ESC Customer Service Codes - 2023-2028

	Target Performance					KPI Target
Measure as expressed in 22/23 Service Code	2023-24	2024-25	2025-26	2026-27	2027-28	
		Water				
Maximum number of unplanned water supply interruptions a customer should experience in any 12 month period	5	5	5	5	5	5
Average time taken to attend bursts and leaks (priority 1) (minutes)	35	35	35	35	35	35 mins
Average time taken to attend bursts and leaks (priority 2) (minutes)	90	90	90	90	90	90 mins
Average time taken to attend bursts and leaks (priority 3) (minutes)	1500	1500	1500	1500	1500	1500 min
Average duration of unplanned water supply interruptions (minutes)	90	90	90	90	90	90 min
Average duration of planned water supply interruptions (minutes)	150	150	150	150	150	150 min
Minimum water pressure or flow rate a customer should receive (kPa or L/min)	137.3 kPA (14m)					
		Sewerage				
Maximum number of sewer blockages a customer should experience in any 12 month period	3	3	3	3	3	3
Average time to attend sewer spills and blockages (minutes)	40	40	40	40	40	40 min
Average time to rectify a sewer blockage (minutes)	95	95	95	95	95	95 min
Maximum time taken to contain a sewer spill (minutes)	300 min					