SLA Reporting Template		Reporting Quarter:	01/07/2008 to		30/09/2008	
Standard 1 - Emergency/Fault Re	KPI	Central Ne	CN West		Total	Percentage
Emergency Fault Repair			Input number	LAs agreed?		
<2hrs	80.00%		559	No Response	620	90.20%
>2hrs	20.00%		61	No Response		9.80%
High Priority Fault Repair						
<1 working day	50.00%		39	No Response	80	48.80%
< 10 working days	90.00%		40	No Response		98.80%
>10 working days	10.00%		1	No Response		1.30%
Fault Repair - Multiple Units						
<10 working days	75.00%		105	No Response	125	84.00%
< 20 working days	90.00%		11	No Response		92.80%
>20 working days	10.00%		9	No Response		7.20%
Fault Repair - Single Units						
<10 working days	60.00%		409	No Response	590	69.30%
< 20 working days	80.00%		110	No Response		88.00%
>20 working days	20.00%		71	No Response		12.00%
Standard 2 - New/Transferred Connections						
New Works 1-10 Jobs						
<15 working days	60.00%		1938	No Response	2452	79.00%
< 30 working days	90.00%		328	No Response		92.40%
>30 working days	10.00%		186	No Response		7.60%
New Works 11-50 Jobs						
< 25 working days	70.00%		1761	No Response	1926	91.40%
< 35 working days	90.00%		47	No Response		93.90%
>35 working days	10.00%		118	No Response		6.10%
Standard 3 - Providing Quotations						
Quotation for non-standard works	n /a		250	No Response	250	100.00%
Quotation for non-standard works	n /a			No Response		0.00%
Incomplete Requests Returned						
Number returned within 2 working	n /a			No Response	0	#DIV/0!
Number not returned within 2 wor	n /a			No Response		#DIV/0!