

Service standards 2023-24 to 2027-28

Purpose	Service	Target
(a) assessing and/or processing licensing and other administrative applications		
Applications completed within set timeframes.	Applications that do not require public notification completed within:	
	• allocation trades, divide a water share	3 days
	• licence transfers (on sale of land), water share transfers, information statements, subdivisions	7 days
	• farm dam licences, take and use licences	60 days
(b) responding to correspondence or complaints and providing information for each applicable service		
Complaints managed quickly	Maximum time to respond to correspondence or a complaint	10 days
(c) providing a reliable water supply		
Orders delivered at time agreed – All districts*	Water is delivered	on agreed day
Orders delivered without interruption – All districts*	Maximum disruption time in the Macalister Irrigation District	10 consecutive days
	Maximum disruption time in the Bacchus Marsh and Werribee Irrigation Districts	3 consecutive days
Orders delivered – All storages	Bulk Entitlement orders delivered	on agreed days
(d) any other customer-related areas		
Water quality - Werribee Irrigation District	Maximum number of days water cannot be supplied due to high salinity ($\leq 1,800$) or blue green algae in the Werribee Irrigation District	5 consecutive days
Release of additional water entitlements - Macalister Irrigation District	Minimum amount of new permanent water shares offered for sale in the Macalister Irrigation District	1000ML per annum
Drains – Macalister and Werribee Irrigation Districts	Maximum time properties are inundated after a 1:50 rainfall event in each district	24hours

* Bacchus Marsh, Macalister and Werribee Irrigation Districts