

Level of Service

The table below is presented as an example of a Level of Service statement that could be used by a typical water utility. It should be remembered that this is an example only; the Level of Service will drive the level of capital maintenance and capital enhancement expenditure and, therefore, the LoS statement should be tailored to the capability of each companies' assets and the level of asset maintenance that they can afford.

Service Area	Ref. No.	Specific Measure	Level of Service	Long-term planning target level of service
Statutory Obligations	1	Compliance with NIPH drinking water quality standards	100% compliance with standard with AI 2/1999	Phased compliance with EU Drinking Water Quality Directive
	2	Anticipated discharge consents	Not applicable at present	Long-term objective to have compliance with EU Urban Wastewater Treatment Directive for all discharges of treated wastewater from urban centres
	3	Planned water supply restrictions	Normally 24 hr supply to all connections for 9 months except to some villages in the period June – August.	24 hr supply to all connections
	4	Pressure and flow in supply main – National regulator's minimum standard	Average pressure between 7m and 70m for all customers	
	5	Development of water protection zones – compliance with environmental law	Protection of all raw water resources	
	6	Abstraction licence for water resources in compliance with environmental law	All abstractions licensed	
	7	Water company licensing	Water company licensed by national regulator and all licence conditions complied with.	
Customer Service	8	Minimum notice period for planned restrictions	Minimum 48 hours notice	
	9	Unplanned disruptions to water supply	Reducing trend	
	10	Blockages and flooding from sewers	Reducing trend	
	11	Expansion of water supply network to all parts of service area	-	Long-term aim to provide 100% coverage in service area
	12	Coverage of wastewater collection network	100% coverage in the urban centres	Expansion to outlying rural areas
	13	Number of water smell/ taste complaints	Reducing trend	
	14	Dirty (turbidity/colour) water complaints	Reducing trend	
	15	Time for water company or their contractor to respond to request for service	Emergencies 1 hour Minor leaks – 5 working days For 95% of all requests for service	

	16	Customer water meters	Check and calibrate all meters at least once every 5-years 95% of all meters within +/- 10% accuracy At least 90% of all customers metered	All customers to have a metered water supply.
	17	Increase customer numbers	100% of water and wastewater connections registered	
Operational	18	Reduction of non-revenue water – both commercial and technical (leakage) loses	Reducing trend	Reduce to less than 30% by 2021
	19	Number of serious harm accidents caused by operation and maintenance of the water supply system	Nil	