



Leep Water Networks Limited - Key Performance Indicators 2018-19

Customer Experience

Indicator	Definition	Measure	Score
Internal sewer flooding	Number of incidents of internal sewer flooding for properties that have flooded within the last ten years.	No of incidents	0
Water supply interruptions	Number of hours lost due to water supply interruptions for three hours or longer, per property served.	Hours per total properties served	0

Reliability and Availability

Indicator	Definition	Measure	Score
Serviceability water infrastructure	Assessment of the recent historical trend in serviceability to customers, as measured by movements in service and asset performance indicators.	Stable / Improving / Marginal / Deteriorating	Stable
Serviceability sewerage infrastructure	Assessment of the recent historical trend in serviceability to customers, as measured by movements in service and asset performance indicators.	Stable / Improving / Marginal / Deteriorating	Stable
Leakage	Total leakage measures the sum of distribution losses and supply pipe losses in megalitres per day (MI / d). It includes any uncontrolled losses between the treatment works and the customer's stop tap. It does not include internal plumbing losses.	Megalitres a day (MI / day)	0

Environmental Impact

Indicator	Definition	Measure	Score
Pollution incidents (sewerage)	The total number of pollution incidents (categories 1 to 3) in a calendar year emanating from a discharge or escape of a contaminant from a sewerage company asset.	Category 1-3 incidents per 10,000 km of sewer	0
Serious pollution incidents (sewerage)	The total number of serious pollution incidents (categories 1 and 2) in a calendar year emanating from a discharge or escape of a contaminant from a sewerage company asset.	Category 1-2 incidents per 10,000 km of sewer	0