






Core Performance Indicators

	<h2>Water Operations</h2>	<ol style="list-style-type: none"> 1. Drinking water coverage (%) 2. Continuity (hr./day) 3. Customers 24/7 supply (%) 4. NRW (l/Conn./hr. or %)
	<h2>Sanitation Operations</h2>	<ol style="list-style-type: none"> 5. Sanitation coverage (%) 6. Continuity (hr./day) 7. Wastewater Collected & Treated (%)
	<h2>Commercial Operations</h2>	<ol style="list-style-type: none"> 8. Collection Rate 9. % Metered Connections 10. Service complaints resolved 11. Drinking Water Quality
	<h2>Financial management</h2>	<ol style="list-style-type: none"> 12. EBITDA Margin 13. Operational Cost Coverage (%)
	<h2>Human Resources</h2>	<ol style="list-style-type: none"> 14. Employees per 1000 connections (#) 15. Female employees (%)



Water Operations

1. Drinking water coverage (%)
2. Continuity (hr./day)
3. Customers 24/7 supply (%)
4. NRW (l/Conn./hr. or %)

Indicator	Data Point	Unit	Definition
Drinking water coverage (%)	Total population in the service area	Number of Inhabitants	Total population under notional responsibility of the utility for water supply, irrespective of whether they receive service
	Population in service area with water services from the utility	Number of Inhabitants	Population under responsibility of the utility with access to water through house connections, yard taps and public water points (either with direct service connection or within 200m of a standpost).
Continuity of supply (hr./day)	Average daily hours of supply	Number of hours	Number of hours per day that the system supplies water to the distribution network without intermittent supply systems; interruptions due to unplanned failures or rehabilitation work should be excluded.
Percentage of customers with 24/7 supply (%)	Customers with 24/7 supply	Number of hours	Number of customers that have direct water supply (no private reservoirs or other storage facilities) for 27 per day, seven days a week
	Population in service area with water services from the utility	Number of Inhabitants	Population under responsibility of the utility with access to water through house connections, yard taps and public water points (either with direct service connection or within 200m of a standpost).
Non-Revenue Water (l/Conn./hr or %)	Total produced water volume	Volume (m3, ft3, gallon, etc)	Total volume of water produced for the service area, i.e. leaving treatment works operated by the Utility and purchased treated water, if any
	Total water volume billed	Volume (m3, ft3, gallon, etc)	Total volume of water billed (metered and unmetered) irrespective of whether the bill is paid or not. Clearly any unmetered volume must be estimated from other information about the water users.
	Total water service connections	Number of connections	Number of active water connections at year-end. All active connections should be counted – residential, non-residential etc – but inactive connections to vacant buildings should be excluded
	Continuity (hours/day)	Number of hours	Number of hours per day that the system supplies water to the distribution network without intermittent supply systems; interruptions due to unplanned failures or rehabilitation work should be excluded.



Sanitation Operations

- 5. Sanitation coverage (%)
- 6. Continuity (hr./day)
- 7. Wastewater Collected & Treated (%)

Indicator	Data Point	Unit	Definition
Sanitation coverage (%)	Total population in the service area	Number of Inhabitants	Total population under notional responsibility of the utility for water supply, irrespective of whether they receive service
	Population in service area with wastewater services from the utility	Number of Inhabitants	Total number of sewer connections (residential and non-residential) at year end in thousands.
Continuity (hr./day)	Number of blockages	Number	Total number of sewer blockages in the network during the year
	Length of pipe in the sewer network	Length (km, miles, feet, etc.)	Total length of the sewerage network (excluding service connections).
Wastewater collected and treated (%)	Volume of collected wastewater	Volume (m3, ft3, gallon, etc)	Volume of wastewater collected (through the sewer system or by tanker)
	Volume of collected and treated wastewater	Volume (m3, ft3, gallon, etc)	Volume of wastewater collected (through the sewer system or by tanker) and treated to meet the standards level locally defined



Commercial Operations

- 8. Collection Rate
- 9.% Metered Connections
- 10. Service complaints resolved
- 11. Drinking Water Quality

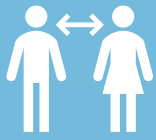
Indicator	Data Point	Unit	Definition
Collection rate (%)	Total Revenues collected	Currency amount	Total income actually collected/received for water and wastewater services
	Total Revenues billed	Currency amount	Total billing of water and wastewater services, connection fees, well abstraction fees, reconnection fees and other operational revenues including subsidies, but excluding all taxes
Percentage of metered connections (%)	Total number of connections with meter	Number of connections	Total volume of water billed that is metered, irrespective of whether the bill is paid or not
	Total water service connections	Number of connections	Total number of water connections with operating meter at year end
Service complaints resolved (%)	Number of complains resolved	Number of complains	Total number of customer complaints actually resolved by the utility within the period of time established
	Number of complains	Number of complains	Total number of customer complaints received by the utility during the year. Depending on the Utility's methods of recording complaints, they may have been made by letter, telephone, in person, or in other forms.
Drinking water quality (%)	Number of samples taken	Number of samples	The number of samples of potable water that are required by law/regulation to be taken from the distribution system based on the local standard
	Number of samples meeting all required guidelines	Number of samples	The number of samples of potable water taken from the distribution system, that have been tested and comply with the local standard



Financial management

- 12. EBITDA Margin
- 13. Operational Cost Coverage (%)

Indicator	Data Point	Unit	Definition
EBITDA margin (amount)	Total Revenue	Currency amount	Total billing of water and wastewater services, connection fees, well abstraction fees, reconnection fees and other operational revenues including subsidies, but excluding all taxes
	Operating expenses (excluding any depreciation or interest expenses)	Currency amount	Total operational expenses, including labor, administration, electricity, chemicals, maintenance, levies and fees but excluding depreciation and financing charges (interest and capital repayments).
Operation cost coverage (%)	Total operating Revenues	Currency amount	Total billing of water and wastewater services, connection fees, well abstraction fees, reconnection fees and other operational revenues including subsidies, but excluding all taxes
	Total operating costs (Staff, Administration, Electricity, chemical, maintenance costs, levies and fees, other)	Currency amount	Total operational expenses, including staff, administration, electricity, chemical, maintenance costs, levies and fees but excluding depreciation and financing charges (interest and capital repayments).



Human Resources

- 14. Employees per 1000 connections (#)
- 15. Female employees (%)

Indicator	Data Point	Unit	Definition
Nr. of employees per 1000 connections (Nr)	Total number of full-time utility employees	Number of staff	Total number of staff that the utility employs, excluding those on part-time contracts or providing third party services
	Total water service connections	Number of connections	Number of active water connections. All active connections should be counted – residential, non-residential etc – but inactive connections to vacant buildings should be excluded
	Total sanitation service connections	Number of connections	Total number of active sewer connections (residential and non-residential). All active connections should be counted – residential, non-residential etc – but inactive connections to vacant buildings should be excluded
Percentage of female employees (%)	Number of female employees	Number of female	Total number of staff that the utility employs that are female, excluding those on part-time contracts or providing third party services
	Total number of full-time utility employees	Number of staff	Total number of staff that the utility employs, excluding those on part-time contracts or providing third party services