

Measuring performance

NWL performance against non-financial KPIs summary (unaudited)

	North (N) South (S)	Target 2009/10	Target 2008/09	Target achieved	Performance Current year	Performance Previous year
Customer satisfaction						
Overall service (%)	N/S	90	90	✗	88	89
Value for money (%)	N/S	85	85	✗	84	83
Customer – levels of service						
Properties at risk of low pressure	N	274	274	✓	271	181
	S	126	126	✓	40	60
Properties subject to unplanned interruption of 6 hours or more	N	3,000	3,000	✗	8,278 ¹	3,318
	S	2,000	2,000	✗	3,353 ²	3,405
Properties subject to hosepipe bans at any time during the year	N/S	0	0	✓	0	0
Properties subject to sewer flooding incidents (other causes)	N	150	150	✗	286	290
Properties at risk of sewer flooding incidents (once in ten years)	N	44	61	✗	189	125
Properties at risk of sewer flooding incidents (twice in ten years)	N	32	41	✗	370	329
Billing contacts responded to (within five working days) (%)	N	99.2	99.2	✓	99.2	99.3
	S	99.2	99.2	✓	99.6	99.6
Written complaints responded to (within ten working days) (%)	N	99.8	99.8	✓	99.9	99.9
	S	99.8	99.8	✗	99.7	99.7
Bills based on meter readings (%)	N	99.95	99.95	✗	99.90	99.80
	S	99.95	99.95	✓	99.95	99.96
All telephone lines busy (%)	N	0.05	0.25	✓	0.07	0.03
	S	0.25	0.25	✓	0.06	0.00
Abandoned telephone calls (%)	N	3.00	2.50	✗	3.43	2.85
	S	2.00	2.50	✓	1.95	3.27
Water						
DWI Mean Zonal Compliance (%)	N	99.90	99.90	✓	99.92	99.94
	S	99.98	99.98	✓	99.99	99.99
DWI Operational Performance Index (%)	N	99.65	99.65	✓	99.67	99.66
	S	99.98	99.98	✓	99.98	99.98
Distribution Maintenance Index (%)	N	99.70	99.70	✗	99.52	99.47
	S	99.85	99.80	✓	99.96	99.96
Environment						
Sewage treatment works (%)	N	99.7	99.7	✓	100	98.4
Bathing waters Mandatory Standard (%)	N	100	100	✓	100	100
Pollution incidents	N	89	96	✓	94	119
Employees						
Employee turnover (rolling %) ³	N/S	–	Industry average 10.4	–	6.4	7.4
Lost time reportable accidents (per 1,000 employees)	N/S	10 ⁴	5	✗	6	6
Sickness absence (%)	N/S	2.85	2.85	✗	2.94	3.25

Notes:

1. Performance affected by a major burst in Northumberland.
2. Performance affected by a major burst in Suffolk.
3. No target set, data for information.
4. Scope of target widened for 2009/10 to include all lost time accidents.