



Example Level of Service Goal Measurement

System Size	Level of Service Goal	Goal/Target Level	Data Needed to Measure Goal	Period of Measurement (e.g., weekly, monthly, semi-annual, annual)	Current Level	Meeting Goal, Close to Meeting Goal, Not Meeting Goal
Public Health and Safety						
Any	Meet Federal Safe Drinking Water Act Primary Drinking Water Standards 100% of the time.	100% of the time	SDWA regulations Test Results	Varies based on type of test – follow regs	No violations	Meeting Goal
Any	Meet state and local health based drinking water regulations 100% of the time.	100%	State and Local regs Test Results	Varies based on type of test – follow regs	No violations	Meeting Goal
Any	Maintain high level of confidence in water quality by completing all monitoring and reporting requirements of federal and state regulatory programs and reporting results to customers annually in the consumer confidence report.	Complete all M&R in regs. Provide CCR annually	Federal, State regs Test Results	Testing varies CCR annually	No M&R violations, CCR provided to customers	Meeting Goal
Any	Maintain consistent chlorine residual (minimum of 0.2 mg/L, average of 0.8 mg/L) throughout the distribution system via water line flushing program, as necessary, and proper maintenance of the chlorination system.	Cl residual 0.2 mg/L min.	Test results	Weekly	2 of 50 tests below 0.2 mg/L	Close to Meeting Goal – review flushing and maintenance schedules



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Customer Service						
Small	Provide average water pressure of 60 PSI and minimum water pressure of 40 PSI throughout the distribution system 95% of the time.	40 PSI minimum, 95 % of time	Pressure test results	Monthly	Leak caused low pressure for 2 weeks	Not meeting goal
Any	Provide finished water quality with a maximum of 150 mg/L hardness.	150 mg/L hardness	Water quality test results	Monthly	No exceedances	Meeting Goal
Small	Fewer than 2 complaints received regarding color, taste and/or odor per month.	Maximum 2 complaints per month	Complaint records – phone calls, walk-ins	Monthly	No exceedances	Meeting Goal



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Large	Customer Service Call Center statistics will be tracked and compared to national standards for 1) Abandoned Call Ratio; 2) Average Wait Time; 3) Average Talk Time; 4) First Call Resolution	National standards	Abandoned Call Ratio = (Total number of calls abandoned/Total number of calls received); Average Wait Time = Total minutes waiting/Total number of calls received; Average Talk Time = Total minutes talking/Total number of calls received; First Call Resolution = number of calls received that do not require further effort at the conclusion of the call	Annual	Abandoned Call Ratio = 10.2; Average Wait Time = 3.3; Average Talk Time = 8.1; First Call Resolution = 523	National Standards needed for comparison
Large	Fewer than 10 Technical Service Complaints per 1,000 accounts per quarter.	< 10 TSC/1000 accounts/qtr	=Total technical service complaints*1000/Total retail accounts; include complaints associated with water quality, taste, odor, appearance and pressure, disruptions of service, disruptions of traffic, and facilities upkeep.	Quarterly	8.6	Meeting goal



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Small	Provide water continually to all customers 95% of the time.	Water to customer 95% of time	Outage records	Ongoing – daily	No outages	Meeting Goal
Large	Fewer than 30 water service disruptions per 1,000 customer accounts per year	<30 annually	Number of disruptions of service	Annually	15	Meeting Goal
Any	Requests for new connections will be fulfilled within 10 days of payment of connection fees.	10 days	Fee paid records, date connection made records	Annually	1 meter not set within 10 days	Close to meeting goal
Any	Customers will receive 24 hours notice for planned outages. Planned outages will last no longer than 8 hours per event 98% of the time.	24 hr. notice, 8 hr. outage 98% of time	Notice records, outage time	Per occurrence	No exceedances	Meeting goals
System Maintenance						
Small	The water utility will develop an Operations and Maintenance Plan to ensure the longest possible life of the assets within 2 years. The O&M Plan will be updated once every 3 years.	Completed in 2 years, updated every 3	O&M Plan	Annually	In progress	N/A



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Any	The utility will contract with the fire department to flush fire hydrants to ensure proper operation. If a hydrant is found inoperable it will be reported to the utility within 1 week and replaced within 90 days. (Alternatively, the utility will perform hydrant flushing monthly to ensure operability of hydrants and will replace inoperable hydrants within 90 days.)	Reported within 1 week, replaced within 90 days	Reports from fire department, hydrant replacement records	Annually	No exceedances	Meeting goals
Small	Utility staff will receive 20 hours of training each year to ensure efficient and effective maintenance is completed.	20 hr/year	Training records	Annually	Tom had 12 hours last year	Not meeting goal
Large	A minimum of 20 qualified formal training hours per Full Time Equivalent Employee per year will be required.	20 hr/year	=Training hours/TOTAL FTE	Annually	18.3	Not meeting goal
Large	The planned maintenance ratio, calculated as percentage of Planned Maintenance Hours / Planned Maintenance + Corrective Maintenance will be greater than 50% by 2020	> 50% by 2020	percentage of Planned Maintenance Hours / Planned Maintenance + Corrective Maintenance	Completed by 2020	38.6%	improving annually at rate that should meet 2020 goal



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Large	The Percent of Water Pipe Network Inspected: Leak Detection (Length WATER pipe inspected/Total WATER pipe network length) will be greater than 25% by 2020.	>25% by 2020	Length WATER pipe inspected/Total WATER pipe network length	Completed by 2020	12%	Not on target to meet 2020 goal.
Water Loss Control						
Any	Using AWWA's M36 Manual and Water Audit software, the utility will perform a water loss audit annually; will use the audit to assess overall non-revenue water as well as the categories of non-revenue water; and develop cost-effective (or appropriate) strategies to reduce non-revenue water.	Annual audit	Results of audit	Annually	Completed	Meeting Goal
Small	The utility will improve data quality related to water sources by implementing a master meter testing and calibration program within 2 years.	Within 2 years	Program implemented?	N/A	In Progress	In Progress
Large	Master meters will be tested and calibrated annually.	Meters calibrated	Meter calibration results	Annually	All meters calibrated	Meeting Goal
Response Time						
	Respond to water quality complaints by the next business day 95% of the time	Next business day 95%	Complaint records and responses	Monthly	No exceedances	Meeting Goal



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Small	Provide customer service response within 8 hours during normal business operation (Monday through Friday, 8 AM to 5 PM)	Within 8 hrs during business hours	Response records	Monthly	No exceedances	Meeting Goal
Large	The abandoned call ratio will be reduced below 10 within 6 months.	<10	Total number of calls abandoned/Total number of call received	Within 6 months	12	On target to meet goal
Any	Main line breaks will be fixed within 8 hours of discovery 90% of the time. Service line breaks will be fixed within 16 hours of discovery 90% of the time.	Mains – 8 hours. Service lines – 16 hours 90%	Break identification time and repair time	Monthly	Leaks are not always able to be repaired within 8 hours	Not Meeting Goal – may need to revise
Drought/Demand Management						
Small	Reduce Per Capita water use by 20% within 3 years through the implementation of a water conservation program.	20% within 3 years	Per Capita water use records - meter readings	Annually	In Progress	In Progress
Large	The gallons per capita per day (gpcd) water use for single-family residential customers will be reduced to 100 gpcd through the implementation of a toilet rebate program and targeted education efforts within 3 years.	Average 100 gpcd	Water use for single-family residential customers	Monthly	In Progress	In Progress



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Any	The utility will develop a drought management plan within 2 years. Water restrictions will be imposed during times of drought based on the drought management plan.	2 years	Drought management plan	Annually	In Progress	In Progress
Any	The utility will plan for future development and growth by updating the 20 year Master Plan every 5 years.	5 years	Master Plan	5 years	Completed	Meeting Goal
Utility Management						
Any	The Utility will use the principals of Asset Management to maintain defined levels of service at the lowest life cycle costs. The Asset Management Plan will be reviewed and updated on an annual basis.	Update annually	Was plan reviewed and updated?	Annually	Updated	Meeting Goal
Any	Water distribution integrity, measured as number of leaks/breaks per 100 miles of water pipe will be monitored quarterly. This information will be used to guide planned pipe replacement expenditures.	Quarterly monitoring	Was distribution integrity monitored	Quarterly	Monitored	Meeting Goal



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Any	Water service affordability, measured as Average monthly bill x 12/real Median Household Income will be tracked annually and goals will be set based on AWWA metrics.	AWWA metrics	= Average monthly bill x 12/real Median Household Income	Annually	AWWA metrics needed	AWWA metrics needed
Internal Utility Goals						
Any	Employee safety will be tracked and there will be fewer than 2 lost time events per year.	<2 per year	Lost time events	Annually	1	Meeting goal
Any	The utility will implement an energy management program within 3 years. The utility will reduce energy use by 3% per year for the next 3 years.	3 years. 3% per year for 3 years	Past and current energy use	Annually	Not yet measured	Not yet measured
Any	Business Case Evaluations OR Benefit Cost Analysis will be utilized to analyze proposed new projects that cost more than \$10,000.	All proposed projects >\$10,000.00	Business Case Evaluations, CIP	Annually	Not yet measured	Not yet measured