

## Service Targets Performance Report

### Warrill Valley 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. Shutdowns: <ul style="list-style-type: none"> <li>• 1x 3-day shutdown for clay lining works in the Upper Warrill. No loss of supply to customers supply was maintained via the use of weirs and pumping pools.</li> <li>• 2x 1-day shutdown to replace scour valves. No loss of supply to customers.</li> </ul>
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 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. No loss of supply.
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 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 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 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.
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 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	One customer complaint received via phone. (Customer wanting to discuss operating levels in Kents Lagoon. Follow up phone call was made and an appointment with the customer to meet on-site but the customer cancelled the appointment and hasn't been back in contact.)
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