

1. Updated proposed service standards which comply the requirements of the Water Industry Standard – Urban Customer Service clauses 18.2 (a), (b), (h) and (k).

South Gippsland Water propose to adapt our service standards to comply with the standards provided in the Essential Service Commission, Water Industry Standard – Urban Customer Service (27 September 2022).

Alignment of the Service Standards proposed in our 2023 Price submission to the approved standards 18.2 (b), (h) and (K) is provided in table 1 below.

*Table 1: SGW Customer Service Standards 2023–24 to 2027–28*

Alignment to 18.2	Service Standard	2023–24	2024–25	2025–26	2026–27	2027–28
	<b>Water</b>					
B	Maximum number of unplanned water supply interruptions a customer may experience in any 12-month period	5	5	5	5	5
	Average time (minutes) taken to attend bursts and leaks (Priority 1)	30	30	30	30	30
	Average time (minutes) taken to attend bursts and leaks (Priority 2)	35	35	35	35	35
	Average time (minutes) taken to attend bursts and leaks (Priority 3)	500	500	500	500	500
	Average duration (minutes) of unplanned water supply interruptions	110	110	110	110	110
	Average duration (minutes) of planned water supply interruptions	240	240	240	240	240
	<b>Wastewater</b>					
H	Maximum number of sewer blockages a customer may experience in any 12-month period	3	3	3	3	3
	Average time (minutes) to attend sewer spills and blockages	30	30	30	30	30
	Average time (minutes) to rectify a sewer blockage	120	120	120	120	120
K	Maximum time taken to contain a sewer spill (minutes)	300	300	300	300	300

With respect to the alignment of 18.2 (a) Minimum water pressure or flow rate a customer should receive, as referred to in clause 17.2 (kPa or min/L), we propose to include the information and specific compliant flowrates within our Customer Charter as per previous price submissions. An extract of the content and amounts has been provided as Appendix A.

## Appendix A

South Gippsland Water Customer Charter extract

- (a) Minimum water pressure or flow rate a customer should receive, as referred to in clause 17.2 (kPa or min/L) = 8.2 Delivery quality (flow rates),

Customer Charter published on [Customer Charter – South Gippsland Water \(sgwater.com.au\)](http://Customer Charter – South Gippsland Water (sgwater.com.au)) and includes:

### 8.2 Delivery quality (flow rates)

South Gippsland Water will ensure that your water supply and recycled water supply (if available) is at least equal to the minimum flow rates shown in the table below:

Diameter of the property service pipe - in mm	Minimum flow rate – Litres per minute
20	20
25	35
32	60
40	90
50	160

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Exceptions to the minimum flow rates are listed below, to the extent that:

- Your infrastructure (pipes and fittings) fall short of the required condition;
- Your service is provided by a private extension;
- There is a drought or an emergency;
- There is a water shortage due to peak summer demand;
- There is an unplanned or planned interruption;
- Recycled water is reduced due to a shortage;
- Recycled water is reduced in accordance with our permitted use rules;
- Supply is restricted or disconnected in accordance with this Customer Charter; or
- Water Law provides for a flow rate less than the minimum flow rate. The flow rate must be measured at the meter or the tap nearest the meter assembly.