

PERFORMANCE INDICATORS

	UNIT	TARGET	2012		2013		2014	
			DATA	OUTCOME	DATA	OUTCOME	DATA	OUTCOME
WASTEWATER SERVICES SERVICE INDICATORS								
Population served / Total expected population to be served	%	170.000	96.780	56,93%	105.720	62,19%	114.600	67,41%
P.E. served / P.E. capacity		272.000	127.594	46,91%	115.300	42,39%	119.668	44,00%
Treated wastewater in WWTP / Design capacity	%	14.600.000	7.592.000	52,00%	7.449.000	51,02%	7.418.000	50,81%
BOD ₅ Kgs Treated / BOD ₅ Capacity		5.956.800	2.794.306	46,91%	2.525.080	42,39%	2.620.719	44,00%
Private HC: licences to construct private system (Licences issued / Appl.rec)		1	1996/2607	0,77	2079/1744	1,19	1.431 / 1.835	0,78
: Connection Permits (Green card) (No / Licences issued)		1	1596/1996	0,80	1618/2079	0,78	1.456 / 1.431	1,02
PHYSICAL EFFICIENCY INDICATORS								
No of Main sewer blockages / Total length of Sewers in operation	No / Km		98/530	0,185	93/530	0,175	65/570	0,114
Power (KWh) consumed / Treated wastewater in WwTP	KWh/m ³		9.949.305 / 7.592.000	1,31	10.186.586 / 7.449.000	1,37	10.711.891 / 7.418.000	1,44
Power factor		≤1,0	0,988		0,978		0,992	
Sewers' jetted / Total length of sewers in operation	%	100%	35/530	6,60%	68/530	12,83%	60,5/570	10,61%
STAFFING EFFICIENCY								
Employees / Connected Households (HC)	No/1000 connections		67 / 16.130 /1.000	4,15	67 / 17.620 /1.000	3,80	67 / 19.100 /1.000	3,51
Total staff costs / Total expenditure	%		2.772.428 / 19.188.617	14,45%	2.562.176 / 18.454.681	13,88%	2.621.668 / 17.825.168	14,71%
Kms of sewer length / Staff employed			530/67	7,91	530/67	7,91	570/67	8,51
Population served / employee			96.780 / 67	1.444	105.720 / 67	1.578	114.600 / 67	1.710
Private HC inspections ratio	NO of inspection / manhour	≤0,85	1.908 / 2.880	0,66	2.076 / 2.520	0,82	1.842 / 2.700	0,68
Head Office Electrical consumption (Kwh) / employee	KWh/employee		180.729 / 52	3.476	160.066 / 52	3.078	143.374 / 52	2.757
Head Office Electrical consumption (Kwh) / building m ³	KWh/m ³		180.729 / 4.707	38,40	160.066 / 4.707	34,01	143.374 / 4.707	30,46

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FINANCIAL INDICATORS								
COST RECOVERY								
Total income / flow	Euro/m³		30.156.768 / 7.592.000	€ 3,97	28.448.006 / 7.449.000	€ 3,82	29.041.681 / 7.418.000	€ 3,92
Total cost (with depreciation and interest) / flow	Euro/m³		19.188.617 / 7.592.000	€ 2,53	18.454.681 / 7.449.000	€ 2,48	17.825.168 / 7.418.000	€ 2,40
Total cost coverage ratio (Total income / Total costs)			30.156.768 / 19.188.617	1,57	28.448.006 / 18.454.681	1,54	29.041.681 / 17.825.168	1,63
Unit running costs (Total operational costs / flow)	Euro/m³		6.827.012 / 7.592.000	€ 0,90	5.953.203 / 7.449.000	€ 0,80	5.295.324 / 7.418.000	€ 0,71
Operating cost coverage ratio (Total income / Total operational costs)			30.156.768 / 6.827.012	4,42	28.448.006 / 5.953.203	4,78	29.041.681 / 5.295.324	5,48
Service charges / Total income	%		3.281.946 / 28.904.009	11,35%	3.570.823 / 28.448.006	12,55%	4.221.261 / 29.041.681	14,54%
CASH POSITION								
Year collection Rate (Sewerage charges for the year collected / Sewerage charges charged for the year)			14.370.124 / 17.694.436	81,21%	14.740.199 / 18.526.685	79,56%	15.770.767 / 19.713.716	80,00%
BALANCE SHEET AND PROFITABILITY								
Debt equity ratio			158.462.087/(158.462.087+ 100.837.419+ 30.371.427)	0,55	176.206.096/(76.206.096+ 85.637.098+ 33.231.750)	0,60	170.891.115/ (170.891.115+ 96.185.677 +32.078.402)	0,57
Current Ratio (Current Assets / Current Liabilities)			112.207.669/ 11.840.640	9,48	108.986.885 / 12.136.647	8,98	101.117.359 / 15.933.159	6,35
Interest cover (Net operating income/interest)			3.628.646 / (937.619 + 1.501.564)	1,49	11.202.192 / (628.511 + 1.412.803)	5,49	29.529.972 / (1.508.660 + 300.956)	16,32

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Other KPI								
Human Resources KPI								
Total no. of leave days per year / No. of employees	No.		2.055/65	31,62	2.571 / 67	38,37	2.634 / 67	39,31
Total No of annual leave days / Total no of work days (220*no. of employees)	%		1.381/220*	9,66%	1.500/(220*67)	10,18%	1.610/(220*67)	10,92%
Total No of sick leave days / Total no of work days (220*no. of employees)	%		379/220*	2,65%	570/(220*67)	3,87%	579/(220*67)	3,93%
No of training & other absence days / Total no of work days (220*no. of employees)	%		295/220*	2,06%	501/(220*67)	3,40%	445/(220*67)	3,02%
Billing and collection dept								
Value of bills settled by post / Total collections	%		379.356 / 17.931.553	2,12%	368.208 / 18.118.028	2,03%	182.717 / 19.023.799	0,96%
Value of bills settled by e-payment / Total collections	%		1.759.201 / 17.931.553	9,81%	2.252.365 / 18.118.028	12,43%	2.871.799 / 19.023.799	15,10%
Value of bills settled at SBLA's cashiers / Total collections	%		11.037.564 / 17.931.553	61,55%	11.252.145 / 18.118.028	62,10%	11.403.391 / 19.023.799	59,94%
Value of bills settled through Banks / Total collections	%		4.755.432 / 17.931.553	26,52%	4.245.310 / 18.118.028	23,43%	4.565.892 / 19.023.799	24,00%
No of e-bills / Total number of bills sent	%		1.160 / 87.630	1,32%	1.300 / 90.700	1,43%	1.400 / 93.290	1,50%
No. of lawsuits filed / year			291		540		175	
Value of filed lawsuits / Customers balance at y.e.	%		634.550 / 11.642.812	5,43%	566.634 / 13.975.817	4,05%	844.805 / 15.496.753	5,45%
Secretarial Dept								
No of archive files / employee (Total no of files/Total No of empl.)			2483/12*	198,2	2560/14	182,9	2.673/14	190,9
No of new files per year / employee			469/12*	37,4	378/14	27,0	458/14	32,7
No of Incoming correspondence per year / employee			5668/12*	452,4	5309/14	379,2	5.476/14	391,1
No of Outgoing correspondence per year / employee			5962/12*	475,9	5230/14	373,6	5.244/14	374,6
No of pages of Agendas and Minutes of meetings typed / employee			6479/12*	517,2	5363/14	383,1	7.623/14	544,5
No of Board and Committees meetings per year			69,00		56,00		54,00	
No of pages of Agendas and Minutes of meetings typed / No of Board and Committees meetings per year			6479/69	93,9	5363/56	95,8	7.623/54	141,2
* In 2012: 8 months 12 empl., 1 month 13 empl., 3 months 14 empl.								
** As from 2014 only sick leave forms are submitted manually								
Customer Service								
No of Complaints (tel., website, e-mail, oral)			771		936		959	
No of complaints by type: Odours	%		59	7,65%	83	8,87%	87	9,07%
Flooding / Drains	%		16	2,08%	16	1,71%	22	2,29%
Blockages	%		143	18,55%	187	19,98%	201	20,96%
Manhole covers	%		151	19,58%	172	18,38%	148	15,43%
Works in Progress	%		181	23,48%	261	27,88%	320	33,37%
Pests & Rodents	%		184	23,87%	186	19,87%	161	16,79%
Other	%		37	4,80%	31	3,31%	20	2,09%

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			DATA	OUTCOME	DATA	OUTCOME	DATA	OUTCOME
Health and Safety								
No of safety inspections / 6 (per 2 months interval) *2009-11 monthly			6		6		6	
No of 'near miss' accidents / year			10		3		2	
No of accidents / year			0		1		0	
Number of training hours on health and safety: Workers			56		230		160	
: Technical			132		152		206	
: Other			162		72		90	
Total hours of Health and Safety & Environmental training / year			350		454		456	
Average training hours per employee			350 / 67	5,22	454 / 67	6,78	456 / 67	6,81
No of H&S trainings: Workers			3		6		4	
: Technical			5		3		6	
: Other			3		3		3	
Environmental								
Total electrical consumption (Kwh) / employee			10.139.644 / 67	151.338	10.356.746 / 67	154.578	10.864.903 / 67	162.163
Total electrical consumption (Kwh) / population served			10.139.644 / 96.780	104,77	10.356.756 / 105.720	97,96	10.864.903 / 114.600	94,81
Kwh consumed at WwTP / Treated wastewater	Kwh/m ³		3.997.253 / 7.592.000	0,53	4.225.829 / 7.449.000	0,57	4.654.314 / 7.418.000	0,63
Kwh consumed at Psts / Treated wastewater	Kwh/m ³		5.952.052 / 7.592.000	0,78	5.960.757 / 7.449.000	0,80	6.057.577 / 7.418.000	0,82
Total Green Kwh / Total Kwh consumed (Psts and WwTP)	%		1.620.264 / 10.139.644	15,98%	1.628.355 / 10.356.746	15,99%	1.629.232 / 10.864.903	15,21%
Total Green Kwh / Kwh consumed at WwTP	%		1.620.264 / 3.997.253	40,53%	1.628.355 / 4.225.829	38,53%	1.629.232 / 4.654.314	35,00%
Kwh produced at CHP / Green Kwh produced (CHP + Solar)	%		1.539.604 / 1.620.264	95,02%	1.548.404 / 1.628.355	95,09%	1.549.081 / 1.629.232	95,08%
Solar energy Kwh produced / Green Kwh produced (CHP + Solar)	%		80.660 / 1.620.264	4,98%	79.951 / 1.628.355	4,91%	80.151 / 1.629.232	4,92%
Quality Assurance								
Δείκτης δειγμάτων (Αρ. Δειγμάτων από Βιομ.Υποστ. / Αρ. Βιομηχ.Υποστ.)	No / Βιομ.Υποστ.		1.596 / 1.046	1,53	1.835 / 1.106	1,66	1.595 / 1.090	1,46
Δείκτης ελέγχου Βιομ.υποστατικών (Αρ. υποστ.που ελέγχονται/Αρ. Βιομ.Συνδέσεων)	%		150 / 1.046	14,34%	151 / 1.106	13,65%	151 / 1.090	13,85%
Δείκτης συμμετοχής φορτίου Βιομ.υποστατικών (COD Βιομ.υποστ./Ολικό COD στο STP)	%		5.123 / 17.469	29,33%	5.677 / 19.715	28,80%	5.721 / 20.684	27,66%
Δείκτης απόκλισης ποιότητας Βιομ.υποστατικών (Αρ.Χρ/Σημ / Αρ.Δειγμάτων)	%		153 / 1.596	9,59%	171 / 1.835	9,32%	183 / 1.595	11,47%
Κόστος (καύσιμα+εργατικά+υλικά) / Συνολικό αρ. δειγμάτων	€/ sample		€79.607 / 1.769	€ 45,00	€68.057 / 1.954	€ 34,83	€68.251 / 1.777	€ 38,41
Κόστος αναλύσεων / Συνολικό αρ. δειγμάτων	€/ sample		€22.035 / 1.769	€ 12,46	€14.995 / 1.954	€ 7,67	€34.325 / 1.777	€ 19,32
Δείκτης λιποπαγίδων (αριθμός οπτικών ελέγχων λιποπαγίδων / Συνολικό αριθμό Βιομ.Υποστατικών)	No / Βιομ.Υποστ.		1.741 / 1.046	1,66	1.982 / 1.106	1,79	2.124 / 1.090	1,95