

## Overall Performance Rating

Name of Utility: \_\_\_\_\_

Consumer Satisfaction	Max. Score	Utility Score
Coverage	10%	
Water Availability	10%	
Service Level	10%	
New Connection Fee	10%	
	<b>40%</b>	
<b>Water Resources Management</b>		
Water Production/Population	5%	
UFW/Metering	10%	
Consumption	5%	
	<b>20%</b>	
<b>Financial Resource Management</b>		
Grant Financing	5%	
Operating Ratio	10%	
Accounts Receivable	5%	
	<b>20%</b>	
<b>Human Resource Management</b>		
Staff/1,000 Connections	5%	
Management Salaries	5%	
	<b>10%</b>	
<b>Accountability</b>		
Annual Report	<b>10%</b>	
<b>Overall Score</b>	<b>100%</b>	

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