

Section E	Outputs	to Customers			
Table 4	Custome	r Service			
B4.1	Total number of	enquiries		nr	0dp
Data Definition	on: The total numbe	r billing/charging/metering	enquiries	s received.	
Processing Rules:	Sum of B4.2 to	B4.4			
Previous Refe	erences: Ofwat 07	-	WICS 06	B4.1	
B4.2	No. dealt with w	rithin 5 working days	3	nr	0dp
Data Definitio	on: The number of b working days.	illing/charging/metering er	nquiries d	ealt with within	five
Processing Rules:	Input field				
Previous Refe	erences: Ofwat 07	_	WICS 06	B4.2 + B4	.3
B4.3	No. dealt with ir working days	n more than 5 but wit	thin 10	nr	0dp
Data Definition	on: The number of but within 10 wor	illing/charging/metering er king days.	nquiries d	ealt with in more	e than 5
Processing Rules:	Input field				
Previous Refe	erences: Ofwat	_ ,	wics	B4.4	

B4.4	No. dea	It with in	more than	10 working (days	nr	0dp
Data Definition		ıg days.	illing/charging/r	metering enquiri	es dealt v	vith in more	e than ten
Rules: Previous Refe	erences:	Ofwat 07	-	WICS 06	B4	.5 + B4.6 +	B4.7
B4.5	% dealt	with wit	hin 5 workir	ng days		%	3dp
Data Definition Processing Rules:	workin	ercentage on the decision of t		ng/metering enc	uiries de	alt with in le	ess than 5
Previous Refe	erences:	Ofwat 07	-	WICS 06		B4.8 + B4	.9
B4.6	% dealt working		nore than 5	but within 1	0	%	3dp
Data Definition			of billing/chargi orking days.	ng/metering enc	uiries de	alt with in r	nore than
Processing Rules:	B4.3 (divided by I	B4.1				
Previous Refe	erences:	Ofwat	-	WICS		B4.10	

B4.7	% dealt	with in r	nore than 10 wo	rking day	s	%	3dp
Data Definition Processing Rules:	10 wo	ercentage rking days. divided by		tering enqui	ries de	alt with in r	nore than
Previous Refe	erences:	Ofwat 07	-	WICS 06	B4.1	1 + B4.12 -	+ B4.13
B4.8	Total nu	ımber of	enquiries			nr	0dp
Data Definition Processing Rules:		otal number	of change of payme	nt enquiries	receive	ed.	
Previous Refe	erences:	Ofwat 07	-	WICS 06		B4.14	
B4.9	No. dea	lt with w	ithin 5 working c	lays		nr	0dp
Data Definition	on: The n	umber of c	hange of payment en	quiries deal	t within	5 working	days.
Processing Rules:	Input	field					
Previous Refe	erences:	Ofwat 07	-	WICS 06	ŀ	B4.15 + B4	.16

	B4.10	No. dealt w working da	_	n more than 5 but w	ithin 1	0	nr	0dp
P	eata Definition Processing Pules:	The number within 10 w	vorkin	hange of payment enquii g days.	ries dea	lt with ir	ı more thar	ı 5 but
Pi	revious Refe	erences:	Ofwat 07	-	WICS 06		B4.17	
	B4.11	No. dealt w	ith ir	n more than 10 work	king da	ays	nr	0dp
P	ata Definition Processing Pules:	Input field		hange of payment enquir	ries dea	It within	5 working	days.
Pi	revious Refe	erences:	Ofwat 07	-	WICS 06	B4.1	8 + B4.19 -	+ B4.20
	B4.12	% dealt wit	h wit	hin 5 working days			%	3dp
P	ata Definition Processing Pules:	Dn: The percent B4.9 divid		of change of payment en B4.8	quiries (dealt wi	th in 5 work	ring days.
Pi	revious Refe	erences:	Ofwat 07	-	WICS 06	I	34.21 + B4	.22

	B4.13	% deal workin		more than 5 bi	ut within 10		%	3dp
Ľ	Data Definitio		percentage n 10 working	of change of payn g days.	nent enquiries	dealt wi	th in more	than 5 but
	Processing Rules:	B4.1	0 divided by	/ B4.8				
P	revious Refe	erences:	Ofwat 07	-	WICS 06		B4.23	
	B4.14	% deal	t with in r	more than 10 v	working da	ys	%	3dp
F	Pata Definition Processing Rules:	work	percentage ing days. 1 divided by	of change of payn / B4.8	nent enquiries	dealt wi	th in more	than 10
P	revious Refe	erences:	Ofwat 07	-	WICS 06			
	B4.15	Total n		new written o	complaints		nr	0dp
L	Pata Definition	shou	ld be counte	new written comp ed even if the cust any new issue is	omer has an 'd			
	Processing Rules:	B4.1	6 divided by	/ B4.18				
P	revious Refe	erences:	Ofwat 07	T5, L1	WICS 06		B5.1	

B4.15a	Total number of correspondence	written complaint		nr	0dp
Data Definition	representative re further information	en correspondence from a cus egarding a new or ongoing cor on or completed claim forms e etter, fax, and electronic mail.	nplaint. Tl	nis includes	
Processing Rules:	Input field				
Previous Refe	erences: Ofwat 07	- WIC		B5.1a	
B4.15b	Number of items correspondence	· ·		nr	3dp
Data Definition Processing Rules:	Dn: Number of items B4.15a divided I	of correspondence per comp by B4.15	laint		
Previous Refe	erences: Ofwat 07	- WIC		B5.1b	
B4.16	No. dealt with w	ithin 10 working days		nr	0dp
Data Definition	on: Number of writte	n complaints dealt with within	10 working	g days.	
Rules: Previous Refe	erences: Ofwat 07	T5, L2 WIC	_	.2 + B5.3 +	B5.4

B4.17	No. dealt with working days	in more than 10 bu	t within 20	D	nr	0dp
Data Definition Processing Rules:	on: Number of writi within 20 worki Input field	ten complaints dealt withing days.	n in more tha	n 10 w	orking da	ys but
Previous Refe	erences: Ofwar 07		WICS 06	E	35.5 + B5	.6
B4.18	No. dealt with	in more than 20 wo	orking day	'S	nr	0dp
Data Definition Processing Rules:	nn: Number of writ	en complaints dealt with	n in more tha	n twen	ty working	g days.
Previous Refe	erences: Ofwar 07	T3, L4	WICS 06		B5.7	
B4.19	% dealt with w	ithin 10 working da	ays		%	3dp
Data Definition	on: Percentage of	written complaints dealt	with within te	en work	ing days.	
Processing Rules:	B4.16 divided	by B4.15				
Previous Refe	erences: Ofwar	T5, L3	WICS 06	B5.8	+ B5.9 +	B5.10

B4.20	% dealt working		re than 10 but w	vithin 2	0	%	3dp
Data Definition		entage of writte ng days.	n complaints dealt w	vith in 10	working	ı days but v	vithin 20
Processing Rules:	B4.1	7 divided by B4	l.15				
Previous Refe	erences:	Ofwat 07		WICS 06	ŀ	B5.11 + B5	.12
B4.21	% dealt	with in mo	re than 20 work	ing day	y s	%	3dp
Data Definition Processing Rules:	B4.1	8 divided by B4	n complaints dealt w l.15 T3, L5		ore than		g days.
Previous Refe	erences:	Ofwat 07	13, L3	WICS 06		B5.13	
B4.22	Total ca	alls receive	d on customer o	contact		nr	0dp
Data Definition	which hours teleph tone a shoul again	can be logged only. Calls re- none system and are to be exclu- d identify in the st which it is re	hone calls to princip I by SW monitoring of ceived is defined as nd receive a ringing ded from this line but commentary the tel porting.	equipme the numl tone. Cal It will be I	nt. This ber of ca lls which reflected	refers to 'o alls which e receive ar I in line B4.	ffice enter SW's n engaged .28. SW
Processing Rules:	Input	field					
Previous Refe	erences:	Ofwat 07	T5, L13	WICS 06		B6.1	

B4.23	Total ca	lls answe	ered on cus	tomer contac	ct	nr 0dp			
Data Definition		t lines which only.		ılls received on I by authority ag					
Processing Rules: Previous Refe	·	Ofwat		wics		B6.3			
B4.24		07 Ils answe er contac		30 seconds o	on	nr	0dp		
Data Definition Processing Rules:	with 30) seconds o hours' only.	f the customer	n principal adve first hearing the					
Previous Refe	erences:	Ofwat 07	-	WICS 06		B6.4 + B6	.5		
B4.25			ered in more omer contac			nr	0dp		
Data Definition	in mor		econds of the c	n principal adve ustomer first he					
Processing Rules:	Input t	iield							
Previous Refe	arences.	Ofwat	-	WICS		B6.6			

B4.26	_	e time tak er contac	en to answer a cal et lines	l on		secs	0dp
Data Definition			which SW take to answ tised customer contact				
Processing Rules:	Input	field					
Previous Refe	erences:	Ofwat 07	-	WICS 06		B6.7	
B4.27	All lines	busy				nr	0dp
Data Definition Processing Rules:	that re	ceive engag re to be rep	of calls into the principa ged tones, or are advise orted against this line.				
Previous Refe	erences:	Ofwat 07	T5, L14	WICS 06		-	
B4.28	Total of contact		ned calls on custor	ner		nr	0dp
Data Definition	SW aç machi voice	gent could a nes or toucl response sy age on princ	of telephone calls receivanswer them or, where ruh tone telephones or autystems) are used, before cipal advertised custome	ecordec tomatic e compl	l messag transact etion of	ges (or ans ions or inte the relevar	swering eractive nt
Processing Rules:	Input	field					
Previous Refe	erences:	Ofwat 07	T5,L15	WICS 06		B6.9	

B4.29	Total Tele	Total Telephone complaints				
Data Definition	on: The total	number of	customer compl	aints received by S	SW by teleph	one.
Processing Rules:	Input field	d				
Previous Refe	erences:	Ofwat 07	T5, L17	WICS 06	-	
B4.30	Total priva	ite septi	c tank empty	ng requests	nr	0dp
Data Definition Processing Rules:	the numl	t year.	ate septic tank en	nptying requests re	eceived by S	W during
Previous Refe	erences:	Ofwat 07	-	WICS 06	B6.10	
B4.31	Total priva	ate septi	c tank empty	ngs carried	nr	0dp
Data Definition	on: The numl	ber of priva	ate septic tank er	nptied by SW durin	ng the report	year.
Processing Rules:	Sum of E	34.32 to B4	1.34			
Previous Ref	erences:	Ofwat	-	WICS	B6.11	

B4.32	Total priva emptyings	•	e-planned septic t	tank		nr	0dp
Data Definition			olanned or contract priv s a result of a pre-plan			mptied by	SW during
Processing Rules:	Input field	k					
Previous Refe	erences:	Ofwat 07	-	WICS 06		B6.12	
B4.33	Total emer emptyings	•	y request private	septic t	ank	nr	0dp
Data Definition Processing Rules:		ergency	eptic tanks emptied by request by a custome		ng the re	port year a	s a result
Previous Refe	erences:	Ofwat 07	-	WICS 06		B6.13	
B4.34	Total priva emptyings		hoc request sept	ic tank		nr	0dp
Data Definition	of an ad-h should be standard i preplanne usual time emergend	noc requesed controls as included inclu	eptic tanks emptied by uest by a customer (exed in line B6.13). An 'a t for septic tank emptying ract system, and is like it is carried out in the natying is where the custourried out outside norm	xcluding el ad-hoc' se ing, which ely to take lormal sch omer requ	mergeno ptic tank is not in the 20 c eme of ests an	cy requests or emptying a cluded in a lays or what things — an immediate	as they is a any tever the emptying
Processing Rules:	Input field	d					
Previous Refe	erences:	Ofwat 07	-	WICS 06		B6.14	

	B4.35	Ad hoc private ST emptying in 0-10 working days of request							nr	0dp
F	Pata Definition Processing Rules:		g days of						port year w	vithin 10
Previous References: Ofwat 07			- WICS 06				B6.15			
	B4.36	Ad hoc days of	•		nptying	in 10-1	5 wor	king	nr	0dp
F	Oata Definition Processing Rules:		rking days						port year w	vithin 10 tc
P	Previous References: Ofwat 07			- WICS 06			B6.16			
	B4.37	Ad hoc days of			nptying	in 15-2	0 wor	king	nr	0dp
E	Data Definitio		umber of s rking days						port year w	vithin 15 to
	Processing Rules:	Input	field							
P	revious Refe	erences:	Ofwat		-		WICS		B6.17	

B4.38	Ad hoc working		nr	0dp			
Data Definition				tied by SW durii		port year v	vithin 20 to
Processing Rules:	Input t	field					
Previous Refe	erences:	Ofwat 07	-	WICS 06		B6.18	
B4.39	Ad hoc days of		ST emptying	in 25-30 woı	king	nr	0dp
Data Definition Processing Rules:		king days		tied by SW during during the desired the d		port year v	vithin 25 to
Previous Refe	erences:	Ofwat 07	B6.19				
B4.40	Ad hoc days of		GT emptying	in 30+ worki	ing	nr	0dp
Data Definition				tied by SW durinest by a custome		port year a	fter 30
Processing Rules:	Input	field	·				
Previous Refe	erences:	Ofwat 07	-	WICS 06		B6.20	