## SERVICE TARGET REPORT - Table 1: Water Service

	DESCRIPTION	UNITS	DP	LAST KNOWN PERFORMANCE	2009-10 TARGET 0UT TU		2010-11 TARGET
				ReportingYearOuturnCG		CG	
Δ	Providing adequate pressure					- '	
	Percentage of NIW's connected properties experiencing inadequate pressure.						
1	(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				
В	Planned interruptions to water supply	1					
	Percentage of connected properties experiencing a planned interruption where the						
3	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 Hours	%	2				
	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				
10							
	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				
F	Water service (non-infrastructure)	1					
	Water treatment works coliform non-compliance	%	2				
_	· ·	%	2				
	Number of provisional DWI (NI) enforcement notices at NIW's water treatment works.						
	Number of final DWI (NI) enforcement notices at NIW's water treatment works.	%	2				
	Number of provisional DWI (NI) enforcement notices at NIW's service reservoirs. Number of final DWI (NI) enforcement notices at NIW's service reservoirs.	% %	2				
	Percentage of water treatment works with leaving water turbidity samples 95%ile	%	2				
18	greater than or equal to 0.5 Nephelometric Turbidity Unit (NTU). Percentage of water treatment works with leaving water turbidity samples 95%ile						
19	below 0.5 Nephelometric Turbidity Unit (NTU).	%	2				
	Security of Supply.		-				
	Security of Supply Index Score (Planned).						
-	Security of Supply Index Score (Reference).						
-	Security of Supply Index Score (Critical).						
-	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)						

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)</li>

G	Restrictions on water use					
	Percentage of population served by NIW that has experienced water usage					
	restrictions involving:					
26	Hosepipe Restrictions	%	2			
	Drought Orders	%	2			
	Sprinkler Restrictions	%	2			
29	Number of person weeks of hosepipe restrictions imposed by NIW over the reporting	N.L.				
29	period	Nr	2			
Н	Leakage					
30	Percentage compliance with preset leakage targets over a 3 year period	0/	_			
30	(ML/d)	%	2			
	······		<u> </u>		 	
I	Drinking water quality					
	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,	%	2			
	Manganese, Aluminium, Turbidity, Faecal Coliforms, Trihalomethanes.)	%	2			
	· · · · · · · · · · · · · · · · · · ·					

	Manganese, Aluminium, Turbidity, Faecal Coliforms, Trinalomethanes.)						
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 OUT TURN	2010-11 TARGET
				Reporting Year	Outurn	CG		сс	
		1							
Α	Sewer flooding								
1	Percentage of connected properties experiencing internal flooding from NIW's	%	2						
	sewers.								
	Percentage of connected properties internally flooded due to overloaded NIW	%	2						
2	sewers.	0/							
3	Percentage of flooding incidents attributable to severe weather.	%	2						
4	Percentage of properties internally flooded due to other causes. Percentage of NIW's connected properties <b>at risk</b> of internal flooding due to the	%	2						
	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						
Ľ		70	4						
В	Sewerage service (infrastructure)								
8	Sewer collapses per 1000km of sewer.	Nr	2						
С	Sewerage service (Non-infrastructure)								
	Percentage population equivalent (pe) served by NIW STWs that do not comply with								
9	the conditions of their discharge consents for sanitary determinands, phosphorus	%	2						
	determinands and disinfection conditions.								
10	Percentage of sewage sludge NIW disposed of in an unsatisfactory manner.	%	2						
D	Sewerage Service Serviceability Indicators								
	Sub-threshold indicators of forecast:								
	(i) biochemical oxygen demand (BOD) (Max > 2)	%	2						
12	(ii) biochemical oxygen demand (BOD) (95%ile > 1)	%	2						
	(iii) biochemical oxygen demand (BOD) (Mean > 0.5)	%	2						
	(iv) suspended solids (SS) (Max > 2)	%	2						
	(v) suspended solids (SS) (95%ile > 1)	%	2						
	(vi) suspended solids (SS) (Mean > 0.5)	%	2						
	(vii) ammonia (NH3) (Max > 2)	%	2						
	(viii) ammonia (NH3) (95%ile > 1)	%	2						
19	(ix) ammonia (NH3) (Mean > 0.5)	%	2						
		1							
E	Wastewater quality								
	Wastewater treatment works serving greater than 250 population equivalent not								
	achieving compliance with Water Order Consents expressed as a:-		1						
	(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:-								
	(i) percentage of works.	%	2						
23	(ii) percentage of population equivalent.	%	2						
24	Percentage compliance with Urban Waste Water Treatment Directive (UWWTD)	%	2						
<u> </u>	consent standards for Biochemical Oxygen Demand (BOD).	, -							
25	Percentage compliance with NIEA phosphorous targets at phosphorous removal	%	2						
	sites.								

## SERVICE TARGET REPORT - Table 3: Customer Service

Reporting Outurn CG         A Making and keeping appointments Percentage of customers with whom NW missed appointments (meter related) or 1 failed to give at least 24 hours notice of cancellation.         Percentage of customers for whom NIW failed to specify an AM or PM appointment 3 give at least 24 hours notice of cancellation.         Percentage of customers with whom NIW missed appointments (other) or failed to 3 give at least 24 hours notice of cancellation.         Percentage of customers with whom NIW missed appointments (other) or failed to 3 give at least 24 hours notice of cancellation.         Percentage of customers for whom NIW failed to specify an AM or PM appointment 4 OR on request, a 2-hour period during which they would visit them (other).         B Responding to account queries Percentage of customer romplaints resolved successfully appointment (other).       %       2         B Responding to account queries Percentage of payment method requests the company was unable to a cation, AND did nor republits NW answered within 10 working days.       %       2         C Responding to customer complaints resolved successfully upon first contact.       %       2         D Percentage of otimes complaints resolved successfully upon first contact.       %       2         D Percentage of onestic metered customers who received at least one bill during the customer (either in response to an estimated bill or as a result of a request for a meter reading).       %       2         D Bills for metered customers who received at least one bill during the yeer based on a meter reading undertaken by NW, or a readin		DESCRIPTION	UNITS	DP	LAST KNOWN PERFORMANCE				2009-10 OUT TURN	2010-11 TARGET
Percentage of customers with whom NW missed appointments (meter related) or       %       2         1       failed to give at least 24 hours notice of cancellation.       %       2         2       OR on request, a 2-hour period during which they would visit them (meter related).       %       2         3       give at least 24 hours notice of cancellation.       %       2         4       OR on request, a 2-hour period during which they would visit them (meter related).       %       2         4       OR on request, a 2-hour period during which they would visit them (other).       %       2         8       Responding to account accuracy queries substantively responded to within 10       %       2         5       working days.       %       2       1         7       Percentage of account accuracy queries substantively responded to within 10       %       2         6       action, AND did not repty to the customer within 5 working days.       %       2         7       Percentage of fulling to customer complaints       %       2         8       Percentage of uscomer complaints resolved successfully upon first visit.       %       2         10       Percentage of dustomer complaints resolved successfully upon first visit.       %       2         11       Failure demand. Percentage of incoming contacts						Outurn	CG		CG	
Percentage of customers with whom NIW missed appointments (meter related) or       %       2         Percentage of customers for whom NIW failed to specify an AM or PM appointment       %       2         QR on request, a 2-hour period during which they would visit them (meter related).       %       2         3 give at least 24 hours notice of cancellation.       %       2         Percentage of customers with whom NIW missed appointments (other) or failed to       %       2         3 give at least 24 hours notice of cancellation.       %       2         Percentage of customers with whom NIW failed to specify an AM or PM appointment       %       2         4 OR on request, a 2-hour period during which they would visit them (other).       %       2         B Responding to account accuracy queries substantively responded to within 10       %       2         5 working days.       Percentage of long contacts answered within 5 working days.       %       2         C Responding to customer complaints       %       2       1       1         8 Percentage of using contacts answered within 10 working days.       %       2       1       1         1 Failure demand: Percentage of incoming contacts initiated by company failure.       %       2       1       1         1 Failure demand: Percentage of incoming contacts initiated by company failure.       %	Α	Making and keeping appointments	1							
1       Tailed to give at least 24 hours notice of cancellation.         Percentage of customers for whom NIW failed to specify an AM or PM appointment       %       2         OR on request, a 2-hour period during which they would visit them (meter related).       %       2         J give at least 24 hours notice of cancellation.       %       2         Percentage of customers with whom NIW failed to specify an AM or PM appointment       %       2         Percentage of customers for whom NIW failed to specify an AM or PM appointment       %       2         Percentage of customers for whom NIW failed to specify an AM or PM appointment       %       2         B Responding to account queries       ************************************		Percentage of customers with whom NIW missed appointments (meter related) or	0/	2						
2       OR on request, a 2-hour period during which they would visit them (meter related).         Percentage of customers with whom NIW missed appointments (other) or failed to       %       2         give at least 24 hours notice of cancellation.       %       2         Percentage of customers for whom NIW failed to specify an AM or PM appointment       %       2         4       OR on request, a 2-hour period during which they would visit them (other).       %       2         B       Responding to account queries       Percentage of account accuracy queries substantively responded to within 10       %       2         Percentage of change of payment method" requests the company was unable to       %       2       1         6       action, AND did not reply to the customer within 5 working days.       %       2       1         7       Percentage of fulling contacts answered within 10 working days.       %       2       1         9       Percentage of outsomer complaints resolved successfully on first visit.       %       2       1         10       Percentage of incoming contacts initiated by company failure.       %       2       1       1         11       Failure demand: Percentage of incomering contacts initiated by company failure.       %       2       1       1         12       Desing of domestic metered customers wh	1	failed to give at least 24 hours notice of cancellation.	/0	2						
3       give at least 24 hours notice of cancellation.       %       2         Percentage of customers for whom NIW failed to specify an AM or PM appointment       %       2         4       OR on request, a 2-hour period during which they would visit them (other).       %       2         B       Responding to account queries       Percentage of account accuracy queries substantively responded to within 10       %       2         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       1         7       Percentage of billing contacts answered within 5 working days.       %       2       1       1         8       Percentage of outstomer complaints resolved successfully upon first contact.       %       2       1       1         9       Percentage of incoming contacts initiated by company failure.       %       2       1       1         10       Percentage of outsomer complaints resolved successfully upon first visit.       %       2       1       1         11       Failure demand: Percentage of incoming contacts initiated by company failure.       %       2       1       1         12       year based on a meter eading 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	OR on request, a 2-hour period during which they would visit them (meter related).	%	2						
4       OR on request, a 2-hour period during which they would visit them (other).         B       Responding to account queries         Percentage of account accuracy queries substantively responded to within 10       %       2         Percentage of change of payment method" requests the company was unable to       %       2         G       action, AND did not reply to the customer within 5 working days.       %       2         7       Percentage of billing contacts answered within 5 working days.       %       2         8       Percentage of customer complaints       %       2         8       Percentage of customer complaints resolved successfully upon first contact.       %       2         10       Percentage of incoming contacts initiated by company failure.       %       2         11       Failure demand: Percentage of incoming contacts initiated by company failure.       %       2         11       Failure demand: Percentage of acustomers 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       Bercentage of customer complaints by NW, 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       Bercentage	3		%	2						
s       Percentage of account accuracy queries substantively responded to within 10       %       2         morking days.       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       %       2         B       Percentage of written complaints resolved successfully upon first contact.       %       2         10       Percentage of customer complaints resolved successfully upon first contact.       %       2         11       Failure demand: Percentage of incoming contacts initiated by company failure.       %       2         11       Failure demand: Percentage of oustomers 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       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         14       Percentage of calls abandoned.       %       2           15       Percentage of calls abandoned.       %       2 <td>4</td> <td></td> <td>%</td> <td>2</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	4		%	2						
Percentage of account accuracy queries substantively responded to within 10       %       2         S working days.       Percentage of "change of payment method" requests the company was unable to       %       2         B percentage of billing contacts answered within 5 working days.       %       2       1         7 Percentage of billing contacts answered within 5 working days.       %       2       1         8 Percentage of written complaints resolved successfully upon first contact.       %       2       1         10 Percentage of customer complaints resolved successfully upon first contact.       %       2       1         11 Failure demand: Percentage of incoming contacts initiated by company failure.       %       2       1         12 Percentage of odmestic metered customers who received at least one bill during the year based on a meter reading undertaken by NW, 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 the year based on a meter reading undertaken by NW, 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         14 Percentage of calls abandoned.       %       2       1       1         13 the year based on a meter reading undertaken by NW, 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). <td>В</td> <td>Responding to account gueries</td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	В	Responding to account gueries	1							
5       working days.       7%       2       2       2         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       2       2         7       Percentage of billing contacts answered within 5 working days.       %       2       2       2       2       2         8       Percentage of written complaints NIW answered within 10 working days.       %       2			<u> </u>							
6       action, AND did not reply to the customer within 5 working days.       7       2       2         7       Percentage of billing contacts answered within 5 working days.       %       2       2         C       Responding to customer complaints       %       2       2       2         9       Percentage of customer complaints resolved successfully upon first contact.       %       2       2       2         10       Percentage of customer complaints resolved successfully on first contact.       %       2 <td>5</td> <td></td> <td>%</td> <td>2</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	5		%	2						
6       action, AND did not reply to the Customer within 5 working days.       %       2         7       Percentage of billing contacts answered within 5 working days.       %       2         8       Percentage of written complaints       %       2         9       Percentage of ustomer complaints resolved successfully upon first contact.       %       2         10       Percentage of customer complaints resolved successfully upon first visit.       %       2         11       Failure demand: Percentage of incoming contacts initiated by company failure.       %       2         11       Failure demand: Percentage of omestic 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       customer (either in response to an estimated bill or as a result of a request for a meter reading).       2         14       Percentage of calls abandoned.       %       2         15       Percentage of calls abandoned.       %       2         16       Call handling satisfaction score. (Min 0, Max5)       Nr       2         16       Call handling satisfaction score. (Min 0, Max5)       Nr       2         17       Percentage of customer calls answered within 30 seconds.       %			0/	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 upon first visit.       %       2         11       Failure demand: Percentage of incoming contacts initiated by company failure.       %       2         11       Failure demand: 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 calls 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       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         14       Percentage of calls abandoned.       %       2       1         15       Percentage of customer calls answered within 30 seconds.       %       2       1         16       Call handling satisfaction score. (Min 0, Max5)       Nr			70	2						
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 upon first contact.       %       2         11       Failure demand: Percentage of incoming contacts initiated by company failure.       %       2         11       Failure demand: Percentage of incoming contacts initiated by company failure.       %       2         12       Bills for metered customers       %       2         12       eased 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       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         14       Percentage of calls abandoned.       %       2	7	Percentage of billing contacts answered within 5 working days.	%	2						
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 upon first contact.       %       2         11       Failure demand: Percentage of incoming contacts initiated by company failure.       %       2         11       Failure demand: Percentage of domestic metered customers       %       2         12       wased 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       Rercentage of calls abandoned.       %       2           14       Percentage of calls abandoned.       %       2           13       ustomer (either in response to an estimated bill or as a result of a request for a meter reading).       %       2           14       Percentage of calls abandoned.       %       2            15       Percentage of calls abandoned.       %       2                   <	0	Deen en ding te sustemen compleinte	1							
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         11       Failure demand: Percentage of incoming contacts initiated by company failure.       %       2         12       Bills for metered customers       %       2         12       var 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       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         14       Percentage of calls abandoned.       %       2           13       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           14       Percentage of calls abandoned.       %       2             15       Percentage of calls abandoned.       %       2			0/							
10       Percentage of customer complaints resolved successfully on first visit.       %       2         11       Failure demand: Percentage of incoming contacts initiated by company failure.       %       2         11       Failure demand: Percentage of incoming contacts initiated by company failure.       %       2         12       Bills for metered customers       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         13       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         14       Percentage of calls abandoned.       %       2	0									
11       Failure demand: Percentage of incoming contacts initiated by company failure.       %       2	9									
D       Bills for metered customers         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 colls abandoned.       %       2         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.       %       2										
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         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         13       Percentage of telephone Contact       %       2         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		Tailure demand. Tereentage of meening contacts initiated by company failure.	70	2						
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         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         13       Percentage of telephone Contact       %       2         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	D	Bills for metered customers	1							
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       %       2         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		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	%	2						
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	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	%	2						
15       Percentage of calls - All lines busy.       %       2       1         16       Call handling satisfaction score. (Min 0, Max5)       Nr       2       1         17       Percentage of customer calls answered within 30 seconds. (During relevant business hours on Waterline, Billing Enquiries & Leakline)       %       2       1	E	Ease of telephone Contact	[							
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										
17       Percentage of customer calls answered within 30 seconds. (During relevant business hours on Waterline, Billing Enquiries & Leakline)       %       2										
17     (During relevant business hours on Waterline, Billing Enquiries & Leakline)     70     2	16		Nr	2						
F Assessed Customer Service Information	17		%	2						
	F	Assessed Customer Service Information	1							
18 How many hours per 7 day week is the NI Water Call Centre open? Nr 2	18		Nr	2						

## SERVICE TARGET REPORT - Table 4: Environmental Impact / Sustainability

	DESCRIPTION	UNITS	UNITS DP LAST KNOWN PERFORMANCE Reporting Year Outurn CG		2009-10 TARGET	2009-10 OUT TURN CG	2010-11 TARGET
Α	Sustainability indicators	1					
1	Percentage of NIW's power usage derived from renewable sources.	%	2				
2	Percentage of water mains and sewers installed using trenchless technologies.	%	2				
	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				
В	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				