

Goal	KPI	Applicable System Type	Breakdown	Units
Ensure Adequate Capacity	Connections with Sanitary Flooding by Mainline Issue	Collection	Main Blockage	# / 1,000 Service Connections
			Other	# / 1,000 Service Connections
			PS Failure	# / 1,000 Service Connections
	Reported Overflows due to Capacity	All Systems	Reported Overflows due to Capacity	# / 100 km
Have Satisfied and Informed Customers	Wastewater Related Customer Complaints	All Systems	Due to Blockage	# / 1,000 People Served
			Due to Odour	# / 1,000 People Served
			Unknown Reasons	# / 1,000 People Served
Meet Service Requirements with Economic Efficiency	Annual O&M Cost as a Percentage of Replacement Value	All Systems	Annual O&M Cost as a Percentage of Replacement Value	%
	Cost of CCTV Inspection	Collection	Contracted Services	\$ / km
			In-house	\$ / km
	Cost of Cleaning Hydraulically	Collection	Cost of Cleaning Hydraulically	\$ / km Length Cleaned
	Cost of Source Control Program / # of ICI Connections	All Systems	Cost of Source Control Program / # of ICI Connections	#
	Debt Payment	All Systems	Interest	\$
			Principal	\$
	Debt Ratio	All Systems	Debt Ratio	%
	External Laboratory Services Cost / Population Served	All Systems	Direct Analytical Services	\$ / 1,000 People Served
			Technical Support	\$ / 1,000 People Served
	External Laboratory Services Cost / Total External Parameters Analyzed	All Systems	Direct Analytical Services	\$ / Total External Parameters Analyzed
			Technical Support	\$ / Total External Parameters Analyzed
	FTEs	All Systems	O&M	# / 100 km Length
			Program Support	# / 100 km Length
			Supervisor/ Management	# / 100 km Length
			Tech / Eng	# / 100 km Length
	Internal Laboratory Services Cost / Population Served	All Systems	Analytical Services	\$ / 1,000 People Served
			Technical Support	\$ / 1,000 People Served
	Internal Laboratory Services Cost / Total Internal Parameters Analyzed	All Systems	Analytical Services	\$ / Total Internal Parameters Analyzed
			Technical Support	\$ / Total Internal Parameters Analyzed
	Length of System per Population Served	All Systems	Length of System per Population Served	KM/Capita
	Number of Certified Collection System O&M Staff	All Systems	Class I	# / 100 km Length
			Class II	# / 100 km Length
			Class III	# / 100 km Length
			Class IV	# / 100 km Length
			OIT	# / 100 km Length
	O&M Cost + Capital Reinvestment	All Systems	Capital Reinvestment	('000 \$) / km Length
			O&M	('000 \$) / km Length
	Percentage of certified O&M staff that are Level 3&4	All Systems	Percentage of certified O&M staff that are Level 3&4	%
	Pipe and Pump O&M Cost	All Systems	Pipe	('000 \$) / km Length
Pump			('000 \$) / km Length	
Pump Station Energy Consumption	All Systems	Diesel	kWh / Pump Station Horsepower	
		Electricity	kWh / Pump Station Horsepower	
		Natural gas	kWh / Pump Station Horsepower	

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Meet Service Requirements with Economic Efficiency	Pump Station Energy Cost	All Systems	Diesel	\$ / HP
			Electricity	\$ / HP
			Natural gas	\$ / HP
	Pump Station O&M Cost	All Systems	Pump Station O&M Cost	\$ / Pump Station Horsepower
	Sewer Charge for a Typical Size Residential Connection using Canadian Average Consumption Rate (210m ³ of Water / Year)	Collection	Sewer Charge for a Typical Size Residential Connection using Canadian Average Consumption Rate (210m ³ of Water / Year)	\$
	Total Cost to Provide Wastewater Services	All Systems	Capital Cost	\$ / Population Served
			Customer Billing	\$ / Population Served
			Debt Servicing	\$ / Population Served
			Indirect Cost	\$ / Population Served
			O&M Cost	\$ / Population Served
			Regional Treatment Cost	\$ / Population Served
	Total Laboratory Services Costs	All Systems	External	\$ / Population Served
			Internal	\$ / Population Served
	Total O&M Cost	All Systems	Energy	('000 \$) / km Length
			Equipment and Materials	('000 \$) / km Length
			External Contracted Services	('000 \$) / km Length
			Internal Contracted Services	('000 \$) / km Length
			Other Costs	('000 \$) / km Length
			Wages	('000 \$) / km Length
	Total Replacement Value	All Systems	Odour Control Facilities	\$
Other supporting infrastructure			\$	
Pump Stations			\$	
Sewer Mains			\$	
Storage Facilities			\$	
Total Replacement Value per Population Served	All Systems	Total Replacement Value per Population Served	\$/Capita	
Utility Indirect Costs / Total Utility Revenue	All Systems	Administrative Overheads	%	
		Dividends Paid to City	%	
		Property Taxes	%	
Wastewater Charge for an Average Residence Using Local Consumption Rate	Collection	Wastewater Charge for an Average Residence Using Local Consumption Rate	\$	
Protect the Environment	Breakdown of External Accredited Lab Parameters Analyzed	All Systems	BOD	%
			COD	%
			Inorganic	%
			Metals	%
			Micro	%
			Organic	%
	Breakdown of Internal Accredited Lab Parameters Analyzed	All Systems	BOD	%
			COD	%
			Inorganic	%
			Metals	%
			Micro	%
			Organic	%
	Breakdown of Internal vs. External Lab Parameters Analyzed	All Systems	External Accredited	%
			External Non-Accredited	%
			Internal Accredited	%
Internal Non-Accredited			%	

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Protect the Environment	Distinct Number of External Lab Parameters Analyzed	All Systems	BOD	#
			COD	#
			Inorganic	#
			Metals	#
			Micro	#
			Organic	#
	Distinct Number of Internal Lab Parameters Analyzed	All Systems	BOD	#
			COD	#
			Inorganic	#
			Metals	#
			Organic	#
	Lab Samples Analyzed	All Systems	External	#
			Internal	#
	Number of Lab Non-Conformances	All Systems	Number of Lab Non-Conformances	# / 1,000 Samples
PFAS Monitoring	All Systems	PFAS Monitoring - Effluent Wastewater	0=No; 1=Yes	
		PFAS Monitoring - Influent Wastewater	0=No; 1=Yes	
Reported Overflows by Cause	All Systems	Capacity	# / 100 km Length	
		Internal Blockage	# / 100 km Length	
		Other	# / 100 km Length	
		PS Failure	# / 100 km Length	
Total PFAS Concentration - Influent Water	All Systems	Total PFAS Concentration - Influent Water	ng/L	
Provide a Safe and Productive Workplace	Distribution of Workforce by Age	All Systems	20-30 yrs	%
			31-40 yrs	%
			41-50 yrs	%
			51-60 yrs	%
			61-70 yrs	%
	Field Incidents with Lost Time	All Systems	Field Incidents with Lost Time	# / 1,000 O&M Field Hours
	Lost Hours Due to Field Incidents	All Systems	Lost Hours Due to Field Incidents	# / 1,000 O&M Field Hours
	Sick Days Taken	All Systems	Sick Days Taken	# / O&M Employee
	Total Overtime Hours / Total Paid O&M Hours	All Systems	Total Overtime Hours / Total Paid O&M Hours	%
	Unavailable O&M Hours / Total Paid O&M Hours	All Systems	Expended Banked Time	%
Other			%	
Other Training			%	
Safety Training			%	
Sick Time			%	
Provide Reliable Service and Infrastructure	# Source Control FTEs / # of Industrial Permits	All Systems	# Source Control FTEs / # of Industrial Permits	#
	% of System Inspected by Means other than CCTV	All Systems	% of System Inspected by Means other than CCTV	%
	Capital Reinvestment / Replacement Value	All Systems	Capital Reinvestment / Replacement Value	%
	Corrective Maintenance Hours / Total Maintenance Hours	All Systems	Corrective Maintenance Hours / Total Maintenance Hours	%
	Forcemain Sewer Repairs	All Systems	Emergency	# / 100 km
			Scheduled	# / 100 km
	Gravity Sewer Repairs	All Systems	Emergency	# / 100 km
			Scheduled	# / 100 km

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Provide Reliable Service and Infrastructure	Number of Mainline Sewer Blockages by Cause	All Systems	Debris	# / 100 km
			Grease	# / 100 km
			Roots	# / 100 km
			Structures	# / 100 km
			Unknown	# / 100 km
	Number of Pump Station Failures	All Systems	Number of Pump Station Failures	#
	Number of Service Connection Blockages Resulting in Back-ups	Collection	Debris	# / 1,000 Service Connections
			Grease	# / 1,000 Service Connections
			Roots	# / 1,000 Service Connections
			Structures	# / 1,000 Service Connections
			Unknown	# / 1,000 Service Connections
	Number of Visual Inspections per Sanitary Pump Station	All Systems	Number of Visual Inspections per Sanitary Pump Station	#
	Percent of Length CCTV Inspected	All Systems	Contracted Services	%
			In-house	%
	Percent of Manholes Inspected	All Systems	Percent of Manholes Inspected	%
	Percent of Manholes Repaired and Replaced for I&I	All Systems	Percent of Manholes Repaired and Replaced for I&I	%
	Percent of Sewer Cleaned	All Systems	Percent of Sewer Cleaned	%
	Percent of Sewer Length Renewed	All Systems	Relined	%
			Replaced	%
	Pump Station Failure by Cause	All Systems	Blockages	# / Pump Station
			Equipment Fault	# / Pump Station
			Loss of Power	# / Pump Station
			Other Issues	# / Pump Station
Service Connection Repairs & Replacement	Collection	Emergency	# / 1,000 Service Connections	
		Scheduled	# / 1,000 Service Connections	
Total Maintenance Hours	All Systems	Corrective	Hours / km Length	
		Preventative	Hours / km Length	
Total Number of CSOs	Collection	Total number of CSOs	#	
Volume of CSOs as a Percentage of Total Wastewater Volume	All Systems	Volume of CSOs as a Percent of Total Wastewater Volume	%	