

Monitoring plan

Table 3 - United Utilities - Water service - Current performance & planned outputs

Line description	Units	Current performance	AMP4 profile	Level of performance by					
		2003-04		2005-06	2006-07	2007-08	2008-09	2009-10	
A Service performance									
1	DG2 Properties at risk of receiving low pressure	nr	940	S	850	850	850	850	850
2	DG3 Supply interruptions (overall performance score)	nr	0.08	S	0.11	0.11	0.11	0.11	0.11
3	DG6 % billing contacts dealt with within 5 days	%	99.1	S	99.1	99.1	99.1	99.1	99.1
4	DG7 % written complaints dealt with within 10 days	%	99.9	S	99.9	99.9	99.9	99.9	99.9
5	DG8 % metered customers receiving bill based on a meter reading	%	99.80	S	99.80	99.80	99.80	99.80	99.80
6	DG9 % calls abandoned	%	3.1	S	3.1	3.1	3.1	3.1	3.1
7	DG9 % calls receiving the engaged tone	%	0.0	S	0.0	0.0	0.0	0.0	0.0
8	Water ESL (1) Not applicable		NONE	NONE	NONE	NONE	NONE	NONE	NONE
9	Water ESL (2) Not applicable		NONE	NONE	NONE	NONE	NONE	NONE	NONE
B Water sales & supply/demand balance									
10	Billed water delivered	MI/d	1561.08	F	1505.65	1500.78	1489.26	1475.15	1464.02
11	Sewage collected (if applicable)	MI/d	1392.89	F	1369.63	1360.61	1350.18	1338.38	1326.81
12	Water available for use	MI/d	2078.88	S	2038.54	2038.54	2030.54	2030.24	2051.74
13	Distribution input (dry year)	MI/d	2023.41	F	1980.77	1973.00	1959.62	1943.66	1931.15
14	Security of supply index (reference levels of service)	nr	99	S	100	100	100	100	100
15	Security of supply index (planned levels of service)	nr	99	S	100	100	100	100	100
16	Total leakage	MI/d	479.19	F	475.00	470.00	465.00	465.00	465.00
C Serviceability to customers									
17	Water infrastructure	text	IMPROVING	STABLE	STABLE	STABLE	STABLE	STABLE	STABLE
18	Water non- infrastructure	text	STABLE	STABLE	STABLE	STABLE	STABLE	STABLE	STABLE
D Defined outputs for maintaining base services									
19	Water infrastructure (1)		Description		Programme of work				
20	Water infrastructure (2)		No defined outputs		Targeted investment to maintain serviceability using prioritisation models				
21	Water infrastructure (3)		No defined outputs						
22	Water non-infrastructure (1)		No defined outputs		Targeted investment to maintain serviceability using prioritisation models				
23	Water non-infrastructure (2)		No defined outputs						
24	Water non-infrastructure (3)		No defined outputs						

Profile codes
S - Stable
R - Rising
F - Falling
P - Peaking in a particular year (* = 1 to 5)
T - Trough in a particular year (* = 1 to 5)