

<b>PNG WATERBOARD</b>				
<b>Performance areas</b>	<b>No.</b>	<b>Benchmark formule</b>	<b>(W) &amp; (S)</b>	<b>Benchmark</b>
Population Coverage	1	<u>Population served in PNGWB Districts</u> Total Population of PNGWB Districts	(W) & (S)	80% & 18%
Service Reliability	2	<u>Number of Hours service provided</u> Total Number of hours for the year	(W) & (S)	97% & 97%
	3	Availability of Pressure limit of 10 meterhead (water)	(W)	95%
Quality Assurance	4	Treated water samples within minimum standards of Turbidity	(W)	90%
	5	Treated Water samples within Chlorine Residual range of 0.2 to 0.5 ppm	(W)	100%
Customer Complaints	6	Number of complaints per 1000 customers per month	(W) & (S)	5
	7	Response time on major complaints	(W) & (S)	24 hours
	8	Response time on minor complaints	(W) & (S)	48 hours
Service Connections	9	Time taken to provide a standard new connection after paying the connection fees.	(W) & (S)	5 & 10 working Days after payment of fees
	10	Time taken for providing a reconnection	(W)	24 hours