

Levels of Service

Details of current and target Levels of Service are provided in this section

The Levels of Service:

- define explicitly the standards required from the water supply system,
- are an expansion of the mission statement,
- will largely shape Council's detailed planning.

The Levels of Service define the deliverables and are the driving force for the water supply scheme's management and development. Achieving the target Levels of Service is the PRIMARY GOAL.

While minimum standards in some areas such as water quality, noise, odour and WTP sludge management are covered by statutory and license requirements, the community may desire levels of service, which are more stringent than the regulatory requirements. These levels of service may be seen as reflecting local community aspirations. There are also operational levels of service relating to service reliability, responsiveness to complaints, etc, which are not covered by regulation.

The current and target levels of service, which the Council aims to achieve, are shown overleaf. As Council and customers are satisfied with the current Levels of Service provided, majority of the target levels of service remains unchanged.

It should be noted that while the current Levels of Service are the target, which Council aims to meet, they are not intended as a formal customer contract at this stage. Rather Council's responsibility is to achieve these levels and then to achieve them more cost effectively through a process of continual improvement.

Levels of Service

DESCRIPTION	UNIT	LEVEL OF SERVICE	
		Current	Target
AVAILABILITY OF SERVICE			
Service Provision:			
Time to provide a domestic individual connection to water supply in serviced area from request (95% of times).	Working days	Residential - 7 Non-Res. - 14	Residential - 7 Non-Res. - 14
Pressure:			
– Min. pressure when delivering 0.1L/sec	Metres	>12 (Existing) 20 (New)	12 (Existing) 20 (New)
– Max. static pressure where viable	Metres	90	50
Consumption Restrictions in Droughts:			
Water Restrictions as directed by Rous Water (in partnership with Rous Water)			
SUPPLY INTERRUPTIONS TO CUSTOMERS			
Planned (95% of time):			
Notice for planned interruptions	Hours	24	24
Maximum Duration:	Hours		
– Planned		8	8
– Unplanned		4	4
Main Breaks	No/ 100km	6	< 10
Response Times for Service Interruptions (Defined as time to have staff on-site to commence rectification after notification of problem)			
Water mains breaks and repairs			
– During working hours:	Minutes	45	45
– During after hours:	Minutes	60	60
CUSTOMER FEEDBACK/ COMPLAINTS			
Service/Water quality complaints	No./ 1000 connections	NA	< 15
Response Times for Feedback/ Complaints			
Average connect time to a telephone operator	# of Rings	4	4
General complaints and inquiries:			
– Written complaints	Working days	15	15
– Personal/ oral complaints	Working days	1	1
<i>Note: Times apply for 95% of complaints</i>			

DESCRIPTION	UNIT	LEVEL OF SERVICE	
		Current	Target
ENVIRONMENT			
WATER QUALITY (Potable Water) (To meet ADWG, NHMRC&AWRCM 2006)			
Microbiological Parameters:			
- E-coliforms	% samples complying/year	98	98
Physico-chemical Parameters:			
Residual Chlorine			
-Minimum	mg/L	NA	0.2
-Maximum	mg/L	2.0	5.0
Physical Parameters	% samples complying/year	100	100
Chemical Parameters	% samples complying/year	100	100

Note: The Levels of Service are the targets, which Council aims to meet; they are not intended as a formal customer contract.