

## Section B Outputs to Customers

## Table 7 Customer Care - GMS Performance

B7.1	Number of planned interruptions expected to last more than four hours	nr	0dp	
------	---	----	-----	--

Data Definition:	The total number of planned interruptions which were expected to last more than 4 hours.
Processing Rules:	Input field

Previous References:	Ofwat 07	-	WICS 06	B7.1	

B7.2	Number of planned interruptions expected to last more than 4 hours where 48 hours notice given	nr	0dp	
------	--	----	-----	--

Data Definition:	The total number of planned interruptions which were expected to last more
	than 4 hours where 48 hours notice was given.

Processing	Input field
Rules:	

Previous Re	ferences:	Ofwat 07	-	WICS 06		B7.2	
B7.3		re than 4 hou	-	ons expected restoration	to	nr	0dp

**Data Definition:** The total number of planned interruptions which were expected to last more than 4 hours where restoration time of supply was given

Processing Rules:	Input field			
Previous Reference	es: Ofwat	-	WICS	B7.3

B7.4	Number of planned interruptions expected to last more than 4 hours which were restored at advertised time	nr	0dp	
				L

**Data Definition:** The total number of planned interruptions which were expected to last more than 4 hours, which were given a restoration time and then supply was restored within this advertised time.

Processing Input field Rules:

	Previous References:	Ofwat 07	-	WICS 06	B7.4
--	----------------------	-------------	---	------------	------

B7.5	Number of GMS failure payments paid automatically (planned interruptions)	nr	0dp

Data Definition: The total number of GMS payments made automatically.

Processing Input field Rules:

Previous Re	ferences:	Ofwat 07	-	WICS 06	B7.5	
B7.6		of GMS fai d interruption		ents claimed	nr	0dp

Data Definition: The total number of GMS payments made as the result of a customer claim.

Previous References:	Ofwat 07	-	WICS 06	B7.6
	-		-	

B7.7	Total number of GMS failure payments made (planned interruptions )	nr	0dp

**Data Definition:** The total number of payments made as result of failure to restore supply within the specified time.

*Processing* Sum of B7.5 to B7.6 *Rules:* 

Previous References:	Ofwat	-	WICS	B7.7
	07		06	

B7.8	Total amount paid out for GMS failure (planned interruptions)	£	0dp

**Data Definition:** The total amount paid as result of failure to restore supply within the specified time.

*Processing* Input field *Rules:* 

Previous Refere	ences: Ofwat 07	-	WICS 06	B7.8	

B7.9	Number of unplanned interruptions	nr	0dp	

Data Definition: The total number of unplanned interruptions.

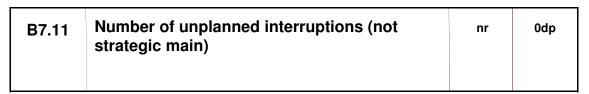
Previous References:	Ofwat	-	WICS	B7.9
	07		06	

B7.10	Number of unplanned interruptions (strategic main)	nr	0dp

**Data Definition:** The total number if unplanned interruptions to strategic mains. (250mm and above)

*Processing* Input field *Rules:* 

Previous References:	Ofwat	-	WICS	B7.10
	07		06	



*Data Definition:* The total number if unplanned interruptions to a non-strategic main.

Processing Input field Rules:

Previous Ref	erences:	Ofwat 07	-	WICS 06	B7.11	
B7.12		<sup>·</sup> of unplann c main) rest		• •	nr	0dp

**Data Definition:** The total number of unplanned interruptions to a non-strategic main which were restored within 12 hours.

Previous References:	Ofwat	-	WICS	B7.12
rievious neierences.	07		06	

B7.13	Number of unplanned interruptions (strategic main) restored within 48 hours	nr	0dp

**Data Definition:** The total number of unplanned interruptions to a strategic main which were restored within 48 hours.

*Processing* Input field *Rules:* 

Previous References:	Ofwat 07	-	WICS 06	B7.13

B7.14	Number of GMS failure payments paid automatically (unplanned interruptions)	nr	0dp

**Data Definition:** Total number of GMS payments made automatically as a result of failing to restore supply within the specified times for an unplanned incident.

*Processing* Input field *Rules:* 

Previous References:		Ofwat 07	-	WICS 06	B7.14		
	B7.15		of GMS fail unplanned i		nts made fron	) nr	0dp

**Data Definition:** The total number of GMS payments made as the result of a customer claim regarding failing to restore supply within the specified times for an unplanned incident.

Processing	Input field
Rules:	

Previous References: Ofwa	-	WICS 06	B7.15
---------------------------	---	------------	-------

B7.16	Total number of GMS failure payments made (unplanned interruptions )	nr	0dp	
-------	--	----	-----	--

**Data Definition:** Total number of GMS payments made as a result of failing to restore supply within the specified times for an unplanned incident.

*Processing* Input field *Rules:* 

Previous References:	Ofwat 07	-	WICS 06	B7.16
	L		1	

B7.17	Total amount paid out for failure (unplanned interruptions)	£	0dp

**Data Definition:** Total amount of GMS payments made as a result of failing to restore supply within the specified times for an unplanned incident.

*Processing* Input field *Rules:* 

Previous References:	Ofwat 07	-	WICS 06	B7.17

B7.18	Number of incidents of flooding from sewers	nr	0dp

**Data Definition:** Total number of sewer flooding incidents due to overloaded sewers and other causes.

*Processing* Brought forward from B3 *Rules:* 

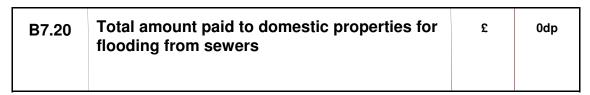
Previous References:	Ofwat	-	WICS	B7.18
	07		06	

B7.19	Number of payments to domestic properties for flooding from sewers	nr	0dp	
-------	--	----	-----	--

**Data Definition:** The total number of payments made to domestic properties for the flooding of sewers.

*Processing* Input field *Rules:* 

Previous References:	Ofwat	-	WICS	B7.19
Previous References:	07		06	



Data Definition: The total amount paid to domestic properties for the flooding of sewers.

Processing Input field Rules:

Previous References: Ofwat 07 B7.21 Number of payme properties for flo		 -	WICS 06	B7.20	
B7.21				nr	0dp

**Data Definition:** The total number of payments made to non-domestic properties for the flooding of sewers.

Previous References:	Ofwat	-	WICS	B7.21
	07		06	

B7.22	Total amount paid to non-domestic properties for flooding from sewers	£	0dp
-------	---	---	-----

Data Definition: The total amount paid to non-domestic properties for the flooding of sewers.

*Processing* Input field *Rules:* 

Previous References: Ofwat - WICS B7.22 07 06	
--	--

B7.23	Number not dealt with within GMS period	nr	0dp

**Data Definition:** Total number of request to change method of payment enquires not dealt with within the GMS period.

*Processing* Input field *Rules:* 

Pr	evious Ref	erences:	Ofwat 07	-	WICS 06	B7.23	
	B7.24	Number (automa		ts for failur	e to respond	nr	0dp

**Data Definition:** The number of automatic payments made as a result of failure to respond a request to change method of payment enquiry within the GMS period.

 Processing Rules:
 Input field

 Previous References:
 Ofwat 07
 WICS 06
 B7.24

B7.25 Number of payments made from claims failure to respond	for nr	0dp	
--	--------	-----	--

**Data Definition:** The total number of GMS payments made as the result of a customer claim regarding failure to respond a request to change method of payment enquiry within the GMS period and failure to receive an automatic payment.

*Processing* Input field *Rules:* 

Previous References:	Ofwat	-	WICS	B7.25
Fievious neierences.	07		06	

B7.26	Total number of payments for failure to respond	nr	0dp	

**Data Definition:** The number of payments made (automatic and claimed) as a result of failure to respond a request to change method of payment enquiry within the GMS period.

*Processing* Sum of B7.24 and B7.25 *Rules:* 

Previous Ref	erences:	Ofwat 07	-	WICS 06	B7.26	
B7.27	Total an	nount paid f	or GMS fail	lure	£	0dp

**Data Definition:** The total cost of payments made (automatic and claimed) as a result of failure to respond a request to change method of payment enquiry within the GMS period.

 Processing Rules:
 Input field

 Previous References:
 Ofwat
 WICS
 B7.27

evious References: Ofwat - WICS B7.27 07 06

B7.28	Number not dealt with within GMS period	nr	0dp

**Data Definition:** Total number of other billing/ charging/ metering enquiries not dealt with within the GMS period.

*Processing* Input field *Rules:* 

Previous References:	Ofwat	-	WICS	B7.28
	07		06	

B7.29	Number of payments for failure to respond (automatic)	nr	0dp

**Data Definition:** The number of automatic payments made as a result of failure to respond any other billing/charging/metering enquiry within the GMS period.

*Processing* Input field *Rules:* 

Pı	revious Refe	erences:	Ofwat 07	-	WICS 06	B7.29	
	B7.30		of payment o respond	ts made fro	om claims for	nr	0dp

**Data Definition:** The total number of GMS payments made as the result of a customer claim regarding failure to respond any other billing/ charging/ metering enquiry within the GMS period and failure to receive an automatic payment.

Processing	Input field
Rules:	

Previous References:	Ofwat	-	WICS	B7.30
	07		06	

B7.31 Total number of payments for failure to respond	nr	0dp	
---	----	-----	--

**Data Definition:** The number of payments made (automatic and claimed) as a result of failure to respond any other billing/ charging/ metering enquiry within the GMS period.

*Processing* Sum of B7.29 and B7.30 *Rules:* 

Previous References:	Ofwat	-	WICS	B7.31
	07		06	

B7.32	Total amount paid for GMS failure	£	0dp

**Data Definition:** The total cost of payments made (automatic and claimed) as a result of failure to respond a telephone enquiry within the GMS period.

*Processing* Input field *Rules:* 

Pr	evious Refe	erences:	Ofwat 07	-	WICS 06	B7.32	
	B7.33	Number	not dealt v	vith within (	GMS period	nr	0dp

Data Definition: Total number of written complaints not dealt with within the GMS period.

Processing Rules:	Input field			
Previous Reference	es: Ofwat 07	-	WICS 06	B7.33

B7.34 Number of payments for failure to respond (automatic)	nr	0dp
---	----	-----

**Data Definition:** The number of automatic payments made as a result of failure to respond a written complaint within the GMS period.

*Processing* Input field *Rules:* 

Previous References: 01Wat - WICS B7.34 07 06	Previous References:		-	WICS 06	B7.34
--	----------------------	--	---	------------	-------

B7.35	Number of payments made from claims for failure to respond	nr	0dp

**Data Definition:** The total number of GMS payments made as the result of a customer claim regarding failure to respond to a written complaint within the GMS period and failure to receive an automatic payment.

Processing Rules:	Input field				
Previous Reference	es: Ofwat 07	-	WICS 06	B7.35	

B7.36	Total number of payments for failure to respond	nr	0dp
-------	---	----	-----

**Data Definition:** The number of payments made (automatic and claimed) as a result of failure to respond a written complaint within the GMS period.

Processing	Sum of B7.34 and B7.35
Rules:	

Previous References:	Ofwat 07	-	WICS 06	B7.36
----------------------	-------------	---	------------	-------

B7.37	Total amount paid for GMS failure	£	0dp

**Data Definition:** The total cost of payments made (automatic and claimed) as a result of failure to respond a written complaint within the GMS period.

*Processing* Input field *Rules:* 

Previous References:	Ofwat	-	WICS	B7.37
	07		06	

B7.38	Number not dealt with within GMS period	nr	0dp

**Data Definition:** Total number of telephone complaints where a written response is requested not dealt with within the GMS period.

*Processing* Input field *Rules:* 

L

Previous Re	eferences:	Ofwat 07	-	WICS 06	B7.38	
B7.39	Number (automa		s for failu	re to respond	nr	0dp

**Data Definition:** The number of automatic payments made as a result of failure to respond a telephone complaint where a written response is expected within the GMS period.

Processing	Input field
Rules:	

Previous References: Ofwat - WICS B7.39 07 06	Previous References:	Ofwat 07	-	WICS 06	B7.39
--	----------------------	-------------	---	------------	-------

B7.40	Number of payments made from claims for failure to respond	nr	0dp	
-------	--	----	-----	--

**Data Definition:** The total number of GMS payments made as the result of a customer claim regarding failure to respond a telephone complaint where a written response is expected within the GMS period and failure to receive an automatic payment.

*Processing* Input field *Rules:* 

Previous References:	Ofwat 07	-	WICS 06	B7.40
----------------------	-------------	---	------------	-------

B7.41	Total number of payments for failure to respond	nr	0dp

**Data Definition:** The number of payments made (automatic and claimed) as a result of failure to respond a telephone complaint where a written response is expected within the GMS period.

*Processing* Sum of B7.39 and B7.40 *Rules:* 

Previous Ref	erences:	Ofwat 07	-	WICS 06	B7.41	
B7.42	Total an	nount paid f	or GMS fail	ure	£	0dp

**Data Definition:** The total cost of payments made (automatic and claimed) as a result of failure to respond a telephone complaint where a written response is expected within the GMS period.

*Processing* Input field *Rules:* 

Previous References: Ofwat - WICS B7.42 07 06

B7.43	Number of appointments	nr	0dp

*Data Definition:* Total number of appointments made either by verbally or written.

*Processing* Input field *Rules:* 

Previous References: 07 06	Previous References:	Ofwat 07	-	WICS 06	B7.43
----------------------------	----------------------	-------------	---	------------	-------

B7.44	% of appointments made which are kept	%	3dp

Data Definition: The percentage of appointments kept.

Processing	Input field
Rules:	

Previous Ref	erences:	Ofwat 07	-	WICS 06	B7.44	
B7.45		of two hou ments made		ded	nr	0dp

**Data Definition:** The total number of appointments made where a two hour time band was specified.

Previous References:	Ofwat	-	WICS	B7.45
r revious neierences.	07		06	

B7.46 % of two hour time banded appointments made which are kept	%	3dp
--	---	-----

**Data Definition:** The percentage of appointments made and kept where a two hour time band was specified.

Processing Input field Rules:

Previous References: Ofwat 07		VICS 06	B7.46
-------------------------------	--	------------	-------

B7.47	Number of GMS failure payments paid automatically (keeping appointments)	nr	0dp

**Data Definition:** The number of GMS payments made automatically for failure to keep an appointment.

*Processing* Input field *Rules:* 

Previous References:	Ofwat 07	-	WICS 06	B7.47	

B7.48	Number of payments made from claims for failure (keeping appointments)	nr	0dp	

**Data Definition:** The total number of GMS payments made as the result of a customer claim regarding failure to keep an appointment.

Previous References:	Ofwat	-	WICS	B7.48
	07		06	

B7.49	Total number of GMS failure payments made (keeping appointments)	nr	0dp	
-------	--	----	-----	--

**Data Definition:** The number of GMS payments made for failure to keep an appointment as a result of a customer claim.

*Processing* Sum of B7.47 and B7.48 *Rules:* 

Previous References:	Ofwat	-	WICS	B7.49
	07		06	

B7.50	Total amount paid out for GMS failure (keeping appointments)	£	0dp
-------	--	---	-----

**Data Definition:** Total amount paid out for failing to keep an appointment under GMS.

Processing Input field Rules:

Previous Re	ferences:	Ofwat 07	-	WICS 06	B7.50	
B7.51	Total nu	umber of ex	-gratia payn	nents made	nr	0dp

*Data Definition:* The total number of ex-gratia payments made during the report year.

Previous References:	Ofwat	-	WICS	B7.51
	07		06	

B7.52	Total amount paid out in ex-gratia payments	£	0dp

Data Definition: The total cost of ex-gratia payments made during the report year.

*Processing* Input field *Rules:* 

Previous References:	Ofwat 07	-	WICS 06	B7.52
----------------------	-------------	---	------------	-------

B7.53	Number not dealt with within GMS period	nr	0dp

**Data Definition:** Total number of reports of Water Ingress to Gas Mains incidents where there has been a failure to return call within the 2 hour GMS period.

Processing	Input field
Rules:	

P	revious Ref	erences:	Ofwat 07	-	WICS 06	B7.53	
	B7.54	Number (automa		s for failu	re to respond	nr	0dp

**Data Definition:** The number of automatic payments made as a result of failure to return call relating to Water Ingress to Gas Mains within the 2 hour GMS period

 Processing Rules:
 Input field

 Previous References:
 Ofwat 07
 WICS 06
 B7.54

B7.55	Number of payments made from claims for failure to respond	nr	0dp	
-------	--	----	-----	--

**Data Definition:** The total number of GMS payments made as the result of failure to return call relating to Water Ingress to Gas Mains within the 2 hour GMS period and failure to receive an automatic payment.

Processing Input field Rules:

Previous References:	Ofwat	-	WICS	B7.55
r revious neierences.	07		06	

B7.56	Total number of payments for failure to respond	nr	0dp	

**Data Definition:** The number of payments made (automatic and claimed) as a result of failure to return call relating to Water Ingress to Gas Mains within the 2 hour GMS period.

*Processing* Sum of B7.54 and B7.55 *Rules:* 

Previous Ref	erences:	Ofwat 07	-	WICS 06	B7.56	
B7.57	Total an	nount paid f	or GMS fai	ilure	£	0dp

**Data Definition:** The total cost of payments made (automatic and claimed) as a result of failure to return call relating to Water Ingress to Gas Mains within the 2 hour GMS period.

 Processing Rules:
 Input field

 Previous References:
 Ofwat 07
 WICS 06
 B7.57

B7.58	Number not dealt with within GMS period	nr	0dp

Data Definition: Total number meter applications where there has been a failure to provide an estimate of work and costs within GMS period of 10 working days of survey.

Input field Processing Rules:

Previous References:	Ofwat	-	WICS	B7.58
	07		06	

B7.59	Number of payments for failure to respond (automatic)	nr	0dp

Data Definition: The number of automatic payments made as a result of meter applications where there has been a failure to provide an estimate of work and costs within GMS period of 10 working days of survey.

Processing Input field Rules: Ofwat WICS B7.59 -Previous References: 07 06

B7.60	Number of payments made from claims for failure to respond	nr	0dp

**Data Definition:** The total number of GMS payments made as the result meter applications where there has been a failure to provide an estimate of work and costs within GMS period of 10 working days of survey and failure to receive an automatic payment.

06

Processing In Rules:	out field			
Previous References	. Ofwat	-	WICS	B7.60

07

B7.61 Total number of payments for failure to nr Ody respond
--

**Data Definition:** The number of payments made (automatic and claimed) as a result of meter applications where there has been a failure to provide an estimate of work and costs within GMS period of 10 working days of survey.

*Processing* Sum of B7.59 and B7.60 *Rules:* 

Previous References:	Ofwat	-	WICS	B7.61
	07		06	

B7.62	Total amount paid for GMS failure	£	0dp

**Data Definition:** The total cost of payments made (automatic and claimed) as a result of meter applications where there has been a failure to provide an estimate of work and costs within GMS period of 10 working days of survey.

*Processing* Input field *Rules:* 

Previous Refe	erences:	Ofwat 07	-	WICS 06	B7.62	
B7.63	Number	not dealt wi	ith within	GMS period	nr	0dp

**Data Definition:** Total number pressure investigations where there has been a failure to inform customer of results of investigation within GMS period of 5 working days.

 
 Processing Rules:
 Input field

 Previous References:
 Ofwat 07
 WICS 06
 B7.63

B7.64	Number of payments for failure to respond (automatic)	nr	0dp

**Data Definition:** The number of automatic payments made as a result of pressure investigations where there has been a failure to inform customer of results of investigation within GMS period of 5 working days.

*Processing* Input field *Rules:* 

Previous References:	Ofwat	-	WICS	B7.64
	07		06	

B7.65	Number of payments made from claims for failure to respond	nr	0dp	

**Data Definition:** The total number of GMS payments made as the result of pressure investigations where there has been a failure to inform customer of results of investigation within GMS period of 5 working days and failure to receive an automatic payment.

*Processing* Input field *Rules:* 

P	revious Refe	erences:	Ofwat 07	-	WICS 06	B7.65	
	B7.66	Total nu respond	Imber of pa	yments for	failure to	nr	0dp

**Data Definition:** The number of payments made (automatic and claimed) as a result of pressure investigations where there has been a failure to inform customer of results of investigation within GMS period of 5 working days.

Processing	Sum of B7.64 and B7.65
Rules:	

Previous References:	Ofwat	-	WICS	B7.66
	07		06	

B7.67	Total amount paid for GMS failure	£	0dp

**Data Definition:** The total cost of payments made (automatic and claimed) as a result of pressure investigations where there has been a failure to inform customer of results of investigation within GMS period of 5 working days.

*Processing* Input field *Rules:* 

Previous References: 01wat 07 06	Previous References:		-	WICS 06	B7.67
----------------------------------	----------------------	--	---	------------	-------

B7.68	Number of instances within GMS definition	nr	0dp

**Data Definition:** Total number of low pressure instances measured on the customer side of the boundary stopcock/valve caused by Scottish Water's supply system. Excludes customers above the level of the Scottish Water storage tank or between the level of the storage tank and a level of 10.5 metres below the storage tank.

*Processing* Input field *Rules:* 

P	revious Refe	erences:	Ofwat 07	-	WICS 06	B7.68	
	B7.69			nts for failuı ure (automa	re to provide tic)	nr	0dp

**Data Definition:** The number of automatic payments made as a result of low pressure instances measured on the customer side of the boundary stopcock/valve caused by Scottish Water's supply system. Excludes customers above the level of the Scottish Water storage tank or between the level of the storage tank and a level of 10.5 metres below the storage tank.

Processing Rules:	Input field				
Previous Reference	es: Ofwat 07	-	WICS 06	B7.69	

B7.70	Number of payments made from claims for failure to provide guaranteed pressure	nr	0dp

**Data Definition:** The total number of GMS payments made as the result of low pressure instances measured on the customer side of the boundary stopcock/valve caused by Scottish Water's supply system and failure to receive an automatic payment. Excludes customers above the level of the Scottish Water storage tank or between the level of the storage tank and a level of 10.5 metres below the storage tank.

rievious neiererices.		Ofwat 07	-	WICS 06	B7.70	0	
B7.71		mber of pay guaranteed		failure to	nr	0dp	

Data Definition:	The number of payments made (automatic and claimed) as a result of low pressure instances measured on the customer side of the boundary stopcock/valve caused by Scottish Water's supply system. Excludes customers above the level of the Scottish Water storage tank or between the level of the storage tank and a level of 10.5 metres below the storage tank
	level of the storage tank and a level of 10.5 metres below the storage tank.

Processing	Sum of B7.69 and B7.70
Rules:	

Previous References:	Ofwat	-	WICS	B7.71
	07		06	

B7.72	Total amount paid for GMS failure	£	0dp

**Data Definition:** The total cost of payments made (automatic and claimed) as a result of low pressure instances measured on the customer side of the boundary stopcock/valve caused by Scottish Water's supply system. Excludes customers above the level of the Scottish Water storage tank or between the level of the storage tank and a level of 10.5 metres below the storage tank.

*Processing* Input field *Rules:* 

Previous Refe	erences:	Ofwat 07	-	WICS 06	B7.72	
B7.73	Number	not dealt w	ith within	GMS period	nr	0dp

**Data Definition:** Total number major incidents where there has been a failure to provide information within GMS period.

	Processing Rules:	Input	field				
P	revious Refe	erences:	Ofwat 07	-	WICS 06	B7.73	
	B7.74	Number (automa		s for failur	e to respond	nr	0dp

Data Definition:	The number of automatic payments made as a result of failure to provide information relating to major incidents within GMS period.
Processing	Innut field

ribcessing	input neiu
Rules:	

Previous References:	Ofwat	-	WICS	B7.74
	07		06	

B7.75	Number of payments made from claims for failure to respond	nr	0dp	
-------	--	----	-----	--

**Data Definition:** The total number of GMS payments made as the result of failure to provide information relating to major incidents within GMS period and failure to receive an automatic payment.

Processing Input field Rules:

Previous References:	Ofwat	-	WICS	B7.75
	07		06	

B7.76	Total number of payments for failure to respond	nr	0dp

**Data Definition:** The number of payments made (automatic and claimed) as a result of failure to provide information relating to major incidents within GMS period.

Processing	Sum of B7.74 and B7.75
Rules:	

Previous Ref	erences:	Ofwat 07	-	WICS 06	B7.76	
B7.77	Total an	nount paid f	ior GMS fai	lure	£	0dp

**Data Definition:** The total cost of payments made (automatic and claimed) as a result of failure to provide information relating to major incidents within GMS period.

Previous References:	Ofwat	-	WICS	B7.77
	07		06	

B7.78	Number not dealt with within GMS period	nr	0dp

**Data Definition:** Total number major incidents where there has been a failure to provide alternative supplies within GMS period.

*Processing* Input field *Rules:* 

Previous References:	Ofwat	-	WICS	B7.78
	07		06	

B7.79	Number of payments for failure to respond (automatic)	nr	0dp

**Data Definition:** The number of automatic payments made as a result of failure to provide alternative supplies relating to major incidents within GMS period.

*Processing* Input field *Rules:* 

Previous References: Ofwa 07		Ofwat 07	-	WICS 06	B7.79		
	B7.80		<sup>r</sup> of payment o respond	s made fro	om claims for	nr	0dp

**Data Definition:** The total number of GMS payments made as the result of failure to provide alternative supplies relating to major incidents within GMS period and failure to receive an automatic payment.

Processing	Input field
Rules:	

Previous References:	Ofwat	-	WICS	B7.80
	07		06	

	B7.81	Total number of payments for failure to respond	nr	0dp
--	-------	---	----	-----

**Data Definition:** The number of payments made (automatic and claimed) as a result of failure to provide alternative supplies relating to major incidents within GMS period.

*Processing* Sum of B7.79 and B7.80 *Rules:* 

Previous References:	Ofwat	-	WICS	B7.81
rievious neierences.	07		06	

B7.82	Total amount paid for GMS failure	£	0dp

**Data Definition:** The total cost of payments made (automatic and claimed) as a result of failure to provide alternative relating to major incidents within GMS period.

*Processing* Input field *Rules:* 

Prev	ious Refe	erences:	Ofwat 07	-	WICS 06	B7.82	
I	B7.83	Number	not dealt w	ith within (	GMS period	nr	0dp

**Data Definition:** Total number of GMS Payments where there has been a failure to make GMS payment within GMS period of 10 working days.

Processing Input field Rules:

Previous References:

Ofwat
07

-	WICS 06	B7.83

B7.84 Number of payments for failure to respond (automatic)	nr	0dp	
---	----	-----	--

**Data Definition:** The number of automatic payments made as a result of failure to make GMS payment within GMS period of 10 working days.

*Processing* Input field *Rules:* 

Previous References:	Ofwat 07	-	WICS 06	B7.84
	L		1	

B7.85	Number of payments made from claims for failure to respond	nr	0dp

**Data Definition:** The total number of GMS payments made as the result of failure to make GMS payments within GMS period of 10 working days and failure to receive an automatic payment.

Processing I Rules:	nput field			
Previous Reference	s: Ofwat 07	-	WICS 06	B7.85

B7.86	Total number of payments for failure to respond	nr	0dp

**Data Definition:** The number of GMS payments made (automatic and claimed) as a result of failure to make GMS payments within GMS period of 10 working days.

*Processing* Sum of B7.84 and B7.85 *Rules:* 

Previous References:	Ofwat 07	-	WICS 06	B7.86
----------------------	-------------	---	------------	-------

B7.87	Total amount paid for GMS failure	£	0dp

**Data Definition:** The total cost of payments made (automatic and claimed) as a result of failure to make GMS payments within GMS period of 10 working days.

Previous References:	Ofwat	-	WICS	B7.87
	07		06	