

Coliban Water Service Standards

From 1 July 2023

1 Summary

Coliban Water has reviewed its service standards as part of the 2023 price submission. The revised service standards proposed are as per the Essential Services Commission's new water industry standards (2022).

2 Proposed Service Standards

Proposed service standards for water and sewerage services to apply from 1 July 2023 are listed below.

2.1 Water Services

Table 1 shows service standards that will apply for water services over the period 2023-24 to 2027-28.

Table 1: Reliability standards for water services

Service Standard	Units	23-24	24-25	25-26	26-27	27-28
Minimum water pressure a customer should receive <i>under normal conditions</i> ¹	kPa	200	200	200	200	200
Maximum number of unplanned water supply interruptions a customer may experience in any 12-month period	No.	4	4	4	4	4
Average time taken to attend bursts and leaks (priority 1)	Min.	32	32	32	32	32
Average time taken to attend bursts and leaks (priority 2)	Min.	80	80	75	75	70
Average time taken to attend bursts and leaks (priority 3)	Min.	1,440	1,440	1,440	1,440	1,440
Average duration of unplanned water interruptions	Min.	112	112	112	112	112
Average duration of planned water interruptions	Min.	140	140	140	140	140

¹ Please refer to Section 17.2, *Water Industry Standard – Urban Customer Service (2022)* for a list of conditions where minimum pressure requirements may not be met

2.2 Sewerage Services

Table 2 shows service standards that will apply for sewerage services over the period 2023-24 to 2027-28.

Table 2: Reliability standards for sewerage services

Service Standard	Units	23-24	24-25	25-26	26-27	27-28
Maximum number of sewer blockages a customer may experience in any 12-month period	No.	3	3	3	3	3
Average time to attend sewer spills and blockages	Min.	30	30	30	30	30
Average time to rectify a sewer blockage	Min.	80	80	80	80	80
Maximum time taken to contain a sewer spill	Min.	300	300	300	300	300

3 References

Essential Services Commission, ESC (2022), *Water Industry Standard – Urban Customer Service*.