**Service targets performance report**

**Warrill Water Supply Scheme**

**2016-17**

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| **Target – planned shutdowns** | **Performance in 2016-17** |
| 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.  (During the civil works that were carried out at Kents Lagoon, irrigation supply was maintained.) |
| For shutdowns planned to be less than 3 days, at least 5 days’ notice will be provided at least verbally to each customer affected. | Complied with target.  No shutdowns, No loss of supply. |
| **Target – unplanned shutdowns** | **Performance in 2016-17** |
| 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.  (TC Debbie did not cause any 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 2016-17** |
| 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 2016-17** |
| 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 2016-17** |
| 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 | One customer complaint. The issues were investigated and responded to by telephone and via an onsite visit. |
| 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. | As above. |