

ICOSA WATER SERVICES KEY PERFORMANCE INDICATORS TARGETS APRIL 2018

OFWAT KPI	UNIT OF MEASUREMENT AND DESCRIPTION	COMPHANCE TARGET (2017/2018)
Customer Experience		
Service Incentive Mechanism (SIM)	The level of customer concern with the Icosa Services' service and how well it deals with	N/A
Internal Sewer Flooding	them. Number of incidents	0
	Number of incidents of internal sewer flooding for properties that have flooded within the last 10 years.	
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
Reliability and Availability		
Serviceability water non- infrastructure	Assessment of the recent historical trend in serviceability to customers, as measured by movements in service and asset performance indicators.	Stable
Serviceability water infrastructure	Assessment of the recent historical trend in serviceability to customers, as measured by movements in	Stable



	service and asset performance	
	indicators.	
Serviceability sewerage	Grade	Stable
non-infrastructure		
	Assessment of the recent	
	historical trend in	
	serviceability to customers, as	
	measured by movements in	
	service and asset performance	
	indicators.	
Comicability		Cashis
Serviceability sewerage	Grade	Stable
infrastructure		
	Assessment of the recent	
	historical trend in	
	serviceability to customers, as	
	measured by movements in	
	service and asset performance	
	indicators.	
Leakage	Million litres per annum	Less than 0.68
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	Total leakage measures the	
	sum of distribution losses and	
	supply pipe losses in litres per	
	3	
	uncontrolled losses between	
	the treatment works and the	
	customer's stop tap. It does	
	not include any internal	
	plumbing losses.	
Security of Supply Index	Index score	100
(SoSI)		
	Indicates the extent to which a	
	company can guarantee	
	provision of its levels of service	
	for restrictions of supply. The	
	indicator measures security of	
	supply for two scenarios	
	(where relevant) – under dry	
	year annual average conditions	
	and peak demand conditions.	
Environmental Impact		
Pollution incidents	Category 1-3	0
	0 1	V
(wastewater)	incidents/1,000km sewer	



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