



FINAL WATER PLAN 3 PROPOSAL

Service standards

Gippsland Water has developed proposals for 29 service standards for the third regulatory period commencing July 2013. For ease of understanding during the community consultation process, these service standards were separated into several categories. These categories are:

- Water – unplanned events.
- Water – planned events.
- Wastewater – unplanned events.
- Quality.
- Service.
- Miscellaneous.

Customer feedback on service standards

Gippsland Water sought to engage with its customers and the wider community over a two month period during June and July 2012. A number of specific observations can be made about consultation on proposed service standards:

- Gippsland Water produced a fact sheet specifically detailing a selection of service standards and the changes proposed.
- Gippsland Water made available a full listing of the 29 service standards for customers to download from its website, or request via phone or email.
- During community presentations, Gippsland Water specifically addressed service standard proposals and sought feedback.

The feedback received from customers included:

- Customers did not know service standards existed.
- Customers were surprised to learn the service standard regime was so complicated.
- Customers were overwhelmed by the sheer volume of information available.

Despite the significant effort to promote discussion on Gippsland Water's proposed service standards for the third regulatory period, not a single customer or community response to the proposals was received during the two month consultation period. This perhaps says more about the perceived complexity of the service standard regime itself, with customers unwilling to delve into the significant detail that is service standards.

Given this lack of customer or community feedback, Gippsland Water proposes to move forward with the service standards outlined in the draft Water Plan 3 proposals without amendment. The proposed service standards are outlined in the tables below. These service standards reflect practical continuous improvement from the service standards established for the second regulatory period.



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Service standards proposed

Table 1: Water - unplanned

Water - unplanned						
No.	ESC type	Description	Measure	Current target	Performance last five years	Water Plan 3 proposal
1	Core	Unplanned water supply interruptions	Per 100km of water main	45	19.5	19.5
2	Core	Average time takes to attend bursts and leaks (priority one)	Minutes	40	31.0	35
3	Core	Average time taken to attend bursts and leaks (priority two)	Minutes	150	138.6	138
4	Core	Average time taken to attend bursts and leaks (priority three)	Minutes	2300	1497	2000
5	Core	Unplanned water supply interruptions restored within five hours (percent)	Percent	97.8	98.6	98
9	Core	Average frequency of unplanned water supply interruptions	Number	0.10	0.12	0.12
11	Core	Average duration of unplanned water supply interruptions	Minutes	110	83.81	90
7	Core	Average unplanned customer minutes off water supply	Minutes	15.4	10.2	10.8
13	Core	Number of customers experiencing more than five unplanned water supply interruptions in the year	Number	0	2	0



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Table 2: Water - planned

Water - planned						
No.	ESC type	Description	Measure	Current target	Performance last five years	Water Plan 3 proposal
6	Core	Planned water supply interruptions restored within five hours (percent)	Percent	87	98	90
10	Core	Average frequency of planned water supply interruptions	Number	0.20	0.08	0.08
12	Core	Average duration of planned water supply interruptions	Minutes	130.8	139.3	160 - 140
8	Core	Average planned customer minutes off water supply	Minutes	26.2	11.6	12.8 - 11.2

Table 3: Waste - unplanned

Waste - unplanned						
No.	ESC type	Description	Measure	Current target	Performance last five years	Water Plan 3 proposal
15	Core	Sewerage blockages	Per 100km of sewer main	25	18	18
16	Core	Average time to attend sewerage spills and blockages	Minutes	35	30.7	40
17	Core	Average time to rectify a sewer blockage	Minutes	130	94.5	95
18	Core	Spills contained within five hours	Percent	98	99	98
19	Core	Customers receiving more than three sewer blockages in the year	Number	0	0	0



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Table 4: Quality

Quality						
No.	ESC type	Description	Measure	Current target	Performance last five years	Water Plan 3 proposal
22	Core	Population receiving water meeting E. Coli standards	Percent	100	100	100
23	Core	Population receiving water meeting disinfection by-products standards	Percent	100	99.9	100
24	Core	EPA discharge quality licence compliance	Percent	100	98.5	100
25	Core	Population receiving water meeting turbidity standards	Percent	100	100	100

Table 5: Service

Service						
No.	ESC type	Description	Measure	Current target	Performance last five years	Water Plan 3 proposal
20	Core	Complaints to EWOV	Per 1000 customers	0.7	0.08	0.08
21	Core	Telephone calls answered within 30 seconds	Percent	80	84.6	84

Table 6: Miscellaneous

Miscellaneous						
No.	ESC type	Description	Measure	Current target	Performance last five years	Water Plan 3 proposal
14	Core	Unaccounted for water	Percent	14.1	9.8	12
26	Addit.	Total CO2 equivalent emissions	Tonnes - 000s	73.86	70.99	70
27	Addit.	Recycled water target	Percent	20	5.10	10.3
28	Addit.	Biosolids re-use	Percent	100	100	100
29	Addit.	CTWSS connections	Number	Various	N/A	Various