Cross-Utility Conservation Metrics for Benchmarking

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| **Description of Metric** | **Calculation** |
| Infrastructure Leakage Index | $$\frac{Current Annual Real Losses }{Unavoidable Annual Real Losses}$$ |
| Indoor Conservation Index | $$\frac{Estimated Residential Indoor Use (per account per day) }{Efficiency Goal for Residential Indoor Use (per account per day)}$$ |
| OutdoorConservation Index | $$\frac{Weather-Normalized Residential Outdoor Use (per account per day) }{Efficiency Goal for Outdoor Use (per account per day)}$$ |

Source: Adapted from Dziegielewski and Kiefer (2010) *The American Water Works Association Water Conservation Division Subcommittee Water Conservation Measurement Metrics Guidance Report.*

Utility Full Cost Metrics for Benchmarking

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| **Description of Metric** | **Calculation** | **Benchmark** |
| Operating Ratio | $$\frac{Operating Revenues}{Operating Expenses}$$ | 1.0 |
| Debt Service Coverage Ratio | $$\frac{Operating Revenues-Operating Expenditures }{Debt Service }$$ | 1.0 |
| Active Debt per Customer | $$\frac{Total Active Debt }{Number of Customers}$$ | Average |
| Percent of Annual Operating Expenditures in Cash Reserves | $$\frac{Cash Reserves }{Annual Operating Expenditures}$$ | One month |

Source: Adapted from UNC School of Government Environment Finance Center *The State of Full Cost Pricing: Full Cost Pricing Among Public Water & Sewer Utilities in the Southeast* 2008