

Service Standards Performance Report

Monday, 30 June 2025

| Service Standard | Jun-23 | Jun-24 | Jun-25 |
|--|--------|--------|--------|
| Water | | | |
| Number of customer complaints of water pressure (flow rate) below 20 L/min | 925 | 755 | 870 |
| Number of customers experiencing more than 5 unplanned water supply interruptions in a 12-month period | 104 | 177 | 130 |
| Average time taken to attend bursts and leaks (priority 1) (minutes) | 38.4 | 33.9 | 32.4 |
| Average time taken to attend bursts and leaks (priority 2) (minutes) | 61.4 | 52.0 | 51.3 |
| Average time taken to attend bursts and leaks (priority 3) (minutes) | 808.5 | 353.0 | 388.8 |
| Average duration of unplanned water supply interruptions (minutes) | 90.0 | 89.3 | 84.3 |
| Average duration of planned water supply interruptions (minutes) | 139.6 | 140.9 | 154.3 |
| Sewerage | | | |
| Number of customers experiencing more than 2 sewer blockages in a 12-month period* | 18 | 21 | 17 |
| Average time to attend sewer spills and blockages (minutes) | 58.9 | 53.2 | 49.7 |
| Average time to rectify sewer blockage (minutes) | 209.4 | 97.2 | 103.6 |
| Number of customers experiencing a sewer spill not contained within 300 mins* | 5 | 12 | 6 |

* denotes where a GSL payment is directly applicable per event reported