

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 2003-04		Report Year 2004-05	
					CG	CG	CG	CG
Resource Areas							10	
B1.1	Number of water resource areas	-	nr	C	0		255	B2
B1.2	Number where headroom ≤2%	-	nr	I			116	B2
B1.3	Number where headroom > 2 ≤ 5%	-	nr	I			6	B2
B1.4	Number where headroom > 5%	-	nr	I			133	B2
Headroom								
B1.5	Total population	T7, L25	000	BF	0	0	4912.677	B2
B1.6	Population in areas where headroom ≤2%	-	000	I			2085.17	B2
B1.7	Population in areas where headroom > 2 ≤ 5%	-	000	I			228.7	B2
B1.8	Population in areas where headroom > 5%	-	000	I			2598.67	B2
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: Michael Breingan..... Date: 10/06/05
 Checked by: Bill Nicholls..... Date: 10/06/05
 Authorised by: Geoff Aitkenhead..... Date: 10/06/05

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SECTION B : OUTPUTS TO CUSTOMERS
Table B1: Water Availability

					10	
Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year 2004-05	
					Comment Necessary	Comment
					Y/N	
Resource Areas						
B1.1	Number of water resource areas	-	nr	C	N	
B1.2	Number where headroom £2%	-	nr	I	N	
B1.3	Number where headroom > 2 £ 5%	-	nr	I	N	
B1.4	Number where headroom > 5%	-	nr	I	N	
Headroom						
B1.5	Total population	T7, L25	000	BF	N	
B1.6	Population in areas where headroom £2%	-	000	I	N	
B1.7	Population in areas where headroom > 2 £ 5%	-	000	I	N	
B1.8	Population in areas where headroom > 5%	-	000	I	N	
Restrictions on water use						
B1.9	% population affected by hosepipe restrictions	T1, L51	%	I	N	
B1.10	% population affected by drought orders	T1, L54	%	I	N	
B1.11	% population affected by sprinkler/unattended hosepipe restrictions	T1, L55	%	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

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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 2003-04		Report Year 2004-05	
					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	2474.367	A2
B2.2	Properties below reference level at start of year	T2, L2	nr	I			12988	C4
B2.3	Additions due to better information	T2, L3	nr	I			1784	C4
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			2853	C3
B2.7	Removed due to asset improvements	T2, L7	nr	I			17	B2
B2.8	Removed due to operational improvements	T2, L8	nr	I			63	B2
B2.9	Properties below reference level at end of year	T2, L9	nr	C	0		11839	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			7696	B3
B2.12	Interruptions where 48 hour notice given	-	nr	I			7241	B3
B2.13	Properties affected (include each incident)	-	nr	I			252652	B3
B2.14	Properties given notice of interruption	-	nr	I			244687	B3
B2.15	Planned interruptions per 1000 properties	-	nr	C	#DIV/0!		3.11029043	B3
B2.16	Planned interruptions per 100 km water main	-	nr	I			16.5	B3
Properties affected by unplanned interruptions								
B2.17	Unplanned interruptions	-	nr	I			3628	B3
B2.18	Unplanned but caused by third party	-	nr	I			87	B3
B2.19	Unplanned overruns and unwarned	-	nr	I			129	B3
B2.20	Total unplanned interruptions	-	nr	C	0		3844	B3
B2.21	Properties affected by unplanned interruptions	-	nr	I			129271	B3
B2.22	Properties affected by unplanned interruptions caused by third party	-	nr	I			6424	B3
B2.23	Properties affected by unplanned overruns and unwarned	-	nr	I			5154	B3
B2.24	Total properties affected (include each incident)	-	nr	C	0		140849	B3
B2.25	Unplanned interruptions per 1000 properties	-	nr	C	#DIV/0!		1.55352864	B3
B2.26	Unplanned interruptions per 100 km water main	-	nr	I			7.8	B3
Planned Interruptions - Restoration Time								
B2.27	Properties where restoration time stated	-	nr	I			252652	B3
B2.28	% Affected where restoration time stated	-	%	C	#DIV/0!		100	B3
B2.29	Properties restored over 1 hour before time	-	nr	I			78497	B3
B2.30	% Restored over 1 hour before time	-	%	C	#DIV/0!		31.069	B3
B2.31	Properties restored within 1 hour before time	-	nr	I			30346	B3
B2.32	% Restored within 1 hour before time	-	%	C	#DIV/0!		12.011	B3
B2.33	Properties restored at time stated	-	nr	I			137826	B3
B2.34	% Restored at time stated	-	%	C	#DIV/0!		54.552	B3
B2.35	Properties restored within 1 hour after time	-	nr	I			753	B3
B2.36	% Restored within 1 hour after time	-	%	C	#DIV/0!		0.298	B3
B2.37	Properties restored within 1-4 hours after time	-	nr	I			3840	B3
B2.38	% Restored within 1-4 hours after time	-	%	C	#DIV/0!		1.520	B3
B2.39	Properties restored in over 4 hours after time	-	nr	I			1390	B3
B2.40	% Restored in over 4 hours after time	-	%	C	#DIV/0!		0.550	B3
Unplanned Interruptions - Restoration Time								
B2.41	Total number of unplanned mains interruptions	-	nr	I			3628	B3
B2.42	Total number of properties affected by unplanned mains interruptions	-	nr	I			130011	B3
B2.42a	Total number of properties restored > 6 hours	-	nr	I			33520	B3
B2.43	Total number of properties restored > 12 hours	-	nr	I			9103	B3
B2.43a	Total number of properties restored > 24 hours	-	nr	I			915	B3
B2.44	Not in use							
B2.45	Not in use							
B2.46	Total number of properties restored > 48 hours	-	nr	I			506	B3

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 Checked by: Mark Dickson..... Date: 10/06/05
 Authorised by: Cheryl Black..... Date: 10/06/05

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SECTION B : OUTPUTS TO CUSTOMERS

Table B2: Pressure and Interruptions

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 2004-05
					Comment Necessary
					Comment
					Y/N

Properties receiving pressure/flow below reference level				
B2.1	Total connected properties at year end	T2, L1	000	BF
B2.2	Properties below reference level at start of year	T2, L2	nr	I
B2.3	Additions due to better information	T2, L3	nr	I
B2.4	Additions due to asset deterioration	T2, L4	nr	I
B2.5	Additions due to operational changes	T2, L5	nr	I
B2.6	Removed due to better information	T2, L6	nr	I
B2.7	Removed due to asset improvements	T2, L7	nr	I
B2.8	Removed due to operational improvements	T2, L8	nr	I
B2.9	Properties below reference level at end of year	T2, L9	nr	C
B2.10	Properties receiving low pressure but excluded from line B2.9	T2, L10	nr	I

Properties affected by planned interruptions				
B2.11	Total planned interruptions	-	nr	I
B2.12	Interruptions where 48 hour notice given	-	nr	I
B2.13	Properties affected (include each incident)	-	nr	I
B2.14	Properties given notice of interruption	-	nr	I
B2.15	Planned interruptions per 1000 properties	-	nr	C
B2.16	Planned interruptions per 100 km water main	-	nr	I

Properties affected by unplanned interruptions				
B2.17	Unplanned/ unwarned interruptions	-	nr	I
B2.18	Unplanned but caused by third party	-	nr	I
B2.19	Unplanned overruns and unwarned	-	nr	I
B2.20	Total unplanned interruptions	-	nr	C
B2.21	Properties affected by unplanned/ unwarned interruptions	-	nr	I
B2.22	Properties affected by unplanned interruptions caused by third party	-	nr	I
B2.23	Properties affected by unplanned overruns and unwarned	-	nr	I
B2.24	Total properties affected (include each incident)	-	nr	C
B2.25	Unplanned interruptions per 1000 properties	-	nr	C
B2.26	Unplanned interruptions per 100 km water main	-	nr	I

Planned Interruptions - Restoration Time				
B2.27	Properties where restoration time stated	-	nr	I
B2.28	% Affected where restoration time stated	-	%	C
B2.29	Properties restored over 1 hour before time	-	nr	I
B2.30	% Restored over 1 hour before time	-	%	C
B2.31	Properties restored within 1 hour before time	-	nr	I
B2.32	% Restored within 1 hour before time	-	%	C
B2.33	Properties restored at time stated	-	nr	I
B2.34	% Restored at time stated	-	%	C
B2.35	Properties restored within 1 hour after time	-	nr	I
B2.36	% Restored within 1 hour after time	-	%	C
B2.37	Properties restored within 1-4 hours after time	-	nr	I
B2.38	% Restored within 1-4 hours after time	-	%	C
B2.39	Properties restored in over 4 hours after time	-	nr	I
B2.40	% Restored in over 4 hours after time	-	%	C

Unplanned Interruptions - Restoration Time				
B2.41	Total number of unplanned mains interruptions	-	nr	I
B2.42	Total number of properties affected by unplanned mains interruption	-	nr	I
B2.42a	Total number of properties restored > 6 hours	-	nr	I
B2.43	Total number of properties restored > 12 hours	-	nr	I
B2.43a	Total number of properties restored > 24 hours	-	nr	I
B2.44	Not in use			
B2.45	Not in use			
B2.46	Total number of properties restored > 48 hours	-	nr	I

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N		General
N	Figure reported in last years WIC return - calc	A1 G
N	Additional properties added based on figures	A2 G
N	pressure complaints to corporately document	A3 G
N	At present no feedback loop/procedure exists	A4 N
N	Properties removed based on figures generat	AX G
N		B2 G
N		B3 G
N		B4 N
N	Calculation from low confidence grade data	BX G
N	At present no feedback loop/procedure exists	C2 N
		C3 N
		C4 N
		C5 N
		CX N
		M N
		N N
		D3 N
		D4 N
		D5 N
		D6 N
		DX N

SECTION B : OUTPUTS TO CUSTOMERS
Table B3: Sewage Flooding

Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year -1 2003-04		Report Year 2004-05	
					CG	CG	CG	CG
Annual Flooding - Overloaded Sewers							10	
B3.1	Number of properties flooded in the year	T3 L3	nr	I			181	B4
B3.2	Number of flooding incidents in the year	-	nr	I			110	B4
B3.3	Number of flooding incidents attributed to severe weather	-	nr	I			78	B4
B3.4	Not in use							
B3.5	Number of gardens flooded	-	nr	I			210	B4
B3.6	Number of highways flooded		nr	I			67	B4
Annual Flooding - Other Causes								
B3.7	Number of properties flooded in the year		nr	I			331	B4
B3.8	Flooding incidents due to equipment failure	T3 L22	nr	I			73	B4
B3.9	Flooding incidents due to blockages	T3 L23	nr	I			274	B4
B3.10	Flooding incidents due to sewer collapses	T3 L24	nr	I			7	B4
B3.11	Number of flooding incidents in the year	-	nr	I			354	B4
B3.12	Number of gardens flooded	-	nr	I			4434	B4
B3.13	Number of highways flooded	-	nr	I			2523	B4
Clean Up Response Times								
B3.14	Total properties affected by sewer flooding		nr	C	0		512	B4
B3.15	Total sewer flooding incidents	-	nr	C	0		464	B4
B3.16	% sewer flooding incidents cleaned up in 0<=2 hours	-	%	I			72.32	B4
B3.17	% sewer flooding incidents cleaned up in 2<=4 hours	-	%	I			25.38	B4
B3.18	% sewer flooding incidents cleaned up in 4<=8 hours	-	%	I			2.3	B4
B3.19	% sewer flooding incidents cleaned up in 8<=12 hours	-	%	I			0	BX
B3.20	% sewer flooding incidents cleaned up in >12hours	-	%	I			0	BX
B3.21	Total properties connected to sewerage system	T3 L4	000	BF	0		2372.119	B3
B3.22	Total number of sewer flooding incidents per 1000 properties	-	nr	C	#DIV/0!		0.196	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			778	B4
B3.24	1 in 10 at end of year	T3 L13 + T3 L14	nr	I			565	B4
B3.25	Total at risk	-	nr	C	0		1343	B4
B3.26	Total props. at risk but not flooded in last 10 yrs. (exc. exceptional weather)	-	nr	I			0	M
(ii) Problem status of properties on the register								
B3.27	Solved but temporary or being tested	-	nr	I			90	B4
B3.28	To be solved	-	nr	C	0		1253	B4
(iii) Annual changes to register								
B3.29	Removed by authority action	-	nr	I			268	B2
B3.30	Removed because of better information	T3 L54	nr	I			108	B2
B3.31	Added because of better information	T3 L52	nr	I			614	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			43.17	A2
B3.34	Average cost of permanent problem solved (opex)	-	£000/prop	I			0	A1
B3.35	Average cost of temporary problem solving measures (capex)	-	£000/prop	I			1.281	A2
B3.36	Average cost of temporary problem solving measures (opex)	-	£000/prop	I			0	A1

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Table B3: Sewage Flooding

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

					10	
Line Ref.	Description	Otwat Reference JR 2000	Units	Field Type	Report Year 2004-05	
					Comment Necessary	Comment
					Y/N	
Annual Flooding - Overloaded Sewers						
B3.1	Number of properties flooded in the year	T3 L3	nr	I	N	Due to the early part of the year depending on a
B3.2	Number of flooding incidents in the year	-	nr	I	N	As above
B3.3	Number of flooding incidents attributed to severe weather	-	nr	I	N	As above
B3.4	Not in use					
B3.5	Number of gardens flooded	-	nr	I	N	As above
B3.6	Number of highways flooded	-	nr	I	N	As above
Annual Flooding - Other Causes						
B3.7	Number of properties flooded in the year		nr	I	N	As above
B3.8	Flooding incidents due to equipment failure	T3 L22	nr	I	N	As above
B3.9	Flooding incidents due to blockages	T3 L23	nr	I	N	As above
B3.10	Flooding incidents due to sewer collapses	T3 L24	nr	I	N	As above
B3.11	Number of flooding incidents in year	-	nr	I	N	As above
B3.12	Number of gardens flooded	-	nr	I	N	As above
B3.13	Number of highways flooded	-	nr	I	N	As above
Clean Up Response Times						
B3.14	Total properties affected by sewer flooding		nr	C	N	As above
B3.15	Total sewer flooding incidents	-	nr	C	N	As above
B3.16	% sewer flooding incidents cleaned up in 0<=2 hours		%	I	N	As above
B3.17	% sewer flooding incidents cleaned up in 2<=4 hours		%	I	N	As above
B3.18	% sewer flooding incidents cleaned up in 4<=8 hours		%	I	N	As above
B3.19	% sewer flooding incidents cleaned up in 8<=12 hours		%	I	N	As above
B3.20	% sewer flooding incidents cleaned up in >12hours		%	I	N	As above
B3.21	Total properties connected to sewerage system	T3 L4	000	BF	N	
B3.22	Total number of sewer flooding incidents per 1000 properties	-	nr	C	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	As above
B3.24	1 in 10 at end of year	T3 L13 + T3 L14	nr	I	N	As above
B3.25	Total at risk	-	nr	C	N	As above
B3.26	Total props. at risk but not flooded in last 10 yrs. (exc. exceptional weather)	-	nr	I	N	Do not have ten years worth of data
(ii) Problem status of properties on the register						
B3.27	Solved but temporary or being tested	-	nr	I	N	As above
B3.28	To be solved	-	nr	C	N	As above
(iii) Annual changes to register						
B3.29	Removed by authority action	-	nr	I	N	
B3.30	Removed because of better information	T3 L54	nr	I	N	
B3.31	Added because of better information	T3 L52	nr	I	N	As above
B3.32	Added because of increased demand	-	nr	I	N	
(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	
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	

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

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Edition 1

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 2003-04		Report Year 2004-05	
					CG	CG	CG	CG
							10	
Billing / Charging / Metering Enquiries								
B4.1	Total number of enquiries	-	nr	C	0		266685	A1
B4.2	No. dealt with within 2 working days	-	nr	I			218571	A1
B4.3	No. dealt with in more than 2 but within 5 working days	-	nr	I			6636	A1
B4.4	No. dealt with in more than 5 but within 10 working days	-	nr	I			31510	A1
B4.5	No. dealt with in more than 10 but within 15 working days	-	nr	I			2276	A1
B4.6	No. dealt with in more than 15 but within 20 working days	-	nr	I			1300	A1
B4.7	No. dealt with in more than 20 working days	-	nr	I			6392	A1
B4.8	% dealt with within 2 working days	-	%	C	#DIV/0!		81.958	A1
B4.9	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		2.488	A1
B4.10	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		11.815	A1
B4.11	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.853	A1
B4.12	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.487	A1
B4.13	% dealt with in more than 20 working days	-	%	C	#DIV/0!		2.397	A1
Change of Payment Method Enquiries								
B4.14	Total number of enquiries	-	nr	C	0		7957	A1
B4.15	No. dealt with within 2 working days	-	nr	I			7801	A1
B4.16	No. dealt with in more than 2 but within 5 working days	-	nr	I			52	A1
B4.17	No. dealt with in more than 5 but within 10 working days	-	nr	I			67	A1
B4.18	No. dealt with in more than 10 but within 15 working days	-	nr	I			15	A1
B4.19	No. dealt with in more than 15 but within 20 working days	-	nr	I			4	A1
B4.20	No. dealt with in more than 20 working days	-	nr	I			18	A1
B4.21	% dealt with within 2 working days	-	%	C	#DIV/0!		98.039	A1
B4.22	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		0.654	A1
B4.23	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		0.84202589	A1
B4.24	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.18851326	A1
B4.25	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.0502702	A1
B4.26	% dealt with in more than 20 working days	-	%	C	#DIV/0!		0.226	A1
Other Enquiries								
B4.27	Total number of enquiries	-	nr	C	0		451626	B2
B4.28	No. dealt with within 2 working days	-	nr	I			449295	B2
B4.29	No. dealt with in more than 2 but within 5 working days	-	nr	I			798	B2
B4.30	No. dealt with in more than 5 but within 10 working days	-	nr	I			897	B2
B4.31	No. dealt with in more than 10 but within 15 working days	-	nr	I			636	B2
B4.32	No. dealt with in more than 15 but within 20 working days	-	nr	I			0	BX
B4.33	No. dealt with in more than 20 working days	-	nr	I			0	BX
B4.34	% dealt with within 2 working days	-	%	C	#DIV/0!		99.484	B2
B4.35	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		0.177	B2
B4.36	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		0.199	B2
B4.37	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.141	B2
B4.38	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.000	BX
B4.39	% dealt with in more than 20 working days	-	%	C	#DIV/0!		0.000	BX
New Customer Set up								
B4.40	Total number of New Customers set up for billing etc	-	nr	C	0		30959	B2
B4.41	No. dealt with within 2 working days	-	nr	I			30959	B2
B4.42	No. dealt with in more than 2 but within 5 working days	-	nr	I			0	BX
B4.43	No. dealt with in more than 5 but within 10 working days	-	nr	I			0	BX
B4.44	No. dealt with in more than 10 but within 15 working days	-	nr	I			0	BX
B4.45	No. dealt with in more than 15 but within 20 working days	-	nr	I			0	BX
B4.46	No. dealt with in more than 20 working days	-	nr	I			0	BX
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	BX
B4.49	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		0.000	BX
B4.50	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.000	BX
B4.51	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.000	BX
B4.52	% dealt with in more than 20 working days	-	%	C	#DIV/0!		0.000	BX

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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		Report Year	
					2003-04	CG	2004-05	CG
							10	
New Written Complaints								
B5.1	Total number of new written complaints received	-	nr	C	0		8833	B4
B5.1a	Total number of written complaint correspondence	-	nr	I			8833	B2
B5.1b	Number of items of correspondence/complaints	-	nr	C	#DIV/0!		1	B4
B5.2	No. dealt with within 2 working days	-	nr	I			3224	B2
B5.3	No. dealt with in more than 2 but within 5 working days	-	nr	I			1682	B2
B5.4	No. dealt with in more than 5 but within 10 working days	-	nr	I			3889	B2
B5.5	No. dealt with in more than 10 but within 15 working days	-	nr	I			38	B2
B5.6	No. dealt with in more than 15 but within 20 working days	-	nr	I			0	BX
B5.7	No. dealt with in more than 20 working days	-	nr	I			0	BX
B5.8	% dealt with within 2 working days	-	%	C	#DIV/0!		36.499	B2
B5.9	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		19.042	B2
B5.10	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		44.028	B2
B5.11	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.430	B2
B5.12	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.000	BX
B5.13	% dealt with in more than 20 working days	-	%	C	#DIV/0!		0.000	BX
New Telephone Complaints								
B5.14	Total number of new telephone complaints	-	nr	C	0		14	B4
B5.14a	Total number of telephone contacts	-	nr	I			14	B2
B5.14b	Number of telephone contacts/complaints	-	nr	C	#DIV/0!		1	B4
B5.15	No. dealt with within 2 working days	-	nr	I			14	B2
B5.16	No. dealt with in more than 2 but within 5 working days	-	nr	I			0	BX
B5.17	No. dealt with in more than 5 but within 10 working days	-	nr	I			0	BX
B5.18	No. dealt with in more than 10 but within 15 working days	-	nr	I			0	BX
B5.19	No. dealt with in more than 15 but within 20 working days	-	nr	I			0	BX
B5.20	No. dealt with in more than 20 working days	-	nr	I			0	BX
B5.21	% dealt with within 2 working days	-	%	C	#DIV/0!		100.000	B2
B5.22	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		0.000	BX
B5.23	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		0.000	BX
B5.24	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.000	BX
B5.25	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.000	BX
B5.26	% dealt with in more than 20 working days	-	%	C	#DIV/0!		0.000	BX
Complaints by Category								
B5.27	Breach of Duty	-	nr	I			0	BX
B5.28	Water Supply	-	nr	I			93828	B2
B5.29	Water Infrastructure	-	nr	I			20279	B2
B5.30	Water Pressure	-	nr	I			16268	B2
B5.31	Water Quality	-	nr	I			26413	B2
B5.32	Water Treatment Works	-	nr	I			27	B2
B5.33	Sewerage Service	-	nr	I			56830	B2
B5.34	Sewerage Infrastructure	-	nr	I			7853	B2
B5.35	Sewage Treatment Works	-	nr	I			705	B2
B5.36	Administration	-	nr	I			14191	B2
B5.37	Outwith Jurisdiction	-	nr	I			174	B2
B5.38	Billing, Charging and Metering	-	nr	I			2093	B2

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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 2003-04		Report Year 2004-05	
					CG	CG	CG	CG
							10	
Telephone Contacts								
B6.1	Total calls received on customer contact lines	-	nr	I			964719	A1
B6.2	Total calls on customer contact lines as a percentage of all calls received	-	%	I			24.67	A1
B6.3	Total calls answered on customer contact lines	-	nr	I			945993	A1
B6.4	Total calls answered within 15 seconds on customer contact lines	-	nr	I			839569	A1
B6.5	Total calls answered within 15-30 seconds on customer contact lines	-	nr	I			45058	A1
B6.6	Total calls answered in more than 30 seconds on customer contact lines	-	nr	I			61366	A1
B6.7	Average time taken to answer a call on customer contact lines	-	secs	I			13	A1
B6.8	All lines busy (total time) on customer contact lines	-	hours	I			0	AX
B6.9	Total of abandoned calls on customer contact lines	-	nr	I			18726	A1
Private Septic Tank Emptying								
B6.10	Total private septic tank emptying requests	-	nr	I			8442	B2
B6.11	Total private septic tank emptyings carried out	-	nr	C	0		14811	B2
B6.12	Total private pre-planned septic tank emptyings	-	nr	I			10948	B2
B6.13	Total emergency request private septic tank emptyings	-	nr	I			349	B2
B6.14	Total private ad hoc request septic tank emptyings	-	nr	I			3514	B2
B6.15	Ad hoc private ST emptying in 0-10 working days of request	-	nr	I			1917	B2
B6.16	Ad hoc private ST emptying in 10-15 working days of request	-	nr	I			436	B2
B6.17	Ad hoc private ST emptying in 15-20 working days of request	-	nr	I			306	B2
B6.18	Ad hoc private ST emptying in 20-25 working days of request	-	nr	I			227	B2
B6.19	Ad hoc private ST emptying in 25-30 working days of request	-	nr	I			173	B2
B6.20	Ad hoc private ST emptying in 30+ working days of request	-	nr	I			455	B2
Keeping Appointments								
B6.21	Total appointments made in writing	-	nr	I			0	CX
B6.22	Total appointments made by telephone	-	nr	I			323	C4
B6.23	Total appointments made	-	nr	C	0		323	C4
B6.24	Total appointments kept am/pm	-	nr	I			323	C4
B6.25	Total two hour time bands offered	-	nr	I			0	CX
B6.26	Total appointments kept two hour time band	-	nr	I			0	CX
B6.27	Total appointments cancelled 48 hrs advance	-	nr	I			0	CX
B6.28	Total appointments cancelled 24- 48 hrs advance	-	nr	I			0	CX
B6.29	Total appointments cancelled 0-24 hrs advance	-	nr	I			0	CX

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ANNUAL RETURN INFORMATION REQUIREMENTS

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
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10
Report Year 2004-05

Comment Necessary	Comment
Y/N	

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

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

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	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
	C2	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
N		
N	Appointment system only introduced at beginning of 2005	
N	Appointment system only introduced at beginning of 2005	
N	Appointment system only introduced at beginning of 2005	
N	Appointment system only introduced at beginning of 2005	
N	Appointment system only introduced at beginning of 2005	
N	Appointment system only introduced at beginning of 2005	
N	Appointment system only introduced at beginning of 2005	
N	Appointment system only introduced at beginning of 2005	
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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	
					2003-04	cg	2004-05	cg
							10	
Planned Interruptions								
B7.1	Number of planned interruptions expected to last more than four hours	-	nr	I			6889	B3
B7.2	Number of planned interruptions expected to last more than 4 hours where 48 hours notice given	-	nr	I			6775	B3
B7.3	Number of planned interruptions expected to last more than 4 hours where restoration time given	-	nr	I			6889	B3
B7.4	Number of planned interruptions expected to last more than 4 hours which were restored at advertised time	-	nr	I			6763	B3
B7.5	Number of GMS failure payments paid automatically (planned interruptions)	-	nr	I			0	AX
B7.6	Number of GMS failure payments claimed (planned interruptions)	-	nr	I			26	A1
B7.7	Total number of GMS failure payments made (planned interruptions)	-	nr	C	0		26	A1
B7.8	Total amount paid out for GMS failure (planned interruptions)	-	£	I			730	A1
Unplanned Interruptions								
B7.9	Number of unplanned interruptions	-	nr	I			3628	B3
B7.10	Number of unplanned interruptions (strategic main)	-	nr	I			70	B3
B7.11	Number of unplanned interruptions (not strategic main)	-	nr	I			3558	B3
B7.12	Number of unplanned interruptions (not strategic main) restored within 12 hours	-	nr	I			3389	B3
B7.13	Number of unplanned interruptions (strategic main) restored within 48 hours	-	nr	I			69	B3
B7.14	Number of GMS failure payments paid automatically (unplanned interruptions)	-	nr	I			0	AX
B7.15	Number of GMS failure payments made from claims (unplanned interruptions)	-	nr	I			94	A1
B7.16	Total number of GMS failure payments made (unplanned interruptions)	-	nr	I			94	A1
B7.17	Total amount paid out for failure (unplanned interruptions)	-	£	I			4135.92	A1
Sewer Flooding								
B7.18	Number of incidents of flooding from sewers	-	nr	BF	0	0	464	B4
B7.19	Number of payments to domestic properties for flooding from sewers	-	nr	I			307	A1
B7.20	Total amount paid to domestic properties for flooding from sewers	-	£	I			63365.94	A1
B7.21	Number of payments to non-domestic properties for flooding from sewers	-	nr	I			91	A1
B7.22	Total amount paid to non-domestic properties for flooding from sewers	-	£	I			58920.15	A1
Request to change method of payment enquires								
B7.23	Number not dealt with within GMS period	-	nr	I			104	A1
B7.24	Number of payments for failure to respond (automatic)	-	nr	I			0	AX
B7.25	Number of payments made from claims for failure to respond	-	nr	I			0	AX
B7.26	Total number of payments for failure to respond	-	nr	C	0		0	AX
B7.27	Total amount paid for GMS failure	-	£	I			0	AX
Other Billing/ Charging / Metering enquires								
B7.28	Number not dealt with within GMS period	-	nr	I			9968	A1
B7.29	Number of payments for failure to respond (automatic)	-	nr	I			0	AX
B7.30	Number of payments made from claims for failure to respond	-	nr	I			135	A1
B7.31	Total number of payments for failure to respond	-	nr	C	0		135	A1
B7.32	Total amount paid for GMS failure	-	£	I			2700	A1
Written Complaints								
B7.33	Number not dealt with within GMS period	-	nr	I			38	B2
B7.34	Number of payments for failure to respond (automatic)	-	nr	I			0	AX
B7.35	Number of payments made from claims for failure to respond	-	nr	I			38	A1
B7.36	Total number of payments for failure to respond	-	nr	C	0		38	A1
B7.37	Total amount paid for GMS failure	-	£	I			760	A1
Telephone Complaints where a written response is requested.								
B7.38	Number not dealt with within GMS period	-	nr	I			0	AX
B7.39	Number of payments for failure to respond (automatic)	-	nr	I			0	AX
B7.40	Number of payments made from claims for failure to respond	-	nr	I			0	AX
B7.41	Total number of payments for failure to respond	-	nr	C	0		0	AX
B7.42	Total amount paid for GMS failure	-	£	I			0	AX
Keeping Appointments								
B7.43	Number of appointments	-	nr	BF	0	0	323	C4
B7.44	% of appointments made which are kept	-	%	I			100	C4
B7.45	Number of two hour time banded appointments made	-	nr	I			0	CX
B7.46	% of two hour time banded appointments made which are kept	-	%	I			0	CX
B7.47	Number of GMS failure payments paid automatically (keeping appointments)	-	nr	I			0	CX
B7.48	Number of payments made from claims for failure (keeping appointments)	-	nr	I			0	CX
B7.49	Total number of GMS failure payments made (keeping appointments)	-	nr	C	0		0	CX
B7.50	Total amount paid out for GMS failure (keeping appointments)	-	£	I			0	CX
Ex Gratia Payments Made								
B7.51	Total number of ex-gratia payments made	-	nr	I			1218	A1
B7.52	Total amount paid out in ex-gratia payments	-	£	I			246256.5	A1
Water Ingress to Gas Mains								
A) Failure to return call within 2 hours								
B7.53	Number not dealt with within GMS period	-	nr	I			0	BX
B7.54	Number of payments for failure to respond (automatic)	-	nr	I			0	AX
B7.55	Number of payments made from claims for failure to respond	-	nr	I			0	AX
B7.56	Total number of payments for failure to respond	-	nr	C	0		0	AX
B7.57	Total amount paid for GMS failure	-	£	I			0	AX
Meter Applications								
A) Failure to provide estimate of work within 10 working days of survey								
B7.58	Number not dealt with within GMS period	-	nr	I			57	B2
B7.59	Number of payments for failure to respond (automatic)	-	nr	I			0	AX
B7.60	Number of payments made from claims for failure to respond	-	nr	I			0	AX
B7.61	Total number of payments for failure to respond	-	nr	C	0		0	AX
B7.62	Total amount paid for GMS failure	-	£	I			0	AX
Pressure								
A) Failure to inform customer of results of investigation within 5 working days								
B7.63	Number not dealt with within GMS period	-	nr	I			0	AX
B7.64	Number of payments for failure to respond (automatic)	-	nr	I			0	AX
B7.65	Number of payments made from claims for failure to respond	-	nr	I			0	AX
B7.66	Total number of payments for failure to respond	-	nr	C	0		0	AX
B7.67	Total amount paid for GMS failure	-	£	I			0	AX
B) Instance of low pressure								
B7.68	Number of instances within GMS definition	-	nr	I			0	AX
B7.69	Number of payments for failure to provide guaranteed pressure (automatic)	-	nr	I			0	AX
B7.70	Number of payments made from claims for failure to provide guaranteed pressure	-	nr	I			0	AX
B7.71	Total number of payments for failure to provide guaranteed pressure	-	nr	C	0		0	AX
B7.72	Total amount paid for GMS failure	-	£	I			0	AX
Major Incidents								
A) Failure to provide information								
B7.73	Number not dealt with within GMS period	-	nr	I			0	AX
B7.74	Number of payments for failure to respond (automatic)	-	nr	I			0	AX
B7.75	Number of payments made from claims for failure to respond	-	nr	I			0	AX
B7.76	Total number of payments for failure to respond	-	nr	C	0		0	AX
B7.77	Total amount paid for GMS failure	-	£	I			0	AX
B) Failure to provide alternative supplies								
B7.78	Number not dealt with within GMS period	-	nr	I			0	AX
B7.79	Number of payments for failure to respond (automatic)	-	nr	I			0	AX
B7.80	Number of payments made from claims for failure to respond	-	nr	I			0	AX
B7.81	Total number of payments for failure to respond	-	nr	C	0		0	AX
B7.82	Total amount paid for GMS failure	-	£	I			0	AX
GMS Payment								
A) Failure to make payment within 10 working days								
B7.83	Number not dealt with within GMS period	-	nr	I			0	AX
B7.84	Number of payments for failure to respond (automatic)	-	nr	I			0	AX
B7.85	Number of payments made from claims for failure to respond	-	nr	I			0	AX
B7.86	Total number of payments for failure to respond	-	nr	C	0		0	AX
B7.87	Total amount paid for GMS failure	-	£	I			0	AX

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