



The Utilities KPI Dictionary: 300+ Key Performance Indicator Definitions

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By assembling the first comprehensive dictionary of Key Performance Indicators (KPIs) for Utilities, The KPI Institute provides professionals a useful resource for novices and experts alike. It can be used in the early stages of implementing a performance management framework, in the process of selecting and documenting KPIs, but also to improve an existing performance measurement system. The KPI taxonomy presented in the dictionary covers all major functions of Utilities, such as: -Electricity -Natural Gas -Water and Sewage

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