

2019/2020 Service Standard Results

Service Standard Results:	2019/20 Target	2019/20 Result	Achieved
General Customer Service			
Licensing and Administration			
Processing allocation trade applications within 5 business days.	90%	99%	✓
Processing water share applications within 10 business days.	95%	92%	* Peak of call at end of season caused this result. More staff are being trained.
Processing change of ownership applications within 10 business days.	90%	95%	✓
Customer Service			
Complaints to EWOV (per 1,000 customers).	0.32	1.33	* 19 of the 66 complaints relate to Connections Project. Management is engaging with customers more proactively and frequently, in order to build customer satisfaction wherever possible.
Customer complaints to G-MW (per 1,000 customers).	<5.68	3.14	✓
Telephone calls answered within 30 seconds.	80%	80%	✓
Customer complaints responded to within 10 business days.	100%	100%	✓
Rate of first point resolution (for phone calls).	56%	77%	✓
Gravity Irrigation			
Water Delivery			
Efficiency achieved as a % of water diverted.	85%	77%	* Deliveries in the GMID in the 2019/20 season were quite low, equal to nearly half the volume of delivery as the previous 2018/19 season. Due to the large portion of fixed losses associated with running the irrigation districts, the low volume of deliveries in 2019/20 was the primary driver behind the drop in GMID system efficiency compared to the previous two seasons.
% of orders delivered on day requested.	93%	94%	✓
% of orders within ±10% of flow rate for 90% of time.	80%	91%	✓ See Notes below. Of the 37,285 orders: - 16% of all orders were below 3ML/day or 3 hours of duration. - 4% were below due to on-farm issues. Result inclusive of all orders was 74%
% of orders within ± 40mm of supply level 90% of time.	80%	79%	* GMW continues to analyse data to identify areas where maintenance (e.g. weed control, channel desilting) is required to minimise service impacts to customers.
Maintenance Delivery			
Maintenance requests responded within target (% Priority 1-2).	90%	92%	✓
Unplanned service interruptions (> 12 hours).	5	0	✓
Drainage Irrigation			
Availability of surface drainage.	98%	100%	✓
Availability of sub-surface drainage.	98%	100%	✓



Service Standard Results:	2019/20 Target	2019/20 Result	Achieved
Pumped irrigation			
Irrigation water orders delivered on day requested.	98%	99%	✓
Number of unplanned supply interruptions greater than 12 hours.	5	4	✓
Efficiency achieved as a % of delivered.	92%	89%	The cause of this is being investigated.
Notification provided to affected customers on system restoration within 2 hours of unplanned outage.	100%	100%	✓
Water Districts			
Number of supply interruptions for continuous periods in excess of 96 hours.	0	0	✓
Efficiency achieved as a % of diverted.	85%	78%	* Altered operations due to BGA resulted in changes to the timing of WWD pipeline dam filling, resulting in some losses normally incurred in 18/19, occurring 19/20
Diversions			
Groundwater resource monitoring data is collected in accordance with management plan requirements and is readily accessible to our customers. Monitoring data made accessible within 2 weeks of data being submitted by the monitoring contractor.	90%	100%	✓
Customer access to groundwater is managed through seasonal allocations which are announced in accordance with relevant management plans.	100%	100%	✓
Access to unregulated stream flows is managed in accordance with restriction triggers in Local Management Rules. Number of verified concerns per 1000 customers.	2	0	✓
Bulk water			
The ability of each regulated system to deliver water to meet customer demand as a percentage of time.	99%	100%	✓
The ability of each regulated system to maximise harvesting opportunities up to 100% of the design storage capacity as a percentage of time.	100%	100%	✓
Minimum flow requirements for regulated waterways as specified in the relevant bulk entitlements are satisfied as a % of time.	98%	99%	✓
Seasonal determination announcements for regulated systems to be made within defined timeframes each month.	100%	100%	✓
Risk of spill announcements for relevant regulated systems to be made within defined timeframes each month.	100%	100%	✓

NOTES:

- 16% of all gravity irrigation orders were below 3 hours in length and/or less than 3ML/day. Orders below these tolerances are excluded from the data on the basis that the time (3 hours) is insufficient for the equipment to achieve a stable operating state and Remote Operate outlets are generally not designed to achieve gate movements that will achieve flows of $\pm 0.3\text{ML/day}$ (10% of 3 ML/day);
- 4% of all orders were affected by customer infrastructure issues on the customer side of the meter. This is determined as the GMW channel height was at the specified supply level for the duration of the irrigation order. On-farm issues include; on-farm pumps exceeding the expected flowrate through the outlet and/or on-farm flow restrictions (including weed growth, structures, channel grades etc.) that can inhibit the ability to supply the ordered flow.