

Draft Business Plan 2008 (A)

Dee Valley Water plc  
Water service - Current performance & planned outputsModel DBP2008-A-ICS  
Version 1.4  
Company DVW  
Table A2

Line description	Units	Level of performance		Level of performance by 2014-15		Level of performance by 2019-20	
		2002-03	2007-08				
<b>A Service performance</b>							
1	DG2 properties at risk of receiving low pressure	nr	164	62			62
2	DG3 Supply interruptions (overall performance score)	nr	0.2	0.1			0.1
3	DG6 % billing contacts dealt with within 5 days	%	100.0%	100.0%			100.0%
4	DG7 % written complaints dealt with within 10 days	%	100.0%	99.4%			100.0%
5	DG8 % metered customer's receiving bill based on a meter reading	%	100.0%	100.0%			100.0%
6	DG9 % calls abandoned	%		2.0%			2.0%
7	DG9 % calls receiving engaged tone	%		0.0%			0.0%
8	Security of supply index (dry year annual average planned levels of service)	nr	100	100			100
9	Security of supply index (critical index)	nr		100			100
<b>B Quality &amp; environmental compliance</b>							
10	% distribution input covered by section 19 undertakings at water treatment works	%		100.000%			100.000%
11	% distribution input not affected by section 19 undertakings or temporary relaxations or Authorised Departures	%	96.800%	99.988%			100.000%
12	% of properties in water supply zones affected by section 19 undertakings in distribution or Authorised Departures	%		0.001%			0.000%
13	% mean zonal compliance with drinking water regulations	%		99.97%			99.97%
<b>C Serviceability to customers (maintaining asset systems fit for purpose)</b>							
14	Below ground assets assessment - infrastructure pipelines	Text	STABLE	STABLE	STABLE		STABLE
15	Surface assets assessment (non-infrastructure)	Text	STABLE	STABLE	STABLE		STABLE
<b>D Carbon Accounting</b>							
16	Carbon emissions' produced in providing the service in 2014-15	ktonnes/yr					9.4
17	Other GHG emissions ( as CO2e) produced in providing the service in 2014-15	ktonnes/yr					0.0