

Section B Outputs to Customers

Table 4 Customer Service

B4.1	Total number of enquiries	nr	0dp
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Data Definition: The total number billing/charging/metering enquiries received.

Processing Rules: Sum of B4.2 to B4.4

Previous References:

Ofwat 07	-	WICS 06	B4.1
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B4.2	No. dealt with within 5 working days	nr	0dp
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Data Definition: The number of billing/charging/metering enquiries dealt with within five working days.

Processing Rules: Input field

Previous References:

Ofwat 07	-	WICS 06	B4.2 + B4.3
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B4.3	No. dealt with in more than 5 but within 10 working days	nr	0dp
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Data Definition: The number of billing/charging/metering enquiries dealt with in more than 5 but within 10 working days.

Processing Rules: Input field

Previous References:

Ofwat 07	-	WICS 06	B4.4
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B4.4	No. dealt with in more than 10 working days	nr	0dp
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Data Definition: The number of billing/charging/metering enquiries dealt with in more than ten working days.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.5	% dealt with within 5 working days	%	3dp
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Data Definition: The percentage of billing/charging/metering enquiries dealt with in less than 5 working days.

Processing Rules: B4.2 divided by B4.1

Previous References: Ofwat 07 WICS 06

B4.6	% dealt with in more than 5 but within 10 working days	%	3dp
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Data Definition: The percentage of billing/charging/metering enquiries dealt with in more than 5 but within 10 working days.

Processing Rules: B4.3 divided by B4.1

Previous References: Ofwat 07 WICS 06

B4.7	% dealt with in more than 10 working days	%	3dp
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Data Definition: The percentage of billing/charging/metering enquiries dealt with in more than 10 working days.

Processing Rules: B4.4 divided by B4.1

Previous References: Ofwat 07 WICS 06

B4.8	Total number of enquiries	nr	0dp
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Data Definition: The total number of change of payment enquiries received.

Processing Rules: Sum of B4.9 to B4.11

Previous References: Ofwat 07 WICS 06

B4.9	No. dealt with within 5 working days	nr	0dp
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Data Definition: The number of change of payment enquiries dealt within 5 working days.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.10	No. dealt with in more than 5 but within 10 working days	nr	0dp
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Data Definition: The number of change of payment enquiries dealt with in more than 5 but within 10 working days.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.11	No. dealt with in more than 10 working days	nr	0dp
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Data Definition: The number of change of payment enquiries dealt within 5 working days.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.12	% dealt with within 5 working days	%	3dp
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Data Definition: The percentage of change of payment enquiries dealt with in 5 working days.

Processing Rules: B4.9 divided by B4.8

Previous References: Ofwat 07 WICS 06

B4.13	% dealt with in more than 5 but within 10 working days	%	3dp
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Data Definition: The percentage of change of payment enquiries dealt with in more than 5 but within 10 working days.

Processing Rules: B4.10 divided by B4.8

Previous References: Ofwat 07 WICS 06

B4.14	% dealt with in more than 10 working days	%	3dp
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Data Definition: The percentage of change of payment enquiries dealt with in more than 10 working days.

Processing Rules: B4.11 divided by B4.8

Previous References: Ofwat 07 WICS 06

B4.15	Total number of new written complaints received	nr	0dp
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Data Definition: Total number of new written complaints received by SW. A new complaint should be counted even if the customer has an 'ongoing' complaint if in the correspondence any new issue is raised.

Processing Rules: B4.16 divided by B4.18

Previous References: Ofwat 07 WICS 06

B4.15a	Total number of written complaint correspondence	nr	0dp
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Data Definition: All items of written correspondence from a customer or customer representative regarding a new or ongoing complaint. This includes receipt of further information or completed claim forms etc. Written complaints include those made by letter, fax, and electronic mail.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.15b	Number of items of correspondence/complaints	nr	3dp
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Data Definition: Number of items of correspondence per complaint

Processing Rules: B4.15a divided by B4.15

Previous References: Ofwat 07 WICS 06

B4.16	No. dealt with within 10 working days	nr	0dp
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Data Definition: Number of written complaints dealt with within 10 working days.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.17	No. dealt with in more than 10 but within 20 working days	nr	0dp
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Data Definition: Number of written complaints dealt with in more than 10 working days but within 20 working days.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.18	No. dealt with in more than 20 working days	nr	0dp
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Data Definition: Number of written complaints dealt with in more than twenty working days.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.19	% dealt with within 10 working days	%	3dp
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Data Definition: Percentage of written complaints dealt with within ten working days.

Processing Rules: B4.16 divided by B4.15

Previous References: Ofwat 07 WICS 06

B4.20	% dealt with in more than 10 but within 20 working days	%	3dp
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Data Definition: Percentage of written complaints dealt with in 10 working days but within 20 working days.

Processing Rules: B4.17 divided by B4.15

Previous References: Ofwat 07 WICS 06

B4.21	% dealt with in more than 20 working days	%	3dp
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Data Definition: Percentage of written complaints dealt with in more than 20 working days.

Processing Rules: B4.18 divided by B4.15

Previous References: Ofwat 07 WICS 06

B4.22	Total calls received on customer contact lines	nr	0dp
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Data Definition: This covers all telephone calls to principal advertised customer contact points which can be logged by SW monitoring equipment. This refers to 'office hours' only. Calls received is defined as the number of calls which enter SW's telephone system and receive a ringing tone. Calls which receive an engaged tone are to be excluded from this line but will be reflected in line B4.28. SW should identify in the commentary the telephone numbers and locations against which it is reporting.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.23	Total calls answered on customer contact lines	nr	0dp
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Data Definition: The total number of telephone calls received on principal advertised customer contact lines which are answered by authority agents. This refers to 'office hours' only.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.24	Total calls answered within 30 seconds on customer contact lines	nr	0dp
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Data Definition: Calls answered by a SW agent on principal advertised customer contact lines with 30 seconds of the customer first hearing the ringing tone. This refers to 'office hours' only.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.25	Total calls answered in more than 30 seconds on customer contact lines	nr	0dp
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Data Definition: Calls answered by a SW agent on principal advertised customer contact lines in more than 30 seconds of the customer first hearing the ringing tone. This refers to 'office hours' only.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.26	Average time taken to answer a call on customer contact lines	secs	0dp
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Data Definition: The average time which SW take to answer telephone calls from customers on principal advertised customer contact lines. This refers to 'office hours' only.

Processing Input field

Rules:

Previous References:

Ofwat 07	-	WICS 06	B6.7
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B4.27	All lines busy	nr	0dp
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Data Definition: The total number of calls into the principal advertised customer contact points that receive engaged tones, or are advised that SW is unable to take their call, are to be reported against this line.

Processing Input field

Rules:

Previous References:

Ofwat 07	T5, L14	WICS 06	-
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B4.28	Total of abandoned calls on customer contact lines	nr	0dp
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Data Definition: The total number of telephone calls received which were abandoned before a SW agent could answer them or, where recorded messages (or answering machines or touch tone telephones or automatic transactions or interactive voice response systems) are used, before completion of the relevant message on principal advertised customer contact lines. This refers to 'office hours' only.

Processing Input field

Rules:

Previous References:

Ofwat 07	T5,L15	WICS 06	B6.9
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B4.29	Total Telephone complaints	nr	0dp
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Data Definition: The total number of customer complaints received by SW by telephone.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.30	Total private septic tank emptying requests	nr	0dp
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Data Definition: The number of private septic tank emptying requests received by SW during the report year.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.31	Total private septic tank emptyings carried out	nr	0dp
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Data Definition: The number of private septic tank emptied by SW during the report year.

Processing Rules: Sum of B4.32 to B4.34

Previous References: Ofwat 07 WICS 06

B4.32	Total private pre-planned septic tank emptyings	nr	Odp
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Data Definition: The number of planned or contract private septic tanks emptied by SW during the report year as a result of a pre-planned activity.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.33	Total emergency request private septic tank emptyings	nr	Odp
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Data Definition: The number of septic tanks emptied by SW during the report year as a result of an emergency request by a customer.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.34	Total private ad hoc request septic tank emptyings	nr	Odp
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Data Definition: The number of septic tanks emptied by SW during the report year as a result of an ad-hoc request by a customer (excluding emergency requests as they should be included in line B6.13). An 'ad-hoc' septic tank emptying is a standard request for septic tank emptying, which is not included in any preplanned contract system, and is likely to take the 20 days or whatever the usual time is as it is carried out in the normal scheme of things – an emergency emptying is where the customer requests an immediate emptying which may be carried out outside normal hours and may incur an additional charge.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.35	Ad hoc private ST emptying in 0-10 working days of request	nr	0dp
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Data Definition: The number of septic tanks emptied by SW during the report year within 10 working days of an ad-hoc request by a customer.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.36	Ad hoc private ST emptying in 10-15 working days of request	nr	0dp
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Data Definition: The number of septic tanks emptied by SW during the report year within 10 to 15 working days of an ad-hoc request by a customer:

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.37	Ad hoc private ST emptying in 15-20 working days of request	nr	0dp
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Data Definition: The number of septic tanks emptied by SW during the report year within 15 to 20 working days of an ad-hoc request by a customer.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.38	Ad hoc private ST emptying in 20-25 working days of request	nr	0dp
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Data Definition: The number of septic tanks emptied by SW during the report year within 20 to 25 working days of an ad-hoc request by a customer.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.39	Ad hoc private ST emptying in 25-30 working days of request	nr	0dp
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Data Definition: The number of septic tanks emptied by SW during the report year within 25 to 30 working days of an ad-hoc request by a customer.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06

B4.40	Ad hoc private ST emptying in 30+ working days of request	nr	0dp
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Data Definition: The number of septic tanks emptied by SW during the report year after 30 working days of an ad-hoc request by a customer.

Processing Rules: Input field

Previous References: Ofwat 07 WICS 06