

## Service targets performance report

### Warrill Water Supply Scheme

2018-19

Target – planned shutdowns	Performance in 2018-19
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.
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.
Target – unplanned shutdowns	Performance in 2018-19
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.
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.	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 2018-19
Faults causing restrictions to supply will be repaired within one working day of Seqwater being notified	Some blockages occurred at sites where new Sensus meters had been installed. Operators rectified the issues within 24 hours. Meter replacement project delivery team are reviewing the suitability of the Sensus meters.
Target – frequency of interruptions to supply	Performance in 2018-19
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 2018-19
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 phoned & emailed concerns regarding a new extraction works installation that they installed without seeking prior approval from Seqwater.
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.	Achieved via phone calls, written response and several site visits.