

SERVICE STANDARD RESULTS – 2021/22



Service Standards	2021/22 Target	2021/22 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%	97%	✓
Processing change of ownership applications within 10 business days.	90%	99%	✓
Customer Service			
Complaints to EWOV per 1000 customers each year	1	0.57	✓
Complaints process managed to the satisfaction of the customer	85%	100%	✓
Calls are answered within 60 seconds	85%	93%	✓
We respond to complaints in writing within 3 business days	100%	100%	✓
First point-of-call resolution 2021/22: 66%	66%	84%	✓
Gravity Irrigation			
Water Delivery			
Orders are delivered within 24 hours (on day requested).	95%	97%	✓
Flow rate is within 10 per cent of order	80%	82%	✓
Drainage Irrigation			
Drains are maintained to a level that they are available to remove run-off	98%	100%	✓
Pumped irrigation			
Irrigation orders are delivered on the day requested.	98%	100%	✓
Supply interruptions do not exceed eight hours in the summer months and 48 hours in the winter.	80%	99%	✓

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Pumped Irrigation			
Customers are informed by SMS when there is a supply interruption and again when it is restored. Within two hours.	100%	100%	✓
Water Districts			
Supply interruptions do not exceed 96 hours.	100%	100%	✓
Diversions			
Our diversions customers have access to the water resource monitoring data 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.	100%	100%	✓
Customers receive notification in writing (through SMS, email or written letters) within 24 hours.	100%	100%	✓
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%	100%	✓
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%	✓
Network Delivery Efficiency			
Water delivered to customer properties through the closed piped network as a percentage of water extracted.	92%	90%	<p style="text-align: center;">X</p> <p>Mid-year meter readings provide the first indication of efficiency. More frequent assessment does not occur because piped network customers are not required to order and deliveries cannot be estimated. The scale of diversions and deliveries are much smaller than the GMID, where orders are critical for efficient operation. We will look into the benefits and costs of increased readings.</p>

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Water delivered to customer properties through the open channel network as a percentage of water extracted.	85%	86%	✓
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