



Operations Report

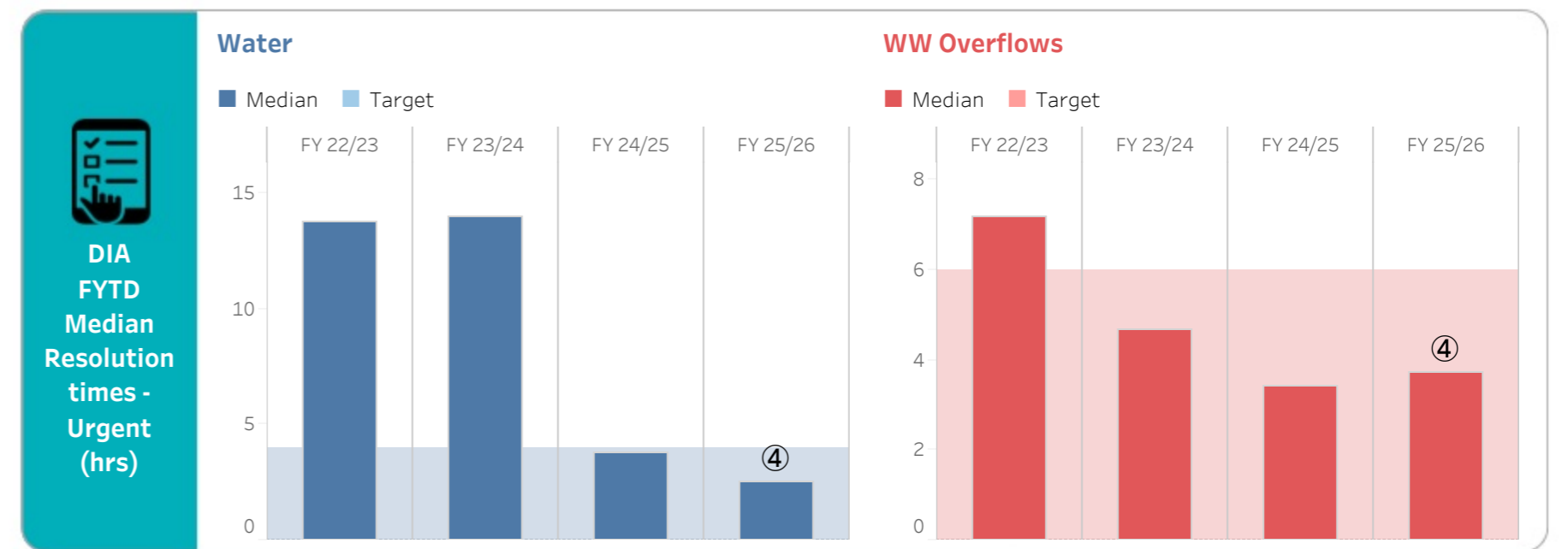
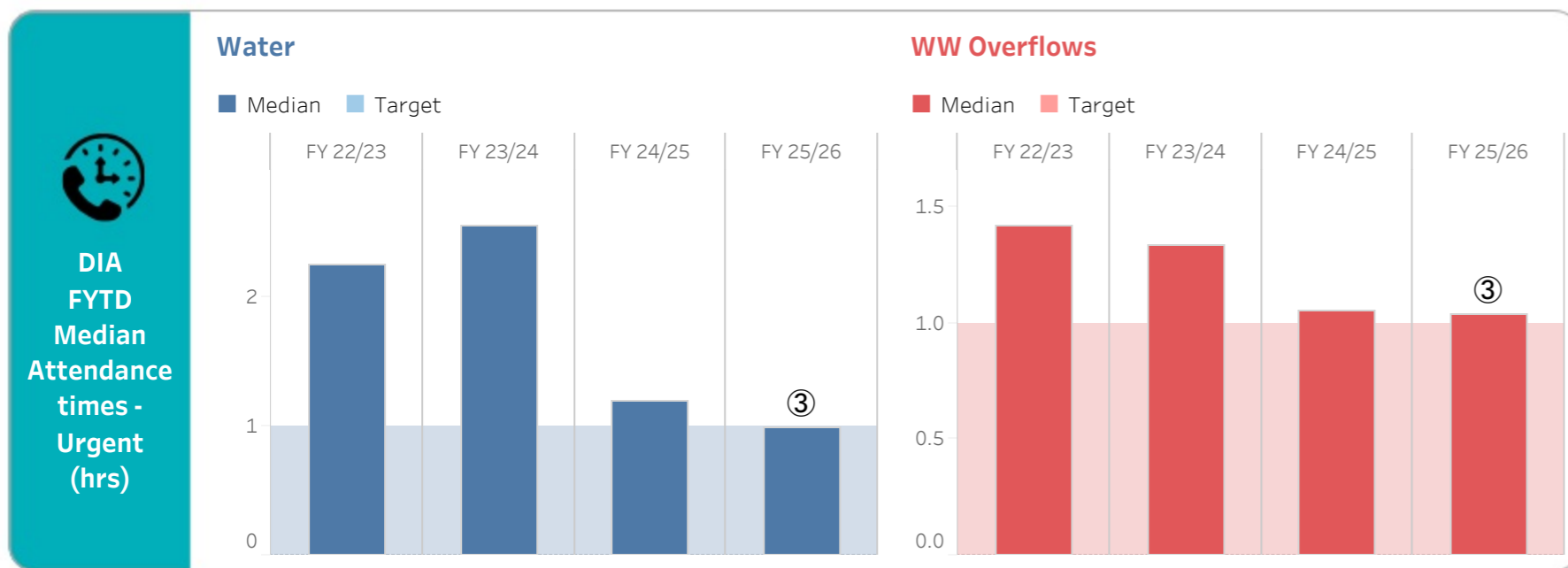
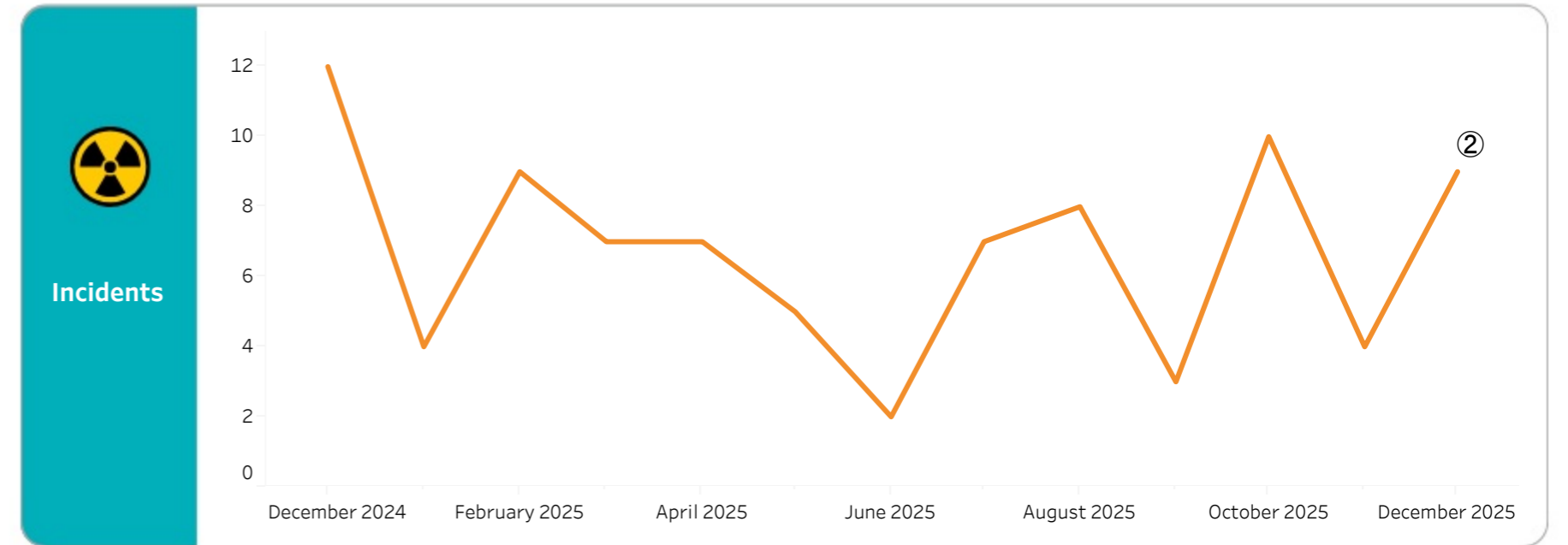
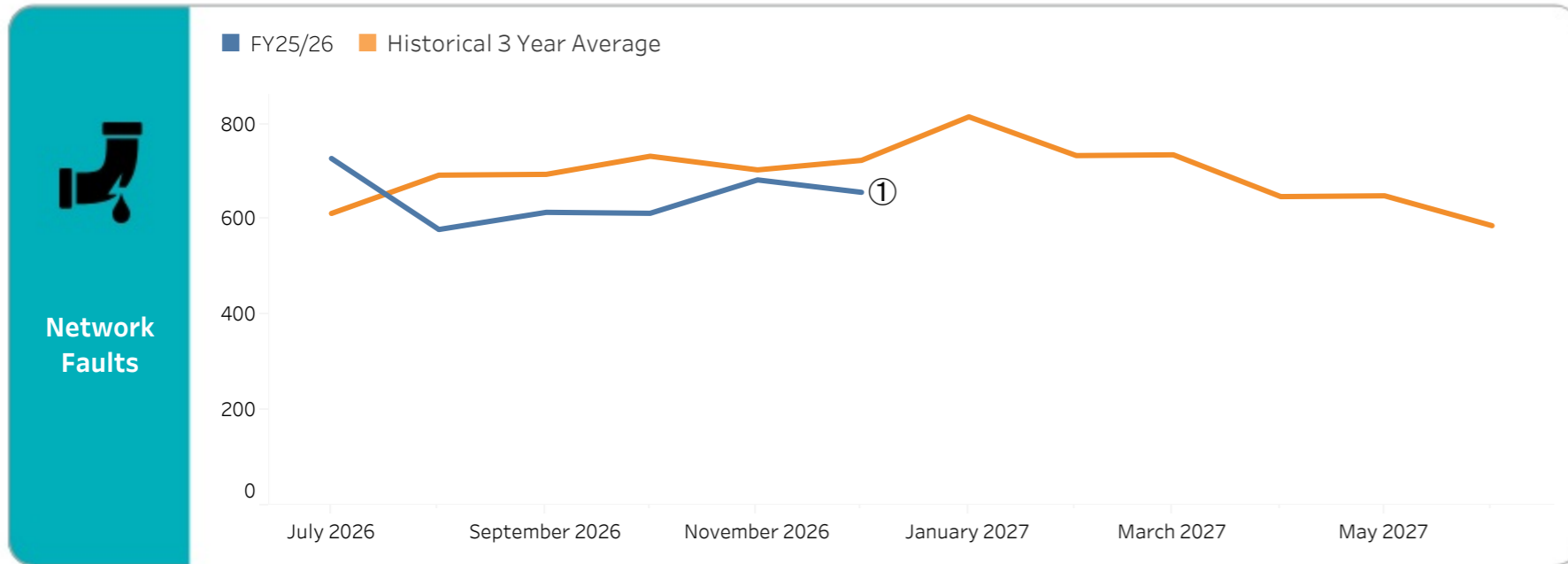
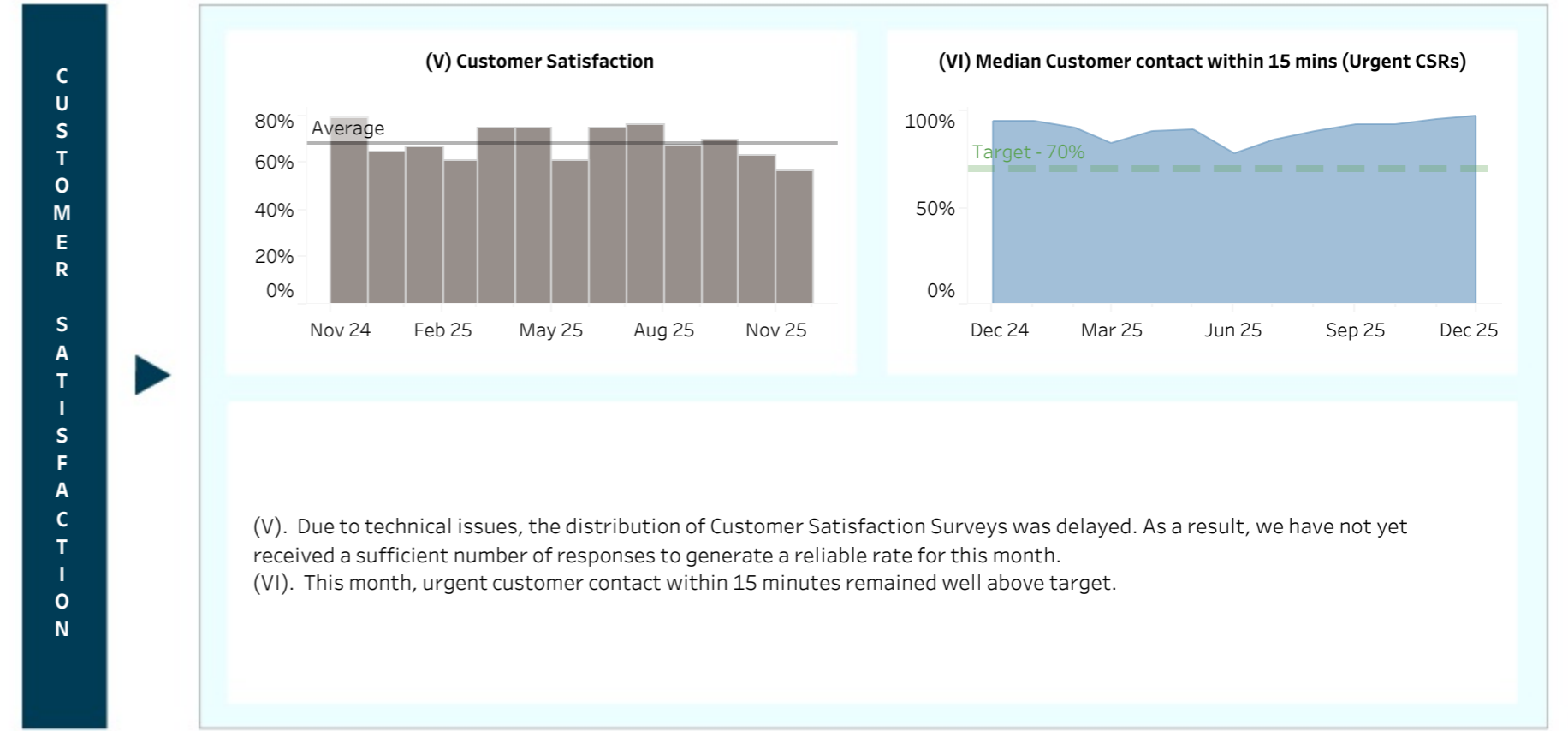
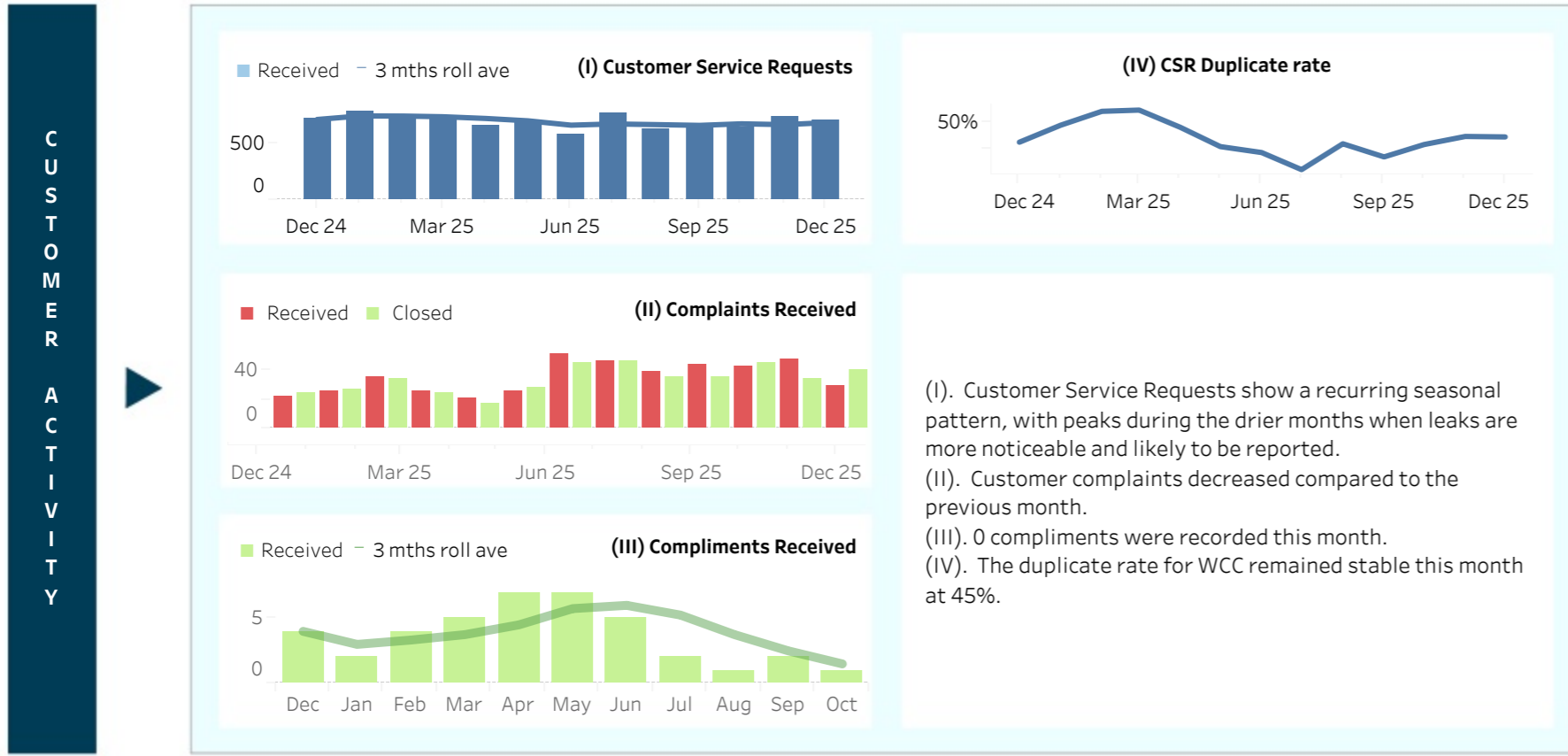
NETWORK OPERATIONS GROUP

Reporting Date: 11th February 2026

GLOSSARY OF TERMS

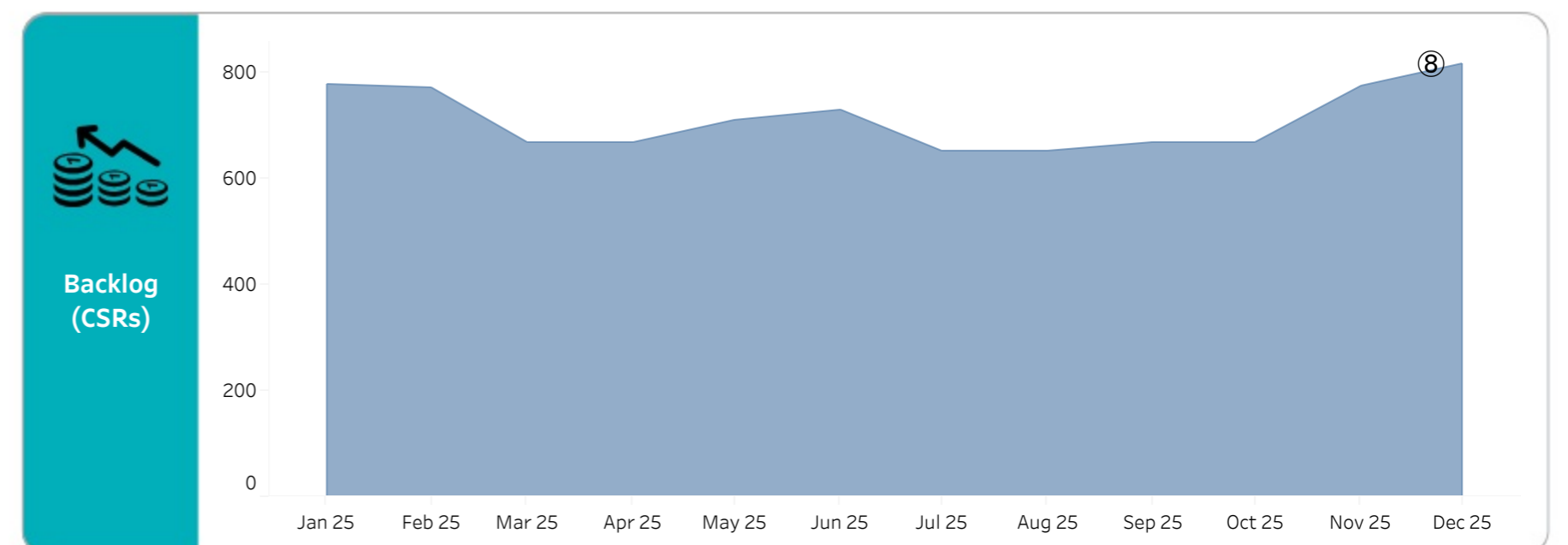
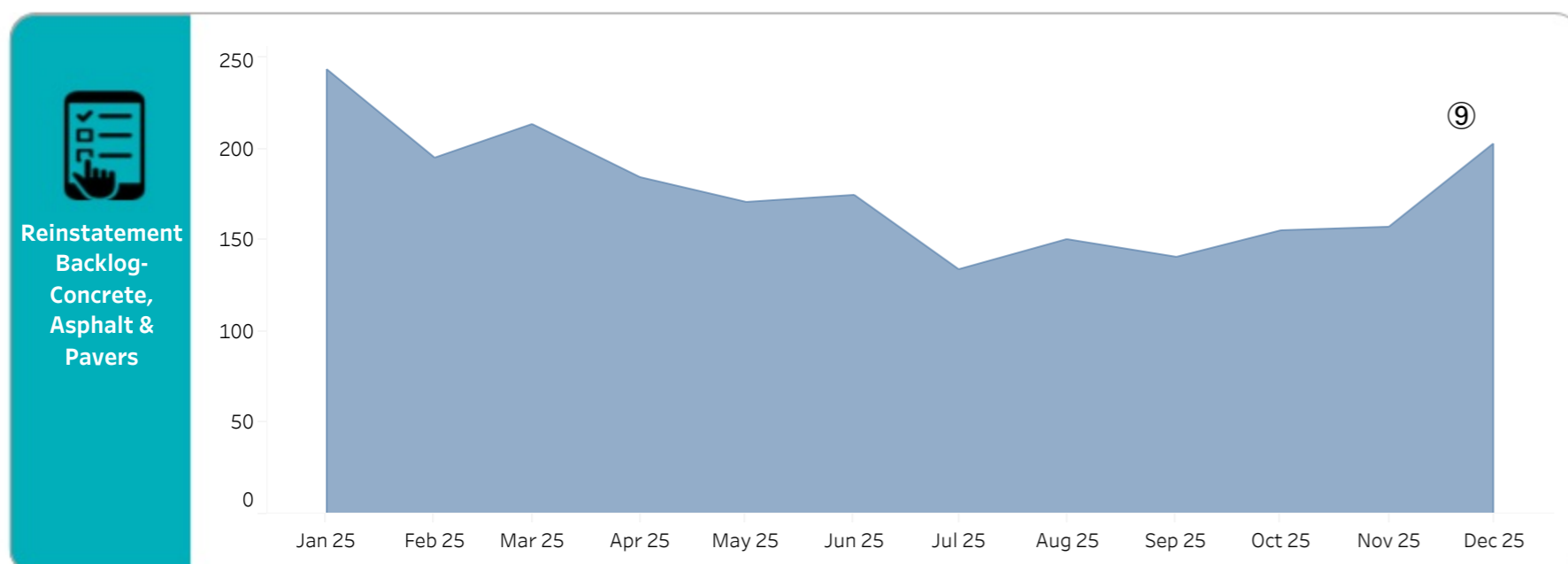
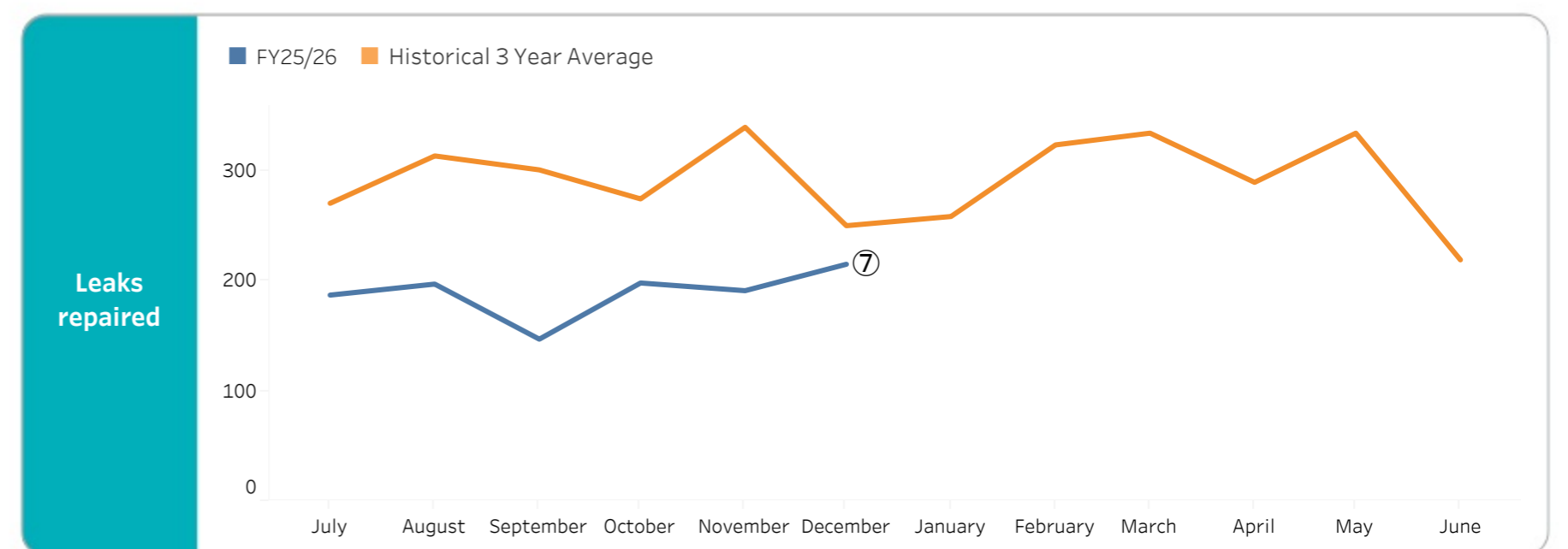
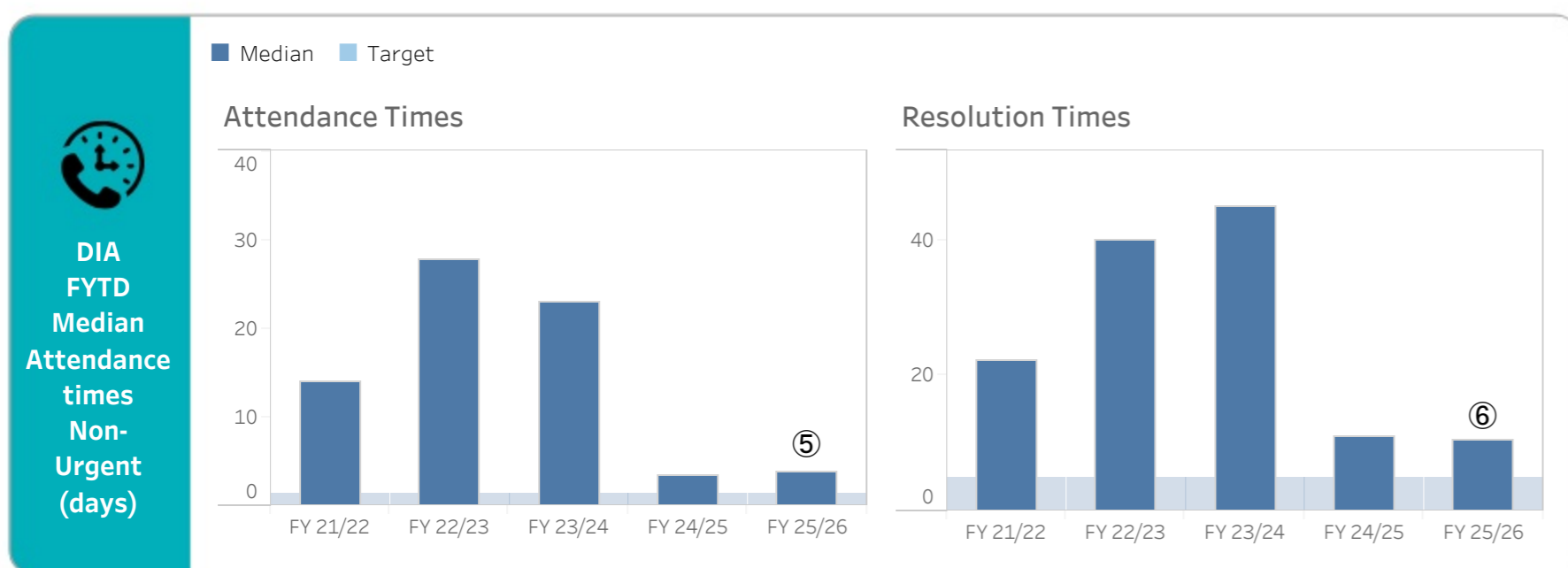
Acronyms

GLOSSARY OF TERMS	Acronyms
Total Recordable Injury Frequency Rate	TRIFR
Severe Injury Frequency Rate	SIFR
Case Action Management System	CAMs
Financial Year To Date	FYTD
Customer Operations Group	COG
Customer Service Request	CSR
Service Level Agreement	SLA
Department of Internal Affairs	DIA
Drinking Water	DW
Storm Water	SW
Wastewater	WW



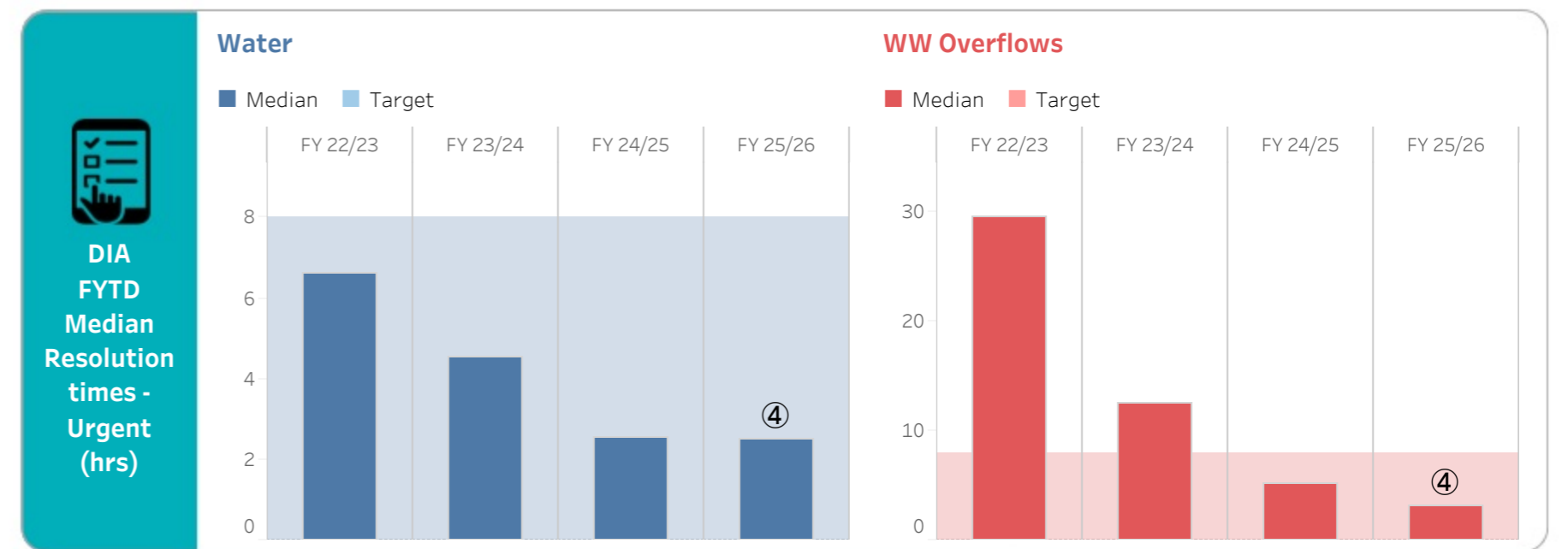
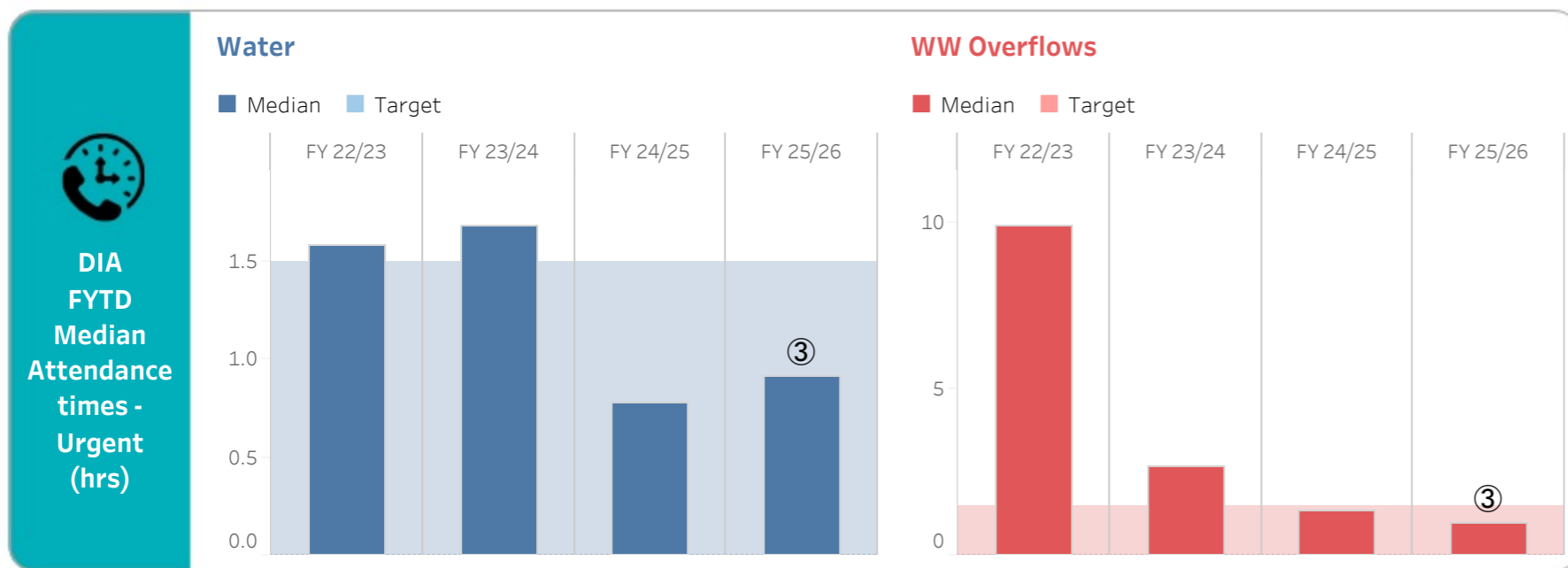
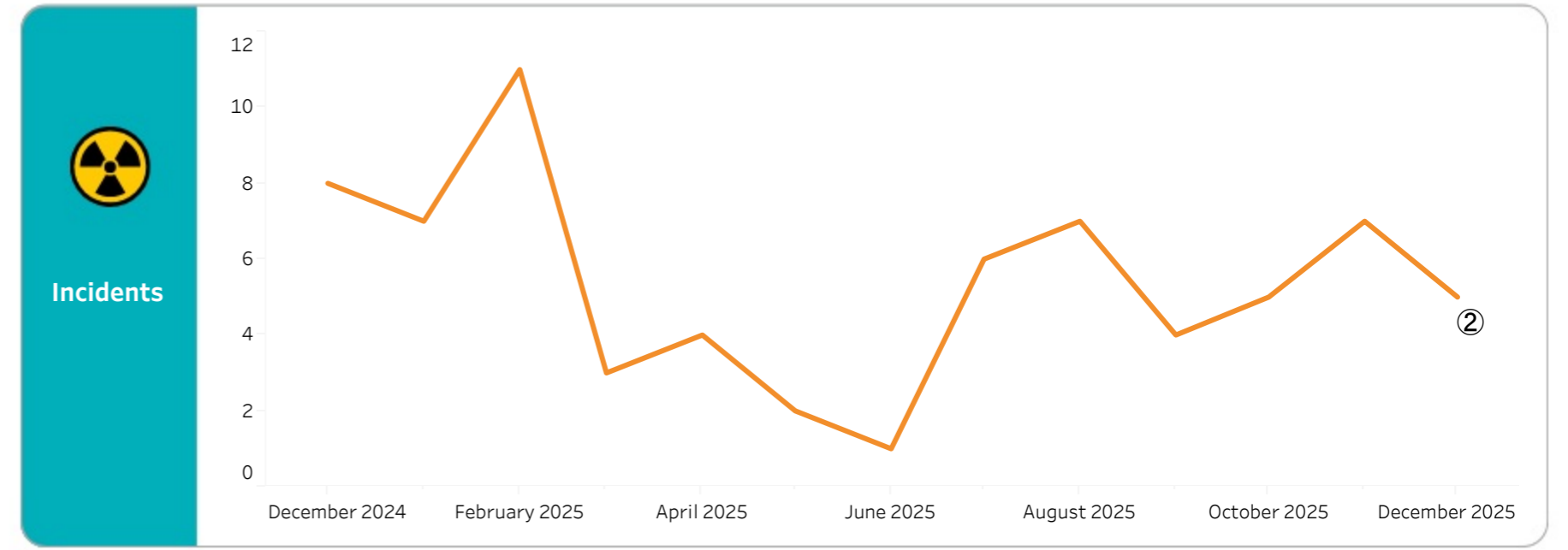
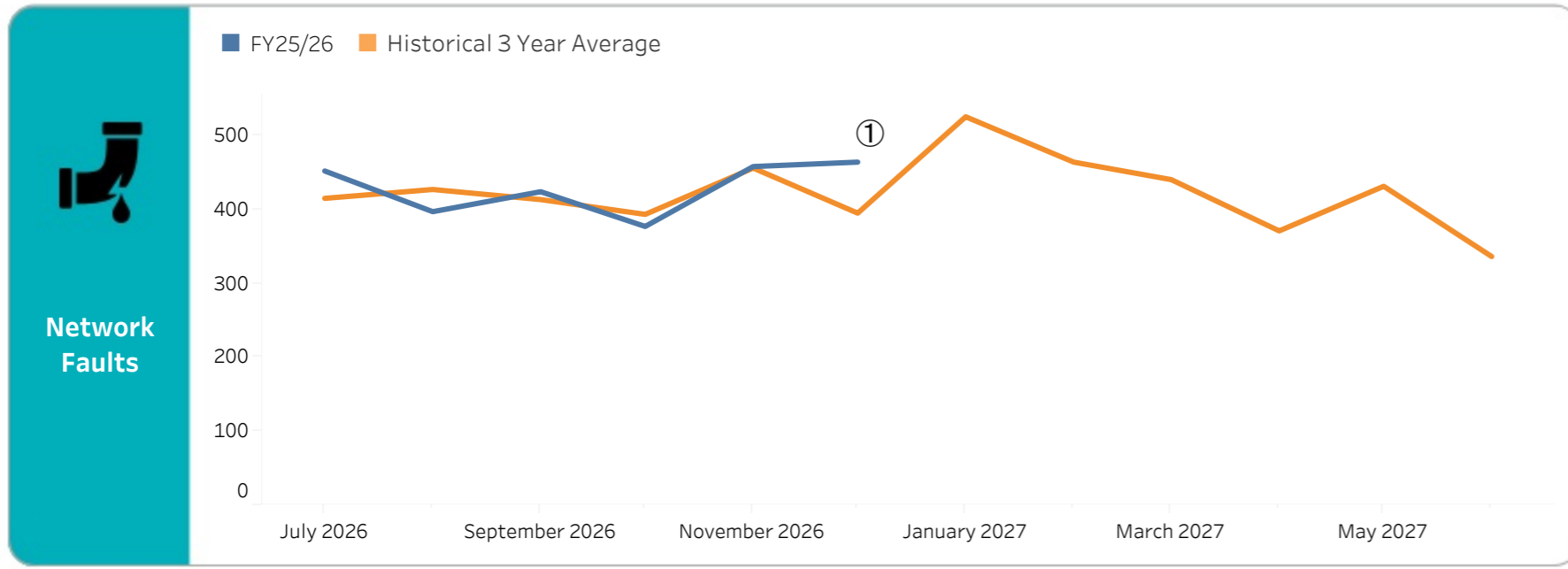
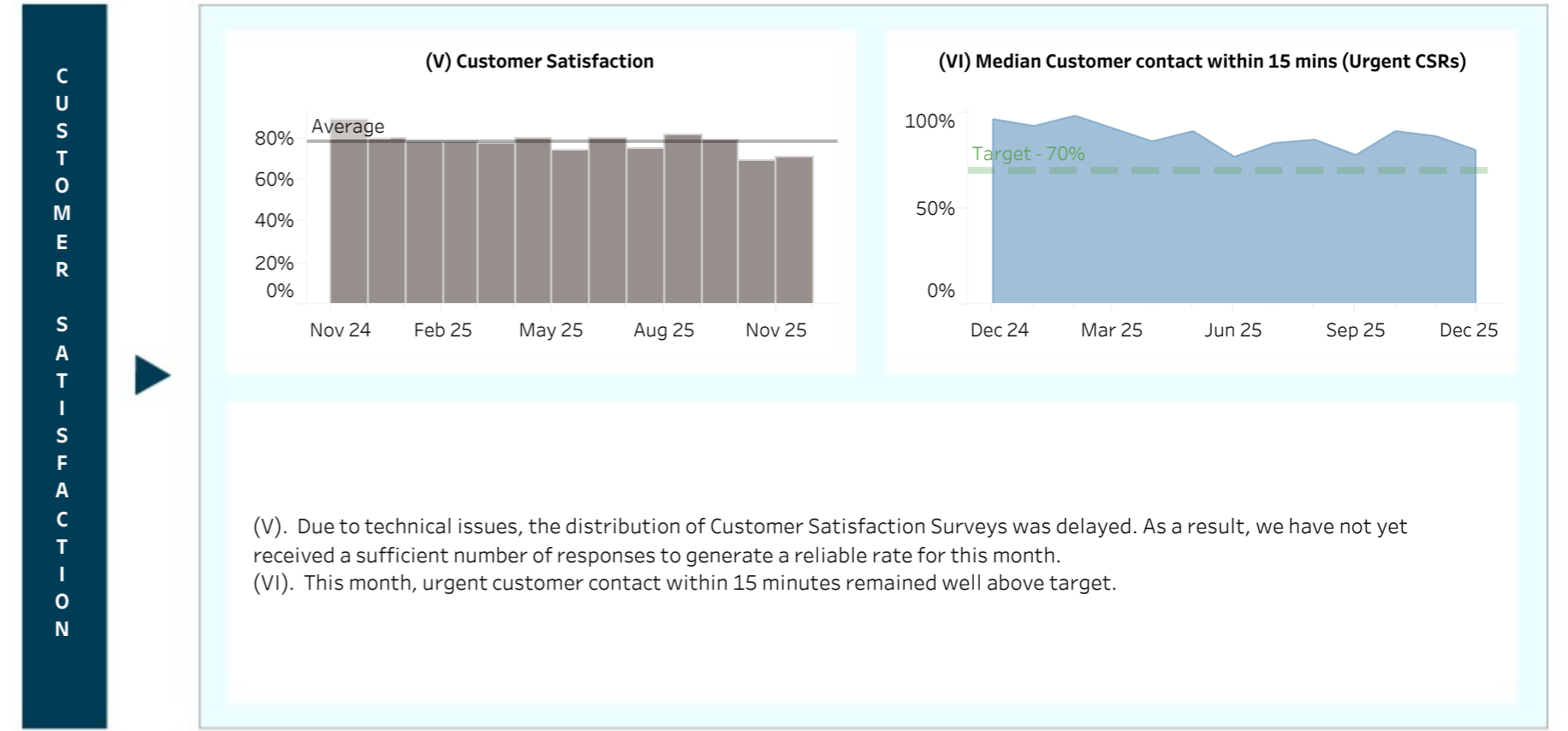
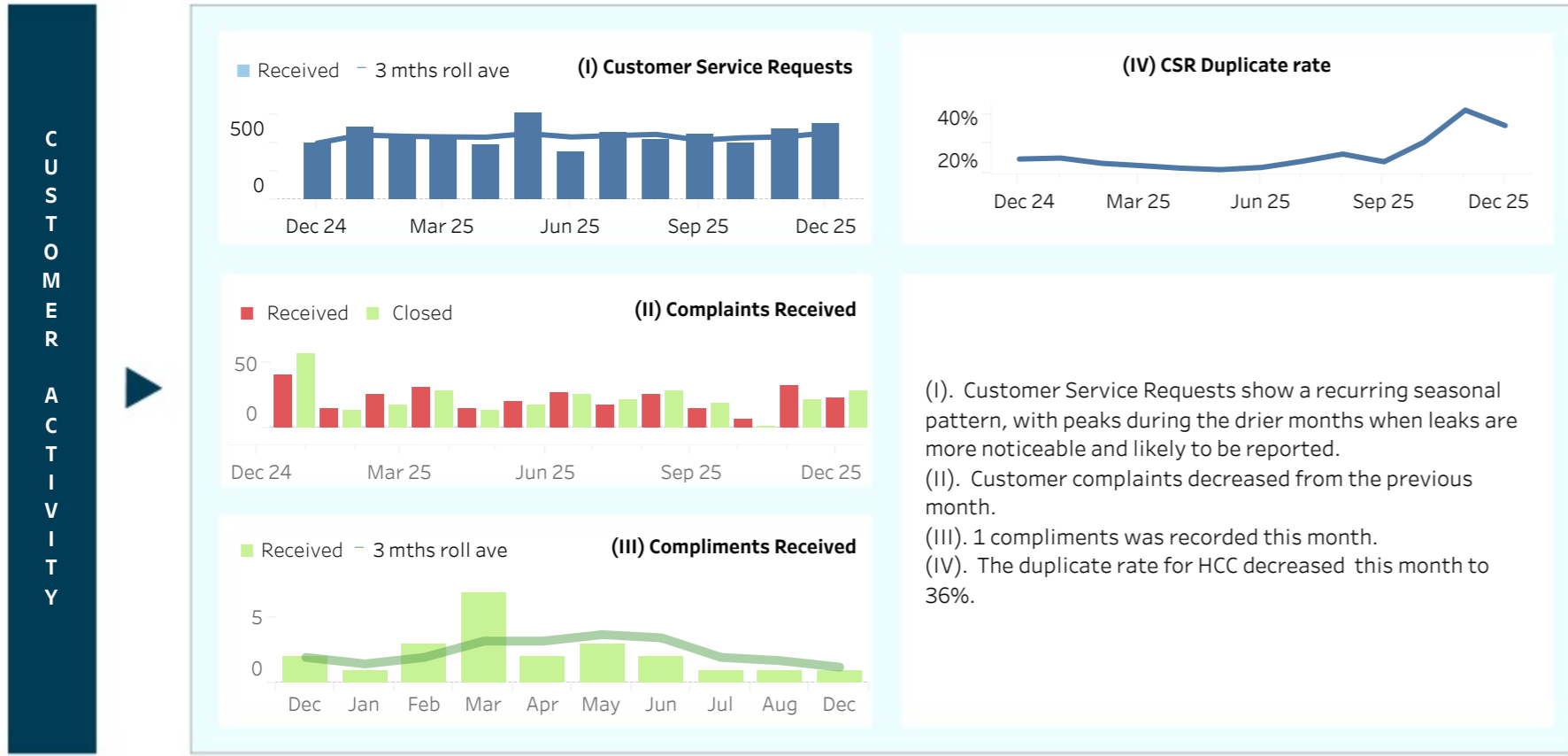
Insights

①. Network Faults reported have decreased this financial year compared to the historical average for the same period.
②. The number of incidents are unpredictable and can vary significantly from month to month.
③. Attendance times for urgent potable water jobs are within the targeted timeframes, whilst urgent waste water jobs are slightly outside of targeted timeframes.
④. Resolution times for urgent potable and waste water jobs are within the targeted timeframes.



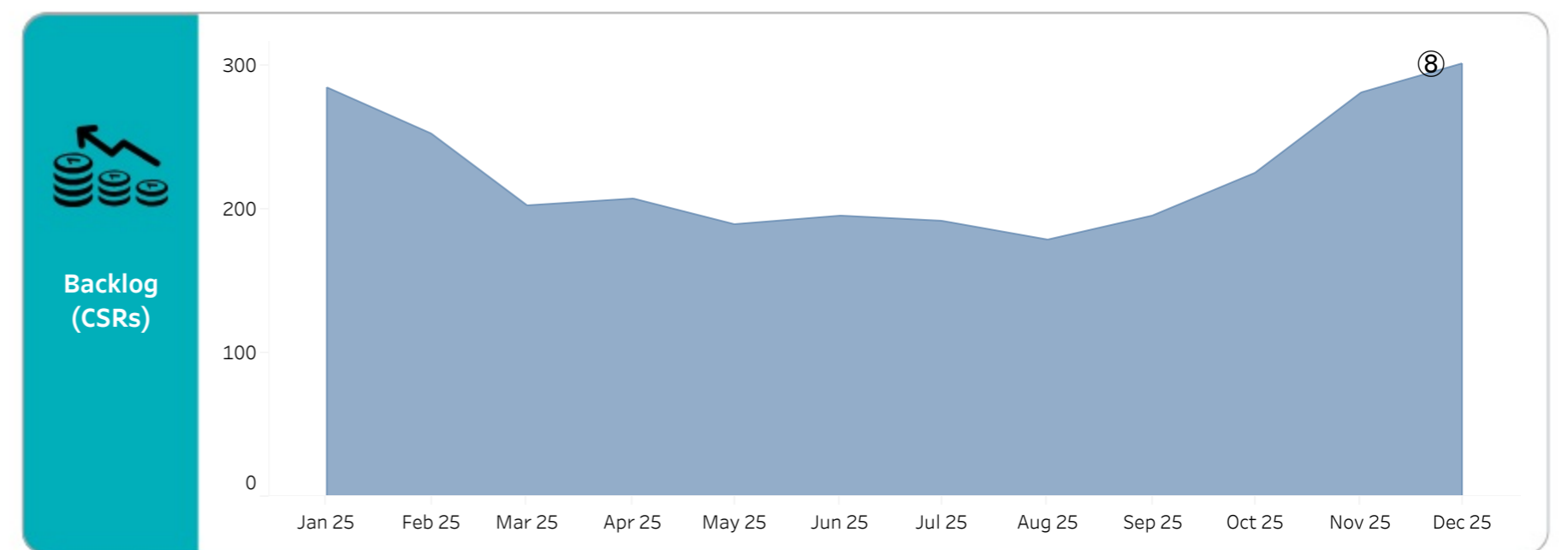
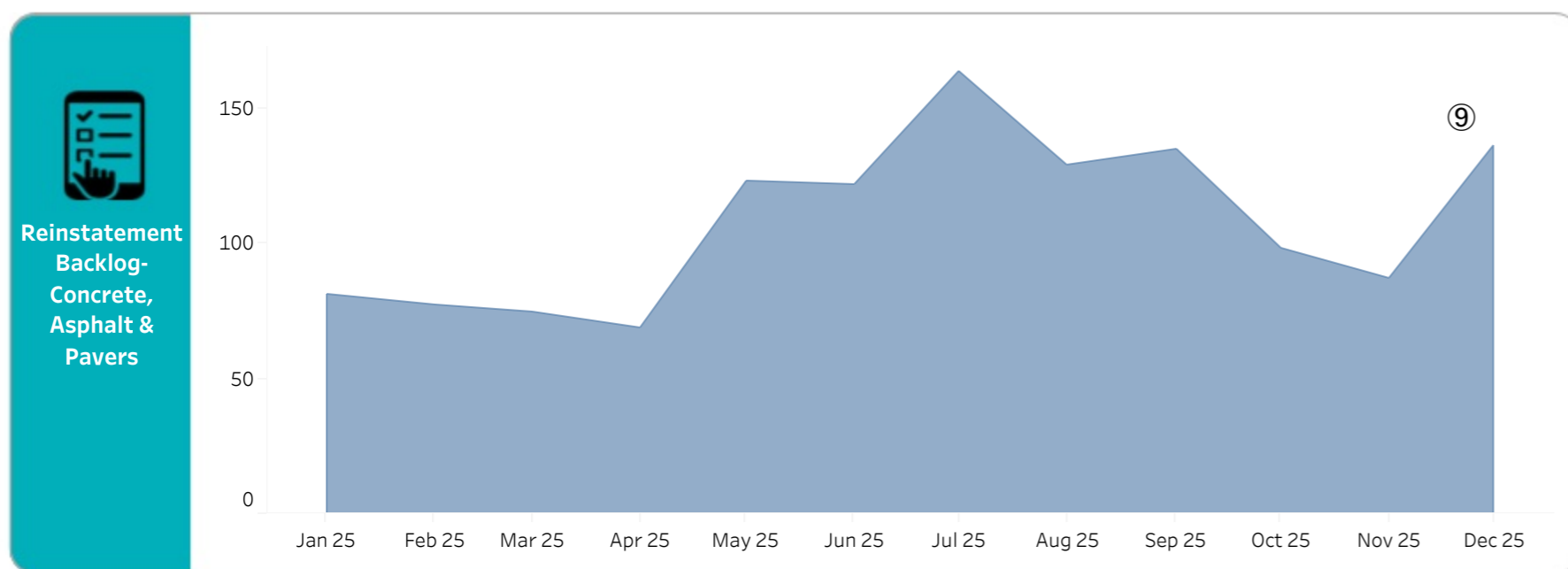
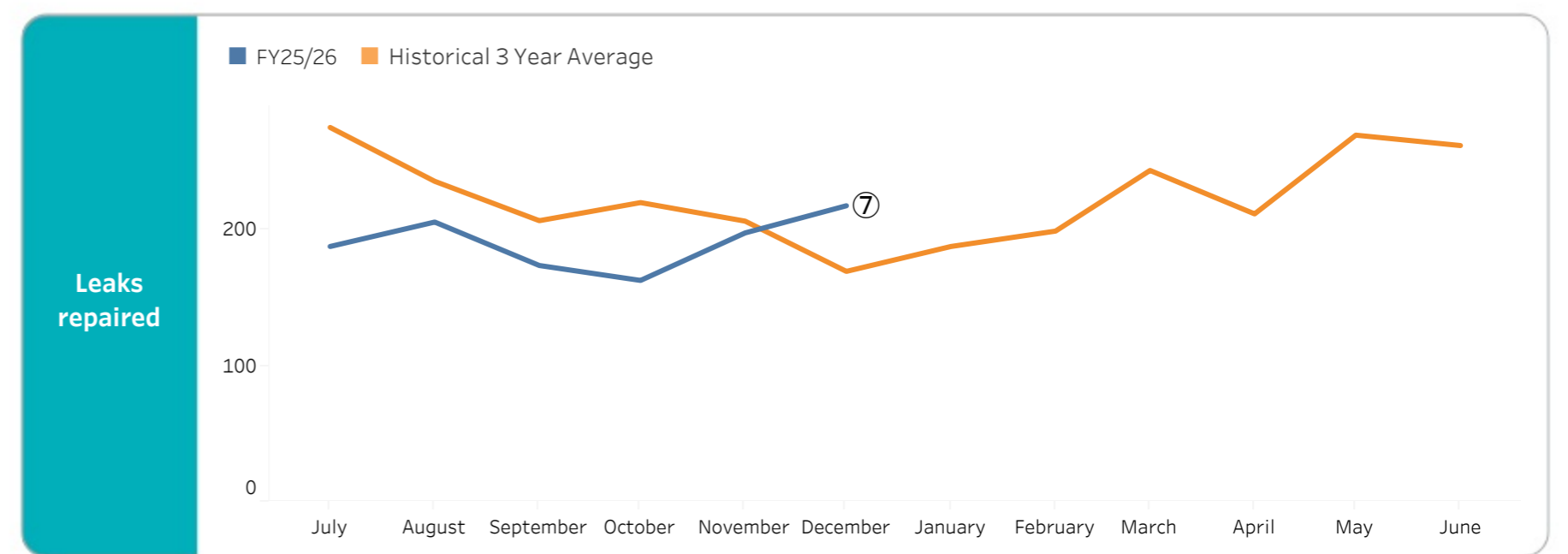
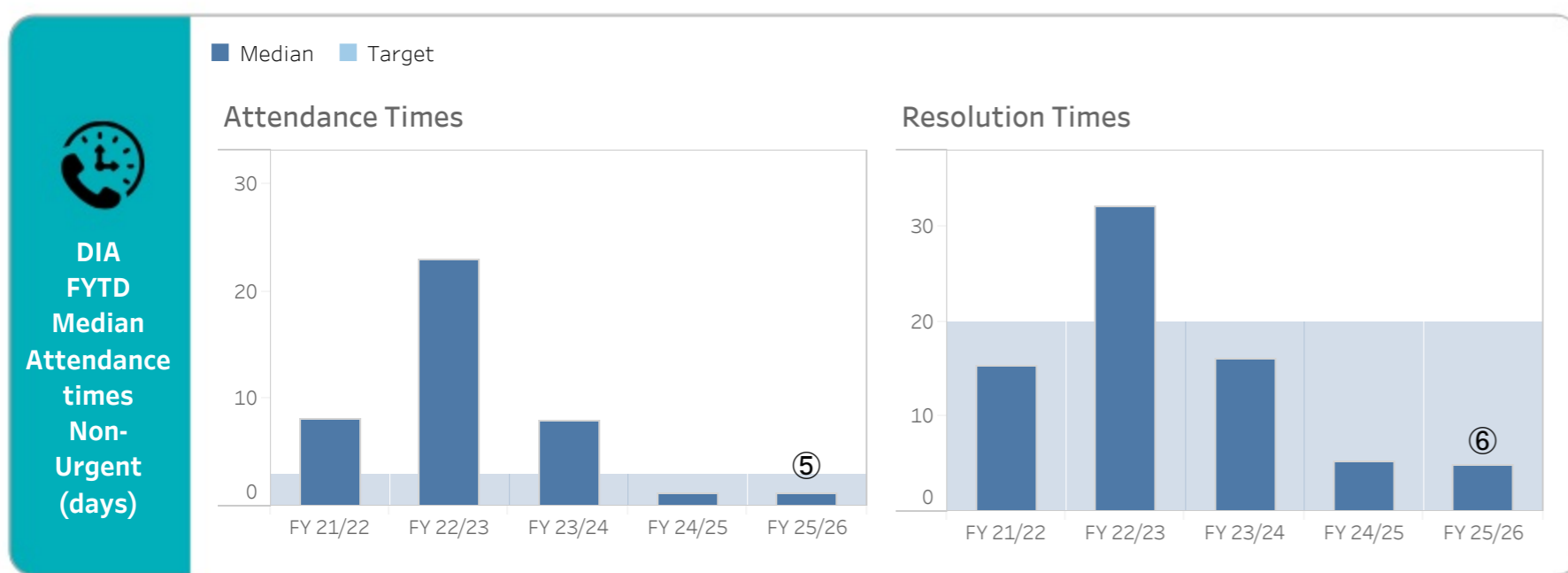
Insights

⑤. Attending non-urgent water jobs are outside targeted timeframes. ⑥. Resolving non-urgent water jobs are outside targeted timeframes.
⑦. Leaks repaired have decreased this financial year compared to the historical average for the same period.
⑧. There has been a recent uptick in the CSR backlog since October.
⑨. The reinstatement backlog has seen an increase in recent months.



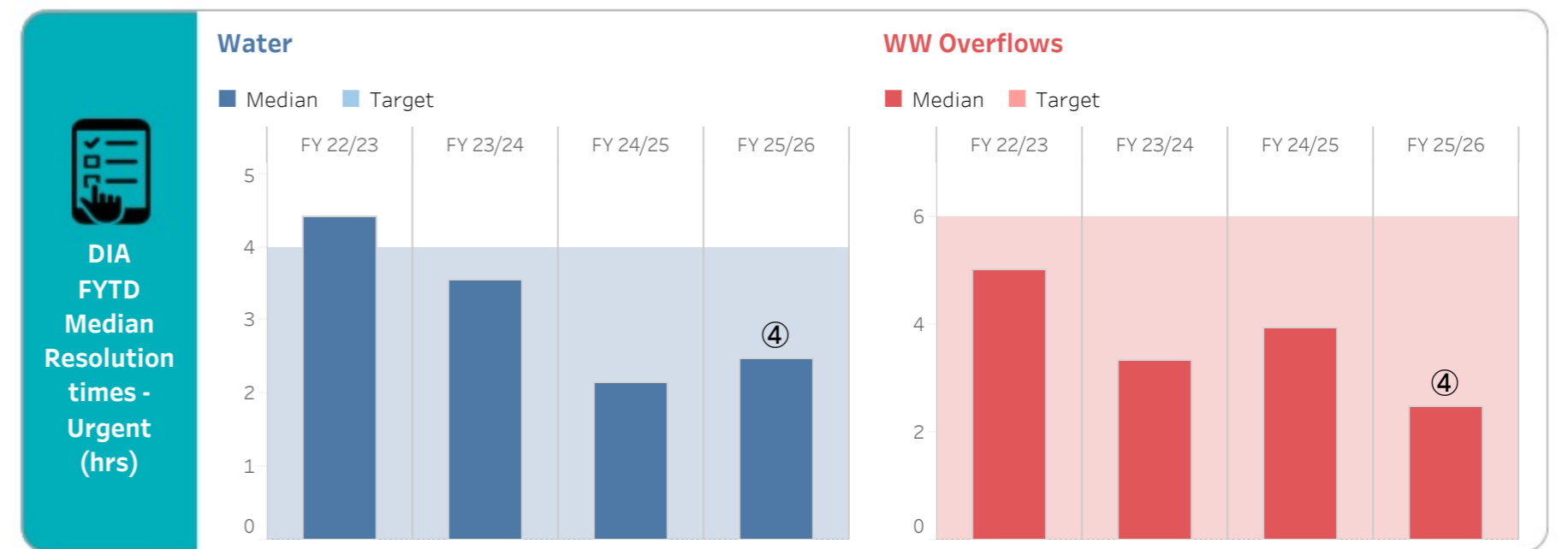
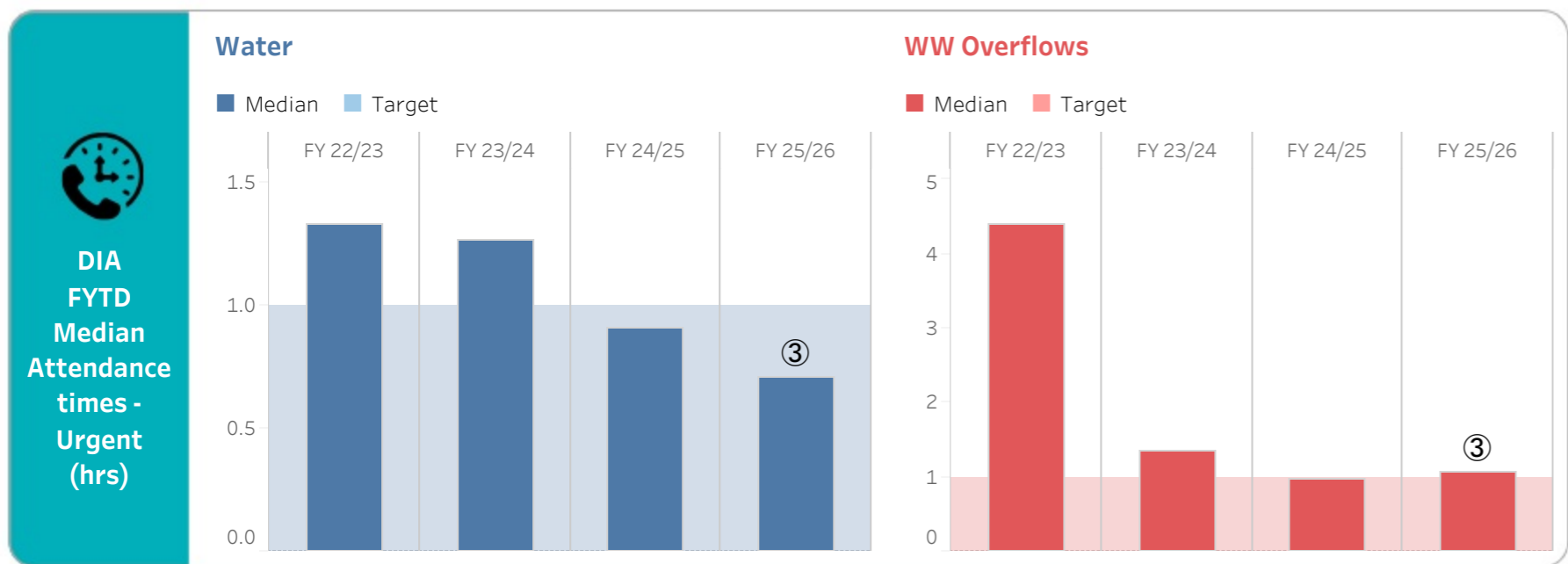
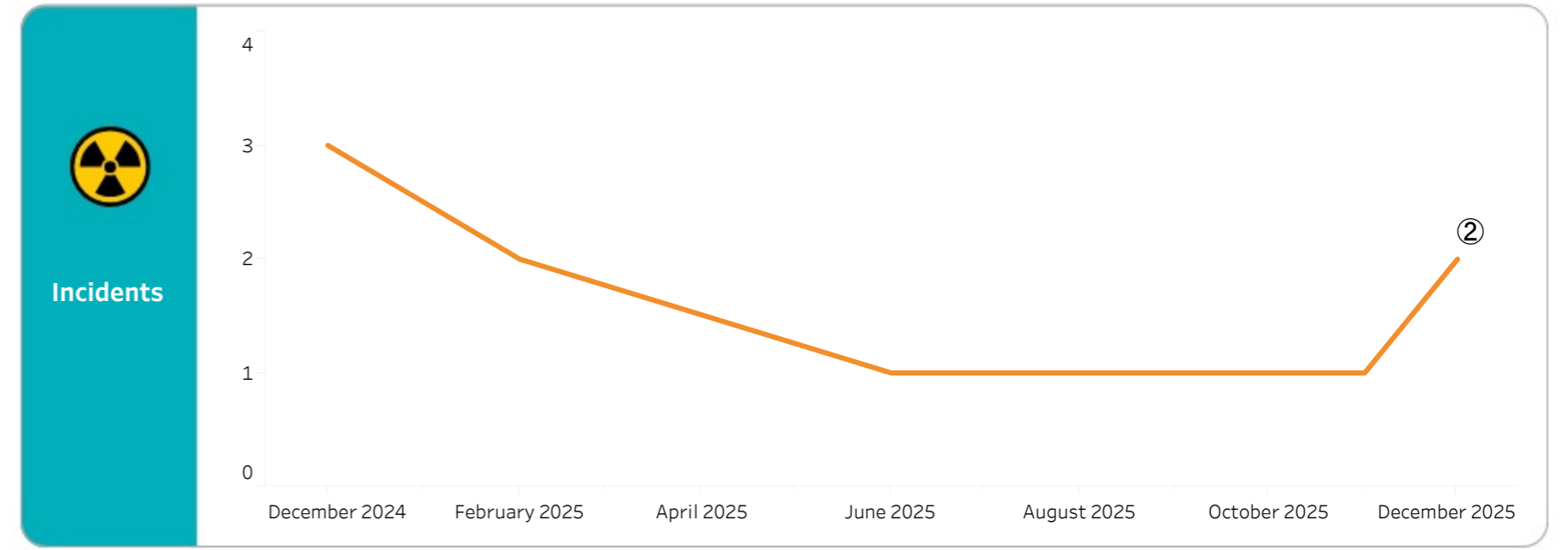
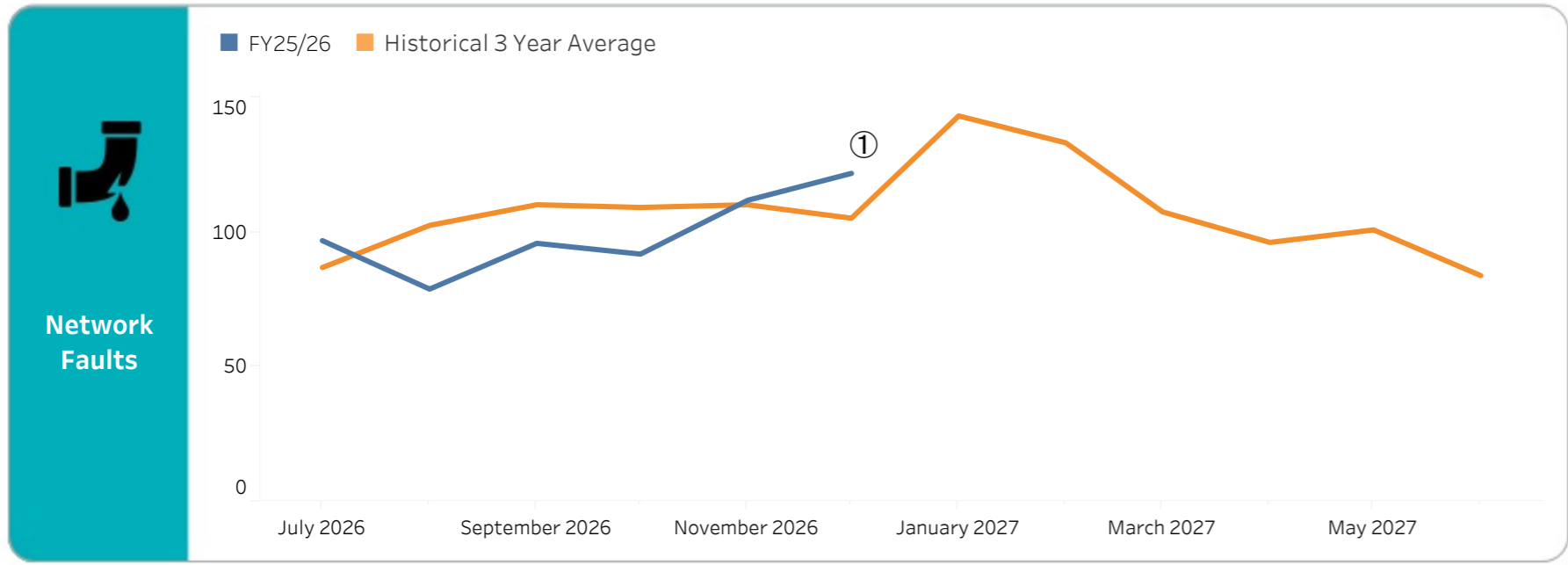
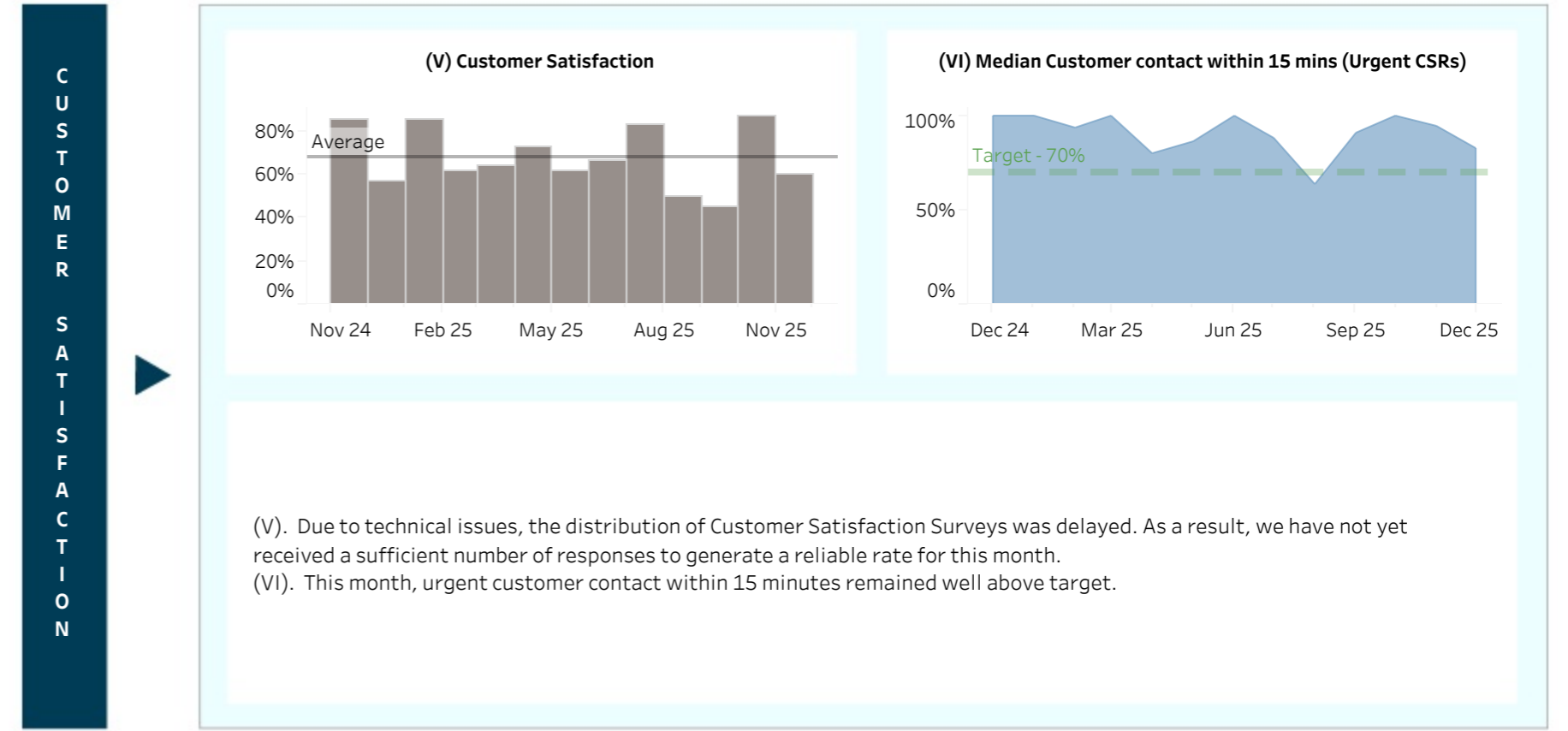
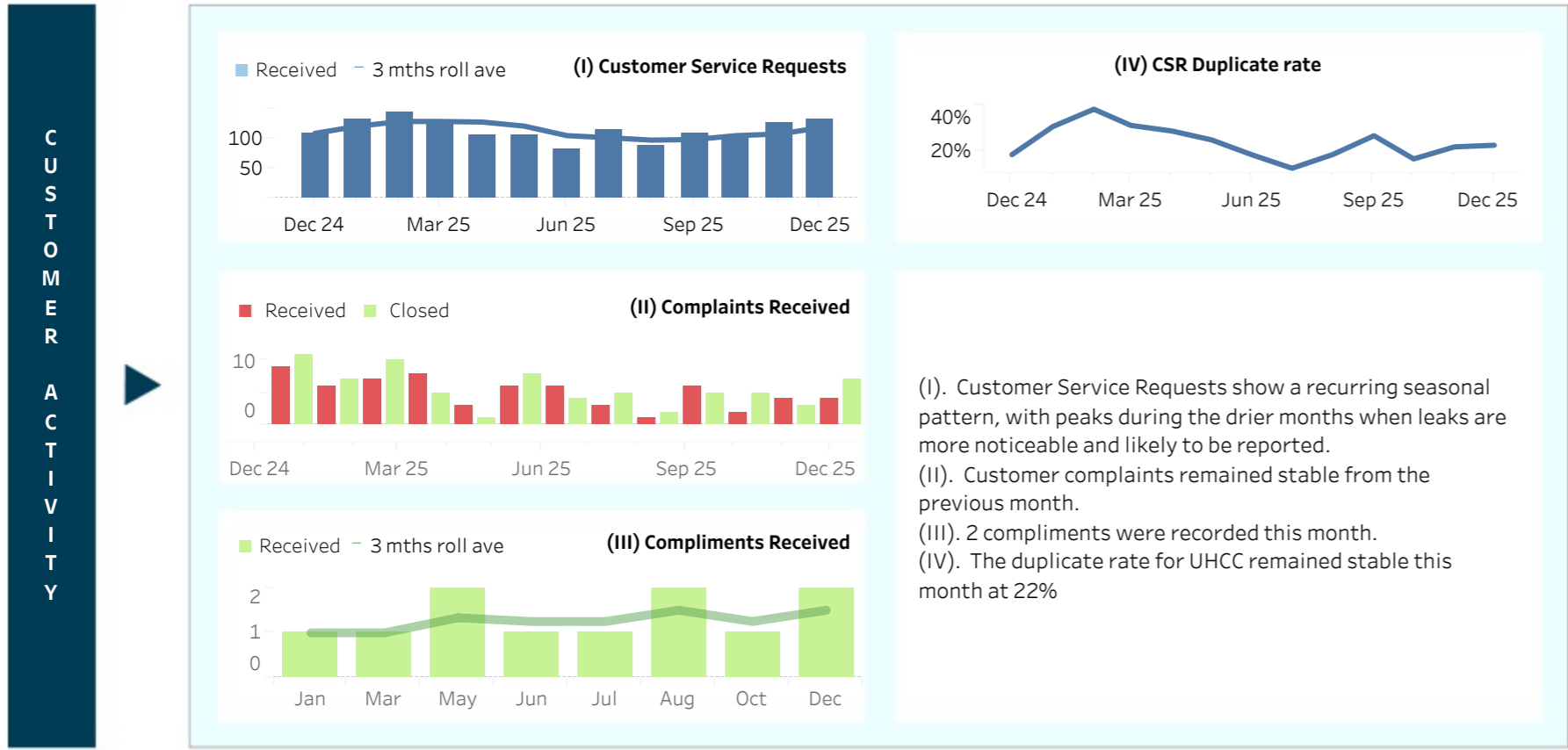
Insights

①. Network Faults reported have marginally increased this financial year compared to the historical average for the same period.
②. The number of incidents are unpredictable and can vary significantly from month to month.
③. Attendance times for urgent potable and waste water jobs are within the targeted timeframes.
④. Resolution times for urgent potable and waste water jobs are within the targeted timeframes.



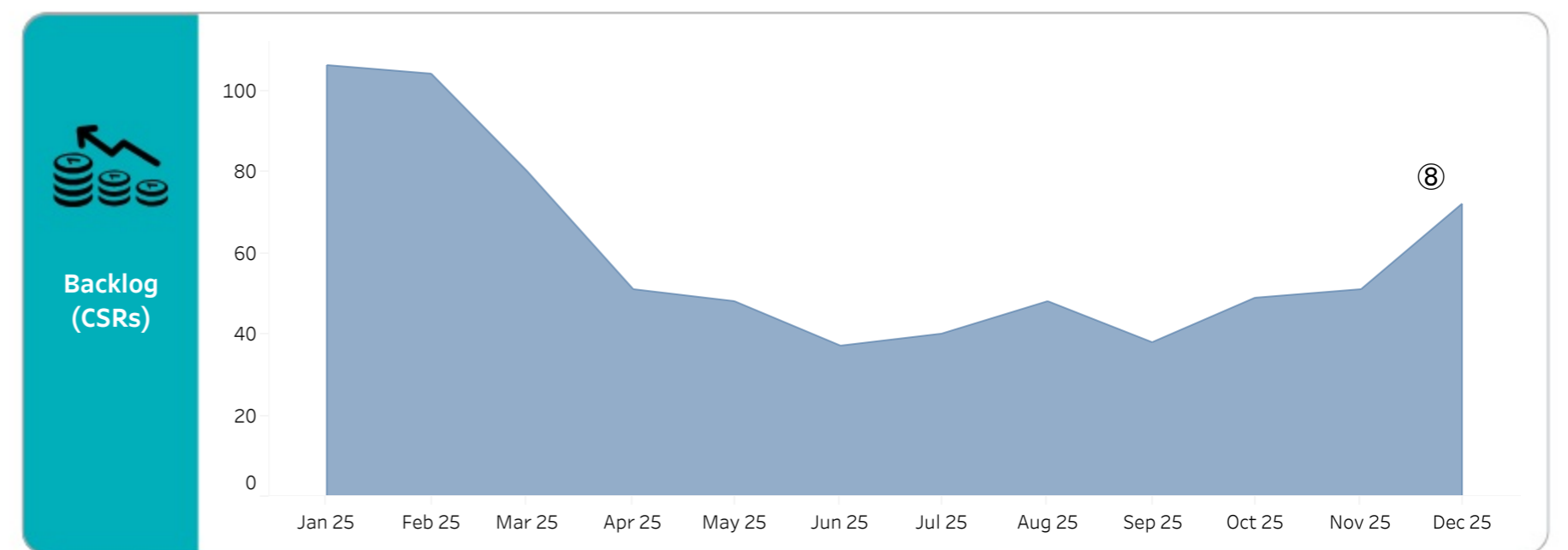
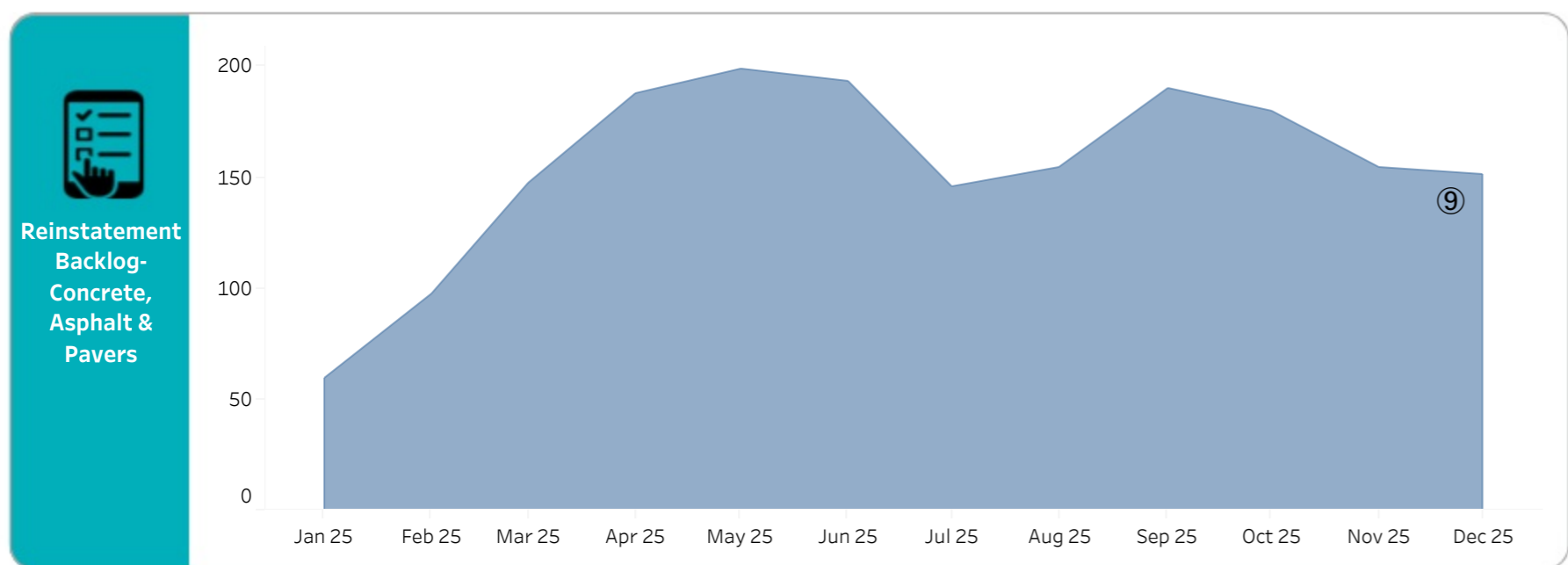
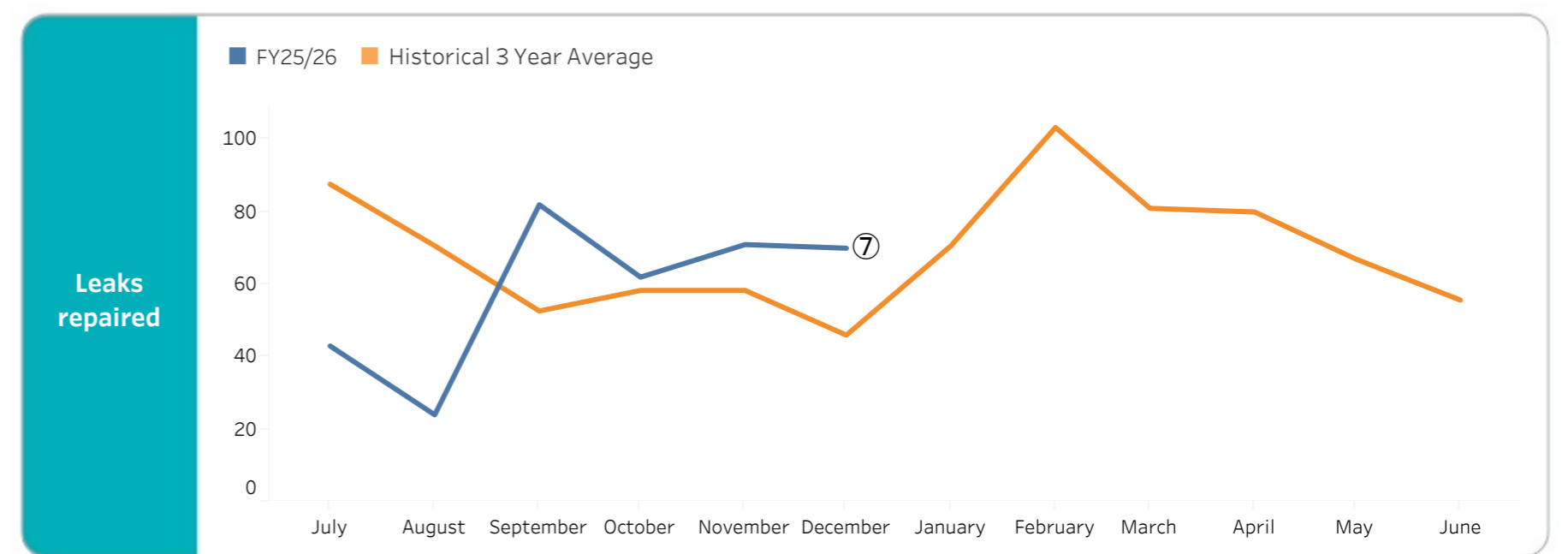
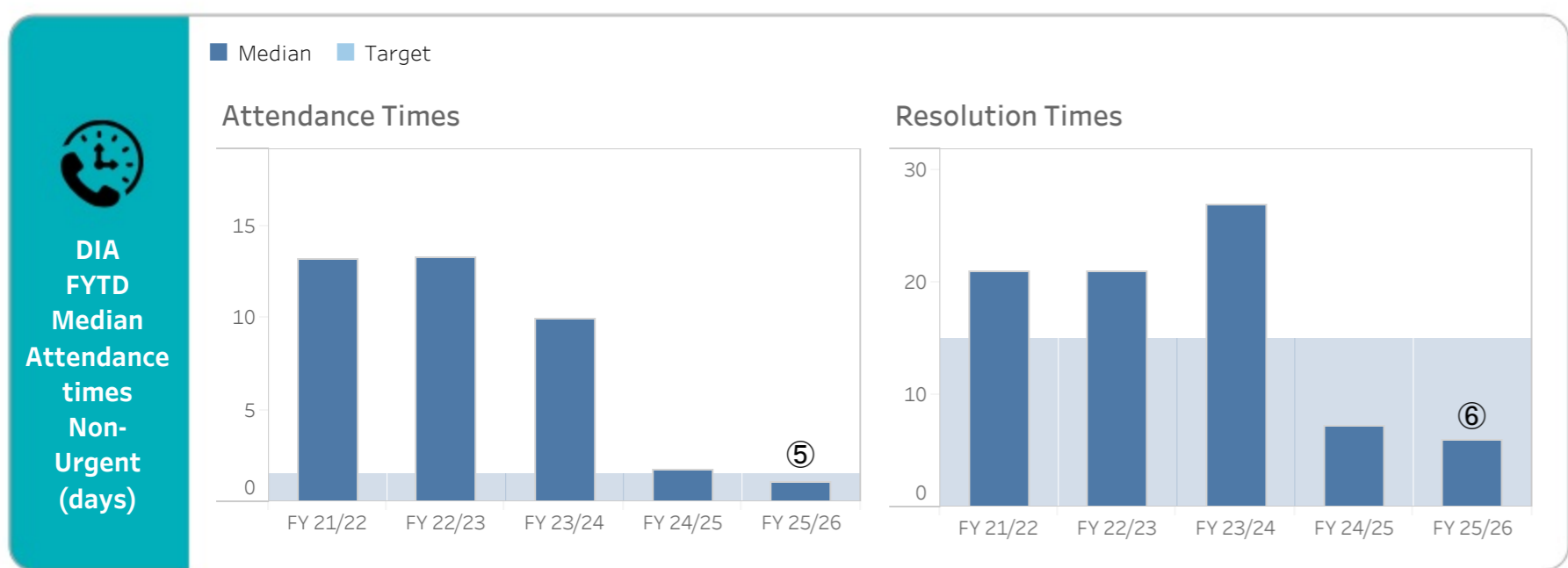
Insights

⑤. Attending non-urgent water jobs remain within targeted timeframes.
⑥. Resolving non-urgent water jobs remain within targeted timeframes.
⑦. Leaks repaired have decreased this financial year compared to the historical average for the same period.
⑧. The CSR backlog continues an upward trend in recent months, reaching a 12 month peak.
⑨. The reinstatement backlog has seen an uptick in recent months.



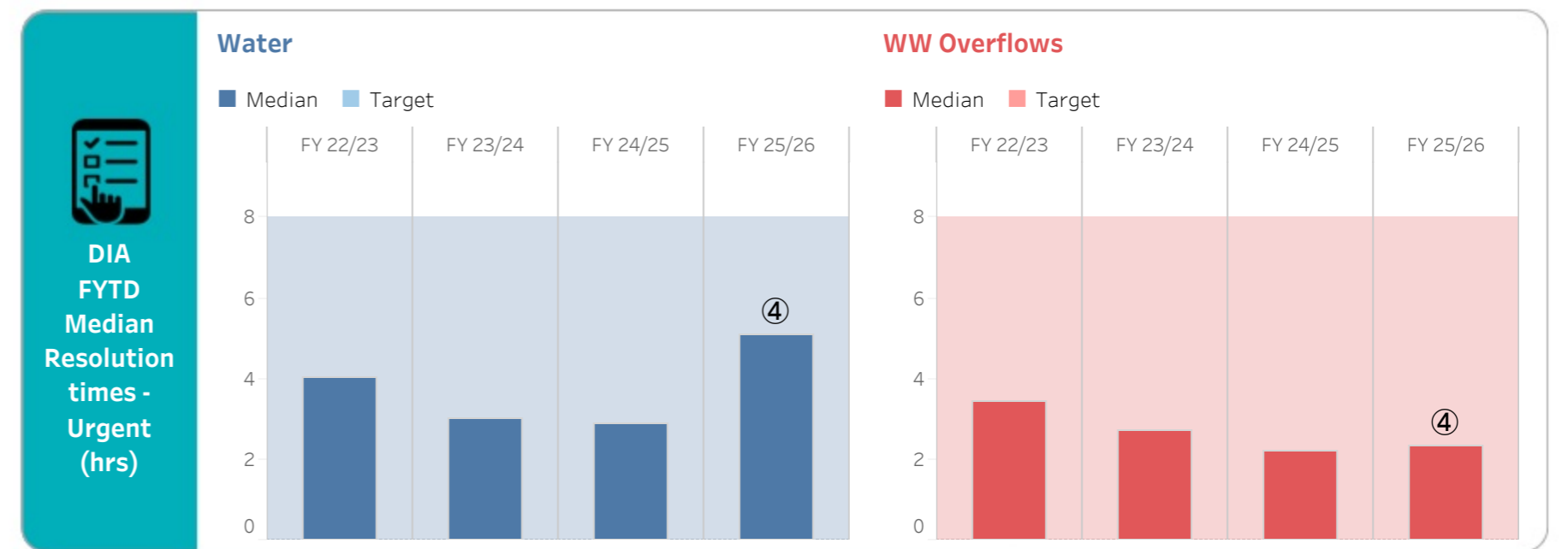
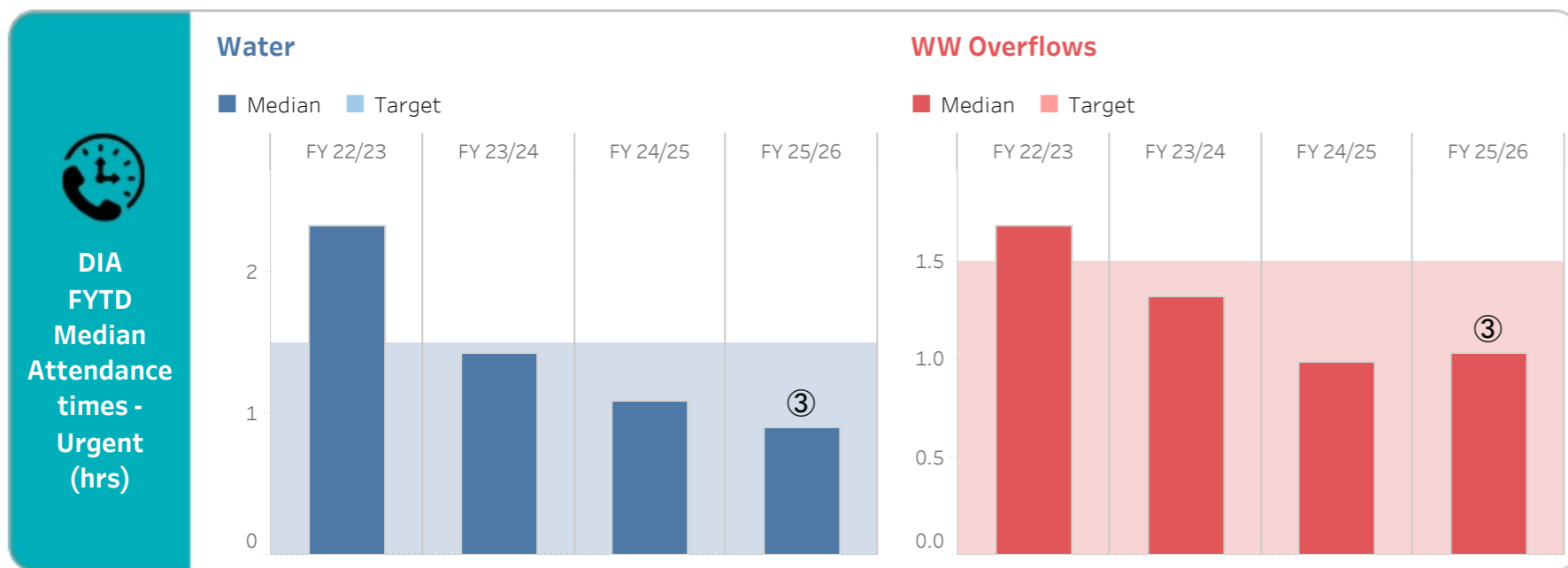
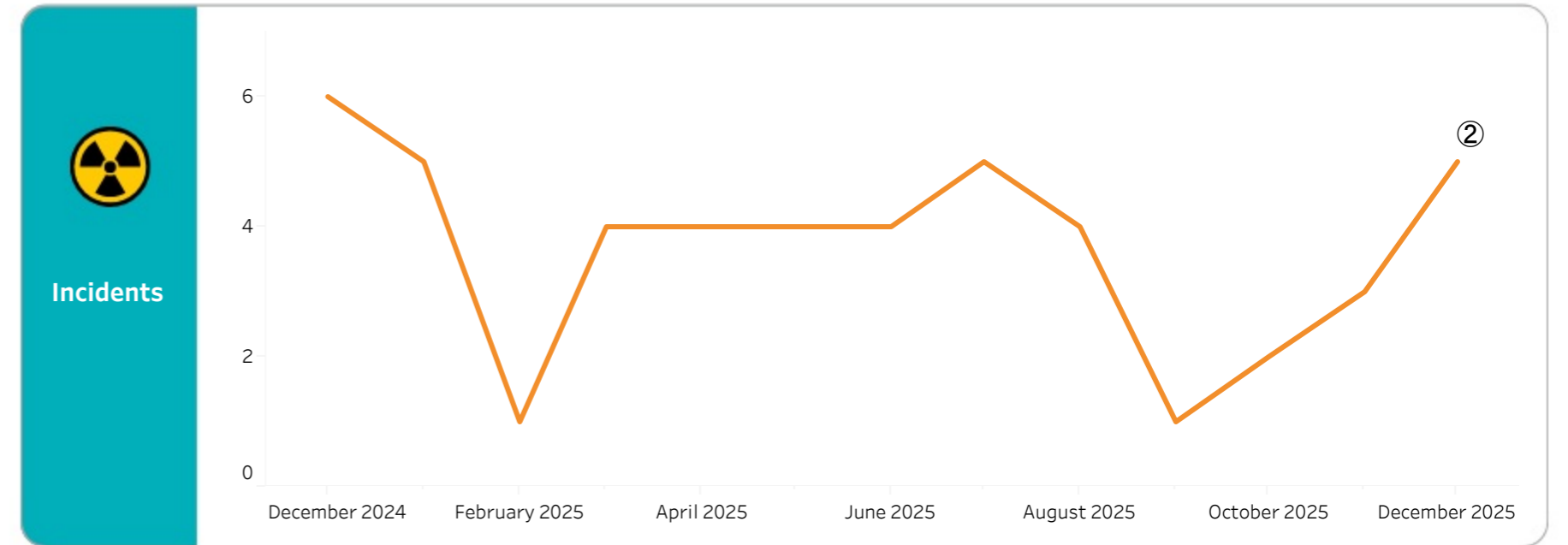
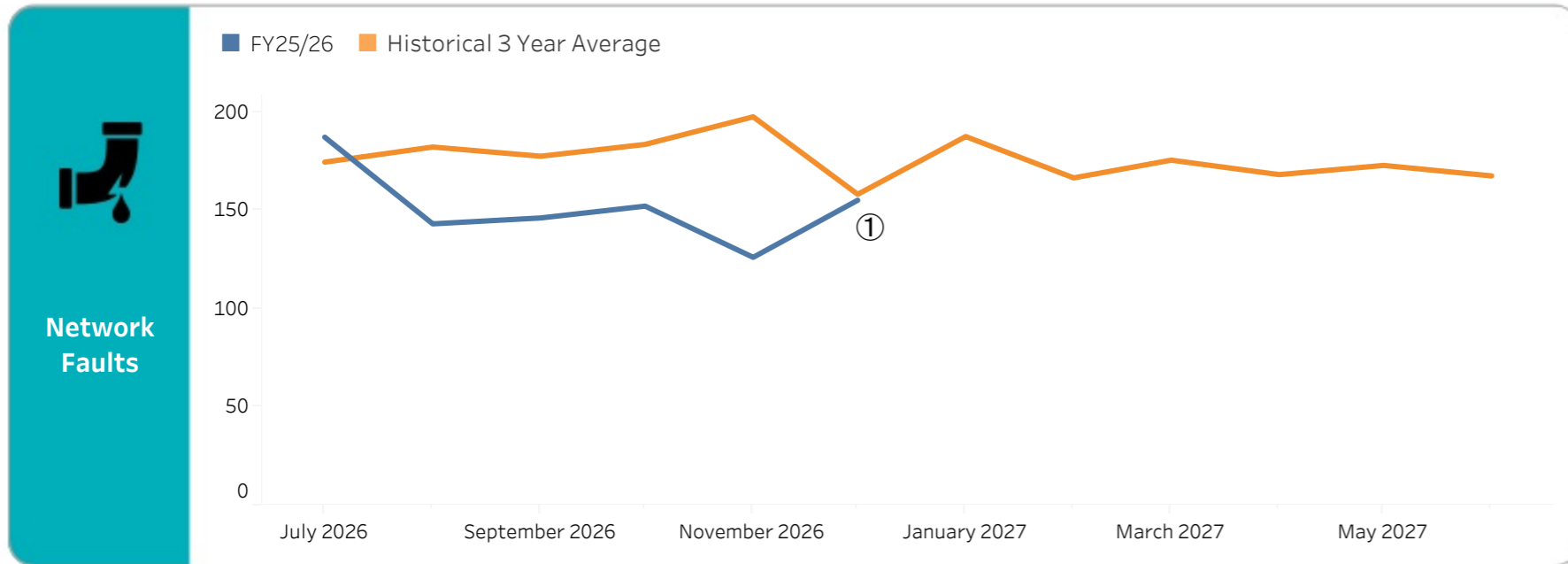
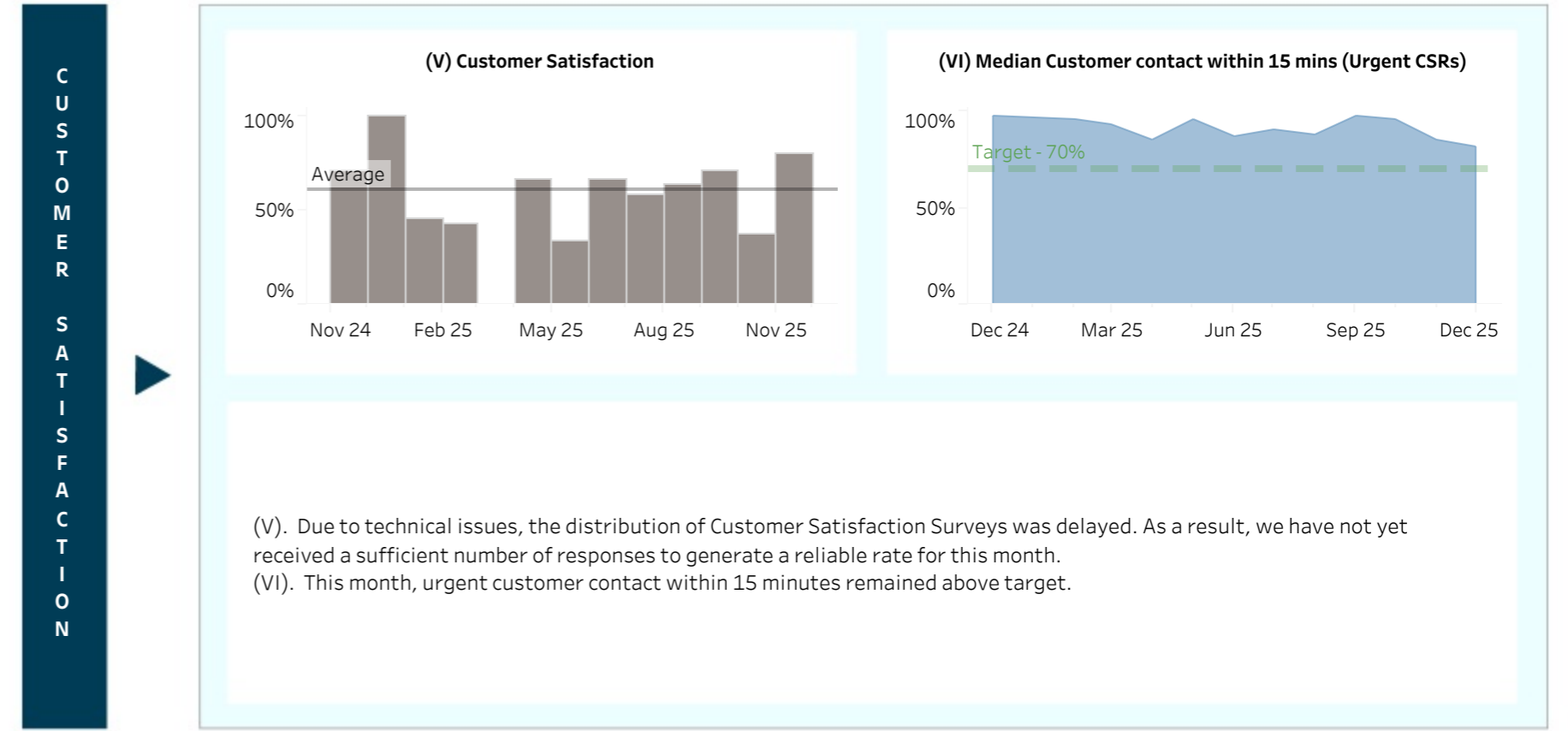
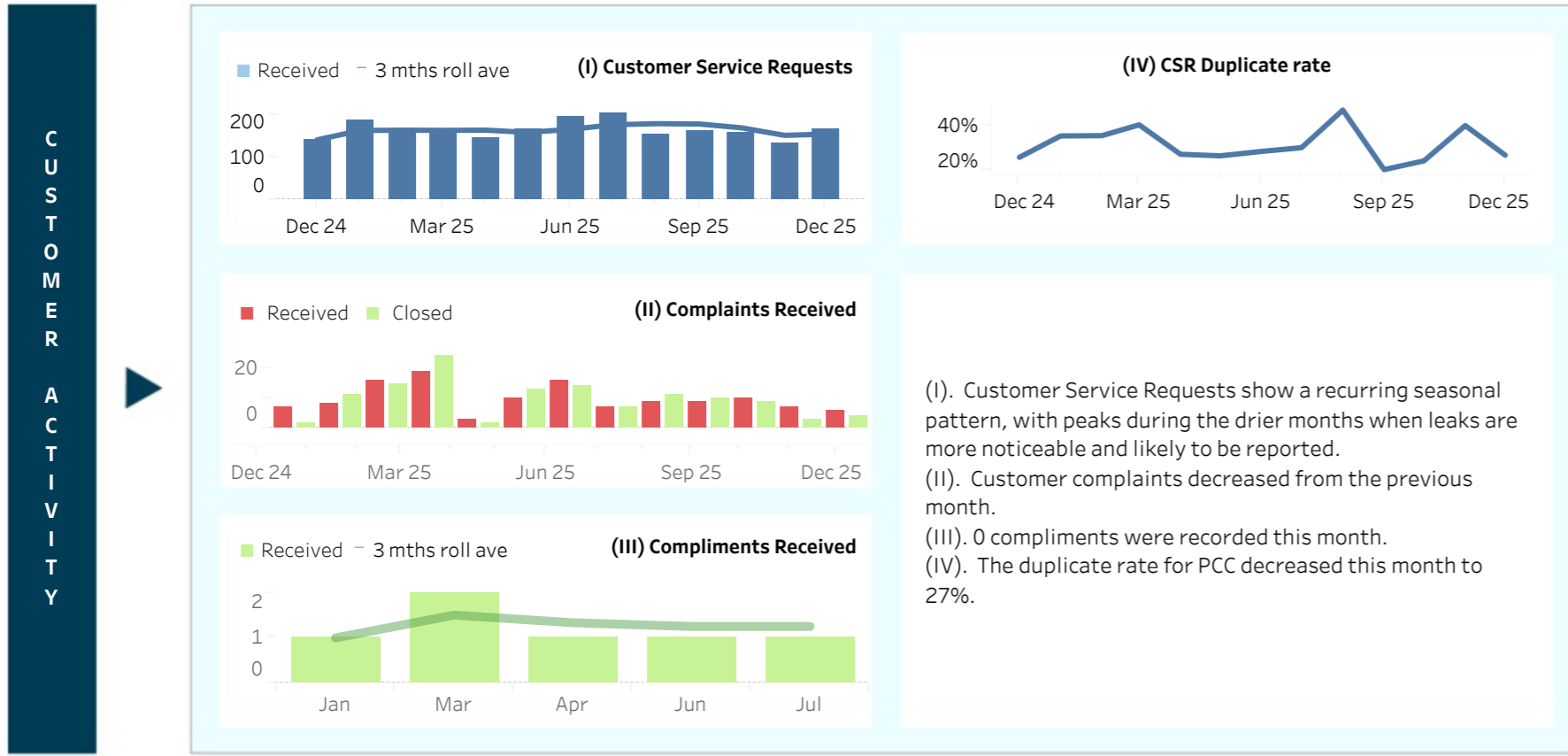
Insights

①. Network Faults reported has decreased for this financial year compared to the historical average for the same period.
②. The number of incidents are unpredictable and can vary significantly from month to month.
③. Attendance times for urgent potable water jobs are within the targeted timeframes, whilst urgent waste water jobs are slightly outside of targeted timeframes.
④. Resolution times for urgent potable and waste water jobs are within the targeted timeframes.



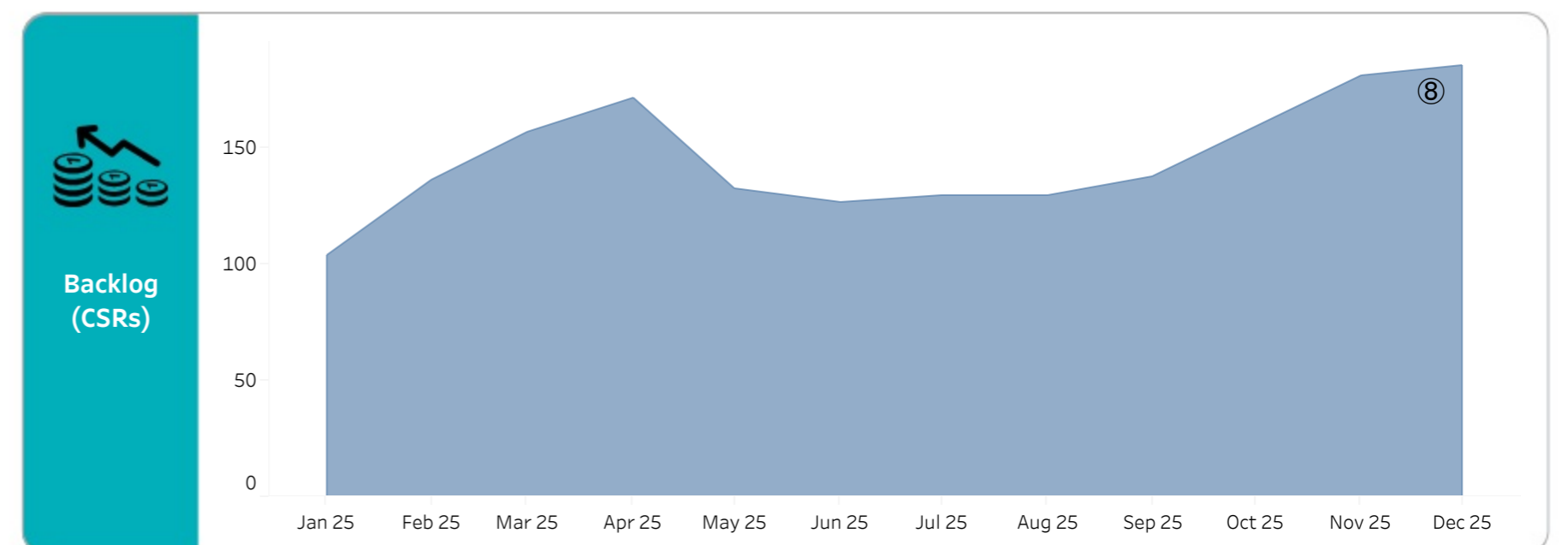
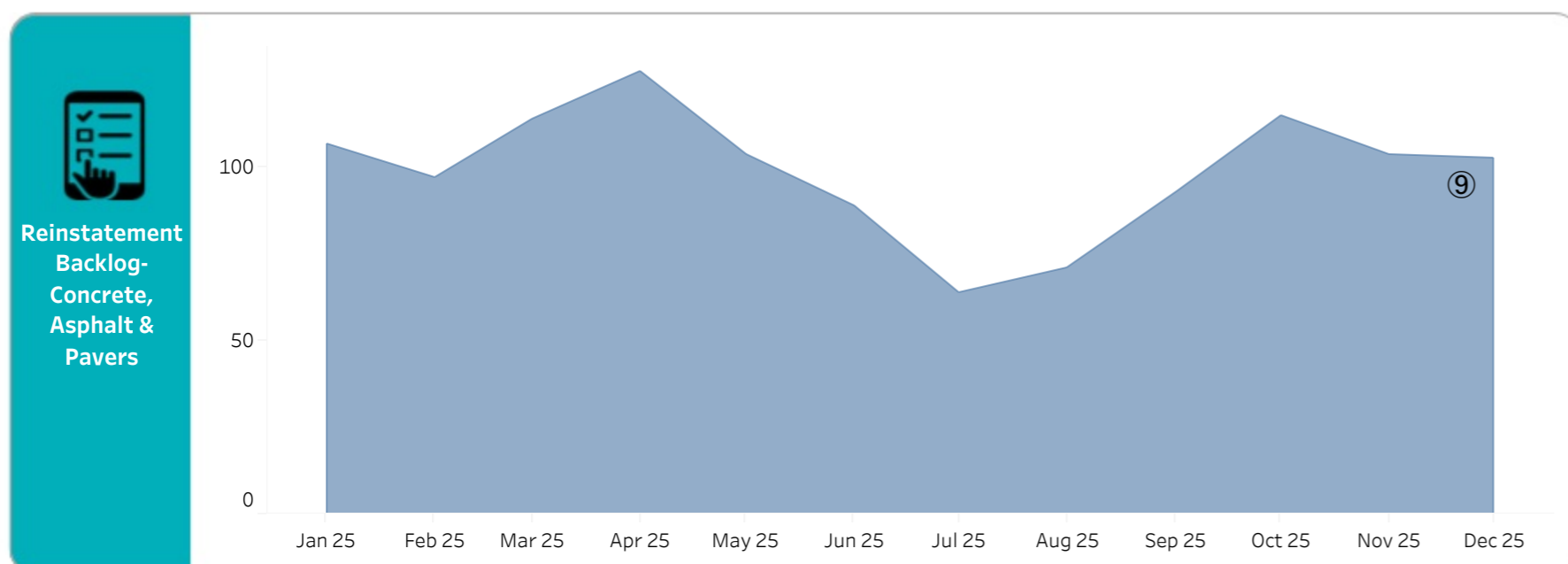
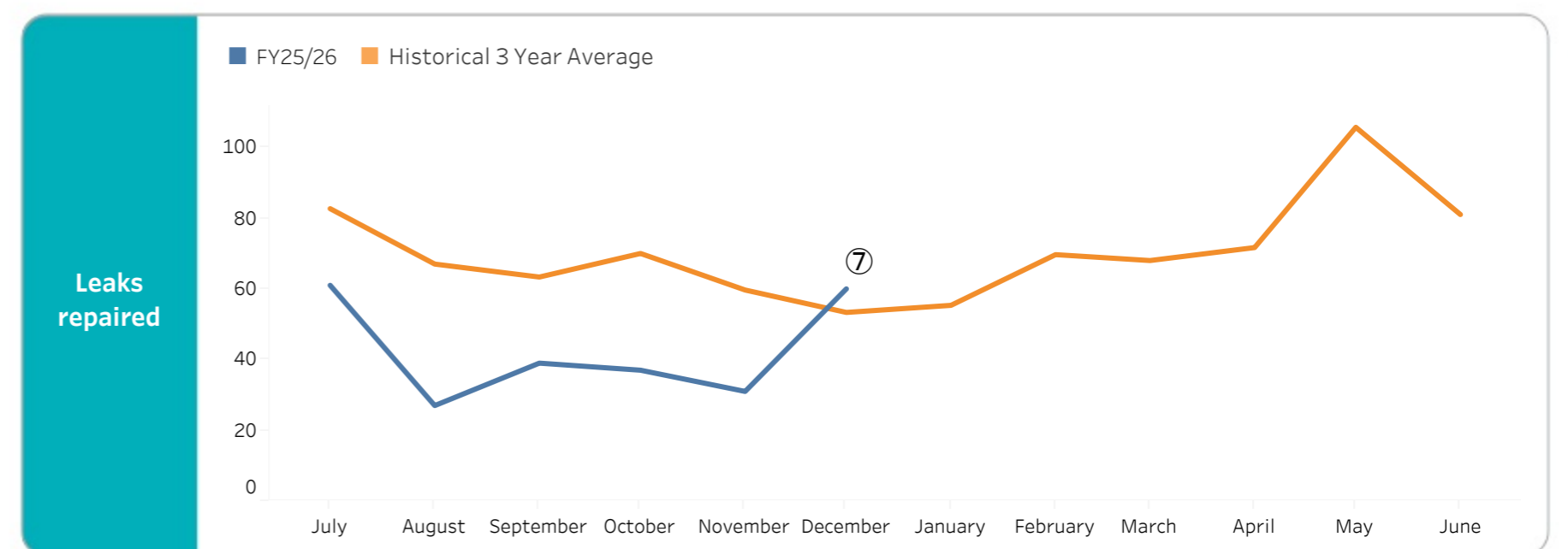
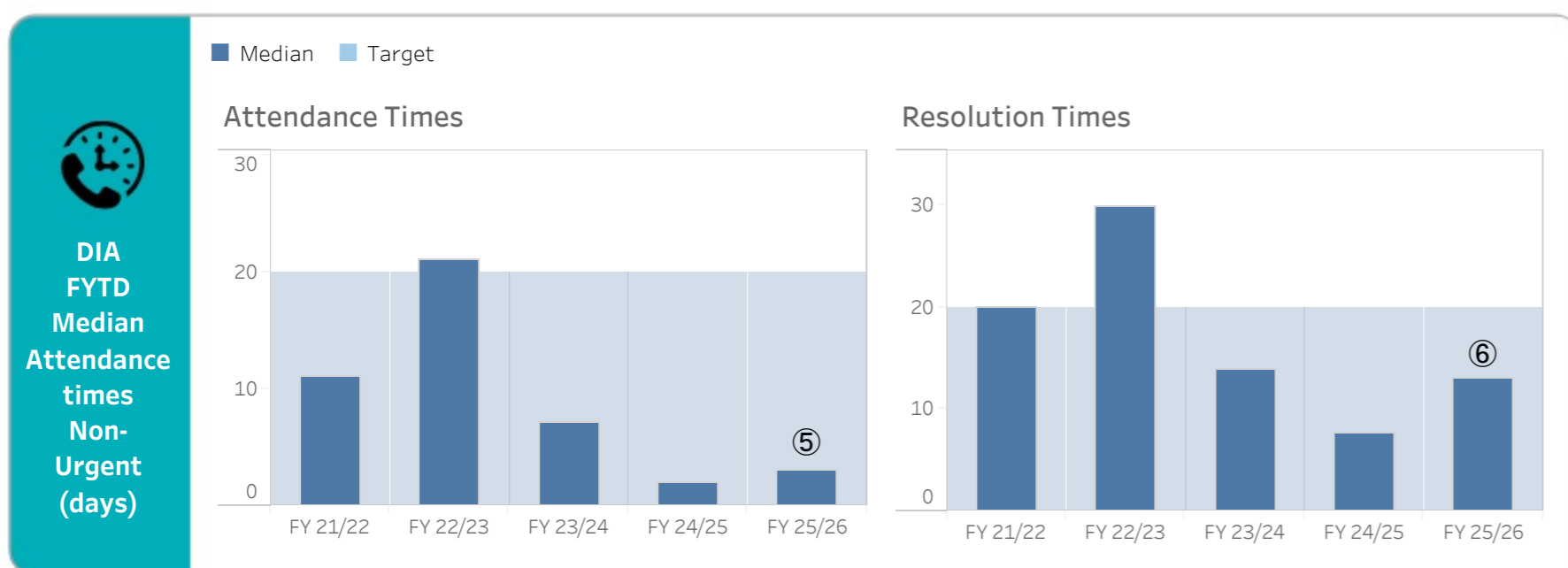
Insights

⑤. Attending non-urgent water jobs remain within targeted timeframes. ⑥. Resolving non-urgent water jobs remain within targeted timeframes.
⑦. Leaks repaired has decreased for this financial year compared to the historical average for the same period.
⑧. The CSR backlog has increased in recent months.
⑨. The reinstatement backlog has decreased in recent months.



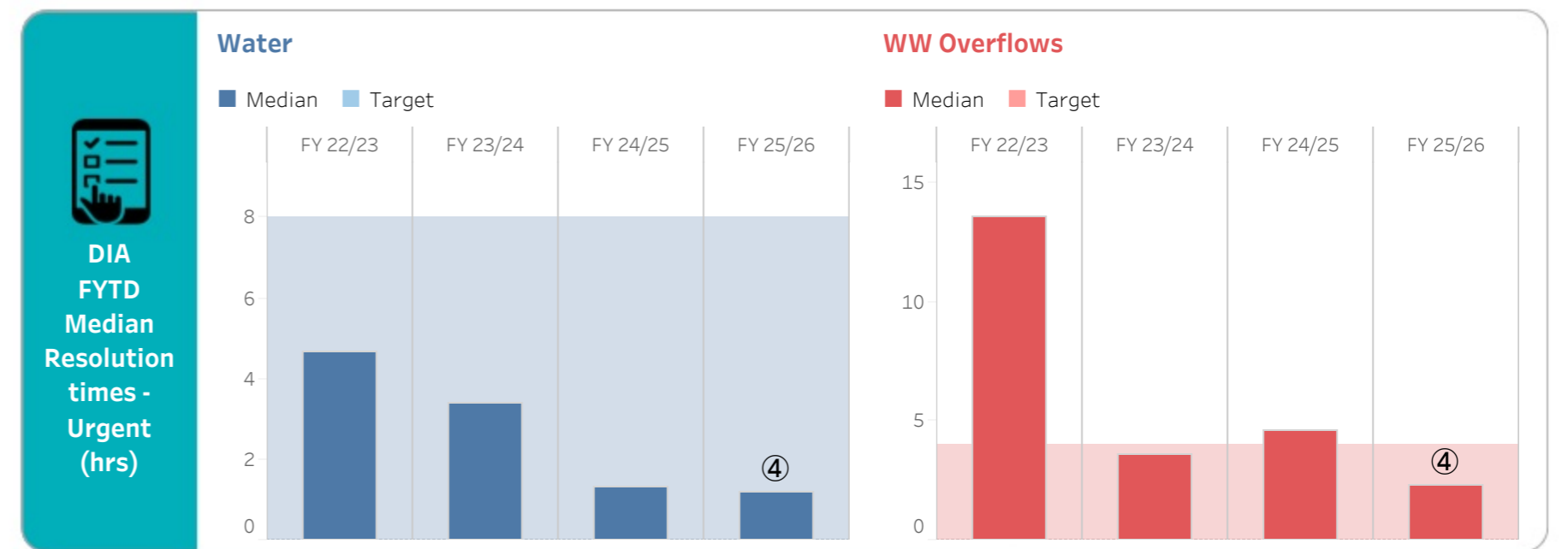
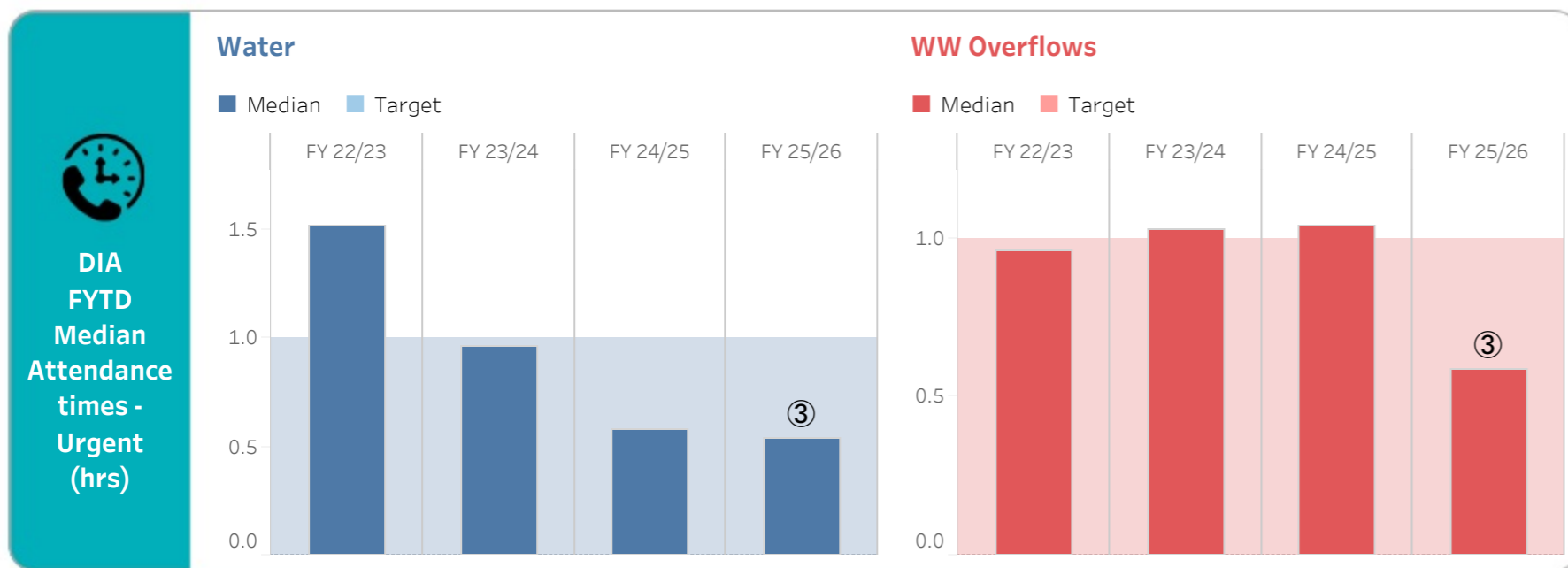
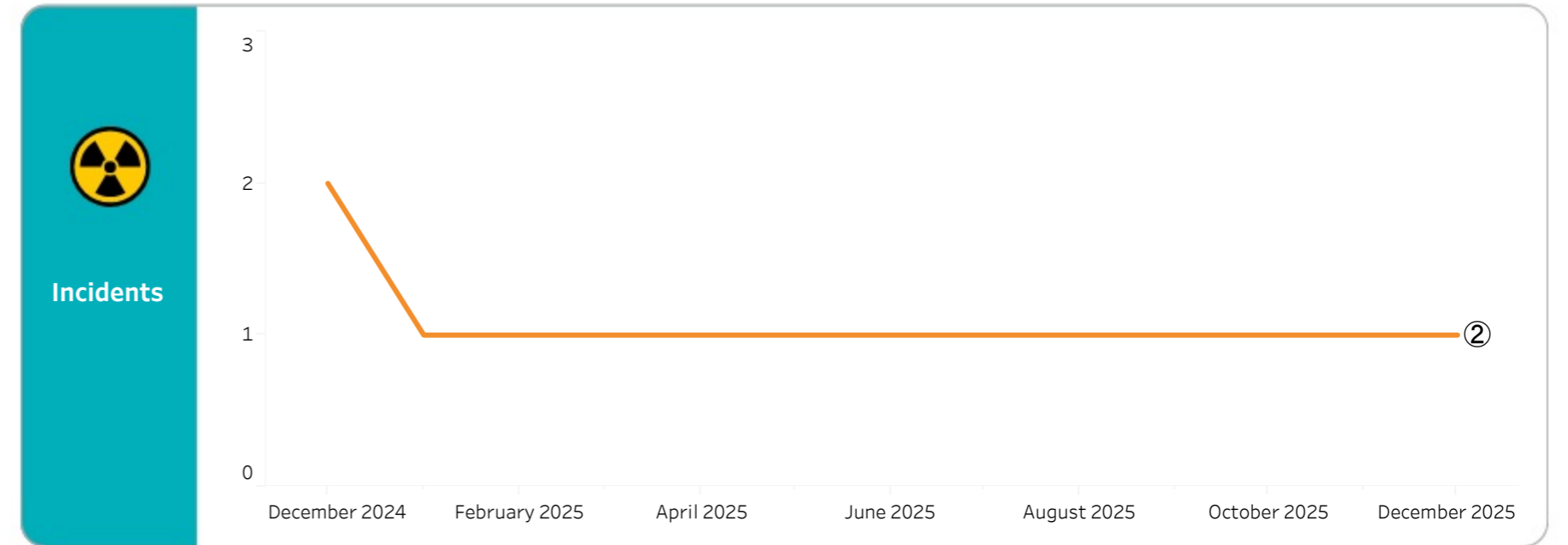
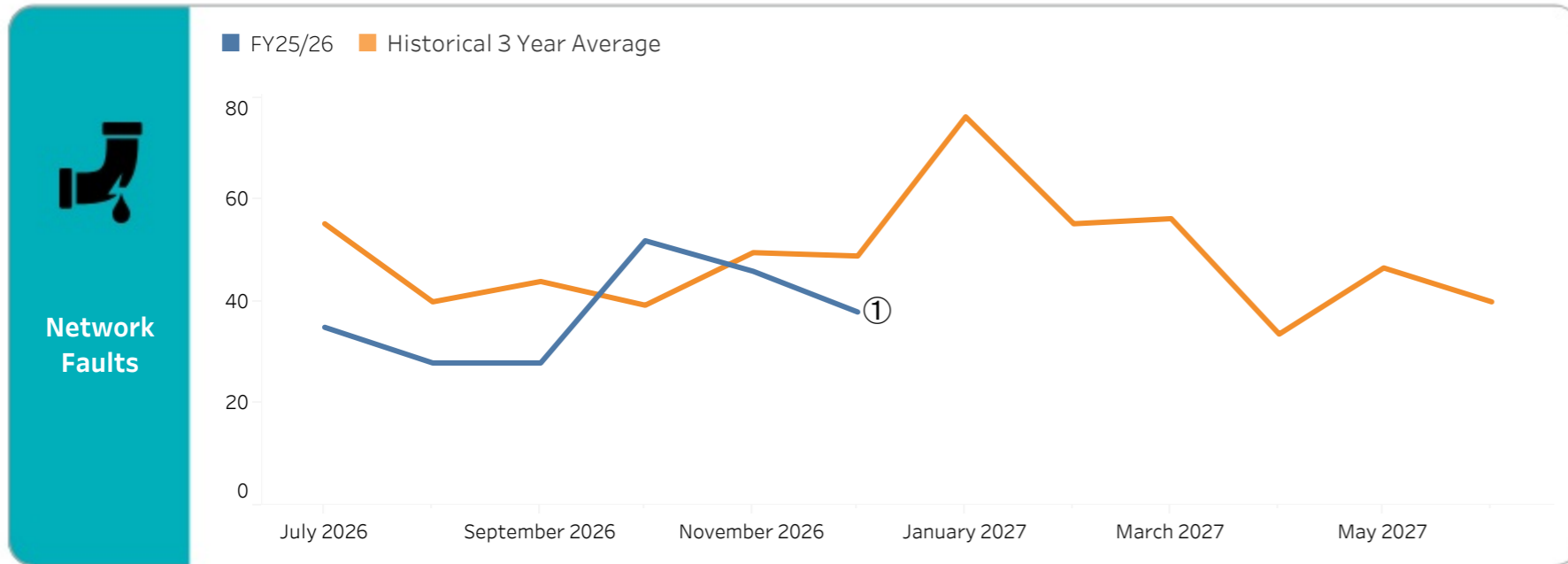
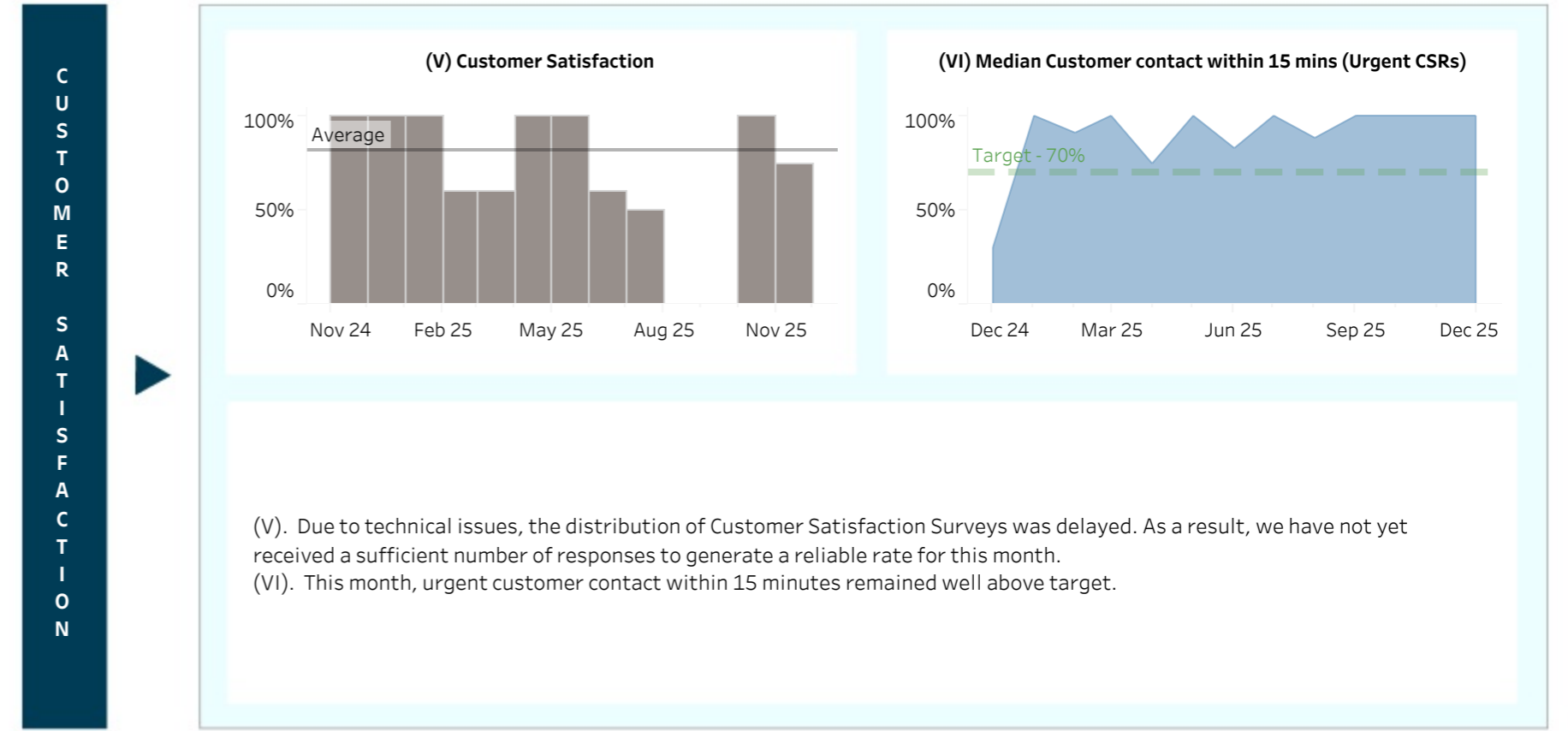
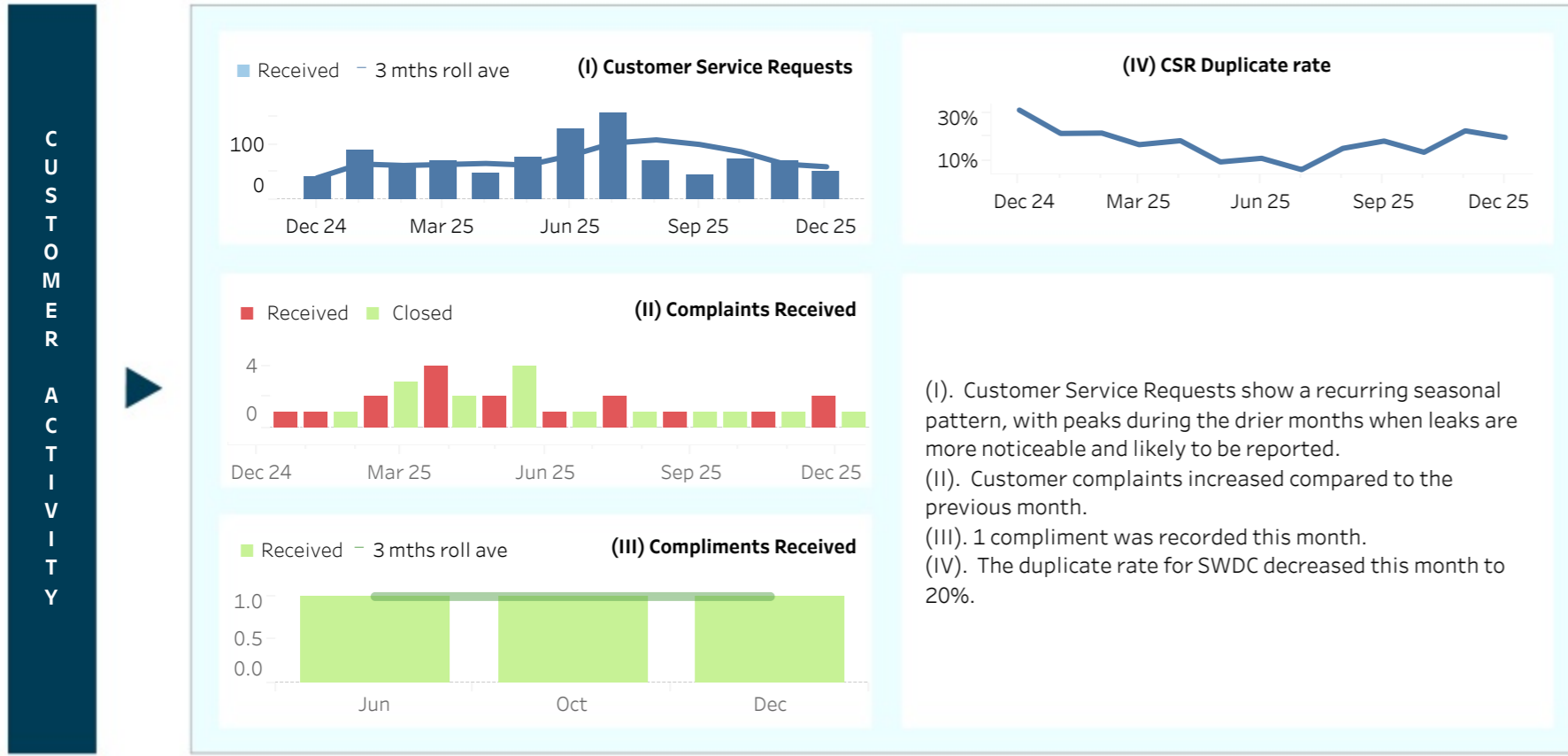
Insights

①. Network Faults reported has decreased this financial year compared to the historical average for the same period.
 ②. The number of incidents are unpredictable and can vary significantly from month to month.
 ③. Attendance times for urgent potable and waste water jobs are within the targeted timeframes.
 ④. Resolution times for urgent potable and waste water jobs are within the targeted timeframes.



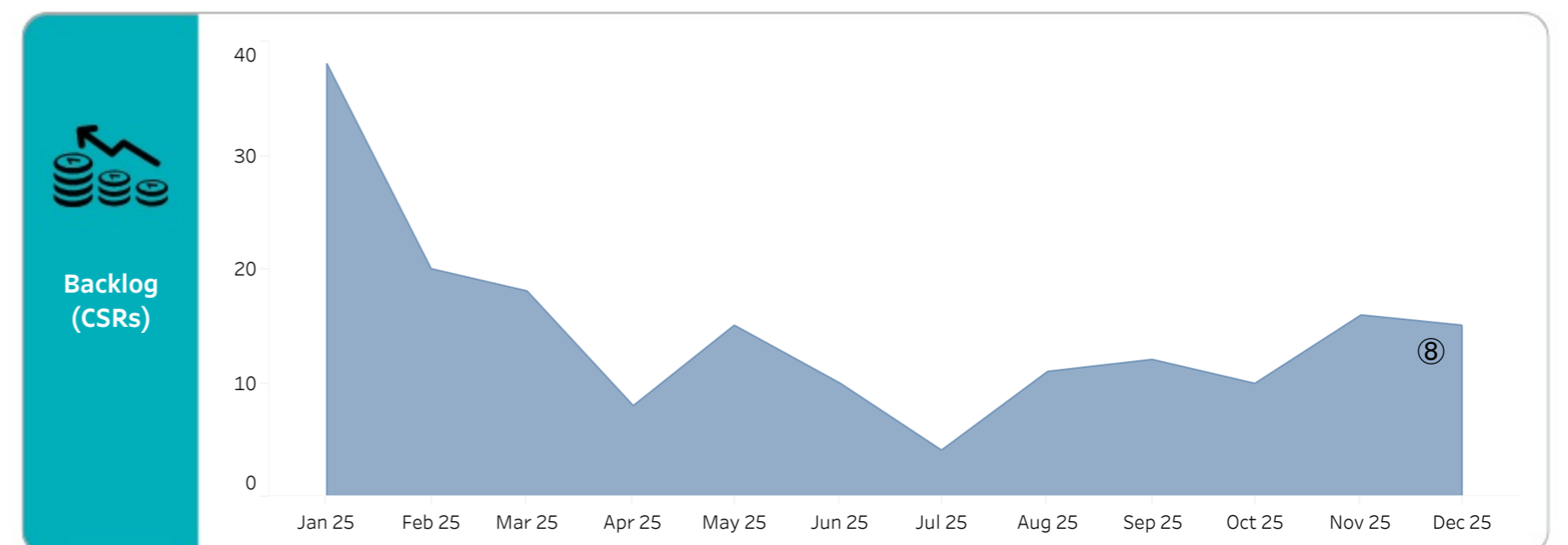
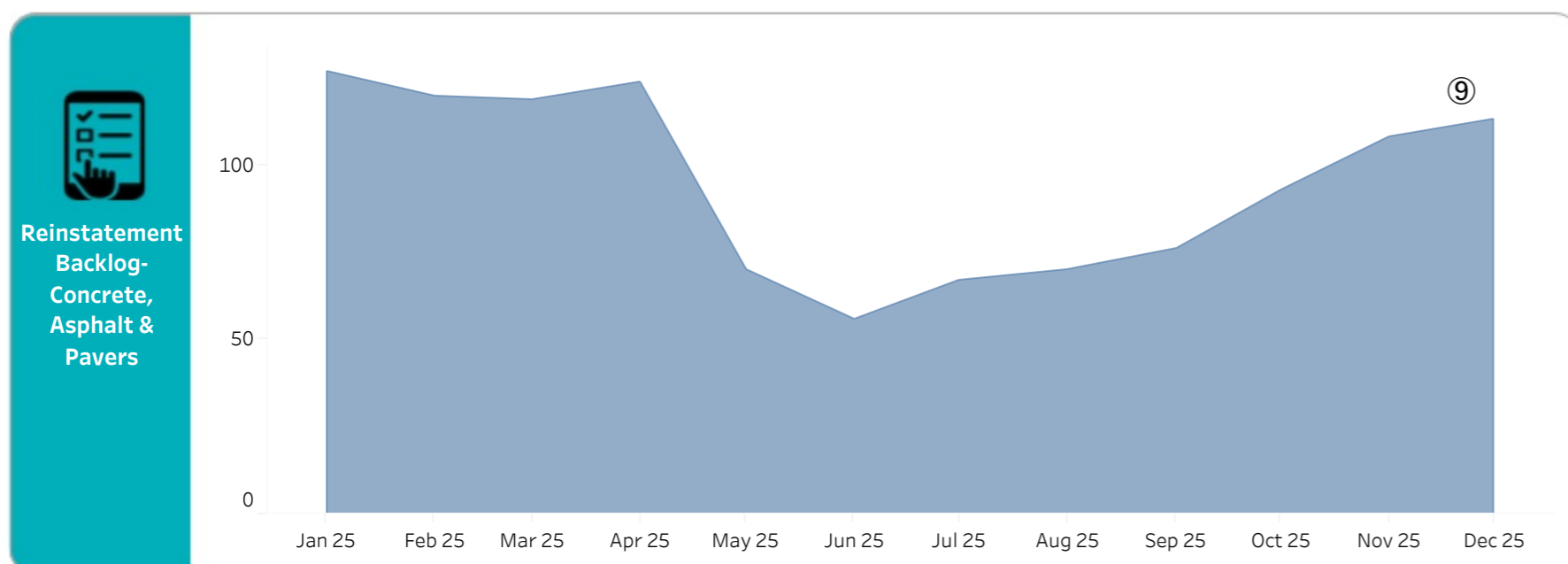
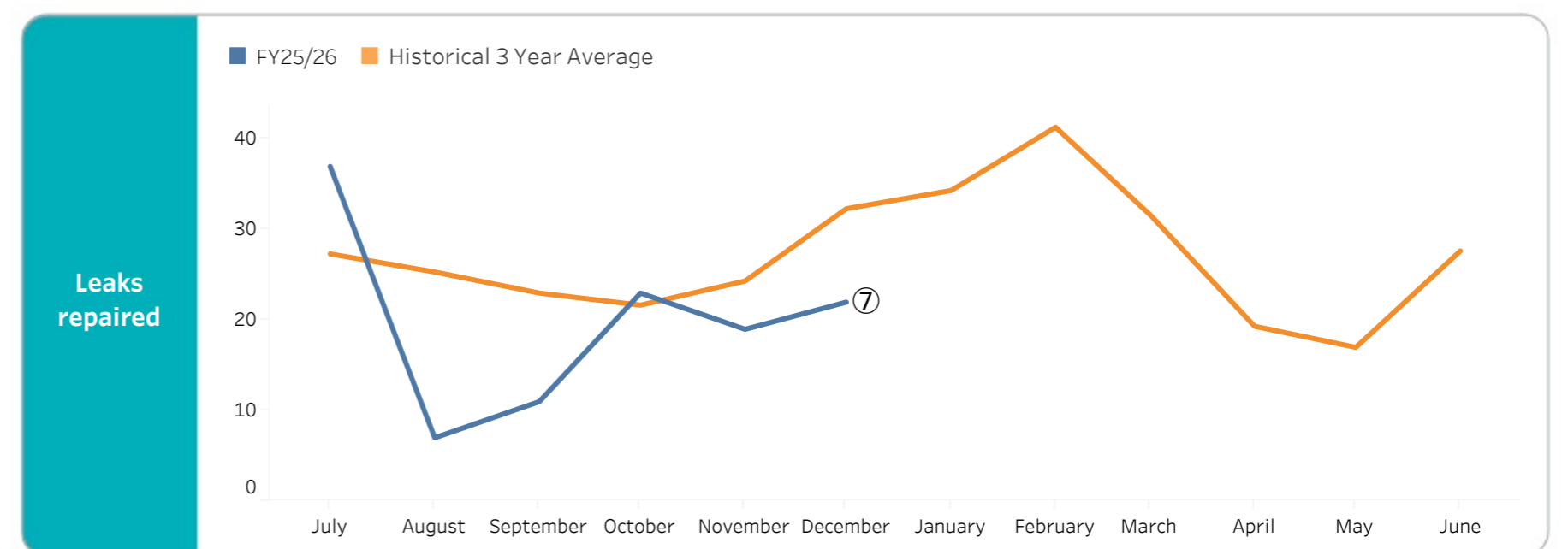
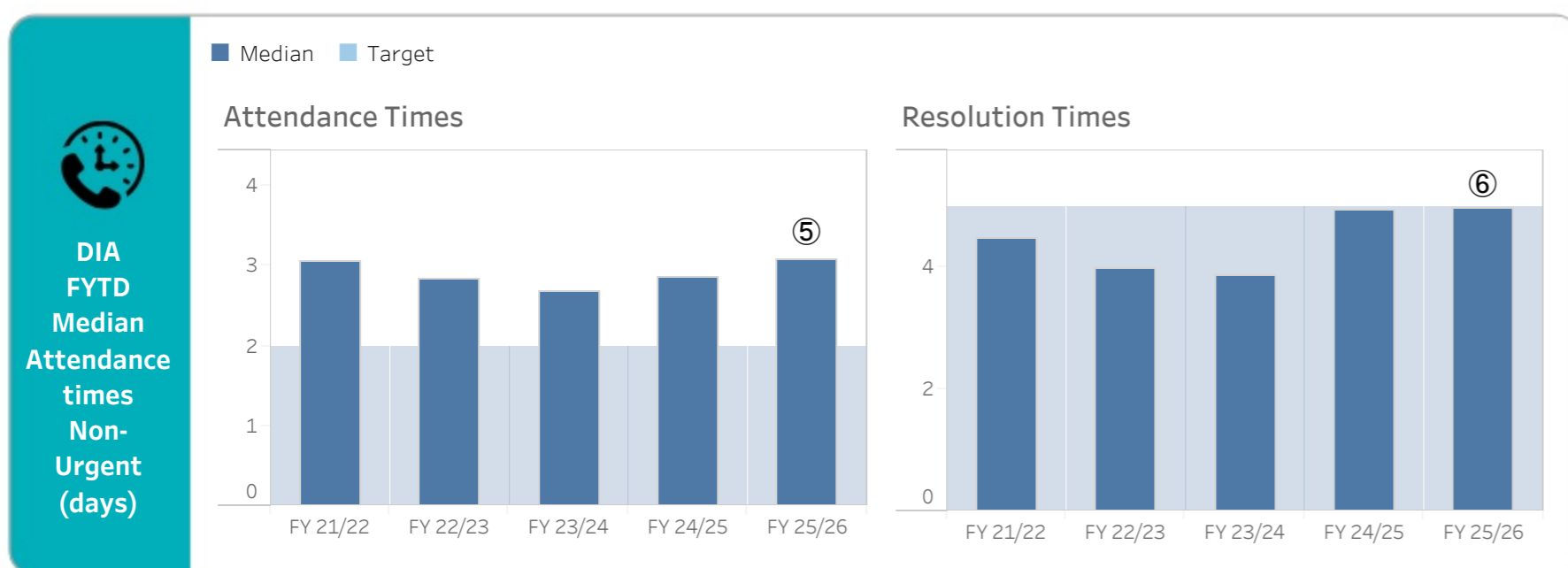
Insights

⑤. Attending non-urgent water jobs remain within targeted timeframes. ⑥. Resolving non-urgent water jobs remain within targeted timeframes.
 ⑦. Leaks repaired has decreased notably this financial year compared to the historical average for the same period.
 ⑧. The CSR backlog has increased in recent months, reaching a 12 month peak.
 ⑨. The reinstatement backlog decreased slightly this month, although maintaining an upward trajectory in the past few months.



Insights

①. Network Faults reported has decreased this financial year compared to the historical average for the same period.
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③. Attendance times for urgent potable and waste water jobs are within the targeted timeframes.
④. Resolution times for urgent potable and waste water jobs are within the targeted timeframes.



Insights

⑤. Attending non-urgent water jobs are outside targeted timeframes. ⑥. Resolving non-urgent water jobs remain within targeted timeframes.
⑦. Leaks repaired has decreased for this financial year compared to the historical average for the same period.
⑧. The CSR backlog has remained stable in recent months, with a slight increase in November.
⑨. The reinstatement backlog has continued to increase in recent months.