

Unplanned non-infrastructure maintenance (water)

Unplanned maintenance required as a result of equipment failure or reduced asset performance.

Unplanned maintenance is a company specific indicator and should closely align with the metrics used by the company to measure the ongoing state of its mechanical, electrical and instrumentation and control equipment.

The counting procedures should focus on capturing relevant data from the company's maintenance systems at a level of granularity and materiality for this purpose. A rising trend in the indicator will indicate deterioration, a reducing trend will indicate improvement, and a stable trend will indicate stability, for an unchanging size of asset base. The data should be held at one or more levels of aggregation, to inform the distribution of numbers among different asset types, e.g., pumping and treatment.

The data collected should be a count of all the unplanned jobs completed (with a completed work order). It should not be a count of investigations where nothing was done, or minor jobs carried out as a result of an inspection which are not recorded as a work order.

The data should include all water non-infrastructure assets, including: water treatment works, pumping stations (on the network), and any other non-infrastructure asset. The data must also include all planned-reactive jobs, that is, anything strategically planned for reactive maintenance, i.e., 'run to fail' assets, etc.

Unplanned maintenance on all assets should be included in the data regardless of asset criticality, this ensures the entire asset base is captured. Reported as total unplanned non-infrastructure maintenance jobs as a proportion of all non-infrastructure assets