

Irish Water / Kilkenny County  
Council  
Annual Service Plan (ASP)

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2015



Final V 1.4

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**1 Document Control**

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## 2 Purpose of Annual Service Plan

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Irish Water and Kilkenny County Council agree to work, under the terms of the Service Level Agreement (SLA), to provide efficient and quality water services. This ASP documents the agreed objectives of Irish Water and Kilkenny County Council. The ASP commits both parties to deliver these specific objectives and standards of performance against a budget covering headcount, goods and services and investment in the forthcoming year as per SLA clause 16.4.1

The ASP concentrates on outputs and imposes a commitment on both sides to deliver these agreed outputs. The Service Plan identifies:

- The detailed and specific targets and objectives for 2015.
- The performance indicators being monitored to ensure achievement of objectives.
- The methodology for measurement and calculation of performance.
- The process of reporting against the agreed performance indicators.
- The budget and headcount agreed by Irish Water and Kilkenny County Council for 2015.
- The 3 Year Transformation initiatives.
- The elements of the Irish Water Capital programme that are pertinent for Kilkenny County Council.

In order to effectively adapt to developing targets and objectives, including those set out in the Commission for Energy Regulation (CER) Customer Handbook and the CER decision on the Water Charges Plan (and the subsequent complexities associated with volume ranges, performance standards and measures, and potential changes in customer needs), the Service Plan will be agreed annually. Each successive Service Plan should seek to continually improve the type and quality of services provided by Irish Water in partnership with Kilkenny County Council.

The Service Plan sets out how objectives and actions agreed between the LA and IW are to be delivered, and is not to be interpreted as the detailed scope of the Services, which the LA is obliged to deliver as per the SLA.

### **3 Overview**

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Irish Water, working with Local Authorities under the SLA, aims to provide water services, as per the Water Services Acts. In doing so, Irish Water aims to satisfy the needs of its customers, in compliance with statutory and regulatory requirements, and in a cost effective manner.

#### **3.1 Vision and Values**

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As per the Irish Water/CCMA Joint Vision & Values Output Report, the joint vision for Irish Water (IW) and the Local Authority (LA) sector should be to create a high performing utility that delivers:

- A seamless service for the customer with a single way of working.
- A motivated workforce who are all part of the transformation and delivery agenda.
- A formal recognition of mutual interdependencies.
- Increased integration.
- Identifying best practice to drive continuous improvement.

To progress towards this vision, the joint values in the Transformation Plan for IW and the LA sector are:

- Openness and transparency.
- Recognising interdependency.
- Effective communication - especially the fullest sharing of information.
- To recognise and value our skills and capability.
- Mutual respect and understanding.
- Customer service - that continues to improve.
- Working together to deliver joint objectives.
- To be forward looking.

## 4 2015 ASP Context and Risk

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### 4.1 Industry Opex Funding Context

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Arising from the recently published decision by the Commission for Energy Regulation (CER) on the Water Charges Plan, the amount of the industry 2015 “Allowed Opex” is now known and will be €795m. While this is broadly similar to 2014 in quantum, it has to accommodate much increased new activity and related Opex, particularly in areas associated with the introduction of domestic water charging. This additional new activity must be delivered while operating within the available budget.

The CER’s decision is based on imposing an average efficiency requirement of circa 7% per annum for both 2015 and 2016, [REDACTED]

### 4.2 Transformation Plan

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As an industry, we are obliged to meet the regulatory financial targets set by the CER. The Transformation Plan will assist us in delivering world class services within our funding and revenue limits.

Irish Water and the Local Authorities will work together to transform the water industry and meet the objectives of the Government and our Regulators as well as keeping commitments to our stakeholders and customers. The Transformation Plan has been developed through a series of workshops between Irish Water and the CCMA/WSTO. This single Transformation Plan is in place for the sector, and this will inform the individual Annual Service Plans (ASPs) under the SLAs.

Operating together, Irish Water and the Local Authorities will take a strategic, national approach within the SLA framework to create an industry with the capacity to deliver world class water services. This will provide the capability for planning, development, raising finance, investment and operations necessary to meet this objective

### 4.3 Customer Handbook and Codes of Practice

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The 2015 ASP incorporates the relevant elements of the CER Customer Handbook and Codes of Practice. The objectives, 1 – 6 in this document, set out the targets and measures for meeting these objectives. Full implementation of these measures is dependent on the roll-out of the Customer Handbook and Codes of Practice transformation initiative. In the interim, *Business as Usual* must be delivered for the Customer, building on the 2014 ASP.

#### 4.4 Building Control Regulations Exemption

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Irish Water and the Local Authorities will adopt a joint partnering approach to the efficient completion of water and wastewater projects commenced by the Local Authorities and to be completed by Irish Water where Irish Water will be relying on the Local Authority exemption from Building Control Regulations.

#### 4.5 Risks to ASP Delivery

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The graphic below highlights areas of risk, for the overall delivery of this Service Plan



#### 4.5.1 Reducing Risk through the Transformation Programme

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- Organisation.
- Process.
- Technology.
- To move towards an Industry model.
- Development of centres of excellence/specialisation to consolidate and drive performance, including, inter alia:
  - Laboratory Services, water loss management, water safety plans, DWIRPS/WINREPS, minor works, DBO Management, 24 hours treatment plant monitoring and alarm management.
- Cross-boundary working.

## 5 Annual Service Plan Methodology

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This Service Plan is an objective-focused document, using Performance Indicators to signal progress in achieving specific targets and improvements in performance.

### 5.1 Objectives

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The objectives have been grouped into 4 categories representing the pillars of the Balanced Scorecard:

- **Customer** – Providing services that are valued by customers. This is influenced by the CER Customer Handbook.
- **Internal Process / Compliance** – Adherence to all reporting requirements and meeting regulatory requirements as set out by IW and relevant statutory and regulatory bodies, e.g. CER and EPA.
- **Financial** – Providing a cost effective service, within budgetary constraints.
- **Learning & Growth** – To continuously improve & drive change initiatives.

The progress for each objective will be monitored throughout the year, as required.

### 5.2 Performance Indicators/Metrics

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Where possible, each Performance Indicators (PI) /metric has:

- A historically-based baseline.
- An agreed target.
- A method for calculation.

Monitoring of PIs/Metrics will occur through monthly reporting tools, i.e. Performance Dashboard snapshots and the Balanced Scorecard. Tier 2 & 3 meetings will continue as they are until such time as the SLA / ASP Meetings Protocol is agreed.

SLA

3 Year Transformation Plan

Annual Service Plan



Objectives - (Customer, Finance, Internal Process /Compliance, Learning & Growth)

•Pis

•Metrics

Performance Dashboard & Balanced Scorecard

### 5.3 Definitions

Term	Explanation
<b>Strategic Objective</b>	Strategic Objectives describe important medium- and long-term goals that Irish Water wishes to achieve. Example: <i>"Provide safe, high quality, sustainable compliant operations"</i> .
<b>Objective</b>	The element that must be completed to achieve the Strategic Objective. Derived by asking <i>"To achieve this Strategic Objective, what must we do well?"</i>
<b>Measure(s)</b>	How we measure performance for success. Example: <i>"Number of ..."</i> or <i>"Percentage of ..."</i> . 
<b>Target</b> Set only one Target per Measure.	The required level of performance to ensure success by closing the gap between current and expected performance. 
<b>Risk</b>	Regarded as a possible loss or other adverse consequence that has the potential to impact on Irish Water's ability to achieve its objectives and fulfil its mission.
<b>Initiative(s)</b> Also known as Task(s), Action(s), or Programmes.	These are actions that must be taken to achieve success, and, thus, the Irish Water Objectives. Initiatives should be included that will assist in off-setting some or all of the Risks that may otherwise hamper success.
<b>Business As Usual (BAU)</b>	The normal execution of standard functional operations – in accordance with SLA clause 3.4. In relation to customer, this relates to any works, notifications, classification, identification of customers affected by loss of service and/or monitoring of both planned and unplanned activities that are currently being carried out in the Local Authority.

\* - to be supplemented through CER Customer Handbook and Codes of Practice Transformation Initiative

## 6 Objectives Overview

This table outlines the Performance Indicators (PIs) / Measures for Water Services in Kilkenny County Council. They relate to a number of Objectives, which are described in the Objective Detail section of this Document. Where appropriate, a Baseline has been identified for each measure. The Objectives are categorised in one of the four pillars of the Balanced Scorecard (Customer, Internal Process, Finance and Learning & Growth).

The first 6 objectives relate to Customer metrics. These metrics are specifically relevant to the CER Customer Handbook and Codes of Practice and will be reported to the CER. There is a specific initiative in the Transformation Plan, which deals with the CER Customer Handbook and Codes of Practice. This includes the capability to accurately measure and report on the objectives. It is recognised that the majority of these activities are currently being carried out by LAs, as per Section 3.4 of SLA. These 'BAU' levels of performance must continue up to the time that the initiative enables LAs to meet the CER-specific requirements through Processes, Organisation and Technology. Full compliance with these CER-related objectives is not measured against until this transformation initiative has been rolled out.

Note that for Irish Water Customer Centre to respond to customers within the time requirements required by CER, the Local Authorities will be required to deliver the required activity and reporting to meet the target times. The Services are to be delivered in accordance with ASP 2015 budget with due regard to the Transformation Initiatives outlined above.

(\* denotes standards set out by the Commission for Energy Regulation (CER) in the Irish Water Handbook CER/14/364. Measurement definition is to be agreed with CER.)

No.	Objective	Measure(s)	Baseline	Target 2015
		<b>CUSTOMER</b>		
1	Planned Interruptions*	(A) Number of properties given 2 days' notice or more of planned interruption - expressed as a percentage of all properties connected to the water distribution system where planned interruption is experienced. (Charter payments to apply from 1 <sup>st</sup> October 2015.)  (B) Number of properties on the Priority Services Register given 2 days' notice or more of planned interruption - expressed as a percentage of all properties on the Priority	BAU	BAU + Transformation initiative - CER Customer Handbook and Codes of Practice  BAU + Transformation Initiative - CER

No.	Objective	Measure(s)	Baseline	Target 2015
		<p>Services Register connected to the water distribution system where planned interruption is experienced. (Charter payments to apply from 1<sup>st</sup> October 2015.)</p> <p>(C) Number of properties where supply is restored within 24 hours of supply cut off, or as advised in planned works notification - expressed as a percentage of all properties connected to the water distribution system where planned interruption is experienced.</p>	BAU	<p>Customer Handbook and Codes of Practice</p> <p>BAU + Transformation Initiative - CER Customer Handbook and Codes of Practice</p>
2	Unplanned Interruptions*	<p>(A) Number of properties where supply is restored within <u>12 hours</u> of cut off – expressed as a percentage of all properties connected to the water distribution system where unplanned interruption is experienced.</p> <p>(B) Number of properties where supply is restored within <u>24 hours</u> of cut off as a result of large water main issues – expressed as a percentage of all properties connected to the water distribution system where unplanned interruption is experienced.</p> <p>(C) Number of properties on the Priority Services Register given notice of interruption to supply anticipated to last more than <u>4 hours</u> – expressed as a percentage of all properties on the Priority Services Register connected to the water distribution system where unplanned interruption is experienced. (Charter payments to apply from 1<sup>st</sup> October 2015.)</p> <p>(D) Number of properties on the Priority Services Register given notice of interruption to supply anticipated to last more than <u>12 hours</u> and where alternative supply is arranged – expressed as a percentage of all properties on</p>	BAU	<p>BAU + Transformation Initiative - CER Customer Handbook and Codes of Practice</p> <p>BAU + Transformation Initiative - CER Customer Handbook and Codes of Practice</p> <p>BAU + Transformation Initiative - CER Customer Handbook and Codes of Practice</p> <p>BAU + Transformation Initiative - CER Customer Handbook and Codes of Practice</p>

No.	Objective	Measure(s)	Baseline	Target 2015
3	Asset Flooding *	<p>the Priority Services Register connected to the water distribution system where unplanned interruption is experienced.</p> <p>(A) Number of properties affected by flooding from water (assumed to originate from an Irish Water asset) attended to within <u>4 hours</u> of notification – expressed as a percentage of the number of properties, affected by water, notified. Exceptions include failure of assets due to extreme or severe weather events which cause reasonable design capacity of Irish Water assets to be exceeded.</p> <p>(B) Number of properties affected by flooding from wastewater (assumed to originate from an Irish Water asset) attended to within <u>4 hours</u> of notification – expressed as a percentage of the number of properties, affected by wastewater, notified. Exceptions include failure of assets due to extreme or severe weather events which cause reasonable design capacity of Irish Water assets to be exceeded.</p>	BAU	<p>Handbook and Codes of Practice</p> <p>BAU + Transformation Initiative - CER Customer Handbook and Codes of Practice</p>
4	Water Pressure*	<p>(A) Number of investigations into reduced pressure carried out within <u>5 working days</u> of customer request – expressed as a percentage of the total number of investigations into reduced pressure requested.</p> <p>(B) Number of advices to rectify reduced pressure given within <u>10 working days</u> of customer request – expressed as a percentage of the total number of advices into reduced pressure given.</p>	BAU	<p>BAU + Transformation Initiative - CER Customer Handbook and Codes of Practice</p> <p>BAU + Transformation Initiative - CER Customer Handbook and Codes of Practice</p>
5	Asset Fault Reporting*	Number of responses given to customer within <u>2 working</u>	BAU	<p>BAU + Transformation Initiative - CER Customer Handbook and Codes of Practice</p> <p>BAU +</p>

No.	Objective	Measure(s)	Baseline	Target 2015
6	Customer Complaints*	<p><u>days of notifying a fault on an Irish Water asset – expressed as a percentage of the number of notifications received.</u></p> <p>Number of customer complaints responded to within <u>5 working days</u> with a resolution or a plan for the steps required to achieve a resolution, under normal conditions – expressed as a percentage of the total number of complaints received. (Charter payments to apply from 1<sup>st</sup> October 2014.)</p>	BAU	<p>Transformation Initiative - CER Customer Handbook and Codes of Practice</p> <p>BAU + Transformation Initiative - CER Customer Handbook and Codes of Practice</p>
<b>INTERNAL PROCESSES / COMPLIANCE</b>				
7	Drinking Water Supply	<p>(A) Provide Annual Water Quality Sampling and Analysis – measured as a percentage of regulatory annual samples taken and analysed in accordance with agreed Sampling Plan.</p> <p>(B) Upload drinking water test results for all samples analysed as per agreed Sampling Plan to EDEN. Measured as a percentage of samples (i.e. check and audit) uploaded in accordance with agreed Sampling Plan.</p> <p>(C) Water quality – measured as a percentage of tests undertaken (for Micro, Chemical, and Indicator suites) which comply with statutory and regulatory requirements.</p>	100%	100%
8	Leakage Management	(A)(i) Number of leaks fixed	750	750
		(A)(ii) Number of leaks found	750	750
		(B) Improvement on Unaccounted for Water (UFW) on 2014 expressed as a percentage of total water supplied under water supply schemes that Irish Water is responsible for.	41%	39%

No.	Objective	Measure(s)	Baseline	Target 2015
9	Wastewater Provision	<p>(C) Number of fully functioning District Metering Areas (DMAs) – measured as a percentage of all DMAs.</p> <p>(A) Provide Wastewater Quality Sampling and Analysis - measured as a percentage of statutory and regulatory annual samples taken and analysed in accordance with agreed plan.</p> <p>(B) Regulatory wastewater reports provided by statutory and regulatory timescales – measured as a percentage of statutory and regulatory reports required.</p> <p>(C) Wastewater quality at wastewater treatment plants serving greater than 500 population equivalent achieving compliance with statutory and regulatory requirements – measured as a percentage of plants.</p> <p>(D) Wastewater quality at wastewater treatment plants serving greater than 500 population equivalent achieving compliance with statutory and regulatory requirements – measured as a percentage of population equivalent.</p>	<p>70%</p> <p>100%</p> <p>100%</p> <p>TBC</p> <p>TBC</p>	<p>90%</p> <p>100%</p> <p>100%</p> <p>TBC</p> <p>TBC</p>
10	Capital Investment Plan	<p>Manage the progression of contracts / projects to meet objectives as agreed between LA CaPO PMs and IW Regional AP/CD Leads – measured as a percentage of agreed objectives.</p>	N/A	100%
<b>FINANCIAL</b>				
11	Costs	<p>(A) Total LA managed PO's processed through IW Oracle System -measured as a percentage of total value of approved PO spends (*LA FMS + Oracle).</p> <p>*LA FMS Calculation excludes Payroll, CMC, drawdowns from central stores / machinery yards or other agreed LA incurred costs. Calculation only includes procurement</p>	83% to 92%	95%

No.	Objective	Measure(s)	Baseline	Target 2015
		transactions that could have gone through oracle, Transaction type OP/OR in LA FMS. (B) All overtime must be reported appropriately. The quarterly overtime budget may not be exceeded without IW written approval.	N/A	0%
12	Revenues	% revenue collected by Local Authority on behalf of Irish water versus % target revenue collected (% target is average of revenue in 2011, 2012 & 2013 plus 1%, 77%)	N/A	100%
13	Retrospective PRs	Value of PRs that are approved either before goods or services are delivered or within <u>3 working days</u> after goods or services have been delivered.  Measured as a percentage of the total value of all approved Goods and Services PRs.	N/A	98%
<b>LEARNING &amp; GROWTH</b>				
14	Health and Safety	(A) Percentage of reportable accidents reported to Irish Water and the H.S.A.. (B) Percentage of corrective actions risk-rated greater than or equal to 16, raised through Irish Water HSQE inspections, statutory inspections or Irish Water hazard reporting system, tracked to closure within <u>1 week</u> or a timeline that is agreed as being reasonably practicable between Irish Water and the Local Authority.  <b>Note</b> : Where timelines are extended effective temporary measures must be put in place to reduce the risk. (C) Percentage of corrective actions risk-rated less than 16, raised through Irish Water HSQE inspections, statutory inspections or Irish Water hazard reporting system, tracked to closure within <u>1 month</u> or a timeline	N/A	100%
			N/A	100%

No.	Objective	Measure(s)	Baseline	Target 2015
		<p>that is agreed as being reasonably practicable between the Irish Water and the Local Authority.</p> <p><b>Note :</b> Where timelines are extended effective temporary measures must be put in place to reduce the risk.</p> <p>(D) Percentage of Post Incident Reviews submitted to Irish Water in accordance with IW- PRT-HSQE -001.</p>	N/A	100%
15	Transformation	<p>The successful roll-out of 3 Year Transformation Plan in line with agreement with Sector (including CCMA) Measure – quarterly report from Business Change with an overall RAG rating per LA on success of progress.</p>	N/A	Green Rating
16	Reporting	<p>The overall percentage of completed reports returned on time, in line with agreed process and templates. There is detail in the Objective Detail section and the Schedule of Reports.</p>	N/A	100%

## 7 Inputs

### 7.1 Budget & Headcount

#### Irish Water - O&M Budget 2015

LA & IW Budget supporting the ASP

##### Kilkenny County

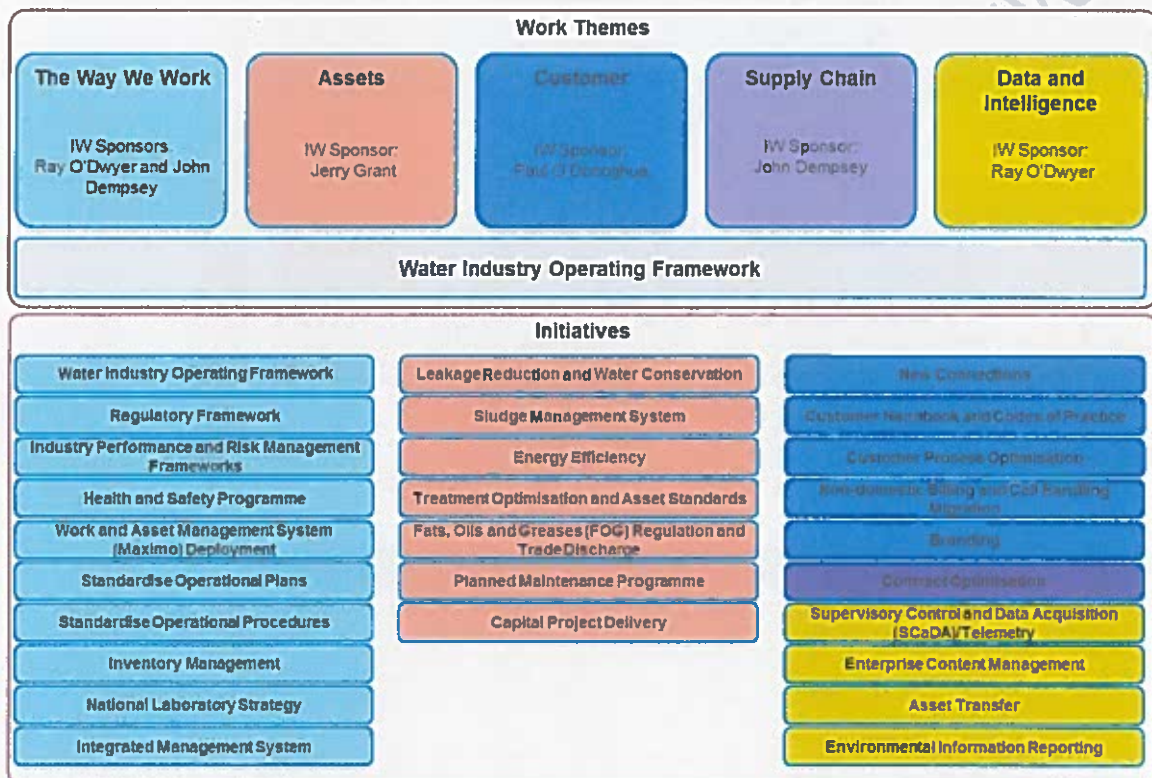
##### LA Budget

	Budget 2014	Budget 2015	Notes
	€k	€k	
<b>Payroll</b>			
Basic & Allowances			
Overtime			
<b>Total Opex Payroll</b>			
Capital Office Payroll			
<b>Total Payroll Cost</b>			
<b>Travel &amp; Sub</b>			
Opex			
Capex			
<b>Total Travel &amp; Sub</b>			Payroll + Travel & Sub
<b>CMC</b>			
<b>Total CMC</b>			
	2014 ASP and movements	Restated Budget 2014	Current FTEs
<b>FTEs</b>			Budget 2015
ASP 2014			
Adjustments to 2014 FTE - Agreed			
Opex			
Capital Office			
<b>Total FTEs</b>			

## 7.2 Transformation Plan (2014 – 2017)

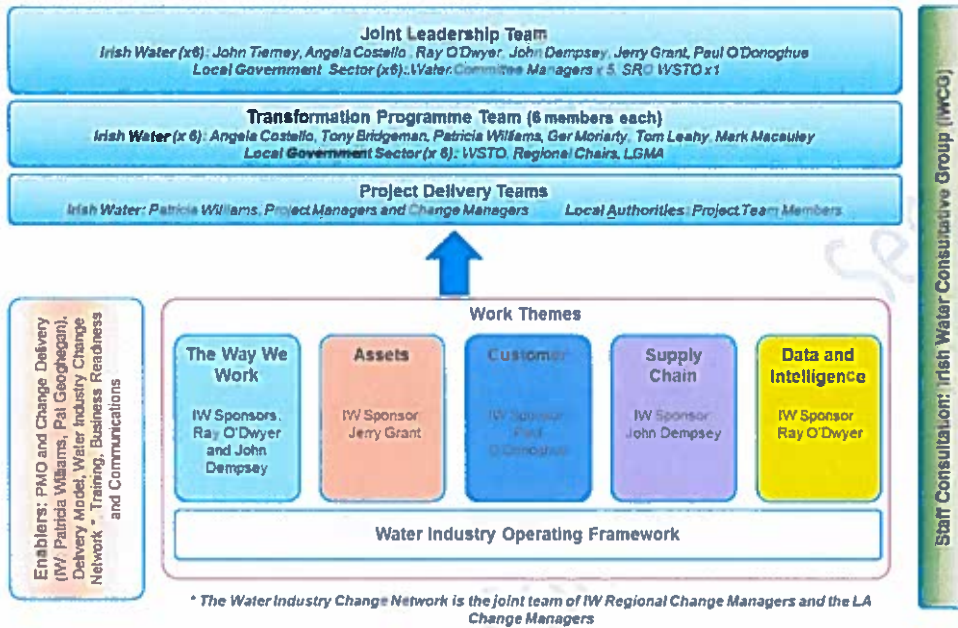
Under section 9 of the SLA, Irish Water and Local Authorities are committed to transforming the water industry. In accordance with this, Transformation Plan 2014-2017 was developed between the County and City Management Association (CCMA)/Water Services Transition Office (WSTO) on behalf of the Local Authorities and Irish Water to assist in the delivery of world class water services.

The Transformation Plan includes five key work themes (with a set of initiatives under each heading) as set out below.”



## 7.2.1 Delivering the Transformation Plan

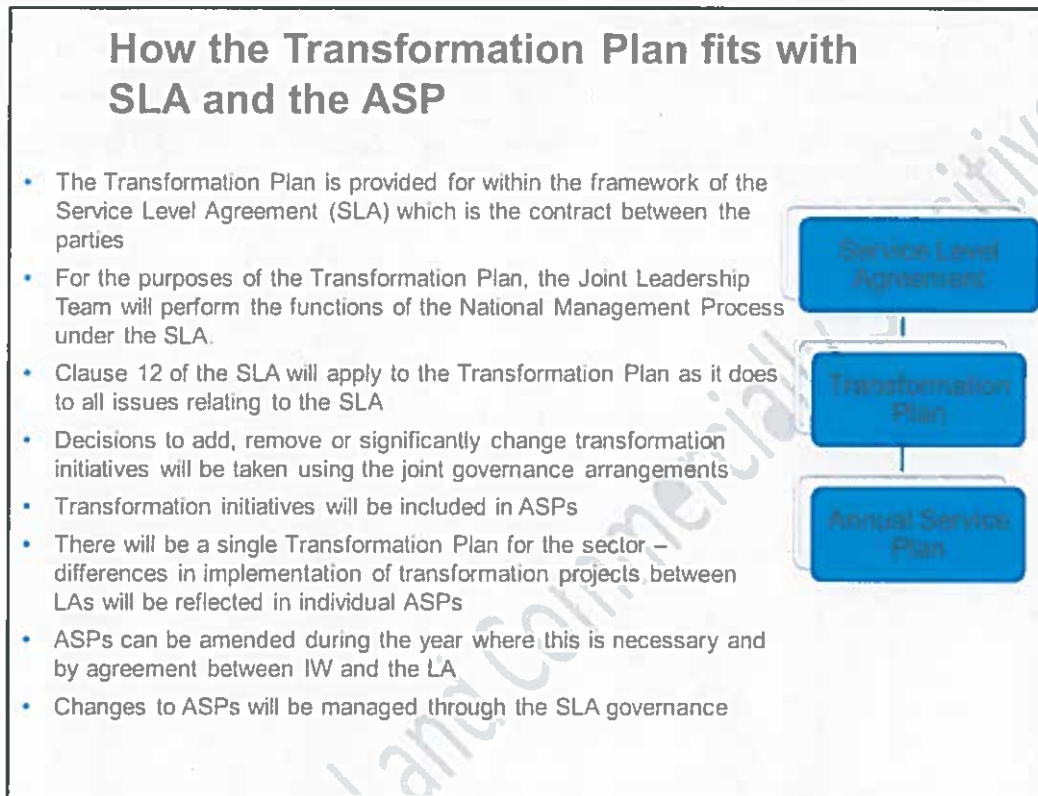
A joint Governance Model between Irish Water and the Local Authorities has been put in place to provide oversight of delivery of the Transformation Plan Initiatives. The diagram below and the following table provide detail of that governance structure.



Group	Roles and Responsibilities
Joint Leadership Team	<ul style="list-style-type: none"> <li>Overall sponsors of the Water Industry Transformation Plan</li> <li>Authority for the monitoring and closure of the plan of work</li> <li>Approval of initiatives for inclusion/exclusion/prioritisation</li> <li>Point of escalation for key strategic issues and decisions</li> <li>Provide overall direction to Transformation Programme Team</li> <li>Monitor Transformation benefits</li> </ul>
Transformation Programme Team (Joint)	<ul style="list-style-type: none"> <li>Make recommendations as appropriate to the Joint Leadership Team</li> <li>Review and approve programme progress within the Delivery Model</li> <li>Escalate to Joint Leadership Team and/or the IWCG as appropriate</li> <li>Review escalated risks and issues and direct mitigating actions</li> <li>Work collaboratively to come to joint agreement on key decisions</li> <li>Track and monitor status of projects within individual programmes</li> <li>Identify new initiatives</li> </ul>
Project Delivery Teams (Joint)	<ul style="list-style-type: none"> <li>Day-to-day management of projects</li> <li>Track all aspects of detailed project plans</li> <li>Report key issues and risks to programme leadership</li> <li>Ensure engagement and input from the sector into TPT reporting</li> <li>Determine the need for working groups, including union involvement on the Working Groups as required</li> <li>Includes current and future Working Groups</li> </ul>
The Irish Water Consultative Group	<ul style="list-style-type: none"> <li>Joint Management / Union Group to provide a mechanism for regular structured dialogue, consultation, engagement and resolution of HR and IR issues</li> </ul>

## 7.2.2 How the Transformation Plan fits with the SLA and ASP

The extract from the agreed Transformation Plan, explains the relationship between the Plan, the SLA and the ASP.



### 7.3 Capital Investment Plan 2014-2016

(Not including Minor Capital Programmes/Works)

LA Name	Scheme Name	Status 2014 - 2016	Main Driver
Leitrim County	LM Ballinamore Adv SS	A. Continue in Construction	D3 - Environmental Compliance
Leitrim County	Leitrim Towns & Villages Sewerage Scheme1 Contract 2 (Wastewater Treatment Plants - DBO)	A. Continue in Construction	D4 - Wastewater Availability
Leitrim County	LM Manorhamilton SS WWTP Upgrd	B. Review Scope and Commence Construction	D3 - Environmental Compliance
Leitrim County	Mohill SS WWTP Upgrd	B. Review Scope and Commence Construction	D3 - Environmental Compliance
Leitrim County	North Leitrim Regional Water Supply Scheme Contract 3a WT Plant expansion. Contract 3b Pipelines/Res	B. Review Scope and Commence Construction	D1 - Drinking Water Quality

Confidential and Commercially Sensitive

## Appendices

### A. Detail of Objectives

No.	1			
Category	Customer			
Strategic Objective	Provide safe, high quality, sustainable, compliant operations			
Objective	Planned Interruptions			
Performance Indicator	Measure(s)	Target 2015	Risks (to achieving target)	Initiative(s) (to help achieve target)
	(A) Number of properties given <u>2 days'</u> notice or more of planned interruption - expressed as a percentage of all properties connected to the water distribution system where planned interruption is experienced. (Charter payments to apply from 1 <sup>st</sup> October 2015.)	BAU + Transformation initiative - CER Customer Handbook and Codes of Practice	Risks to be identified in Transformation initiative - CER Customer Handbook and Codes of Practice	Transformation Initiative – CER Customer Handbook and Codes of Practice
	(B) Number of properties on the Priority Services Register given <u>2 days'</u> notice or more of planned interruption - expressed as a percentage of all properties on the Priority Services Register connected to the water distribution system where planned interruption is experienced. (Charter payments	BAU + Transformation initiative - CER Customer Handbook and Codes of Practice	Risks to be identified in Transformation initiative - CER Customer Handbook and Codes of Practice	Transformation Initiative – CER Customer Handbook and Codes of Practice

	to apply from 1 <sup>st</sup> October 2015.)			
	(C) Number of properties where supply is restored within <u>24 hours</u> of supply cut off, or as advised in planned works notification - expressed as a percentage of all properties connected to the water distribution system where planned interruption is experienced.	BAU + Transformation initiative - <i>CER Customer Handbook and Codes of Practice</i>	Risks to be Identified in Transformation initiative - <i>CER Customer Handbook and Codes of Practice</i>	Transformation Initiative – <i>CER Customer Handbook and Codes of Practice</i>
Calculation Methodology	TBC as per Transformation Plan Initiative - <i>Customer Handbook and Codes of Practice</i>			
Reporting	Reporting Source		Reporting Frequency	
	TBC as per Transformation Plan Initiative - <i>Customer Handbook and Codes of Practice</i>		Monthly	

No.	2			
Category	Customer			
Strategic Objective	Provide safe, high quality, sustainable, compliant operations			
Objective	Unplanned Interruptions			
Performance Indicator	Measure(s)	Target 2015	Risks (to achieving target)	Initiative(s) (to help achieve target)
	(A) Number of properties where supply is restored within <u>12 hours</u> of cut off – expressed as a percentage of all properties connected to the water distribution system where unplanned interruption is experienced.	BAU + Transformation initiative - CER <i>Customer Handbook and Codes of Practice</i>	Risks to be identified in Transformation initiative - CER <i>Customer Handbook and Codes of Practice</i>	Transformation Initiative – CER <i>Customer Handbook and Codes of Practice</i>
	(B) Number of properties where supply is restored within <u>24 hours</u> of cut off as a result of large water main issues – expressed as a percentage of all properties connected to the water distribution system where unplanned interruption is experienced.	BAU + Transformation initiative - CER <i>Customer Handbook and Codes of Practice</i>	Risks to be identified in Transformation initiative - CER <i>Customer Handbook and Codes of Practice</i>	Transformation Initiative – CER <i>Customer Handbook and Codes of Practice</i>
	(C) Number of properties on the Priority Services Register given notice of interruption to supply anticipated to last more than <u>4 hours</u> – expressed as a percentage of all properties on the	BAU + Transformation initiative - CER <i>Customer Handbook and Codes of Practice</i>	Risks to be identified in Transformation initiative - CER <i>Customer Handbook and Codes of Practice</i>	Transformation Initiative – CER <i>Customer Handbook and Codes of Practice</i>

	Priority Services Register connected to the water distribution system where unplanned interruption is experienced. (Charter payments to apply from 1 <sup>st</sup> October 2015.)			
	(D) Number of properties on the Priority Services Register given notice of interruption to supply anticipated to last more than <u>12 hours</u> and where alternative supply is arranged – expressed as a percentage of all properties on the Priority Services Register connected to the water distribution system where unplanned interruption is experienced.	BAU + Transformation initiative - <i>CER Customer Handbook and Codes of Practice</i>	Risks to be identified in Transformation initiative - <i>CER Customer Handbook and Codes of Practice</i>	Transformation Initiative – <i>CER Customer Handbook and Codes of Practice</i>
Calculation Methodology	TBC as per Transformation Plan Initiative - Customer Handbook and Codes of Practice			
Reporting	Reporting Source		Reporting Frequency	
	TBC as per Transformation Plan Initiative - Customer Handbook and Codes of Practice		Monthly	

No.	3			
Category	Customer			
Strategic Objective	Provide safe, high quality, sustainable, compliant operations			
Objective	Asset Flooding			
Performance Indicator	Measure(s)	Target 2015	Risks (to achieving target)	Initiative(s) (to help achieve target)
	(A) Number of properties affected by flooding from water (assumed to originate from an Irish Water asset) attended to within <u>4 hours</u> of notification – expressed as a percentage of the number of properties, affected by water, notified. Exceptions include failure of assets due to extreme or severe weather events which cause reasonable design capacity of Irish Water assets to be exceeded.	BAU + Transformation initiative - CER <i>Customer Handbook and Codes of Practice</i>	Risks to be identified in Transformation initiative - CER <i>Customer Handbook and Codes of Practice</i>	Transformation Initiative – CER <i>Customer Handbook and Codes of Practice</i>
	(B) Number of properties affected by flooding from wastewater (assumed to originate from an Irish Water asset) attended to within <u>4 hours</u> of notification – expressed as a percentage of the number of properties, affected by	BAU + Transformation initiative - CER <i>Customer Handbook and Codes of Practice</i>	Risks to be identified in Transformation initiative - CER <i>Customer Handbook and Codes of Practice</i>	Transformation Initiative – CER <i>Customer Handbook and Codes of Practice</i>

	wastewater, notified. Exceptions include failure of assets due to extreme or severe weather events which cause reasonable design capacity of Irish Water assets to be exceeded.			
<b>Calculation Methodology</b>	TBC as per Transformation Plan Initiative - Customer Handbook and Codes of Practice			
<b>Reporting</b>	<b>Reporting Source</b>		<b>Reporting Frequency</b>	
	TBC as per Transformation Plan Initiative - Customer Handbook and Codes of Practice		Monthly	

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No.	4			
Category	Customer			
Strategic Objective	Provide safe, high quality, sustainable, compliant operations			
Objective	Water Pressure			
Performance Indicator	Measure(s)	Target 2015	Risks (to achieving target)	Initiative(s)(to help achieve target)
	(A) Number of investigations into reduced pressure carried out within <u>5 working days</u> of customer request – expressed as a percentage of the total number of investigations into reduced pressure requested.	BAU + Transformation initiative - CER Customer Handbook and Codes of Practice	Risks to be identified in Transformation initiative - CER Customer Handbook and Codes of Practice	Transformation Initiative – CER Customer Handbook and Codes of Practice
	(B) Number of advices to rectify reduced pressure given within <u>10 working days</u> of customer request – expressed as a percentage of the total number of advices into reduced pressure given.	BAU + Transformation initiative - CER Customer Handbook and Codes of Practice	Risks to be identified in Transformation initiative - CER Customer Handbook and Codes of Practice	Transformation Initiative – CER Customer Handbook and Codes of Practice
Calculation Methodology	TBC as per Transformation Plan Initiative - Customer Handbook and Codes of Practice			
Reporting	Reporting Source		Reporting Frequency	
	TBC as per Transformation Plan Initiative - Customer Handbook and Codes of Practice		Monthly	

No.	5			
Category	Customer			
Strategic Objective	Provide safe, high quality, sustainable, compliant operations			
Objective	<b>Asset Fault Reporting</b>			
Performance Indicator	Measure(s)	Target 2015	Risks (to achieving target)	Initiative(s) (to help achieve target)
	Number of responses given to customer within <u>2 working days</u> of notifying a fault on an Irish Water asset – expressed as a percentage of the number of notifications received.	BAU + Transformation initiative - <i>CER Customer Handbook and Codes of Practice</i>	Risks to be identified in Transformation initiative - <i>CER Customer Handbook and Codes of Practice</i>	Transformation Initiative – <i>CER Customer Handbook and Codes of Practice</i>
Calculation Methodology	TBC as per Transformation Plan Initiative - Customer Handbook and Codes of Practice			
Reporting	Reporting Source		Reporting Frequency	
	TBC as per Transformation Plan Initiative - Customer Handbook and Codes of Practice		Monthly	

No.	6			
Category	Customer			
Strategic Objective	Keep our promises to customers			
Objective	Customer Complaints			
Performance Indicator	Measure(s)	Target 2015	Risks (to achieving target)	Initiative(s) (to help achieve target)
	Number of customer complaints responded to within <u>5 working days</u> with a resolution or a plan for the steps required to achieve a resolution, under normal conditions – expressed as a percentage of the total number of complaints received. (Charter payments to apply from 1 <sup>st</sup> October 2014.)	BAU + Transformation initiative - CER <i>Customer Handbook and Codes of Practice</i>	Risks to be identified in Transformation initiative - CER <i>Customer Handbook and Codes of Practice</i>	Transformation Initiative – CER <i>Customer Handbook and Codes of Practice</i>
Calculation Methodology	TBC as per Transformation Plan Initiative - Customer Handbook and Codes of Practice			
Reporting	Reporting Source		Reporting Frequency	
	TBC as per Transformation Plan Initiative - Customer Handbook and Codes of Practice		Monthly	

No.	7			
Category	Internal Process / Compliance			
Strategic Objective	Provide safe, high quality, sustainable, compliant operations			
Objective	Drinking Water Supply			
Performance Indicator	Measure(s)	Target 2015	Risks (to achieving target)	Initiative(s) (to help achieve target)
	(A) Provide Annual Water Quality Sampling and Analysis – measured as a percentage of regulatory annual samples taken and analysed in accordance with agreed Sampling Plan.	100%		
	(B) Upload drinking water test results for all samples analysed as per agreed Sampling Plan to EDEN. Measured as a percentage of samples (i.e. check and audit) uploaded in accordance with agreed Sampling Plan.	100%		
	(C) Water quality – measured as a percentage of tests undertaken (for Micro, Chemical, and Indicator suites) which comply with statutory and regulatory requirements.	98.2%		
Calculation Methodology	<p>7(A):  <u>No. of Water quality samples taken and analysed</u> x 100%  No. of Water quality samples required to be taken and analysed under agreed plan</p> <p>7(B):  <u>No. of Drinking Water results uploaded in full to EDEN within timescales</u> x 100%  No. of Drinking Water results required to be uploaded in full to EDEN</p> <p>7(C):  <u>No. of Water quality tests which comply (Micro, Chemical, Indicator)</u> x 100%  No. of Water quality tests undertaken (Micro, Chemical, Indicator)</p> <p>Note: LA to ensure no shortfall in the number of agreed audit and check samples taken and associated tests undertaken for the relevant suite on each.</p>			
Reporting	Reporting Source		Reporting Frequency	
	7(A): IW Compliance Monitoring Database		7(A): Monthly	
	7(B): EDEN		7(B): Monthly	
7(C): IW Compliance Monitoring Database		7(C): Monthly		

No.	8			
Category	Internal Process / Compliance			
Strategic Objective	Provide safe, high quality, sustainable, compliant operations			
Objective	Leakage Management			
Performance Indicator	Measure(s)	Target 2015	Risks (to achieving target)	Initiative(s) (to help achieve target)
	(A)(i) Number of leaks fixed	250		
	(A)(ii) Number of leaks found	250		
	(B)Improvement on Unaccounted for Water (UFW) on 2014 expressed as a percentage of total water supplied under water supply schemes that Irish Water is responsible for.	43%		Funding will be provided through Irish Water Capital Programmes (CAPEX) in 2015 to achieve the water conservation target figures.
	(C) Number of fully functioning District Metering Areas (DMAs) – measured as a percentage of all DMAs.	90%		Funding will be provided through Irish Water Capital Programmes (CAPEX) in 2015 to achieve the water conservation target figures.
Calculation Methodology	<p><b>8(A):</b></p> <p>(i) Count of number of leaks fixed.</p> <p>(ii) Count of number of leaks found.</p> <p><b>8(B):</b></p> <p>UFW percentage to be calculated in accordance with the Total Integrated Flow Method (section 2.2.4) of the Guidance Manual Water Distribution Network – Management and Leakage Control that was issued to all local authorities in April 1996, as part of Departmental Circular L 7/96 on Water Conservation. This is a Year-end target which will be monitored on a monthly basis.</p> <p><b>8(C):</b></p> <p><math>\frac{\text{No. of fully functioning DMA's}}{\text{Total no. of DMA's}} \times 100\%</math></p>			
Reporting	Reporting Source		Reporting Frequency	

	8(A): Databook and Maximo 8(B): Databook 8(C): Databook	8(A): Monthly 8(B): Monthly 8(C): Monthly
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No.	9			
Category	Internal Process / Compliance			
Strategic Objective	Provide safe, high quality, sustainable, compliant operations			
Objective	Wastewater Provision			
Performance Indicator	Measure(s)	Target 2015	Risks (to achieving target)	Initiative(s) (to help achieve target)
	(A) Provide Wastewater Quality Sampling and Analysis - measured as a percentage of statutory and regulatory annual samples taken and analysed in accordance with agreed plan.	100%		
	(B) Regulatory wastewater reports provided by statutory and regulatory timescales – measured as a percentage of statutory and regulatory reports required.	100%	LA unable to provide all AERs in line with timescales due to additional Licence(s) being granted or lack of in-house capability.	Irish Water to provide LAs with technical assistance in the preparation of AER's where required.
	(C) Wastewater quality at wastewater treatment plants serving greater than 500 population equivalent achieving compliance with statutory and regulatory requirements – measured as a percentage of plants.	TBC		
	(D) Wastewater quality at wastewater treatment plants serving greater than 500 population equivalent achieving	TBC		

	compliance with statutory and regulatory requirements – measured as a percentage of population equivalent.			
<b>Calculation Methodology</b>	<p><b>9(A):</b>  <math display="block">\frac{\text{No. of Wastewater quality samples analysed}}{\text{No. of Wastewater quality samples required to be analysed under agreed plan}} \times 100\%</math></p> <p><b>9(B):</b>  <math display="block">\frac{\text{No. of Wastewater Reports submitted within required timescales}}{\text{No. of Wastewater Reports required}} \times 100\%</math></p> <p><b>9(C):</b>  <math display="block">\frac{\text{No. of Compliant Wastewater Treatment Plants &gt;500 PE in size}}{\text{No. of Wastewater Treatment Plants &gt;500 PE in size}} \times 100\%</math></p> <p><b>9(D):</b>  <math display="block">\frac{\text{Combined PE of Compliant Wastewater Treatment Plants &gt;500 PE in size}}{\text{Combined PE of Wastewater Treatment Plants &gt;500 PE in size}} \times 100\%</math></p> <p><b>Note:</b> LA to ensure no shortfall in the number of agreed samples taken and associated tests undertaken on each in accordance with the relevant licence or regulatory and statutory requirements.</p>			
<b>Reporting</b>	<b>Reporting Source</b>		<b>Reporting Frequency</b>	
	9(A): IW Compliance Monitoring Database 9(B): EDEN 9(C): IW Compliance Monitoring Database 9(D): IW Compliance Monitoring Database		9(A): Monthly 9(B): Yearly 9(C): Monthly 9(D): Monthly	

<b>No.</b>	10			
<b>Category</b>	Internal Process / Compliance			
<b>Strategic Objective</b>	Deliver capital, operational and maintenance programmes			
<b>Objective</b>	Capital Investment Plan			
<b>Performance Indicator</b>	<b>Measure(s)</b>	<b>Target 2015</b>	<b>Risks (to achieving target)</b>	<b>Initiative(s) (to help achieve target)</b>
	Manage the progression of contracts / projects to meet objectives as agreed between LA CaPO PMs and IW Regional AP/CD Leads – measured as a percentage of agreed objectives.	100%		
<b>Calculation Methodology</b>	$\frac{\text{No. of agreed Objectives met}}{\text{No. of agreed Objectives}} \times 100\%$ <p><b>Note:</b> Objectives to be mutually agreed and tracked between LA CaPO PMs and IW Regional AP/CD Leads. Objectives set shall be exclusive of IW and third party delays.</p>			
<b>Reporting</b>	<b>Reporting Source</b>		<b>Reporting Frequency</b>	
	Regional AP/CD Leads		Monthly	

No.	11			
Category	Financial			
Strategic Objective	Manage performance to budget			
Objective	Costs			
Performance Indicator	Measure(s)	Target 2015	Risks (to achieving target)	Initiative(s) (to help achieve target)
	<p>(A) Total LA managed PO's processed through IW Oracle System - measured as a percentage of total value of approved PO spends (*LA FMS + Oracle).</p> <p>*LA FMS Calculation excludes Payroll, CMC, drawdowns from central stores / machinery yards or other agreed LA incurred costs. Calculation only includes procurement transactions that could have gone through oracle, Transaction type OP/OR in LA FMS.</p>	95%	<p>Excessive low value transactions going through LA FMS (Local Authority Financial Management System) driving spend below 95% value threshold.</p> <p>Suppliers not available on iProcurement.</p>	On-going Procurement Project working with LAs to enable transition to IW systems.
	<p>((B) All overtime must be reported appropriately. The quarterly overtime budget may not be exceeded without IW written approval.</p>	0% Negative Deviation	CER call out requirements driving significant uplift in overtime.	
Calculation Methodology	<p><b>11(A):</b>  <math display="block">\frac{\text{Value of LA managed PO's processed through IW Oracle System}}{\text{(Value of LA managed PO's processed through IW Oracle System + Total value of LA managed PO's that could have gone through oracle)}} \times 100\%</math> </p> <p><b>11(B):</b>  <math display="block">\frac{\text{(YTD Overtime Budget - YTD Overtime Spend)}}{\text{YTD Overtime Budget}} \times 100\%</math> </p>			
Reporting	Reporting Source		Reporting Frequency	
	<p>11(A): Oracle and LA FMS  11(B): Oracle and LA FMS</p>		<p>11(A): Monthly  11(B): Quarterly</p>	

No.	12			
Category	Financial			
Strategic Objective	Approved Revenues are recovered for Irish Water			
Objective	Revenues			
Performance Indicator	Measure(s)	Target 2015	Risks (to achieving target)	Initiative(s) (to help achieve target)
	% revenue collected by Local Authority on behalf of Irish water versus % target revenue collected (% target revenue collected is the average of revenue in 2011, 2012 & 2013 plus 1%, 34%)	100%	Protocols not fully aligned or agreed with Local Authority by 2015.	<p>Irish Water liaising with Local Authorities to agree on New Connections and Interim Non-Domestic Billing Protocols.</p> <p>Local Authority adheres to all aspects of the <i>new connections protocol</i> as set out by Irish Water and agreed with LA.</p> <p>Local Authority adheres to all aspects of <i>Interim Non-Domestic Billing Protocol</i> as set out by Irish Water and agreed with LA.</p>
Calculation Methodology	$\frac{\% \text{ Revenue Collected}}{\% \text{ Target Revenue collected}} \times 100\%$			
Reporting	Reporting Source		Reporting Frequency	
	<ul style="list-style-type: none"> <li>• Oracle</li> <li>• Al Fresco</li> <li>• Appendix 7 of Annual Financial Statements 2011, 2012 &amp; 2013</li> </ul>		Monthly	

No.	13			
Category	Financial			
Strategic Objective	Control Expenditure			
Objective	Retrospective Purchase Requisitions			
Performance Indicator	Measure(s)	Target 2015	Risks (to achieving target)	Initiative(s) (to help achieve target)
	Value of PRs that are approved either before goods or services are delivered or within <b>3 workings days</b> after goods or services have been delivered.  Measured as a percentage of the total value of all approved Goods and Services PRs.	98%		
Calculation Methodology	$\frac{\text{(Value of Goods and Services PRs that are approved either before delivery / within 3 workings days after delivery)}}{\text{Total Value of all approved Goods and Services PRs}} \times 100\%$			
Reporting	Reporting Source		Reporting Frequency	
	<ul style="list-style-type: none"> <li>• Hard Copy Invoices</li> <li>• Oracle R12 Report</li> <li>• Oracle</li> <li>• LA FMS</li> </ul>		Quarterly	

No.	14			
Category	Learning & Growth			
Strategic Objective	Instil shared culture and values			
Objective	Health and Safety			
Performance Indicator	Measure(s)	Target 2015	Risks (to achieving target)	Initiative(s) (to help achieve target)
	(A) Percentage of reportable accidents reported to Irish Water and the H.S.A..	100%	The safety risks associated with the work environment and the systems of work applied therein.	Improvements made through closing out findings from HSQE Inspections. Carrying out necessary training. Ensuring that safe systems of work are developed and that Staff adhere to them.
	(B) Percentage of corrective actions risk-rated greater than or equal to 16, raised through Irish Water HSQE inspections, statutory inspections or Irish Water hazard reporting system, tracked to closure within <b>1 week</b> or a timeline that is agreed as being reasonably practicable between Irish Water and the Local Authority.  <b>Note :</b> Where timelines are extended effective temporary measures must be put in place to reduce the risk.	100%	Corrective actions risk-rated greater than or equal to 16 may require more than 1 week to close out due to the works involved.	New HSQE Inspection Form will give risk rating and this will result in all parties being made aware of the risk rating prior to entry on the Action Tracker. All risks greater than 16 will be given priority by both Irish Water and the Local Authority and where closure

			is likely to take more than a week a realistic timeline will be agreed and the revised timeline will be included in the HSQE Action Tracker.
(C) Percentage of corrective actions risk-rated less than 16, raised through Irish Water HSQE inspections, statutory inspections or Irish Water hazard reporting system, tracked to closure within <u>1 month</u> or a timeline that is agreed as being reasonably practicable between the Irish Water and the Local Authority.  <b>Note :</b> Where timelines are extended effective temporary measures must be put in place to reduce the risk.	100%	The number of corrective actions risk-rated less than 16 may require more than 1 month to close out due to the works involved.	The Action Tracker will be issued to all Local Authorities on a Monthly basis. Quarterly Action Tracker Meetings will be held between Irish Water and the Local Authorities. Where closure is likely to take more than a month a realistic timeline will be agreed and the revised timeline will be included in the HSQE Action Tracker.
(D) Percentage of Post Incident Reviews submitted to Irish Water in accordance with IW- PRT-HSQE -001.  <b>Note :</b> i. In the event of the	100%	Local Authorities may have different views on the information required by Irish Water	IW Water to develop Post Incident Review Form to aid and provide consistency to the reporting

	<p>following incidents occurring during the reporting period, the LA will prepare a Post Incident Review Report in accordance with IW-PRT-IMT-004 and submit to IW with the Monthly HSQE Statistics Report:</p> <ul style="list-style-type: none"> <li>a. Fatalities</li> <li>b. IR1 Incidents</li> <li>c. IR3 Incidents</li> </ul> <p>ii. In the event of a Level 3, 4 or 5 Environmental Incident occurring, IW will be responsible for preparing a Post Incident Review Report in accordance with IW-PRT-IMT-005.</p> <p>iii. In the event of a Fatality or an IR1 incident involving an IW employee or a member of the public, or an Immediate Danger incident, IW will be responsible for preparing a Post Incident Review Report in accordance with IW-PRT-IMT-005.</p> <p>iv. In the event that any correspondence was received from or issued to the HSA during the previous month, the LA will provide a summary of the correspondence as part of the Monthly HSQE Statistics Report.</p> <p>v. The LA will compile all of the above into a monthly HSQE Report and submit</p>		<p>which will result in delay in follow up.</p>	<p>process.</p>
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	to IW by the end of the second week of the following month.			
Calculation Methodology	<b>14(A):</b> <u>No. of reportable accidents reported to Irish Water and the H.S.A.</u> x 100% Total No. of reportable accidents			
	<b>14(B):</b> (No. of corrective actions risk rated greater than or equal to 16 closed out within <u>1 week or timescale agreed as being reasonably practicable between LA &amp; IW</u> ) x 100% Total No. of corrective actions greater than or equal to 16			
Reporting	<b>14(C):</b> (No. of corrective actions risk rated less than 16 closed out within 1 month <u>or timescale agreed as being reasonably practicable between LA &amp; IW</u> ) x 100% Total No. of corrective actions less than 16			
	<b>14(D):</b> <u>No. of Post incident Reviews Submitted in accordance with Protocol</u> x100% Total No. of Incidents where Post Incident Review was required under Protocol			
	<b>Note:</b> 14(B) and 14(C) to be measured by the Actual Close out date on the action tracker versus the due for completion date.			
Reporting	Reporting Source		Reporting Frequency	
	14(A): Databook and LA 14(B): IW HSQE Action Tracker 14(C): IW HSQE Action Tracker 14(D): Databook and LA		14(A): Monthly 14(B): Monthly 14(C): Monthly 14(D): Monthly	

No.	15			
Category	Learning & Growth			
Strategic Objective	Support the transformation			
Objective	Transformation Plan			
Performance Indicator	Measure(s)	Target 2015	Risks (to achieving target)	Initiative(s) (to help achieve target)
	The successful roll-out of 3 Year Transformation Plan in line with agreement with Sector (including CCMA) Measure – quarterly report from Business Change with an overall RAG rating per LA on success of progress.	Green Rating	This target is dependent on both LA and IW resources	<ul style="list-style-type: none"> <li>• Agreement of the 3 yr. Transformation Plan between LAs, WSTO &amp; IW</li> <li>• There is a joint Delivery Model in place which provides a structured methodology for the delivery of change</li> <li>• Local Authority staff will be invited to participate in the Project Delivery Teams which <ul style="list-style-type: none"> <li>– brings best practice local experience</li> <li>– fosters understanding and collaboration</li> <li>– facilitates joint ownership</li> </ul> </li> <li>• The delivery timescales for the transformation initiatives are project specific and subject to the governance process set out in the plan</li> </ul>
Calculation Methodology	Calculated as the average RAG rating of all in flight Transformation Initiatives for a given quarter. All transformation Initiatives have equal weighting. Success of progress of each individual transformation initiative is defined as the initiative being rolled out to the required specification within the agreed timelines.			
Reporting	Reporting Source		Reporting Frequency	
	<ul style="list-style-type: none"> <li>• LA Change Managers</li> <li>• IW Business Change</li> </ul>		Quarterly	

No.	16			
Category	Learning & Growth			
Strategic Objective	Manage performance with accurate data			
Objective	Reporting			
Performance Indicator	Measure(s)	Target 2015	Risks (to achieving target)	Initiative(s) (to help achieve target)
	The overall percentage of completed reports returned on time, in line with agreed process and templates. See detail below and Appendix B - Schedule of Reports.	100%	Level of reporting	Report Consolidation Workgroup to refine reporting requirement & systems
Calculation Methodology	<p><math>\frac{\text{No. of required reports submitted by agreed deadline}}{\text{No. of required reports}} \times 100\%</math></p> <p>In the month each report has equal weighting comprising 100%. e.g. February 2015 20 reports are required and 10 returned on time then the applicable score will be <math>10/20 = 100\%</math></p> <p>If all reports are submitted on time the maximum score applies. Reports received after the deadlines are given a zero score under this category for the month in question.</p> <p>Reports required on an annual or quarterly basis are recorded for the month during which they are due. Ad hoc reports to be recorded in the month following the deadline imposed by the requester.</p> <p>The reporting of the measure to be incorporated into the monthly dashboard and the balanced scorecard.</p>			
Reporting	Reporting Source		Reporting Frequency	
	Refer to Appendix		Refer to Appendix	

## B. Schedule of Reports

Indicative Schedule Of Reports From LA to Irish Water		
REPORTING	LOCATION	FREQUENCY
Reporting as required in ASP 2015		Monthly or as required
Reporting required under the protocols	In accordance with protocols	As per individual protocol
Operations Reports for Performance Dashboard and Scorecard / Databook	Returned to LA Portal / by email to regional contact	Monthly
Reporting as required by CER	LA Portal	Monthly or as required
Reporting under the customer charter/handbook	To be advised	As required
New Connections Submission	LA Portal	As required
Monthly HSQE Report	LA Portal	Monthly
CAPA register return	LA Portal	Monthly
Movers, Leavers, Joiners Report	LA Portal	Monthly
Compliance Reports on all plants (Water & Wastewater)	LA Portal	Quarterly
Drinking Water Data Return	LA Portal	Monthly
Wastewater Reporting	LA Portal	Monthly
Unlicensed Plant Sampling Results Report	LA Portal	Monthly
Section 16 licenses Incident Reporting	LA Portal	As incidents occur
Waste water EPA licensed Incident Reporting	LA Portal	As incidents occur
Waste Water Unlicensed Incident Reporting (environmental)	LA Portal	As incidents occur
Low Level Incident Summary Report	LA Portal	Quarterly
Annual sampling plan Drinking water (includes ambient & process monitoring)	LA Portal	Annual
Annual Sampling Plan Wastewater (includes ambient & process monitoring)	LA Portal	Annual
Monthly sampling Plan Compliance Report	LA Portal	Monthly
Reporting on LA Leak database incorporating; 1. A requirement for each Local Authority to upload all (100%) of leak detection and leak repairs on their existing leak database. 2. A requirement to report on the average time to repair a leak, in days.	Operations report (Add to report and remove from schedule)	Monthly

<b>3. Additional DMA measures to be included</b>		
<b>Planned and Unplanned Outage Reports</b>	LA Portal	As required
<b>Planning Reports</b>	LA Portal	As required
<b>Financial Templates/reports (Inc. DBO monthly status reports)</b>		Monthly
<b>Annual Environmental Report (AER) for licenced WWTPs Inc. PRTR, ELRA, Programme of Works/Actions</b>	LA Portal	Annually (February)
<b>Specified Reports e.g. CSO, bathing water, shellfish, pearl mussel</b>	LA Portal	As specified
<b>Non Domestic Billing Reporting</b>		
<ul style="list-style-type: none"> <li>• Revenue, cash &amp; adjustment reporting.</li> <li>• Approvals for disconnections.</li> <li>• Other.</li> </ul>	Alfresco & Topsec	Monthly As required
<ul style="list-style-type: none"> <li>• Reporting on Capital Projects</li> </ul>	P6	Monthly (formal review) & as required
<b>Additional reports that may be required from time to time</b>		As required
<b>Indicative Schedule Of Reports From Irish Water To LA</b>		
<b>REPORT</b>		<b>FREQUENCY</b>
<b>Invoices on hold</b>		Weekly
<b>Financial reports</b>		Monthly
<b>Performance Dashboard</b>		Monthly
<b>Balanced Scorecard</b>		Monthly