

Regulator Code	Performance Indicator	Performance Measure	Yearly Target	Dec-20	Actual Total (FY 19/20)
	Water Services				
QG 4.5	Water mains breaks (AS8)	Per 100km/year	<30	0	13.1
IQG 4.5	Incidents of unplanned interruptions (AS14)	Per 1,000 connections/year	<0	0	20
QG 4.10	Water quality related complaints (CS9)	Per 1,000 connections/year	<10	0	3.7
	Drinking water quality	% of samples tested with no E. coli detection/year	98%	100	100
QG 4.8a	Time to respond to water incidents – water quality complaints, burst water mains, supply interruption (CS66)	% of response to incident <12hrs	>95%	100	100
	Sewerage Services				
QG 4.6	Sewer mains breaks and chokes (blockages) (AS39)	Per 100km/year	<25	0	0
QG 4.13	Sewerage complaints – overflow on properties and odour (CS11)	Per 1,000 connections/year	<50	0	27.5
QG 4.9a	Time to respond to sewerage incidents – blockages, chokes, overflows (CS65)	% of response to incident <12hrs	>95%	N/A	100
	Combined				
QG 4.11	Total water and sewerage complaints (any nature) (CS13)	Per 1,000 connections/year	<120	1	14.9