	C3 N
N	C4 N
N	C5 N
N	CX N
N	M N
N	N N
N	D3 N
N	D4 N
N	D5 N
N	D6 N
N	DX N

Total is available but breakdown is not.
Total is available but breakdown is not.

Issues with data

Problem ?	Solution
-----------	----------

Total % Billing/Charging/Metering Enquiries dealt with (sum of B4.8 to B4.13) should equal 100%	N	No solution required
Total % Change of Payment method Enquiries dealt with (sum of B4.21 to B4.26) should equal 100%	N	No solution required
Total % Other Enquiries dealt with (sum of B4.34 to B4.39) should equal 100%	N	No solution required
Total % of days taken for new customers set up (sum of B4.47 to B4.52) should equal 100%	N	No solution required

Prepared by:	Date:
Checked by:	Date:
Authorised by: Cheryl Black	Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B5: Customer Care - Complaints

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1 2001-02		Report Year 2002-03	
					CG	CG	CG	CG
New Written Complaints							10	
B5.1	Total number of new written complaints received	-	nr	C	0		8131	B2
B5.1a	Total number of written complaint correspondence	-	nr	I			0	M
B5.1b	Number of items of correspondence/complaints	-	nr	C	#DIV/0!		0	M
B5.2	No. dealt with within 2 working days	-	nr	I			2677	B2
B5.3	No. dealt with in more than 2 but within 5 working days	-	nr	I			2111	B2
B5.4	No. dealt with in more than 5 but within 10 working days	-	nr	I			3166	B2
B5.5	No. dealt with in more than 10 but within 15 working days	-	nr	I			54	B2
B5.6	No. dealt with in more than 15 but within 20 working days	-	nr	I			36	B2
B5.7	No. dealt with in more than 20 working days	-	nr	I			87	B2
B5.8	% dealt with within 2 working days	-	%	C	#DIV/0!		32.923	B2
B5.9	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		25.962	B2
B5.10	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		38.937	B2
B5.11	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.664	B2
B5.12	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.443	B2
B5.13	% dealt with in more than 20 working days	-	%	C	#DIV/0!		1.070	B2
New Telephone Complaints								
B5.14	Total number of new telephone complaints	-	nr	C	0		340	B2
B5.14a	Total number of telephone contacts	-	nr	I			0	M
B5.14b	Number of telephone contacts/complaints	-	nr	C	#DIV/0!		0	M
B5.15	No. dealt with within 2 working days	-	nr	I			183	B2
B5.16	No. dealt with in more than 2 but within 5 working days	-	nr	I			41	B2
B5.17	No. dealt with in more than 5 but within 10 working days	-	nr	I			105	B2
B5.18	No. dealt with in more than 10 but within 15 working days	-	nr	I			5	B2
B5.19	No. dealt with in more than 15 but within 20 working days	-	nr	I			3	B2
B5.20	No. dealt with in more than 20 working days	-	nr	I			3	B2
B5.21	% dealt with within 2 working days	-	%	C	#DIV/0!		53.824	B2
B5.22	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		12.059	B2
B5.23	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		30.882	B2
B5.24	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		1.471	B2
B5.25	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.882	B2
B5.26	% dealt with in more than 20 working days	-	%	C	#DIV/0!		0.882	B2
Complaints by Category								
B5.27	Breach of Duty	-	nr	I			10	B2
B5.28	Water Supply	-	nr	I			53534	B2
B5.29	Water Infrastructure	-	nr	I			64587	B2
B5.30	Water Pressure	-	nr	I			19899	B2
B5.31	Water Quality	-	nr	I			30868	B2
B5.32	Water Treatment Works	-	nr	I			92	B2
B5.33	Sewerage Service	-	nr	I			28961	B2
B5.34	Sewerage Infrastructure	-	nr	I			29426	B2
B5.35	Sewage Treatment Works	-	nr	I			3855	B2
B5.36	Administration	-	nr	I			10969	B2
B5.37	Outwith Jurisdiction	-	nr	I			1828	B2
B5.38	Billing, Charging and Metering	-	nr	I			3513	B2

Prepared by: Date:

Checked by: Date:

Authorised by: Cheryl Black Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B6: Customer Care - Other

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year - 1		Report Year	
					2001-02	CG	2002-03	CG
							10	
Telephone Contacts								
B6.1	Total calls received on customer contact lines	-	nr	I			928220	A1
B6.2	Total calls on customer contact lines as a percentage of all calls received	-	%	I			0	M
B6.3	Total calls answered on customer contact lines	-	nr	I			895791	A1
B6.4	Total calls answered within 15 seconds on customer contact lines	-	nr	I			816638	A1
B6.5	Total calls answered within 15-30 seconds on customer contact lines	-	nr	I			19833	A1
B6.6	Total calls answered in more than 30 seconds on customer contact lines	-	nr	I			59320	A1
B6.7	Average time taken to answer a call on customer contact lines	-	secs	I			10.7	A1
B6.8	All lines busy (total time) on customer contact lines	-	hours	I			0	A1
B6.9	Total of abandoned calls on customer contact lines	-	nr	I			32429	A1
Private Septic Tank Emptying								
B6.10	Total private septic tank emptying requests	-	nr	I			10425	B2
B6.11	Total private septic tank emptyings carried out	-	nr	C	0		14586	B2
B6.12	Total private pre-planned septic tank emptyings	-	nr	I			7887	B2
B6.13	Total emergency request private septic tank emptyings	-	nr	I			57	B2
B6.14	Total private ad hoc request septic tank emptyings	-	nr	I			6642	B2
B6.15	Ad hoc private ST emptying in 0-10 working days of request	-	nr	I			4734	B2
B6.16	Ad hoc private ST emptying in 10-15 working days of request	-	nr	I			822	B2
B6.17	Ad hoc private ST emptying in 15-20 working days of request	-	nr	I			482	B2
B6.18	Ad hoc private ST emptying in 20-25 working days of request	-	nr	I			270	B2
B6.19	Ad hoc private ST emptying in 25-30 working days of request	-	nr	I			142	B2
B6.20	Ad hoc private ST emptying in 30+ working days of request	-	nr	I			192	B2
Keeping Appointments								
B6.21	Total appointments made in writing	-	nr	I			1	B2
B6.22	Total appointments made by telephone	-	nr	I			746	B2
B6.23	Total appointments made	-	nr	C	0		747	B2
B6.24	Total appointments kept am/pm	-	nr	I			742	B2
B6.25	Total two hour time bands offered	-	nr	I			15	B2
B6.26	Total appointments kept two hour time band	-	nr	I			14	B2
B6.27	Total appointments cancelled 48 hrs advance	-	nr	I			0	BX
B6.28	Total appointments cancelled 24- 48 hrs advance	-	nr	I			0	BX
B6.29	Total appointments cancelled 0-24 hrs advance	-	nr	I			0	BX

Prepared by: Date:

Checked by: Date:

Authorised by: Cheryl Black Date:

SECTION B : OUTPUTS TO CUSTOMERS

Table B6: Customer Care - Other

To be aligned with the final lines and definitions following WIC/28 consultation

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type
-----------	-------------	-------------------------	-------	------------

10
Report Year 2002-03

Comment Necessary Y/N	Comment
--------------------------	---------

Telephone Contacts

B6.1	Total calls received on customer contact lines	-	nr	I
B6.2	Total calls on customer contact lines as a percentage of all calls received	-	%	I
B6.3	Total calls answered on customer contact lines	-	nr	I
B6.4	Total calls answered within 15 seconds on customer contact lines	-	nr	I
B6.5	Total calls answered within 15-30 seconds on customer contact lines	-	nr	I
B6.6	Total calls answered in more than 30 seconds on customer contact lines	-	nr	I
B6.7	Average time taken to answer a call on customer contact lines	-	secs	I
B6.8	All lines busy (total time) on customer contact lines	-	hours	I
B6.9	Total of abandoned calls on customer contact lines	-	nr	I

N
N Systems unable to report this
N
N
N
N
N
N
N
N

General
A1 G
A2 G
A3 G
A4 N
AX G
B2 G
B3 G
B4 N
BX G
C2 N
C3 N
C4 N
C5 N
CX N
M N
N N
D3 N
D4 N
D5 N
D6 N
DX N

Private Septic Tank Emptying

B6.10	Total private septic tank emptying requests	-	nr	I
B6.11	Total private septic tank emptyings carried out	-	nr	C
B6.12	Total private pre-planned septic tank emptyings	-	nr	I
B6.13	Total emergency request private septic tank emptyings	-	nr	I
B6.14	Total private ad hoc request septic tank emptyings	-	nr	I
B6.15	Ad hoc private ST emptying in 0-10 working days of request	-	nr	I
B6.16	Ad hoc private ST emptying in 10-15 working days of request	-	nr	I
B6.17	Ad hoc private ST emptying in 15-20 working days of request	-	nr	I
B6.18	Ad hoc private ST emptying in 20-25 working days of request	-	nr	I
B6.19	Ad hoc private ST emptying in 25-30 working days of request	-	nr	I
B6.20	Ad hoc private ST emptying in 30+ working days of request	-	nr	I

N
N
N
N
N
N
N
N
N
N
N

Keeping Appointments

B6.21	Total appointments made in writing	-	nr	I
B6.22	Total appointments made by telephone	-	nr	I
B6.23	Total appointments made	-	nr	C
B6.24	Total appointments kept am/pm	-	nr	I
B6.25	Total two hour time bands offered	-	nr	I
B6.26	Total appointments kept two hour time band	-	nr	I
B6.27	Total appointments cancelled 48 hrs advance	-	nr	I
B6.28	Total appointments cancelled 24- 48 hrs advance	-	nr	I
B6.29	Total appointments cancelled 0-24 hrs advance	-	nr	I

N
N
N
N
N
N
N
N
N

Prepared by:	Date:
Checked by:	Date:
Authorised by: Cheryl Black	Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B7: Customer Care - GMS Performance

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1		Report Year	
					2001-02	CG	2002-03	CG
							10	
Planned Interruptions								
B7.1	Number of planned interruptions expected to last more than four hours	-	nr	I			2689	B3
B7.2	Number of planned interruptions expected to last more than 4 hours where 48 hours notice given	-	nr	I			2624	B3
B7.3	Number of planned interruptions expected to last more than 4 hours where restoration time given	-	nr	I			2689	B3
B7.4	Number of planned interruptions expected to last more than 4 hours which were restored at advertised time	-	nr	I			2632	B3
B7.5	Number of GMS failure payments paid automatically (planned interruptions)	-	nr	I			90	A1
B7.6	Number of GMS failure payments claimed (planned interruptions)	-	nr	I			73	A1
B7.7	Total number of GMS failure payments made (planned interruptions)	-	nr	C	0		163	A1
B7.8	Total amount paid out for GMS failure (planned interruptions)	-	£	I			4240	A1
Unplanned Interruptions								
B7.9	Number of unplanned interruptions	-	nr	I			5730	B3
B7.10	Number of unplanned interruptions (strategic main)	-	nr	I			114	B3
B7.11	Number of unplanned interruptions (not strategic main)	-	nr	I			5616	B3
B7.12	Number of unplanned interruptions (not strategic main) restored within 12 hours	-	nr	I			5532	B3
B7.13	Number of unplanned interruptions (strategic main) restored within 48 hours	-	nr	I			114	B3
B7.14	Number of GMS failure payments paid automatically (unplanned interruptions)	-	nr	I			12	A1
B7.15	Number of GMS failure payments made from claims (unplanned interruptions)	-	nr	I			35	A1
B7.16	Total number of GMS failure payments made (unplanned interruptions)	-	nr	I			47	A1
B7.17	Total amount paid out for failure (unplanned interruptions)	-	£	I			1752.97	A1
Sewer Flooding								
B7.18	Number of incidents of flooding from sewers	-	nr	BF	0	0	551	B3
B7.19	Number of payments to domestic properties for flooding from sewers	-	nr	I			821	A1
B7.20	Total amount paid to domestic properties for flooding from sewers	-	£	I			116576.55	A1
B7.21	Number of payments to non-domestic properties for flooding from sewers	-	nr	I			201	A1
B7.22	Total amount paid to non-domestic properties for flooding from sewers	-	£	I			87701.5	A1
Request to change method of payment enquires								
B7.23	Number not dealt with within GMS period	-	nr	I			69	B2
B7.24	Number of payments for failure to respond (automatic)	-	nr	I			2	A1
B7.25	Number of payments made from claims for failure to respond	-	nr	I			0	A1
B7.26	Total number of payments for failure to respond	-	nr	C	0		2	A1
B7.27	Total amount paid for GMS failure	-	£	I			40	A1
Other Billing/ Charging / Metering enquires								
B7.28	Number not dealt with within GMS period	-	nr	I			12127	B2
B7.29	Number of payments for failure to respond (automatic)	-	nr	I			278	A1
B7.30	Number of payments made from claims for failure to respond	-	nr	I			0	A1
B7.31	Total number of payments for failure to respond	-	nr	C	0		278	A1
B7.32	Total amount paid for GMS failure	-	£	I			5690	A1
Written Complaints								
B7.33	Number not dealt with within GMS period	-	nr	I			177	B2
B7.34	Number of payments for failure to respond (automatic)	-	nr	I			104	A1
B7.35	Number of payments made from claims for failure to respond	-	nr	I			1	A1
B7.36	Total number of payments for failure to respond	-	nr	C	0		105	A1
B7.37	Total amount paid for GMS failure	-	£	I			2300	A1
Telephone Complaints where a written response is requested.								
B7.38	Number not dealt with within GMS period	-	nr	I			11	B2
B7.39	Number of payments for failure to respond (automatic)	-	nr	I			1	A1
B7.40	Number of payments made from claims for failure to respond	-	nr	I			0	A1
B7.41	Total number of payments for failure to respond	-	nr	C	0		1	A1
B7.42	Total amount paid for GMS failure	-	£	I			20	A1
Keeping Appointments								
B7.43	Number of appointments	-	nr	BF	0	0	747	B2
B7.44	% of appointments made which are kept	-	%	I			99.59	B2
B7.45	Number of two hour time banded appointments made	-	nr	I			15	B2
B7.46	% of two hour time banded appointments made which are kept	-	%	I			93.33	B2
B7.47	Number of GMS failure payments paid automatically (keeping appointments)	-	nr	I			5	A1
B7.48	Number of payments made from claims for failure (keeping appointments)	-	nr	I			2	A1
B7.49	Total number of GMS failure payments made (keeping appointments)	-	nr	C	0		7	A1
B7.50	Total amount paid out for GMS failure (keeping appointments)	-	£	I			180	A1
Ex Gratia Payments Made								
B7.51	Total number of ex-gratia payments made	-	nr	I			995	A1
B7.52	Total amount paid out in ex-gratia payments	-	£	I			145454.05	A1

Prepared by: Date:
 Checked by: Date:
 Authorised by: Cheryl Black Date:

ANNUAL RETURN INFORMATION REQUIREMENTS

SECTION B : OUTPUTS TO CUSTOMERS
Table B7: Customer Care - GMS Performance

To be aligned with the final lines and definitions following WIC/28 consultation

					10	
Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year 2002-03	
					Comment Necessary Y/N	Comment
Planned Interruptions						
B7.1	Number of planned interruptions expected to last more than four hours	-	nr	I	N	
B7.2	Number of planned interruptions expected to last more than 4 hours where 48 hours notice given	-	nr	I	N	
B7.3	Number of planned interruptions expected to last more than 4 hours where restoration time given	-	nr	I	N	
B7.4	Number of planned interruptions expected to last more than 4 hours which were restored at advertised time	-	nr	I	N	
B7.5	Number of GMS failure payments paid automatically (planned interruptions)	-	nr	I	N	
B7.6	Number of GMS failure payments claimed (planned interruptions)	-	nr	I	N	
B7.7	Total number of GMS failure payments made (planned interruptions)	-	nr	C	N	
B7.8	Total amount paid out for GMS failure (planned interruptions)	-	£	I	N	
Unplanned Interruptions						
B7.9	Number of unplanned interruptions	-	nr	I	N	
B7.10	Number of unplanned interruptions (strategic main)	-	nr	I	N	
B7.11	Number of unplanned interruptions (not strategic main)	-	nr	I	N	
B7.12	Number of unplanned interruptions (not strategic main) restored within 12 hours	-	nr	I	N	
B7.13	Number of unplanned interruptions (strategic main) restored within 48 hours	-	nr	I	N	
B7.14	Number of GMS failure payments paid automatically (unplanned interruptions)	-	nr	I	N	
B7.15	Number of GMS failure payments claimed (unplanned interruptions)	-	nr	I	N	
B7.16	Total number of GMS failure payments made (unplanned interruptions)	-	nr	I	N	
B7.17	Total amount paid out for failure (unplanned interruptions)	-	£	I	N	
Sewer Flooding						
B7.18	Number of incidents of flooding from sewers	-	nr	BF	N	
B7.19	Number of payments to domestic properties for flooding from sewers	-	nr	I	N	
B7.20	Total amount paid to domestic properties for flooding from sewers	-	£	I	N	
B7.21	Number of payments to non-domestic properties for flooding from sewers	-	nr	I	N	
B7.22	Total amount paid to non-domestic properties for flooding from sewers	-	£	I	N	
Request to change method of payment enquires						
B7.23	Number not dealt with within GMS period	-	nr	I	N	
B7.24	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.25	Number of claims for failure to respond	-	nr	I	N	
B7.26	Total number of payments for failure to respond	-	nr	C	N	
B7.27	Total amount paid for GMS failure	-	£	I	N	
Other Billing/ Charging / Metering enquires						
B7.28	Number not dealt with within GMS period	-	nr	I	N	
B7.29	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.30	Number of claims for failure to respond	-	nr	I	N	
B7.31	Total number of payments for failure to respond	-	nr	C	N	
B7.32	Total amount paid for GMS failure	-	£	I	N	
Written Complaints						
B7.33	Number not dealt with within GMS period	-	nr	I	N	
B7.34	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.35	Number of claims for failure to respond	-	nr	I	N	
B7.36	Total number of payments for failure to respond	-	nr	C	N	
B7.37	Total amount paid for GMS failure	-	£	I	N	
Telephone Complaints where a written response is requested.						
B7.38	Number not dealt with within GMS period	-	nr	I	N	
B7.39	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.40	Number of claims for failure to respond	-	nr	I	N	
B7.41	Total number of payments for failure to respond	-	nr	C	N	
B7.42	Total amount paid for GMS failure	-	£	I	N	
Keeping Appointments						
B7.43	Number of appointments	-	nr	BF	N	
B7.44	% of appointments made which are kept	-	%	I	N	
B7.45	Number of two hour time banded appointments made	-	nr	I	N	
B7.46	% of two hour time banded appointments made which are kept	-	%	I	N	
B7.47	Number of GMS failure payments paid automatically (keeping appointments)	-	nr	I	N	
B7.48	Number of GMS failure payments claimed (keeping appointments)	-	nr	I	N	
B7.49	Total number of GMS failure payments made (keeping appointments)	-	nr	C	N	
B7.50	Total amount paid out for GMS failure (keeping appointments)	-	£	I	N	
Ex Gratia Payments Made						
B7.51	Total number of ex-gratia payments made	-	nr	I	N	
B7.52	Total amount paid out in ex-gratia payments	-	£	I	N	

General

- A1 G
- A2 G
- A3 G
- A4 N
- AX G
- B2 G
- B3 G
- B4 N
- BX G
- C2 N
- C3 N
- C4 N
- C5 N
- CX N
- M N
- N N
- D3 N
- D4 N
- D5 N
- D6 N
- DX N

Prepared by: Date:

Checked by: Date:

Authorised by: Cheryl Black Date: