

**ICOSA WATER SERVICES KEY PERFORMANCE INDICATORS TARGETS
APRIL 2018**

OFWAT KPI	UNIT OF MEASUREMENT AND DESCRIPTION	COMPLIANCE TARGET (2017/2018)
<i>Customer Experience</i>		
Service Incentive Mechanism (SIM)	Score The level of customer concern with the Icosa Services' service and how well it deals with them.	N/A
Internal Sewer Flooding	Number of incidents Number of incidents of internal sewer flooding for properties that have flooded within the last 10 years.	0
Water supply interruptions	Number of hours (>3) lost per property Number of hours lost due to water supply interruptions for three hours or longer, per property served.	9 minutes or less
<i>Reliability and Availability</i>		
Serviceability water non-infrastructure	Grade Assessment of the recent historical trend in serviceability to customers, as measured by movements in service and asset performance indicators.	Stable
Serviceability water infrastructure	Grade Assessment of the recent historical trend in serviceability to customers, as measured by movements in	Stable

	<p>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 company wastewater asset.</p>	
<p>Serious pollution incidents (wastewater)</p>	<p>Category 1-2 incidents/10,000km sewer</p> <p>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 company wastewater asset.</p>	<p>0</p>
<p>Discharge permit compliance</p>	<p>Percentage</p> <p>Performance of wastewater assets to treat and dispose of sewage in line with the discharge permit conditions imposed on sewage treatment works.</p>	<p>100</p>
<p>Satisfactory sludge disposal</p>	<p>Percentage</p> <p>Percentage sludge treated which adheres to the Safe Sludge Matrix and complies with legal obligations.</p>	<p>100</p>