



Our Plan 2020 - 2023

Price | Services | Future

Our Price, Services, Future Plan will repair and replace ageing pipes and pumps to support regional growth and maintain reliable services.

## Reliable Services

Customers have indicated that being reliable, minimising the number of leaks and service interruptions is important.

To deliver on this expectation we will:



**“Plan for the future, be reliable and minimise unplanned interruptions to services”**

### How we'll meet this expectation?

- We will deliver a proactive maintenance program to renew pump stations, wastewater and water pipes when required.
- When there is an issue with water and wastewater services, we will respond in a timely manner and communicate to our customers effectively.

### Investment & programs

- Invest \$4.8M in renewal and replacement programs for sewer (\$2.4M) and water (\$2.4M) pipes across the region
- Keeping water and sewer networks flowing and progressively replacing old pipes and pumps

### Maintenance and upgrade programs

To ensure reliable water and sewer networks, regular maintenance is essential.

Over recent years, new equipment has provided options for efficient assessment of the condition of pipes and pumps, or that safely and quickly exposes

underground pipes so that they can be repaired. Customers may see the sewer CCTV van or the non-destructive digging truck respond to issues in their area.

Each year kilometers of pipe are checked via a CCTV robot inserted into the pipes and areas prioritised for sewer re-lining. Thus avoiding blockages and extending the life of the pipes by some 50 years.



Pictured: The CCTV Van inspecting sewer pipes

### How we'll measure our performance?

- Water security outlooks for the Corporation's water supply systems are developed and published in November each year
- Average response time to sewer spills and blockages will be less than 30 minutes
- Average response time to priority 1 water bursts and leaks will be less than 30 minutes
- Average duration of unplanned water supply interruptions will be less than 110 minutes

