

INCENTIVES
CUSTOMER SERVICE
(35%)
Customer Satisfaction Surveys
Customer Service Access
Incoming Call Answers (w/in 30 seconds)
Customer Call Abandonment Rate
Collection Rate
Customers w/o Water Service
Turn Ons / Shut Offs
Emergency Response Rate
Customer Service Response Rate
Meter Reading
WATER QUALITY
(30%)
Primary Water Quality Standards
Secondary Water Quality Standards
Regulatory & Compliance Requirements
MIB (2-Methylisoborneol) Ng/L
Threshold Odor Number (TON)
Geosmin
Combined MIB / Geosmin
CAPITAL
(15%)
Critical Plan Identification (10%)
Excess Capital Projects (5%)
TECHNICAL O & M
(10%)
Planned Maintenance
Main Breaks
Hydrant Repair
Water Supply - AVERAGE DAY MGD
Water Supply - PEAK DAY MGD
Meet Pressure Improvement Plan
IMAGIS Information
Lost Time & Recordable Incident Rate
DISCRETIONARY MEASURES
(10%)
MBE/WBE Goals for Capital
MBE/WBE Goals for O & M
Citizen's Advisory Group Satisfaction Rating
Local Providers
Capital Program Adherence
Capital Construction
Revenue Enhancement
Projects on Schedule
Unaccounted for Water
Contractually Required Reports