

Analysis - December 1998 to December 1999																		
	Quality Reports PT 2.1			No of Planned Shut-downs PT 8.1			Stopcocks PT 9.1			leaking Hydrants PT 9.1		leaking Valves PT 9.1a		leaks PT 9.2			Mark-outs PT 10.1	
	Calls received	5 Day Response	% Compl.	Completed			Calls received	Completed	% Compl.		% Compl.		% Compl.	Calls Received	Completed	% Compl.	received	% Compl.
July 1998	8	8/8	100%	2			371	359	96%	90	94%	24	100%	231	213	95%	61	95%
August 1998	10	17/18	94%	2			304	243	87%	91	86%	25	100%	216	183	85%	74	100%
September 1998	11	26/29	90%	4			289	211	81%	71	77%	13	100%	219	183	84%	74	100%
October 1998	6	32/35	91%	3			385	293	73%	107	73%	6	100%	216	147	68%	67	100%
November 1998	7	37/42	88%	3			421	382	76%	70	75%	13	100%	228	198	86%	91	100%
December 1998	9	46/51	92%	2			365	362	90%	79	78%	9	100%	234	233	99%	16	100%
January 1999	13	59/64	93%	25			431	429	99%	77	64%	15	93%	275	271	98%	21	100%
February 1999	10	69/74	93%	30			343	336	97%	106	81%	18	94%	276	170	96%	11	100%
March 1999	5	74/79	94%	34			488	359	74%	118	94%	12	92%	224	282	84%	108	100%
April 1999	5	79/84	94%	18			430	367	85%	129	91%	20	95%	259	221	85%	94	100%
May 1999	8	86/92	93%	18			366	285	78%	110	78%	10	80%	239	200	84%	140	100%
June 1999	5	90/97	93%	18			364	269	74%	90	68%	21	95%	262	204	77%	86	100%
<b>Summary (1998-99)</b>	<b>97</b>	<b>90/97</b>	<b>93%</b>	<b>159</b>			<b>4557</b>	<b>3915</b>	<b>88%</b>	<b>1138</b>	<b>81%</b>	<b>188</b>	<b>96%</b>	<b>2870</b>	<b>2505</b>	<b>87%</b>	<b>823</b>	<b>99%</b>
July 1999	16	15/16	94%	18			385	345	92%	72/78	92%	18/19	95%	267	258	96%	47	100%
August 1999	6	6/6	100%	15			347	333	91%	85/89	96%	16/19	84%	241	225	98%	51	100%
September 1999	1	1/1	100%	12			356	275	82%	68/72	94%	18/20	90%	276	226	82%	41	100%
October 1999	13	13/13	100%	21			320	241	75%	71/87	81%	19/20	95%	234	198	85%	40	100%
November 1999	12	12/12	100%	16			365	334	92%	81/92	88%	11/13	85%	246	228	93%	30	100%
December 1999	4	4/4	100%	8			364	346	95%	17/80	96%	21/32	66%	218	194	89%	28	100%
<b>Running Total for Current Year</b>	<b>52</b>	<b>51/52</b>	<b>98%</b>	<b>90</b>			<b>2,137</b>	<b>1,874</b>	<b>88%</b>	<b>154/501</b>	<b>90%</b>	<b>103/112</b>	<b>84%</b>	<b>1,482</b>	<b>1,329</b>	<b>90%</b>	<b>237</b>	<b>100%</b>

Analysis - December 1998 to December 1999											
Loss of Supply PT 6.1		Burst Mains PT 16.11		Reinstatements PT 20.1		Toby Locates		Damage Repairs		Total Call	
Complaints Received	% Compl.	Occurred	% Compl.	Occurred	% Compl.	Called	% Compl.	Received	% Compl.	Completed	% Compl.
July 1998	29	97%	6	100%	3	81	100%	91	791	753	95%
August 1998	31	100%	8	100%	1	98	100%	100	703	613	81%
September 1998	30	83%	5	100%	0	72	100%	57	795	605	76%
October 1998	29	96%	5	100%	0	72	100%	57	683	605	81%
November 1998	24	80%	9	90%	3	89	100%	103	838	751	90%
December 1998	15	96%	9	100%	1	101	100%	26	770	763	99%
January 1999	21	100%	7	100%	1	92	100%	23	875	868	99%
February 1999	25	97%	5	100%	0	100	100%	29	697	630	97%
March 1999	32	94%	8	100%	0	102	100%	102	1073	889	82%
April 1999	46	100%	7	100%	1	64	100%	46	945	831	88%
May 1999	32	85%	2	100%	1	81	100%	109	875	729	83%
June 1999	33	94%	7	100%	3	80	100%	104	887	655	78%
Summary (1998/9)	997	94%	70	99%	18	1048	100%	889	9832	8635	88%
July 1999	19/22	86%	8	100%	9	91	100%	75	830	767	92%
August 1999	14/16	88%	9	100%	0	85	100%	34	807	735	91%
September 1999	50/50	100%	9	100%	1	75	100%	54	777	640	82%
October 1999	17/17	100%	9	75%	0	76	100%	22	724	591	82%
November 1999	9/10	90%	8	100%	1	72	100%	29	774	709	92%
December 1999	23/23/	100%	5	100%	1	64	100%	20	744	681	92%
Running Total for Current Year	132/137	96%	13	98%	7	100%	789	4,654	4,123	89%	