

CUSTOMER SCORECARD

Quarter Three - 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

1*

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'



- Target Met
- Target Partially Met/Awaiting Data
- *Target Not Met - due to Korumburra Wastewater Treatment Plant discharge