

Final business plan

PART A - COMPANY STRATEGY

Table A2 - Bournemouth & West Hampshire - Water service - Current performance & planned outputs

Line description	Units	Level of performance		Level of performance by 2014-15
		2002-03	2007-08	
<b>A Service performance</b>				
1 DG2 Properties at risk of receiving low pressure	nr	710.00	0.00	0.00
2 DG3 Supply interruptions (overall performance score)	nr	0.10	0.04	0.06
3 DG6 % billing contacts dealt with within 5 days	%	99.49%	99.95%	99.90%
4 DG7 % written complaints dealt with within 10 days	%	99.57%	100.00%	100.00%
5 DG8 % metered customers receiving bill based on a meter reading	%	99.95%	100.00%	99.99%
6 DG9 % calls abandoned	%		2.10%	5.00%
7 DG9 % calls receiving the engaged tone	%		0.00%	3.50%
8 Security of supply index (dry year annual average - planned levels of service)	nr	100.00	100.00	100.00
9 Security of supply index (critical index)	nr	0.00	99.00	100.00
<b>B Quality &amp; environmental compliance</b>				
10 % distribution input covered by section 19 undertakings at water treatment works	%		0	0
11 % distribution input not affected by section 19 undertakings or temporary relaxations or Authorised Departures	%	88.90%	100.00%	100.00%
12 % of properties in water supply zones affected by section 19 undertakings in distribution or Authorised Departures	%		0.00%	0.00%
13 % mean zonal compliance with drinking water regulations	%		99.99%	99.99%
<b>C Serviceability to customers (maintaining asset systems fit for purpose)</b>				
14 Below ground assets assessment - infrastructure pipelines	text	STABLE	STABLE	STABLE
15 Surface assets assessment (non infrastructure)	text	STABLE	STABLE	STABLE
<b>D Carbon Accounting</b>				
16 Carbon emissions produced in providing the service in 2014-15	ktonnes/year		16.3	15.5
17 Other GHG emissions ( as CO2e) produced in providing the service in 2014-15	ktonnes/year		1.0	1.0

Level of performance by 2009-10