

Performance Against Pre-Divestment Benchmarks

	<u>WHERE WERE WE THEN?</u>	<u>Our Progress Year 1</u>	<u>Our Progress Year 2</u>	<u>Our Progress Year 3</u>	<u>Our Progress Year 4</u>	<u>Our Progress Year 5</u>	<u>WHERE ARE WE NOW</u>	<u>IMPROVEMENT</u>
Performance Measure	Benchmark 2012/13	Result 2013/14	Result 2014/15	Result 2015/16	Result 2016/17	Result 2017/18	Result 2018/19	%
<u>1. Reliability</u>								
Overall Reliability of Electricity Network	146	105	123	112	92	81	94	36%
Overall Reliability of Water Network	1,582	689	897	996	1122	1160	1331	16%
<u>2. Quality</u>								
Appearance of Treated Water in Network & Premises (Average)	99.0%	97.7%	96.8%	99.6%	100.0%	99.2%	100.0%	1%
Microbiological Integrity of Treated Water Network & Premises (Average)	96.5%	89.0%	91.8%	100.0%	100.0%	100%	100%	4%
<u>3. Customer Service</u>								
Time taken to preform Electricity Connection	50 days	44 days	13 days	19 days	17 days	12 days	3 days	94%
Time taken to preform Water Connection	90 days	91 days	16 days	14 days	11 days	11 days	1 days	99%