Minimum Service Standards

This table is from the Tasmanian Water and Sewerage Industry Customer Service Code (version 8) 1 July 2022.

	2022-23	2023--24	2024-25	2025-26	Average standard or ratio
Water					
Percentage of response times within 1 hour to attend Priority 1* bursts and leaks	90%	90%	90%	90%	
Percentage of response times within 3 hours to attend Priority 2* bursts and leaks	90%	90%	90%	90%	
Percentage of response times within 3 days to attend Priority 3* bursts and leaks	90%	90%	90%	90%	
Number of water main breaks, bursts or leaks per 100km of water main	33	32	31	30	✓
Number of unplanned water interruptions per 1 000 properties	170	169	167	165	✓
Percentage of unplanned water supply interruptions restored within 3 hours	80%	80%	80%	80%	
Percentage of unplanned water supply interruptions restored within 5 hours	94%	94%	94%	95%	
Percentage of planned interruptions restored within 5 hours	90%	90%	90%	90%	
Percentage of planned interruptions restored within the time nominated# to affected customers	90%	95%	95%	95%	
Percentage of unaccounted for water (of total sourced potable water)	20%	19%	18%	17%	
Real losses: water lost per km of water main, per day (kL)	9.0	8.0	7.5	7.0	✓
* Priority 1: is a burst or leak that causes, or has the potential to cause, substantial damage or harm to customers, water quality, flow rate, property or environment. Priority 2: is a burst or leak that causes, or has the potential to cause, minor damage or harm to customers, water quality, flow rate, property or environment. Priority 3: is a burst or leak that causes no discernible impact on customers, property or the environment. # Time nominated is the finish date and time of the interruption that was communicated to affected customers when notified of the planned interruption.					
Sewerage					
Number of sewerage mains breaks and chokes per 100km of sewer main	40	40	39	38	✓
Percentage of sewer spills, breaks and chokes responded to within 1 hour	90%	90%	90%	90%	
Percentage of sewage spills contained within 3 hours	99%	99%	99%	99%	
Number of critically notifiable^ spills	2	2	1	1	
^ Critically notifiable spills are determined by using the EPA Sewage Spill Notification Guidelines. The full document is available at epa.tas.gov.au.					
Customers					
Number of water complaints per 1 000 properties	6.0	6.0	6.0	6.0	✓
Number of sewerage complaints per 1 000 properties	1.3	1.1	1.0	1.0	✓
Percentage of calls resolved upon first contact##	90%	90%	90%	90%	
Customer satisfaction score	70%	72%	74%	75%	
## First contact resolution is determined when the customer responds 'yes' to a post-call survey that asks if their call was handled at the first point of contact.					