

Price Submission 2023-28 – Service Standards

Our proposed service standards on page 33 of Price Submission 2023-28 require amendment to reflect Water Industry Standard – Urban Customer Service dated 27 September 2022.

We also propose, for consistency that the proposed service standards identified in the ESC’s Final Decision for our 2018 Water Price Review are those for the 2023-28 period.

Proposed service standards are:

Service standard	Price Submission 2018-23		Price Submission 2023-28
	Target	Average performance to 30 June 2022	Target
Water			
Average time taken to attend bursts and leaks (priority 1) (minutes)	21	22	22
Average time taken to attend bursts and leaks (priority 2) (minutes)	30	24	24
Average time taken to attend bursts and leaks (priority 3) (minutes)	85	51	51
Average duration of unplanned water supply interruptions (minutes)	80	138	138
Average duration of planned water supply interruptions (minutes)	135	149	149
Maximum number of unplanned water supply interruptions a customer may experience in any 12-month period (number)	N/A	N/A	5
Sewerage			
Average time to attend sewer spills and blockages (minutes)	35	40	40
Average time to rectify a sewer blockage (minutes)	117	114	114
Maximum time taken to contain a sewage spill (minutes)	N/A	N/A	300
Maximum number of sewer blockages a customer may experience in any 12-month period (number)	N/A	N/A	3

In addition, the revised Water Industry Standard – Urban Customer Service Charter includes a requirement to specify targets for Minimum water pressure or flow rate a customer should receive.

The following minimum flow rates are to be inserted into our Price Submission 2023-28.

Water meter size	Litres per minute
20mm meter	20
25mm meter	35
32mm meter	60
40mm meter	90
50mm or larger meter	160