

Goal	KPI	Applicable System Type	Applicable Metering Type	Breakdown	Units
Ensure Adequate Capacity	Hours of water storage capacity at ADD	All Systems	All Levels	Water storage capacity at ADD	#
Have Satisfied and Informed Customers	Percent Attainment of After Working Hours Emergency Target	All Systems	All Levels	% Attainment of After Working Hours Emergency Target	%
	Percent Attainment of After Working Hours Non-Emergency Target	All Systems	All Levels	% Attainment of After Working Hours Non-Emergency Target	%
	Percent Attainment of During Working Hours Emergency Target	All Systems	All Levels	% Attainment of During Working Hours Emergency Target	%
	Percent Attainment of During Working Hours Non-Emergency Target	All Systems	All Levels	% Attainment of During Working Hours Non-Emergency Target	%
	Water Pressure Complaints by Customers	All Systems	All Levels	High Water Pressure Complaints	# / 1,000 People Served
				Low Water Pressure Complaints	# / 1,000 People Served
	Water Quality Customer Complaints	All Systems	All Levels	Colour	# / 1,000 People Served
				Other or unknown causes	# / 1,000 People Served
				Taste and odour	# / 1,000 People Served
				Temperature	# / 1,000 People Served
Meet Service Requirements with Economic Efficiency	Annual O&M Cost as a Percentage of Replacement Value	All Systems	All Levels	Annual O&M Cost as a Percentage of Replacement Value	%
	Average Unit Cost of Meters Replaced	Distribution & Integrated	All Levels	Unit Cost	\$ / meter
	Breakdown of Utility Revenue	All Systems	All Levels	Development Charges	%
				Grants	%
				Interest Earned	%
				Municipal Taxes	%
				Other	%
				Service Charges	%
	Water Sales	%			
	Cost of Chemicals Used in Distribution System	All Systems	All Levels	Cost of Chemicals Used in Distribution System	\$ / km Length
	Cost of Customer Billing	Distribution & Integrated	All Levels	Cost of Customer Billing	\$ / Number of Service Connections
	Cost of Fire Hydrant O&M	Distribution & Integrated	All Levels	Cost of Fire Hydrant O&M	\$ / hydrant
	Cost of Main Break Repairs / Total O&M Cost	All Systems	All Levels	Cost of Main Break Repairs / Total O&M Cost	%
Cost of Meter Reading	All Systems	All Levels	Cost of Meter Reading	\$ / meter	
Cost of Performing Locates	All Systems	All Levels	Cost of Performing	\$ / km Length	
Cost of Water Quality	Integrated	All Levels	Cost of Water Quality	\$ / Population Served	

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Meet Service Requirements with Economic Efficiency	Cost to Provide Water	All Systems	All Levels	Capital Cost	\$ / Population Served
				Debt Servicing	\$ / Population Served
				Indirect Cost	\$ / Population Served
				O&M Cost	\$ / Population Served
				Regional Water Purchased	\$ / Population Served
				Water Customer Billing	\$ / Population Served
	Current Capital Reserves / Replacement Value	All Systems	All Levels	Current Capital Reserves / Replacement Value	%
	Current Operating Reserves / O&M Costs	All Systems	All Levels	Current Operating Reserves / O&M Costs	%
	Debt / Annual Revenue	All Systems	All Levels	Debt / Annual Revenue	%
	Debt Payment	All Systems	All Levels	Interest Paid	\$
				Principal Paid	\$
	Debt Ratio	All Systems	All Levels	Debt Ratio	%
	External Laboratory Services Cost / Population Served	All Systems	All Levels	Direct Analytical Services	\$ / 1,000 People Served
				Technical Support	\$ / 1,000 People Served
	External Laboratory Services Cost / Total External Parameters Analyzed	All Systems	All Levels	Direct Analytical Services	\$ / Total External Parameters Analyzed
				Technical Support	\$ / Total External Parameters Analyzed
	FTEs	All Systems	All Levels	O&M	# / 100 km Length
				Program Support and Clerical	# / 100 km Length
				Supervisor/ Management	# / 100 km Length
				Technical/ Engineering	# / 100 km Length
	Indirect Costs	All Systems	All Levels	Administrative Overheads	\$ / Population Served
				Conservation Area Charges	\$ / Population Served
				Dividends Paid to City	\$ / Population Served
				Property Taxes	\$ / Population Served
	Internal Laboratory Services Cost / Population Served	All Systems	All Levels	Analytical Services	\$ / 1,000 People Served
				Technical Support	\$ / 1,000 People Served
	Internal Laboratory Services Cost / Total Internal Parameters Analyzed	All Systems	All Levels	Analytical Services	\$ / Total Internal Parameters Analyzed
				Technical Support	\$ / Total Internal Parameters Analyzed
	Metering O&M Cost	Distribution & Integrated	All Levels	Metering O&M Cost	\$ / meter
	O&M Cost	All Systems	All Levels	Energy	('000 \$) / km Length
Equipment and Materials				('000 \$) / km Length	
External Contracted Services				('000 \$) / km Length	
Internal Contracted Services				('000 \$) / km Length	
Other				('000 \$) / km Length	
Wages				('000 \$) / km Length	

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Meet Service Requirements with Economic Efficiency	O&M Cost + Capital Reinvestment	All Systems	All Levels	Capital Reinvestment	('000 \$) / km Length
				O&M	('000 \$) / km Length
	Pipe and Pump O&M Cost	All Systems	All Levels	Pipe	('000 \$) / km Length
				Pump Station	('000 \$) / km Length
	Pipe O&M Cost	All Systems	All Levels	Pipe O&M Cost	('000 \$) / km Length
	Pump Station Energy Consumed	All Systems	All Levels	Diesel	('000 kWh) / Total PS HP
				Electricity	('000 kWh) / Total PS HP
				Natural Gas	('000 kWh) / Total PS HP
	Pump Station O&M Cost	All Systems	All Levels	Pump Station O&M Cost	\$ / HP
	System Length / Population Served	All Systems	All Levels	System Length / Population Served	km Length / 1,000 Population Served
	Total Laboratory Services Costs	All Systems	All Levels	External	\$ / Population Served
				Internal	\$ / Population Served
	Total Replacement Value	All Systems	All Levels	Water Mains	\$
				Storage Facilities	\$
Pump Stations & Re-chlorination Facilities				\$	
Other Supporting				\$	
Total Replacement Value / Population Served	All Systems	All Levels	Total Replacement Value / Population Served	\$ / Population Served	
Water Charge for a Typical Size Residential Connection Using Canadian Average Consumption Rate (210m ³ /year)	Distribution & Integrated	All Levels	Water Charge for a Typical Size Residential Connection Using Canadian Average Consumption Rate (210m ³ /year)	\$	
Water Charge for an Average Residence Using Local Consumption Rate	Distribution & Integrated	All Levels	Water Charge for an Average Residence Using Local Consumption Rate	\$	
Protect Public Health and Safety	Average value for THMs	All Systems	All Levels	Average THMs	mg / L
	Average Value for Turbidity	All Systems	All Levels	Average Turbidity	NTU
	Boil Water Advisory Days	All Systems	All Levels	Boil Water Advisory Days	#
	Connections Affected by Boil Water Advisory	All Systems	All Levels	Connections Affected by Boil Water Advisory	# / 1,000 Service Connections
	Cost of Cross-Connection Control Program	Distribution & Integrated	All Levels	Cost of Cross-Connection Control Program	\$ / Total # of Service Connections
	Cumulative Length Cleaned by All Methods / System Length	All Systems	All Levels	Uni-directional Flushing	%
				Swabbing	%
				Pigging	%
Air Scouring				%	
Other Methods				%	
Days with Total Coliform over Group Target	All Systems	All Levels	Days with Total Coliform over Group Target	#	

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Protect Public Health and Safety	Length of System Cleaned by All Methods (Single Pass) / System Length	All Systems	All Levels	Uni-directional Flushing	%
				Swabbing	%
				Pigging	%
				Air Scouring	%
				Other Methods	%
	Percent of Storage Reservoirs Cleaned	All Systems	All Levels	Percent of Storage Reservoirs Cleaned	%
	PFAS Monitoring	All Systems	All Levels	PFAS Monitoring - Raw Water	0=No; 1=Yes
PFAS Monitoring - Treated Water				0=No; 1=Yes	
Total PFAS Concentration - Raw Water	All Systems	All Levels	Total PFAS Concentration - Raw Water	ng/L	
Protect the Environment	Average Residential Daily Consumption	Distribution & Integrated	All Levels	Average Residential Daily Consumption	L / Cap / day
	Breakdown of External Accredited Lab Parameters Analyzed	All Systems	All Levels	BOD	%
				COD	%
				Inorganic	%
				Metals	%
				Micro	%
	Breakdown of Internal Accredited Lab Parameters Analyzed	All Systems	All Levels	Organic	%
				BOD	%
				COD	%
				Inorganic	%
				Metals	%
	Breakdown of Internal vs. External Lab Parameters Analyzed	All Systems	All Levels	Micro	%
				Organic	%
				External Accredited	%
				External Non-Accredited	%
	Cost of Leak Detection Program	All Systems	All Levels	Internal Accredited	%
				Internal Non-Accredited	%
Cost of Water Conservation Program	All Systems	All Levels	Cost of Water Conservation Program	\$ / km Length	
Days of Water Restrictions	All Systems	All Levels	Days of Water Restrictions	\$ / Population Served	
Distinct Number of External Lab Parameters Analyzed	All Systems	All Levels	Days of Water Restrictions	#	
			BOD	#	
			COD	#	
			Inorganic	#	
			Metals	#	
Distinct Number of Internal Lab Parameters Analyzed	All Systems	All Levels	Micro	#	
			Organic	#	
			BOD	#	
			COD	#	
			Inorganic	#	
	All Systems	All Levels	Metals	#	
			Micro	#	
			Organic	#	
				#	

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Protect the Environment	Lab Samples Analyzed	All Systems	All Levels	External	#
				Internal	#
	Number of Lab Non-Conformances	All Systems	All Levels	Number of Lab Non-Conformances	# / 1,000 Samples
	Peaking Factor	All Systems	All Levels	Peaking Factor	MDD / ADD
	Percent Metered	Distribution & Integrated	All Levels	Percent Metered	%
Provide a Safe and Productive Workplace	Cost of Overtime Hours	All Systems	All Levels	Cost of Overtime Hours	\$ / O&M Field FTE
	Distribution of Workforce by Age	All Systems	All Levels	20-30 yrs	%
				31-40 yrs	%
				41-50 yrs	%
				51-60 yrs	%
				61-70 yrs	%
	Field Incidents with Lost Time	All Systems	All Levels	Accidents with Lost Time	# / 1,000 O&M Field Hours
	Lost Hours due to Field Incidents	All Systems	All Levels	Lost Hours	# / 1,000 O&M Field Hours
	Safety Training Hours	All Systems	All Levels	Safety Training Hours	Hours / Employee
	Sick Days Taken	All Systems	All Levels	Sick Days Taken	# / O&M Employee
	Total Available O&M Hours / Total Paid O&M Hours	All Systems	All Levels	Total Available Hours	%
	Total Overtime Hours / Total Paid O&M Hours	All Systems	All Levels	Total Overtime Hours / Total Paid O&M Hours	%
	Unavailable O&M Hours / Total Paid O&M Hours	All Systems	All Levels	Expended Banked Time	%
				Other	%
Other Training				%	
Safety Training				%	
Sick Time				%	
Vacation	%				
Utility Staff Turnover Rate	All Systems	All Levels	Utility Turnover Rate	%	
Provide Reliable Service and Infrastructure	# Service Connection Repairs & Replacements / # of Service Connections	All Systems	All Levels	Emergency	%
				Planned	%
	Average Number of Failures per Pump Station	All Systems	All Levels	Average Number of Failures per Pump Station	#
	Capital Reinvestment / Replacement Value	All Systems	All Levels	Capital Reinvestment / Replacement Value	%
	Customer Days Without Service	All Systems	All Levels	Customer Days without Service	Days / Total # of Service Connections
	Hydrants Inspected	All Systems	All Levels	Hydrants Inspected	%
	Hydrants Winterized	All Systems	All Levels	Hydrants Winterized	%
	Infrastructure Leakage Index	Distribution & Integrated	All Levels	ILI	
	Inoperable or Leaking Hydrants	All Systems	All Levels	Inoperable or Leaking Hydrants	%
	Inoperable or Leaking Valves	All Systems	All Levels	Inoperable or Leaking Valves	%
	Main Breaks	All Systems	All Levels	Main Breaks	# / 100 km Length
	Main Length Replaced or Relined	All Systems	All Levels	Main Length Relined	%
Main Length Replaced				%	

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Provide Reliable Service and Infrastructure	Main with Cathodic Protection / Main Requiring Cathodic Protection	All Systems	All Levels	Main with Cathodic Protection / Main Requiring Cathodic Protection	%
	Metallic Main Breaks	All Systems	All Levels	Metallic Mains Breaks	# / 100 km of Metallic Mains
	Meter Re-reads	All Systems	All Levels	Meter Re-reads	%
	Non Metallic Main Breaks	All Systems	All Levels	Non Metallic Main Breaks	# / 100 km of Non Metallic Mains
	Non-Revenue Water	Distribution & Integrated	All Levels	Non-Revenue Water	ML
	Percent of Curbstops Replaced	Distribution & Integrated	All Levels	Percent of Curbstops Replaced	%
	Preventive and Corrective Maintenance Hours	All Systems	All Levels	Corrective Hours	Hours / km Length
				Preventive Hours	Hours / km Length
	System Length Tested for Leakage / km Length	All Systems	All Levels	System Length Tested for Leakage / km Length	%
	Total Corrective Maintenance Hours / Total Maintenance Hours	All Systems	All Levels	Total Corrective Maintenance Hours / Total Maintenance Hours	%
	Unplanned System Interruptions	All Systems	All Levels	Unplanned System Interruptions	# / 100 km Length
	Valves Cycled	All Systems	All Levels	Valves Cycled	%