

Issue	2016	2018	2019	2020	2021	2022	2023
Water Quality(%)	84	93	93	95	99	93	93
Non-RevenueWater(%)	65	63	58	58	55	54	49
WaterCoverage(%)	23	22	59	62	71	75	83
Hours of Supply(hour./day)	11	12	12	12	19	18	18
Staff							
Productivity(no.staff/Kconns.)	16	14	11	10	8	6	5
Revenue Collection Efficiency(%)							
Personnel expenditures as% of total Operations+Maintanance costs	34	37	40	99	98	103	97
Personel Expenditure as a % of total Operations+Maintanance Cost	94	88	89	40	52	53	50
Operation+Maintanance cost Coverage(%)	84	102	99	102	108	113	102
Metering Ratio(%)	31	27	33	60	71	86	91
Total Score	22	34	42	67	91	100	115
Ranking by category	27	24	29	19	11	10	10
Ranking (Out of 88 Utilities)	79	65	67	42	25	25	18
	2015/16 and						
FY	2014/2015	2016/17	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022