

# Customer Service Standards

The standards below outline our service promises to our customers. We are in a unique position as a Registered Water Service Provider, which comes with certain responsibilities and obligations. While we are responsible for providing our customers with these services, we are reliant on Urban Utilities to provide us with bulk water to our head meter and treat our collected wastewater. This means these standards are heavily reliant on Urban Utilities' ability to provide water quality and services' reliability.

## Water quality

The water we supply to you will be clean and safe to drink. PBPL does not treat any of the water provided to us by Urban Utilities, however we regularly test the water quality across our precincts.

**Service standard:** Safe and clean drinking water that continually complies with *Australian Drinking Water Guidelines* in accordance with our approved *Drinking Water Quality Management Plan*.

## Water service reliability

We will provide you with a reliable water supply up to the property connection point by proactively maintaining our water mains.

**Service standard:** Less than or equal to 12 unplanned water service interruptions per year.

**Service standard:** 1 water main break per 5km of water main per year.

## Responding to unplanned water and sewerage interruptions

When things go wrong, we will be there as soon as we can.

**Service standard:** Respond to urgent incidents in less than 90 minutes of becoming aware on average.

**Service standard:** Respond to non-urgent incidents in less than 24 hours of becoming aware on average.

## Restoration of supply after unplanned water and sewerage interruptions

We will get things back up and running as soon as possible.

**Service standard:** Restoration of supply of incidents within the control of PBPL within six hours of becoming aware on average.

## Sewerage service reliability

We will keep our sewerage system running efficiently and safely, minimising the environmental impact and disruption to our customers.

**Service standard:** less than or equal to 10 sewerage main breaks and chokes per year

## Water Flow/Pressure

We will maintain water flow/pressure across the network that meets SEQ minimum standards.

**Service standard:** Maintain water pressure not less than 22 meters head of water in all areas.