

SERVICE TARGET REPORT - Table 1: Water Service

DESCRIPTION		UNITS	DP	LAST KNOWN PERFORMANCE			2009-10 TARGET	2009-10 OUT TURN		2010-11 TARGET
				Reporting Year	Outurn	CG			CG	
A	Providing adequate pressure									
1	Percentage of NIW's connected properties experiencing inadequate pressure. (Where water pressure in a communication pipe fell below 7 metres static head on two occasions, each lasting not less than one hour, in a period of 28 consecutive days.)	%	2							
2	Percentage of NIW's connected properties below the reference level of 10 metres head of pressure, at a flow of 9 litres per minute. (For ease of measurement NIW might adopt a surrogate pressure (usually 15 metres head) in the adjacent water main serving the property.)	%	2							
B	Planned interruptions to water supply									
3	Percentage of connected properties experiencing a planned interruption where the supply of water was not restored within the time period specified by NIW in its advance notice.	%	2							
4	Percentage of connected properties experiencing planned interruptions which lasted more than four hours, to whom NIW failed to provide adequate notification in writing at least 48 hours in advance.	%	2							
C	Unplanned interruptions to water supply									
	Percentage of connected properties experiencing unplanned interruptions to their water supply of greater than:									
5	3 Hours	%	2							
6	6 Hours	%	2							
7	12 Hours	%	2							
8	24 Hours	%	2							
9	Percentage of properties affected by an unplanned interruption due to a leak or burst on a strategic main, where the supply was not restored within 48 hours.	%	2							
10	Percentage of connected properties affected by an interruption (planned or unplanned) which lasted more than 24 hours who were offered alternative water supplies.	%	2							
D	Water service (infrastructure)									
11	Number of mains bursts (per 1000km of main).	Nr	2							
12	Percentage Mean Zonal Compliance with Prescribed Concentration/Value for Iron at the tap.	%	2							
E	Water service (non-infrastructure)									
13	Water treatment works coliform non-compliance	%	2							
14	Number of provisional DWI (NI) enforcement notices at NIW's water treatment works.	%	2							
15	Number of final DWI (NI) enforcement notices at NIW's water treatment works.	%	2							
16	Number of provisional DWI (NI) enforcement notices at NIW's service reservoirs.	%	2							
17	Number of final DWI (NI) enforcement notices at NIW's service reservoirs.	%	2							
18	Percentage of water treatment works with leaving water turbidity samples 95%ile greater than or equal to 0.5 Nephelometric Turbidity Unit (NTU).	%	2							
19	Percentage of water treatment works with leaving water turbidity samples 95%ile below 0.5 Nephelometric Turbidity Unit (NTU).	%	2							
F	Security of Supply.									
20	Security of Supply Index Score (Planned).									
21	Security of Supply Index Score (Reference).									
22	Security of Supply Index Score (Critical).									
23	Band Achieved (Planned).									
24	Band Achieved (Reference).									
25	Band Achieved (Critical).									
	A: No deficit against target headroom (Score 100) B: Marginal deficit against target headroom. (Score 90-99) C: Significant deficit against target headroom. (Score 50-89) D: Large deficit against target headroom (Score < 50)									
G	Restrictions on water use									
	Percentage of population served by NIW that has experienced water usage restrictions involving:									
26	Hosepipe Restrictions	%	2							
27	Drought Orders	%	2							
28	Sprinkler Restrictions	%	2							
29	Number of person weeks of hosepipe restrictions imposed by NIW over the reporting period	Nr	2							
H	Leakage									
30	Percentage compliance with preset leakage targets over a 3 year period (ML/d)	%	2							
I	Drinking water quality									
31	Mean Zonal Compliance (All parameters)	%	2							
32	Compliance with Drinking Water Quality Regulations (Taking account of ADs)	%	2							
33	Compliance with Drinking Water Quality Regulations (Not taking account of ADs)	%	2							
34	Mean Zonal Compliance with six parameter Operational Performance Indicator. (Iron, Manganese, Aluminium, Turbidity, Faecal Coliforms, Trihalomethanes.)	%	2							
35	Mean Zonal Compliance with Operational Performance Indicator (turbidity, iron and manganese)	%	2							

SERVICE TARGET REPORT - Table 2: Sewerage Service

DESCRIPTION		UNITS	DP	LAST KNOWN PERFORMANCE			2009-10 TARGET	2009-10 OUT TURN		2010-11 TARGET
				Reporting Year	Outturn	CG			CG	
A	Sewer flooding									
1	Percentage of connected properties experiencing internal flooding from NIW's sewers.	%	2							
2	Percentage of connected properties internally flooded due to overloaded NIW sewers.	%	2							
3	Percentage of flooding incidents attributable to severe weather.	%	2							
4	Percentage of properties internally flooded due to other causes.	%	2							
	Percentage of NIW's connected properties at risk of internal flooding due to the incapacity of NIW's sewers:									
5	Once in every ten years.	%	2							
6	Twice or more in every ten years.	%	2							
7	Once in every twenty years.	%	2							
B	Sewerage service (infrastructure)									
8	Sewer collapses per 1000km of sewer.	Nr	2							
C	Sewerage service (Non-infrastructure)									
9	Percentage population equivalent (pe) served by NIW STWs that do not comply with the conditions of their discharge consents for sanitary determinands, phosphorus determinands and disinfection conditions.	%	2							
10	Percentage of sewage sludge NIW disposed of in an unsatisfactory manner.	%	2							
D	Sewerage Service Serviceability Indicators									
	Sub-threshold indicators of forecast:									
11	(i) biochemical oxygen demand (BOD) (Max > 2)	%	2							
12	(ii) biochemical oxygen demand (BOD) (95%ile > 1)	%	2							
13	(iii) biochemical oxygen demand (BOD) (Mean > 0.5)	%	2							
14	(iv) suspended solids (SS) (Max > 2)	%	2							
15	(v) suspended solids (SS) (95%ile > 1)	%	2							
16	(vi) suspended solids (SS) (Mean > 0.5)	%	2							
17	(vii) ammonia (NH3) (Max > 2)	%	2							
18	(viii) ammonia (NH3) (95%ile > 1)	%	2							
19	(ix) ammonia (NH3) (Mean > 0.5)	%	2							
E	Wastewater quality									
	Wastewater treatment works serving greater than 250 population equivalent not achieving compliance with Water Order Consents expressed as a:-									
20	(i) percentage of works.	%	2							
21	(ii) percentage of population equivalent.	%	2							
	Wastewater treatment works not achieving compliance with Urban Waster Water Treatment Directive (UWWTD) Consents expressed as a:-									
22	(i) percentage of works.	%	2							
23	(ii) percentage of population equivalent.	%	2							
24	Percentage compliance with Urban Waste Water Treatment Directive (UWWTD) consent standards for Biochemical Oxygen Demand (BOD).	%	2							
25	Percentage compliance with NIEA phosphorous targets at phosphorous removal sites.	%	2							

SERVICE TARGET REPORT - Table 3: Customer Service

DESCRIPTION		UNITS	DP	LAST KNOWN PERFORMANCE			2009-10 TARGET	2009-10 OUT TURN		2010-11 TARGET
				Reporting Year	Outturn	CG			CG	
A Making and keeping appointments										
1	Percentage of customers with whom NIW missed appointments (meter related) or failed to give at least 24 hours notice of cancellation.	%	2							
2	Percentage of customers for whom NIW failed to specify an AM or PM appointment OR on request, a 2-hour period during which they would visit them (meter related).	%	2							
3	Percentage of customers with whom NIW missed appointments (other) or failed to give at least 24 hours notice of cancellation.	%	2							
4	Percentage of customers for whom NIW failed to specify an AM or PM appointment OR on request, a 2-hour period during which they would visit them (other).	%	2							
B Responding to account queries										
5	Percentage of account accuracy queries substantively responded to within 10 working days.	%	2							
6	Percentage of "change of payment method" requests the company was unable to action, AND did not reply to the customer within 5 working days.	%	2							
7	Percentage of billing contacts answered within 5 working days.	%	2							
C Responding to customer complaints										
8	Percentage of written complaints NIW answered within 10 working days.	%	2							
9	Percentage of customer complaints resolved successfully upon first contact.	%	2							
10	Percentage of customer complaints resolved successfully on first visit.	%	2							
11	Failure demand: Percentage of incoming contacts initiated by company failure.	%	2							
D Bills for metered customers										
12	Percentage of domestic metered customers who received at least one bill during the year based on a meter reading undertaken by NIW, or a reading provided by the customer (either in response to an estimated bill or as a result of a request for a meter reading).	%	2							
13	Percentage of non-domestic metered customers who received at least one bill during the year based on a meter reading undertaken by NIW, or a reading provided by the customer (either in response to an estimated bill or as a result of a request for a meter reading).	%	2							
E Ease of telephone Contact										
14	Percentage of calls abandoned.	%	2							
15	Percentage of calls - All lines busy.	%	2							
16	Call handling satisfaction score. (Min 0, Max5)	Nr	2							
17	Percentage of customer calls answered within 30 seconds. (During relevant business hours on Waterline, Billing Enquiries & Leakline)	%	2							
F Assessed Customer Service Information										
18	How many hours per 7 day week is the NI Water Call Centre open?	Nr	2							

SERVICE TARGET REPORT - Table 4: Environmental Impact / Sustainability

DESCRIPTION		UNITS	DP	LAST KNOWN PERFORMANCE			2009-10 TARGET	2009-10 OUT TURN		2010-11 TARGET
				Reporting Year	Outurn	CG			CG	
A	Sustainability indicators									
1	Percentage of NIW's power usage derived from renewable sources.	%	2							
2	Percentage of water mains and sewers installed using trenchless technologies.	%	2							
3	Percentage of NIW's excavated material that was re-used in reporting year.	%	2							
4	Carbon emissions profile: Total tonnes of CO2 equivalent (tCO2e) produced in reporting period.	Nr	2							
5	Tonnes of CO2 equivalent (tCO2e) offset in reporting period.	Nr	2							
B	Pollution incidents									
6	Total number of pollution incidents attributed to NIW per million resident population equivalent (pe) served.	Nr	2							
7	Number of H, M and L (High, Medium and Low) category pollution incidents occurring at NIW combined sewer outflows and foul sewers per million resident population equivalent (pe) served.	Nr	2							
8	Number of High and Medium category pollution incidents resulting from NIW's sewage collection and treatment activities per million resident population equivalent (pe) served.	Nr	2							
9	Number of Low category pollution incidents resulting from NIW's sewage collection and treatment activities per million resident population equivalent (pe) served.	Nr	2							
10	Number of High and Medium category pollution incidents resulting from NIW's water treatment and distribution activities per million resident population served.	Nr	2							
11	Number of Low category pollution incidents resulting from NIW's water treatment and distribution activities per million resident population served.	Nr	2							