

Service reliability



Gippsland
Water



Service reliability | responding to leaks and bursts

We manage the water and wastewater networks that supply clean water to your taps and remove wastewater from homes and businesses

It's critical that we maintain this network by fixing leaks and bursts.





Our service standards



Our service standards help us to track how we're performing against the commitments we've made to our customers.



We reviewed our service standards in our last Price Submission.



We're falling short on one of our targets. Our target was set based on a 5-year average, but now, the trend is changing.





Our service standards

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 minutes
Average time taken to attend bursts and leaks (Priority 2)	90 minutes
Average time taken to attend bursts and leaks (Priority 3)	1500 minutes
Average duration of unplanned water supply interruptions	90 minutes
Average duration of planned water supply interruptions	150 minutes
Minimum water pressure or flow rate a customer should receive (kPa or L/min)	137.3 kPa (14km)



How we prioritise our work

P1

Burst or leak which causes, or could cause, ***substantial damage or harm*** to customer, water quality, flow, property or environment.

P2

Burst or leak which causes, or could cause, ***damage or harm*** to customer, water quality, flow, property or environment.

P3

Burst or leak which causes, or could cause, ***no discernible damage or harm*** to customer, water quality, flow, property or environment.



Leaks and bursts are also categorised by whether or not they're reportable to our regulator, the Essential Services Commission (ESC).

P1



P3



Non-reportable jobs





Our performance on P3 reportable jobs



We're meeting our target for high-priority bursts and leaks, but we're falling short in meeting our target for responding to Priority 3 jobs.



The delays are caused by the increase in jobs and competing demands for our team and resources. We address the high-priority jobs first because they carry more risk.



Priority 3 incidents and non-reportable jobs are still important. We want to ensure we're delivering on all service standards.



We also want to address P3 jobs before they become P1 jobs.



What's happening now?



It's getting harder to meet our service standards for responding to water leaks and bursts.



Between 2023/24 and 2024/25, there was a 46% increase in bursts and leaks.



A big reason for the increase is warm and dry weather. This causes the soil to dry out, which can damage pipes.





Leaks and bursts over time: reportable jobs

Reportable bursts and leaks are unplanned faults where water is lost from our water mains, through a damaged pipe, hydrant, valve, fitting or joint. We report these to the Essential Services Commission.

	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
P1 total	59	72	73	105	146	123
44% increase 39% increase						
P2 total	12	8	1	0	0	0
P3 total	361	329	293	272	405	430
Total reportable	432	409	367	377	551	553
46% increase						
Percentage increase / decrease in total reportable leaks and bursts		-5.3%	-10.3%	2.7%	46%	0.4%



Leaks and bursts over time: non-reportable jobs

Non-reportable bursts and leaks include leaks on water service pipes, which connect the water main to the customer's meter and any call outs that do not need further action. We do not need to report these to the Essential Services Commission.

	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
Service Leaks + Non Reportable Water Asset Faults	2093	1949	2161	2033	2217	1929
No fault found	726	755	827	882	1013	812
Total non-reportable	2819	2704	2988	2915	3230	2741

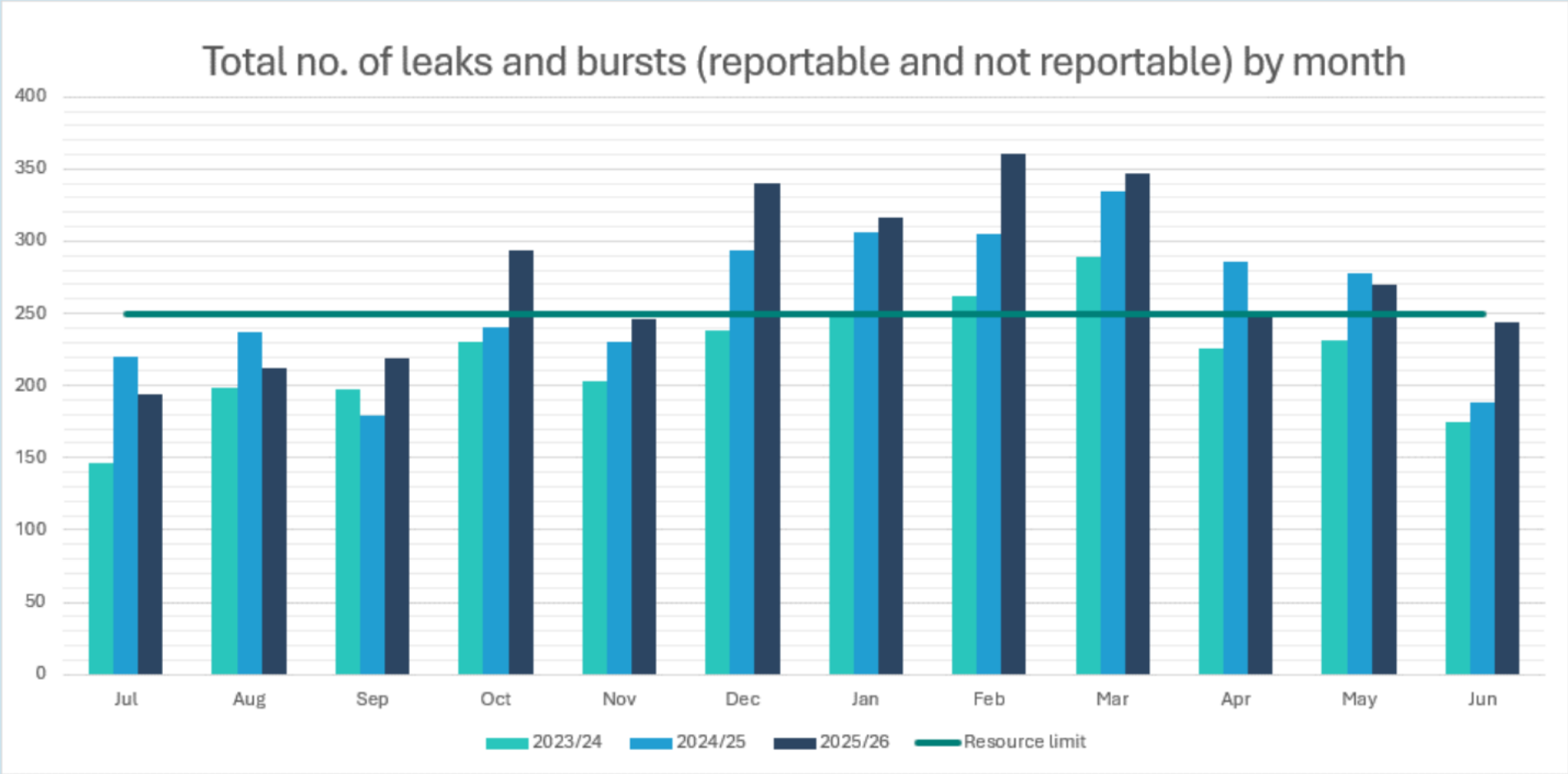


Reportable leaks and bursts

	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026
Average time taken to attend bursts and leaks (P1)	27	28	29	26	28	24	38	52	28	24
Average time taken to attend bursts and leaks (P3)	1167	1155	1430	1143	1011	1382	1407	2360	2739	2285
Average P3 response time pre 2023/2024							1242			
Average P3 response time post 2023/2024							2461			

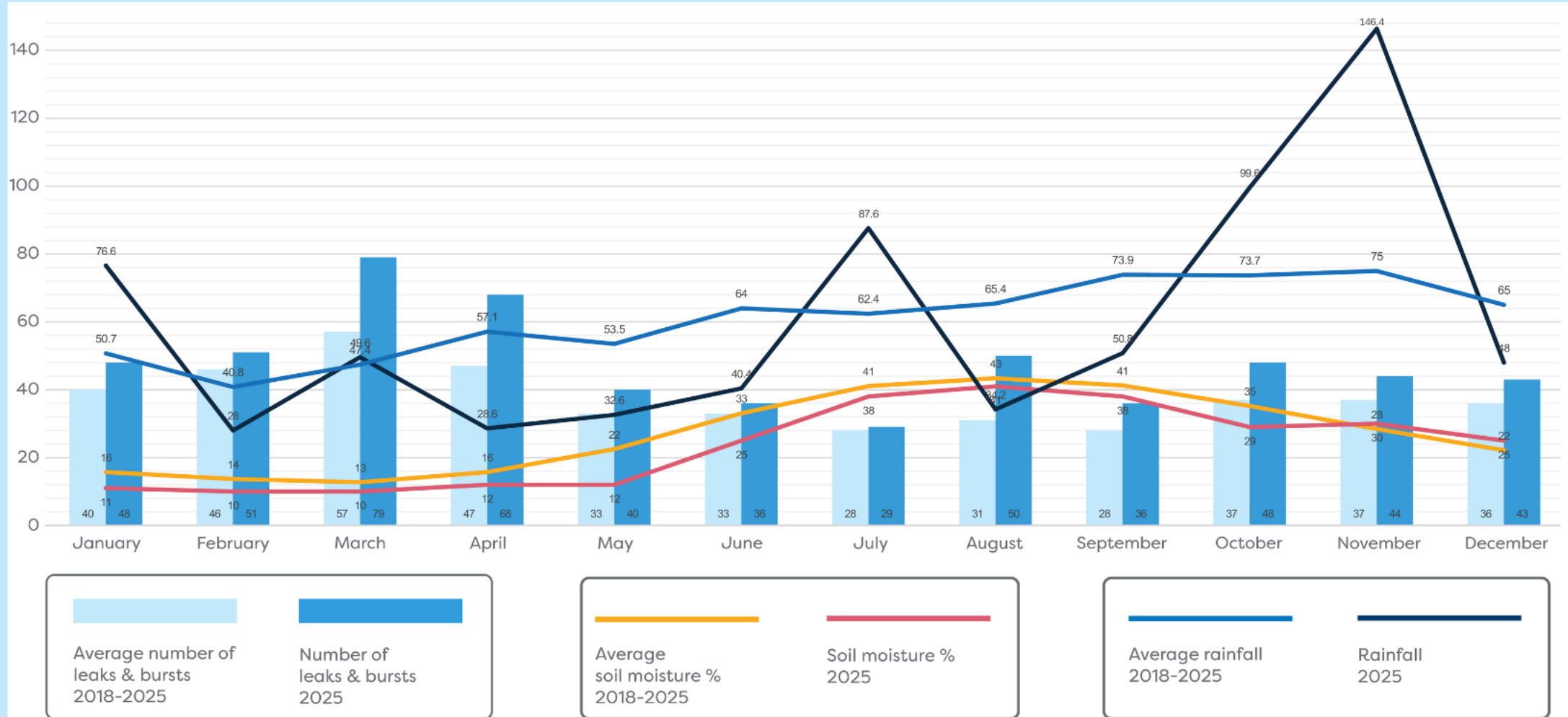


Leaks and bursts compared to resource levels





Soil moisture, rainfall, leaks and bursts





What we've done so far



We've added to our team

Price Submission 2023-2028:

A trainee Multiskilled Operator and
trainee Stores and Warehousing roles

2025:

Two Multiskilled Operators



We're still falling short of our target
for responding to lower priority 3 jobs





What more could we do?



Adding more team members will help us meet our target of responding to Priority 3 jobs within 1500 minutes (1 day and 1 hour).



Adding further members to our team will increase our capacity for preventative works, such as valve maintenance and water main cleaning.





Valve maintenance and water main cleaning



valve maintenance

Valve maintenance involves inspecting, cleaning, testing and repairing valves across the network. Reliable valves allow sections of the network to be isolated, meaning less customers have their water turned off.

We use a technique called 'air scouring' to clean water mains. It uses air and water to remove natural sediment build up. We target areas where we've received water quality complaints.



water main cleaning



For customers, adding more team members could look like:



Meeting our response times



Water back on within the promised
5 hours after unplanned outage



Less customers have their
water off during an outage



Better quality water when we
have faults





Why is this a dilemma for the People's Panel?

We know that we need to invest more in staff to meet the target we've committed to, but more people comes at a cost.

We want to work with our customers to understand **how much more** we should invest to meet our targets and provide preventative maintenance.

We want to find the balance between service delivery and keeping bills fair.





Options for the panel to consider

1

Meet the target



Meet our existing target to respond to Priority 3 leaks within 1,500 minutes



Grow our team by 5 people:
4 x Multiskilled Operators + 1
Coordinator



5 x utes

predicted



impact

Owner occupiers
Yearly bill impact: \$2.90
One-off bill impact: \$8.26

Landlords
Yearly bill impact: \$2.11
One-off bill impact: \$6.01

Tenants
Yearly bill impact: \$0.79
One-off bill impact: \$2.25



Options for the panel to consider

2

Meet the target + preventative maintenance



Meet our existing target to respond to Priority 3 leaks within 1,500 minutes



Undertake maintenance on 1300 more valves



Grow our team by 7 people:
6 x Multiskilled Operators + 1 Coordinator



7 x utes

predicted



impact

Owner
occupiers Yearly bill impact: \$3.71
One-off bill impact: \$10.59

Landlords Yearly bill impact: \$2.70
One-off bill impact: \$7.70

Tenants Yearly bill impact: \$1.01
One-off bill impact: \$2.89



Options for the panel to consider

3

Meet the target + extra preventative maintenance



Meet our existing target to respond to Priority 3 leaks within 1,500 minutes



Grow our team by 9 people:
8 x Multiskilled Operators + 1 Coordinator



Undertake maintenance on 1050 more valves and an additional 45km of water main cleaning



9 x utes

predicted



impact

Owner
occupiers Yearly bill impact: \$4.53
One-off bill impact: \$12.91

Landlords Yearly bill impact: \$3.30
One-off bill impact: \$9.39

Tenants Yearly bill impact: \$1.23
One-off bill impact: \$3.52