

Northumbrian Water - Monitoring Plan 2005-10

Table 3, The monitoring plan for 2005-10 - prescribed tables

Water service - current performance & planned outputs

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	287	S	274	274	274	274	274
2 DG3 Supply interruptions (overall performance score)	nr	0.14	S	0.14	0.14	0.14	0.14	0.14
3 DG6 % billing contacts dealt with within 5 days	%	98.7	S	98.7	98.7	98.7	98.7	98.7
4 DG7 % written complaints dealt with within 10 days	%	99.8	S	99.9	99.9	99.9	99.9	99.9
5 DG8 % metered customers receiving a bill based on a meter reading	%	99.99	S	99.97	99.97	99.97	99.97	99.97
6 DG9 % calls abandoned	%	1.6	S	1.5	1.5	1.5	1.5	1.5
7 DG9 % calls receiving the engaged tone	%	17.5	F	7.5	5.0	2.5	2.5	2.5
8								
9								
B Water sales & supply/demand balance								
10 Billed water delivered	MI/d	600.32	F	570.79	562.67	556.42	550.65	546.98
11 Sewage collected (if applicable)	MI/d	499.69	F	482.12	478.04	474.73	471.76	469.87
12 Water available for use	MI/d	1,196.01	R	1,213.04	1,219.18	1,225.19	1,231.07	1,234.01
13 Distribution input (dry year)	MI/d	740.76	F	707.40	697.90	690.25	682.42	678.89
14 Security of supply index (reference levels of service)	nr	100	S	100	100	100	100	100
15 Security of supply index (planned levels of service)	nr	100	S	100	100	100	100	100
16 Total leakage	MI/d	160.19	F	157.50	156.00	154.50	152.30	152.30
C Serviceability to customers								
17 Water infrastructure	Text	Stable		Stable	Stable	Stable	Stable	Stable
18 Water non-infrastructure	Text	Stable		Stable	Stable	Stable	Stable	Stable
D Defined outputs for maintaining base services								
19 Water infrastructure (1)	Text	Text	Description	Programme of work				
20 Water infrastructure (2)	Text	Text		None				
21 Water infrastructure (3)	Text	Text		None				
22 Water non-infrastructure (1)	Text	Text		None				
23 Water non-infrastructure (2)	Text	Text		None				
24 Water non-infrastructure (3)	Text	Text		None				