

SERVICE STANDARDS: 2022/23 RESULTS

Service Standards	2022/23 Target	2022/23 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%	98%	✓
Processing change of ownership applications within 10 business days.	90%	98%	✓
Customer Service			
Complaints to EWOV per 1000 customers each year	1	0.33	✓
Complaints process managed to the satisfaction of the customer.	85%	100%	✓
Calls are answered within 60 seconds	85%	89%	✓
We respond to complaints in writing within 3 business days	100%	100%	✓
First point-of-call resolution 2021/22: 66%	68%	78%	✓
Gravity Irrigation			
Water Delivery			
Orders are delivered within 24 hours (on day requested).	95%	98%	✓
Flow rate is within 10 per cent of order.	80%	81%	✓
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%	99.5%	<p style="text-align: center;">X</p> <p>Works on the Cattnach Canal prevented diversions water from the Goulburn River to Waranga Basin for several week during 2022-23. Harvesting opportunities were prevented on 22 days of the water year. Much wetter than average weather conditions meant the lost harvesting did not impact water availability or deliveries.</p>
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%	93%	<p style="text-align: center;">✓</p> <p>Note: This result excludes Woorinen as an accurate measurement from the Woorinen pump station was not available. A works plan is in place to fix the gauge into the offtake storage.</p>
Water delivered to customer properties through the open channel network as a percentage of water extracted.	85%	91%	✓