

RELIABLE SERVICES



Our Plan 2023 - 2028
Price | Services | Future



Customers expect our water and wastewater services to be reliable.

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?

- Renew wastewater and water reticulation systems.
- An adaptive approach to capital works to continue delivery of reliable services in key growth areas of the region.
- Improve our communication in relation to planned and unplanned works.

Investment & programs

- Sewer reticulation (\$4.1 M) and water reticulation (\$6.0 M) pipes across the region.
- Lance Creek Bulk Entitlement (\$4.3 M capital and operational investment).
- Control System renewals (\$2.9 M).
- Total investment of \$20.8M over five years.

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

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 <30 minutes.
- Average response time to water bursts and leaks (Priority 1) <30 minutes.
- Average duration of unplanned water supply interruptions (per customer interruption) 99 per cent.

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 underground pipes so they can be repaired. Using CCTV and non-digging options means we can quickly assess the problem, without creating a mess.

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

