

SSS WDR Element	SSS WDR Ref.	Description	Performance Indicator	Unit	Target	KPI Data FY 14/15	KPI Data FY 15/16	KPI Data FY 16/17	KPI Data FY 17/18	Audit Frequency	Responsible Party
Organization	D.ii.c	Chain of Communication	Average response to customer inquiry	Minute	40	21				Quarterly	WW Superintendent
			Total customer service requests	Number	0	915				Quarterly	WW Superintendent
			Total sewer odor complaints	Number	0	9				Quarterly	WW Superintendent
			Average rating in customer service card	Number	5	5				Quarterly	WW Superintendent
O&M	D.iv.a	Maps	Average response time to map update requests	Days	90					Quarterly	WW Superintendent
	D.iv.b	PM Activities	Manholes Inspection performed	Number	0					Quarterly	WW Superintendent
			Sewer main flushed per year	Miles	250	284				Quarterly	WW Superintendent
			Sewer laterals cleaned per year	Miles	8					Quarterly	WW Superintendent
			Sewer laterals mechanically cleaned (eeced) per year	Miles	8					Quarterly	WW Superintendent
			Working staff time to PM program	%	80%					Quarterly	WW Superintendent
			Number of customer accounts per WW employee	Number	561					Quarterly	WW Superintendent
			Average cost of hydro cleaning	\$/lf	\$0.36					Annually	WW Superintendent
	Average cost of sewer mechanical cleaning	\$/lf	\$1.60					Annually	WW Superintendent		
	D.iv.c	R&R Plan	Manholes rehabilitated	Number	50					Quarterly	WW Superintendent
			Sewer main CCTV inspected per year	Miles	30					Quarterly	WW Superintendent
			Sewer laterals CCTV inspected per year	Miles	16					Quarterly	WW Superintendent
			Sewer cleanouts installed per year	Number	75					Quarterly	WW Superintendent
			Sewer Laterals Rehabilitated	Number	50					Quarterly	WW Superintendent
			Total miles rehabed or replaced per year (main)	Miles	5	6				Annually	Rehabilitation Manager
			Total miles rehabed or replaced per year (lateral)	Miles	0.25	2				Annually	Rehabilitation Manager
			Annual capitol budget sewer rehab/replacement	\$/M	\$1.80	1.05				Annually	WW Superintendent
			Average cost of CCTV main	\$/lf	\$0.53					Annually	WW Superintendent
Average cost of CCTV lateral	S/lf	\$1.34					Annually	WW Superintendent			
D.iv.d	Training	On the job accidents	Number	0					Quarterly	WW Superintendent	
D.iv.e	Critical Parts	% of required numberof identified critical parts are stocked	%	100					Annually	Materials Technician	
Design	D.v.a&b	Construction	% of new sewer main accepted vs. inspected	%	100					Annually	WW Supervisor
			% of new sewer lateral accepted vs. inspected	%	100					Annually	WW Supervisor
	D.vi.a	Notification	Average response time to SSO	Minutes	40					Quarterly	WW Superintendent

OERP	D.vi.b	SSO Response	Average SSO duration (main)	Minutes	40				Quarterly	WW Superintendent
			Average SSO duration (lateral)	Minutes	40				Quarterly	WW Superintendent
FOG	D.vii.a	Public Education	FOG public education outreach program events per year	Number	4				Annually	Environmental Utilities PIO
			D.vii.b	FOG Disposal	Number of FOG curbside pickups per year	Number	25			
	% of CCTV inspections with grease observations (DAGS, >20%	%			5				Quarterly	WW Supervisor
	D.vii.d	BMPs & Devices	% of total FSE's with grease removal devices	%	100				Annually	WW Superintendent
			% of total FSE's with a variance	%	5				Annually	IW Technician
	D.vii.e	FOG Inspections	FSE FOG inspections per year	Number	294				Quarterly	IW Technician
			Number of new FSE permits issued per year	Number	5				Quarterly	IW Technician
			% of hotspot pipes CCTV inspected each year	%	100%				Annually	WW Superintendent
			Number of SSO's caused by hot spots	Number	0				Quarterly	WW Superintendent
	D.vii.f	Hot Spots	SSO volume casued by hot spots	Gallons	0				Quarterly	WW Superintendent
Total number of SSO's mains and laterals			Number	76	42			Quarterly	WW Superintendent	
MMM	D.ix.e	SSO Trends	Total volume SSO's mains and laterals	Gallons	2000	1202			Quarterly	WW Superintendent
			% of total SSO volume recovered	%	100	94.5			Quarterly	WW Superintendent
			Total number of wet weather SSO's	Number	0	0			Quarterly	WW Superintendent
			Total volume of wet weather SSO's	Gallons	0	0			Quarterly	WW Superintendent
			% of SSO's caused by FOG (main)	%	1	50			Quarterly	WW Superintendent
			% of SSO's caused by roots (main)	%	70	0			Quarterly	WW Superintendent
			% of SSO's caused by debris/rags (main)	%	0				Quarterly	WW Superintendent
			Number of SSO's caused by LS failure	Number	0	0			Quarterly	WW Superintendent
			Number of SSO's caused by pipe/structural failures	Number	0	0			Quarterly	WW Superintendent
			% of SSO's caused by FOG (laterals)	%	10	0			Quarterly	WW Superintendent
			% of SSO's casued by roots (laterals)	%	75	77.5			Quarterly	WW Superintendent
			% of SSO's casued by debris/rags (laterals)	%	0				Quarterly	WW Superintendent
			Repeats SSO's within two years	Number	0	2			Quarterly	WW Superintendent
			Number of Category 1 SSO's	Number	0	0			Quarterly	WW Superintendent
			SSO's/100 miles of pipe/year- Category 2	Number	2				Quarterly	WW Superintendent
			SSO's/100 miles of pipe/year - lateral	Number	15				Quarterly	WW Superintendent
			SSO's/100 miles of pipe/year - mains	Number	0.6				Quarterly	WW Superintendent
			Flooding claims per year	Number	0				Quarterly	WW Superintendent
			Total Cost of claims per year	\$	0				Quarterly	Risk Management