

Our comments are separated into three sections:

1. General comments
2. Recommended alterations
3. Suggested new KPIs

General Comments

- Throughout the framework traditional water and sewerage networks have been catered for. It is recommended that the coverage be expanded to include recycled water (3rd Pipe Systems) infrastructure.
- The use of the number of water and sewerage planned interruption KPIs in the Comparative Report discourage companys completing scheduled works on assets. We understand the need to collect this data although it is recommended to exclude these statistics from the comparative report.

Recommended Alterations

Sewerage network reliability and efficiency

Performance Indicator	Split	Coverage	Performance Measure	Definition
Sewer spills from reticulation and branch sewers fully contained within 5 hours	Priority 1 & 2	Regional & Metropolitan	% of sewerage spills contained within 5 hrs	<p>A sewer spill is to be regarded as:</p> <ul style="list-style-type: none"> - having taken place at the time the water business becomes aware of the spill; and - being fully contained when there is no longer a discharge from the containment area. <p>Containment means the sewage spill has ceased or has been alleviated by by-pass pumping/<u>diversions</u>, eductions or sand bagging.</p>

Customer responsiveness and service

Performance Indicator	Split	Coverage	Performance Measure	Definition
Call connect time to operator (seconds)		Regional & Metropolitan	Average time taken for call to be connected to operator	<p>The average time <i>length of time in IVR plus connect time to live operator</i> taken for a caller to be connected to an operator should they elect to, or be required to do so.</p> <p>It does not include calls that are resolved by an automated system, or hang ups.</p>

This alteration will ensure that the IVR systems in place also respond in a timely manner.

Performance Indicator	Split	Coverage	Performance Measure	Definition
Calls connected to operator within <u>15 and 30</u> seconds	<u>Account enquires</u> <u>Emergency enquires</u>	Regional & Metropolitan	% of calls connected to operator within <u>15 and 30</u> seconds	The time in which a call connected to operator begins when the call is connected to the customer service operators' phone system and includes time spent in a phone queue.

Performance Indicator	Split	Coverage	Performance Measure	Definition
Water quality complaints	Colour Taste & Odour Other <i>Health & Illness</i>	Regional & Metropolitan	Complaints as % of customers	A complaint is a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water business, its employees or contractors. Complaints from separate customers arising from the same cause count as separate complaints.

Performance Indicator	Split	Coverage	Performance Measure	Definition
Sewage odour complaints		Regional & Metropolitan	Complaints as % of customers	Includes all complaints concerning sewage odours <i>emanating from the sewerage system</i> .

Performance Indicator	Split	Coverage	Performance Measure	Definition
Property development agreements	Prepared Works Non-prepared works Prepared works turned around in 45 business days Non-prepared works turned around in 12 business days	Regional & Metropolitan	% of prepared works turned around in <u>4, 7, 21 and 45</u> business days % non-prepared works agreements turned around in <u>4, 7 and 12</u> business days	Prepared works means an agreement between the water business and an owner for the provision of water and sewerage facilities to a proposed development requiring the construction by the water business of reticulation assets. Non-prepared works means an agreement between the water business and an owner for the provision of water and sewerage facilities to a proposed development not requiring the construction by the water business of reticulation assets. Counting the day application received as day zero. Counted from the day that applicant satisfies all their responsibilities for application.

These alterations will promote further competition by comparison

Performance Indicator	Split	Coverage	Performance Measure	Definition
Information statements turned around in 3 days		Regional & Metropolitan	% information statement applications turned around within <u>1 and 3</u> days	Counting the day request received as day zero Counted from the day that applicant satisfies all their responsibilities for statement

This alteration will encourage further comparative competition

Affordability

- The “restrictions applied for non-payment of bill”, “Legal action for non-payment of bill” and “Restriction duration (days)” are not considered to be an affordability issue. These KPIs tend to measure a customer's willingness to pay rather than affordability and should be moved from this section.

Water conservation, reuse, recycling

Performance Indicator	Split	Coverage	Performance Measure	Definition
Effluent reuse (ML)	Volume of effluent produced	Melbourne Water	% of effluent reused by category	Volume reused means volume of <i>treated</i> sewage effluent reused
	Volume reused for potable water substitution	Regional & Metropolitan		Volume of effluent reused means reuse undertaken in accordance with EPA published guidelines or exempted from EPA licensing on the basis of being recognised as a legitimate reuse activity
	Raw water substitution			
	Environmental flow			
	New water (agricultural)			

Drinking water quality

Performance Indicator	Split	Coverage	Performance Measure	Definition
Standards for drinking water quality		Regional & Metropolitan	% of population receiving water not meeting standards	Population receiving drinking water that complies with the standard for [<i>E. coli</i> or turbidity], expressed as a proportion of population receiving drinking water from that supplier.
		Melbourne Water	% water samples meeting quality standards at wholesale/retail interface	<p>Non-potable (regulated) supplies are excluded from calculations.</p> <p>“Complies with the standard” means each zone whose annual compliance results comply with the standards for <i>E. coli</i> and turbidity, then the zone is weighted for population.</p> <p>For Melbourne Water supplies to metropolitan businesses.</p> <p>Water quality test meeting requirements at interface points for:</p> <ul style="list-style-type: none"> - <i>E. coli</i> (microbiological) - Turbidity (physical) - Aluminium (acid soluble) - Trihalomethanes - Monochloroacetic acid - Dichloroacetic acid - Trichloroacetic acid - <u>% of Chlorine Compliance</u>

Suggested New KPIs

Customer responsiveness and service

Performance Indicator	Split	Coverage	Performance Measure	Definition
Standard Plumbing Applications		Regional & Metropolitan	% of standard plumbing applications turned around within 1, 4, 7 & 12 days	Means approval for connection to the water business' existing water and/or sewerage facilities, for an existing allotment
Trade Waste Agreements		Regional & Metropolitan	% of Trade Waste agreements made within 4, 7 & 12 days of application	Means an agreement between the water business and a customer for the receiving of Trade Waste from the customer's property

Affordability

Performance Indicator	Split	Coverage	Performance Measure	Definition
Instalment Plans not adhered to	Domestic Non-domestic	Regional & Metropolitan	% of instalment plans not adhered to by customers	
Compliance rate of agreed payment (instalment) plans made with hardship customers		Regional & Metropolitan	% of compliance by hardship customers with agreed payment plans	Reflects water business' ability to set payment plans for hardship customers at a level that customer's can realistically meet Complementary measure to that above.
Smart Homes Audits		Regional & Metropolitan	Number of Smart Homes Audits conducted	Smart Homes is a joint DHS/water business initiative, whereby eligible customers have their home audited for water efficiency (funded by the water business) and DHS funds replacement of inefficient water appliances. It has proven to be particularly effective in reducing household consumption and hence improving affordability of water for low income households
Site Visits		Regional & Metropolitan	Number of site visits made to customers experiencing financial difficulty (per 1000 customers)	
Referrals to Financial Counsellors		Regional & Metropolitan	Number of referrals of customers to a financial counsellor (per 1000 customers)	