

KPI	Measurement	Target	Abatement
		<ul style="list-style-type: none"> – shut down and commence remedial work – 30 minutes – Incidents and Emergencies – Mobilization 30 minutes Complaints Addressed – time stated by Department to respond when each complaint received	
<i>Pipe Blockage</i>			
Reduction in sand / silt /other material build-up in pipes	Joint Department / Contractor inspection of a selection of storm water pipes <ul style="list-style-type: none"> – no minimum number required – Department can make decision what to target during month – e.g. based on problem areas If an pipe doesn't meet the target in one month, the Department will instruct the Contractor to fix it and may (should) inspect that asset the subsequent month	Build-up of sand / silt material does not exceed 10% of the diameter of the pipe	1 month, target not met: <ul style="list-style-type: none"> – Not meeting target– 5% of total monthly Service Fee 2 or more consecutive months, target not met (in addition to any abatement applied in current period): <ul style="list-style-type: none"> – If pipe inspected in previous month not meeting target – 30% of total monthly Service Fee