

KPI Category: Quality | Maximum of 85% Reduction in Service Fee Per Month

KPI	Measurement	Target	Abatement
<i>Operations</i>			
Compliance with the periodical Operating Instructions issued by the Department	<p>Pumps operated at the times and capacity as instructed in the Operating Instruction.</p> <p>Department to use information from SCADA.</p>	100% compliance with Operating Instructions	<p>1 month, target not met:</p> <ul style="list-style-type: none"> – 10% of total monthly Service Fee <p>2 or more consecutive months, target not met: (in addition to any abatement applied in current period).</p> <ul style="list-style-type: none"> – 15% of total monthly Service Fee
<i>Required Condition</i>			
Compliance with the Required Condition	<p>Department inspects a selection of Stormwater assets</p> <ul style="list-style-type: none"> – no minimum number required – Department can make decision what to target during month – based on major assets or problem areas – If an asset doesn't meet the condition in one month, the Department will instruct the Contractor to fix it and may inspect that asset the subsequent month 	100% of assets inspected at the required condition	<p>1 month, target not met:</p> <ul style="list-style-type: none"> – Not meeting target but within one level of asset condition categorisation – 5% of total monthly Service Fee – Not meeting target and outside one level of asset condition categorisation – 20% of total monthly Service Fee <p>2 or more consecutive months, target not met: (in addition to any abatement applied in current period)</p> <ul style="list-style-type: none"> – If asset inspected in previous month not meeting target – 30% of total monthly Service Fee
<i>Response Times</i>			
Time between notification or identification of issue, and specified time for stated action	Department to download information from CMMS	<p>Undertake stated action within stated time:</p> <ul style="list-style-type: none"> – General vandalism – Resolution / rectification program agreed 48 hours – Vandalism – unsafe asset – Made safe 2 hours – Failure of pipeline >150mm 	<p>If (number completed as required and on time / total number) ≥ 0.9 – no deduction.</p> <p>If (number completed as required and on time / total number) < 0.9 – 10% of total monthly Service Fee</p>