

11.3 Service Standards Results

The 2016 Water Price Review final decision (section 2.5) requires GMW to report the results of its Service Standards annually to its Customer Service Committees and on its website.

The 2016/17 results are:

Service Standards	2016/17 Target	2016/17 Result	Achieved
General Customer Service			
Licensing and Administration			
Processing allocation trade applications within 5 business days.	90%	100%	✓
Processing water share applications within 10 business days.	95%	100%	✓
Processing change of ownership applications within 10 business days.	90%	96%	✓
Customer Service			
Complaints to Energy Water Ombudsman Victoria (per 1,000 customers).	0.17	0.15	✓
Customer complaints to G-MW (per 1,000 customers).	3	2.9	✓
Telephone calls answered within 30 seconds.	80%	89%	✓
Customer complaints responded to within 10 business days.	100%	100%	✓
Rate of first point resolution (for phone calls).	50%	73%	✓
Gravity Irrigation			
Water Delivery			
Efficiency achieved as a % of delivered.	80.5%	87%	✓ Exceptional result due to the seasonal conditions in half of the GMID.
% of orders delivered on day requested.	93%	93%	✓
% of orders within +/- 10% of flow rate for 90% of time. (Modernised outlets only)	80%	86%* ¹	<ul style="list-style-type: none"> ✓ Of the 46,334 orders: <ul style="list-style-type: none"> • 6% of all orders were below 3ML/day or 3 hours of duration. • 5% of all orders were below due to suspected on-farm issues. Result inclusive of the above exclusions was 75%
% of orders within +/- 40mm of supply level 90% of time. (Modernised outlets only)	80%	78%	<ul style="list-style-type: none"> ✗ GMW continues to analyse data to identify areas where maintenance (e.g. weed control, channel desilting) is required to minimise service impacts to customers.

Service Standards	2016/17 Target	2016/17 Result	Achieved
Gravity Irrigation (cont)			
Maintenance Delivery			
Maintenance requests responded within target (% Priority 1-2).	90%	95%	✓
Unplanned service interruptions (> 12 hours).	5	4	✓
Drainage Irrigation			
Availability of surface drainage.	98%	100%	✓
Availability of sub-surface drainage.	98%	97%	✗ Mechanical issues were experienced at some of the sub-surface drainage pumps. These required the replacement of custom components, which had lengthy turn-around times.
Pumped irrigation			
Irrigation water orders delivered on day requested.	98%	99%	✓
Number of unplanned supply interruptions greater than 12 hours.	5	1	✓
Efficiency achieved as a % of delivered.	92%	80%* ²	✗ Due to measurement difficulties at the Woorinen offtake.
Notification provided to affected customers on system restoration within 2 hours of unplanned outage.	100%	100%	
Water Districts			
Number of supply interruptions for continuous periods in excess of 96 hours.	0	0	✓
Efficiency achieved as a % of delivered.	85%	84%	✗ Due to measurement difficulties at the Normanville offtake. * ³
Diversions			
Groundwater resource monitoring data is collected in accordance with management plan requirements and is readily accessible to our customers. Monitoring data made accessible within 2 weeks of data being submitted by the monitoring contractor.	90%	100%	✓
Customer access to groundwater is managed through seasonal allocations which are announced in accordance with relevant management plans.	100%	100%	✓
Access to unregulated stream flows is managed in accordance with restriction triggers in Local Management Rules. Number of verified concerns per 1000 customers.	2	0	✓

Service Standards	2016/17 Target	2016/17 Result	Achieved
Bulk water			
The ability of each regulated system to deliver water to meet customer demand as a percentage of time.	99%	100%	✓
The ability of each regulated system to maximise harvesting opportunities up to 100% of the design storage capacity as a percentage of time.	100%	100%	✓
Minimum flow requirements for regulated waterways as specified in the relevant bulk entitlements are satisfied as a % of time.	98%	99%	✓
Seasonal determination announcements for regulated systems to be made within defined timeframes each month.	100%	100%	✓
Risk of spill announcements for relevant regulated systems to be made within defined timeframes each month.	100%	100%	✓

*¹ This figure excludes;

- 6% of all orders that are below 3 hours in length and/or less than 3ML/day. Orders below these tolerances are excluded on the basis that the time (3 hours) is insufficient for the equipment to achieve a stable operating state and Remote Operate outlets are generally not designed to achieve gate movements that will achieve flows of +/-0.3ML/day (10% of 3 ML/day); and
- 5% of all orders were affected by customer infrastructure issues on the customer side of the meter. This is determined as the GMW channel height was at the specified supply level for the duration of the irrigation order. On-farm issues include on-farm pumps exceeding the expected flowrate through the outlet and/or on-farm flow restrictions (including weed growth, structures, channel grades etc.) that can inhibit the ability to supply the ordered flow.

*²Pumped irrigation efficiency achieved as a % of delivered. In 2015/16 the Nyah, Tresco and Woorinen efficiencies were 91%, 91% and 89% respectively. Yet the estimated figure used for Woorinen in 2016/17 is 71%.

Pumped Irrigation District	2016/17 Efficiency
Nyah	85.5%
Woorinen	71%* ³
Tresco	97.9%

*³ Estimated using pump curve method which may be inaccurate in practice.