

# CUSTOMER SCORECARD

Quarter Two - 2020-21



**We will plan for the future, be reliable and minimise unplanned interruptions to services**



**Provide safe, clean drinking water**



**Provide a safe wastewater service that contributes to the liveability of our communities**



**Be environmentally sustainable and adapt to a future impacted by climate variability**



**We will act with honesty, respect and strive to balance affordability, value for money and fairness**

**Water security outlooks for the Corporation's water supply systems are developed and published in November each year.**



**On average, we will respond to sewer spills and blockages within 30 mins**



**On average, we will respond to priority 1 water bursts and leaks within 30 mins**



**Average length of an unplanned water interruption - no longer than 100 mins**



**100% compliance with safe Drinking Water Regulations**



**% Customers who prefer to drink our tap water, including filtered**

**91%**

**EPA licence enforcements per year**

**0**

**Reduction of CO2 emissions resulting from energy renewable projects**

**Our customers will use less than 125kL per household (on average) of water each year**



**Customer satisfaction rating of satisfied or very satisfied**

**88%**

**73% or more of customers will rate our services as 'value for money'**



**South Gippsland Water**

- Target Met
- Target Partially Met/Awaiting Data
- Target Not Met