

# Section 3

## Service Target Report

### Tables 1 - 4

Covering:

Water Service Targets  
Sewerage Service Targets  
Customer Service Targets  
Environmental Impact / Sustainability Targets

# Service Target Report

## Guidance

The Service Target Report covers targets and performance outturns for a range of service indicators in four categories: Water Service, Sewerage Service, Customer Service and Environmental Impact / Sustainability.

Each table is further broken down into sub-categories such as providing adequate pressure, sewer flooding, or responding to customer complaints.

The information required for each indicator consists of the last known performance for that measure, a target for the current reporting year (if one was set) and the performance outturn for the reporting year.

Also required are performance targets for reporting year plus 1.

This will help establish a baseline of service performance for the company and assist the regulator in keeping the quality of services under review.

## Company commentary

Commentary should include

1. all such Information as in the opinion of the Appointee is necessary to provide a proper explanation of the Report and of the quality of Services as compared with any relevant Service Target;
2. a statement of the methods used by the Appointee to keep the quality of Services under review and the steps taken by it to monitor and assess the quality of Services; and,
3. if a Service Target in respect of foul flooding has been notified by the Appointee to the Authority relating to the Charging Year in respect of which the relevant Service Target Report is furnished, a statement as to the Appointee's practice in dealing with claims arising out of loss or damage alleged to have been caused by foul flooding.

The Commentary may also include a statement of:

4. any matters which, in the opinion of the Appointee, will or may result in the Appointee being unable to achieve any Service Target or which have resulted in the Appointee being unable to achieve any Service Target to the extent that it was expressed in the notification to the Authority under paragraph 4 [of the Licence] to be a target for achievement during the relevant Charging Year or by a date or at a time during that Charging Year;
5. any matters which have made it impossible for the Appointee to ascertain, either at all or with reasonable accuracy, whether or not any Service Target has been, or is likely to be, achieved; and
6. any exceptional matters or matters out of the ordinary course and in each case outside the reasonable control of the Appointee which have affected the quality of any Services and which could fairly be said to render or to have rendered the achievement of any Service Target substantially more onerous.
7. If there are no service targets set, and or no performance outturn has been measured, commentary should be included to explain why this is the case and what measures if any are being taken to rectify the situation.

Where appropriate, details of partner bodies, work completed to date, and dates / milestones should be included.

### **Reporter Commentary**

The reporter must comment on any discrepancies between the methodology described and that actually practised by the company. He/she should also comment on the suitability of the chosen methodology in monitoring and reporting the information. The reporter should pay particular attention to areas of the methodology that do not meet the reporting requirements and any changes in methodology or systems from previous Annual Information returns.

Where the company have included submissions under paragraphs 1 – 7 above, the reporter should comment on their robustness and reasonableness.

## Table 1

Table 1 covers targets and performance for Water Service provision for the current reporting year, the most recently known past performance, and also targets for Reporting Year plus 1.

Block A covers targets and performance relating to pressure and Blocks B and C cover planned and unplanned supply interruptions respectively.

Blocks D and E cover water infrastructure and non-infrastructure respectively, and Block F covers security of supply.

Block G covers restrictions on water use, Block H, leakage and Block I, drinking water quality.

### Table 1 line definitions

1	Inadequate Pressure	%	2dp
<b>Definition</b>	Percentage of NIW's connected properties experiencing inadequate pressure (Where pressure in a supply pipe fell below 7m static head on two occasions , each lasting not less than one hour in a period of 28 consecutive days)		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Number of properties experiencing low pressure (as above) divided by total connected properties, multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

2	Inadequate Pressure	%	2dp
<b>Definition</b>	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.)		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied – Table A Line 1		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

3	Planned Interruptions	%	2dp
<b>Definition</b>	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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input- The percentage of properties that were issued a re-connection time for a planned interruption where the water supply was not restored within the notified time.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

## Section 3: Service Target Report – Tables 1-4

<b>4</b>	Planned Interruptions	%	2dp
<b>Definition</b>	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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input- Number of connected properties receiving no or inadequate notice of a planned interruption (>4 hours) divided by number of customers experiencing a planned interruption (>4 hours)		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>5</b>	Unplanned Interruptions	%	2dp
<b>Definition</b>	Percentage of connected properties experiencing unplanned interruptions to their water supply of greater than 3 hours		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated – Table 2: Line 5 divided by Line 1, multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>6</b>	Unplanned Interruptions	%	2dp
<b>Definition</b>	Percentage of connected properties experiencing unplanned interruptions to their water supply of greater than 6 hours		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated – Table 2: Line 6 divided by Line 1, multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>7</b>	Unplanned Interruptions	%	2dp
<b>Definition</b>	Percentage of connected properties experiencing unplanned interruptions to their water supply of greater than 12 hours		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated – Table 2: Line 7 divided by Line 1, multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>8</b>	Unplanned Interruptions	%	2dp
<b>Definition</b>	Percentage of connected properties experiencing unplanned interruptions to their water supply of greater than 24 hours		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated – Table 2: Line 8 divided by Line 1, multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>9</b>	Unplanned Interruptions	%	2dp
<b>Definition</b>	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.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Number of properties affected (as above) divided by number of properties affected by unplanned interruptions due a leak or burst on a strategic main.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

## Section 3: Service Target Report – Tables 1-4

<b>10</b>	Alternative Water Supplies	%	2dp
<b>Definition</b>	Percentage of connected properties affected by an interruption (planned or unplanned) which lasted more than 24 hours who were offered alternative water supplies.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Number of connected properties affected by interruptions in excess of 24 hours, who <b>were</b> offered alternative water supplies, divided by the sum of lines 8, 12, 16 and 19 (Table 2) multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>11</b>	Mains Bursts	Nr	0dp
<b>Definition</b>	Number of mains bursts (per 1000km of main).		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied – Table A line 20		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>12</b>	% MZC – Iron	%	2dp
<b>Definition</b>	Percentage Mean Zonal Compliance with Prescribed Concentration/Value for Iron at the tap.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied – Table A Line 13.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>13</b>	Water Treatment works Coliform non-compliance	%	2dp
<b>Definition</b>	Water treatment works coliform non-compliance		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied – Table A Line 21		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>14</b>	DWI (NI) Enforcement	Nr	0dp
<b>Definition</b>	Number of provisional DWI (NI) enforcement notices at NIW's water treatment works.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input- Data available from DWI (NI)		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>15</b>	DWI (NI) Enforcement	Nr	0dp
<b>Definition</b>	Number of final DWI (NI) enforcement notices at NIW's water treatment works.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input- Data available from DWI (NI)		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>16</b>	DWI (NI) Enforcement	Nr	0dp
<b>Definition</b>	Number of provisional DWI (NI) enforcement notices at NIW's service reservoirs.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input- Data available from DWI (NI)		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

## Section 3: Service Target Report – Tables 1-4

<b>17</b>	DWI (NI) Enforcement	Nr	0dp
<b>Definition</b>	Number of final DWI (NI) enforcement notices at NIW's service reservoirs.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input- Data available from DWI (NI)		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>18</b>	Turbidity at Water Treatment Works	%	2dp
<b>Definition</b>	Percentage of water treatment works with leaving water turbidity samples' 95%ile greater than or equal to 0.5 Nephelometric Turbidity Unit (NTU).		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated – Table 11a: Line 1 Column 1, divided by Line 4 Column 1, multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>19</b>	Turbidity at Water Treatment Works	%	2dp
<b>Definition</b>	Percentage of water treatment works with leaving water turbidity samples' 95%ile below 0.5 Nephelometric Turbidity Unit (NTU).		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated – Table 11a: Line 2 Column 1, divided by Line 4 Column 1, multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>20 - 22</b>	Security of Supply	Nr	2dp
<b>Definition</b>	Security of Supply Index Scores for Planned, Reference and Critical levels of service.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied – Tables 10a (i) (ii) and (iii). Column 14		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>23 - 25</b>	Security of Supply	%	2dp
<b>Definition</b>	Banding (A-D) received by company based on Security of Supply Index Score: 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)		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Reference Tables 10a (i) (ii) and (iii) Column 14 against bands A-D above to find banding.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>26</b>	Restrictions on Water Use	%	2dp
<b>Definition</b>	Percentage of population served by NIW that has experienced water usage restrictions involving hosepipe restrictions.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied Table 2 – Line 21		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

## Section 3: Service Target Report – Tables 1-4

<b>27</b>	Restrictions on Water Use	%	2dp
<b>Definition</b>	Percentage of population served by NIW that has experienced water usage restrictions involving drought orders.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied Table 2 – Line 22		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>28</b>	Restrictions on Water Use	%	2dp
<b>Definition</b>	Percentage of population served by NIW that has experienced water usage restrictions involving sprinkler restrictions		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied Table 2 – Line 23		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>29</b>	Hosepipe restrictions	Nr	2dp
<b>Definition</b>	Average number of person weeks of hosepipe restrictions imposed by NIW over the reporting period.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - _____		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>30</b>	Leakage	%	2dp
<b>Definition</b>	Percentage compliance with preset leakage targets over a 3 year period (ML/d)		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - $(Y1T+Y2T+Y3T) / (Y1A+Y2A+Y3A) \times 100$ YnT = Target leakage for year n. YnA = Actual leakage for year n.  • Y3 is the current reporting year.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>31</b>	Drinking Water Quality	%	2dp
<b>Definition</b>	Mean Zonal Compliance with drinking water quality regulations:		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied – Table A Line 12		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>32</b>	Drinking Water Quality	%	2dp
<b>Definition</b>	Compliance with drinking water quality regulations: Taking account of Authorised Departure Limits		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input – Information available from DWI (NI).		
<b>Responsibility</b>	Comparative Efficiency & Performance.		



## Section 3: Service Target Report – Tables 1-4

<b>33</b>	Drinking Water Quality	%	2dp
<b>Definition</b>	Mean Zonal Compliance with drinking water quality regulations: Not taking Account of Authorised Departure Limits		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input – Information available from DWI (NI).		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>34</b>	Drinking Water Quality	%	2dp
<b>Definition</b>	Mean Zonal Compliance with six parameter Operational Performance Indicator.(OPISix)		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input -  $((\text{MZC Fe} + \text{MZC Mg} + \text{MZC Al} + \text{MZC Turbidity} + \text{MZC F.Coliforms} + \text{MZC THMs}) / 6)$ Information available from DWI (NI)		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>35</b>	Drinking Water Quality	%	2dp
<b>Definition</b>	Mean Zonal Compliance with Operational Performance Indicator (turbidity, iron and manganese) (OPITIM)		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input – Information available from DWI (NI).		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

**Table 2**

Table 2 covers targets and performance for Sewerage Service provision for the current reporting year, the most recently known past performance, and also targets for Reporting Year plus 1.

Block A covers sewer flooding, and blocks B and C cover sewerage infrastructure and non-infrastructure respectively.

Block D covers sewerage service serviceability indicators, and block E covers waste water quality.

**Table 2 Line Definitions**

<b>1</b>	Sewer Flooding	%	2dp
<b>Definition</b>	Percentage of connected properties experiencing internal flooding from NIW's sewers.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated – Table 3: (Line 2 plus Line 6) divided by Line 1 multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		
<b>2</b>	Sewer Flooding	%	2dp
<b>Definition</b>	Percentage of connected properties internally flooded due to overloaded NIW sewers.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated – Table 3: Line 2 Divided by line 1 multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		
<b>3</b>	Sewer flooding	%	2dp
<b>Definition</b>	Percentage of flooding incidents attributable to severe weather.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated – Table 3: Line 4 divided by Line 3 multiplied by 100		
<b>Responsibility</b>	Comparative Efficiency & Performance.		
<b>4</b>	Sewer flooding	%	2dp
<b>Definition</b>	Percentage of properties internally flooded due to other causes.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated – Table 3: Line 6 divided by line 1 multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		
<b>5</b>	Sewer Flooding (Risk Register)	%	2dp
<b>Definition</b>	Percentage of NIW's connected properties <b>at risk</b> of internal flooding due to the incapacity of NIW's sewers once in every ten years.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated – Table 3: Line 13 divided by Line 1 multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

## Section 3: Service Target Report – Tables 1-4

<b>6</b>	Sewer Flooding (Risk Register)	%	2dp
<b>Definition</b>	Percentage of NIW's connected properties <b>at risk</b> of internal flooding due to the incapacity of NIW's sewers twice or more in every ten years.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated – Table 3: Line 12 divided by Line 1 multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>7</b>		%	2dp
<b>Definition</b>	Percentage of NIW's connected properties <b>at risk</b> of internal flooding due to the incapacity of NIW's sewers once in every twenty years.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated – Table 3: Line 15 divided by Line 1 multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>8</b>	Sewer Collapses	%	2dp
<b>Definition</b>	Sewer Collapses per 1000km of sewer.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied – Table B Line 20		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>9</b>	STW Discharge consent compliance	%	2dp
<b>Definition</b>	Percentage population equivalent (pe) served by NIW STWs that do not comply with: <ul style="list-style-type: none"> <li>i. The LUT discharge consent conditions for Biochemical (BOD), Suspended Solids (SS) and Ammonia (NH<sub>4</sub>) and,</li> <li>ii. Annual averages for Phosphorus (P)</li> </ul> under either the Water Order or UWWTD.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input- Information available from NIEA.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>10</b>	Sewage Sludge disposal	%	2dp
<b>Definition</b>	Percentage of sewage sludge NIW disposed of in an unsatisfactory manner.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied – Table B Line 13.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

11-19	Sewage Service Serviceability Indicators		%	2dp
Definition	Sub threshold indicators of:			
	11	(i) biochemical oxygen demand (BOD) (Max > 2)		
	12	(ii) biochemical oxygen demand (BOD) (95%ile > 1)		
	13	(iii) biochemical oxygen demand (BOD) (Mean > 0.5)		
	14	(iv) suspended solids (SS) (Max > 2)		
	15	(v) suspended solids (SS) (95%ile > 1)		
	16	(vi) suspended solids (SS) (Mean > 0.5)		
	17	(vii) ammonia (NH3) (Max > 2)		
	18	(viii) ammonia (NH3) (95%ile > 1)		
	19	(ix) ammonia (NH3) (Mean > 0.5)		
Primary Purpose	Confirming delivery of key outputs and service.			
Processing rule	Copied – Table 16B Lines 1, 4 and 7, columns 2, 3 and 4.			
Responsibility	Comparative Efficiency & Performance.			

<b>20</b>	Waste Water Quality	%	2dp
<b>Definition</b>	Wastewater treatment works serving greater than 250 population equivalent not achieving compliance with Water Order Consents expressed as a percentage of works.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied – Table B Line 8		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>21</b>	Waste Water Quality	%	2dp
<b>Definition</b>	Wastewater treatment works serving greater than 250 population equivalent not achieving compliance with Water Order Consents expressed as a percentage of population equivalent.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied – Table B Line 10		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>22</b>	Waste Water Quality	%	2dp
<b>Definition</b>	Wastewater treatment works not achieving compliance with Urban Waster Water Treatment Directive (UWWTD) Consents expressed as a percentage of works.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied – Table B Line 9		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>23</b>	Waste Water Quality	%	2dp
<b>Definition</b>	Wastewater treatment works not achieving compliance with Urban Waster Water Treatment Directive (UWWTD) Consents expressed as a percentage of population equivalent.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied – Table B Line 11		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>24</b>	Wastewater Quality	%	2dp
<b>Definition</b>	Percentage compliance with Urban Waste Water Treatment Directive (UWWTD) consent standards for Biochemical Oxygen Demand (BOD).		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Information available from NIEA		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>25</b>	Wastewater quality.	%	2dp
<b>Definition</b>	Percentage compliance with NIEA phosphorous targets at phosphorous removal sites.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Information available from NIEA.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

### Table 3

Table 3 covers targets and performance for Customer Service provision for the current reporting year, the most recently known past performance, and also targets for Reporting Year plus 1.

Block A covers appointments, Block B covers response to account queries and Block C covers response to customer complaints.

Blocks D and E cover performance with regards billing of metered customers and telephone contact respectively.

#### Table 3 Line Definitions

<b>1</b>	Making and keeping appointments	%	2dp
<b>Definition</b>	Percentage of customers with whom NIW missed appointments (meter related) or failed to give at least 24 hours notice of cancellation.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Number of meter related appointments missed (or cancelled with insufficient notice) divided by the number of meter related appointments, multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>2</b>	Making and keeping appointments	%	2dp
<b>Definition</b>	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).		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Number of appointments where the company failed to specify to the customer when making the appointment whether it will be am/pm or failed to offer the customer a 2 hour time slot when requested, divided by the number of appointments (meter related) multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

## Section 3: Service Target Report – Tables 1-4

<b>3</b>	Making and keeping appointments	%	2dp
<b>Definition</b>	Percentage of customers with whom NIW missed appointments (other) or failed to give at least 24 hours notice of cancellation.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Number of non-meter related appointments missed (or cancelled with insufficient notice) divided by the number of non-meter related appointments, multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>4</b>	Making and keeping appointments	%	2dp
<b>Definition</b>	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).		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Number of appointments where the company failed to specify to the customer when making the appointment whether it will be am/pm or failed to offer the customer a 2 hour time slot when requested, divided by the number of appointments (non-meter related) multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>5</b>	Responding to account queries	%	2dp
<b>Definition</b>	Percentage of account accuracy queries substantively responded to within 10 working days.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Number of times a substantive reply was not despatched to the customer within ten working days from the date of receipt of a written account query regarding the correctness of the account divided by the number of written account queries received, multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>6</b>	Responding to account queries	%	2dp
<b>Definition</b>	Percentage of "change of payment method" requests the company was unable to action, AND did not reply to the customer within 5 working days.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Number of change of payment method requests not actioned and not replied to within 5 working days, divided by the number of change of payment method requests received, multiplied by 100.  A change of payment method request is considered "actioned" when the company has taken the appropriate steps AND informed the customer that this has happened.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>7</b>	Responding to account queries	%	2dp
<b>Definition</b>	Percentage of billing contacts answered within 5 working days.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied – Table 4 Line 4		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

## Section 3: Service Target Report – Tables 1-4

<b>8</b>	Responding to customer complaints.	%	2dp
<b>Definition</b>	Percentage of written complaints NIW answered within 10 working days.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied – Table 5 Line 3		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>9</b>	Responding to customer complaints.	%	2dp
<b>Definition</b>	Percentage of customer complaints resolved successfully upon first contact.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Number of complaints which were resolved upon first contact with the customer, divided by the number of complaints received, multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>10</b>	Responding to customer complaints.	%	2dp
<b>Definition</b>	Percentage of customer complaints resolved successfully on first visit.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Number of complaints which were resolved in the 1 <sup>st</sup> stage of the complaints procedure divided by the number of complaints received, multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>11</b>	Responding to customer complaints.	%	2dp
<b>Definition</b>	Failure demand: Percentage of incoming contacts initiated by company failure.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Number of incoming contacts initiated by company failure, divided by the number of incoming contacts multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>12</b>	Bills for metered customers	%	2dp
<b>Definition</b>	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).		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Number of domestic metered customers receiving a bill based on a meter reading, divided by number of domestic metered customers multiplied by 100. (FOR INFORMATION ONLY)		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>13</b>	Bills for metered customers	%	2dp
<b>Definition</b>	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).		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Number of non-domestic metered customers receiving a bill based on a meter reading, divided by number of non-domestic metered customers multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>14</b>	Ease of telephone contact	%	2dp
<b>Definition</b>	Percentage of calls abandoned.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated – Table 5: Line 15 divided by Line 13 multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>15</b>	Ease of telephone contact	%	2dp
<b>Definition</b>	Percentage of calls – All lines busy.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Calculated – Table 5: Line 14 divided by Line 13 multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>16</b>	Ease of telephone contact	Nr	0dp
<b>Definition</b>	Call handling Satisfaction Score.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Copied – Table 5 Line 16		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>17</b>	Ease of telephone contact	%	2dp
<b>Definition</b>	Percentage of customer calls answered within 30 seconds. (During relevant office hours (as defined in the Table 5 guidance) on Waterline, Billing Enquiries & Leakline)		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Number of calls answered within 30 seconds on the above lines, divided by calls received on the above lines, multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		



**Table 4**

Table 4 covers targets and performance for Environmental Impact and Sustainability for the current reporting year, the most recently known past performance, and also targets for Reporting Year plus 1.

Block A covers a range of sustainability indicators such as NIW's efforts in sourcing power from renewable sources, or using trenchless technologies to install mains / sewers.

Block B covers NIW's impact on the environment in terms of pollution incidents.

<b>1</b>	Renewable Energy.	%	2dp
<b>Definition</b>	Percentage of NIW's power usage derived from renewable sources.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Number of KWh of energy NIW derived from renewable sources divided by total KWh of energy NIW used in the reporting period, multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>2</b>	Trenchless Technology	%	2dp
<b>Definition</b>	Percentage of water mains and sewers installed using trenchless technologies.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Mains / sewers installed (km) using trenchless technology divided by total mains / sewers installed (km) multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>3</b>	Re-using excavated material	%	2dp
<b>Definition</b>	Percentage of NIW's excavated material that was re-used in reporting year.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Tonnes of excavated material re-used divided by total material excavated multiplied by 100.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>4</b>	Carbon Emissions Profile	Nr	2dp
<b>Definition</b>	Total tonnes of CO2 equivalent (tCO2e) produced in reporting period.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	This should be input, reflecting the company's current best efforts. We are aware that there are efforts ongoing in developing an industry wide measure, and hence more accurate reporting.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>5</b>	Carbon Emissions Profile.	%	2dp
<b>Definition</b>	Tonnes of CO2 equivalent (tCO2e) offset in reporting period.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	This should be input, reflecting the company's current best efforts. We are aware that there are efforts ongoing in developing an industry wide measure, and hence more accurate reporting.		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>6</b>	Pollution Incidents	Nr	2dp
<b>Definition</b>	Total number of pollution incidents attributed to NIW per million <b>population equivalent (pe)</b> served.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Information available from NIEA		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>7</b>	Pollution Incidents	Nr	2dp
<b>Definition</b>	Number of H, M and L (High, Medium and Low) category pollution incidents occurring at NIW combined sewer outflows and foul sewers per million <b>population equivalent (pe)</b> served.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Information available from NIEA		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>8</b>	Pollution Incidents	Nr	2dp
<b>Definition</b>	Number of High and Medium category pollution incidents resulting from NIW's sewage collection and treatment activities per million <b>population equivalent (pe)</b> served.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Information available from NIEA		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>9</b>	Pollution Incidents	Nr	2dp
<b>Definition</b>	Number of Low category pollution incidents resulting from NIW's sewage collection and treatment activities per million <b>population equivalent (pe)</b> served.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Information available from NIEA		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>10</b>	Pollution Incidents	Nr	2dp
<b>Definition</b>	Number of High and Medium category pollution incidents resulting from NIW's water treatment and distribution activities per million <b>resident population</b> served.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Information available from NIEA		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

<b>11</b>	Pollution Incidents	Nr	2dp
<b>Definition</b>	Number of Low category pollution incidents resulting from NIW's water treatment and distribution activities per million <b>resident population</b> served.		
<b>Primary Purpose</b>	Confirming delivery of key outputs and service.		
<b>Processing rule</b>	Input - Information available from NIEA		
<b>Responsibility</b>	Comparative Efficiency & Performance.		

**Please note that lines 6 – 9 are based on “per million population equivalent (pe) served” NOT per head of population.**

## CHANGE CONTROL SHEET

### Service Target Report

2008/1.0	First issue of STR for the SBP period
2009/1.0	Second issue of STR for the SBP period <ul style="list-style-type: none"> <li>• T1 L3: Processing rule wording changed for clarity.</li> <li>• Throughout: EHS(NI) amended to NIEA</li> <li>• T2 L22 &amp; 23: greater than 250 pe qualification removed as not applicable to UWWTD standards.</li> <li>• T3 L6: Clarification added to processing rule in respect of when a “change of payment method” request can be considered closed.</li> <li>• T4: Pollution incident reporting requirements split out to better reflect OPA categories.</li> <li>• T4: Water pollution incident definitions amended to specify measurement on a per million resident population basis,</li> </ul>
2010/1.0	Third issue of STR for the SBP period <ul style="list-style-type: none"> <li>• T1 L29: Processing rule changed to reflect shift towards measuring 1 year impact rather than weighted five year average.</li> <li>• T2 L9: Processing rule wording changed for clarity.</li> <li>• T3 L17: Processing rule wording changed for clarity.</li> </ul>