

Service targets performance report
Central Lockyer 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.	No shutdowns planned to exceed 2 weeks were required
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.	No shutdowns planned to exceed 3 days were required
For shutdowns planned to be less than 3 days, at least 5 days' notice will be provided at least verbally to each customer affected.	Shutdowns for meter and pipework replacement met this requirement with all customers engaged
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.	No unplanned shutdowns required
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 unplanned events occurred
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.	No requirement for this during 2018/19
Target – meter repairs target	Performance in 2018-19
Faults causing restrictions to supply will be repaired within one working day of Seqwater being notified	No faults causing supply restriction were reported
Target – frequency of interruptions to supply	Performance in 2018-19
No customer will experience more than 6 planned or unplanned interruptions per water year	No customer impacted
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	All formal complaints were addressed within the timeframes
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.	All formal complaints were addressed within the timeframes