



LEVELS OF SERVICE STANDARDS – ILFRACOMBE WATER SUPPLY AND SEWERAGE SCHEMES

Issued: November 2014

Water Supply	
Performance Indicator	Target (total per scheme)
Total water main breaks	5 breaks per annum.
Incidence of unplanned water interruptions	50 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)	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	10 complaints per annum. <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	20 complaints per annum. <i>This indicator refers to each individual complaint received by Council related to the water scheme.</i>
Sewerage	
Performance Indicator	Target (total per scheme)
Total sewerage main breaks and chokes	10 breaks / chokes per annum. Includes sewerage gravity and rising mains.
Average response time for sewerage incidents (including main breaks and chokes)	2 hours. <i>This indicator refers to the average response time for Council to get to site to commence fixing the problem.</i>
Total sewerage complaints	10 complaints per annum. <i>This indicator refers to each individual complaint received by Council related to the sewerage scheme.</i>