

## Service Standards Results

### Background

The 2016 Water Price Review final decision (section 2.5) requires GMW to report the results of its Service Standards annually on its website and to its Water Services Committees. GMW is reducing costs including staff numbers in order to reduce \$20M of expenditure within the business.

The 2017/18 results are:

Service Standards	2017/18 Target	2017/18 Result	Achieved
<b>General Customer Service</b>			
<b>Licensing and Administration</b>			
Processing allocation trade applications within 5 business days.	90%	100%	✓
Processing water share applications within 10 business days.	95%	92%	✗ An increase of applications at the end of the financial year contributed to the result. With reduced staff, GMW is training and cross skilling remaining staff to assist.
Processing change of ownership applications within 10 business days.	90%	80%	✗ Staff reductions and a significant outage Water Register in August impacted this KPI, which did not recover. GMW is training and cross skilling remaining staff to assist.
<b>Customer Service</b>			
Complaints to EWOV (per 1,000 customers).	0.32	0.36	✗ Primarily complaints around the Connections Project.
Customer complaints to G-MW (per 1,000 customers).	5.68	3.47	✓
Telephone calls answered within 30 seconds.	80%	93%	✓
Customer complaints responded to within 10 business days.	100%	100%	✓
Rate of first point resolution (for phone calls).	52%	76%	✓
<b>Gravity Irrigation</b>			
<b>Water Delivery</b>			
Efficiency achieved as a % of diverted.	82%	84%	✓
% of orders delivered on day requested.	93%	94%	✓
% of orders within ±10% of flow rate for 90% of time.	80%	88%*1 (77%)	✓ Of the 90,245 orders: - 8% of all orders were below 3ML/day or 3 hours of duration. - 4% of all orders were below due to suspected on-farm issues.
% of orders within ± 40mm of supply level 90% of time.	80%	79%	✗ GMW continues to improve this result and analyse data to identify areas where maintenance (e.g. weed control, channel desilting) is required to minimise service impacts to customers.
<b>Maintenance Delivery</b>			
Maintenance requests responded within target (% Priority 1-2).	90%	94%	✓
Unplanned service interruptions (> 12 hours).	5	0	✓
<b>Drainage Irrigation</b>			

Service Standards	2017/18 Target	2017/18 Result	Achieved
Availability of surface drainage.	98%	100%	✓
Availability of sub-surface drainage.	98%	99%	✓
<b>Pumped irrigation</b>			
Irrigation water orders delivered on day requested.	98%	98%	✓
Number of unplanned supply interruptions greater than 12 hours.	5	11	* Dry conditions around the pumped irrigation districts has impacted the aging pipe network. Long-term strategies are being identified through customer consultation currently being undertaken.
Efficiency achieved as a % of delivered.	92%	91%	* May be due to a potential meter accuracy issue at the Woorinen offtake. This is an 11% improvement from last year. GMW are investigating improvements.
Notification provided to affected customers on system restoration within 2 hours of unplanned outage.	100%	100%	✓
<b>Water Districts</b>			
Number of supply interruptions for continuous periods in excess of 96 hours.	0	0	✓
Efficiency achieved as a % of diverted.	85%	77%	* Potential meter accuracy issue at the Normanville offtake and high losses at storage dams during dry conditions. GMW are investigating improvements.
<b>Diversions</b>			
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	1	✓
<b>Bulk water</b>			
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:

\*1 This figure excludes;

- 8% of all orders that are below 3 hours in length and/or less than 3ML/day. Orders below these tolerances are excluded 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); and
- 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.