

Project Title	Detection and Prosecution Service	(Unique name for this project – can be the service name)
Service Scope	Cover the process from the point of initiating detection programs and or receiving information from outside sources to the point where the prosecution is successful and the illegal connection removed or converted into a legal connection. Include references to any penalties or incentives to detect and/or dissuade illegal connections	Describe service and what parts of the service or what processes are to be included – can be customer groups, area, functions, processes – mention any exclusions)
Justification	Illegal connections contribute to NRW – and need to be reduced either through prosecution or by conversion of illegal connections into legal connections. Contribution to NRW is estimated at%	What issues, events, current performance levels, complaints or other information led to the choice of this service for improvement? Mention existing service standards if any
Improvement Objective	Outcome measurement Percentage of NRW attributable to illegal connections Current performance:% Target performance by Dec 2008% Percentage estimate of illegal connections to all connections Current performance:% Target performance by Dec 2008% Percentage of detected illegal connections successfully prosecuted and stopped or converted to legal connections Current performance:% Target performance by Dec 2008%	What improvements are sought – more coverage, better quality, faster times, less cost, - this may stem from knowledge of what others are achieving.
Key Personnel		Manager for this Service , other key personnel that should be consulted
Nominator		Name and Position, signature and date
Timing	Start Date Finish Date	This is indicative – but helps in ensuring being realistic about scope being tackled.
Proposed CIB Team Leader and members	Team leader: Member 1: Member 2: Member 3 : (optional) Member 4. (optional)	This may be filled in after approval

Project Title	Tariff policy and price setting service	(Unique name for this project – can be the service name)
Service Scope	<p>Includes the process of determining total revenue requirements, policy of differential tariffs for different classes of user (commercial, industrial, domestic, government)</p> <p>Includes the process of modelling future revenues over a longer time to ensure adequate funding is available to service loans and provide capital for new infrastructure.</p> <p>Includes promotion and communication to customers on tariffs and tariff policy.</p> <p>Identify if the tariff policy does have exemption categories and describe what are they, how many of them there are and what is the estimated impact on water usage. Include any documentation that justifies these categories receiving exemptions.</p> <p>Excludes customers that do not pay their water bills and any debt pursuit activities (this is part of the collection service)</p>	Describe service and what parts of the service or what processes are to be included – can be customer groups, area, functions, processes – mention any exclusions)
Justification	<p>Tariff policy usually contain exemptions for certain water users (eg Government, hospitals, charities, government officials)</p> <p>They may be un-metered or metered but not billed for their water usage.</p> <p>Unbilled but authorised consumption is a major contributor to NRW. By investigating who are exempt and any existing rationale for that exemption, it may be possible to propose changes to the tariff policy to reduce unbilled authorised usage.</p>	What issues, events, current performance levels, complaints or other information led to the choice of this service for improvement? Mention existing service standards if any
Improvement Objective	<p>Outcome Measurement –</p> <p>Percentage contribution to NRW that is attributable to unbilled authorised consumption. Current performance:% Target performance by Dec 2008%</p> <p>Percentage of unbilled user to all users Current performance:% Target performance by Dec 2008%</p> <p>Percentage of water unbilled and authorised to all authorised water consumption Current performance:% Target performance by Dec 2008%</p> <p>Average daily water usage per unbilled and authorised user Current performance:litres Target performance by Dec 2008litres</p>	What improvements are sought – more coverage, better quality, faster times, less cost, - this may stem from knowledge of what others are achieving.

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Nominator		Name and Position, signature and date
Timing	Start Date Finish Date	This is indicative – but helps in ensuring being realistic about scope being tackled.
Proposed CIB Team Leader	Team leader: Member 1: Member 2: Member 3 : (optional) Member 4. (optional)	This may be filled in after approval