

# Service Targets Performance Report

## Lower Lockyer 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.	Target Met - no planned shutdowns exceeding two weeks
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.	Target Met - no planned shutdowns exceeded target
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 Met - All meter replacement works notified customers as required
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.	Target Met - nil shutdowns
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.	Target Met
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.	Target Met - nil notifications required
Target – meter repairs target	Performance in 2017-18
Faults causing restrictions to supply will be repaired within one working day of Seqwater being notified	Target Met
Target – frequency of interruptions to supply	Performance in 2017-18
No customer will experience more than 6 planned or unplanned interruptions per water year	Target Met
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	Target Met
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.	Target Met