

WASA LAHORE KPIs (KEY PERFORMANCE INDICATORS)			
Sr no.	Indicators	Description	(Apr-Jun) 2022
	Service Coverage		
1	Water Coverage (%)	Population with access to water services /total population under WASA jurisdiction, expressed in percentage.	100%
2	Sewerage Coverage (%)	Population with sewerage services (direct service connection)/total population under under WASA jurisdiction, expressed in percentage.	90%
	Service Delivery		
3	Water Production & Demand	Ratio of Water Production (MGD) to Water Demand (MGD)	1
4	Complaints about W&S services (% of W&S cons)	Total number of W&S complaints per year expressed as a percentage of the total number of W&S connections	3.57%
5	Continuity of Service (hr/d)	Average hours of service per day for water supply	10-12 hr/day
6	NRW (%)	Difference between total water produced and total water sold expressed as a percentage of total water produced.	35%*
7	Chemical Water Quality at Source-Fit (%)	Chemically fit water quality results expressed as a percentage of total water samples tested at source	100%
8	Biological Water Quality at Consumer-Fit (%)	Biologically fit water quality results expressed as a percentage of total water samples tested at HH level	99%
	Operational Performance		
9	Pipe Breaks	Total number of pipe breaks per year expressed per km of the water distribution network	3
10	Sewerage Blockage	Total number of blockages per year expressed per km of sewers	2
11	Pipe Leakages	Total number of pipe leakages per year per km of the water distribution network	3
	Billing & Collection		
12	Billing Efficiency (%)	Total no. of bills issued and delivered at door step expressed as a percentage of Total connections (water +waste water)	100%

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13	Collection Efficiency physical (%)	Total number of bills paid expressed as percentage of total number of bills issued	85%
14	Collection Efficiency Financial (%)	Total amount of bills received expressed as a percentage of total amount of bills issued	91%
	Metering Practices		
15	Metering Level (%)	Total No of metered connections expressed as a percentage of total no of connections	3%
16	Proportion of functional meters (%)	Total number of water connections with functional/operating meters expressed as a percentage of total number of metered water connections	3%
	Cost		
17	Operating Ratio	Ratio of Total Annual Expenditure against Total Annual Revenue Recovered	1.99
18	Salary Costs as a proportion of Operating Costs	Total annual salary costs (including salaries, wages, pensions, other benefits, etc.) expressed as a percentage of total annual operating costs.	38%
19	Power/Electricity Costs as a proportion of Operating Costs	Total annual power/electricity costs of the utility expressed as a percentage of total annual operating costs.	45%
	Business Plan (Qualitative)		
20	Upgradation & implementation of MIS Systems (AMIS etc)	Implementation of Asset Management and Monitoring and others MIS based systems	yes
21	Implementation of IDAMP	Implementation of notified Integrated Development Asset Management Plan (IDAMP) Framework	no