

East Gippsland Water – proposed replacement Service Standards to align with the new Water Industry Standard - Urban Customer Code, September 2022

**Proposed Service Standards:**

<b>SERVICE STANDARD</b>	<b>2023-24</b>	<b>2024-25</b>	<b>2025-26</b>	<b>2026-27</b>	<b>2027-28</b>
<b>Water</b>					
<i>Minimum water pressure or flow rate a customer should receive (L/min)</i>	20	20	20	20	20
<i>maximum number of unplanned water supply interruptions a customer should experience in any 12-month period</i>	5	5	5	5	5
<i>Average time taken to attend bursts and leaks (priority 1) (minutes)</i>	35	35	35	35	35
<i>Average time taken to attend bursts and leaks (priority 2) (minutes)</i>	35	35	35	35	35
<i>Average time taken to attend bursts and leaks (priority 3) (minutes)</i>	71	71	71	71	71
<i>Average duration of unplanned water supply interruptions (minutes)</i>	75	75	75	75	75
<i>Average duration of planned water supply interruptions (minutes)</i>	145	145	145	145	145
<b>Sewerage</b>					
<i>Maximum number of sewer blockages a customer should experience in any 12-month period</i>	3	3	3	3	3
<i>Average time to attend sewer spills and blockages (minutes)</i>	35	35	35	35	35
<i>Average time to rectify a sewer blockage (minutes)</i>	80	80	80	80	80
<i>maximum time taken to contain a sewer spill (minutes)</i>	300	300	300	300	300

Note: Numbers have been rounded.