

## **CUSTOMER SERVICE CODE**

## **METROPOLITAN RETAIL AND REGIONAL WATER BUSINESSES**

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## PART A – INTRODUCTION

This code is made under section 4F of the Water Industry Act 1994 in accordance with clause 15 of the Water Industry Regulatory Order 2003.

### PURPOSE

The purpose of this code is to specify standards and conditions of service and supply that *water businesses* (and their agents) must comply with in providing certain regulated *services* to *customers*. It applies in respect of *water businesses*' basic water supply services intended for drinking water, reticulated *non-potable water*, recycled water services (unless specifically exempted by this code or by a decision of the Commission) and sewerage services.

This code does not apply to *regional water businesses* in respect of diversion services (including groundwater), retail water services for irrigation and stock and domestic, and irrigation drainage which will be covered by the *Commission's* rural water customer service code. This code does not apply to bulk services provided to a regional water business or a metropolitan retailer.

Each *water business* is required to:

- (a) meet the *customer*-related standards, procedures and practices set out in this code; and
- (b) develop, issue and comply with a customer charter which meets the procedural and substantive requirements of this code and sets out the *water business's approved service standards*.

### AMENDMENT TO THIS CODE

This code may be amended by the *Commission* on its own initiative or in response to a proposal by a *water business* or other stakeholders.

The *Commission* will not amend this code until *water businesses* and other stakeholders have had a reasonable opportunity to make representations and those representations have been considered, in accordance with the *Commission's* Charter of Consultation and Regulatory Practice.

The *Commission* will give reasonable notice to *water businesses* of any amendments to this code.

### COMMENCEMENT

This code regulates *water businesses* from 1 July 2005, except for Part C which applies from 1 November 2004.

### SEPARATE WRITTEN AGREEMENTS

A separate written agreement for the provision of a service made before 1 November 2004 need not comply with this Code.

A separate written agreement made after 1 November 2004 need not comply with this Code if the agreement does not extend beyond 30 June 2005.

A separate written agreement made after 1 November 2004 to apply beyond 1 July 2005 for the provision of a *service* cannot reduce the rights of a *customer* provided or implied in this code unless the *water business* can demonstrate that satisfying the code requirements is not practical and the *water business* expressly identifies any material departures from this code to the *customer* in writing.

A recycled water contract need not comply with this code if it does not provide for domestic reticulated recycled water or if the *Commission* expressly decides otherwise.

## **PART B – STANDARDS AND CONDITIONS OF SERVICE AND SUPPLY**

### **1. CONNECTION AND SERVICE PROVISION**

#### **1.1 Obligation to provide service**

Subject to *water law* and this code, if a *customer's* property is connected to a *system*, the *water business* must provide the relevant *service* in accordance with this code.

#### **1.2 Obligation to connect**

Subject to *water law*, where a person requests connection to a *service* that is *available*, a *water business* must connect or approve connection to the person's property within 10 *business days*, or such later date as agreed, if:

- (a) the *customer* has paid or agreed to pay all applicable connection fees; and
- (b) the *customer* has complied with all reasonable terms and conditions of connection imposed by the *water business*.

#### **1.3 Limits on recycled water services**

A *water business* may refuse to provide a recycled water service if the *customer* has not either entered into a recycled water agreement in a form acceptable to the *water business* or otherwise received the consent of the *water business*. A *water business* may discontinue a recycled water service if the *customer* breaches the applicable *permitted use rules*.

A *water business* must advise *customers* of the standards and requirements necessary for entering a recycled water agreement or obtaining a consent.

### **2. CHARGES**

#### **2.1 Variation**

A *water business* may, subject to *water law*, its *approved service standards* and any relevant determination of the *Commission*, vary charges to *customers*.

A *water business* must notify *customers* of any variation in charges for *services* on or with the first bill after the decision to vary the charges has been made.

A *water business* may calculate a pro rata charge to effect a variation in charges where the variation date falls within a *billing period*.

#### **2.2 Schedule of charges**

A *water business* must publish its schedule of approved fees and charges on its website and provide a copy to a *customer* upon request.



### 3. COMPLAINTS AND DISPUTES

#### 3.1 Complaints and disputes policy

A *water business* must have and comply with policies, practices and procedures for the handling of *complaints* from *customers* and others affected by the *water business's* operations.

Without limiting this general obligation, a *water business's* complaints and disputes policy must provide:

- (a) that if a written reply is requested the *water business* will take no more than 10 *business days* to respond to an *enquiry* or *complaint*; and
- (b) that a reply to a *customer's* enquiry or complaint must deal with the substance of the *enquiry* or *complaint* or tell the *customer* when they will receive such a reply if the *enquiry* or *complaint* is complex; and
- (c) the reasons for a decision to be given to the complainant, including details of the legislative or policy basis for the reasons if appropriate; and
- (d) a *complaint* escalation process that gives a *customer*:
  - (1) the opportunity to raise the *complaint* up to the level of a senior manager within the *water business's* management structure; and
  - (2) information about referral to *EWOV* and any other relevant *external dispute resolution forum* in the event that the *customer* has raised the *complaint* to a higher level and is not satisfied with the *water business's* response; and
- (e) that the *water business* is restricted in its ability to recover an amount of money which is in dispute, until the dispute has been resolved; and
- (f) that a complainant is informed of the matters in paragraphs (a) to (e) above.

#### 3.2 Resolution of disputes

A *water business* must endeavour to resolve in good faith any dispute directly with its *customers* and others affected by its operations.

For the purposes of clause 3.1(e), a *water business* may consider a dispute about non-payment resolved if:

- (a) it has informed the complainant of its decision on the *complaint* or

any internal review of the *complaint*, and

- (b) 10 *business days* have passed since the complainant was informed; and
- (c) the complainant has not:
  - (1) sought a further review under this clause; or
  - (2) lodged a claim with *EWOV* or another *external dispute resolution forum*.

A *water business* must not consider a dispute resolved until any claim lodged with *EWOV* or another *external dispute resolution forum* has been finalised.

## **4. BILLING**

### **4.1 Billing cycle**

A *water business's* billing cycle must be at least quarterly unless otherwise approved by the *Commission* or more frequently if agreed with the *customer*.

A *water business* may bill commercial *customers* or other *customers* with high water or recycled water usage, or high *trade waste* or sewage disposal more frequently.

### **4.2 Water business's meter readings**

A *water business* must use reasonable endeavours to ensure that all *customers* have an actual meter reading every billing cycle, or otherwise at least once every 12 months.

### **4.3 Special meter readings**

Upon request by the customer a *water business* must determine a customer's outstanding charges outside of the normal billing cycle.

The *water business* may calculate the outstanding charges by:

- (a) arranging for a special meter reading at a *reasonable charge* payable by the *customer*; or
- (b) providing an estimated bill at no cost to the *customer*.

### **4.4 Issue of bills**

A *water business* may issue a bill to:

- (a) a *customer* at the physical or *electronic address* specified by the *customer*; or
- (b) a *customer's* agent at the physical or *electronic address* specified by the *customer* if the *customer* has made a written request to the *water business*; or

- (c) any person authorised to act on behalf of the *customer* at the physical or *electronic address* specified by that person.

If no address has been specified, a *water business* may send the bill to the physical address of the property in respect of which the charges have been incurred, or to the *customer's* last known address.

#### 4.5 Content of bills

A bill issued by a *water business* must contain the following information:

- (a) the date of issue;
- (b) the *customer's* billing address and account number;
- (c) the address of the property to which the charges in the bill relate;
- (d) the date on which the meter was read, or if the reading is an estimation, a clear statement that the reading is an estimation;
- (e) the amount the *customer* is required to pay;
- (f) the date by which the *customer* is required to pay;
- (g) the ways in which the *customer* can pay the bill;
- (h) information about help that is available if the *customer* is experiencing difficulties paying;
- (i) details of the *water business's enquiry facility*, including a 24 hour emergency telephone service number;
- (j) referral to interpreter services offered by the *water business*;
- (k) any outstanding credit or debit from previous bills;
- (l) the total of any payments made by the *customer* since the last bill was issued;
- (m) information on concessions available and any concession to which the *customer* may be entitled;
- (n) the average daily rate of water or recycled water use at the property for the current *billing period*; and
- (o) if a *regional water business* intends to charge interest on outstanding amounts, a clear statement of the rate of interest and from what future date it is to be applied.

#### 4.6 Presentation of charges

A bill issued by a *water business* must separately itemise each charge, including:

- (a) any service charge to the property; and

- (b) the usage charge for each *service* to the property; and
- (c) any other charge in connection with the provision of *services* provided; and
- (d) any rates and other charges.

#### **4.7 Presentation of customer water usage**

A bill issued to a residential *customer* must display a graphical illustration of the *customer's* current water and recycled water usage and, to the extent the data is available:

- (a) the *customer's* usage for each *billing period* over the past 12 months; and
- (b) a comparison of the *customer's* usage with the *customer's* usage for the same period of the previous year.

#### **4.8 Adjustment of bills**

A *water business* may recover from a *customer* an amount undercharged if:

- (a) except in the case of illegal use, the amount to be recovered is limited to the amount undercharged in the 12 months prior to the *water business* notifying the *customer* that undercharging has occurred; and
- (b) the amount to be recovered is listed as a separate item and is explained on or with the *customer's* bill; and
- (c) it allows the *customer* to pay the amount to be recovered over a time period equal to the period in which undercharging occurred, up to a maximum of 12 months; and
- (d) it allows the *customer* to pay the amount to be recovered through a *water business's* flexible payment plan in accordance with clause 5.2.

A *water business* may identify an amount undercharged as result of a *customer's* illegal use of water or recycled water by estimating the usage for which the *customer* has not paid. In respect of this amount, a *water business* may exercise other rights available to it, including rights under clause 7.

If a *water business* overcharges a *customer*, it must

- (e) inform the customer within 10 business days of becoming aware of the error; and
- (f) refund or credit the amount overcharged in accordance with the customer's instructions.

## 5. PAYMENTS

### 5.1 Payment methods

A *water business* must accept payment from *customers*:

- (a) in person at a network of agencies or payment outlets;
- (b) by mail;
- (c) by electronic means;
- (d) through a facility (if any) provided by a provider of income support (eg Centrelink);
- (e) by direct debit arrangement in accordance with any agreement between the *water business*, the *customer* and the *customer's* bank; and
- (f) in advance.

A *water business* must not require *customers* to agree to direct debit as a condition of service.

### 5.2 Flexible payment plans

Subject to *water law*, a *water business* must make flexible payment plans available to *customers* in accordance with the *customer's* capacity to pay. A flexible payment plan must:

- (a) state how the amount of the payments has been calculated; and
- (b) state the period over which the *customer* will pay the agreed amounts; and
- (c) specify an amount to be paid in each period; and
- (d) be able to be renegotiated at the request of a *customer* if there is a demonstrable change in their circumstances; and
- (e) be confirmed prior to or as soon as practicable after the flexible payment plan commences in writing to the *customer*.

A *water business* is not required to offer a *customer* a flexible payment plan if the *customer* has, in the previous 12 months, had 2 flexible payment plans cancelled due to non-payment unless the *customer* provides a fair and reasonable assurance (based on the circumstances) to the *water business* that the *customer* will comply with the plan.

### 5.3 Payment difficulties

Subject to *water law*, a *water business* must assist *customers* on a case-by-case basis who have payment difficulties by:

- (a) making provision for alternative payment arrangements in

accordance with a *customer's* capacity to pay including:

- (1) offering a range of payment options, including flexible payments in accordance with clause 5.2; or
  - (2) redirection of the bill to another person for payment provided that person agrees in writing;
- (b) providing for written confirmation of an alternative payment method referred to in clause 5.3(a) to be sent to *customers* within 10 *business days* of an agreement being reached;
- (c) offering to extend the due date for some or all of an amount owed;
- (d) in the case of a *regional water business*, having policies stating any circumstances in which it will waive or suspend interest payments on outstanding amounts; and
- (e) where appropriate, referring *customers* to:
- (1) government funded assistance programs (including the Utility Relief Grant Scheme); or
  - (2) an independent financial counsellor at no cost to the customer.

#### 5.4 Hardship policy

A *water business* must have a hardship policy and apply it to residential *customers* who are identified either by themselves, the *water business*, or an independent accredited financial counsellor as having the intention but not the financial capacity to make the required payments in accordance with the *water business's* payment terms.

Without limiting this general obligation, the hardship policy must:

- (a) provide internal assessment processes:
- (1) to determine a *customer's* eligibility using objective criteria<sup>1</sup> as indicators of hardship; and
  - (2) designed to make an early identification of a *customer's* hardship; and
  - (3) to determine the internal responsibilities for the management, development, communication and monitoring of the policy;

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<sup>1</sup> Criteria may include, but are not limited to: a *customer's* eligibility for concessions, a *customer's* status as a tenant, previous *customer* applications for the Utility Relief Grant scheme; a *customer's* previous payment history, and appropriate self-assessment by the *customer*.

- (b) provide for staff training about the *water business's* policies and procedures and to ensure *customers* in hardship are treated with sensitivity and without making value judgments;
- (c) exempt *customers* in hardship from supply restriction, legal action, and additional debt recovery costs while payments are made to the *water business* according to an agreed flexible payment plan or other payment schedule;
- (d) in the case of *regional water businesses*, state any circumstances in which it will waive or suspend interest payments on outstanding amounts;
- (e) subject to *water law*, offer a range of payment options in accordance with the *customer's* capacity to pay;
- (f) provide for written confirmation of any alternative payment method to be sent to *customers* within 10 *business days* of an agreement being reached;
- (g) offer information and referral to government assistance programs (including the Utility Grant Relief Scheme) and no-cost independent financial counsellors;
- (h) offer information about the *water business's* dispute resolution policy, and the *customer's* right to lodge a *complaint* with *EWOV* and any other relevant *external dispute resolution forum* if their hardship claim is not resolved to their satisfaction by the *water business*;
- (i) offer information on how to reduce water usage and improve water efficiency and referral to relevant government water efficiency programs (including the Smart Homes program);
- (j) detail the circumstances in which the policy will cease to apply to *customers*; and
- (k) provide for a review mechanism of the policy and its associated procedures.

A water business must publish its hardship policy on its website and must make a copy available to a customer upon request.

## **6. COLLECTION**

### **6.1 Reminder notices**

If a *customer* fails to pay by the required date stated in the bill, a *water business* must send a reminder notice (in the same manner in which it sent the bill).

## 6.2 Warning notices

At least 7 days prior to taking action for non-payment under clause 7, a *water business* must send a payment warning notice (in the same manner in which it sent the bill) that:

- (a) specifies any assistance that is available to the *customer*, including information about *EWOV* (including *EWOV*'s telephone number) and the *water business*'s hardship policy; and
- (b) advises the *customer* that the bill is overdue and must be paid for the *customer* to avoid legal action or supply restriction; and
- (c) cautions that, if legal or restriction action is taken, the *customer* may incur additional costs in relation to those actions; and
- (d) in the case of *regional water businesses*, the date from which interest (if any) may be applied on outstanding amounts, and the percentage interest rate that may be applied.

## 6.3 Additional content of reminders and warning notices

A reminder notice under clause 6.1 and a warning notice under clause 6.2 must contain (in addition to the requirements of those clauses) all of the information listed in clause 4.5 except information about meter readings, usage, previous bills or past payments.

## 6.4 Security deposits

A *water business* must not require a security deposit (except under section 63(3)(b) of the Water Industry Act 1994) from a residential *customer* unless otherwise approved by the *Commission*.

## 6.5 Interest and other charges

A *metropolitan water business* must not charge interest except in accordance with *water law*.

A *regional water business* may charge interest in accordance with *water law*, except in cases where its hardship policy provides otherwise. A *regional water business* must inform *customers* when interest is to be applied to outstanding amounts.

A *water business* must not impose other charges in respect of outstanding amounts owed by a *customer* unless otherwise approved by the *Commission*.

## 6.6 Dishonoured payment

A *water business* may recover from a *customer* an amount charged by the *water business*'s financial institution due to:

- (a) a *customer*'s cheque being dishonoured; or
- (b) a *customer* having insufficient funds available when paying by direct



debit.

## **7. ACTIONS FOR NON-PAYMENT**

### **7.1 Restriction and legal action**

A *water business* may take legal action or restrict a *customer's* water or recycled water services for non-payment if:

- (a) for *metropolitan water businesses*, more than 28 *business days* have elapsed since the issue of the bill referred to in clause 4.5;
- (b) for *regional water business*, more than 14 days have elapsed since the issue of a reminder notice referred to in clause 6.1;
- (c) the *customer* has been sent a warning notice referred to in clause 6.2 including information on the *water business's* hardship policy and other programs that are available to help *customers* with payment difficulties; and
- (d) the *water business* or its agent has attempted to make contact with the *customer* about the non-payment; and
- (e) the *customer* has been notified of the proposed restriction or legal action and the associated costs, including the cost of removing a restrictor; and
- (f) the *customer* has:
  - (1) been offered a flexible payment plan under clause 5.2 and the *customer* has refused or has failed to respond; or
  - (2) agreed to a flexible payment plan and has failed to comply with the arrangement.

### **7.2 Limits on restriction and legal action**

A *water business* must not commence legal action or take steps to restrict a *customer's* service due to non-payment if:

- (a) the amount owed by the *customer* is less than \$200, unless the customer has failed to pay consecutive bills in full over a period of not less than 12 months; or
- (b) the *customer* is eligible for and has lodged an application for a government funded concession relating to amounts charged by the *water business* and the application is outstanding; or
- (c) the *customer* has made an application under the Utility Relief Grant Scheme and the application is outstanding; or
- (d) the *customer* is a tenant and:
  - (1) the amount unpaid is owed by the landlord; or
  - (2) the tenant has a claim against the landlord in respect of a water bill pending at the Victorian Civil and Administrative

Tribunal; or

- (e) the amount in dispute is subject to an unresolved *complaint* procedure in accordance with a *water business's complaints* policy.

This clause does not restrict a *water business's* rights under *water law* to pursue a debt owed to it by a person who is no longer a *customer*.

### 7.3 Additional limits on restriction

A *water business* must not take steps to restrict a *customer's service* due to non-payment if:

- (a) it is a Friday, public holiday, weekend, day before a public holiday, or after 3.00 pm; or
- (b) the *customer* is registered as a special needs customer under clause 9.5; or
- (c) the *water business* believes that the restriction will cause a health hazard having taken into consideration any *customer* concerns; or
- (d) it is a day of total fire ban declared by the Country Fire Authority in the area in which the property is located.

A restriction under clause 7 may reduce the supply of water, recycled water or *non-potable water* to no less than 2 litres per minute at the tap nearest the meter.

### 7.4 Removal of restrictions

A *water business* must restore a *service* restricted under this clause within 24 hours, of becoming aware of the reason for restriction no longer persisting.

### 7.5 Powers of sale or transfer

If an amount owed by a *customer* to a *regional water business* remains outstanding for not less than 33 months, and a *regional water business* intends to exercise its power of sale or transfer in accordance with *water law*, it must notify the *customer* in writing (in the same manner in which it must send a bill under clause 4.4) of:

- (a) its powers under *water law* to sell or transfer the property; and
- (b) details of the debt which gives rise to those powers; and
- (c) when it intends to exercise its power of sale or transfer; and
- (d) the process and consequences of those actions.

## 8. QUALITY OF SERVICES

### 8.1 Product quality

In addition to complying with applicable requirements of *health* and *environmental regulation*, a *water business* must provide a *service* in accordance with any commitments in the *water business's approved service*

*standards.*

## **8.2 Delivery quality (flow rates)**

A *water business* must ensure that a *customer's* water supply and recycled water supply is at least equal to minimum flow rates specified in the *water business's approved service standards*, except to the extent that:

- (a) a *property owner's infrastructure* falls short of the required condition;
- (b) a *service* is provided via a private extension;
- (c) there is a drought or an emergency;
- (d) there is a water shortage due to peak summer demand;
- (e) there is an unplanned or planned *interruption*;
- (f) recycled water is reduced due to a shortage;
- (g) recycled water is reduced in accordance with a *water business's permitted use rules*;
- (h) supply is restricted or disconnected in accordance with this code; or
- (i) *water law* provides.

The flow rate must be measured at the meter or the tap nearest the *meter assembly*.

## **8.3 Testing**

A *water business* must test flow rates and water quality for compliance with clauses 8.1 and 8.2 upon request by the *customer*.

A *water business*:

- (a) must advise the *customer* prior to the test that a *reasonable charge* may be imposed if the test demonstrates compliance with clauses 8.1 and 8.2;
- (b) must pay the cost of a test if the test demonstrates that the *water business* is not complying with clauses 8.1 and 8.2;
- (c) may impose a *reasonable charge* on the *customer* in the event the test demonstrates compliance with clauses 8.1 and 8.2.

## **8.4 Rectification**

A *water business* must rectify any deficiency in satisfying clauses 8.1 to 8.3 as soon as possible, or within a time agreed with the *customer*.

# **9. RELIABILITY OF SERVICES**

## **9.1 Obligation to provide reliable services**

Subject to its Statement of Obligations, a *water business* must develop and implement plans, systems and processes to manage its assets to provide

reliable services.

## 9.2 Unplanned interruptions – response

A *water business* must comply with standards specified in its *approved service standards* for the:

- (a) number of unplanned water supply *interruptions* for each *customer* in any 12 month period;
- (b) number of sewer blockages for each *customer* in any 12 month period;
- (c) hours from notification to attend water bursts and leaks, and sewer spills and blockages;
- (d) hours to restore an *interruption* to water *services*;
- (e) hours for clearance of sewer blockages in the *water business's* pipe;
- (f) hours for containment of sewer spills; and
- (g) any other standard which is approved by the *Commission*.

A *water business* must have policies, practices and procedures:

- (h) to minimise the impact of *unplanned interruptions* to *services* (including restoration as soon as possible, and the provision of information); and
- (i) in relation to providing *customers* with access to emergency supplies of drinking water in the event of an *unplanned interruption* to water *services*.

## 9.3 Bursts, leaks, blockages and spills

A *water business* must have policies, practices and procedures to deal with a burst, leak or blockage in its *system*, including to:

- (a) promptly attend the site upon notification;
- (b) take action to rectify the situation taking into account the potential or actual impact on:
  - (1) customers;
  - (2) others affected by the failure;
  - (3) property; and
  - (4) the environment.
- (c) provide information about any *unplanned interruption* to a *service* through a 24 hour telephone facility which advises callers of the estimated duration of any interruption;

- (d) ensure that, in the event of a sewage spill on a *customer's* property, damage and inconvenience to *customers* and others affected is minimised; and
- (e) ensure that a sewage spill is promptly cleaned up and the affected area disinfected.

#### **9.4 Planned interruptions – information and response**

A *water business* must inform affected *customers* in writing of the time and duration of any *planned interruption* to a *service* at least two *business days* in advance.

A *water business* must have policies, practices and procedures in relation to providing *customers* with access to emergency supplies of drinking water in the event of a *planned interruption* to *water services*.

#### **9.5 Special needs**

A *water business* must keep an up to date register of *customers* who require water for:

- (a) the operation of a life-support machine; or
- (b) other special needs that may be assessed on a case-by-case basis by the *water business*;

A *water business* must contact *customers* registered under this clause:

- (c) as soon as possible in the event of an *unplanned interruption* to a *service*; and
- (d) at least 4 *business days* before a *planned interruption* unless a longer period of notice is requested by a *customer* in which case that longer notice must be given if it is reasonably necessary and able to be accommodated by the *water business*.

In all cases a *water business* must endeavour to minimise inconvenience to these *customers*.

### **10. RECONNECTION**

A *water business* must promptly reconnect a *customer's* property which has been disconnected upon:

- (a) the reason for disconnection no longer persisting; or
- (b) receipt of a written undertaking as to compliance by the *customer* in a form acceptable to the *water business*; and
- (c) payment by the *customer* of any *reasonable charge* imposed by the *water business*.

## **11. WORKS AND MAINTENANCE**

### **11.1 Quality improvement programs**

Subject to *water law*, a *water business* must implement programs to maintain its *systems* in accordance with its *approved service standards*.

In addition to this general *system* obligation a *regional water business* must maintain:

- (a) the property service pipe if it is 25mm in diameter or less up to:
  - (1) the meter assembly; or
  - (2) if no meter is installed, the property boundary.
- (b) any galvanised iron property service pipe for which it has maintenance obligations under (a) if it is leaking.

If a *regional water business* replaces a galvanised iron property services pipe at a single residential property it may only require the *customer* to pay for the first \$500 (excluding Goods and Services Tax) of the cost of replacement.

A *regional water business* is not responsible for the maintenance of a backflow prevention device installed at the outlet of the meter, a private fire service, private extension or trunk services or property service pipes from private extensions.

### **11.2 Worker identification**

A representative of a *water business* must not enter a *customer's* property without appropriate identification.

A representative of a *water business* entering a property except for the purpose of reading an accessible meter, must either:

- (a) notify any occupant present of the representative's purpose for entry; or
- (b) if no occupant was present at the property, leave a notice stating the representative's identity, and the date, time and purpose of entry.

### **11.3 Keys held by water business**

If a *water business* holds keys to a *customer's* premises, the keys must be held in safe custody and returned to the *customer* upon notification of the *customer's* vacation of the relevant property or if access is no longer required.

## **12. INFORMATION**

### **12.1 Enquiries**

A *water business* must have policies, practices and procedures to provide the following information to *customers* through an *enquiry facility*:

- (a) account information;
- (b) bill payment options;
- (c) concession entitlements;
- (d) programs available to *customers* who are having payment difficulties, including the *water business's* hardship policy;
- (e) information about the *water business's* *complaint* handling procedures; and
- (f) information about *EWOV*.

## **12.2 Fees for information or advice**

Unless stated otherwise in this code, a *water business* must not charge a fee for the provision of information or advice required under this code to *customers* or others affected by its operations.

## **12.3 Permitted use**

A *water business* must regularly inform relevant *customers* of the *water business's* required limits on the permitted use of recycled water, *non-potable water* and its sewerage *service* which at least reflect:

- (a) *health regulation* and *environmental regulation*; and
- (b) clause 1.3 in respect of recycled water.

## **12.4 Trade waste**

A *water business* must advise customers of the standards and requirements necessary for entering a *trade waste* agreement or obtaining a consent.

## **12.5 Sustainable use of water**

A *water business* must provide information to *customers* about the sustainable use of Victoria's water resources and how *customers* may conserve water.

## **12.6 Water reuse**

A *water business* must provide information to *customers* upon request about lawful and practical possibilities for the reuse of water.

## **12.7 Billing history**

Upon request by a *customer*, a *water business* must provide the *customer's* account and usage history for the preceding three years within 10 *business days*, or other period by agreement.

A *water business* may impose a *reasonable charge* for providing a *customer's* account and usage history held beyond three years in accordance with the relevant Public Record Office Standard General Disposal Schedule for the Records of Water Authorities.

## 12.8 Regulatory information

A *water business* must provide to *customers* upon request any regulatory instruments other than primary legislation under which it operates, including a copy of this code.

## 12.9 Communication assistance

A *water business* must provide, or provide access to, an interpreter service and a *TTY service* for speech and hearing impaired *customers*.

A *water business* must publish, and provide upon request, its customer charter in languages other than English to the extent required under the guidelines issued by the Victorian Office of Multicultural Affairs.<sup>2</sup>

## 12.10 Customer obligations

A *water business* must use reasonable endeavours to keep each *customer* informed of the *customer's* material obligations under *water law* including:

- (a) to pay charges incurred after vacating a property unless a *water business* is given at least 48 hours notice of the *customer* vacating the property;
- (b) to ensure that each water meter is accessible by the *water business*;
- (c) to maintain the *property owner's infrastructure* upon notice by the *water business*;
- (d) to remove trees upon request of the *water business*;
- (e) to seek the consent of the *water business* for any building or construction work which might interfere with a *service* or *system*;
- (f) to not alter any works connected to the *water business's* works without the *water business's* consent;
- (g) to observe restrictions imposed by the *water business* in accordance with *water law*.

## 12.11 Privacy

A *water business* must outline in its customer charter such obligations and particulars of the *water business's* privacy practices in accordance with applicable privacy laws.

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<sup>2</sup> Current guidelines are titled "Improving the Use of Translating and Interpreting Services: A Guide to Victorian Government Policy and Procedure"



### 13. GUARANTEED SERVICE LEVELS

If a *water business* implements a guaranteed service level scheme as approved by the *Commission*:

- (a) the scheme must provide for any *GSL rebate* available to *customers* under the scheme to be applied automatically in the event that *customer* entitlement to the *GSL rebate* arises; and
- (b) the scheme must ensure that any *GSL rebate* is paid or given to *customers* as soon as practicable after a *customer* entitlement to the *GSL rebate* arises.

## PART C – CUSTOMER CHARTERS

### 14. REQUIREMENT FOR CHARTER

#### 14.1 Purpose of charter

A *water business* must develop and issue a customer charter to inform *customers* about the *services* performed by the *water business* and the respective rights and responsibilities of the *water business* and of *customers*.

#### 14.2 Multiple charters

A *water business* may have more than one charter with the approval of the *Commission*.

#### 14.3 Consultation

Before adopting or varying a customer charter, a *water business* must consult with its *customers*.

#### 14.4 Submission for assessment

Before adopting a charter or any variation to a charter, a *water business* must submit it to the *Commission*, with details of *customer* consultation undertaken, for the *Commission* to review it and assess compliance of the charter with this code and the *water business's approved service standards*.

#### 14.5 Required amendment

A *water business* must amend its charter at the request of the *Commission* to:

- (a) deal with matters raised by the *Commission* as a result of its assessment under clause 14.4; or
- (b) update the charter to reflect an amendment to this code or the *water business's approved service standards*.

### 15. CONTENT OF CHARTER

A *water business* must set out in its charter:

- (a) information about or explaining each of the standards and conditions in Part B of this code (including, where relevant, the detail of the standards and conditions which are set out in the *water business's approved service standards*); and
- (b) all material rights and responsibilities of the *water business* and its *customers* in relation to *services* performed by the *water business*.

In particular, and without limiting this general obligation, the charter must include:

- (c) where this code requires a *water business* to have a policy or provide information, an indication of how the policy or information may be

obtained;

- (d) an explanation of the *water business's* rights and obligations in respect of:
  - (1) connection and service provision in accordance with clause 1;
  - (2) the number of days from the issue of a bill by which it must be paid;
  - (3) actions it may take for non-payment in accordance with clause 7;
  - (4) reconnection in accordance with clause 10; and
  - (5) works and maintenance;
- (e) a description and explanation of the *water business's* practices and processes in respect of:
  - (1) the types of charges for provision of a *service* and any reconnection;
  - (2) how the *water business* will deal with *complaints* and disputes under clause 3;
  - (3) billing, payments and collection in accordance with clauses 4, 5 and 6;
  - (4) quality standards, testing and rectification of *services* under clause 8;
  - (5) standards and targets it intends to meet in relation to reliability of supply under clause 9; and
  - (6) any approved guaranteed service level scheme;
- (f) information about how *services* may be affected and any penalties that may apply under applicable drought, emergency, or permanent water saving plans.

## **16. CUSTOMER COMMUNICATION**

### **16.1 Publication of charter**

A *water business* must publish its charter on its website and must make a copy available to a *customer* upon request.

A *water business* must keep a copy of its charter at its offices for inspection upon request.

### **16.2 Summary of charter**

A *water business* may summarise or otherwise communicate the contents of its charter if the summary document at least addresses:

- (a) the issuing of bills;
- (b) the types of charges;
- (c) the payment of accounts;
- (d) concessions and assistance available to *customers*;
- (e) key service standards (eg quality and reliability);
- (f) the maintenance responsibilities of the *water business*;
- (g) guaranteed service levels (if applicable);
- (h) *enquiry and complaint* handling details, including contact details for *EWOV*;
- (i) privacy information in accordance with privacy legislation;
- (j) contact details of the *water business*; and
- (k) where a copy of the *water business's* charter may be obtained.

### **16.3 Provision of charter or summary**

A *water business* must provide a copy of the charter or a summary of the charter:

- (a) to existing *customers* with the first bill after it has been approved by the *Commission* in accordance with clause 14.4; and
- (b) to new *customers* within one month of becoming registered with the *water business* in respect of a property.

### **16.4 Notification of variation**

If a *water business* materially changes its customer charter, it must inform each *customer* on or with the next bill sent to the *customer* that the charter has changed and that details of the change are available on its website or upon request.

## PART D - DEFINITIONS

**“approved service standards”** means standards and conditions of service and supply approved by the *Commission* under clause 15 of the Water Industry Regulatory Order.

**“available”** means:

- (a) in the case of a *metropolitan service* – the person’s property is a declared property in respect of that service under section 64 of the Water Industry Act 1994;
- (b) in the case of a *regional service* – the person’s property is a declared property in respect of that service under section 144 of the Water Act 1989.

**“billing period”** means any period for which a *customer’s* bill is calculated.

**“business day”** means a day on which banks are open for general banking business in the city or town in which the *water business’s* head office is located, not being a Saturday or a Sunday.

**“Commission”** means the Essential Services Commission established under the *ESC Act*.

**“complaint”** means a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by a *water business*, including a failure of the *water business* to observe its published policies, practices or procedures.

**“customer”** means a person who is:

- (a) an owner and *occupier* of a property connected to a *water business’s* system;
- (b) an owner of a property which is connected to a *water business’s* system but is not an *occupier*;
- (c) an *occupier* of a property that is connected to a *water business’s* system and is liable for usage charges;
- (d) an owner of a property that is not connected but to which a *service* is available from a *regional water business* and the *water business* imposes a service charge.

**“disconnect”** means to physically prevent the flow of water, recycled water or sewerage.

**“electronic address”** means an email or internet address supplied by a *customer* to a *water business* for the purpose of the receipt of bills and other service related communications.

**“enquiry”** means a written or verbal approach by a *customer* which can be satisfied by the *water business* providing written or verbal information, advice, assistance, clarification, explanation or referral about a matter.

**“enquiry facility”** means a telephone call centre and may also include an on-line information facility or an over-the-counter information service.

**“environmental regulation”** includes applicable requirements of the Environment Protection Authority and (insofar as they relate to planning and environment matters) of local councils.

**“ESC Act”** means the Essential Services Commission Act 2001.

**“EWOV”** means the Energy and Water Ombudsman (Victoria).

**“external dispute resolution forum”** includes Consumer Affairs Victoria and the Victorian Civil and Administrative Tribunal.

**“financial year”** means a year ending 30 June.

**“GSL rebate”** means any form of payment or compensation made to a *customer* by a *water business* due to a breach of the *water business’s* stated obligations under a guaranteed service level scheme as approved by the *Commission*.

**“health regulation”** includes the Safe Drinking Water Act 2003, the Food Act 1984, the Health (Fluoridation) Act 1973 and other applicable requirements of the Department of Human Services.

**“interruption”** means in the case of a *customer’s* water or recycled water supply, a total loss of flow from a *water business* to a *customer*.

**“meter assembly”** means the apparatus consisting of a meter, stop valve, strainer and any additional valves, but does not include a backflow prevention device installed downstream of the outlet of the meter.

**“metropolitan water business”** means City West Water Limited (ACN 066 902 467), South East Water Limited (ACN 066 902 547), Yarra Valley Water Limited (ACN 066 902 501) and their successors.

**“metropolitan service”** means a *service* provided by a *metropolitan water business*.

**“non-potable water”** means water that is the subject of a declaration made by the Minister under section 6 of the Safe Water Drinking Act 2003, known under that Act as ‘regulated water’.

**“occupier”** means a person in occupation of a property to which a *service* is *available*, including:

- (a) a tenant or caravan park resident registered as such with the *water business*, for the period of such registration; or
- (b) the property owner.

**“permitted use rules”** means a *water business’s* requirements under clause 12.3.

**“planned interruption”** means a scheduled *interruption* to a *service* to a *customer* which is caused by a *water business* to allow routine maintenance or augmentation to be carried out.

**“property owner’s infrastructure”** includes the *customer’s* pipes, backflow prevention devices and other equipment of the *customer* connected to a *system*.

**“reasonable charge”** means a fee or charge that is approved or specified by the *Commission* in accordance with clause 8 of the Water Industry Regulatory Order.

**“regional water business”** means a regional urban water authority constituted under the Water Act 1989 or its successor.

**“regional service”** means a *service* provided by a *regional water business*.

**“service”** means a water supply service including a reticulated *non-potable water* supply service, a recycled water supply service or a sewerage service.

**“system”** means a *water business’s* physical infrastructure for providing a water supply service, a recycled water service or a *trade waste* or sewerage *service*.

**“trade waste”** has the meaning given to that term in the relevant *water law*.

**“TTY service”** means a facility to enable a deaf or hearing impaired person to communicate by telephone through the use of a telephone typewriter.

**“unplanned interruption”** means an *interruption to services* to a *customer* caused by a fault in the *water business’s system* or a fault which is the maintenance responsibility of the *water business*.

**“water business”** means a *metropolitan water business* or a *regional water business*.

**“water law”** means the relevant requirements contained in or made under the Water Act 1989 and the Water Industry Act 1994.

## SCHEDULE 1

### APPROVED GSL SCHEMES

For the purposes of clause 13 and the definition of “*GSL rebate*”, the following service level obligations and corresponding amounts of payment for failure to attain the stated obligation have been approved by the *Commission* as guaranteed service level schemes for the following businesses.

A *water business* is not required to make a payment where the failure to attain the stated obligation arises because of the action or inaction of the customer or a third party. For the avoidance of doubt, third party does not include any person or firm acting on behalf of the business.

#### City West Water

<i>Approved service level obligation</i>	<i>Approved payment (\$)</i>
Unplanned water interruption restored within 5 hours of notification	50
No more than 5 unplanned water interruptions within any 12 month period	50
No more than 3 sewerage interruptions within any 12 month period	50
Sewerage interruptions restored within 5 hours	50
Sewage spill contained within 5 hours of notification	1000
Sewage spill in a house contained within 1 hour of notification	1000
Restricting the water supply of, or taking legal action against, a residential customer prior to taking reasonable endeavours (as defined by the Essential Services Commission) to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying	300

#### South East Water

<i>Approved service level obligation</i>	<i>Approved payment (\$)</i>
Unplanned water interruption restored within 5 hours of notification	50
No more than 5 unplanned water interruptions within any 12 month period	50
No more than 3 sewerage interruptions within any 12 month period	50
Sewerage interruption restored within 4 hours	50
Sewage spill contained within 5 hours of notification	1000
Sewage spill in a house contained within 1 hour of notification	1000
Restricting the water supply of, or taking legal action against, a residential customer prior to taking reasonable endeavours (as defined by the Essential Services Commission) to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying	300



## Yarra Valley Water

<i>Approved service level obligation</i>	<i>Approved payment (\$)</i>
Unplanned water interruption restored within 4 hours	50
No more than 5 unplanned water or sewerage interruptions in total within any 12 month period	50
Give at least 3 days notice of a planned water interruption	50
No planned interruption during peak hours (5am to 9am and 5pm to 11pm)	50
No planned interruption longer than advised	50
No planned interruption longer than 5 hours	50
No more than 3 sewerage interruptions within any 12 month period	50
Sewerage interruption restored within 4 hours	50
Sewer spill contained within 4 hours	1000
Sewer spill in a house contained within 1 hour of notification	1000
Restricting the water supply of, or taking legal action against, a residential customer prior to taking reasonable endeavours (as defined by the Essential Services Commission) to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying	300

## Barwon Water

<i>Approved service level obligation</i>	<i>Approved payment (\$)</i>
No more than 5 unplanned water interruptions within any 12 month period	65
No more than three unplanned sewerage service interruptions in a 12-month period	65
No more than three sewer spills on a customer's property within a twelve month period	500

## Central Highlands Water

<i>Approved service level obligation</i>	<i>Approved payment (\$)</i>
No more than 5 unplanned water interruptions within any 12 month period	50
Unplanned interruptions to sewer service not rectified within 5 hours	50
No more than three unplanned sewerage service interruptions in a 12 month period	50
Leaking water service not fixed within 5 business days	50
Unplanned interruptions to water supply not rectified within 5 hours	50

## Coliban Water

<i>Approved service level obligation</i>	<i>Approved payment (\$)</i>
Restricting the water supply of, or taking legal action against, a residential customer prior to taking reasonable endeavours (as defined by the Essential Services Commission) to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying	300

## East Gippsland Water

<i>Approved service level obligation</i>	<i>Approved payment (\$)</i>
Restricting the water supply of, or taking legal action against, a residential customer prior to taking reasonable endeavours (as defined by the Essential Services Commission) to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying	300

## Gippsland Water

<i>Approved service level obligation</i>	<i>Approved payment (\$)</i>
Restricting the water supply of, or taking legal action against, a residential customer prior to taking reasonable endeavours (as defined by the Essential Services Commission) to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying	300

## Goulburn Valley Water

<i>Approved service level obligation</i>	<i>Approved payment (\$)</i>
Restricting the water supply of, or taking legal action against, a residential customer prior to taking reasonable endeavours (as defined by the Essential Services Commission) to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying	300

## North East Water

<i>Approved service level obligation</i>	<i>Approved payment (\$)</i>
Restricting the water supply of, or taking legal action against, a residential customer prior to taking reasonable endeavours (as defined by the Essential Services Commission) to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying	300

## Wannon Water

<i>Approved service level obligation</i>	<i>Approved payment (\$)</i>
No more than 5 unplanned water interruptions within any 12 month period	50
Sewage spills within a house not contained within one hour of notification	500

## Western Water

<i>Approved service level obligation</i>	<i>Approved payment (\$)</i>
Planned interruptions during peak hours (5am to 9am and 5pm to 11pm)	50
Planned water supply interruption longer than notification given	50
No more than three sewer interruptions in 12 months	50
Sewage spills within a house not contained within one hour of notification	500

## Westernport Water

<i>Approved service level obligation</i>	<i>Approved payment (\$)</i>
Restricting the water supply of, or taking legal action against, a residential customer prior to taking reasonable endeavours (as defined by the Essential Services Commission) to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying	300

## **SCHEDULE 2**

### **APPROVED SERVICE STANDARDS**

For the purposes of clauses 8 and 9 and the definition of “*approved service standards*”, the following standards and conditions of service and supply and associated targets have been approved by the *Commission* for the following businesses.

Targets in the tables have been rounded to one decimal place.

## Barwon Water

<i>Service Standard</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>
<b>Water</b>					
Unplanned water supply interruptions (per 100km)	30.0	30.0	30.0	30.0	30.0
Average time taken to attend bursts and leaks (priority 1) (minutes)	35.0	35.0	35.0	35.0	35.0
Average time taken to attend bursts and leaks (priority 2) (minutes)	72.0	71.0	70.0	69.0	68.0
Average time taken to attend bursts and leaks (priority 3) (minutes)	360.0	360.0	360.0	360.0	360.0
Unplanned water supply interruptions restored within 5 hours (per cent)	95.0	96.0	96.5	96.5	96.5
Planned water supply interruptions restored within 5 hours (per cent)	70.0	72.5	75.0	77.5	80.0
Average unplanned customer minutes off water supply (minutes)	26.8	23.6	20.0	20.0	20.0
Average planned customer minutes off water supply (minutes)	58.8	54.1	50.6	47.3	46.2
Average frequency of unplanned water supply interruptions (number)	0.2	0.2	0.2	0.2	0.2
Average frequency of planned water supply interruptions (number)	0.2	0.2	0.2	0.2	0.2
Average duration of unplanned water supply interruptions (minutes)	127.5	115.0	100.0	100.0	100.0
Average duration of planned water supply interruptions (minutes)	245.0	230.0	220.0	215.0	210.0
Number of customers experiencing 5 unplanned water supply interruptions in the year (number)	198.0	186.0	174.0	162.0	150.0
Unaccounted for water (per cent)	8.0	8.0	8.0	8.0	8.0
<b>Sewerage</b>					
Sewerage blockages (per 100km)	44.0	43.8	43.5	43.3	43.0
Average time to attend sewer spills and blockages (minutes)	83.0	82.0	81.0	80.0	80.0
Average time to rectify a sewer blockage (minutes)	250.0	250.0	250.0	250.0	250.0
Spills contained within 5 hours (per cent)	100.0	100.0	100.0	100.0	100.0
Customers receiving more than 3 sewer blockages in the year (number)	3.0	3.0	3.0	3.0	3.0
<b>Customer Service</b>					
Complaints to EWOV (per 1000 customers)	0.5	0.5	0.5	0.5	0.5
Telephone calls answered within 30 seconds (per cent)	95.0	95.0	95.0	95.0	95.0
<b>Minimum Flow Rates</b>					
	20mm	25mm	32mm	40mm	50mm
Flow rate (litres per minute)	20	35	60	90	160

## Central Highlands Water

<i>Service Standard</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>
<b>Water</b>					
Unplanned water supply interruptions (per 100km)	37.1	37.1	37.1	37.1	37.1
Average time taken to attend bursts and leaks (priority 1) (minutes)	60.0	60.0	60.0	60.0	60.0
Average time taken to attend bursts and leaks (priority 2) (minutes)	120.0	120.0	120.0	120.0	120.0
Average time taken to attend bursts and leaks (priority 3) (minutes)	720.0	720.0	720.0	720.0	720.0
Unplanned water supply interruptions restored within 5 hours (per cent)	98.7	98.7	98.7	98.7	98.7
Planned water supply interruptions restored within 5 hours (per cent)	87.0	87.0	87.0	87.0	87.0
Average unplanned customer minutes off water supply (minutes)	18.0	18.0	18.0	18.0	18.0
Average planned customer minutes off water supply (minutes)	12.0	12.0	12.0	12.0	12.0
Average unplanned frequency of water supply interruptions (number)	0.2	0.2	0.2	0.2	0.2
Average planned frequency of water supply interruptions (number)	0.1	0.1	0.1	0.1	0.1
Average duration of unplanned water supply interruptions (minutes)	120.0	120.0	120.0	120.0	120.0
Average duration of planned water supply interruptions (minutes)	240.0	240.0	240.0	240.0	240.0
Number of customers experiencing more than 5 unplanned water supply interruptions in the year (number)	0.0	0.0	0.0	0.0	0.0
Unaccounted for water (per cent)	14.0	12.5	11.0	10.0	10.0
<b>Sewerage</b>					
Sewerage blockages (per 100km)	32.0	32.0	31.0	30.0	28.0
Average time to attend sewer spills and blockages (minutes)	60.0	60.0	60.0	60.0	60.0
Average time to rectify a sewer blockage (minutes)	150.0	150.0	150.0	150.0	150.0
Spills contained within 5 hours (per cent)	100.0	100.0	100.0	100.0	100.0
Customers receiving more than 3 sewer blockages in the year (number)	0.0	0.0	0.0	0.0	0.0
<b>Customer Service</b>					
Complaints to EWOV (per 1000 customers)	0.6	0.6	0.6	0.6	0.6
Telephone calls answered within 30 seconds (per cent)	86.0	87.0	88.0	89.0	90.0
<b>Minimum Flow Rates</b>					
	20mm	25mm	32mm	40mm	50mm
Flow rate (litres per minute)	10.0	25.0	50.0	80.0	130.0

## City West Water

<i>Service standard</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>	
<b>Water</b>					
Unplanned water supply interruptions (per 100km)	60.3	60.3	60.3	60.3	
Average time taken to attend bursts and leaks (priority 1) (minutes)	24.3	24.3	24.3	24.3	
Average time taken to attend bursts and leaks (priority 2) (minutes)	34.2	34.2	34.2	34.2	
Average time taken to attend bursts and leaks (priority 3) (minutes)	233.8	233.8	233.8	233.8	
Unplanned water supply interruptions restored within 5 hours (per cent)	86.1	86.1	86.1	86.1	
Planned water supply interruptions restored within 5 hours (per cent)	93.3	93.3	93.3	93.3	
Average unplanned customer minutes off water supply (minutes)	47.6	47.6	47.6	47.6	
Average planned customer minutes off water supply (minutes)	7.8	7.8	7.8	7.8	
Average frequency of unplanned water supply interruptions (number)	0.31	0.31	0.31	0.31	
Average frequency of planned water supply interruptions (number)	0.06	0.06	0.06	0.06	
Average duration of unplanned water supply interruptions (minutes)	175.5	175.5	175.5	175.5	
Average duration of planned water supply interruptions (minutes)	137.2	137.2	137.2	137.2	
Number of customers experiencing 5 unplanned water supply interruptions in the year (number)	64	64	64	64	
Unaccounted for water (per cent)	9.2	9.2	9.2	9.2	
<b>Sewerage</b>					
Sewerage blockages (per 100km)	27.6	27.6	27.6	27.6	
Average time to attend sewer spills and blockages (minutes)	23.4	23.4	23.4	23.4	
Average time to rectify a sewer blockage (minutes)	115.9	115.9	115.9	115.9	
Spills contained within 5 hours (per cent)	100	100	100	100	
Customers receiving more than 3 sewer blockages in the year (number)	0	0	0	0	
<b>Customer Service</b>					
Complaints to EWOV (per 1000 customers)	0.55	0.55	0.55	0.55	
Telephone calls answered within 30 seconds (per cent)	80	80	80	80	
<b>Minimum Flow Rates</b>					
	<i>20mm</i>	<i>25mm</i>	<i>32mm</i>	<i>40mm</i>	<i>50mm</i>
Flow rate (litres per minute)	20.0	35.0	60.0	90.0	160.0

## Coliban Water

<i>Service Standard</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>
<b>Water</b>					
Unplanned water supply interruptions (per 100km)	25.0	25.0	25.0	25.0	25.0
Average time taken to attend bursts and leaks (priority 1) (minutes)	30.0	30.0	30.0	30.0	30.0
Average time taken to attend bursts and leaks (priority 2) (minutes)	95.0	95.0	90.0	85.0	80.0
Average time taken to attend bursts and leaks (priority 3) (minutes)	1 440.0	1 440.0	1 440.0	1 440.0	1 440.0
Unplanned water supply interruptions restored within 5 hours (per cent)	98.0	98.0	98.0	98.0	98.0
Planned water supply interruptions restored within 5 hours (per cent)	80.0	80.0	85.0	85.0	85.0
Average unplanned customer minutes off water supply (minutes)	11.4	11.4	11.4	10.8	10.8
Average planned customer minutes off water supply (minutes)	29.0	29.0	29.0	29.0	29.0
Average unplanned frequency of water supply interruptions (number)	0.1	0.1	0.1	0.1	0.1
Average planned frequency of water supply interruptions (number)	0.1	0.1	0.1	0.1	0.1
Average duration of unplanned water supply interruptions (minutes)	95.0	95.0	95.0	90.0	90.0
Average duration of planned water supply interruptions (minutes)	290.0	290.0	290.0	270.0	270.0
Number of customers experiencing more than 5 unplanned water supply interruptions in the year (number)	5.0	5.0	5.0	5.0	5.0
Unaccounted for water (per cent)	20.0	20.0	18.0	18.0	15.0
<b>Sewerage</b>					
Sewerage blockages (per 100km)	80	70	60	50	50
Average time to attend sewer spills and blockages (minutes)	32	32	32	32	32
Average time to rectify a sewer blockage (minutes)	80	75	75	75	70
Spills contained within 5 hours (per cent)	99	99	99	99	99
Customers receiving more than 3 sewer blockages in the year (number)	4	4	4	4	4
<b>Customer Service</b>					
Complaints to EWOV (per 1 000 customers)	0.3	0.3	0.3	0.3	0.3
Telephone calls answered within 30 seconds (per cent)	85	85	90	90	90
<b>Minimum Flow Rates</b>					
	20mm	25mm	32mm	40mm	50mm
Flow rate (litres per minute)	20	35	60	90	160



## East Gippsland Water

<i>Service Standard</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>
<b>Water</b>					
Unplanned water supply interruptions (per 100km)	10.0	10.0	10.0	10.0	10.0
Average time taken to attend bursts and leaks (priority 1) (minutes)	30.0	30.0	30.0	30.0	30.0
Average time taken to attend bursts and leaks (priority 2) (minutes)	36.2	36.2	36.2	36.2	36.2
Average time taken to attend bursts and leaks (priority 3) (minutes)	61.1	61.1	61.1	61.1	61.1
Unplanned water supply interruptions restored within 5 hours (per cent)	97.5	97.5	97.5	97.5	97.5
Planned water supply interruptions restored within 5 hours (per cent)	95.0	95.0	95.0	95.0	95.0
Average unplanned customer minutes off water supply (minutes)	14.2	14.2	14.2	14.2	14.2
Average planned customer minutes off water supply (minutes)	10.3	10.3	10.3	10.3	10.3
Average unplanned frequency of water supply interruptions (number)	0.1	0.1	0.1	0.1	0.1
Average planned frequency of water supply interruptions (number)	0.1	0.1	0.1	0.1	0.1
Average duration of unplanned water supply interruptions (minutes)	125.9	125.9	125.9	125.9	125.9
Average duration of planned water supply interruptions (minutes)	114.6	114.6	114.6	114.6	114.6
Number of customers experiencing more than 5 unplanned water supply interruptions in the year (number)	0.0	0.0	0.0	0.0	0.0
Unaccounted for water (per cent)	13.0	12.2	11.4	11.0	10.0
<b>Sewerage</b>					
Sewerage blockages (per 100km)	18.9	18.9	18.9	18.9	18.9
Average time to attend sewer spills and blockages (minutes)	30.2	30.2	30.2	30.2	30.2
Average time to rectify a sewer blockage (minutes)	76.9	76.9	76.9	76.9	76.9
Spills contained within 5 hours (per cent)	100.0	100.0	100.0	100.0	100.0
Customers receiving more than 3 sewer blockages in the year (number)	0.0	0.0	0.0	0.0	0.0
<b>Customer Service</b>					
Complaints to EWOV (per 1 000 customers)	0.6	0.6	0.6	0.6	0.6
Telephone calls answered within 30 seconds (per cent)	96.0	96.0	96.0	96.0	96.0
<b>Minimum Flow Rates</b>					
	20mm	25mm	32mm	40mm	50mm
Flow rate (litres per minute)	20	35	60	90	160

## Gippsland Water

<i>Service Standard</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>
<b>Water</b>					
Unplanned water supply interruptions (per 100km)	45.0	45.0	45.0	45.0	45.0
Average time taken to attend bursts and leaks (priority 1) (minutes)	40.0	40.0	40.0	40.0	40.0
Average time taken to attend bursts and leaks (priority 2) (minutes)	150.0	150.0	150.0	150.0	150.0
Average time taken to attend bursts and leaks (priority 3) (minutes)	2 300.0	2 300.0	2 300.0	2 300.0	2 300.0
Unplanned water supply interruptions restored within 5 hours (per cent)	97.8	97.8	97.8	97.8	97.8
Planned water supply interruptions restored within 5 hours (per cent)	87.0	87.0	87.0	87.0	87.0
Average unplanned customer minutes off water supply (minutes)	15.4	15.4	15.4	15.4	15.4
Average planned customer minutes off water supply (minutes)	26.2	26.2	26.2	26.2	26.2
Average unplanned frequency of water supply interruptions (number)	0.1	0.1	0.1	0.1	0.1
Average planned frequency of water supply interruptions (number)	0.2	0.2	0.2	0.2	0.2
Average duration of unplanned water supply interruptions (minutes)	110.0	110.0	110.0	110.0	110.0
Average duration of planned water supply interruptions (minutes)	130.8	130.8	130.8	130.8	130.8
Number of customers experiencing more than 5 unplanned water supply interruptions in the year (number)	0.0	0.0	0.0	0.0	0.0
Unaccounted for water (per cent)	14.5	14.5	14.3	14.2	14.1
<b>Sewerage</b>					
Sewerage blockages (per 100km)	25.0	25.0	25.0	25.0	25.0
Average time to attend sewer spills and blockages (minutes)	35.0	35.0	35.0	35.0	35.0
Average time to rectify a sewer blockage (minutes)	130.0	130.0	130.0	130.0	130.0
Spills contained within 5 hours (per cent)	98.0	98.0	98.0	98.0	98.0
Customers receiving more than 3 sewer blockages in the year (number)	0.0	0.0	0.0	0.0	0.0
<b>Customer Service</b>					
Complaints to EWOV (per 1 000 customers)	0.7	0.7	0.7	0.7	0.7
Telephone calls answered within 30 seconds (per cent)	80.0	80.0	80.0	80.0	80.0
<b>Minimum Flow Rates</b>					
	20mm	25mm	32mm	40mm	50mm
Flow rate (litres per minute)	20	35	60	90	160

## Goulburn Valley Water

<i>Service Standard</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>
<b>Water</b>					
Unplanned water supply interruptions (per 100km)	18.1	18.1	18.1	18.1	18.1
Average time taken to attend bursts and leaks (priority 1) (minutes)	30.0	30.0	30.0	30.0	30.0
Average time taken to attend bursts and leaks (priority 2) (minutes)	60.0	60.0	60.0	60.0	60.0
Average time taken to attend bursts and leaks (priority 3) (minutes)	300.0	300.0	300.0	300.0	300.0
Unplanned water supply interruptions restored within 5 hours (per cent)	98.0	98.0	98.0	98.0	98.0
Planned water supply interruptions restored within 5 hours (per cent)	99.0	99.0	99.0	99.0	99.0
Average unplanned customer minutes off water supply (minutes)	13.6	13.6	13.6	13.6	13.6
Average planned customer minutes off water supply (minutes)	6.0	6.0	6.0	6.0	6.0
Average unplanned frequency of water supply interruptions (number)	0.1	0.1	0.1	0.1	0.1
Average planned frequency of water supply interruptions (number)	0.05	0.05	0.05	0.05	0.05
Average duration of unplanned water supply interruptions (minutes)	100.0	100.0	100.0	100.0	100.0
Average duration of planned water supply interruptions (minutes)	113.0	113.0	113.0	113.0	113.0
Number of customers experiencing more than 5 unplanned water supply interruptions in the year (number)	85.0	85.0	85.0	85.0	85.0
Unaccounted for water (per cent)	9.8	9.6	9.4	9.2	9.0
<b>Sewerage</b>					
Sewerage blockages (per 100km)	25.3	25.3	25.3	25.3	25.3
Average time to attend sewer spills and blockages (minutes)	60.0	60.0	60.0	60.0	60.0
Average time to rectify a sewer blockage (minutes)	150.0	150.0	150.0	150.0	150.0
Spills contained within 5 hours (per cent)	100.0	100.0	100.0	100.0	100.0
Customers receiving more than 3 sewer blockages in the year (number)	0.0	0.0	0.0	0.0	0.0
<b>Customer Service</b>					
Complaints to EWOV (per 1 000 customers)	0.4	0.4	0.4	0.4	0.4
Telephone calls answered within 30 seconds (per cent)	97.0	97.0	97.0	97.0	97.0
<b>Minimum Flow Rates</b>					
	20mm	25mm	32mm	40mm	50mm
Flow rate (litres per minute)	20	31	51	80	125

## GWMWater

<i>Service Standard</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>
<b>Water</b>					
Unplanned water supply interruptions (per 100km)	40.0	40.0	40.0	40.0	40.0
Average time taken to attend bursts and leaks (priority 1) (minutes)	30.0	30.0	30.0	30.0	30.0
Average time taken to attend bursts and leaks (priority 2) (minutes)	60.0	60.0	60.0	60.0	60.0
Average time taken to attend bursts and leaks (priority 3) (minutes)	60.0	60.0	60.0	60.0	60.0
Unplanned water supply interruptions restored within 5 hours (per cent)	97.5	97.5	97.5	97.5	97.5
Planned water supply interruptions restored within 5 hours (per cent)	95.0	95.0	95.0	95.0	95.0
Average unplanned customer minutes off water supply (minutes)	20.0	20.0	20.0	20.0	20.0
Average planned customer minutes off water supply (minutes)	12.0	12.0	12.0	12.0	12.0
Average unplanned frequency of water supply interruptions (number)	0.2	0.2	0.2	0.2	0.2
Average planned frequency of water supply interruptions (number)	0.07	0.07	0.07	0.07	0.07
Average duration of unplanned water supply interruptions (minutes)	100.0	100.0	100.0	100.0	100.0
Average duration of planned water supply interruptions (minutes)	180.0	180.0	180.0	180.0	180.0
Number of customers experiencing more than 5 unplanned water supply interruptions in the year (number)	0.0	0.0	0.0	0.0	0.0
Unaccounted for water (per cent)	14.0	12.0	12.0	10.0	10.0
<b>Sewerage</b>					
Sewerage blockages (per 100km)	36	36	36	36	36
Average time to attend sewer spills and blockages (minutes)	30	30	30	30	30
Average time to rectify a sewer blockage (minutes)	180	180	180	180	180
Spills contained within 5 hours (per cent)	98	98	98	98	98
Customers receiving more than 3 sewer blockages in the year (number)	0	0	0	0	0
<b>Customer Service</b>					
Complaints to EWOV (per 1 000 customers)	0.9	0.9	0.9	0.9	0.9
Telephone calls answered within 30 seconds (per cent)	80.0	80.0	80.0	80.0	80.0
<b>Minimum Flow Rates</b>					
	20mm	25mm	32mm	40mm	50mm
Flow rate (litres per minute)	10	25	40	60	100

## Lower Murray Water

<i>Service Standard</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>
<b>Water</b>					
Unplanned water supply interruptions (per 100km)	43.4	42.2	41.1	40.1	39.2
Average time taken to attend bursts and leaks (priority 1) (minutes)	15.0	15.0	15.0	15.0	15.0
Average time taken to attend bursts and leaks (priority 2) (minutes)	20.0	20.0	20.0	20.0	20.0
Average time taken to attend bursts and leaks (priority 3) (minutes)	25.0	25.0	25.0	25.0	25.0
Unplanned water supply interruptions restored within 5 hours (per cent) (minutes)	99.4	99.4	99.4	99.4	99.4
Planned water supply interruptions restored within 5 hours (per cent)	95.0	100.0	100.0	95.0	95.0
Average unplanned customer minutes off water supply (minutes)	9.0	8.6	8.2	7.9	7.6
Average planned customer minutes off water supply (minutes)	205.1	4.9	4.8	92.7	204.7
Average unplanned frequency of water supply interruptions (number)	0.2	0.2	0.2	0.2	0.2
Average planned frequency of water supply interruptions (number)	0.8	0.1	0.1	0.4	0.8
Average duration of unplanned water supply interruptions (minutes)	48.3	47.8	47.3	46.9	46.5
Average duration of planned water supply interruptions (minutes)	268.4	72.2	72.2	250.0	269.8
Number of customers experiencing more than 5 unplanned water supply interruptions in the year (number)	4 495.0	4 455.0	4 420.0	4 387.0	4 358.0
Unaccounted for water (per cent)	9.0	9.0	9.0	9.0	9.0
<b>Sewerage</b>					
Sewerage blockages (per 100km)	24.4	23.5	22.7	21.9	21.3
Average time to attend sewer spills and blockages (minutes)	20.0	20.0	20.0	20.0	20.0
Average time to rectify a sewer blockage (minutes)	105.0	105.0	105.0	105.0	105.0
Spills contained within 5 hours (per cent)	100.0	100.0	100.0	100.0	100.0
Customers receiving more than 3 sewer blockages in the year (number)	135.0	132.0	130.0	127.0	125.0
<b>Customer Service</b>					
Complaints to EWOV (per 1 000 customers)	0.1	0.1	0.1	0.1	0.1
Telephone calls answered within 30 seconds (per cent)	99.0	99.0	99.0	99.0	99.0
<b>Minimum Flow Rates</b>					
	20mm	25mm	32mm	40mm	50mm
Flow rate (litres per minute)	20	35	60	90	160

## North East Water

<i>Service Standard</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>
<b>Water</b>					
Unplanned water supply interruptions (per 100km)	13.7	13.7	13.7	13.7	13.7
Average time taken to attend bursts and leaks (priority 1) (minutes)	50.0	50.0	50.0	50.0	50.0
Average time taken to attend bursts and leaks (priority 2) (minutes)	120.0	120.0	120.0	120.0	120.0
Average time taken to attend bursts and leaks (priority 3) (minutes)	1 440.0	1 440.0	1 440.0	1 440.0	1 440.0
Unplanned water supply interruptions restored within 5 hours (per cent)	98.0	98.0	98.0	98.0	98.0
Planned water supply interruptions restored within 5 hours (per cent)	98.0	98.0	98.0	98.0	98.0
Average unplanned customer minutes off water supply (minutes)	7.7	7.7	7.7	7.7	7.7
Average planned customer minutes off water supply (minutes)	10.0	10.0	10.0	10.0	10.0
Average unplanned frequency of water supply interruptions (number)	0.1	0.1	0.1	0.1	0.1
Average planned frequency of water supply interruptions (number)	0.1	0.1	0.1	0.1	0.1
Average duration of unplanned water supply interruptions (minutes)	110.0	110.0	110.0	110.0	110.0
Average duration of planned water supply interruptions (minutes)	125.0	125.0	125.0	125.0	125.0
Number of customers experiencing more than 2 unplanned water supply interruptions in the year (number)	300.0	300.0	300.0	300.0	300.0
Unaccounted for water (per cent)	18.0	17.0	16.0	15.0	15.0
<b>Sewerage</b>					
Sewerage blockages (per 100km)	9.0	9.0	9.0	9.0	9.0
Average time to attend sewer spills and blockages (minutes)	30.0	30.0	30.0	30.0	30.0
Average time to rectify a sewer blockage (minutes)	160.0	160.0	160.0	160.0	160.0
Spills contained within 5 hours (per cent)	99.0	99.0	99.0	99.0	99.0
Customers receiving more than 2 sewer blockages in the year (number)	30.0	30.0	30.0	30.0	30.0
<b>Customer Service</b>					
Complaints to EWOV (per 1 000 customers)	0.4	0.4	0.4	0.4	0.4
Telephone calls answered within 30 seconds (per cent)	95.0	95.0	95.0	95.0	95.0
<b>Minimum Flow Rates</b>					
	20mm	25mm	32mm	40mm	50mm
Flow rate (litres per minute)	10	14	24	40	60

## South East Water

<i>Service standard</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>	
<b>Water</b>					
Number of unplanned water supply interruptions (per 100 kilometres)	31.2	31.2	31.2	31.2	
Average time taken to attend bursts and leaks (minutes) Priority 1	40	40	40	40	
Average time taken to attend bursts and leaks (minutes) Priority 2	120	120	120	120	
Average time taken to attend bursts and leaks (minutes) Priority 3	550	550	550	550	
Unplanned water supply interruptions restored within 5 hours (per cent)	99.6	99.6	99.6	99.6	
Planned water supply interruptions restored within 5 hours (per cent)	78.5	78.5	78.5	78.5	
Average unplanned customer minutes off water supply (minutes)	17.6	17.6	17.6	17.6	
Average planned customer minutes off water supply (minutes)	7.7	7.7	7.7	7.7	
Average frequency of unplanned water supply interruptions (number)	0.21	0.21	0.21	0.21	
Average frequency of planned water supply interruptions (number)	0.04	0.04	0.04	0.04	
Average duration of unplanned water supply interruptions (minutes)	87.8	87.8	87.8	87.8	
Average duration of planned water supply interruptions (minutes)	205.6	205.6	205.6	205.6	
Customers experiencing more than 5 unplanned water supply interruptions in the year (number)	209	209	209	209	
Unaccounted for water (per cent)	9.5	9.5	9.5	9.5	
<b>Sewerage</b>					
Number of sewerage blockages (per 100 kilometres)	21.3	21.3	21.3	21.3	
Average time to attend sewer spills and blockages (minutes)	48.3	48.3	48.3	48.3	
Average time to rectify a sewer blockage (minutes)	161	161	161	161	
Spills contained within 5 hours (per cent)	100	100	100	100	
Customers receiving more than 3 sewer blockages in the year (number)	0	0	0	0	
<b>Customer Service</b>					
Complaints to EWOV (per 1000 customers)	0.164	0.164	0.164	0.164	
Telephone calls answered within 30 seconds (per cent)	94	94	94	94	
<b>Minimum Flow Rates</b>					
	20mm	25mm	32mm	40mm	50mm
Flow rate (litres per minute)	20	35	60	90	160

## South Gippsland Water

<i>Service Standard</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>
<b>Water</b>					
Unplanned water supply interruptions per 100km	28.0	28.0	28.0	28.0	28.0
Average time taken to attend bursts and leaks (priority 1) (minutes)	30.0	30.0	30.0	30.0	30.0
Average time taken to attend bursts and leaks (priority 2) (minutes)	40.0	40.0	40.0	40.0	40.0
Average time taken to attend bursts and leaks (priority 3) (minutes)	1 440.0	1 440.0	1 440.0	1 440.0	1 440.0
Unplanned water supply interruptions restored within 5 hours (per cent)	99.0	99.0	99.0	99.0	99.0
Planned water supply interruptions restored within 5 hours (per cent)	99.0	99.0	99.0	99.0	99.0
Average unplanned customer minutes off water supply (minutes)	33.0	33.0	33.0	33.0	33.0
Average planned customer minutes off water supply (minutes)	150.0	150.0	150.0	150.0	150.0
Average unplanned frequency of water supply interruptions (number)	0.3	0.3	0.3	0.3	0.3
Average planned frequency of water supply interruptions (number)	0.5	0.5	0.5	0.5	0.5
Average duration of unplanned water supply interruptions (minutes)	100.0	100.0	100.0	100.0	100.0
Average duration of planned water supply interruptions (minutes)	300.0	300.0	300.0	300.0	300.0
Number of customers experiencing more than 5 unplanned water supply interruptions in the year (number)	0.0	0.0	0.0	0.0	0.0
Unaccounted for water (per cent)	14.0	14.0	14.0	14.0	14.0
<b>Sewerage</b>					
Sewerage blockages (per 100km)	18.0	18.0	18.0	18.0	18.0
Average time to attend sewer spills and blockages (minutes)	30.0	30.0	30.0	30.0	30.0
Average time to rectify a sewer blockage (minutes)	120.0	120.0	120.0	120.0	120.0
Spills contained within 5 hours (per cent)	100.0	100.0	100.0	100.0	100.0
Customers receiving more than 3 sewer blockages in the year (number)	0.0	0.0	0.0	0.0	0.0
<b>Customer Service</b>					
Complaints to EWOV (per 1 000 customers)	1.1	1.1	1.1	1.1	1.1
Telephone calls answered within 30 seconds (per cent)	98.0	98.0	98.0	98.0	98.0
<b>Minimum Flow Rates</b>					
	20mm	25mm	32mm	40mm	50mm
Flow rate (litres per minute)	20	35	60	90	160



## Wannon Water

<i>Service Standard</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>
<b>Water</b>					
Unplanned water supply interruptions (per 100km)	10.0	10.0	10.0	10.0	10.0
Average time taken to attend bursts and leaks (priority 1) (minutes)	35.0	35.0	35.0	35.0	35.0
Average time taken to attend bursts and leaks (priority 2) (minutes)	60.0	60.0	60.0	60.0	60.0
Average time taken to attend bursts and leaks (priority 3) (minutes)	240.0	240.0	240.0	240.0	240.0
Unplanned water supply interruptions restored within 5 hours (per cent)	97.0	97.0	97.0	97.0	97.0
Planned water supply interruptions restored within 5 hours (per cent)	90.0	90.0	90.0	90.0	90.0
Average unplanned customer minutes off water supply (minutes)	9.9	9.9	9.9	9.9	9.9
Average planned customer minutes off water supply (minutes)	9.0	9.0	9.0	9.0	9.0
Average unplanned frequency of water supply interruptions (number)	0.1	0.1	0.1	0.1	0.1
Average planned frequency of water supply interruptions (number)	0.1	0.1	0.1	0.1	0.1
Average duration of unplanned water supply interruptions (minutes)	108.0	108.0	108.0	108.0	108.0
Average duration of planned water supply interruptions (minutes)	180.0	180.0	180.0	180.0	180.0
Number of customers experiencing more than 5 unplanned water supply interruptions in the year (number)	0.0	0.0	0.0	0.0	0.0
Unaccounted for water (per cent)	12.0	12.0	12.0	12.0	12.0
<b>Sewerage</b>					
Sewerage blockages (per 100km)	38.3	38.3	38.3	38.3	38.3
Average time to attend sewer spills and blockages (minutes)	30.0	30.0	30.0	30.0	30.0
Average time to rectify a sewer blockage (minutes)	90.0	90.0	90.0	90.0	90.0
Spills contained within 5 hours (per cent)	98.0	98.0	98.0	98.0	98.0
Customers receiving more than 3 sewer blockages in the year (number)	0.0	0.0	0.0	0.0	0.0
<b>Customer Service</b>					
Complaints to EWOV (per 1 000 customers)	0.6	0.6	0.6	0.6	0.6
Telephone calls answered within 30 seconds (per cent)	98.9	98.9	98.9	98.9	98.9
<b>Minimum Flow Rates</b>					
	20mm	25mm	32mm	40mm	50mm
Flow rate (litres per minute)	20	35	60	90	160

## Western Water

<i>Service Standard</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>
<b>Water</b>					
Unplanned water supply interruptions (per 100km)	22.0	21.5	21.0	20.5	20.0
Average time taken to attend bursts and leaks (priority 1) (minutes)	25.0	25.0	25.0	25.0	25.0
Average time taken to attend bursts and leaks (priority 2) (minutes)	25.0	25.0	25.0	25.0	25.0
Average time taken to attend bursts and leaks (priority 3) (minutes)	95.0	95.0	92.0	92.0	90.0
Unplanned water supply interruptions restored within 5 hours (per cent)	98.0	98.0	98.0	98.0	98.0
Planned water supply interruptions restored within 5 hours (per cent)	90.0	90.0	90.0	90.0	90.0
Average unplanned customer minutes off water supply (minutes)	13.5	13.5	13.5	13.5	13.5
Average planned customer minutes off water supply (minutes)	11.0	10.0	9.0	7.5	6.0
Average unplanned frequency of water supply interruptions (number)	0.2	0.2	0.2	0.2	0.2
Average planned frequency of water supply interruptions (number)	0.1	0.1	0.1	0.1	0.1
Average duration of unplanned water supply interruptions (minutes)	90.0	90.0	90.0	90.0	90.0
Average duration of planned water supply interruptions (minutes)	220.0	200.0	180.0	150.0	120.0
Number of customers experiencing more than 5 unplanned water supply interruptions in the year (number)	2.0	2.0	2.0	2.0	2.0
Unaccounted for water (per cent)	10.0	9.5	9.0	8.5	8.0
<b>Sewerage</b>					
Sewerage blockages (per 100km)	29.0	28.5	28.0	27.5	27.0
Average time to attend sewer spills and blockages (minutes)	30.0	30.0	30.0	30.0	30.0
Average time to rectify a sewer blockage (minutes)	103.0	103.0	103.0	103.0	103.0
Spills contained within 5 hours (per cent)	1.0	1.0	1.0	1.0	1.0
Customers receiving more than 3 sewer blockages in the year (number)	3.0	3.0	3.0	3.0	3.0
<b>Customer Service</b>					
Complaints to EWOV (per 1 000 customers)	0.4	0.4	0.3	0.3	0.3
Telephone calls answered within 30 seconds (per cent)	88.00	89.00	89.00	90.00	90.00
<b>Minimum Flow Rates</b>					
	20mm	25mm	32mm	40mm	50mm
Flow rate (litres per minute)	20	35	60	90	160

## Westernport Water

<i>Service Standard</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>
<b>Water</b>					
Unplanned water supply interruptions (per 100km)	45.0	44.9	44.9	44.9	44.9
Average time taken to attend bursts and leaks (priority 1) (minutes)	30.0	30.0	30.0	30.0	30.0
Average time taken to attend bursts and leaks (priority 2) (minutes)	120.0	120.0	120.0	120.0	120.0
Average time taken to attend bursts and leaks (priority 3) (minutes)	1 440.0	1 440.0	1 440.0	1 440.0	1 440.0
Unplanned water supply interruptions restored within 5 hours (per cent)	98.8	98.8	98.8	98.8	98.8
Planned water supply interruptions restored within 5 hours (per cent)	94.0	94.0	94.0	94.0	94.0
Average unplanned customer minutes off water supply	45.0	45.0	44.0	42.0	43.0
Average planned customer minutes off water supply	37.0	37.0	37.0	37.0	37.0
Average unplanned frequency of water supply interruptions	0.3	0.3	0.3	0.3	0.3
Average planned frequency of water supply interruptions	0.3	0.3	0.3	0.3	0.3
Average duration of unplanned water supply interruptions (minutes)	180.0	180.0	180.0	170.0	170.0
Average duration of planned water supply interruptions (minutes)	112.0	112.0	112.0	112.0	112.0
Number of customers experiencing more than 1 unplanned water supply interruptions in the year	4 500.0	4 500.0	4 500.0	4 500.0	4 500.0
Unaccounted for water	13.0	13.0	13.0	13.0	13.0
<b>Sewerage</b>					
Sewerage blockages (per 100km)	15.0	15.0	15.0	15.0	15.0
Average time to attend sewer spills and blockages (minutes)	60.0	60.0	60.0	60.0	60.0
Average time to rectify a sewer blockage (minutes)	210.0	210.0	210.0	210.0	210.0
Spills contained within 5 hours (per cent)	100.0	100.0	100.0	100.0	100.0
Customers receiving more than 3 sewer blockages in the year	0.0	0.0	0.0	0.0	0.0
<b>Customer Service</b>					
Complaints to EWOV (per 1000 customers)	1.1	1.1	1.1	1.1	1.1
Telephone calls answered within 30 seconds	90.0	90.0	90.0	90.0	90.0
<b>Minimum Flow Rates</b>					
	20mm	25mm	32mm	40mm	
Flow rate (litres per minute)	15	30	60	90	

## Yarra Valley Water

<i>Service standard</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>	
<b>Water</b>					
Unplanned water supply interruptions (per 100km)	63.1	63.1	63.1	63.1	
Average time taken to attend bursts and leaks (priority 1) (minutes)	26	26	26	26	
Average time taken to attend bursts and leaks (priority 2) (minutes)	38	38	38	38	
Average time taken to attend bursts and leaks (priority 3) (minutes)	357.5	357.5	357.5	357.5	
Unplanned water supply interruptions restored within 5 hours (per cent)	99.5	99.5	99.5	99.5	
Planned water supply interruptions restored within 5 hours (per cent)	99.6	99.6	99.6	99.6	
Average unplanned customer minutes off water supply (minutes)	25	25	25	25	
Average planned customer minutes off water supply (minutes)	12	12	12	12	
Average frequency of unplanned water supply interruptions (number)	0.28	0.28	0.28	0.28	
Average frequency of planned water supply interruptions (number)	0.09	0.09	0.09	0.09	
Average duration of unplanned water supply interruptions (minutes)	89	89	89	89	
Average duration of planned water supply interruptions (minutes)	141	141	141	141	
Number of customers experiencing 5 unplanned water supply interruptions in the year (number)	416	416	416	416	
Unaccounted for water (per cent)	13.6	13.6	13.6	13.6	
<b>Sewerage</b>					
Sewerage blockages (per 100 km)	45.3	45.3	45.3	45.3	
Average time to attend sewer spills and blockages (minutes)	51	51	51	51	
Average time to rectify a sewer blockage (minutes)	249	249	249	249	
Spills contained within 5 hours (per cent)	100	100	100	100	
Customers receiving more than 3 sewer blockages in the year (number)	15	15	15	15	
<b>Customer Service</b>					
Complaints to EWOV (per 1000 customers)	0.07	0.07	0.07	0.07	
Telephone calls answered within 30 seconds (per cent)	87.9	87.9	87.9	87.9	
<b>Minimum Flow Rates</b>					
	<i>20mm</i>	<i>25mm</i>	<i>32mm</i>	<i>40mm</i>	<i>50mm</i>
Flow rate (litres per minute)	20.0	35.0	60.0	90.0	160.0