

## Service Targets Performance Report

### Logan Water Supply Scheme - 2017-18

Target – planned shutdowns	Performance in 2017-18
For shutdowns planned to exceed 2 weeks, 8 weeks written notice will be provided to each customer affected by the shutdown. A reminder notice will be sent 2 weeks before the commencement of the shutdown.	Complied with target. No shutdowns, No loss of supply.
For shutdowns planned to exceed 3 days but are less than 2 weeks, at least 2 weeks written notice by letter, fax, telephone, text, email or verbal advice will be provided to each customer affected by the shutdown unless the shutdown is opportunistic in which case less than 2 weeks' notice may be given.	Complied with target. No shutdowns, No loss of supply.  <i>NB: Cedar Grove fish-way has been out of action for approximately 6 months due to gate seals and hydraulic actuator refurbishment works. The Project is currently with Seqwater's Asset Planning &amp; Project Delivery team.</i>
For shutdowns planned to be less than 3 days, at least 5 days' notice will be provided at least verbally to each customer affected.	
Target – unplanned shutdowns	Performance in 2017-18
Unplanned Shutdowns will be fixed so that at least partial supply can be resumed to those customers requiring water within 48 hours of Seqwater being notified of the event.	Complied with target. No shutdowns, No loss of supply.
Some events may interrupt supply greater than the above standard and are excluded from these targets. Seqwater will publish these events from time to time.	Complied with target. No shutdowns, No loss of supply.
Seqwater will notify all affected customers requiring water verbally or by email, text, telephone, radio announcement or fax of the likely duration of the interruption to supply within 24 hours of learning of the event, or by the end of the first business day following the event, whichever is the earlier.	Complied with target. No shutdowns, No loss of supply.
Target – meter repairs target	Performance in 2017-18
Faults causing restrictions to supply will be repaired within one working day of Seqwater being notified	Complied with target. No shutdowns, No loss of supply.
Target – frequency of interruptions to supply	Performance in 2017-18
No customer will experience more than 6 planned or unplanned interruptions per water year	Complied with target. No shutdowns, No loss of supply.
Target – complaints	Performance in 2017-18
Seqwater will provide an initial response to all complaints in writing, including email, or by telephone within 5 working days of receiving a complaint by the customer	No complaints regarding irrigation.  <i>(One verbal complaint from one neighbour regarding old QWI fencing along the river near Cedar Grove Weir. (Fencing to protect riparian zone and the river bank from cattle). Seqwater Comm's and Property teams are addressing the neighbour's concerns.)</i>
Seqwater will either resolve a customer's complaint, or provide a written response providing reasons why the complaint has not or cannot be resolved within 21 days of receiving the complaint.	No complaints regarding irrigation.