

KEY PERFORMANCE INDICATORS

Customer Experience			
	2016/17	2015/16	2014/15
Service incentive mechanism (SIM)	n/a	n/a	n/a
Internal sewer flooding (number of incidents)	0	1	0
Water supply interruptions (occasions)	0	4	0
Failure to supply at adequate pressure (occasions)	0	0	0
Average Domestic Customer Saving (% of regional average charge)	10+	10+	10+
Guaranteed service standard failures (occasions)	3	3	4
Complaints escalated to external authority (occasions)	0	0	0
Reliability and Availability			
Serviceability water non-infrastructure	n/a	n/a	n/a
Serviceability water infrastructure	Stable	Stable	Stable
Serviceability sewerage non-infrastructure	Stable	Stable	Stable
Serviceability sewerage infrastructure	Stable	Stable	Stable
Leakage (m ³ /day/100 properties)	3.2	2.6	6.6
Security of supply index (SoSI)	n/a	n/a	n/a
Lost time accidents (days)	0	0	0
Environmental Impact			
Greenhouse gas (GHG) emissions (kgCO ₂ /Ml treated wastewater ¹)	141	146	145
Average non-potable:potable use (household system - % volume)	n/a	n/a	n/a
No. of pollution incidents (sewerage)	0	0	0
No. of pollution incidents (water)	0	0	0
Discharge permit (enforcement action)	0	0	0
Satisfactory sludge disposal (%)	100	100	100
Biodiversity			
Habitat conservation stewardship (acres managed to enhance biodiversity)	5	5	5

KPI achievements recorded using a 'traffic light' system – green representing no immediate cause for concern, amber reflecting a deterioration and/or additional work required and red requiring urgent remedial measures.

¹ excluding sludge disposal