



## Operations Report

NETWORK OPERATIONS GROUP

Reporting Date: 4th September 2025

## 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

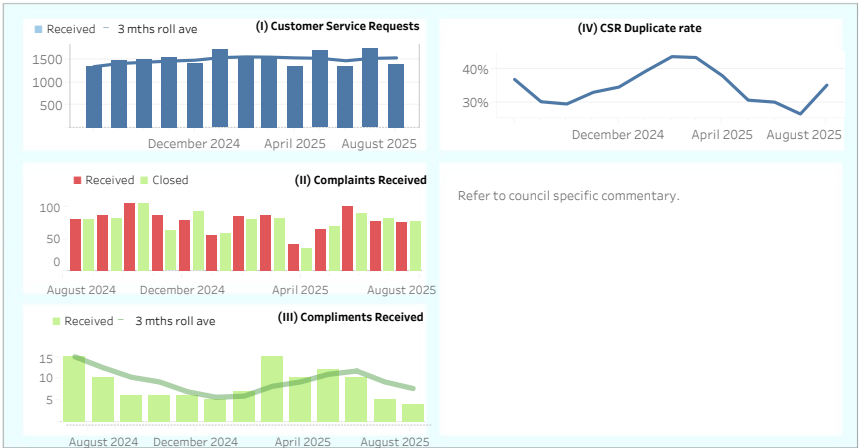
Storm Water

SW

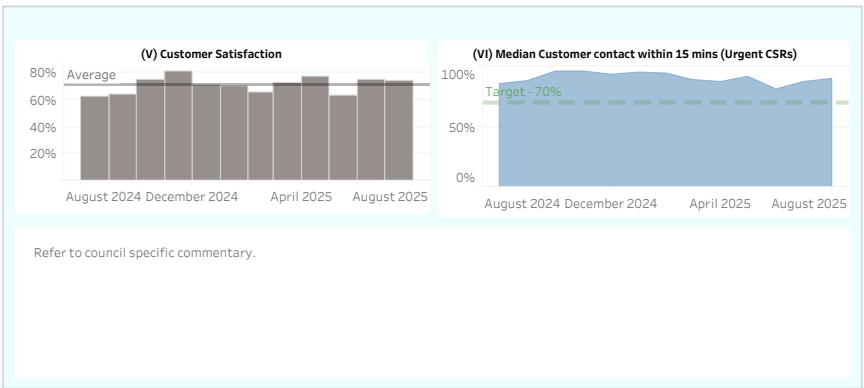
Wastewater

WW

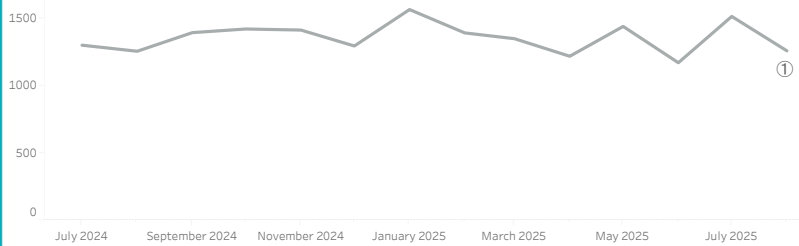
CUSTOMER ACTIVITY



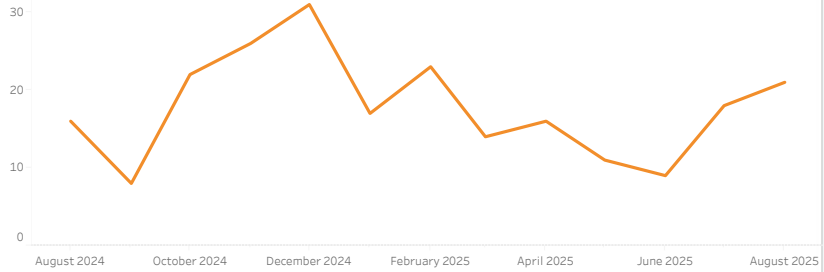
CUSTOMER SATISFACTION



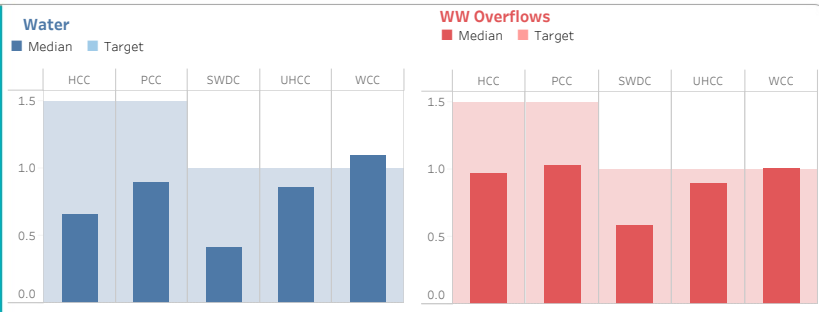
Network Faults



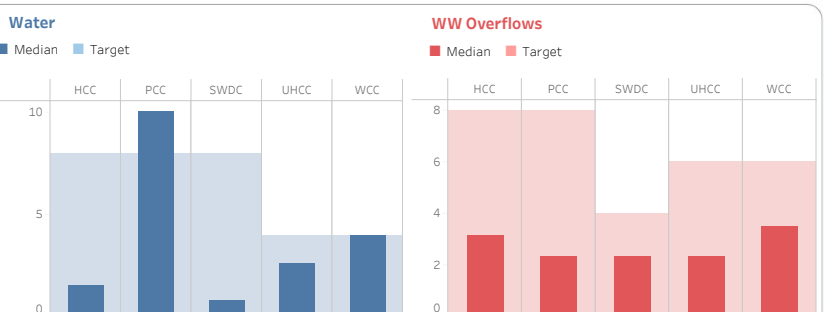
Incidents



DIA  
FYTD  
Median  
Attendance  
times -  
Urgent  
(hrs)



DIA  
FYTD  
Median  
Resolution  
times -  
Urgent  
(hrs)



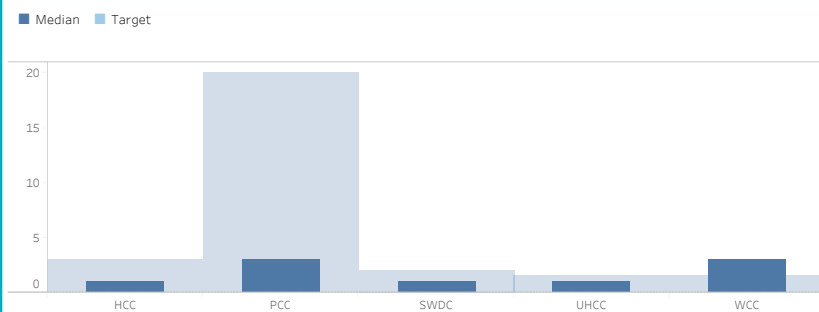
Insights

Refer to council specific commentary.

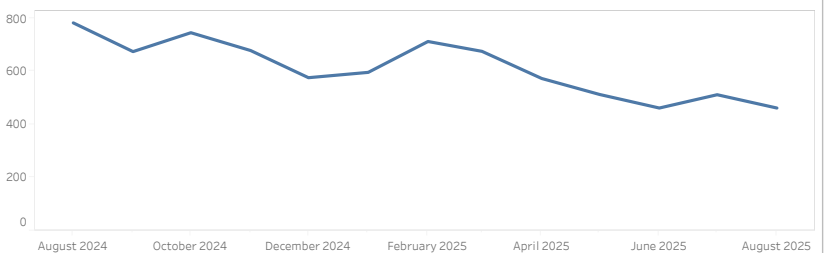
Refer to council specific commentary.



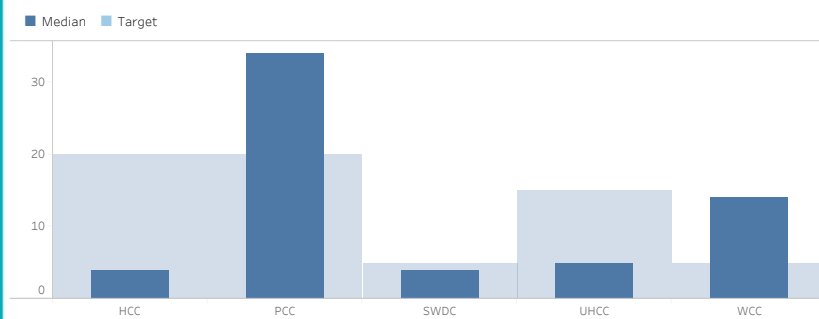
DIA  
FYTD  
Median  
Attendance  
times  
Non-  
Urgent  
(days)



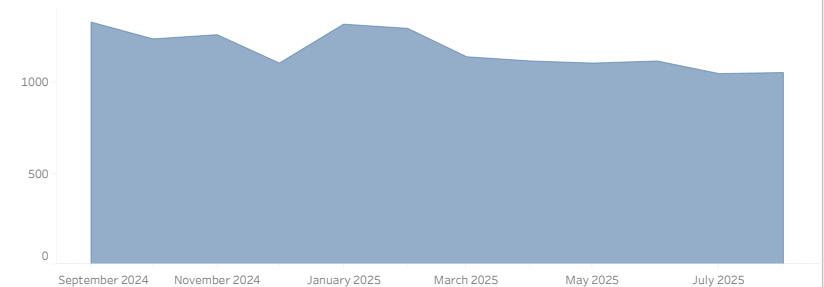
Leaks repaired



DIA  
FYTD  
Median  
Resolution  
times  
Non-  
Urgent  
(days)



Backlog  
(CSRs)



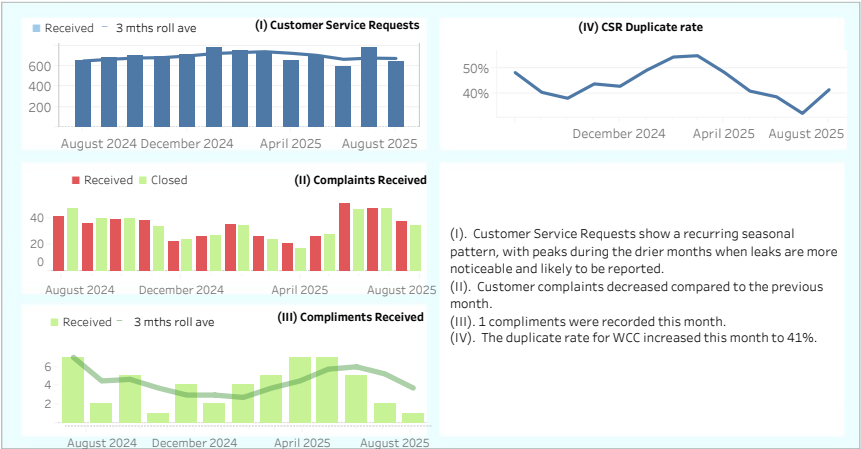
Insights

Refer to council specific commentary.

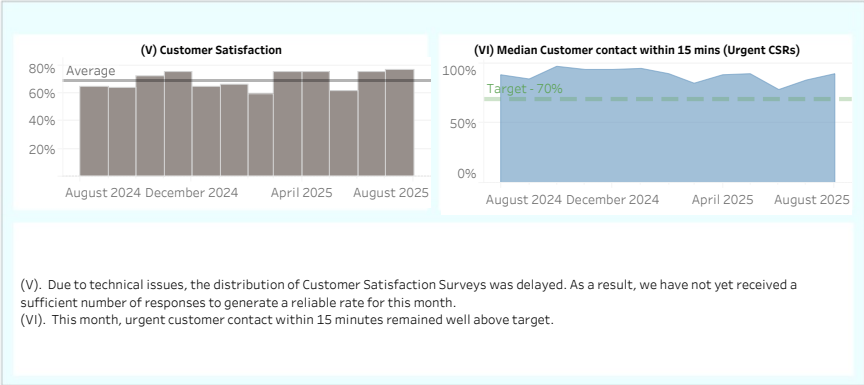
Refer to council specific commentary.

\*Also note that Report provides a snapshot in time. Analysis Date: 17/09/25

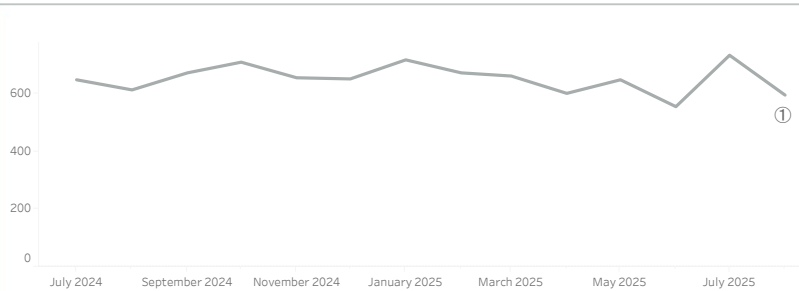
CUSTOMER ACTIVITY



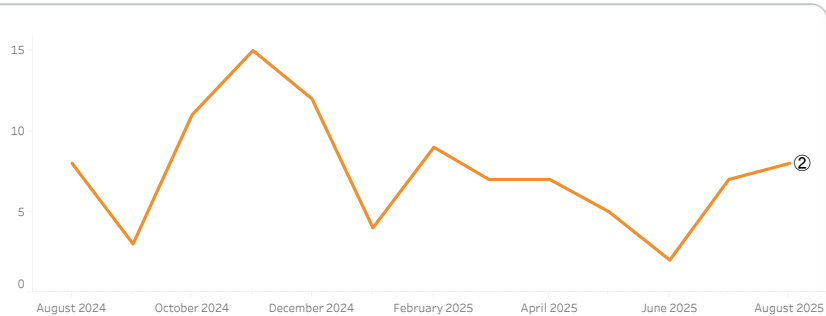
CUSTOMER SATISFACTION



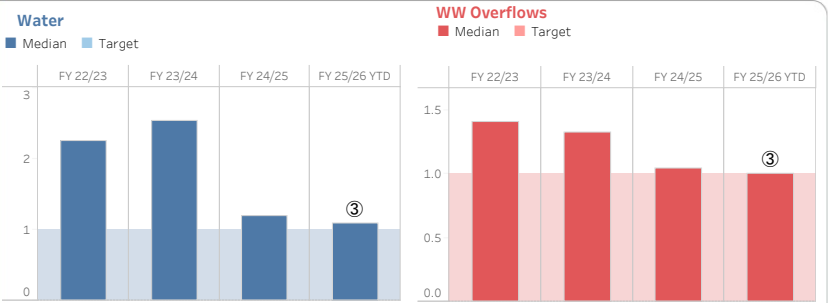
Network Faults



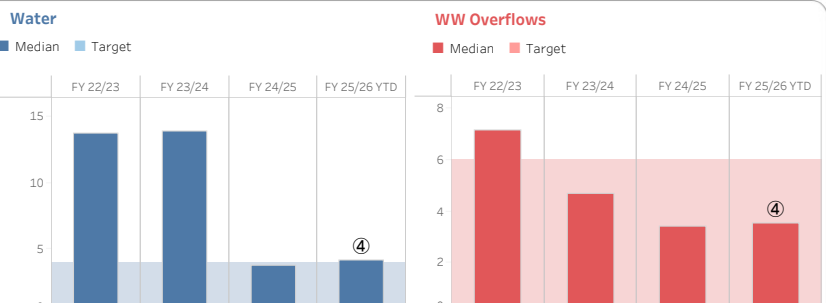
Incidents



DIA FYTD Median Attendance times - Urgent (hrs)



DIA FYTD Median Resolution times - Urgent (hrs)

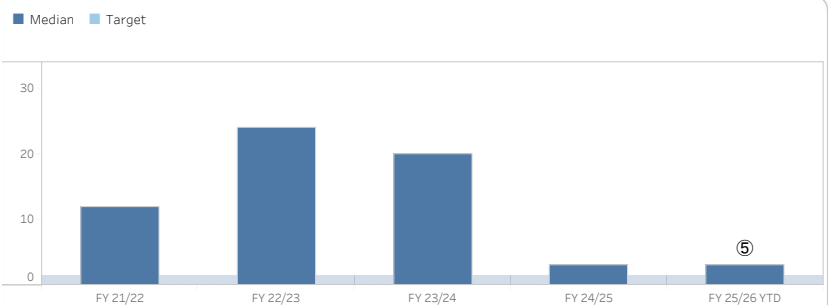


Insights

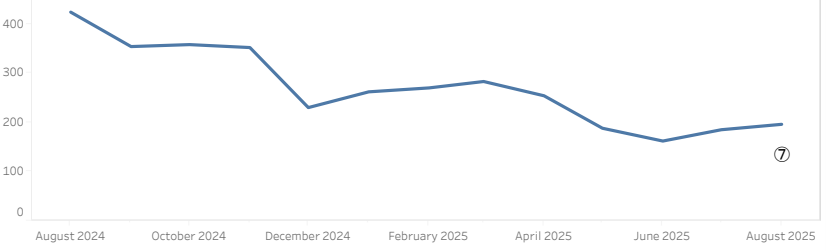
- There has been a recent decrease in reported network faults.
- The number of incidents are unpredictable and can vary significantly from month to month.
- Currently just outside the set target, there has been a notable improvement in attendance times compared to FY23/24. This positive influence is largely attributed to the reduced backlog allowing us to respond quicker.
- Progress in resolving urgent jobs is within the targeted timeframes



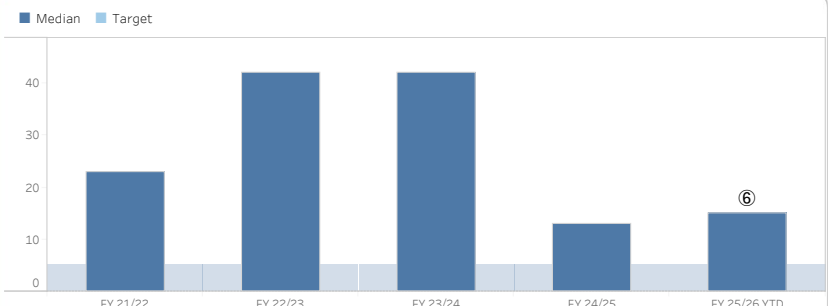
DIA FYTD Median Attendance times Non-Urgent (days)



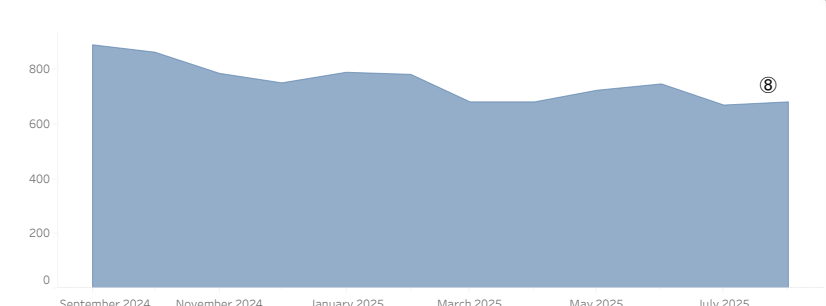
Leaks repaired



DIA FYTD Median Resolution times Non-Urgent (days)



Backlog (CSRs)

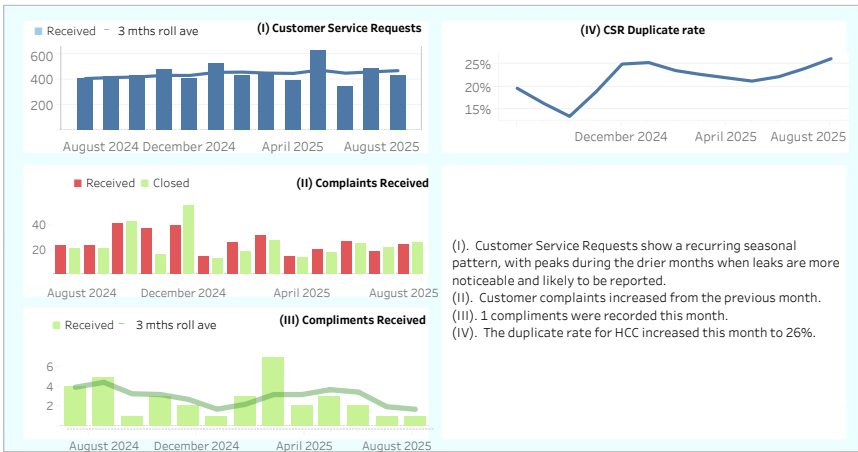


Insights

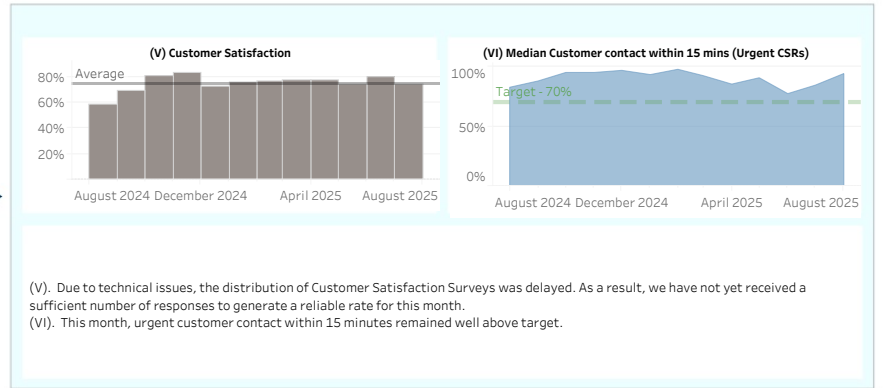
- Despite not meeting the target for Non Urgent jobs, we are now seeing a stabilisation in attendance times.
- Despite not meeting the target for Non Urgent jobs, we are now seeing an overall upwards trend in resolution times.
- There has been a slight increase in leaks repaired over the past two months.
- The backlog has remained stable in recent months.

\*Also note that Report provides a snapshot in time. Analysis Date: 08/09/25

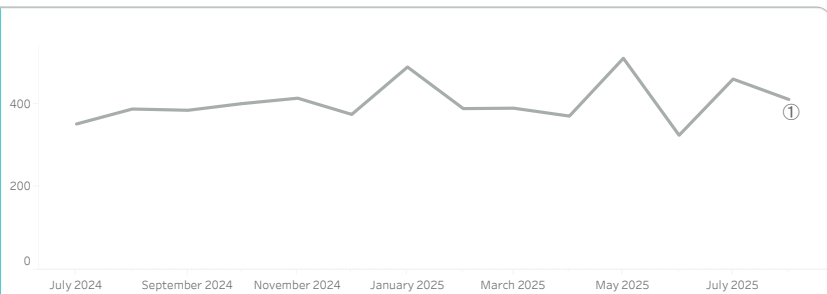
CUSTOMER ACTIVITY



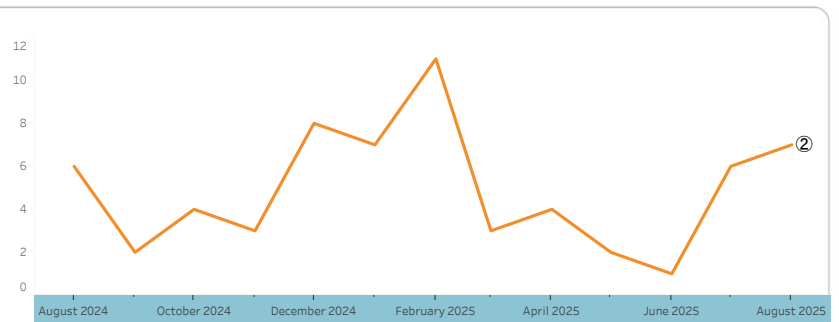
CUSTOMER SATISFACTION



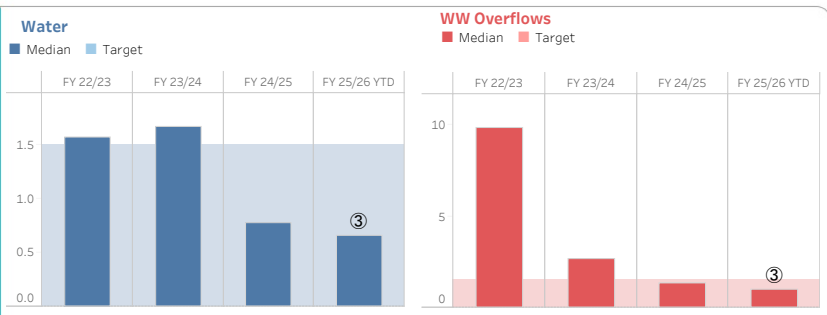
Network Faults



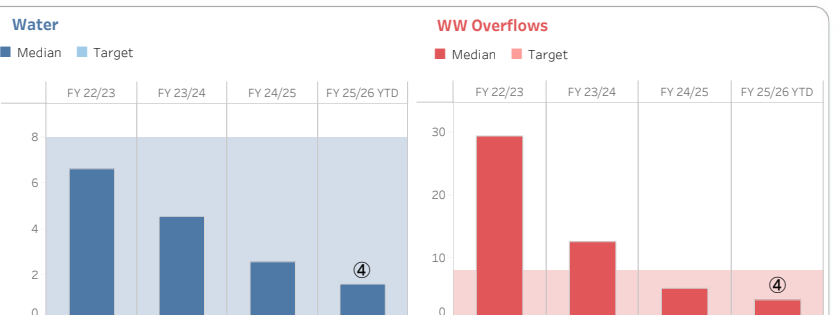
Incidents



DIA  
FYTD  
Median  
Attendance  
times -  
Urgent  
(hrs)



DIA  
FYTD  
Median  
Resolution  
times -  
Urgent  
(hrs)

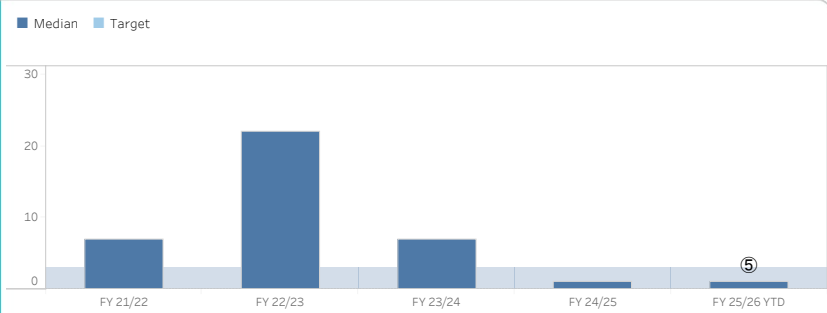


Insights

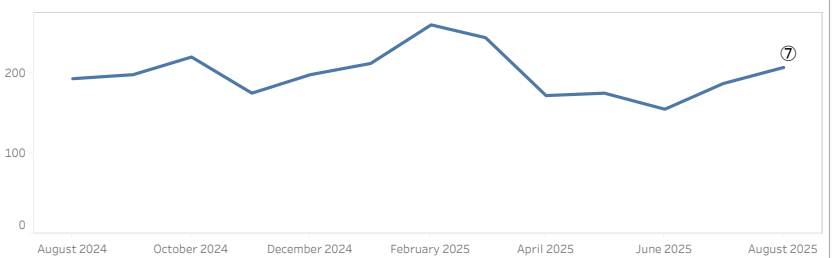
- ①. There has been a recent decrease in reported network faults.  
②. The number of incidents are unpredictable and can vary significantly from month to month.  
③. Attendance within SLAs for urgent jobs is within the targeted timeframes.  
④. Progress in resolving urgent jobs is within the targeted timeframes



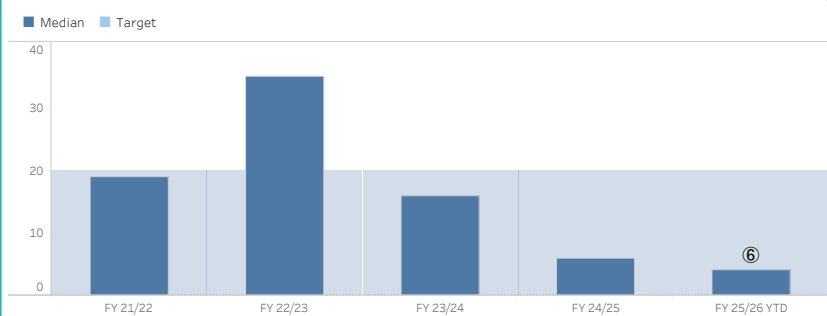
DIA  
FYTD  
Median  
Attendance  
times  
Non-  
Urgent  
(days)



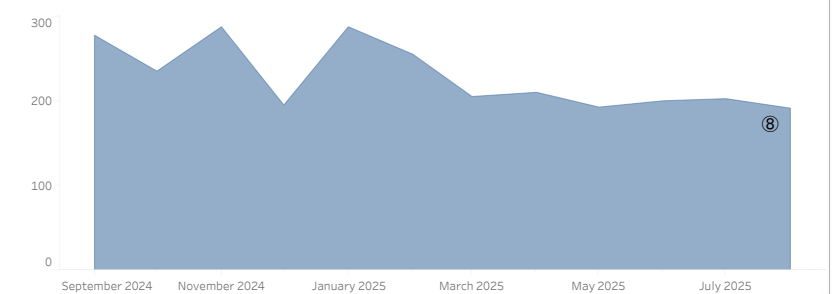
Leaks repaired



DIA  
FYTD  
Median  
Resolution  
times  
Non-  
Urgent  
(days)



Backlog (CSRs)

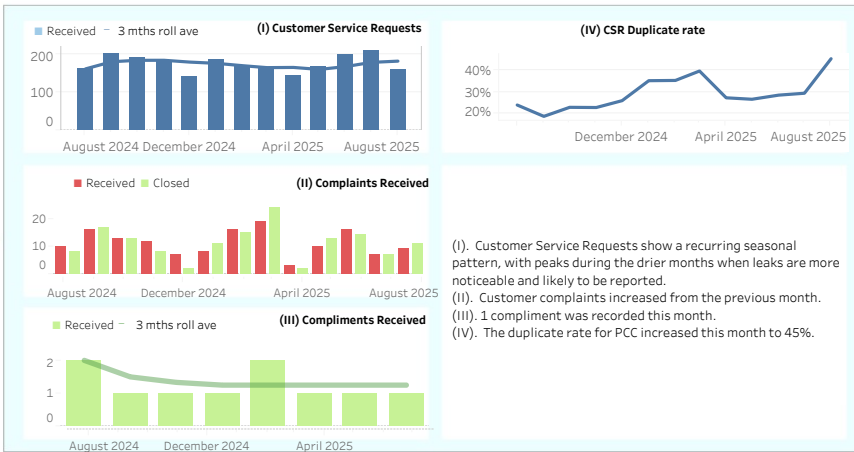


Insights

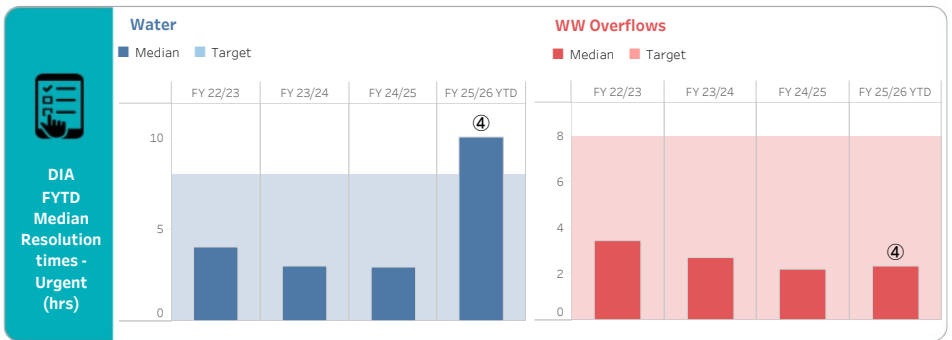
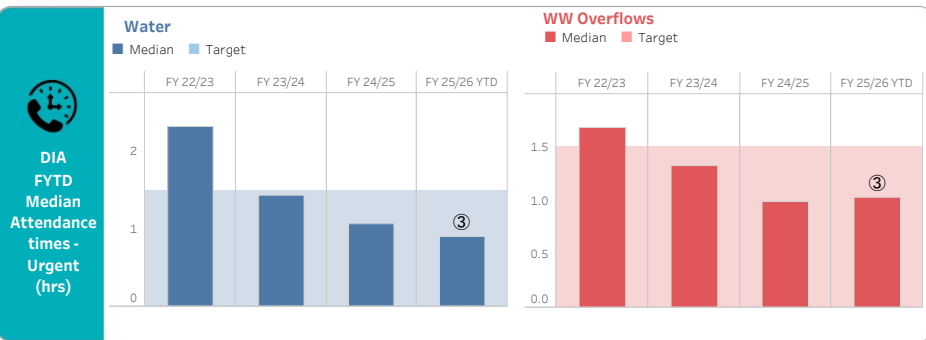
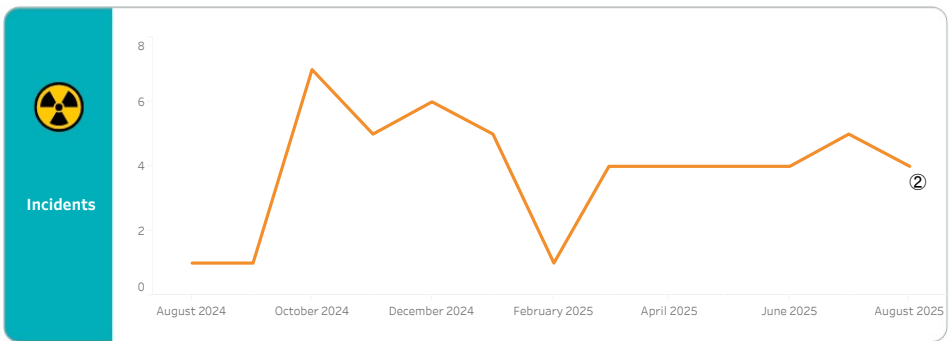
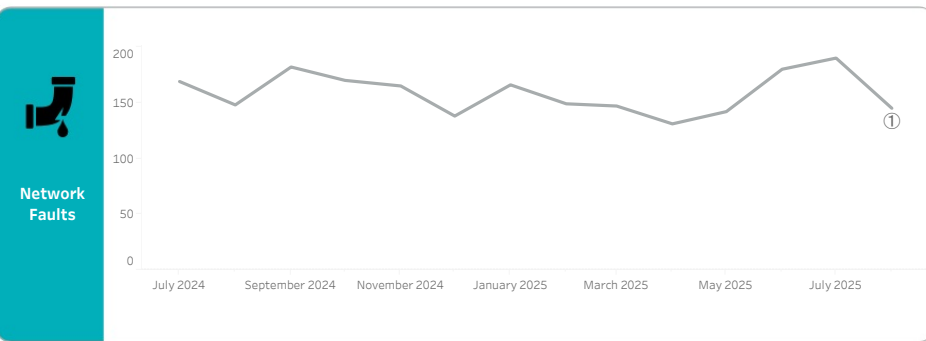
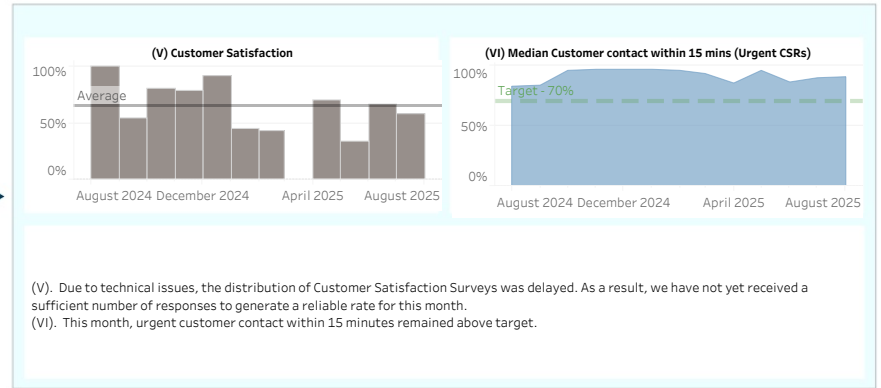
- ⑤. Progress in attending to non-urgent water jobs is within the targeted timeframes.  
⑥. Progress in resolving non-urgent water jobs is within the targeted timeframes.  
⑦. There has been a slight increase in the number of leaks repaired over the past two months.  
⑧. The backlog has stabilised over the past six months.

\*Also note that Report provides a snapshot in time. Analysis Date: 08/09/25

CUSTOMER ACTIVITY

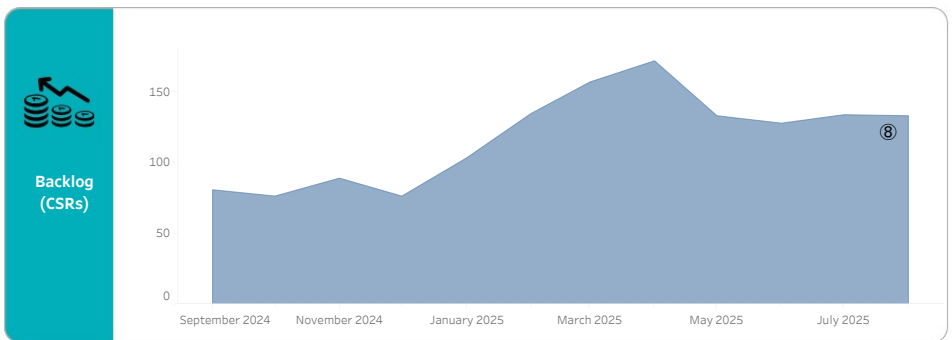
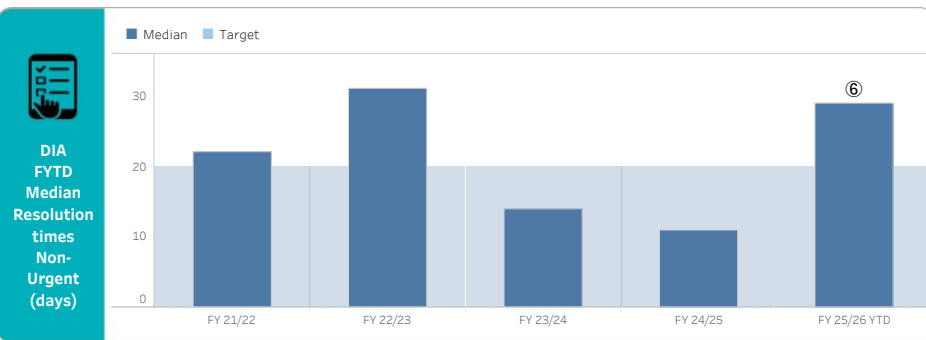
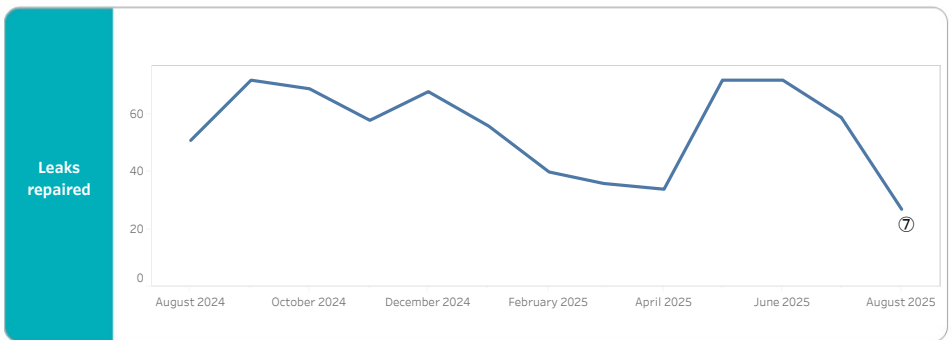
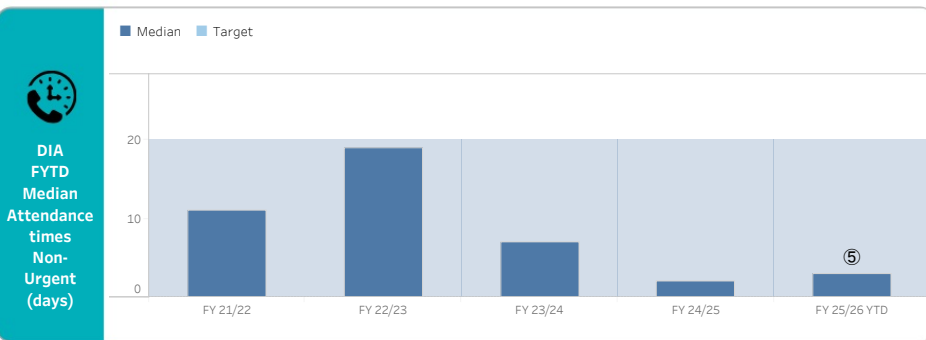


CUSTOMER SATISFACTION



**Insights**

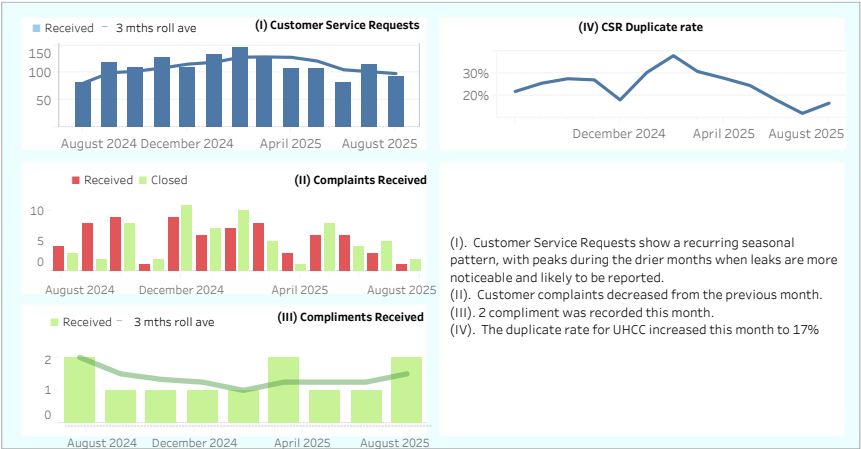
①. There has been a recent decrease in reported network faults.  
②. The number of incidents are unpredictable and can vary significantly from month to month.  
③. Attendance within SLAs for urgent jobs is within the targeted timeframes.  
④. Progress in resolving urgent jobs is within the targeted timeframes for wastewater; however, it is outside the target for potable water.



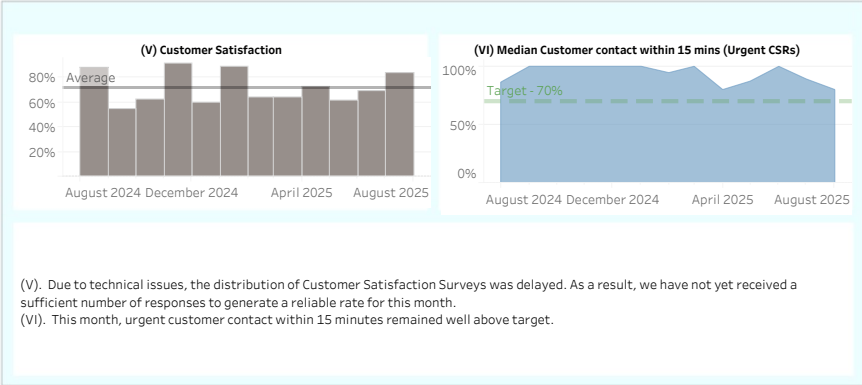
**Insights**

⑤. Progress in attending to non-urgent water jobs is within the targeted timeframes.  
⑥. Progress in resolving non-urgent water jobs is outside the targeted timeframes.  
⑦. There has been a large decrease in leaks repaired over the past two months.  
⑧. The backlog has stabilised over the past four months.

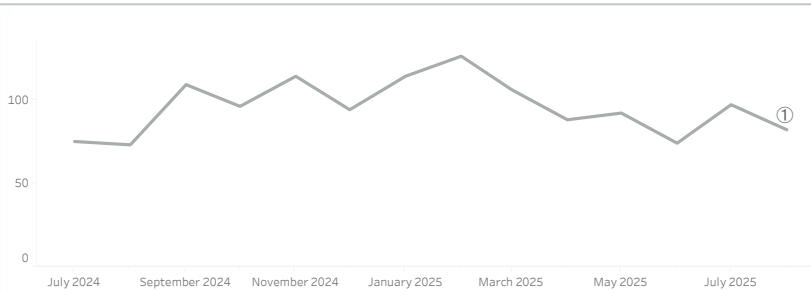
CUSTOMER ACTIVITY



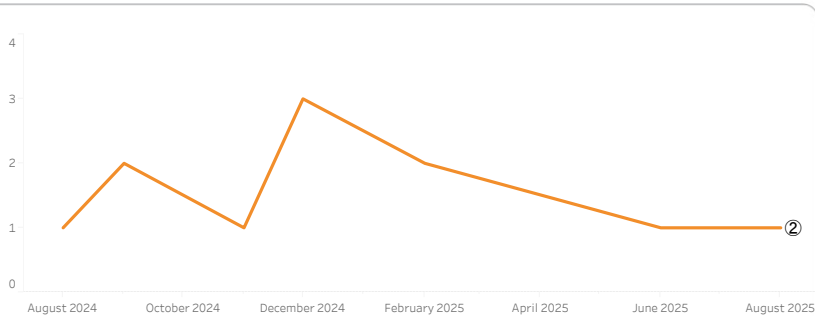
CUSTOMER SATISFACTION



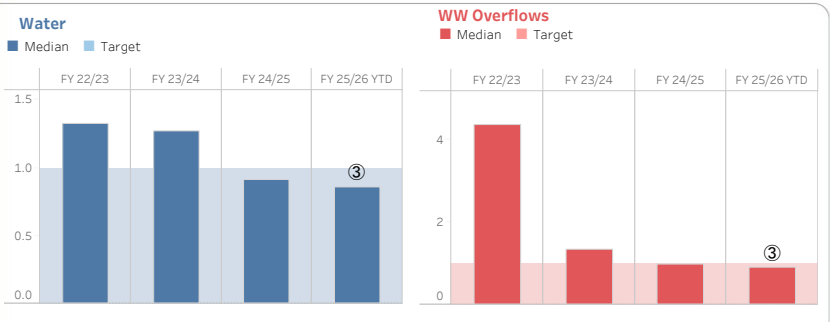
Network Faults



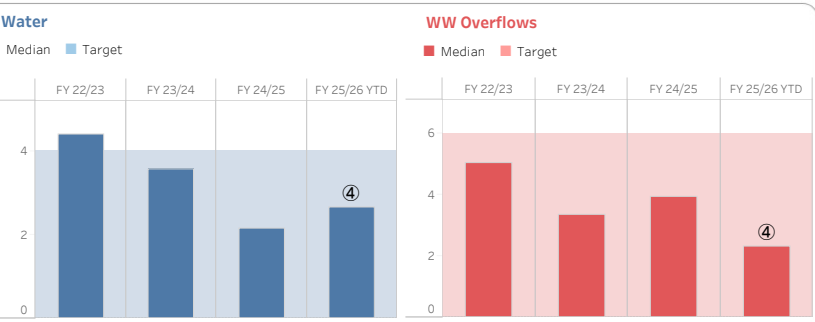
Incidents



DIA FYTD Median Attendance times - Urgent (hrs)



DIA FYTD Median Resolution times - Urgent (hrs)

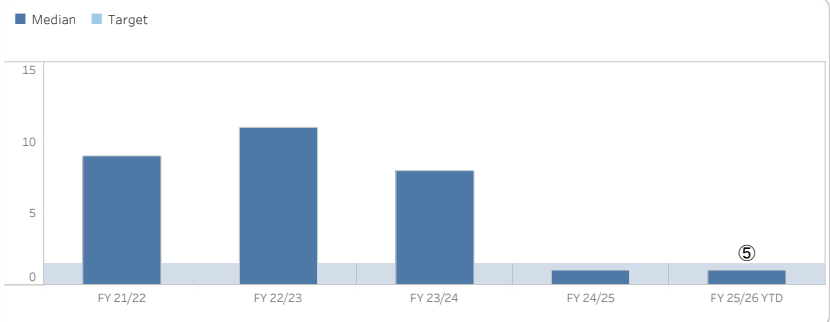


Insights

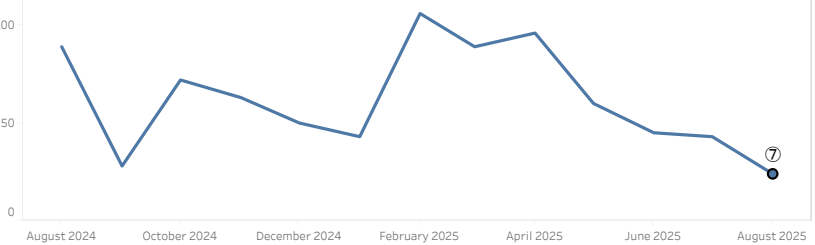
- There has been a recent decrease in reported network faults.
- The number of incidents are unpredictable and can vary significantly from month to month.
- Attendance within SLAs for urgent jobs is within the targeted timeframes.
- Progress in resolving urgent jobs is within the targeted timeframes



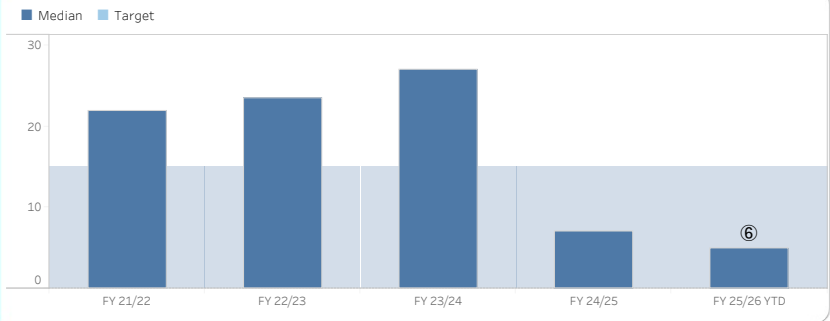
DIA FYTD Median Attendance times Non-Urgent (days)



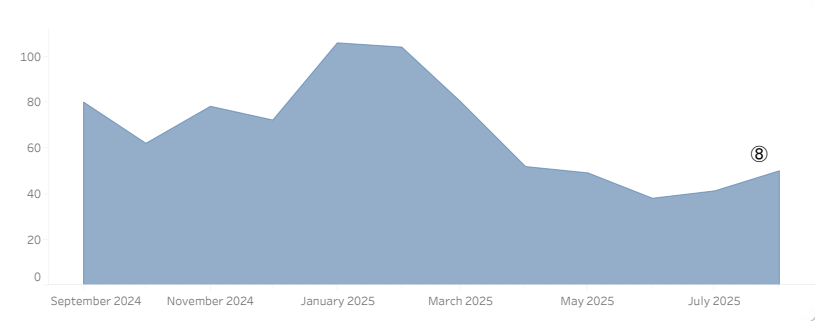
Leaks repaired



DIA FYTD Median Resolution times Non-Urgent (days)



Backlog (CSRs)

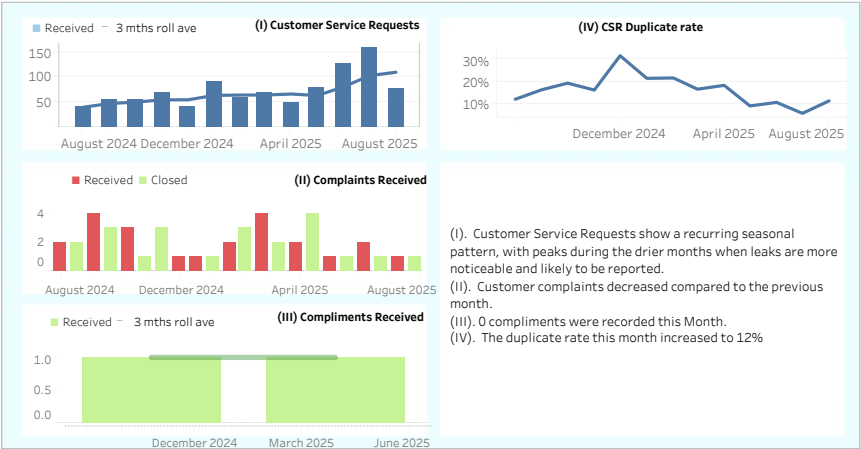


Insights

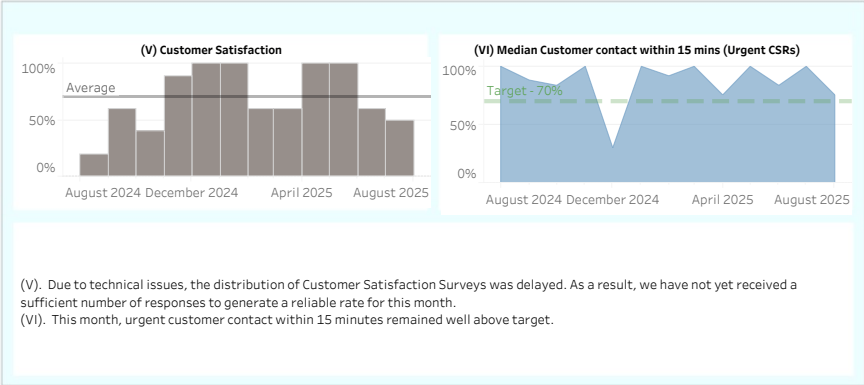
- Progress in attending to non-urgent water jobs is within the targeted timeframes.
- Progress in resolving non-urgent water jobs is within the targeted timeframes.
- There has been a large decrease in leaks repaired over the past six months.
- Over the past three months, the backlog has begun to raise

\*Also note that Report provides a snapshot in time. Analysis Date: 05/09/25

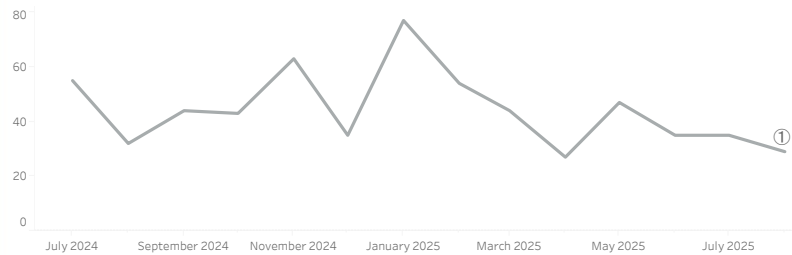
CUSTOMER ACTIVITY



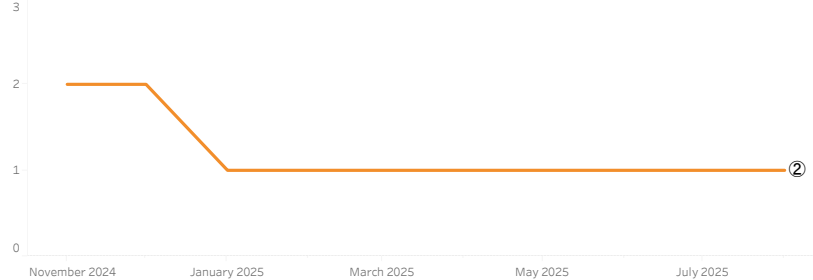
CUSTOMER SATISFACTION



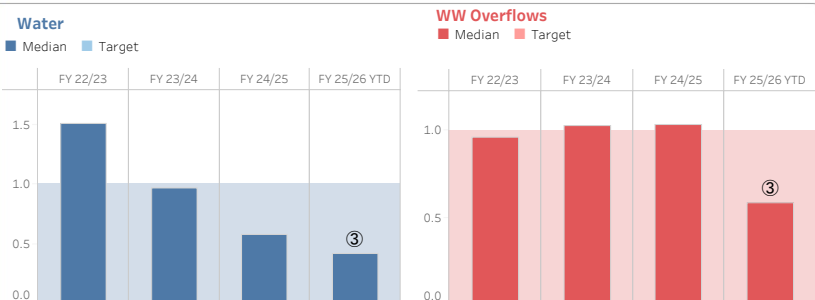
Network Faults



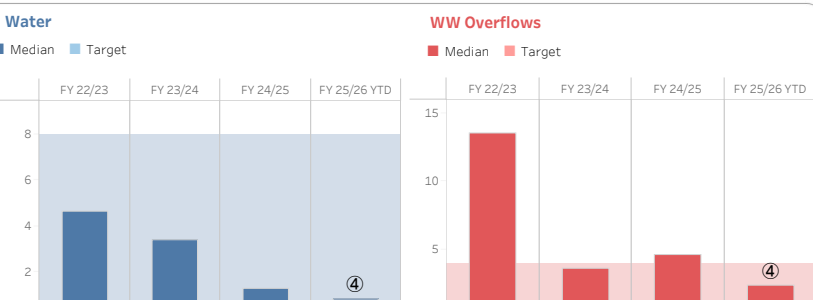
Incidents



DIA FYTD Median Attendance times - Urgent (hrs)



DIA FYTD Median Resolution times - Urgent (hrs)

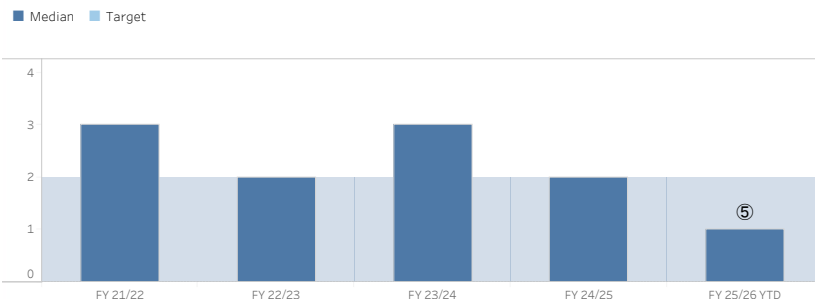


Insights

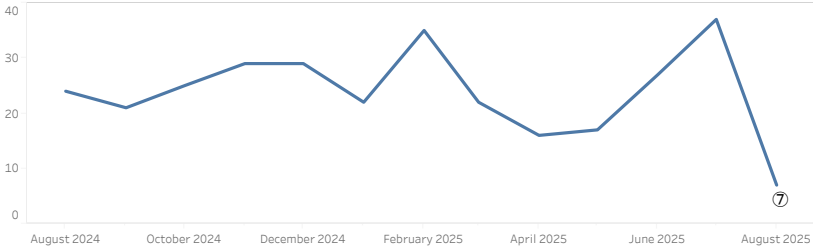
- There has been a recent decrease in reported network faults.
- The number of incidents are unpredictable and can vary significantly from month to month.
- Attendance within SLAs for urgent jobs is within the targeted timeframes for Portable Water.
- Progress in resolving urgent jobs is within the targeted timeframes for Portable Water



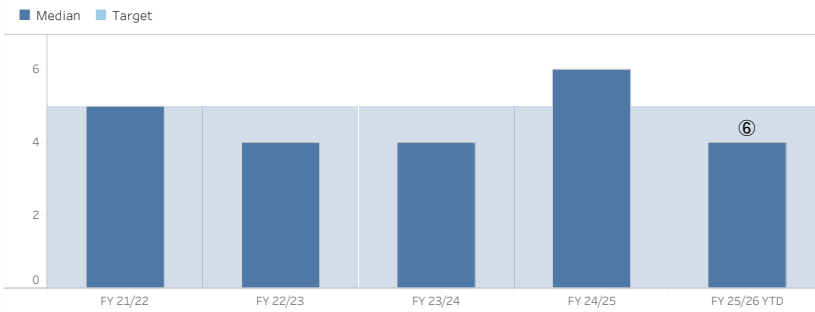
DIA FYTD Median Attendance times - Non-Urgent (days)



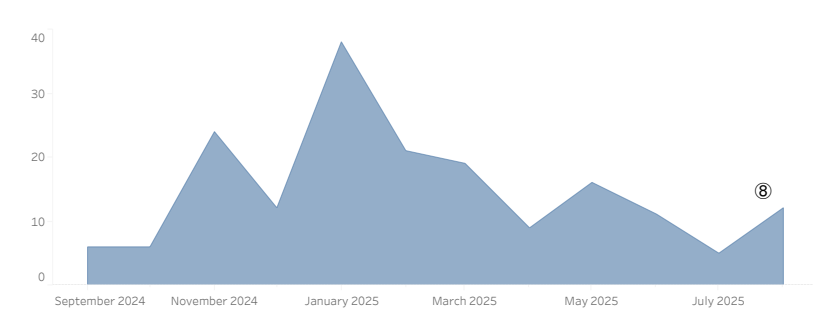
Leaks repaired



DIA FYTD Median Resolution times - Non-Urgent (days)



Backlog (CSRs)



Insights

- Progress in attending to non-urgent water jobs is within the targeted timeframes.
- Progress in resolving to non-urgent water jobs is within the targeted timeframes.
- This month, there has been a significant decrease in leaks repaired.
- There has been a slight increase in the backlog.

\*Also note that Report provides a snapshot in time. Analysis Date: 05/09/25