

Measuring performance

NWL performance against non-financial KPIs summary (unaudited)

	North (N) South (S)	Target 2010/11	Target 2009/10	Target achieved	Performance Current year	Performance Previous year
Customer satisfaction						
Overall service (%)	N/S	91	90	✗	88	88
Value for money (%)	N/S	87	85	✗	83	84
Customer – levels of service						
Properties at risk of low pressure	N	256	274	✓	260	271
	S	55	126	✓	40	40
Properties subject to unplanned interruption of six hours or more	N	1,700	3,000	✗	8,671 ¹	8,278
	S	1,100	2,000	✓	1,434	3,353
Properties subject to hosepipe bans at any time during the year	N/S	0	0	✓	0	0
Properties subject to sewer flooding (other causes)	N	150	150	✗	281	286
Properties at risk of sewer flooding (once in 10 years or twice in 10 years)	N	688	76	✗	397	559
Billing contacts responded to (within five working days) (%)	N	99.3	99.2	✓	99.4	99.2
	S	99.3	99.2	✓	99.4	99.6
Written complaints responded to (within 10 working days) (%) ²	N	n/a	99.8	✓	99.9	99.9
	S	n/a	99.8	✓	99.9	99.7
Bills based on meter readings (%)	N	99.9	99.95	✗	99.92	99.90
	S	99.9	99.95	✗	99.93	99.95
All telephone lines busy (%) ²	N	n/a	0.05	✗	0.17	0.07
	S	n/a	0.25	✓	0.07	0.06
Abandoned telephone calls (%) ²	N	n/a	3.00	✗	7.43	3.43
	S	n/a	2.00	✗	4.31	1.95
Water						
DWI Mean Zonal Compliance (%)	N	99.85	99.90	✓	99.91	99.92
	S	99.95	99.98	✗	99.82	99.99
DWI Operational Performance Index (%)	N	99.65	99.65	✗	99.58	99.67
	S	99.98	99.98	✗	99.97	99.98
Distribution Maintenance Index (%)	N	99.70	99.70	✗	99.21	99.52
	S	99.85	99.85	✓	99.94	99.96
Environment						
Sewage treatment works (%)	N	100	99.7	✓	100	100
Bathing waters Mandatory Standard (%)	N	100	100	✓	100	100
Pollution incidents (category 1, 2 and 3)	N	102	89	✗	114	94
Employees						
Employee turnover (rolling %) ³	N/S	–	Industry average 9.2	–	6.5	6.4
Lost time reportable accidents (per 1,000 employees)	N/S	4.3	10	✓	5.7	6
Sickness absence (%)	N/S	2.85	2.85	✗	3.18	2.94

Notes:

1. Performance affected by two major bursts in Tyne & Wear and Northumberland.
2. New Service Incentive Mechanism (SIM) measures have been introduced by Ofwat for 2010/11. These are being piloted and monitored during 2010/11, whereupon appropriate targets will be set.
3. No target set, data for information.



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