

Essex & Suffolk Water - Monitoring Plan 2005-10

Table 3, The monitoring plan for 2005-10 - prescribed tables

Water service - current performance & planned outputs

Description	Units	Current performance 2003-04	AMP4 profile	Level of performance by				
				2005-06	2006-07	2007-08	2008-09	2009-10
A Service performance								
1 DG2 Properties at risk of receiving low pressure	nr	136	S	126	126	126	126	126
2 DG3 Supply interruptions (overall performance score)	nr	0.24	S	0.14	0.14	0.14	0.14	0.14
3 DG6 % billing contacts dealt with within 5 days	%	98.7	S	98.7	98.7	98.7	98.7	98.7
4 DG7 % written complaints dealt with within 10 days	%	99.9	S	99.9	99.9	99.9	99.9	99.9
5 DG8 % metered customers receiving a bill based on a meter reading	%	99.96	S	99.97	99.97	99.97	99.97	99.97
6 DG9 % calls abandoned	%	1.5	S	1.5	1.5	1.5	1.5	1.5
7 DG9 % calls receiving the engaged tone	%	18.0	F	7.5	5.0	2.5	2.5	2.5
8								
9								
B Water sales & supply/demand balance								
10 Billed water delivered	Ml/d	432.79	F	419.02	418.59	419.35	420.42	420.61
11 Water available for use	Ml/d	476.90	R	488.73	488.73	488.73	498.73	498.73
12 Distribution input (dry year)	Ml/d	484.42	F	478.89	475.73	474.27	473.43	473.58
13 Security of supply index (reference levels of service)	nr	79	S	81	81	81	81	81
14 Security of supply index (planned levels of service)	nr	79	S	81	81	81	81	81
15 Total leakage	Ml/d	70.20	F	69.10	68.50	67.90	67.20	66.60
C Serviceability to customers								
16 Water infrastructure	Text	Stable		Stable	Stable	Stable	Stable	Stable
17 Water non-infrastructure	Text	Stable		Stable	Stable	Stable	Stable	Stable
D Defined outputs for maintaining base services								
18 Water infrastructure (1)	Text	Description			Programme of work			
19 Water infrastructure (2)	Text	Text			None			
20 Water infrastructure (3)	Text	Text			None			
21 Water non-infrastructure (1)	Text	Text			None			
22 Water non-infrastructure (2)	Text	Text			None			
23 Water non-infrastructure (3)	Text	Text			None			