Department Treatment	KPI Water Compliance Wastewater Compliance	Detail Per regulatory permit requirements.	Target Performance 100%	Area W
Treatment		Per regulatory permit requirements.		
	Critical Fouipment Uptime		100%	WW
	Critical Equipment Uptime	High Service Pumps.	90%	W
	Critical Equipment Uptime	Wet Well Transfer Pumps.	90%	W
	Leak Repair	Leak Repair - Water Main.	Over 25 gals/min repaired within 24 hours.	W
5 6 7 8 9 Distribution 10 11 12 13		Leak Repair - Water Service Line.	Less than 25 gals/min within 48 hours. Over 25 gals/min repaired within 24 hours Less than 25 gals/min within 48 hours.	W
		Leak Repair - Meter Leak.	Over 25 gals/min repaired within 24 hours. Less than 25 gals/min within 48 hours.	W
		Leak Repair - Other Minor Leak (less than 5 gals/min).	Repaired within 4 calendar days	W
	Site Restoration	Restoration of site after field work.	Completely restored within 2 weeks. Exceptions may be accepted with City approval.	W
	Valve Exercising	Per valve exercising program.	Each valve every 5 years. Technical specifications to match current contract.	W
	Fire Hydrant PM	Per hydrant preventive maintenance program.	Every hydrant once/year.	W
	Fire Hydrant Clean/Paint	Per hydrant painting program.	25% of all hydrants cleaned/painted annually.	W
	Valve Repair	Repair of inoperable valves.	Inoperable valves repaired/replaced within 4 weeks.	W
14 15 16 Wastewater Collection & Transmission 17 18	Gravity Sewer Main Blockage	Clearing of blockage.	Cleared within 2 hours.	WW
	Sewer Lateral Blockage		Cleared within 3 hours.	WW
	Gravity Sewer Main Cleaning	Preventive maintenance.	All mains cleaned once every 5 years. Contractor to maintain a list of problem mains that need to be cleaned more often, and clean them more frequently, as needed.	ww
	Gravity Sewer Main Point Repair	Repair of damaged main.	Damage resulting in blockage repaired within 48 hours. Damage not resulting in blockage repaired within one week.	WW
	Leak Repair - Force Main		Repaired within 24 hours.	WW
Wastewater Pumping Stations	Call Outs (reactive maintenance)	Onsite attendance and diagnosis of issue.	Response time of 1 hour with prompt resolution based on specific issue	ww
20 21 22 23 24 25 Customer Service & Billing 26 27	Water Leak Complaint	Complaints.	Large leak investigate within 30 mins, small leak	CS
	SSO Complaint		Investigate within 30 mins.	CS
	Sewer Backup Complaint		Investigate within 30 mins.	CS
	Customer Escalated Concerns to Administration	Escalated Complaints.	Investigate within 30 mins and respond back to City Customer Service Manager	CS
	Daily Work Orders	Transmission of daily work orders.	Sent back to the customer service manager by end of	CS
	Utility Account Biling Management	Required Reports.	Zero Consumption Report run every month for 3 consecutive month interval - accounts to be verified in the field and appropriate action taken. (Ex: if a stuck meter, then meter to be changed)	CS
			Estimated Read Report run every month for 3 consecutive month interval - account to be verified in the field and appropriate action taken. (Ex: fogged/broken lens-change the meter; if car parked over/locked gate-notify customer service manager for process)	CS
	Utility Account Work Orders	Capture all customer inquiries in work order management system.	Work orders to be written/generated for all action being requested (by customer inquiries, billing department for meter changes, leak check where leak is on customer side, verifies, etc.) that affects a Utility account.	CS
	Collection & Transmission Wastewater Pumping Stations	Fire Hydrant PM Fire Hydrant Clean/Paint Valve Repair Gravity Sewer Main Blockage Sewer Lateral Blockage Gravity Sewer Main Cleaning Gravity Sewer Main Cleaning Gravity Sewer Main Cleaning Gravity Sewer Main Point Repair Leak Repair - Force Main Clean Point Call Outs (reactive maintenance) Stations Water Leak Complaint SSO Complaint Customer Escalated Concerns to Administration Daily Work Orders Customer ervice & Billing Utility Account Biling Management	Fire Hydrant PM Per hydrant preventive maintenance program. Fire Hydrant Clean/Paint Per hydrant painting program. Valve Repair Repair of inoperable valves. Valve Repair Repair of inoperable valves. Gravity Sewer Main Blockage Clearing of blockage. Sewer Lateral Blockage Clearing of blockage. Gravity Sewer Main Cleaning Preventive maintenance. Gravity Sewer Main Cleaning Preventive maintenance. Gravity Sewer Main Point Repair Repair of damaged main. Leak Repair - Force Main Preventive maintenance and diagnosis of issue. Wastewater Pumping Pumping Call Outs (reactive maintenance) Onsite attendance and diagnosis of issue. Stations Water Leak Complaint Sewer Backup Complaint Sewer Backup Complaint Escalated Complaints. Sewer Backup Complaint Escalated Complaints. Customer Escalated Concerns to Administration Escalated Complaints. Daily Work Orders Transmission of daily work orders. Utility Account Billing Management Required Reports. Littilty Account Work Orders Capture all customer inquiries in work order	Value Exercising Per value exercising program. Each value every Systam. Technical specifications to match current countrant. Fire Hydrant PM Per hydrant preventive maintenance program. Every hydrant once/year. Fire Hydrant Clean/Paint Per hydrant preventive maintenance program. 25% of all hydrants cleanod/painted annually. Valve Repair Repair of inoperable valves. Inoperable valves repaired/replaced within 4 weeks. Gravity Sever Main Blockage Cearing of blockage. Cleared within 2 hours. Gravity Sever Main Cleaning Preventive maintenance. All mains cleaned one wory 5 years. Contractor to maintan a list of problem mains that need to be cleaned more offen, and clean them more frequently, an needed. Transmission Gravity Sever Main Point Repair Repair of damaged main. Damage routing in blockage repaired within 48 nous. Watterwater Call Outs (reactive maintenance) Onsite attendance and diagnosis of issue. Repaired within 24 hours. Watter Leak Complaint Complaints. Carge leak investigate within 30 mins. Investigate within 30 mins. Stormer Second cleaned Complaints. Customer Second cleaned mins. Repaired within 30 mins. Value Leak Repair - force Main Exclated Complaints. Carepleak investigate