

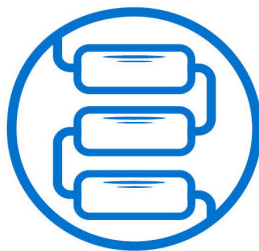
Service reliability

Our water and wastewater networks

We manage extensive water and wastewater networks that supplies clean drinking water to your taps and removes the wastewater from your homes and businesses.



**MORE THAN
2,300km**
of water mains,
**50 TREATED
WATER STORAGE**
and **45 pump
stations**



**MORE THAN
1,900km**
of sewer mains,
**and 200
sewer pump
stations**

The water network is made up of underground pipes that run from our water treatment plants, water storages, and water pump stations to your meter and taps.

The wastewater network is made up of underground pipes that take sewage from your home to our wastewater treatment plants for treating. The high quality treated wastewater is then discharged to land or ocean outfalls.

Our services are essential

Maintaining this network and ensuring customer services are critical.

We respond to call outs from customers about burst water mains, service leaks, blocked sewers and other faults 24/7.

We also do proactive maintenance such as sewer mains cleaning, water mains cleaning, and valve maintenance.

Our service standards

In delivering our water and wastewater services to customers, we have service standards we need to meet.

These are set out in our [Customer Charter](#) and overseen by the Essential Services Commission.

Water service standards	Targets
Maximum number of unplanned water supply interruptions a customer may experience in any 12-month period	5
Average time taken to attend bursts and leaks (Priority 1)	35 mins
Average time taken to attend bursts and leaks (Priority 2)	90 mins
Average time taken to attend bursts and leaks (Priority 3)	1,500 mins
Average duration of unplanned water supply interruptions	90 mins
Average duration of planned water supply interruptions	150 mins
Minimum water pressure or flow rate a customer should receive (kPa or L/min)	137.3 kPa (14km)

How we respond

[Watch our video](#) to find out how we respond to leaks and bursts.



Our service standards continued

Sewerage service standards	Targets
Average time taken to attend sewer spills and blockages	40 mins
Average time to rectify a sewer blockage	95 mins
Maximum time taken to contain a sewer spill	300 mins
Average duration of unplanned water supply interruptions	90 mins
Maximum number of sewer blockages a customer may experience in any 12-month period	3

For more information on service standards, see our Customer Charter at:
www.gippswater.com.au/customer-charter



Members of our Field Operations team

We’re experiencing more water mains and water services bursts and leaks

Drier conditions are putting greater pressure on our water network, leading to more water main and service pipe bursts and leaks. As soil dries the ground contracts away from our buried pipes. This allows them to move and dislodge, causing leaks and bursts. Bursts and leaks increased by 46% from 2023/24 to 2024/25, and in 2025/26 remained 47% higher than 2023/24 levels. We expect numbers to continue increasing as our climate changes.

Our challenge

We prioritise responding to high priority, high impact bursts and leaks. But this means we’re now falling short on meeting our target for lower impact and lower priority ones. To meet our current service standard for responding to lower priority water mains breaks and bursts, we need to invest more which ultimately means an increase to customer bills.

We’re also weighing up the proactive maintenance we could do to provide an even better service for customers. Doing so won’t reduce the number of leaks and bursts, but could reduce the quality and timing impacts to customers when we do experience leaks and bursts. This will mean a further increase to customer bills.

We want you to consider how much more we should invest to meet our target and if we should do more preventative maintenance.

We’ll share different modelling with you that shows different service levels and proactive maintenance and the corresponding impact they would have to customer bills.

We’ll be sharing more on this during day two of the panel.