

Service Standards

2023—28 Regulatory Period

Service standards

In line with the ESC’s *Customer Service Code for Urban Water Businesses*, Table 2 outlines the service standards relating to reliability and interruption response times associated with the provision of water and sewer services from South East Water.

Table 2: Service standards for provision of water and sewer services

Service standard	2023—28 Threshold
Water	
Minimum water pressure or flow rate a customer should receive (min/L)	20
Maximum unplanned water supply interruptions a customer should experience in any 12-month period (number)	5
Average time taken to attend bursts and leaks (priority 1) (minutes)	36
Average time taken to attend bursts and leaks (priority 2) (minutes)	92
Average time taken to attend bursts and leaks (priority 3) (minutes)	317
Average duration of unplanned water supply interruptions (minutes)	88
Average duration of planned water supply interruptions (minutes)	179
Sewerage	
Maximum sewer blockages a customer should experience in any 12-month period (number)	2
Average time to attend sewer spills and blockages (minutes)	47
Average time to rectify a sewer blockage (minutes)	137
Maximum time taken to contain a sewer spill (minutes)	300