



**LEVELS OF SERVICE STANDARDS – YARAKA
WATER SUPPLY SCHEMES**

Issued: November 2014

Water Supply	
Performance Indicator	Target (total per scheme)
Total water main breaks	Treated Water: 2 breaks per annum.
	Untreated Water: 2 breaks per annum.
Incidence of unplanned water interruptions	Treated Water: 10 customers affected by unplanned interruptions per annum.
	Untreated Water: 10 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)	Treated Water: 5 hours.
	Untreated Water: 5 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	Treated Water: 3 complaints per annum.
	Untreated Water: Not applicable.
	<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	5 complaints per annum. <i>This indicator refers to each individual complaint received by Council related to the water scheme.</i>