

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 2004-05		Report Year 2005-06	
					CG	CG	CG	CG
Resource Areas							10	
B1.1	Number of water resource areas	-	nr	C	0		240	B2
B1.2	Number where headroom ≤2%	-	nr	I			109	B2
B1.3	Number where headroom > 2 ≤ 5%	-	nr	I			2	B2
B1.4	Number where headroom > 5%	-	nr	I			129	B2
Headroom								
B1.5	Total population	T7, L25	000	BF	0	0	4944.223	B2
B1.6	Population in areas where headroom ≤2%	-	000	I			1932.08	B2
B1.7	Population in areas where headroom > 2 ≤ 5%	-	000	I			92.41	B2
B1.8	Population in areas where headroom > 5%	-	000	I			2919.73	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: 16/6/06.....

Checked by: Bill Nicholls..... Date: 16/6/06.....

Authorised by: Geoff Aitkenhead..... Date: 16/6/06.....

SECTION B : OUTPUTS TO CUSTOMERS

Table B1: Water Availability

					10
Line Ref.	Description	Ofwat Reference JR 2000	Units	Field Type	Report Year 2005-06

Comment Necessary	Comment
Y/N	

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

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

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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 2004-05		Report Year 2005-06	
					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	2462.437	A2
B2.2	Properties below reference level at start of year	T2, L2	nr	I			11839	C4
B2.3	Additions due to better information	T2, L3	nr	I			3253	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			553	C3
B2.7	Removed due to asset improvements	T2, L7	nr	I			1097	B2
B2.8	Removed due to operational improvements	T2, L8	nr	I			447	B2
B2.9	Properties below reference level at end of year	T2, L9	nr	C	0		12995	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			5347	C5
B2.12	Interruptions where 48 hour notice given	-	nr	I			5123	C5
B2.13	Properties affected (include each incident)	-	nr	I			216927	C5
B2.14	Properties given notice of interruption	-	nr	I			216612	C5
B2.15	Planned interruptions per 1000 properties	-	nr	C	#DIV/0!		2.17142611	C5
B2.16	Planned interruptions per 100 km water main	-	nr	I			11.4	C5
Properties affected by unplanned interruptions								
B2.17	Unplanned interruptions	-	nr	I			3087	C5
B2.18	Unplanned but caused by third party	-	nr	I			27	C5
B2.19	Unplanned overruns and unwarned	-	nr	I			99	C5
B2.20	Total unplanned interruptions	-	nr	C	0		3213	C5
B2.21	Properties affected by unplanned interruptions	-	nr	I			114165	C5
B2.22	Properties affected by unplanned interruptions caused by third party	-	nr	I			3157	C5
B2.23	Properties affected by unplanned overruns and unwarned	-	nr	I			4269	C5
B2.24	Total properties affected (include each incident)	-	nr	C	0		121591	C5
B2.25	Unplanned interruptions per 1000 properties	-	nr	C	#DIV/0!		1.30480496	C5
B2.26	Unplanned interruptions per 100 km water main	-	nr	I			6.8	C5
Planned Interruptions - Restoration Time								
B2.27	Properties where restoration time stated	-	nr	I			214074	C5
B2.28	% Affected where restoration time stated	-	%	C	#DIV/0!		98.684811	C5
B2.29	Properties restored over 1 hour before time	-	nr	I			93540	C5
B2.30	% Restored over 1 hour before time	-	%	C	#DIV/0!		43.120	C5
B2.31	Properties restored within 1 hour before time	-	nr	I			40030	C5
B2.32	% Restored within 1 hour before time	-	%	C	#DIV/0!		18.453	C5
B2.33	Properties restored at time stated	-	nr	I			77071	C5
B2.34	% Restored at time stated	-	%	C	#DIV/0!		35.529	C5
B2.35	Properties restored within 1 hour after time	-	nr	I			858	C5
B2.36	% Restored within 1 hour after time	-	%	C	#DIV/0!		0.396	C5
B2.37	Properties restored within 1-4 hours after time	-	nr	I			2008	C5
B2.38	% Restored within 1-4 hours after time	-	%	C	#DIV/0!		0.926	C5
B2.39	Properties restored in over 4 hours after time	-	nr	I			567	C5
B2.40	% Restored in over 4 hours after time	-	%	C	#DIV/0!		0.261	C5
Unplanned Interruptions - Restoration Time								
B2.41	Total number of unplanned mains interruptions	-	nr	I			3213	C5
B2.42	Total number of properties affected by unplanned mains interruptions	-	nr	I			121591	C5
B2.42a	Total number of properties restored > 6 hours	-	nr	I			33509	C5
B2.43	Total number of properties restored > 12 hours	-	nr	I			7259	C5
B2.43a	Total number of properties restored > 24 hours	-	nr	I			1242	C5
B2.44	Not in use							
B2.45	Not in use							
B2.46	Total number of properties restored > 48 hours	-	nr	I			1	C5

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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 2005-06	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			Figure reported in last years WIC return - calculated from lo A2 G
B2.3	Additions due to better information	T2, L3	nr	I	N			The additional properties added based on figures generated A3 G
B2.4	Additions due to asset deterioration	T2, L4	nr	I	N			Following investigation of low pressure complaints, no feedb A4 N
B2.5	Additions due to operational changes	T2, L5	nr	I	N			Following investigation of low pressure complaints, no feedb AX G
B2.6	Removed due to better information	T2, L6	nr	I	N			Properties removed based on figures generated from review B2 G
B2.7	Removed due to asset improvements	T2, L7	nr	I	N			B3 G
B2.8	Removed due to operational improvements	T2, L8	nr	I	N			B4 N
B2.9	Properties below reference level at end of year	T2, L9	nr	C	N			Calculation from low confidence grade data BX G
B2.10	Properties receiving low pressure but excluded from line B2.9	T2, L10	nr	I	N			No feedback loop/procedure presently exists to document e: 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			Issues around reporting as covered in the main commentary C5 N
B2.14	Properties given notice of interruption	-	nr	I	N			Issues around reporting as covered in the main commentary CX N
B2.15	Planned interruptions per 1000 properties	-	nr	C	N			Issues around reporting as covered in the main commentary M N
B2.16	Planned interruptions per 100 km water main	-	nr	I	N			Issues around reporting as covered in the main commentary N N
Properties affected by unplanned interruptions								
B2.17	Unplanned/ unwarned interruptions	-	nr	I	N			Issues around reporting as covered in the main commentary D3 N
B2.18	Unplanned but caused by third party	-	nr	I	N			Issues around reporting as covered in the main commentary 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			Issues around reporting as covered in the main commentary DX N
B2.22	Properties affected by unplanned interruptions caused by third party	-	nr	I	N			Issues around reporting as covered in the main commentary
B2.23	Properties affected by unplanned overruns and unwarned	-	nr	I	N			Issues around reporting as covered in the main commentary
B2.24	Total properties affected (include each incident)	-	nr	C	N			Issues around reporting as covered in the main commentary
B2.25	Unplanned interruptions per 1000 properties	-	nr	C	N			Issues around reporting as covered in the main commentary
B2.26	Unplanned interruptions per 100 km water main	-	nr	I	N			Issues around reporting as covered in the main commentary
Planned Interruptions - Restoration Time								
B2.27	Properties where restoration time stated	-	nr	I	N			Issues around reporting as covered in the main commentary
B2.28	% Affected where restoration time stated	-	%	C	N			Issues around reporting as covered in the main commentary
B2.29	Properties restored over 1 hour before time	-	nr	I	N			Issues around reporting as covered in the main commentary
B2.30	% Restored over 1 hour before time	-	%	C	N			Issues around reporting as covered in the main commentary
B2.31	Properties restored within 1 hour before time	-	nr	I	N			Issues around reporting as covered in the main commentary
B2.32	% Restored within 1 hour before time	-	%	C	N			Issues around reporting as covered in the main commentary
B2.33	Properties restored at time stated	-	nr	I	N			Issues around reporting as covered in the main commentary
B2.34	% Restored at time stated	-	%	C	N			Issues around reporting as covered in the main commentary
B2.35	Properties restored within 1 hour after time	-	nr	I	N			Issues around reporting as covered in the main commentary
B2.36	% Restored within 1 hour after time	-	%	C	N			Issues around reporting as covered in the main commentary
B2.37	Properties restored within 1-4 hours after time	-	nr	I	N			Issues around reporting as covered in the main commentary
B2.38	% Restored within 1-4 hours after time	-	%	C	N			Issues around reporting as covered in the main commentary
B2.39	Properties restored in over 4 hours after time	-	nr	I	N			Issues around reporting as covered in the main commentary
B2.40	% Restored in over 4 hours after time	-	%	C	N			Issues around reporting as covered in the main commentary
Unplanned Interruptions - Restoration Time								
B2.41	Total number of unplanned mains interruptions	-	nr	I	N			Issues around reporting as covered in the main commentary
B2.42	Total number of properties affected by unplanned mains interruption	-	nr	I	N			Issues around reporting as covered in the main commentary
B2.42a	Total number of properties restored > 6 hours	-	nr	I	N			Issues around reporting as covered in the main commentary
B2.43	Total number of properties restored > 12 hours	-	nr	I	N			Issues around reporting as covered in the main commentary
B2.43a	Total number of properties restored > 24 hours	-	nr	I	N			Issues around reporting as covered in the main commentary
B2.44	Not in use							
B2.45	Not in use							
B2.46	Total number of properties restored > 48 hours	-	nr	I	N			Issues around reporting as covered in the main commentary

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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	
					2004-05	CG	2005-06	CG
							10	
Annual Flooding - Overloaded Sewers								
B3.1	Number of properties flooded in the year	T3 L3	nr	I			64	B4
B3.2	Number of flooding incidents in the year	-	nr	I			46	B4
B3.3	Number of flooding incidents attributed to severe weather	-	nr	I			1	B4
B3.4	Not in use							
B3.5	Number of gardens flooded	-	nr	I			67	C5
B3.6	Number of highways flooded		nr	I			64	C5
Annual Flooding - Other Causes								
B3.7	Number of properties flooded in the year		nr	I			688	C5
B3.8	Flooding incidents due to equipment failure	T3 L22	nr	I			13	C5
B3.9	Flooding incidents due to blockages	T3 L23	nr	I			581	C5
B3.10	Flooding incidents due to sewer collapses	T3 L24	nr	I			23	C5
B3.11	Number of flooding incidents in the year	-	nr	I			617	C5
B3.12	Number of gardens flooded	-	nr	I			4272	C5
B3.13	Number of highways flooded	-	nr	I			2964	C5
Clean Up Response Times								
B3.14	Total properties affected by sewer flooding		nr	C	0		752	C5
B3.15	Total sewer flooding incidents	-	nr	C	0		663	C5
B3.16	% sewer flooding incidents cleaned up in 0<=2 hours	-	%	I			81.6	B4
B3.17	% sewer flooding incidents cleaned up in 2<=4 hours	-	%	I			14.3	B4
B3.18	% sewer flooding incidents cleaned up in 4<=8 hours	-	%	I			3.1	B4
B3.19	% sewer flooding incidents cleaned up in 8<=12 hours	-	%	I			0.7	B4
B3.20	% sewer flooding incidents cleaned up in >12hours	-	%	I			0.3	B4
B3.21	Total properties connected to sewerage system	T3 L4	000	BF	0		2358.699	B3
B3.22	Total number of sewer flooding incidents per 1000 properties	-	nr	C	#DIV/0!		0.281	C5
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			653	B4
B3.24	1 in 10 at end of year	T3 L13 + T3 L14	nr	I			577	B4
B3.25	Total at risk	-	nr	C	0		1230	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			119	A1
B3.28	To be solved	-	nr	C	0		1111	B4
(iii) Annual changes to register								
B3.29	Removed by authority action	-	nr	I			244	B2
B3.30	Removed because of better information	T3 L54	nr	I			82	B2
B3.31	Added because of better information	T3 L52	nr	I			213	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			64.49	A2
B3.34	Average cost of permanent problem solved (opex)	-	£000/prop	I			0.016	C4
B3.35	Average cost of temporary problem solving measures (capex)	-	£000/prop	I			4.76	A2
B3.36	Average cost of temporary problem solving measures (opex)	-	£000/prop	I			0	M

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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 2004-05		Report Year 2005-06	
					CG	CG	CG	CG
Billing / Charging / Metering Enquiries							10	
B4.1	Total number of enquiries	-	nr	C	0		205480	A1
B4.2	No. dealt with within 2 working days	-	nr	I			181142	A1
B4.3	No. dealt with in more than 2 but within 5 working days	-	nr	I			10102	A1
B4.4	No. dealt with in more than 5 but within 10 working days	-	nr	I			10981	A1
B4.5	No. dealt with in more than 10 but within 15 working days	-	nr	I			880	A1
B4.6	No. dealt with in more than 15 but within 20 working days	-	nr	I			493	A1
B4.7	No. dealt with in more than 20 working days	-	nr	I			1882.000	A1
B4.8	% dealt with within 2 working days	-	%	C	#DIV/0!		88.156	A1
B4.9	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		4.916	A1
B4.10	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		5.344	A1
B4.11	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.428	A1
B4.12	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.240	A1
B4.13	% dealt with in more than 20 working days	-	%	C	#DIV/0!		0.916	A1
Change of Payment Method Enquiries								
B4.14	Total number of enquiries	-	nr	C	0		9820	A1
B4.15	No. dealt with within 2 working days	-	nr	I			9631	A1
B4.16	No. dealt with in more than 2 but within 5 working days	-	nr	I			71	A1
B4.17	No. dealt with in more than 5 but within 10 working days	-	nr	I			81	A1
B4.18	No. dealt with in more than 10 but within 15 working days	-	nr	I			7	A1
B4.19	No. dealt with in more than 15 but within 20 working days	-	nr	I			2	A1
B4.20	No. dealt with in more than 20 working days	-	nr	I			28	A1
B4.21	% dealt with within 2 working days	-	%	C	#DIV/0!		98.075	A1
B4.22	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		0.723	A1
B4.23	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		0.82484725	A1
B4.24	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.0712831	A1
B4.25	% dealt with in more than 15 but within 20 working days	-	%	C	#DIV/0!		0.0203666	A1
B4.26	% dealt with in more than 20 working days	-	%	C	#DIV/0!		0.285	A1
Other Enquiries								
B4.27	Total number of enquiries	-	nr	C	0		419843	B2
B4.28	No. dealt with within 2 working days	-	nr	I			419084	B2
B4.29	No. dealt with in more than 2 but within 5 working days	-	nr	I			194	B2
B4.30	No. dealt with in more than 5 but within 10 working days	-	nr	I			293	B2
B4.31	No. dealt with in more than 10 but within 15 working days	-	nr	I			272	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!		99.819	B2
B4.35	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		0.046	B2
B4.36	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		0.070	B2
B4.37	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.065	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		23827	B2
B4.41	No. dealt with within 2 working days	-	nr	I			23827	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 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
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10
Report Year 2005-06

Comment Necessary	Comment
Y/N	

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

Issues with data

Problem ?	Solution
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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: Colin O'Neill..... Date: 16/6/06.....
 Checked by: Mark Dickson..... Date: 16/6/06.....
 Authorised by: Cheryl Black..... Date: 16/6/06.....

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	
					2004-05	CG	2005-06	CG
							10	
New Written Complaints								
B5.1	Total number of new written complaints received	-	nr	C	0		7108	B4
B5.1a	Total number of written complaint correspondence	-	nr	I			7108	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			2941	B2
B5.3	No. dealt with in more than 2 but within 5 working days	-	nr	I			1662	B2
B5.4	No. dealt with in more than 5 but within 10 working days	-	nr	I			2488	B2
B5.5	No. dealt with in more than 10 but within 15 working days	-	nr	I			17	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!		41.376	B2
B5.9	% dealt with in more than 2 but within 5 working days	-	%	C	#DIV/0!		23.382	B2
B5.10	% dealt with in more than 5 but within 10 working days	-	%	C	#DIV/0!		35.003	B2
B5.11	% dealt with in more than 10 but within 15 working days	-	%	C	#DIV/0!		0.239	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		10	B4
B5.14a	Total number of telephone contacts	-	nr	I			10	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			10	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			109803	B2
B5.29	Water Infrastructure	-	nr	I			27301	B2
B5.30	Water Pressure	-	nr	I			17056	B2
B5.31	Water Quality	-	nr	I			29651	B2
B5.32	Water Treatment Works	-	nr	I			39	B2
B5.33	Sewerage Service	-	nr	I			51747	B2
B5.34	Sewerage Infrastructure	-	nr	I			8661	B2
B5.35	Sewage Treatment Works	-	nr	I			790	B2
B5.36	Administration	-	nr	I			15537	B2
B5.37	Outwith Jurisdiction	-	nr	I			35	B2
B5.38	Billing, Charging and Metering	-	nr	I			1557	B2

Prepared by: Colin O'Neill..... Date: 16/6/06.....
 Checked by: Mark Dickson..... Date: 16/6/06.....
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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 2004-05		Report Year 2005-06	
					CG	CG	CG	CG
							10	
Telephone Contacts								
B6.1	Total calls received on customer contact lines	-	nr	I			919293	A1
B6.2	Total calls on customer contact lines as a percentage of all calls received	-	%	I			26.83	A1
B6.3	Total calls answered on customer contact lines	-	nr	I			887691	A1
B6.4	Total calls answered within 15 seconds on customer contact lines	-	nr	I			760160	A1
B6.5	Total calls answered within 15-30 seconds on customer contact lines	-	nr	I			39253	A1
B6.6	Total calls answered in more than 30 seconds on customer contact lines	-	nr	I			88278	A1
B6.7	Average time taken to answer a call on customer contact lines	-	secs	I			3.31	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			31602	A1
Private Septic Tank Emptying								
B6.10	Total private septic tank emptying requests	-	nr	I			4164	B2
B6.11	Total private septic tank emptyings carried out	-	nr	C	0		11815	B2
B6.12	Total private pre-planned septic tank emptyings	-	nr	I			10036	B2
B6.13	Total emergency request private septic tank emptyings	-	nr	I			526	B2
B6.14	Total private ad hoc request septic tank emptyings	-	nr	I			1253	B2
B6.15	Ad hoc private ST emptying in 0-10 working days of request	-	nr	I			693	B2
B6.16	Ad hoc private ST emptying in 10-15 working days of request	-	nr	I			134	B2
B6.17	Ad hoc private ST emptying in 15-20 working days of request	-	nr	I			111	B2
B6.18	Ad hoc private ST emptying in 20-25 working days of request	-	nr	I			80	B2
B6.19	Ad hoc private ST emptying in 25-30 working days of request	-	nr	I			91	B2
B6.20	Ad hoc private ST emptying in 30+ working days of request	-	nr	I			144	B2
Keeping Appointments								
B6.21	Total appointments made in writing	-	nr	I			0	BX
B6.22	Total appointments made by telephone	-	nr	I			1333	B2
B6.23	Total appointments made	-	nr	C	0		1333	B2
B6.24	Total appointments kept am/pm	-	nr	I			1333	B2
B6.25	Total two hour time bands offered	-	nr	I			0	BX
B6.26	Total appointments kept two hour time band	-	nr	I			0	BX
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: Colin O'Neill..... Date: 16/6/06.....
 Checked by: Mark Dickson..... Date: 16/6/06.....
 Authorised by: Cheryl Black..... Date: 16/6/06.....

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 2005-06

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

Prepared by: Colin O'Neill..... Date: 16/6/06.....

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Edition 1

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	
					2004-05	cg	2005-06	cg
10								
Planned Interruptions								
B7.1	Number of planned interruptions expected to last more than four hours	-	nr	I			3350	C5
B7.2	Number of planned interruptions expected to last more than 4 hours where 48 hours notice given	-	nr	I			3330	C5
B7.3	Number of planned interruptions expected to last more than 4 hours where restoration time given	-	nr	I			3340	C5
B7.4	Number of planned interruptions expected to last more than 4 hours which were restored at advertised time	-	nr	I			3284	C5
B7.5	Number of GMS failure payments paid automatically (planned interruptions)	-	nr	I			0	BX
B7.6	Number of GMS failure payments claimed (planned interruptions)	-	nr	I			18	B3
B7.7	Total number of GMS failure payments made (planned interruptions)	-	nr	C	0		18	B3
B7.8	Total amount paid out for GMS failure (planned interruptions)	-	£	I			709.99	B3
Unplanned Interruptions								
B7.9	Number of unplanned interruptions	-	nr	I			3213	C5
B7.10	Number of unplanned interruptions (strategic main)	-	nr	I			152	C5
B7.11	Number of unplanned interruptions (not strategic main)	-	nr	I			3061	C5
B7.12	Number of unplanned interruptions (not strategic main) restored within 12 hours	-	nr	I			3018	C5
B7.13	Number of unplanned interruptions (strategic main) restored within 48 hours	-	nr	I			150	C5
B7.14	Number of GMS failure payments paid automatically (unplanned interruptions)	-	nr	I			0	BX
B7.15	Number of GMS failure payments made from claims (unplanned interruptions)	-	nr	I			179	B3
B7.16	Total number of GMS failure payments made (unplanned interruptions)	-	nr	I			179	B3
B7.17	Total amount paid out for failure (unplanned interruptions)	-	£	I			6771.98	B3
Sewer Flooding								
B7.18	Number of incidents of flooding from sewers	-	nr	BF	0	0	663	C5
B7.19	Number of payments to domestic properties for flooding from sewers	-	nr	I			247	B3
B7.20	Total amount paid to domestic properties for flooding from sewers	-	£	I			45817.73	B3
B7.21	Number of payments to non-domestic properties for flooding from sewers	-	nr	I			84	B3
B7.22	Total amount paid to non-domestic properties for flooding from sewers	-	£	I			47522.8	B3
Request to change method of payment enquires								
B7.23	Number not dealt with within GMS period	-	nr	I			118	A1
B7.24	Number of payments for failure to respond (automatic)	-	nr	I			0	BX
B7.25	Number of payments made from claims for failure to respond	-	nr	I			0	BX
B7.26	Total number of payments for failure to respond	-	nr	C	0		0	BX
B7.27	Total amount paid for GMS failure	-	£	I			0	BX
Other Billing/ Charging / Metering enquires								
B7.28	Number not dealt with within GMS period	-	nr	I			3255	B4
B7.29	Number of payments for failure to respond (automatic)	-	nr	I			43	B2
B7.30	Number of payments made from claims for failure to respond	-	nr	I			137	B3
B7.31	Total number of payments for failure to respond	-	nr	C	0		180	B3
B7.32	Total amount paid for GMS failure	-	£	I			5128.18	B3
Written Complaints								
B7.33	Number not dealt with within GMS period	-	nr	I			17	B2
B7.34	Number of payments for failure to respond (automatic)	-	nr	I			0	BX
B7.35	Number of payments made from claims for failure to respond	-	nr	I			17	B3
B7.36	Total number of payments for failure to respond	-	nr	C	0		17	B3
B7.37	Total amount paid for GMS failure	-	£	I			340	B3
Telephone Complaints where a written response is requested.								
B7.38	Number not dealt with within GMS period	-	nr	I			0	BX
B7.39	Number of payments for failure to respond (automatic)	-	nr	I			0	BX
B7.40	Number of payments made from claims for failure to respond	-	nr	I			3	B3
B7.41	Total number of payments for failure to respond	-	nr	C	0		3	B3
B7.42	Total amount paid for GMS failure	-	£	I			60	B3
Keeping Appointments								
B7.43	Number of appointments	-	nr	BF	0	0	1333	B2
B7.44	% of appointments made which are kept	-	%	I			100	B2
B7.45	Number of two hour time banded appointments made	-	nr	I			0	BX
B7.46	% of two hour time banded appointments made which are kept	-	%	I			0	BX
B7.47	Number of GMS failure payments paid automatically (keeping appointments)	-	nr	I			0	BX
B7.48	Number of payments made from claims for failure (keeping appointments)	-	nr	I			14	B3
B7.49	Total number of GMS failure payments made (keeping appointments)	-	nr	C	0		14	B3
B7.50	Total amount paid out for GMS failure (keeping appointments)	-	£	I			280	B3
Ex Gratia Payments Made								
B7.51	Total number of ex-gratia payments made	-	nr	I			1388	A1
B7.52	Total amount paid out in ex-gratia payments	-	£	I			215940.08	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	BX
B7.55	Number of payments made from claims for failure to respond	-	nr	I			0	BX
B7.56	Total number of payments for failure to respond	-	nr	C	0		0	BX
B7.57	Total amount paid for GMS failure	-	£	I			0	BX
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			0	BX
B7.59	Number of payments for failure to respond (automatic)	-	nr	I			0	BX
B7.60	Number of payments made from claims for failure to respond	-	nr	I			0	BX
B7.61	Total number of payments for failure to respond	-	nr	C	0		0	BX
B7.62	Total amount paid for GMS failure	-	£	I			0	BX
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	BX
B7.64	Number of payments for failure to respond (automatic)	-	nr	I			0	BX
B7.65	Number of payments made from claims for failure to respond	-	nr	I			0	BX
B7.66	Total number of payments for failure to respond	-	nr	C	0		0	BX
B7.67	Total amount paid for GMS failure	-	£	I			0	BX
B) Instance of low pressure								
B7.68	Number of instances within GMS definition	-	nr	I			1	BX
B7.69	Number of payments for failure to provide guaranteed pressure (automatic)	-	nr	I			0	BX
B7.70	Number of payments made from claims for failure to provide guaranteed pressure	-	nr	I			1	BX
B7.71	Total number of payments for failure to provide guaranteed pressure	-	nr	C	0		1	BX
B7.72	Total amount paid for GMS failure	-	£	I			20	BX
Major Incidents								
A) Failure to provide information								
B7.73	Number not dealt with within GMS period	-	nr	I			0	BX
B7.74	Number of payments for failure to respond (automatic)	-	nr	I			0	BX
B7.75	Number of payments made from claims for failure to respond	-	nr	I			0	BX
B7.76	Total number of payments for failure to respond	-	nr	C	0		0	BX
B7.77	Total amount paid for GMS failure	-	£	I			0	BX
B) Failure to provide alternative supplies								
B7.78	Number not dealt with within GMS period	-	nr	I			0	BX
B7.79	Number of payments for failure to respond (automatic)	-	nr	I			0	BX
B7.80	Number of payments made from claims for failure to respond	-	nr	I			0	BX
B7.81	Total number of payments for failure to respond	-	nr	C	0		0	BX
B7.82	Total amount paid for GMS failure	-	£	I			0	BX
GMS Payment								
A) Failure to make payment within 10 working days								
B7.83	Number not dealt with within GMS period	-	nr	I			0	BX
B7.84	Number of payments for failure to respond (automatic)	-	nr	I			0	BX
B7.85	Number of payments made from claims for failure to respond	-	nr	I			0	BX
B7.86	Total number of payments for failure to respond	-	nr	C	0		0	BX
B7.87	Total amount paid for GMS failure	-	£	I			0	BX

Prepared by: Colin O'Neill..... Date: 16/6/06.....
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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 2005-06	
					Comment Necessary	Comment
					Y/N	
Planned Interruptions						
B7.1	Number of planned interruptions expected to last more than four hours	-	nr	I	N	As comments in Table B2
B7.2	Number of planned interruptions expected to last more than 4 hours where 48 hours notice given	-	nr	I	N	As comments in Table B2
B7.3	Number of planned interruptions expected to last more than 4 hours where restoration time given	-	nr	I	N	As comments in Table B2
B7.4	Number of planned interruptions expected to last more than 4 hours which were restored at advertised time	-	nr	I	N	As comments in Table B2
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	As comments in Table B2
B7.10	Number of unplanned interruptions (strategic main)	-	nr	I	N	As comments in Table B2
B7.11	Number of unplanned interruptions (not strategic main)	-	nr	I	N	As comments in Table B2
B7.12	Number of unplanned interruptions (not strategic main) restored within 12 hours	-	nr	I	N	As comments in Table B2
B7.13	Number of unplanned interruptions (strategic main) restored within 48 hours	-	nr	I	N	As comments in Table B2
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	As comments in Table B3
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	Includes GSS & non GSS failures
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	
Water Ingress to Gas Mains						
A) Failure to return call within 2 hours						
B7.53	Number not dealt with within GMS period	-	nr	I	N	
B7.54	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.55	Number of payments made from claims for failure to respond	-	nr	I	N	
B7.56	Total number of payments for failure to respond	-	nr	C	N	
B7.57	Total amount paid for GMS failure	-	£	I	N	
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	N	
B7.59	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.60	Number of payments made from claims for failure to respond	-	nr	I	N	
B7.61	Total number of payments for failure to respond	-	nr	C	N	
B7.62	Total amount paid for GMS failure	-	£	I	N	
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	N	
B7.64	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.65	Number of payments made from claims for failure to respond	-	nr	I	N	
B7.66	Total number of payments for failure to respond	-	nr	C	N	
B7.67	Total amount paid for GMS failure	-	£	I	N	
B) Instance of low pressure						
B7.68	Number not dealt with within GMS period	-	nr	I	N	
B7.69	Number of payments for failure to provide guaranteed pressure (automatic)	-	nr	I	N	
B7.70	Number of payments made from claims for failure to provide guaranteed pressure	-	nr	I	N	
B7.71	Total number of payments for failure to provide guaranteed pressure	-	nr	C	N	
B7.72	Total amount paid for GMS failure	-	£	I	N	
Major Incidents						
A) Failure to provide information						
B7.73	Number not dealt with within GMS period	-	nr	I	N	
B7.74	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.75	Number of payments made from claims for failure to respond	-	nr	I	N	
B7.76	Total number of payments for failure to respond	-	nr	C	N	
B7.77	Total amount paid for GMS failure	-	£	I	N	
B) Failure to provide alternative supplies						
B7.78	Number not dealt with within GMS period	-	nr	I	N	
B7.79	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.80	Number of payments made from claims for failure to respond	-	nr	I	N	
B7.81	Total number of payments for failure to respond	-	nr	C	N	
B7.82	Total amount paid for GMS failure	-	£	I	N	
GMS Payment						
A) Failure to make payment within 10 working days						
B7.83	Number not dealt with within GMS period	-	nr	I	N	
B7.84	Number of payments for failure to respond (automatic)	-	nr	I	N	
B7.85	Number of payments made from claims for failure to respond	-	nr	I	N	
B7.86	Total number of payments for failure to respond	-	nr	C	N	
B7.87	Total amount paid for GMS failure	-	£	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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