

CUSTOMER SCORECARD

2019/20



We will partner with community, local government and business to plan for future years



We will be reliable, minimise unplanned interruptions to services and commit to communicating well with our customers



Provide a safe wastewater service that contributes to the health and liveability of our communities and environment



Provide safe, clean drinking water for the benefit of our customers and communities



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



Treat all customers /community with honesty, respect and strive to balance affordability, value for money and fairness

A long term water security strategy is in place, developed in consultation with key stakeholders - reviewed by June each year.



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



Water security improvement works commissioned for Lance Creek Water Supply System by June 2019



There will be no water restrictions applied to the Lance Creek Water Supply System



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



Contain sewer spills within 5 hrs

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



Restore unplanned water interruptions within 5 hours

No complaints as a result of our planned works



We aim for no Environment Protection Authority (EPA) enforcement actions each year



100% compliance with the Safe Drinking Water Regulations



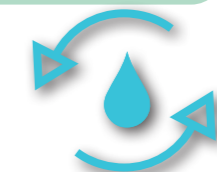
Customers will choose to drink our tap water (target 88% inc Filtered)



We will reduce our Co² emissions each year - By investing in renewable energy projects



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



Customer satisfaction will be maintained or improved at 80% or more



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



KEY:

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