

Service Standards - Urban	Target
Water Supply	
Maximum number of unplanned water supply interruptions in any 12-month period	5
Average time taken to attend bursts and leaks (priority 1-3)	20 minutes
Average duration of unplanned water supply interruptions	60 minutes
Average duration of planned water supply interruptions	85 minutes
Minimum water flow rate (within urban district)	
20mm	20 litres/minute
25mm	35 litres/minute
32mm	60 litres/minute
40mm	90 litres/minute
50mm	160 litres/minute
Sewerage Supply	
Maximum number of sewer blockages in any 12-month period	3
Average time to attend sewer spills and blockages	20 minutes
Average time to rectify a sewer blockage	70 minutes
Maximum time to contain spills	5 hours
Customer Service	
Average time for calls to be answered	30 seconds
Maximum time to process a property Information Statement (upon receipt of fully completed application and payment)	10 business days
Complaints	
Maximum time to respond to a complaint	10 business days

Table B14: Service Standards - Urban