

Core Service	Service Level Standard
1. Planned water supply interruptions	95% of water supply interruptions conclude within 24 hours
2. Repair of Fire Hydrants	95% of fire hydrants repaired within 48 hours of notification
3. Replace stolen meters	95% of stolen meters replaced within 24 hours of notification
4. Repair defective water meters	95% of defective meters repaired within 3 days of notification
5. Repair water burst pipes	95% of water pipe bursts repaired within 48 hours of notification
6. Repair leaking valves on main lines	95% of leaking valves on main lines repaired within 48 hours of notification
7. Sewerage blockages cleared	95% of sewer blockages cleared within 24 hours of notification
8. Replacement of missing manhole covers	95% of missing manhole covers replaced within 24 hours of notification
9. Water meter readings	95% of accounts billed on actual readings monthly
10. New water connections	95% of new water connection completed within 15 days of receiving request from customer
11. Communication of service interruption	95% of planned service interruptions communiques sent within 7 days 95% of unplanned interruption communiques sent immediately