

Water Plan 3

Introduction of

Guaranteed Service Levels

Westernport Water customers have demonstrated support for the proposal to introduce Guaranteed Service Levels (GSLs) in Water Plan 3, which are scheduled to take effect from 1 July 2013.



What are Guaranteed Service Levels (GSLs)?

GSLs are performance levels that we guarantee to deliver to our customers.

Using smart technology we will be able to identify potential problems, reducing the likelihood of unplanned interruptions. At Westernport Water we aim to respond to all incidents in a timely fashion minimising the effect on customers.

In the unlikely event that we are unable to meet an agreed service level, a rebate will be provided to customers affected by the service interruptions listed below.

How much would I receive?

Service Level	Rebate Allowance
No more than 5 unplanned water interruptions within a 12 month period	\$50
Sewer spill outside not contained within 5 hours	\$250
Sewer spill within a house not contained within 1 hour	\$500
Restricting the water supply of, or taking legal action against, a residential customer prior to taking reasonable endeavours to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying*	\$300

“improving our asset performance is a key focus for the Water Plan 3 period.”

Murray Jackson Managing Director

How will GSLs benefit customers?

You will continue to receive a high level of service, and for the cost of \$0.31 cents per quarter, you will have the reassurance and support of Westernport Water.

Where do I find more information?

Further detailed information regarding Guaranteed Service Levels can be found in Section 4 of Water Plan 3, page 13 -14.