

Service targets performance report

Mary Valley Water Supply Scheme

2019-20

Target – planned shutdowns	Performance in 2019-20
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.	Nil
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.	One event – Pie Creek pipeline shutdown for pipe replacement in three locations. Target requirement met 100%
For shutdowns planned to be less than 3 days, at least 5 days' notice will be provided at least verbally to each customer affected.	Nil
Target – unplanned shutdowns	Performance in 2019-20
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.	Nil
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.	Nil
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.	Nil
Target – meter repairs target	Performance in 2019-20
Faults causing restrictions to supply will be repaired within one working day of Seqwater being notified	Nil
Target – frequency of interruptions to supply	Performance in 2019-20
No customer will experience more than 6 planned or unplanned interruptions per water year	One interruption - Pie Creek Pipeline only
Target – complaints	Performance in 2019-20
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	Nil complaints
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.	Nil complaints