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Selection and Definition of Performance Indicators for Water and Wastewater Utilities

Patricia A. Crotty

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This report traces the development of the 22 performance indicators, or benchmarks, that form the basis of the QualServe Benchmarking Clearinghouse program for water and wastewater utilities. The 22 indicators are are organized by QualServe's framework of five business areas: ORGANIZATIONAL DEVELOPMENT Organizational Best Practices Index Employee Health and Safety Severity Rate Training Hours Per Employee Customer Accounts Per Employee, MGD Water Delivered Per Employee, MGD Wastewater Processed Per Employee CUSTOMER RELATIONS Customer Service Complaints and Technical Quality Complaints Disruptions of Water Service Residential Cost of Water and/or Sewer Service Customer Service Cost Per Account Billing Accuracy BUSINESS OPERATIONS Debt Ratio System Renewal/Replacement Rate Return on Assets WATER OPERATIONS Drinking Water Compliance Rate Distribution System Water Loss Water Distribution System Integrity Operations and Maintenance Cost Ratios Planned Maintenance Ratio WASTEWATER OPERATIONS Sewer Overflow Rate Collection System Integrity Wastewater Treatment Effectiveness Rate Operations and Maintenance Cost Ratios Planned Maintenance Ratio

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