



# TasWater's 2024-25 performance against the minimum service standards set out in the Regulator's Customer Service Code

**Table 1. TasWater's performance across the last five financial years against the minimum service levels for water services**

Water Service Standards	2020-21	2021-22	2022-23	2023-24	2024-25
Water main breaks (per 100km of water main)	●	●	●	●	●
Percentage of response times within 60 minutes to attend Priority 1 bursts and leaks	●	●	●	●	●
Percentage of response times within 180 minutes to attend Priority 2 bursts and leaks	●	●	●	●	●
Percentage of response times within 4 320 minutes to attend Priority 3 bursts and leaks	●	●	●	●	●
Number of unplanned interruptions – water (no. per 1 000 properties)	●	●	●	●	●
Percentage of unplanned water supply interruptions restored within 3 hours	○	○	●	●	●
Percentage of unplanned water supply interruptions restored within 5 hours	●	●	●	●	●
Percentage of planned water supply interruptions restored within 5 hours	●	●	●	●	●
Percentage of planned water supply interruptions restored within the time nominated to affected customers	○	○	●	●	●
Percentage of unaccounted water (of total sourced potable water)	●	●	●	●	●
Real losses: water lost per km of water main per day (kL)	○	○	●	●	●

Key: Coloured 'traffic lights' indicate whether TasWater met ●, did not meet ● or came close to meeting ● the minimum service standard. White ○ reflects no result due to the value not being a service standard for that year.

 TasWater continues to meet minimum standards for attending priority bursts and leaks

 21.9% of water was unaccounted for


 TasWater continues to fall short on the restoration of planned interruptions

Table 1 shows TasWater's water performance against the standards set out in the Code.

- TasWater met **6 out of 11** water performance standards.
- Unaccounted-for water decreased from 24.5% in 2023-24 to 21.9% in 2024-25, yet it still falls short of the minimum standard of 18%.
- While the total number of unplanned interruptions still does not meet the standard, the restoration of these interruptions improved.

# TasWater's 2024-25 performance against the minimum service standards set out in the Regulator's Customer Service Code

Sewerage

**Table 2. TasWater's performance across the last five financial years against the minimum service levels for sewerage services**

Sewerage Service Standards	2020-21	2021-22	2022-23	2023-24	2024-25
Sewerage mains breaks and chokes (no. per 100km of sewer main)					
Percentage of response times within 60 minutes to attend sewer spills, breaks and chokes					
Percentage of sewage spills contained within 3 hours					
Number of critically notifiable sewerage spills					

- Only 76% of spills, breaks and chokes were attended within 60 minutes
- 99% of sewage spills were contained within 3 hours

Table 2 shows TasWater's sewerage performance against the standards set out in the Code.

- TasWater met **1 out of 4** sewerage performance standards.
- Critically notifiable spills reduced from 12 to 9 but still far above the limit of 1.

Customers

**Table 3. TasWater's performance across the last five financial years against the minimum service levels for customer services**

Customer Service Standards	2020-21	2021-22	2022-23	2023-24	2024-25
Number of water complaints (per 1 000 properties)					
Number of sewerage complaints (per 1 000 properties)					
Percentage of calls resolved upon first contact					
Customer satisfaction score					

- First point resolution remains high
- Customer satisfaction increased to 65%, but is still below the standard of 74%

Table 3 shows TasWater's customer performance against the standards set out in the Code.

- TasWater met **2 out of 4** customer performance standards.
- Number of water complaints dropped to 5.3 per 1 000 properties, meeting the standard for the first time.