



NWC Quality of Service Performance Targets (2013 – 2018)

No.	Objectives	Critical Measures	Definition	IBNET No.	Unit	Min. / Max.	Targets				
							2013/14	2014/15	2015/16	2016/17	2017/18
1	Increase Coverage	Water Coverage	Residential (Active and Inactive) Water Connections EoY	1.1	%	Min.	57%	61%	65%	70%	75%
			$\frac{\text{Total Population Jamaica}}{\text{Average Household Size}}$								
2	Increase Coverage	Sewage Coverage	Residential (Active and Inactive) Sewerage Connections EoY	1.2	%	Min.	18%	22%	26%	31%	37%
			$\frac{\text{Total Population Jamaica}}{\text{Average Household Size}}$								
3	Ensure Water Quality	Water Quality	Percentage of testing samples for impurities that is within standards as specified by WHO Guidelines and Interim Jamaica Standards for Drinking Water (IJAM) in terms of chlorine and fecal coliform.	15.4	%	Min.	99%	99%	99%	99%	99%
			Ensure that water is within standards as specified by MOH.								
4	Ensure Effluent Quality	Sewerage Effluent Quality Monitoring	Percentage of wastewater treatment plants that are monitored regarding their compliance with NEPA standards.		%	Min.	95%	100%	100%	100%	100%
5	Ensure Effluent Quality	Sewerage Effluent Quality	Percentage of testing samples for sewerage plants that achieve a NEPA standards based effluent quality rating of at least "good" in all four reporting periods (quarters) during the fiscal year.		%	Min.	25%	50%	50%	50%	50%
6	Ensure Effluent Quality	Sewerage Effluent Quality	Percentage of testing samples for sewerage plants that achieve a NEPA standards based effluent quality rating of "poor" or worse in two consecutive reporting periods (quarters) during the fiscal year.		%	Max.	60%	40%	20%	0%	0%
7	Ensure Water Pressure	Water Pressure	Percentage of water supply not maintaining a pressure in the range of 20 to 60 psi.		%	Max.	95%	95%	100%	100%	100%
						100%	100%	100%	100%	100%	
8	Ensure Reliability of Service	Continuity of Service	Number of average hours of available water supply per day (urban areas/rural areas).	15.1	hours/day	Min.	24/18	24/18	24/18	24/18	24/18
9	Ensure Reliability of Service	Restoration after Emergency Lock-Off in Urban Areas	Percentage of unplanned lock-offs not restored within 24 hours in urban areas.		%	Min.	70%	80%	90%	90%	90%
						90%	90%	90%	90%	90%	
10	Ensure Reliability of Service	Restoration after Emergency Lock-Off in Rural Areas	Percentage of unplanned lock-offs not restored within 48 hours in rural areas.		%	Min.	70%	80%	90%	90%	90%
						90%	90%	90%	90%	90%	
11	Ensure Reliability of Service	Notification of Short Planned Supply Interruption	Percentage of planned interruptions of a duration of not more than 4 hours, where at least 12 hours of notification was given before.		%	Min.	98%	98%	98%	98%	98%
						90%	90%	90%	90%	90%	

12	Ensure Reliability of Service	Notification of Long Planned Supply Interruption	Percentage of planned interruptions of a duration of more than 4 hours, where at least 24 hours of notification was given before.		%	Min.	90%	90%	90%	90%	90%
						90%	90%	90%	90%	90%	
13	Ensure Reliability of Service	Correction of Sewerage Problems	Percentage of sewerage problems that were corrected within a maximum of 24 hours after being informed.		%	Min.	90%	90%	95%	95%	95%
						95%	95%	95%	95%	95%	
14	Ensure Reliability of Service	Time to Repair Leaks	Percentage of reported leaks repaired within 3 days.		days	Min.	95%	90% 95%	90% 95%	95%	95%
						90%	90%	90%	90%	90%	
15	Ensure Correct Billing	Billing Complaints	$\frac{\text{Billing Complaints}}{\text{Total Bills Printed}}$			Max.	5%	5%	5%	5%	5%
		Percentage of Billing Complaints	Billing Complaints/Total Bills Printed (Max.)				5%	5%	5%	5%	5%