

Q1 HAUC Report																									AHAUC PERFORMANCE DATA OVERVIEW									
Reporting Period	Cat A					Cat B					Cat C					B+C		Section 81			Coring			Fixed Penalty Notices			Court Action	Improvement Notice						
Cumulative	Abortive visits	No	Failed		% failure	No.	Failed		% failure	No.	Failed		% failure	% failure	No.	Failed	% failure	No.	Failed	% failure	No.	Failed	% failure	Given	Withdrawn	% w'drawn								
			High	Low			High	Low			High	Low																						
Utility Performance																																		
Affinity Water	158	2126	107	17	5.83%	2600	20	187	7.96%	2794	0	203	7.27%	7.60%	488	50	10.25%	0	0	0.00%	731	14	1.92%	0	0									
Anglian Water	625	2679	67	90	5.86%	3859	29	321	9.07%	3755	5	135	3.73%	6.44%	391	46	11.76%	98	31	31.63%	892	43	4.82%	0	0									
BT Openreach	646	3039	129	114	8.00%	3800	9	306	8.29%	3372	2	166	4.98%	6.73%	398	69	17.34%	26	7	26.92%	1761	31	1.76%	0	0									
Cable & Wireless	0	7	0	0	0.00%	11	0	0	0.00%	7	0	1	14.29%	5.56%	2	0	0.00%	0	0	0.00%	8	0	0.00%	0	0									
Cambridge Water Company	0	72	0	0	0.00%	303	0	15	4.95%	255	0	4	1.57%	3.41%	0	0	0.00%	0	0	0.00%	96	13	13.54%	0	0									
Essex and Suffolk Water	98	1075	0	33	3.07%	992	0	29	2.92%	995	0	34	3.42%	3.17%	60	0	0.00%	0	0	0.00%	22	4	18.18%	0	0									
National Grid Gas	62	1586	76	30	6.68%	1671	1	208	12.51%	1354	1	98	7.31%	10.18%	50	9	18.00%	7	0	0.00%	1318	13	0.99%	0	0									
Southern Gas	0	82	5	5	12.20%	183	2	19	11.48%	228	0	11	4.82%	7.79%	0	0	0.00%	0	0	0.00%	82	5	6.10%	0	0									
Thames Water	3	949	29	8	3.90%	2218	7	113	5.41%	2510	0	90	3.59%	4.44%	157	109	69.43%	0	0	0.00%	1608	121	7.52%	0	0									
Three Valleys Water	0	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%	0.00%	0	0	0.00%	0	0	0.00%	0	0	0.00%	0	0									
UK Power Network	159	2014	110	120	11.42%	1985	5	215	11.08%	2064	0	108	5.23%	8.10%	35	12	34.29%	10	0	0.00%	1367	17	1.24%	0	0									
Virgin/Media	191	653	12	3	2.30%	1975	3	192	9.87%	1820	0	130	7.14%	8.56%	362	156	43.09%	0	0	0.00%	878	17	1.94%	0	0									
Western Power Distribution	1	25	1	4	20.00%	60	0	6	10.00%	107	0	1	0.93%	4.19%	0	0	0.00%	0	0	0.00%	119	4	3.36%	0	0									
Highways Authority																																		
Bedford Borough	0	11	0	1	9.09%	0	0	0	0.00%	0	0	0	0.00%							0	0	0.00%	5	0	0.00%		0							
Bedfordshire Central	0	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%							0	0	0.00%	0	0	0.00%		0							
Buckinghamshire	0	67	1	5	8.96%	212	0	8	3.77%	178	0	2	1.12%	2.56%						0	0	0.00%	250	92	36.80%		0							
Cambridgeshire	0	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%							0	0	0.00%	0	0	0.00%		0							
Essex	0	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%							0	0	0.00%	0	0	0.00%		0							
Hertfordshire	0	279	49	21	25.09%	0	0	0	0.00%	0	0	0	0.00%							0	0	0.00%	292	3	1.03%		0							
Luton	0	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%							0	0	0.00%	0	0	0.00%		0							
Milton Keynes	0	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%							0	0	0.00%	0	0	0.00%		0							
Norfolk	284	871	32	15	5.40%	0	0	0	0.00%	0	0	0	0.00%							0	0	0.00%	15	1	6.67%		0							
Peterborough	0	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%							0	0	0.00%	0	0	0.00%		0							
Southend-on-Sea	0	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%							0	0	0.00%	0	0	0.00%		0							
Suffolk	35	74	2	0	2.70%	0	0	0	0.00%	0	0	0	0.00%							0	0	0.00%	1208	0	0.00%		0							
Thurrock	0	0	0	0	0.00%	0	0	0	0.00%	0	0	0	0.00%							0	0	0.00%	0	0	0.00%		0							
Utility Self Assessment																																		
Affinity Water	5	368	26	2		681	3	47		773	0	27			211	16		193	32	16.58%	164	10												
Anglian Water	0	0	0	0		0	0	0		0	0	0			0	0		0	0		0	0												
BT Openreach	0	0	0	0		0	0	0		0	0	0			0	0		0	0		0	0												
Cable & Wireless	0	0	0	0		0	0	0		0	0	0			0	0		0	0		0	0												
Cambridge Water Company	0	0	0	0		0	0	0		0	0	0			0	0		0	0		0	0												
Essex and Suffolk Water	0	0	0	0		0	0	0		0	0	0			0	0		0	0		0	0												
National Grid Gas	0	0	0	0		0	0	0		0	0	0			0	0		15	1	6.67%	0	0												
Southern Gas	0	0	0	0		0	0	0		0	0	0			0	0		0	0		0	0												
Thames Water	0	0	0	0		0	0	0		0	0	0			0	0		0	0		0	0												
Three Valleys Water	0	0	0	0		0	0	0		0	0	0			0	0		0	0		0	0												
UK Power Network	0	0	0	0		0	0	0		0	0	0			0	0		0	0		0	0												
Virgin/Media	0	0	0	0		0	0	0		0	0	0			0	0		0	0		0	0												
Western Power Distribution	0	0	0	0		0	0	0		0	0	0			0	0		0	0		0	0												

Top 10 Cumulative SLG Placings Based on No >=50			% failure	Top 10 Cumulative Reinstatement Placings (B+C) Based on No >=50			% failure	Cumulative Section 81 Placings Based on No >=25			% failure
1	Cambridge Water Company		0.00%	1	Essex and Suffolk Water		3.17%	1	Essex and Suffolk Water		0.00%
2	Virgin/Media		2.30%	2	Cambridge Water Company		3.41%	2	Affinity Water		10.25%
3	Suffolk		2.70%	3	Western Power Distribution		4.19%	3	Anglian Water		11.76%
4	Essex and Suffolk Water		3.07%	4	Thames Water		4.44%	4	BT Openreach		17.34%
5	Thames Water		3.90%	5	Anglian Water		6.44%	5	National Grid Gas		18.00%
6	Norfolk		5.40%	6	BT Openreach		6.73%	6	UK Power Network		34.29%
7	Affinity Water		5.83%	7	Affinity Water		7.60%	7	Virgin/Media		43.09%
8	Anglian Water		5.86%	8	Southern Gas		7.79%	8	Thames Water		69.43%
9	National Grid Gas		6.68%	9	UK Power Network		8.10%	9	#N/A		#N/A
10	BT Openreach		8.00%	10	Virgin/Media		8.56%	10	#N/A		#N/A

Key:	
Up to	7.99% Green
8% to	9.99% Orange
Above	10% Red