



LEVELS OF SERVICE STANDARDS – LONGREACH WATER SUPPLY AND SEWERAGE SCHEMES

Issued: November 2014

Water Supply	
Performance Indicator	Target (total per scheme)
Total water main breaks	20 breaks per annum.
Incidence of unplanned water interruptions	400 customers affected by unplanned interruptions per annum. <i>This indicator refers to each individual customer who experiences loss of water due to unplanned water supply interruption.</i>
Average response time for water incidents (bursts and leaks)	2 hours. <i>This indicator refers to the average response time for Council to get to site to commence fixing the problem.</i>
Water quality complaints	30 complaints per annum. <i>This indicator refers to each individual complaint about water quality only. It does not include complaints about supply interruptions, pressure, restrictions, billing, etc.</i>
Total water complaints	60 complaints per annum. <i>This indicator refers to each individual complaint received by Council related to the water scheme.</i>
Sewerage	
Performance Indicator	Target (total per scheme)
Total sewerage main breaks and chokes	45 breaks / chokes per annum. Includes sewerage gravity and rising mains.
Average response time for sewerage incidents (including main breaks and chokes)	2 hours. <i>This indicator refers to the average response time for Council to get to site to commence fixing the problem.</i>
Total sewerage complaints	50 complaints per annum. <i>This indicator refers to each individual complaint received by Council related to the sewerage scheme.</i>