



Operations Report

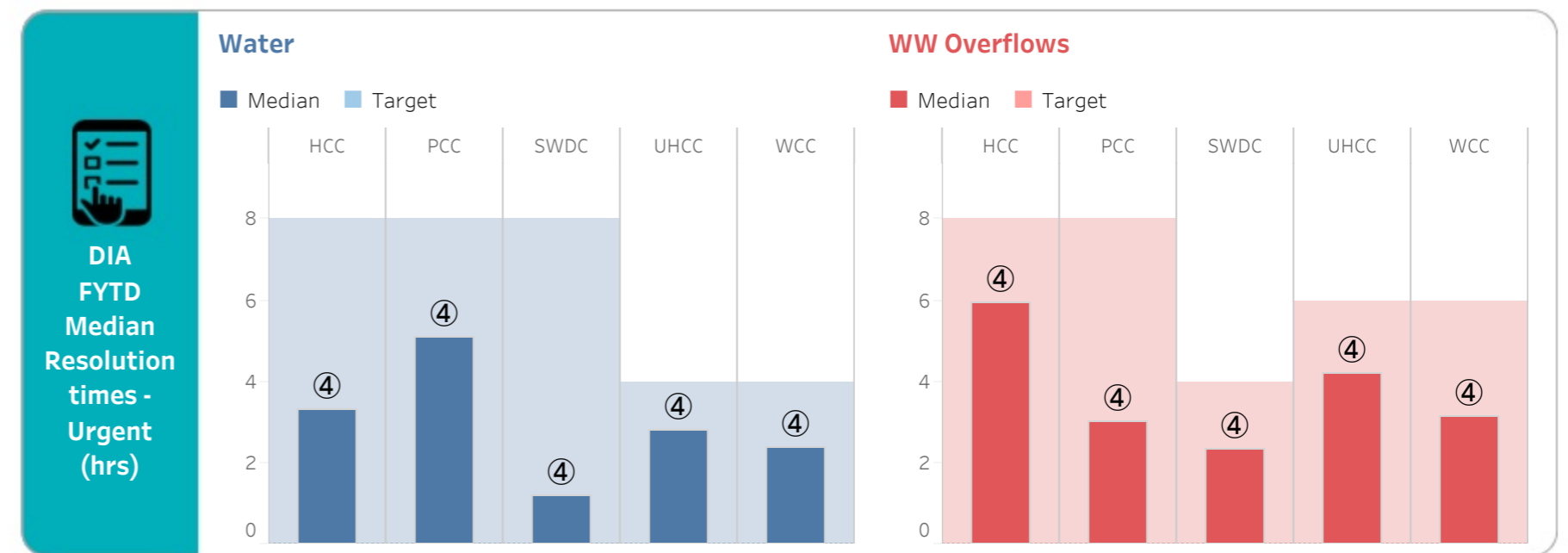
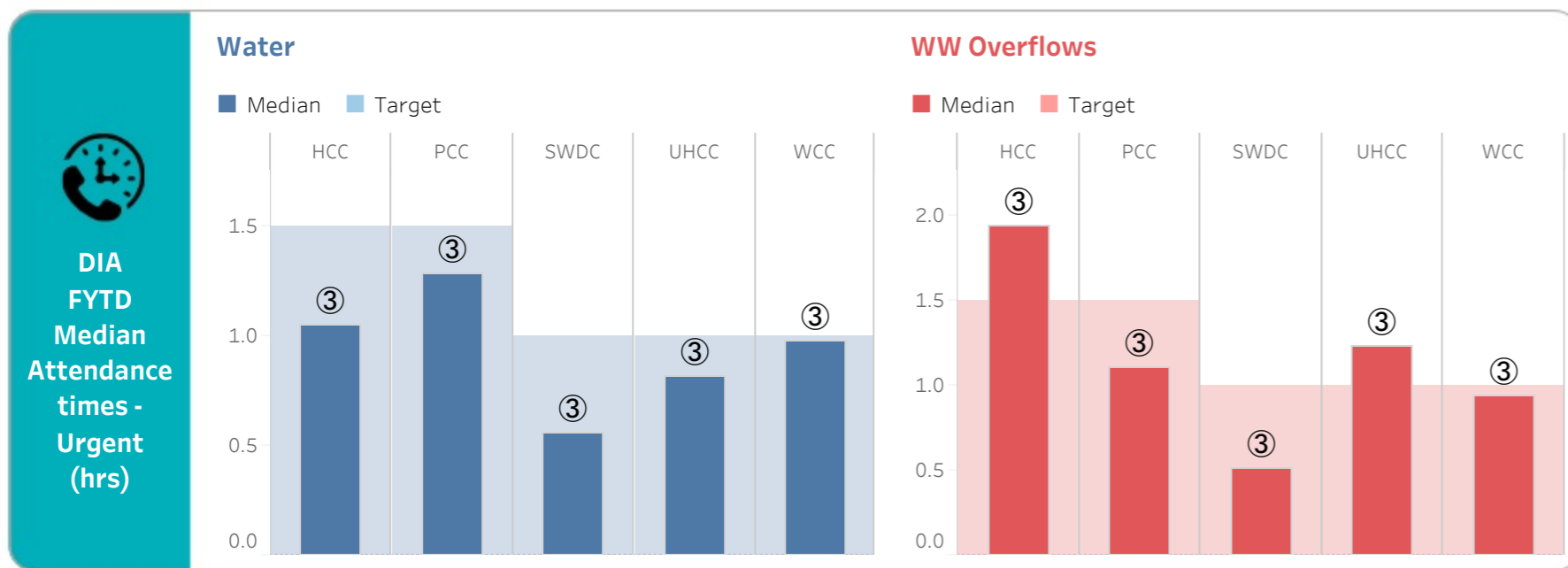
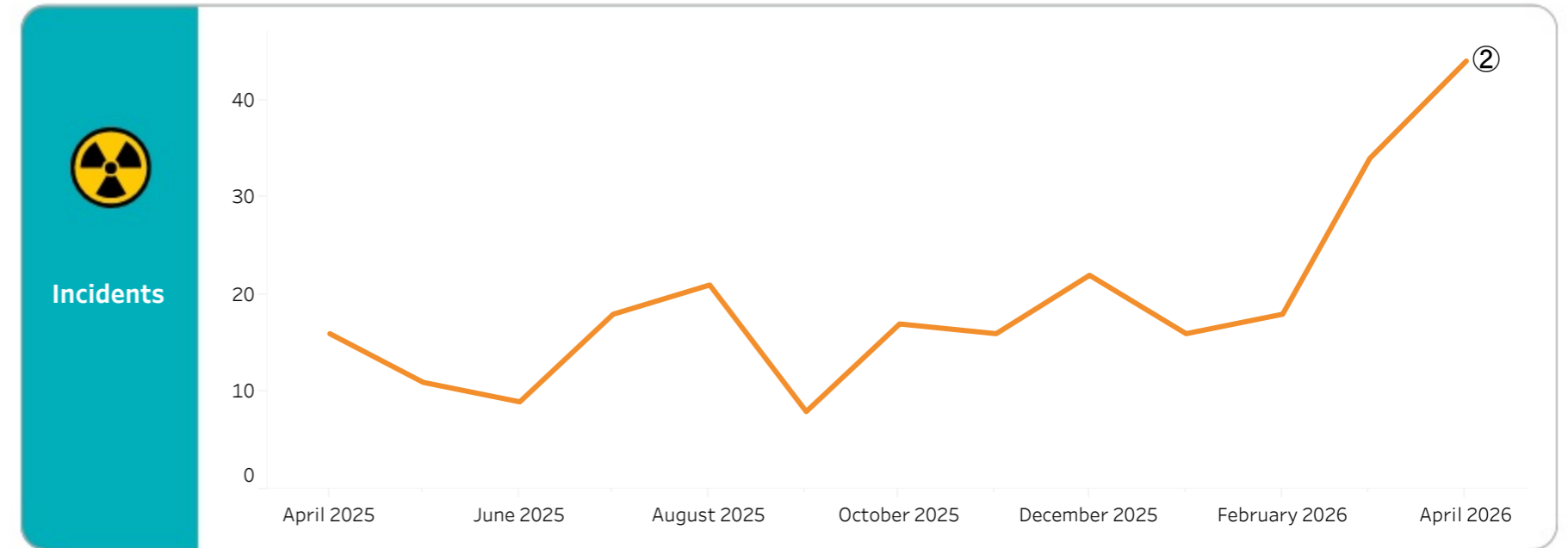
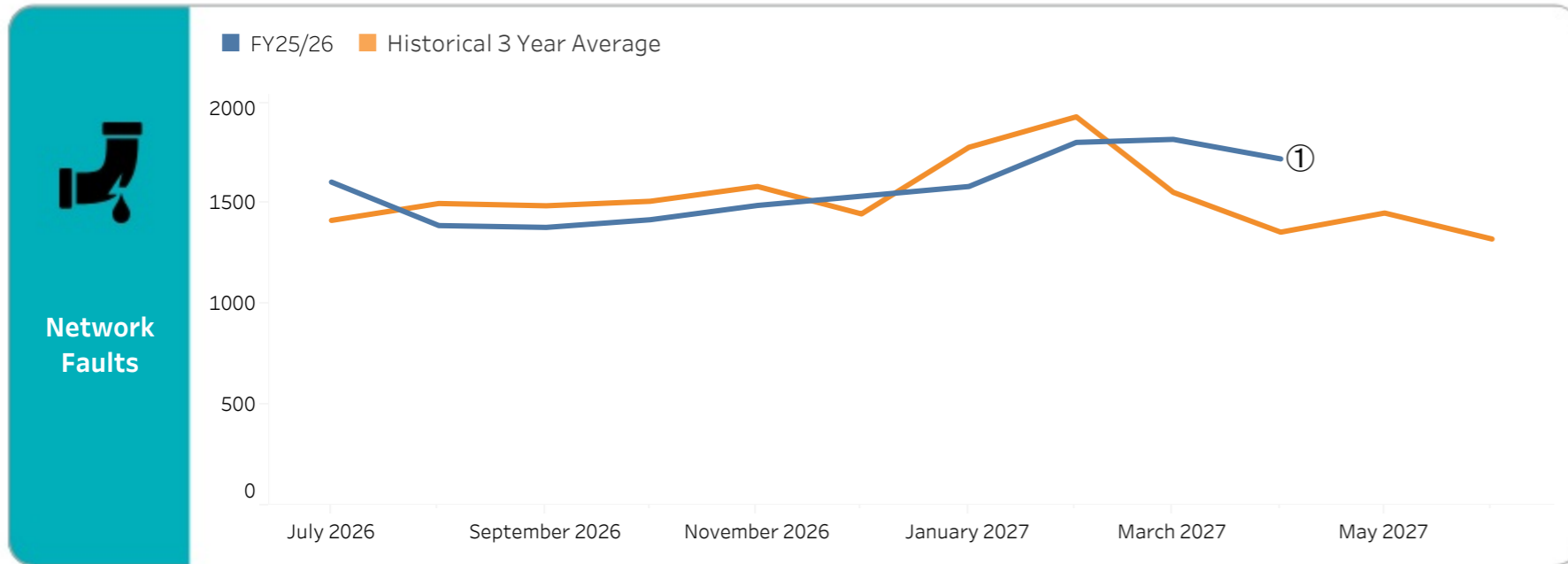
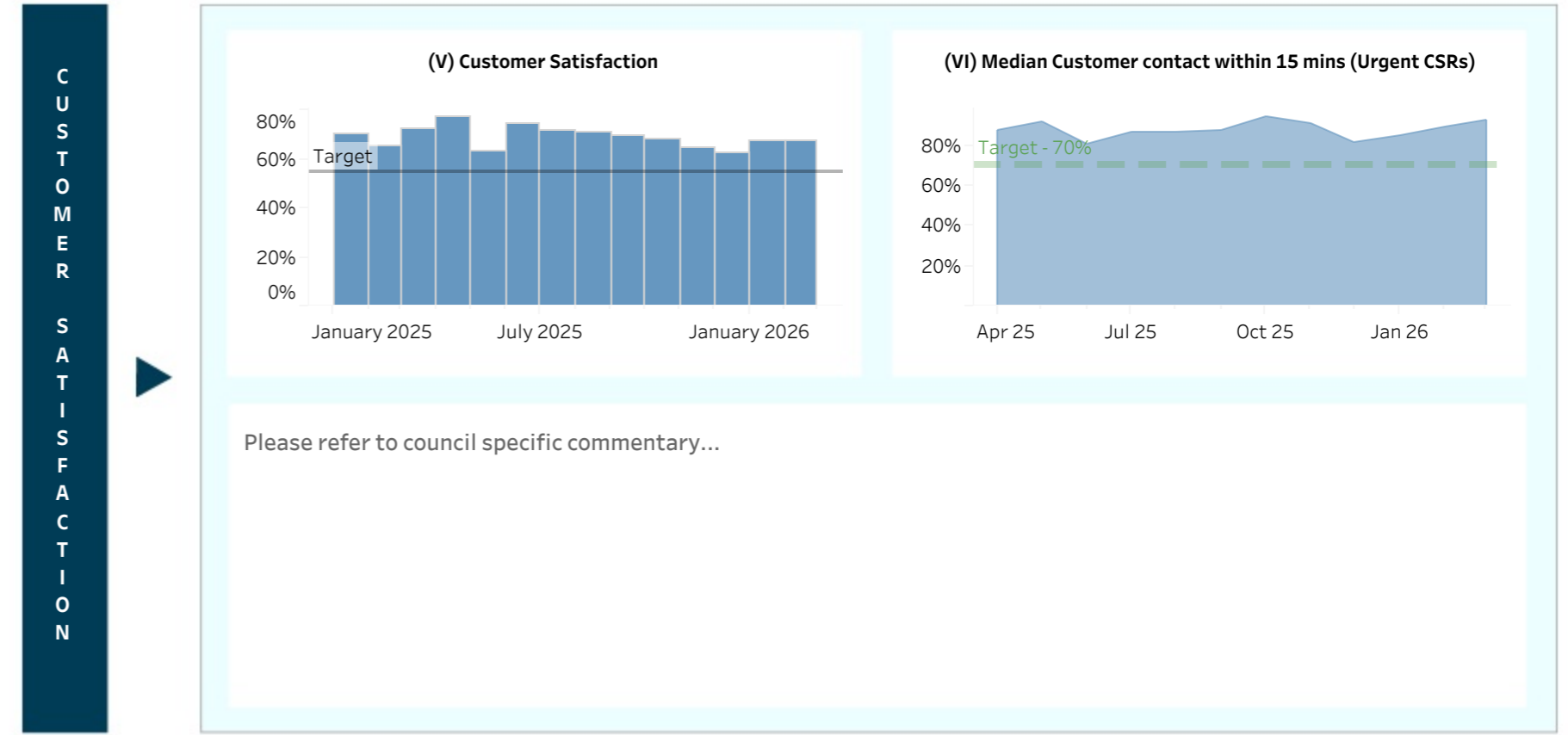
NETWORK OPERATIONS GROUP

Reporting Date: 5th May 2026

GLOSSARY OF TERMS

Acronyms

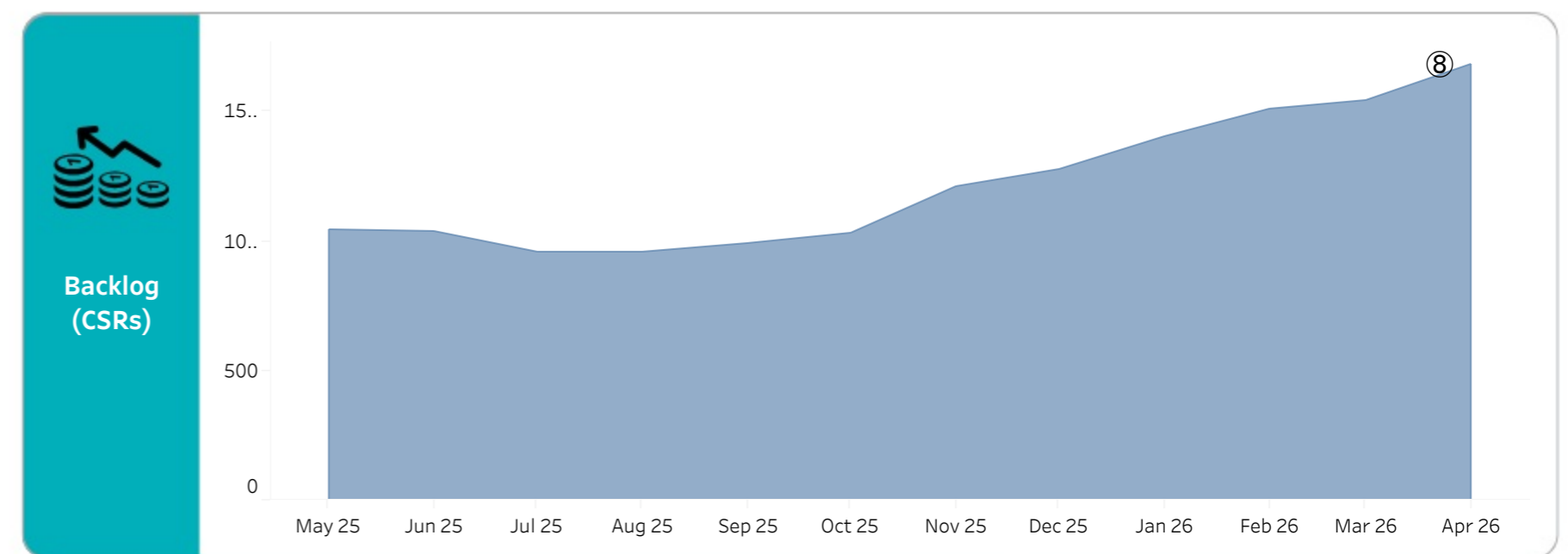
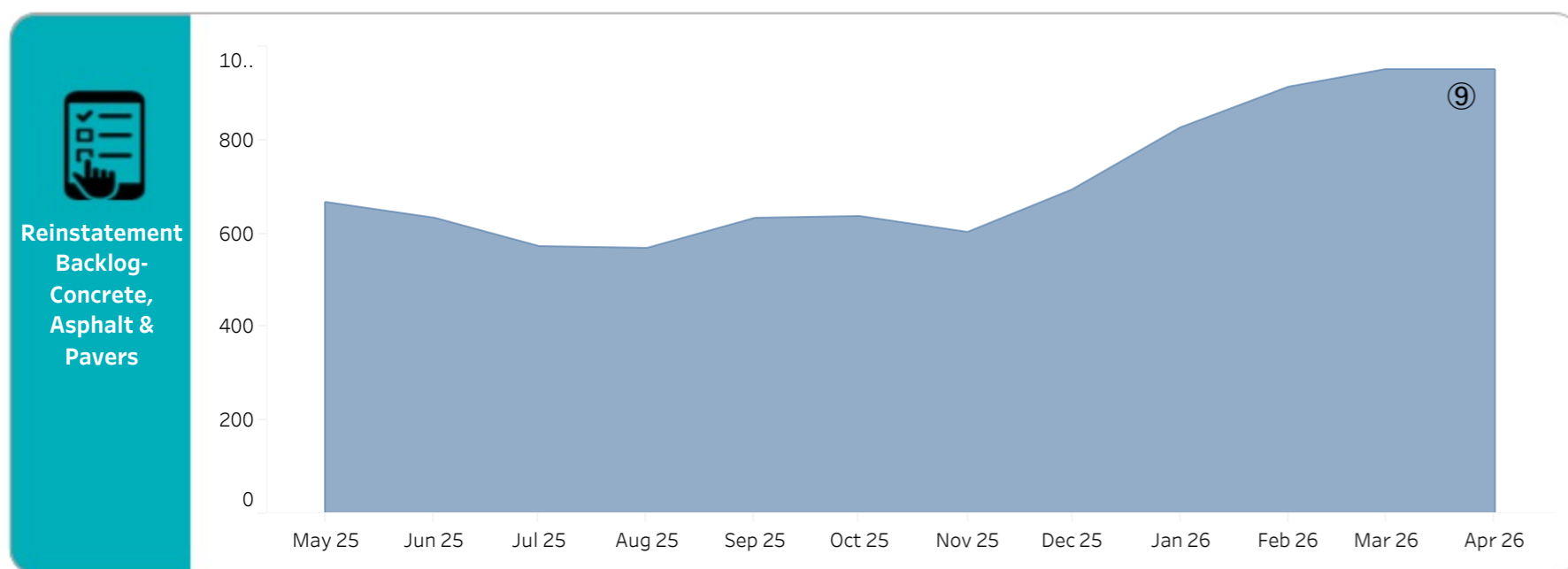
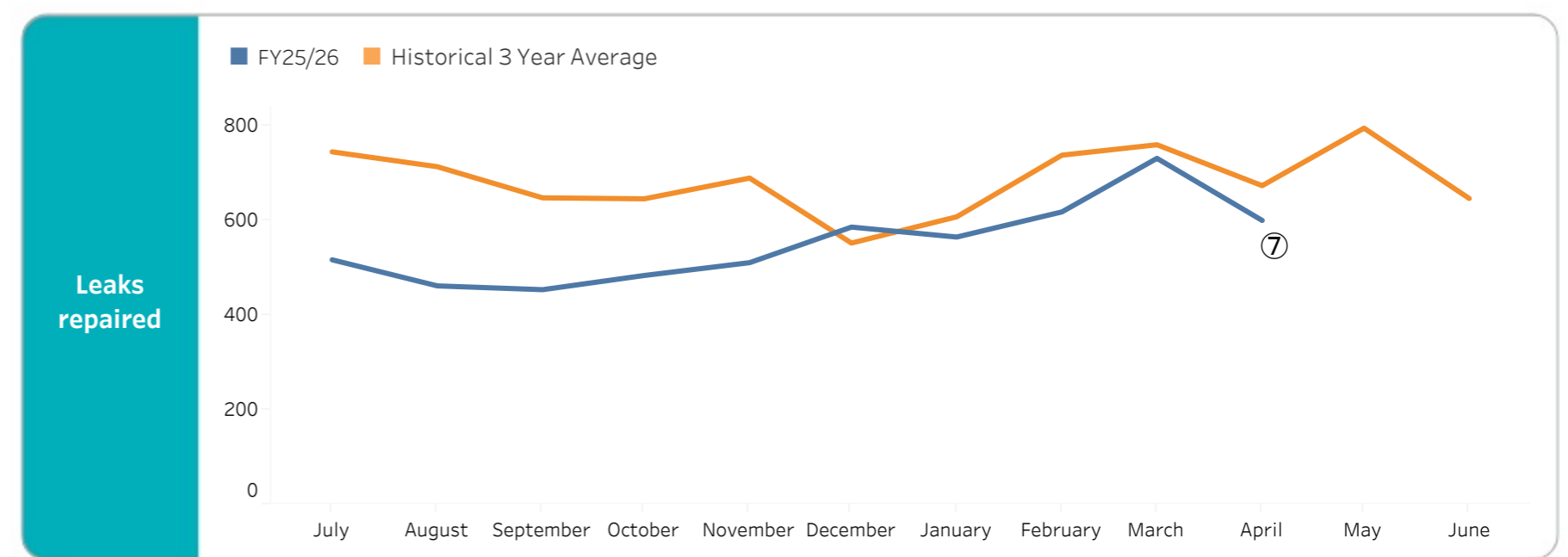
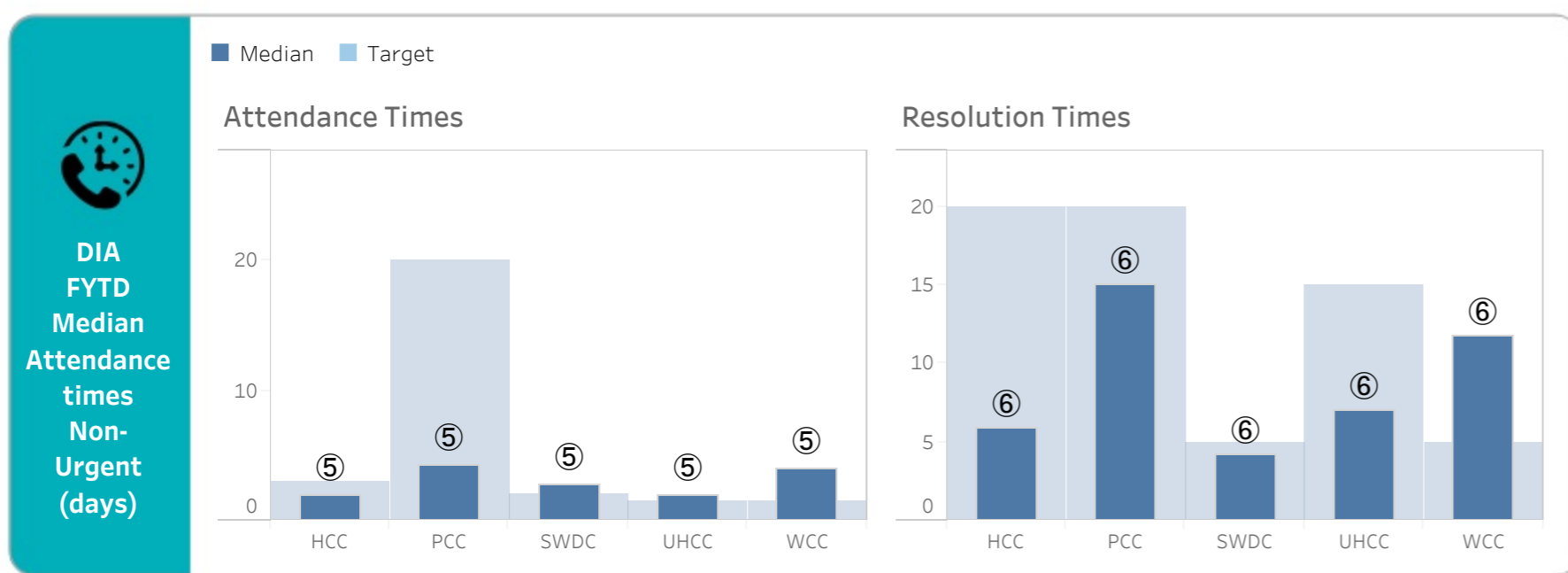
GLOSSARY OF TERMS	Acronyms
Total Recordable Injury Frequency Rate	TRIFR
Severe Injury Frequency Rate	SIFR
Case Action Management System	CAMs
Financial Year To Date	FYTD
Customer Operations Group	COG
Customer Service Request	CSR
Service Level Agreement	SLA
Department of Internal Affairs	DIA
Drinking Water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



Insights

Please refer to council specific commentary...

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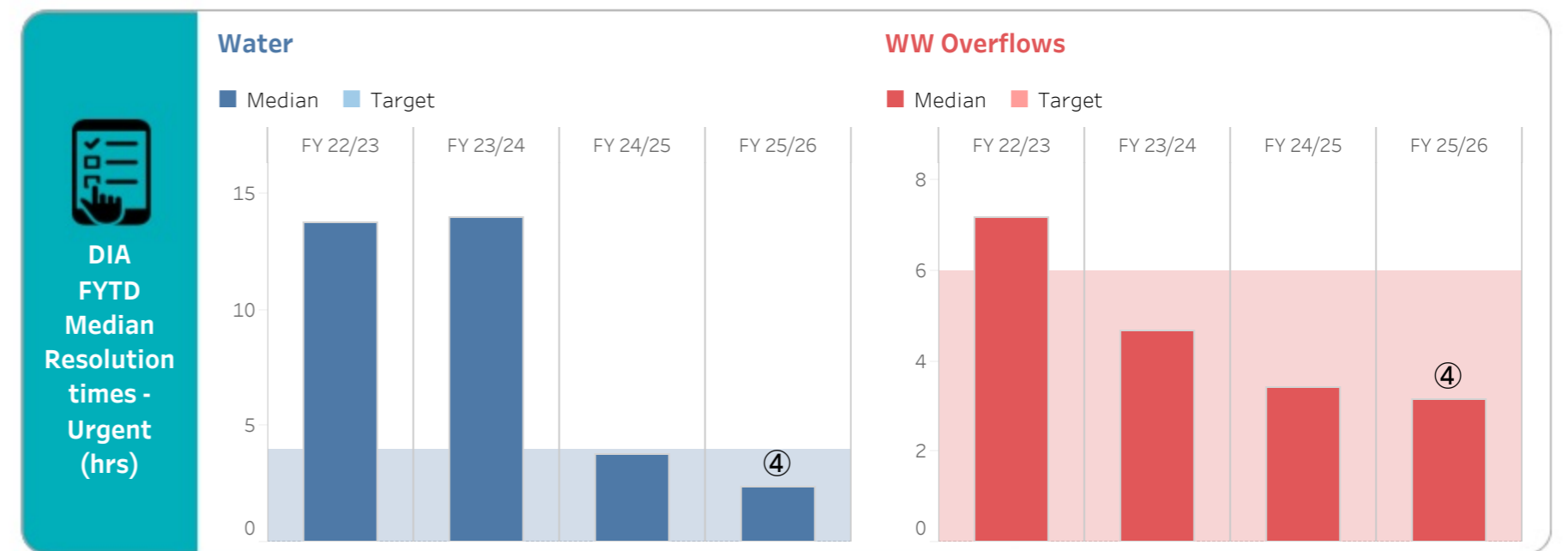
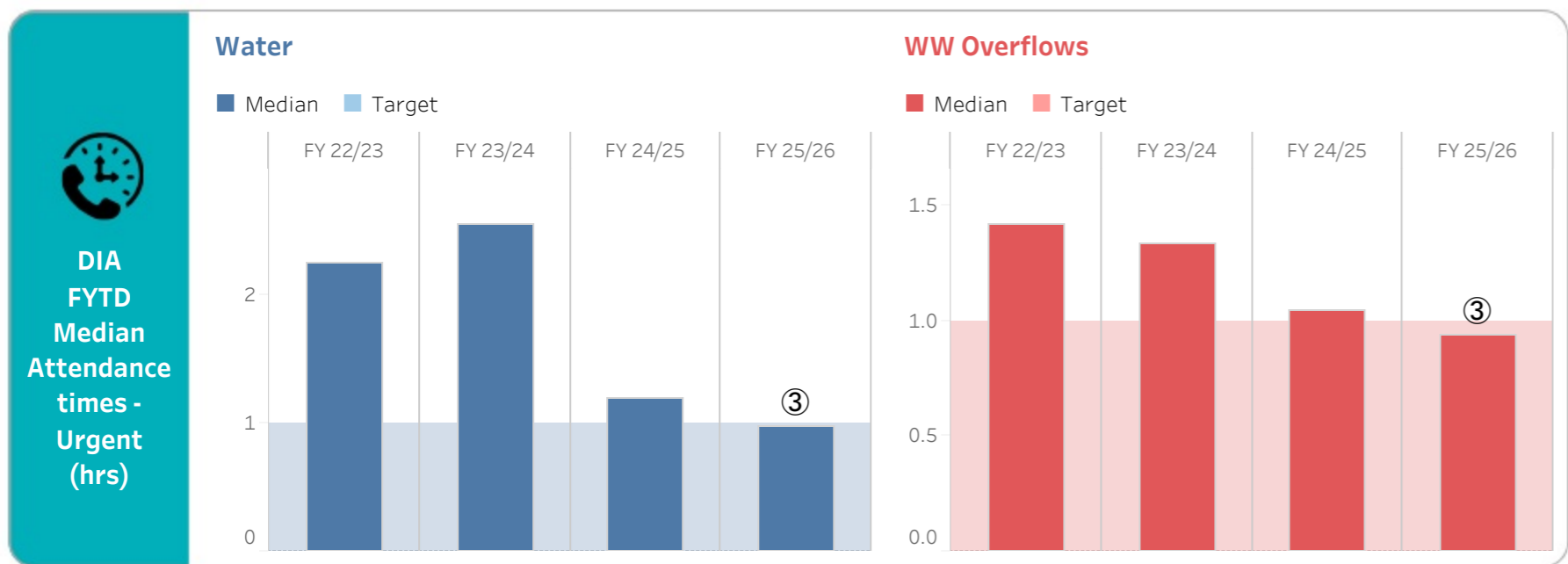
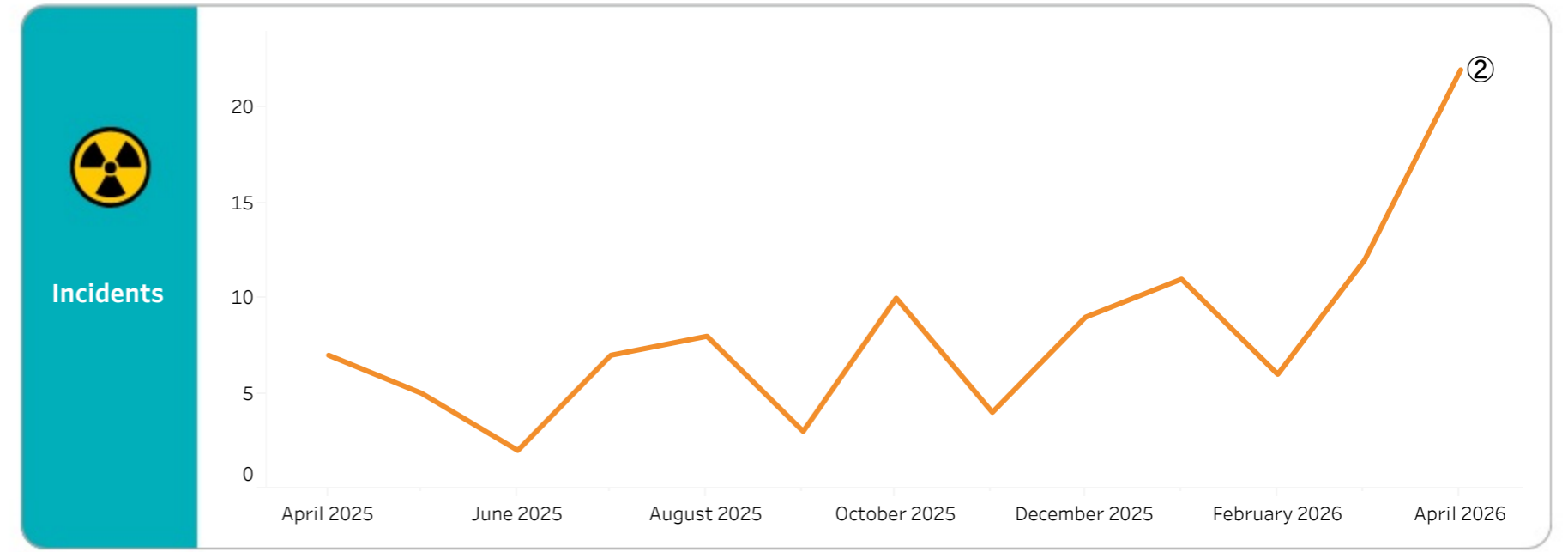
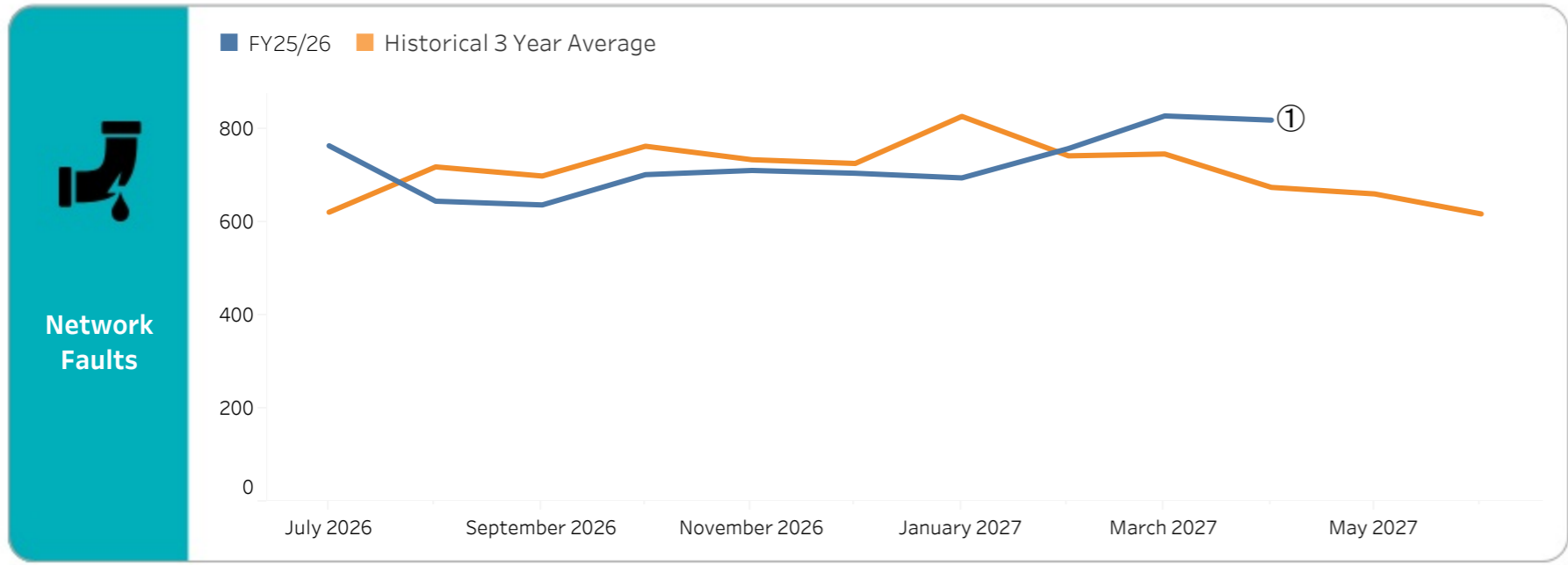
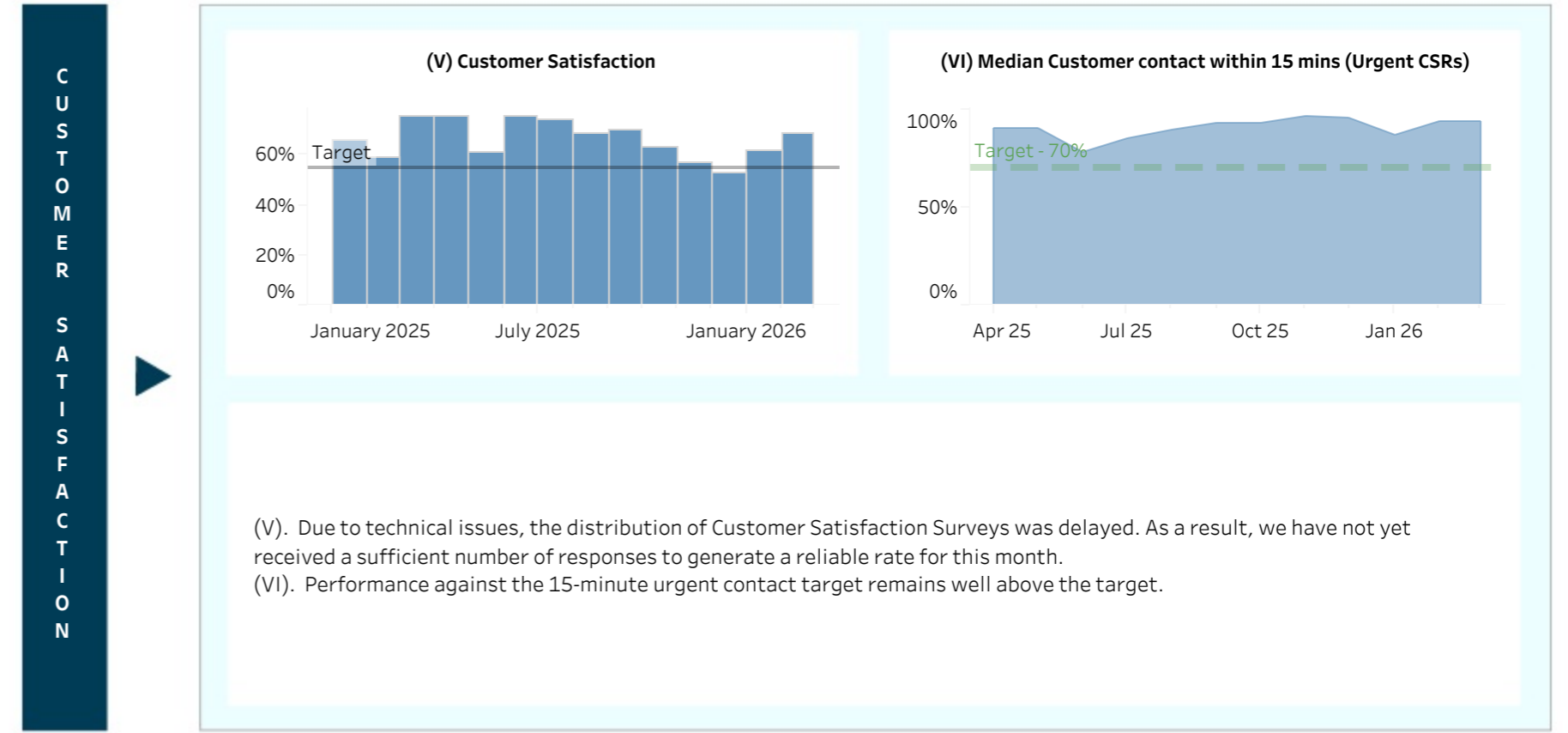
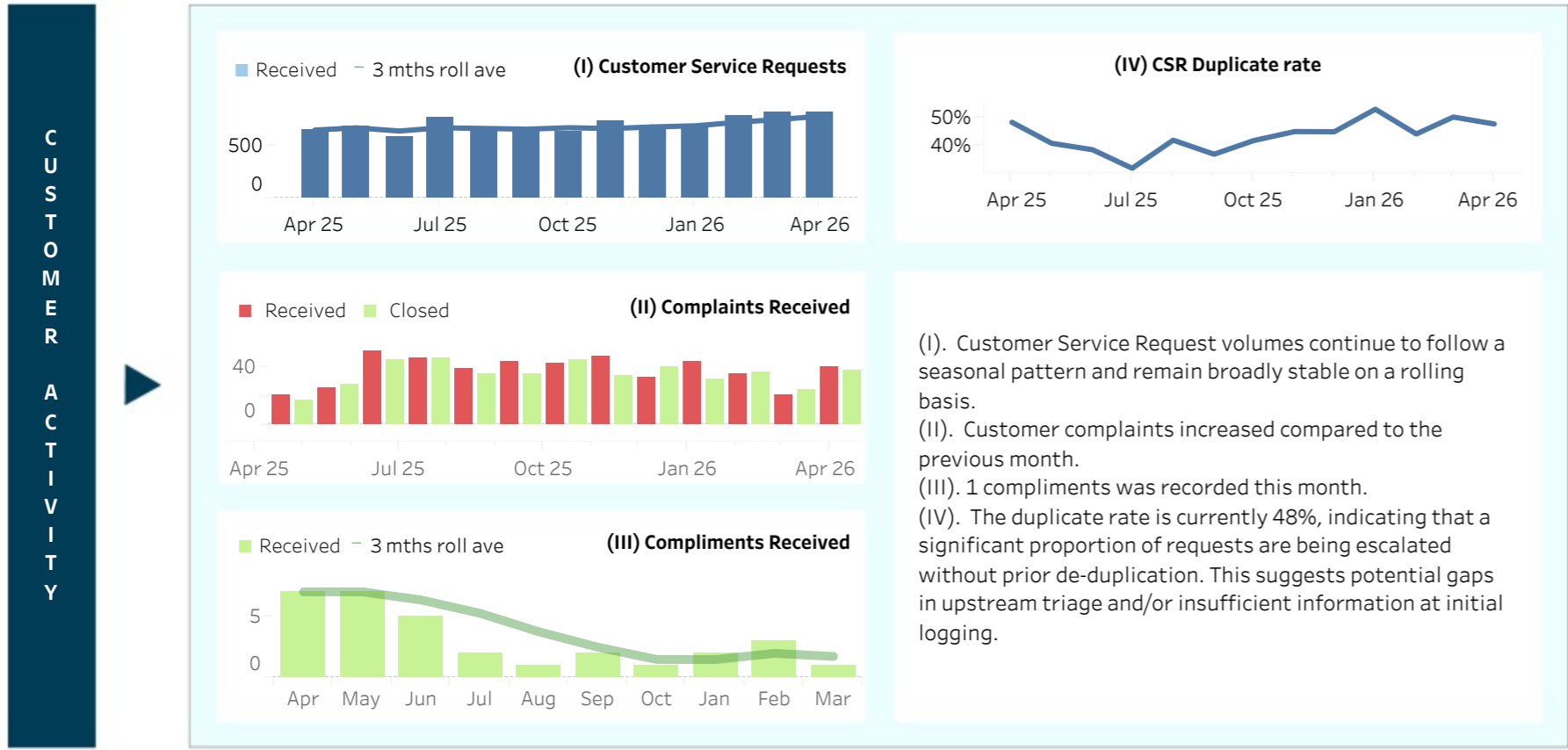


Insights

Please refer to council specific commentary...

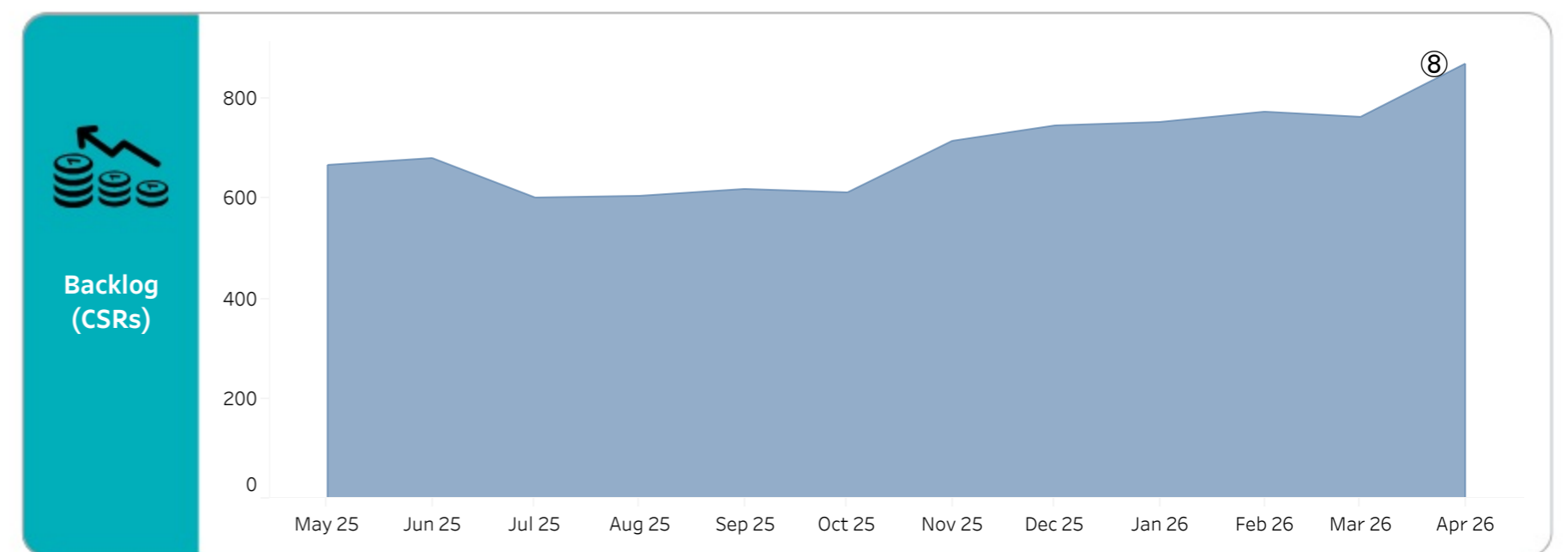
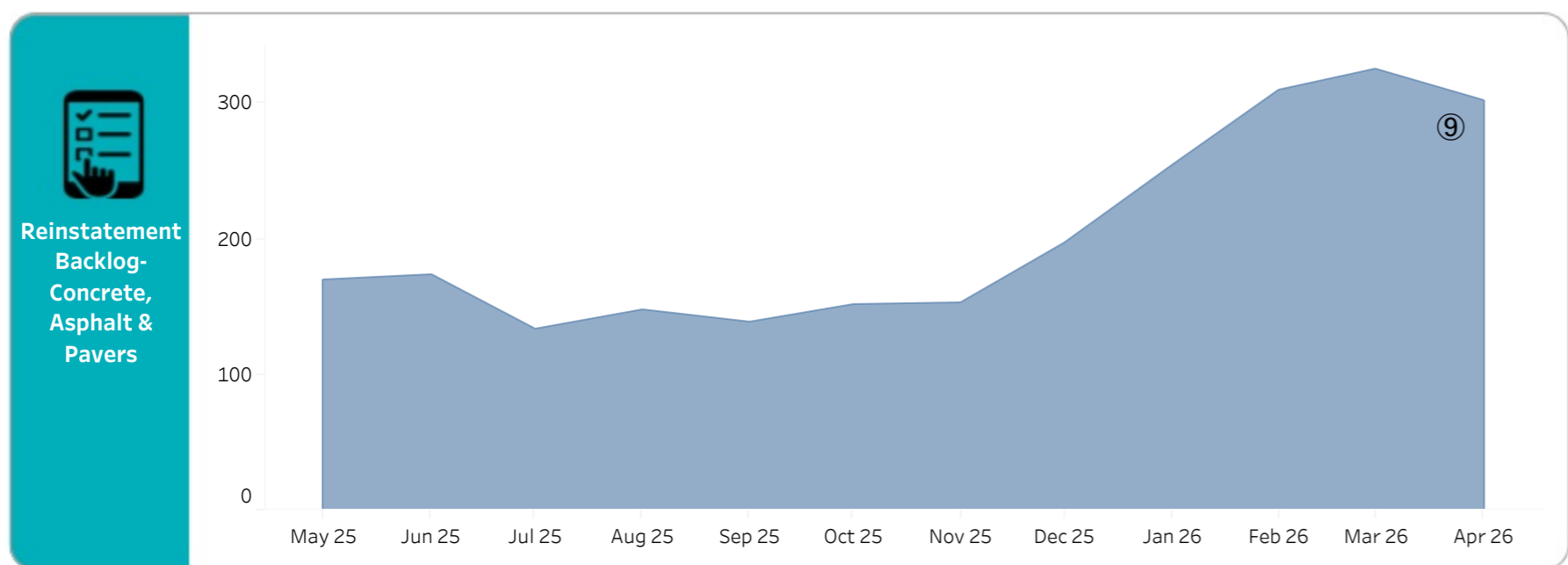
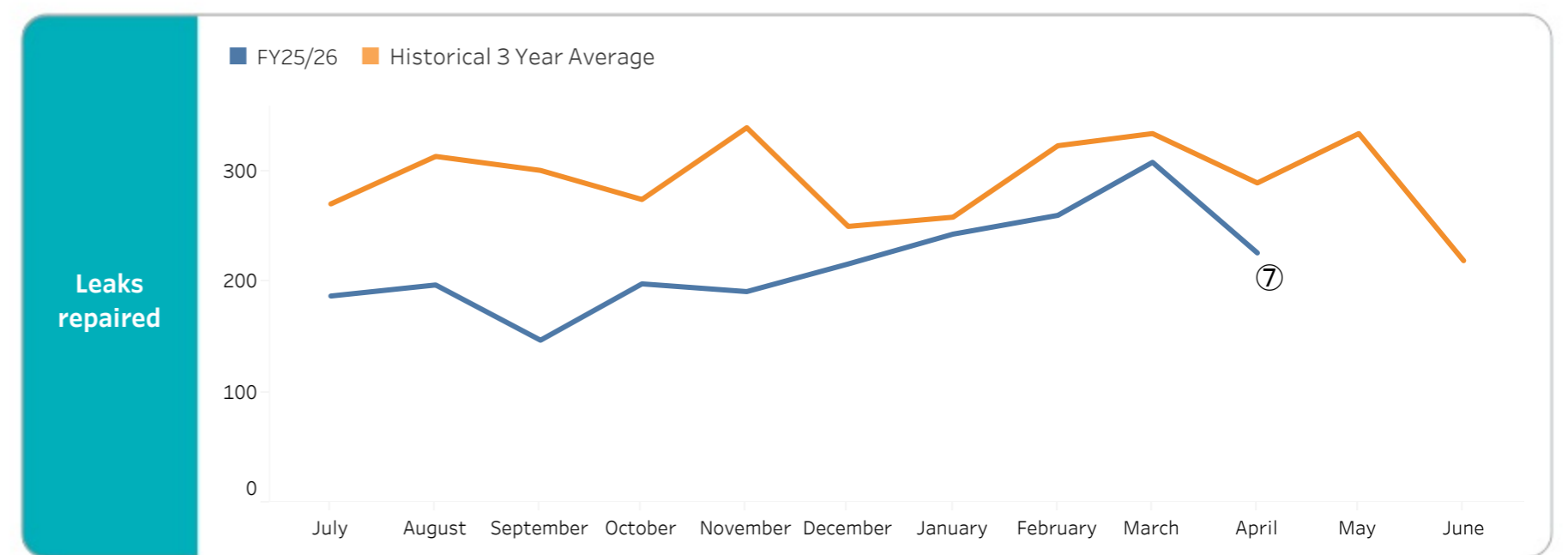
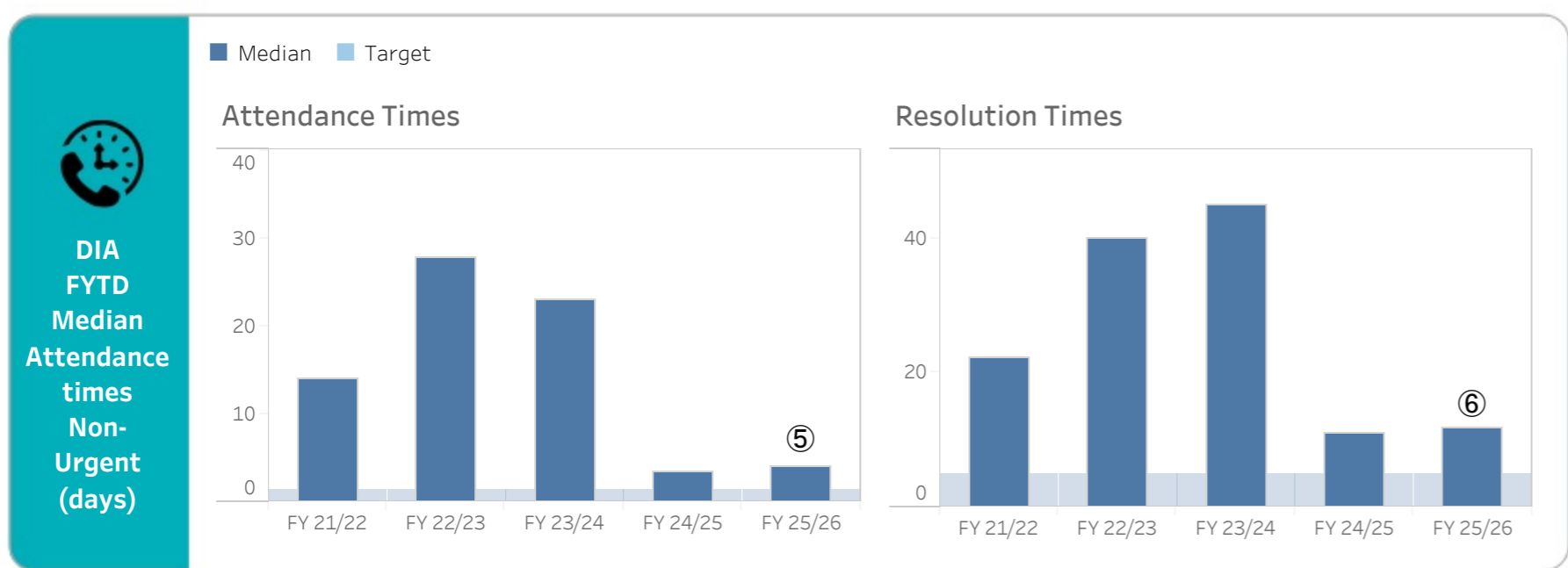
Please refer to council specific commentary...

*Also note that Report provides a snapshot in time. Analysis Date: 05/05/26



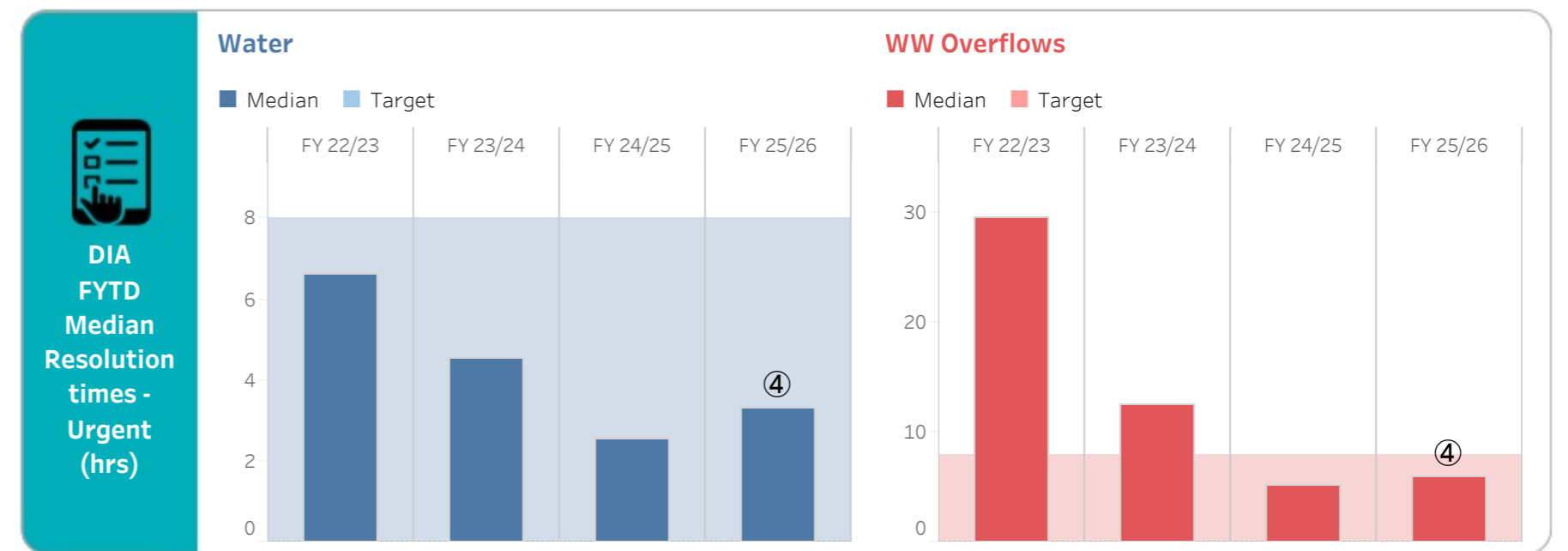
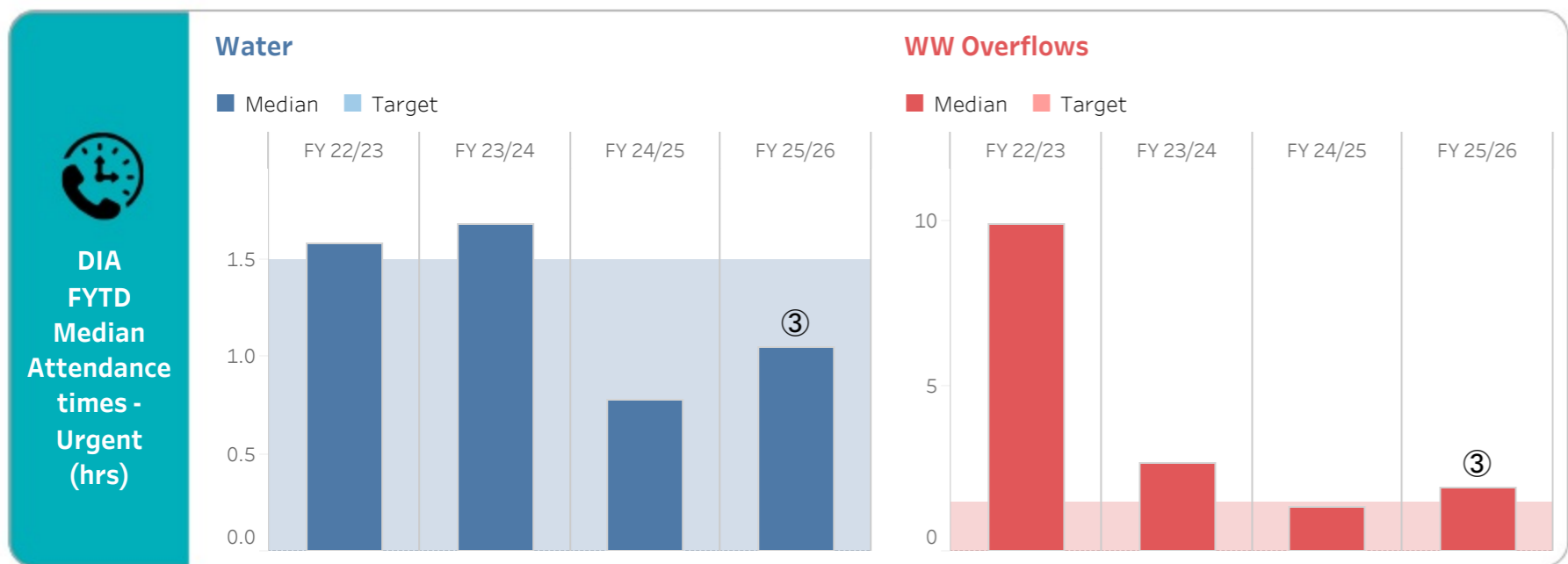
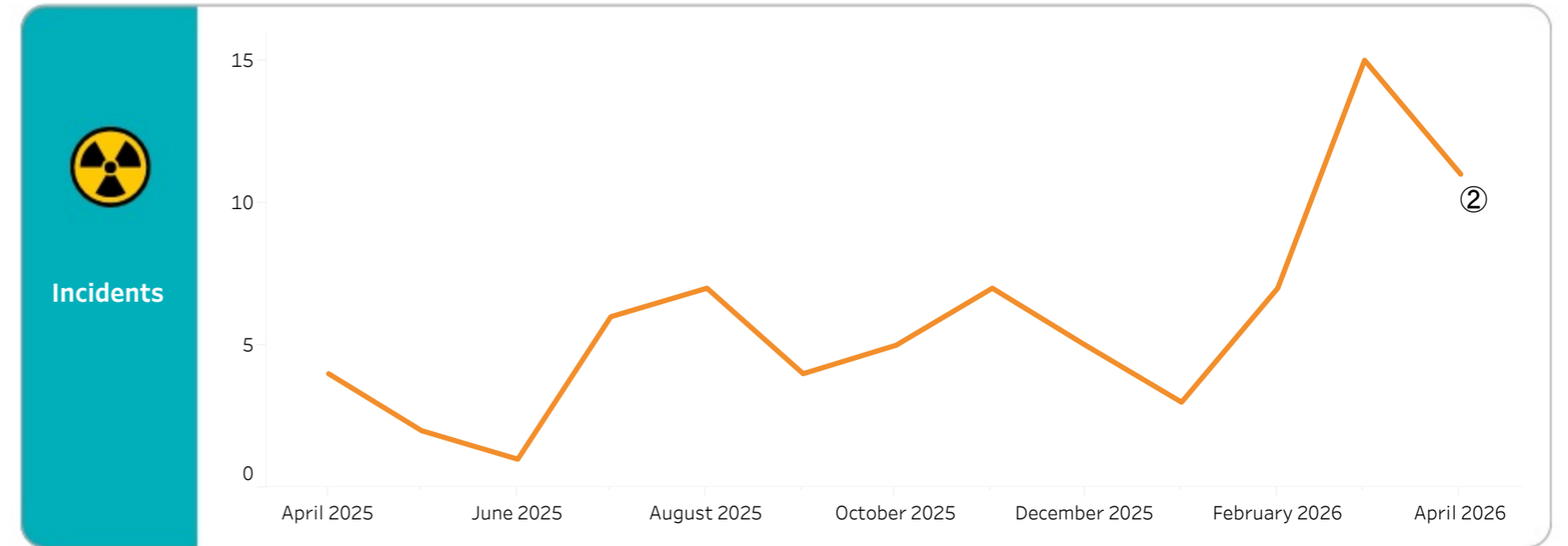
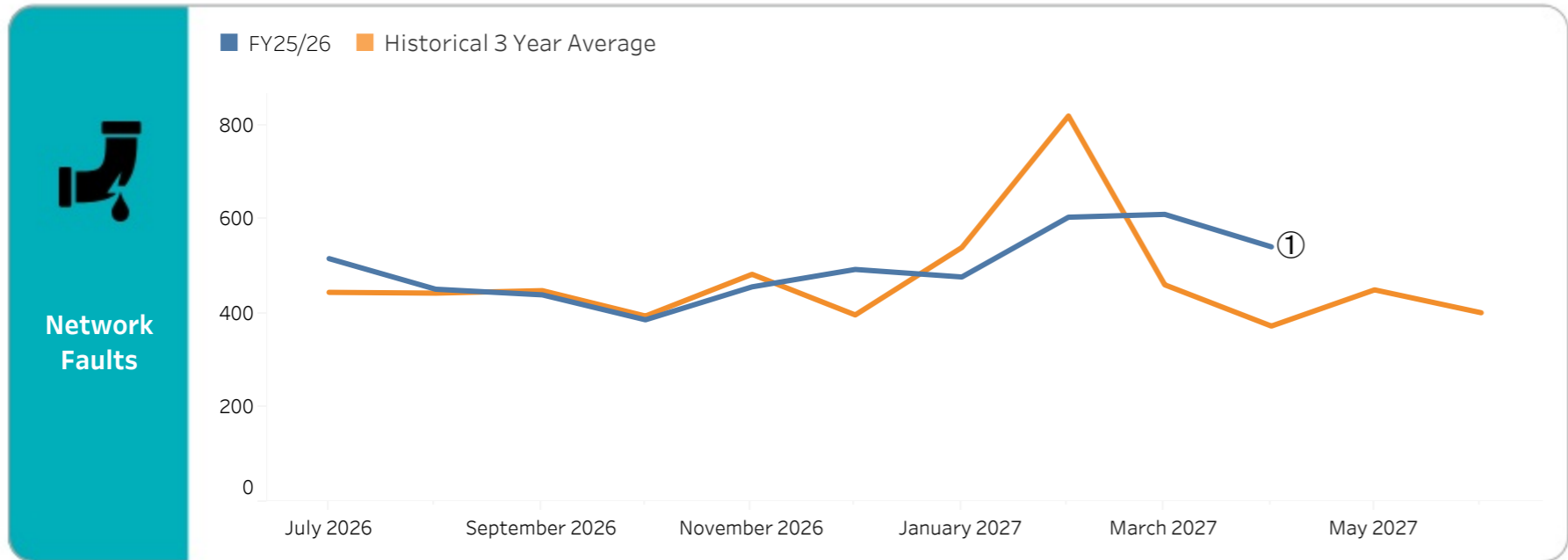
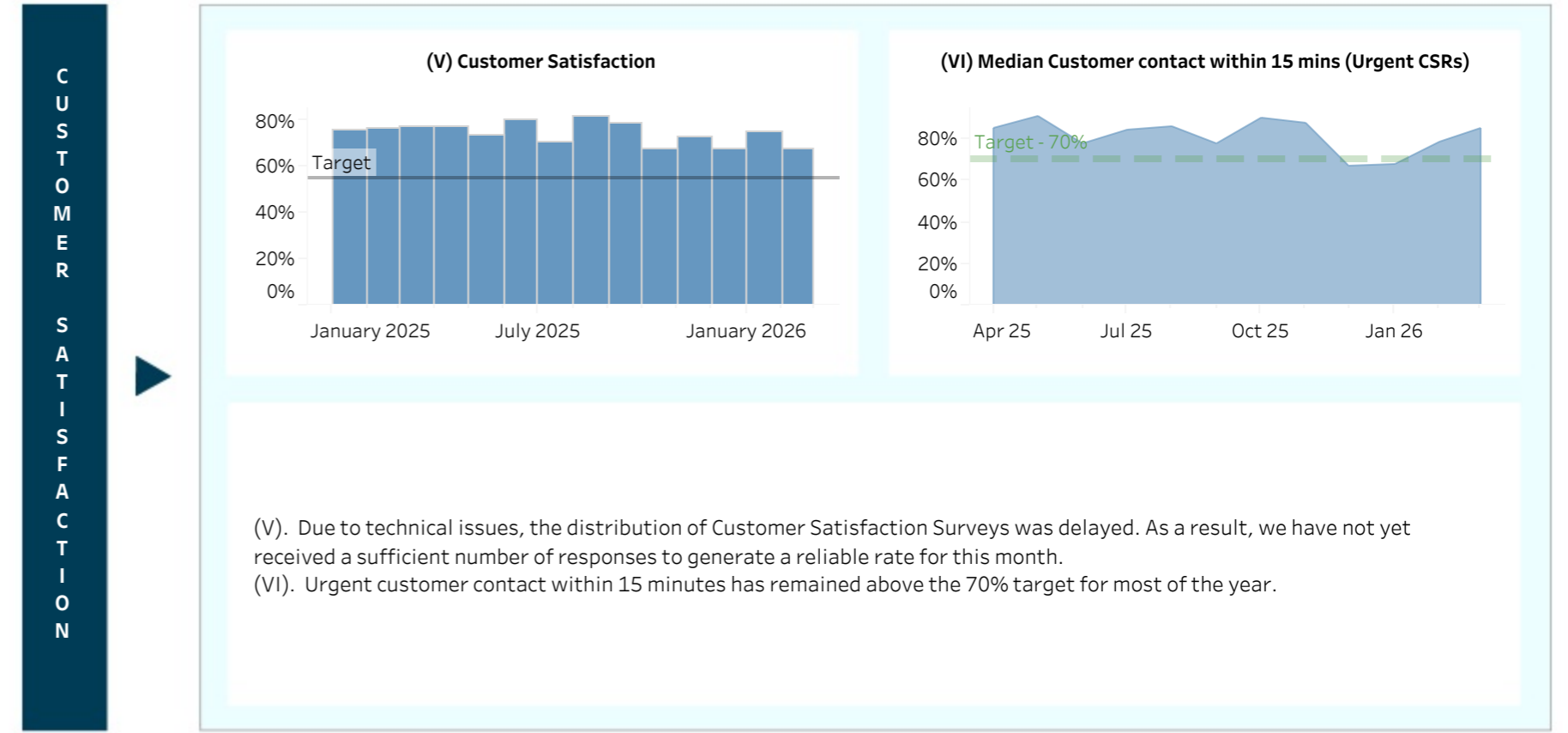
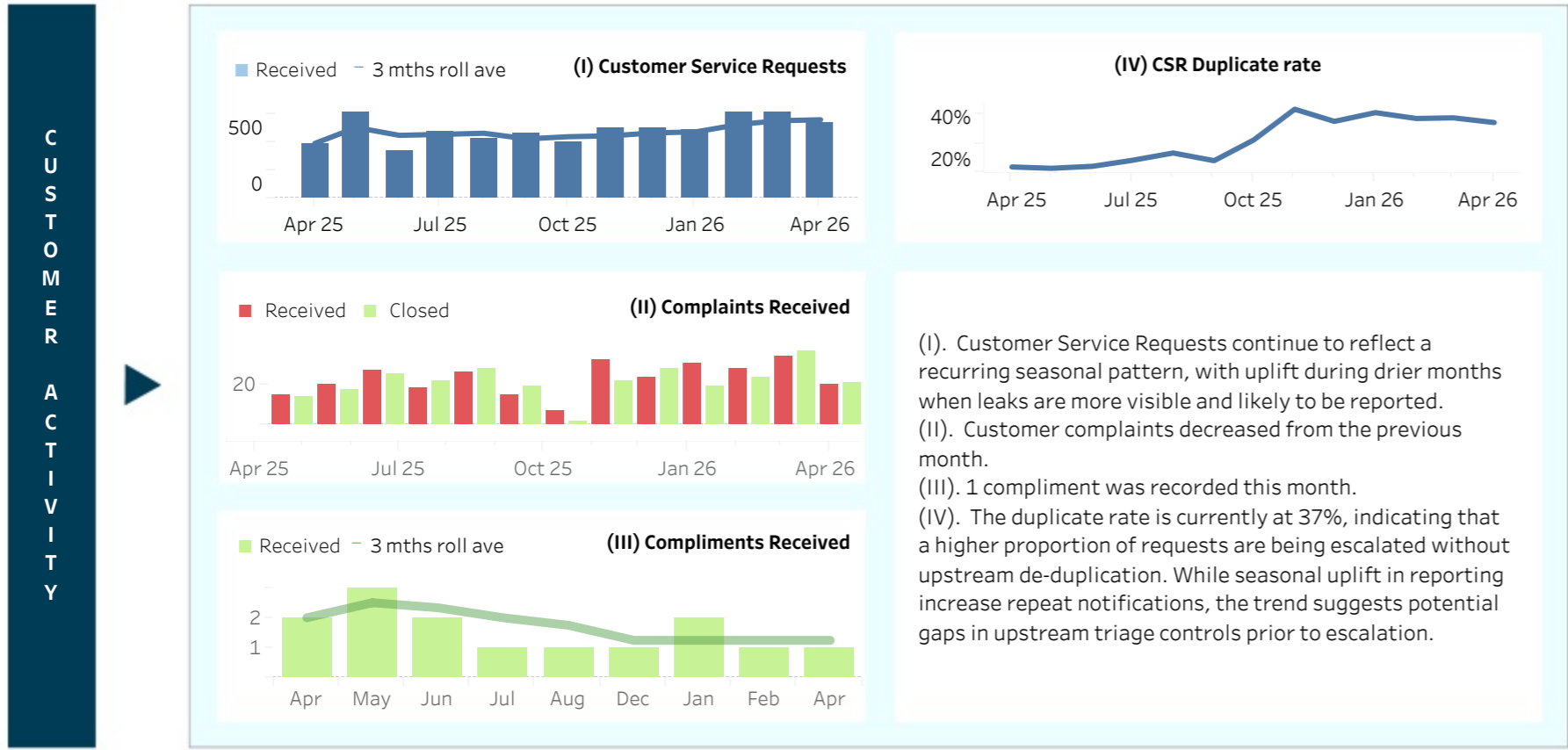
Insights

①. Network faults have risen from earlier-year lows in line with seasonal uplift but remain broadly below the three-year average.
②. The number of incidents are unpredictable and can vary significantly from month to month.
③. Attendance times for urgent potable and wastewater jobs are within the targeted timeframes.
④. Resolution times for urgent potable and waste water jobs are within the targeted timeframes.



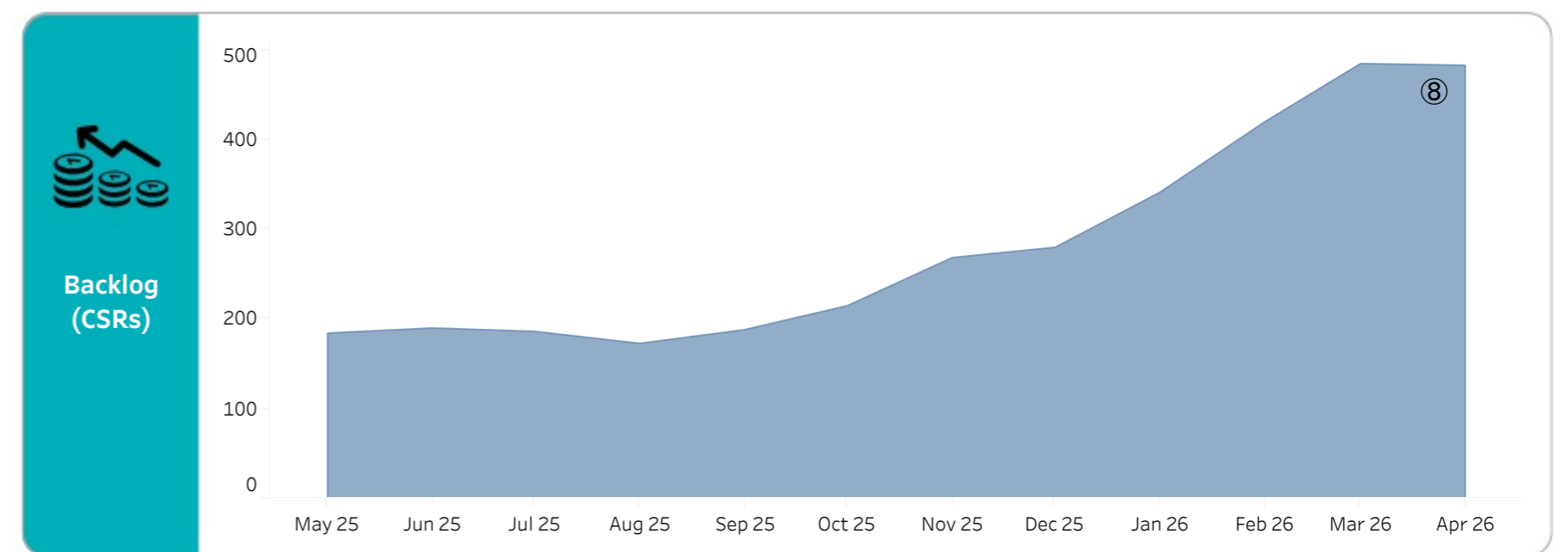
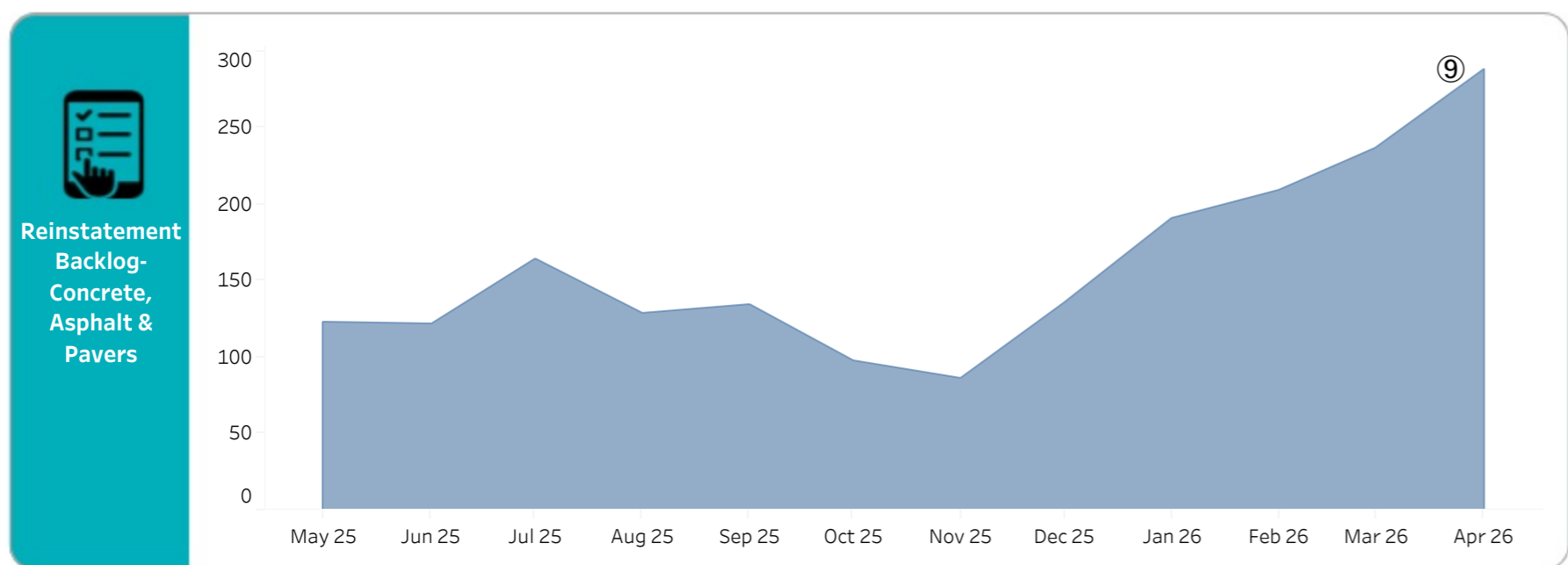
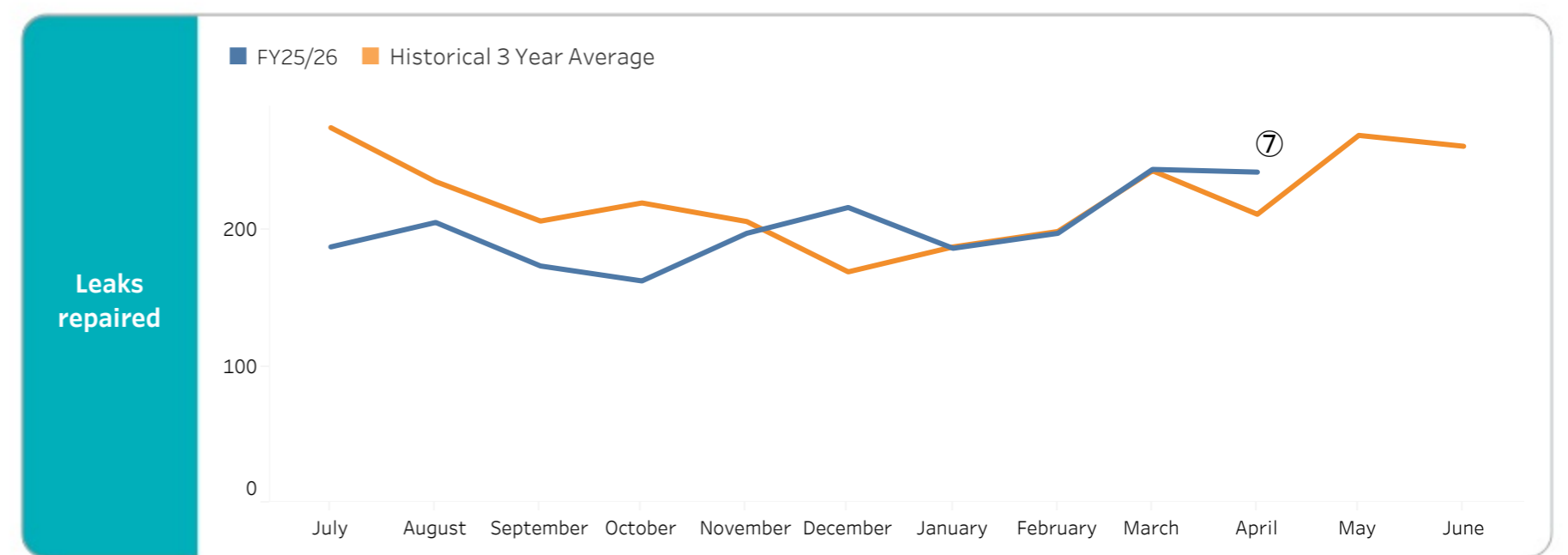
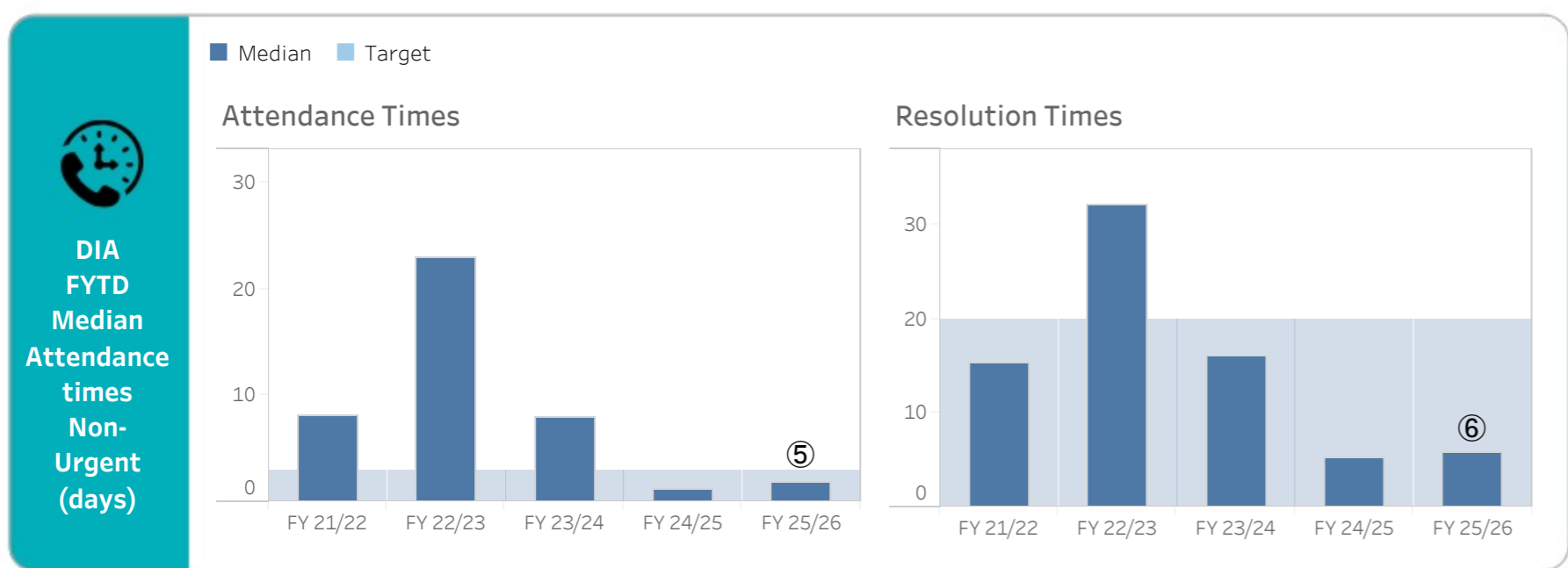
Insights

⑤, ⑥. Non-urgent attendance and resolution performance has improved materially compared to prior years and is currently closer to target thresholds than previous years. Continued backlog growth, however, may place upward pressure on response times if sustained.
⑦. Repairs are tracking below the historical three-year seasonal average for most of FY25/26, including the peak summer period.
⑧. Delivery strengthened through spring; however, it has not materially outpaced recent increases in job volumes, with backlog continuing to rise over in recent months.
⑨. The reinstatement backlog has seen an increase as a result in recent months but appears to have peaked.



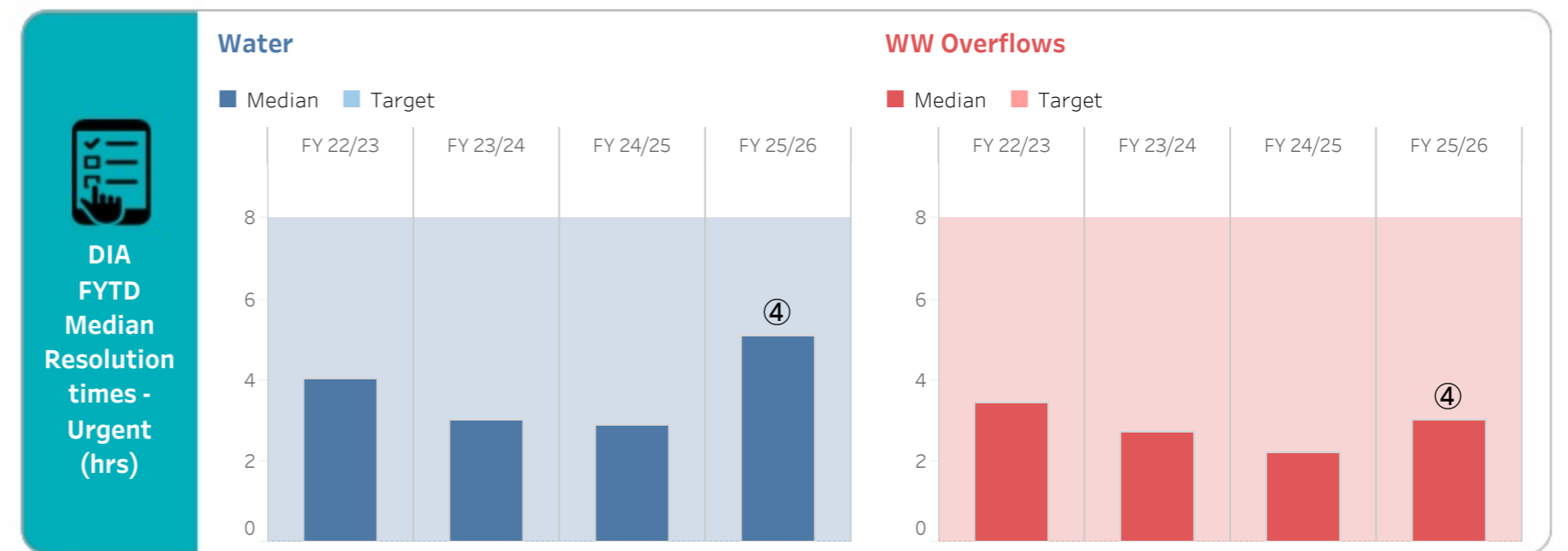
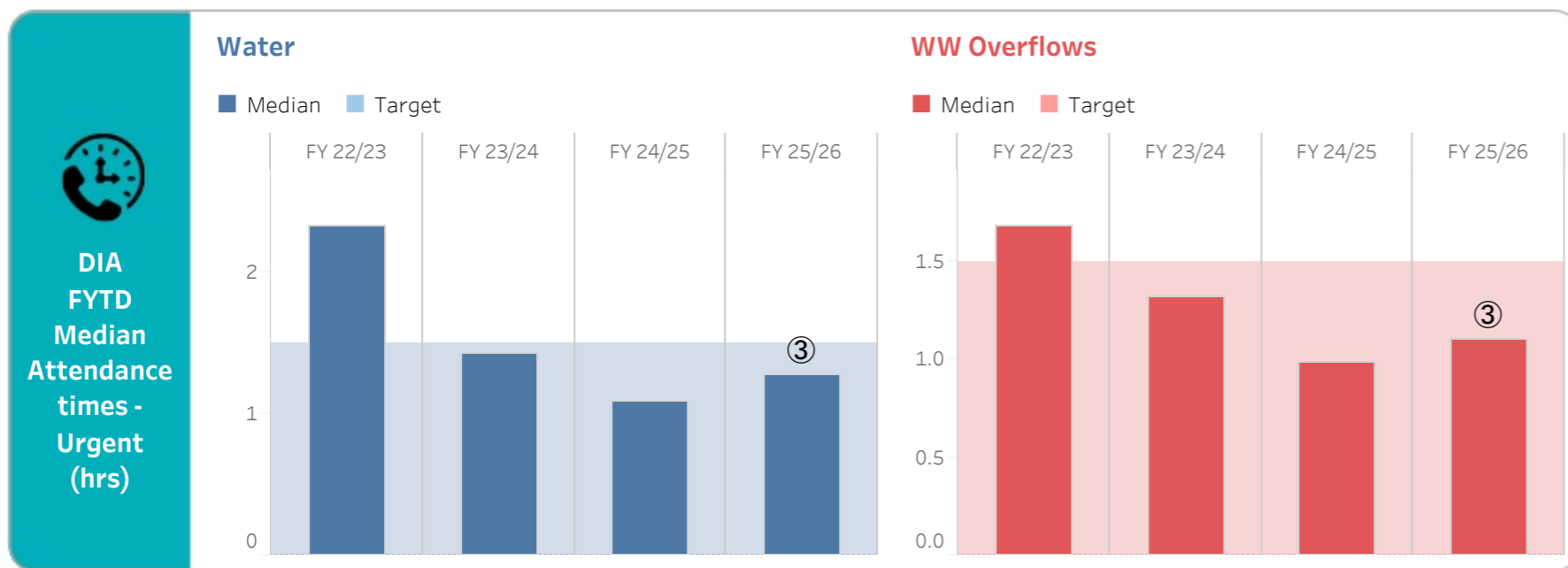
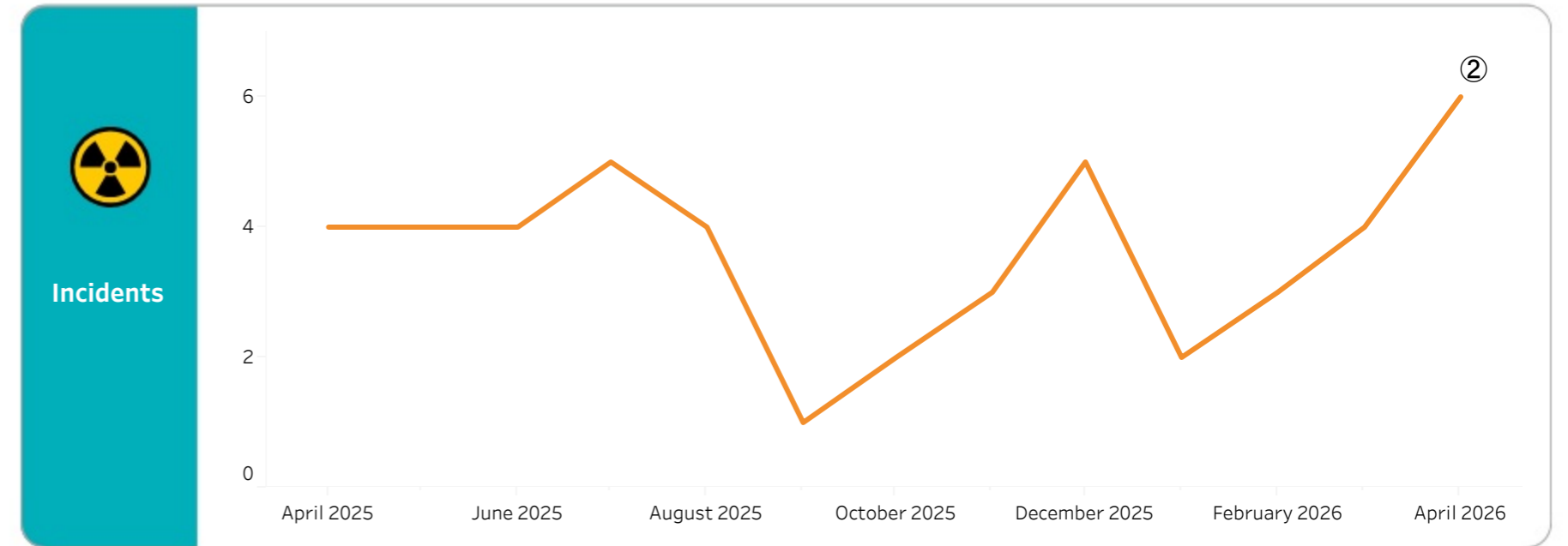
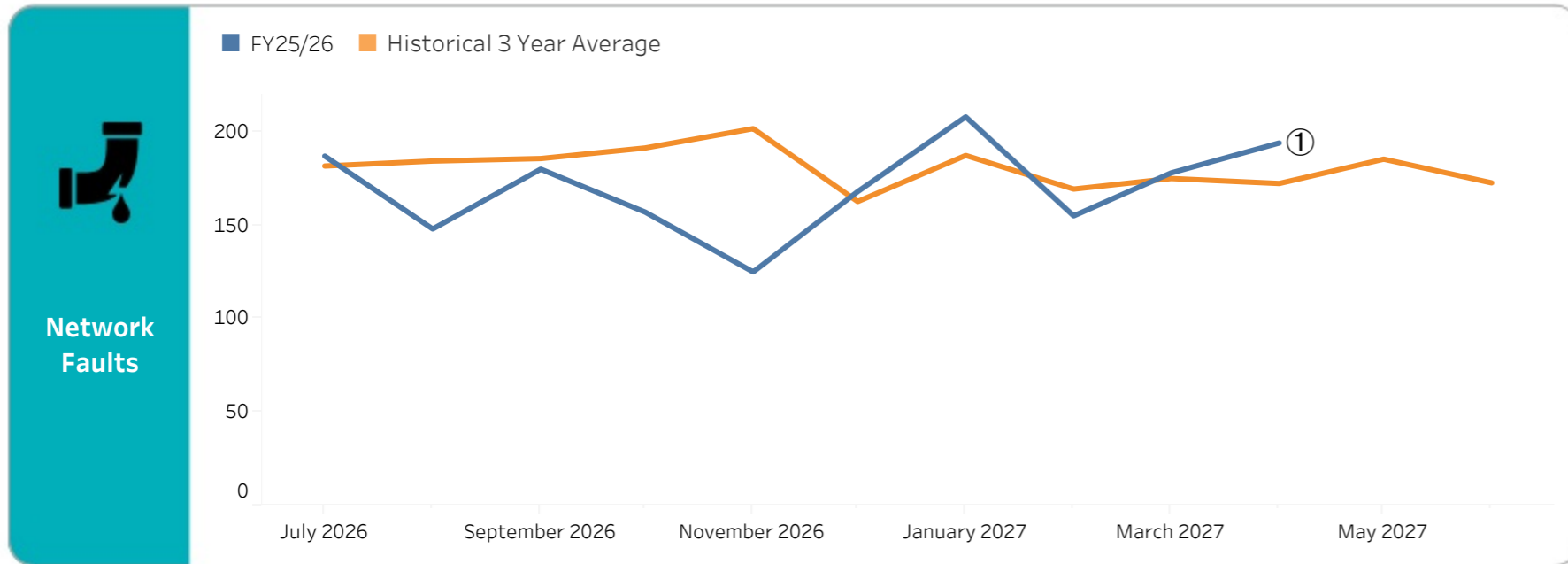
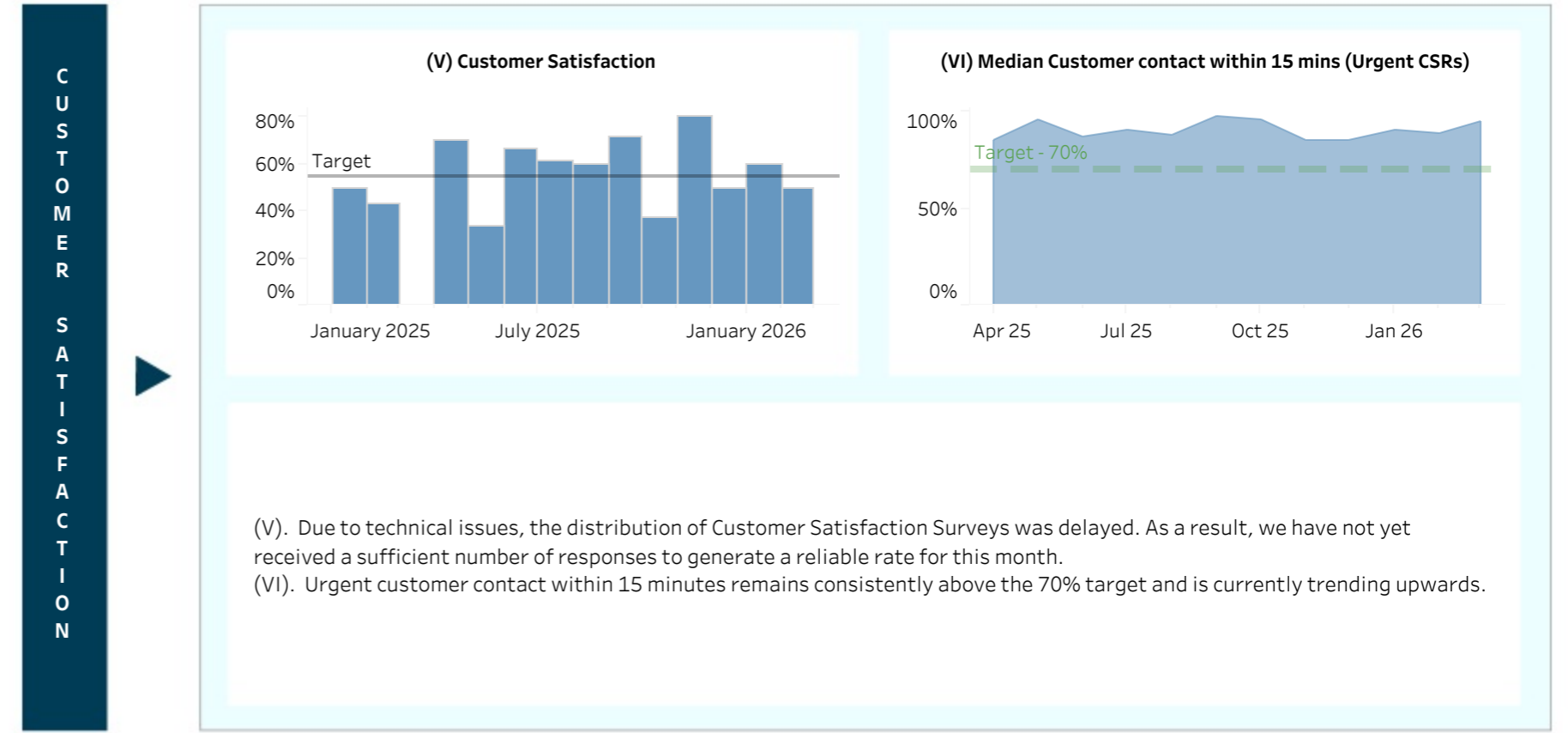
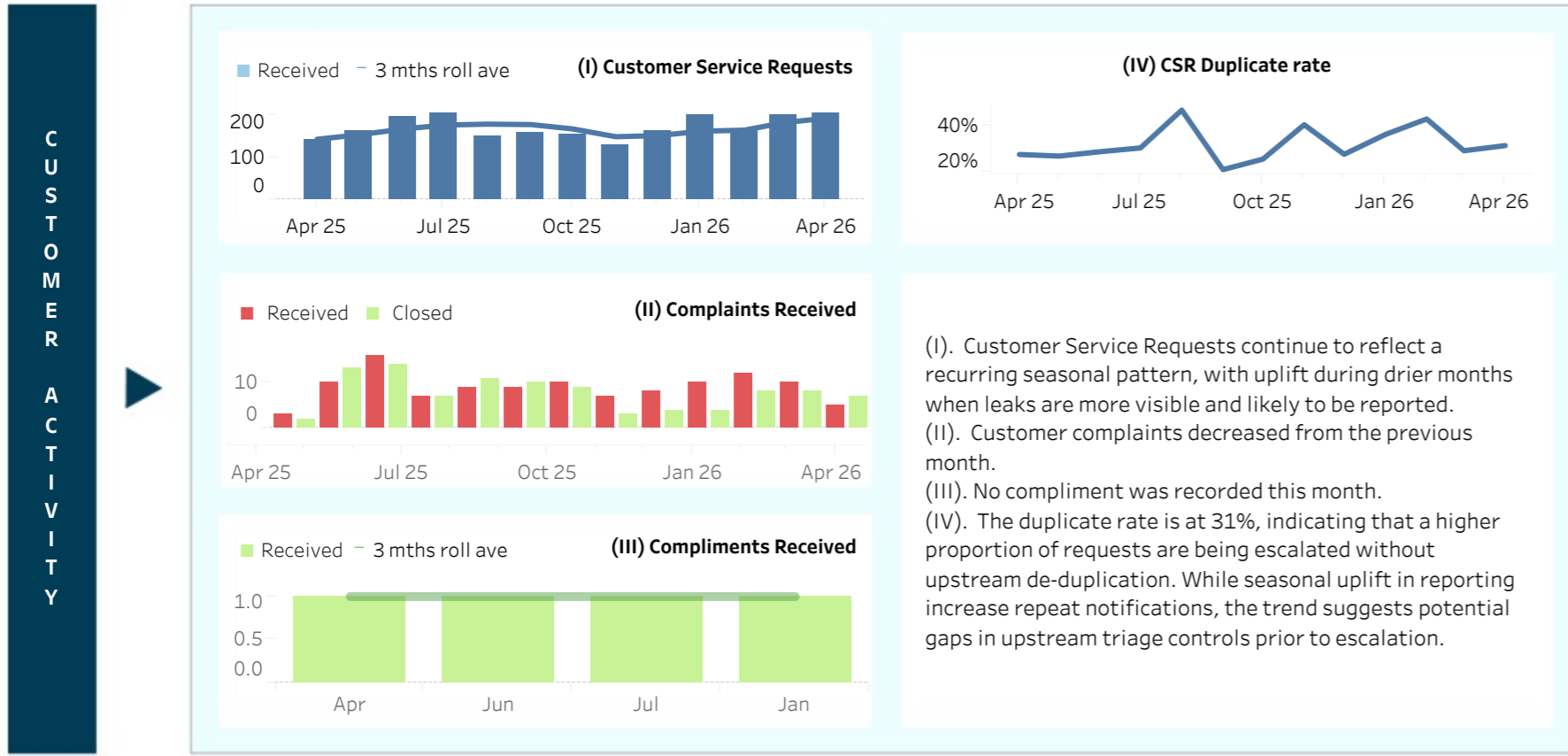
Insights

①. Network faults aligned closely with seasonal norms earlier in the year but have increased in recent months and are now above the 3-year average, consistent with summer uplift. Without a corresponding increase in repair throughput, backlog pressure is likely.
②. The number of incidents are unpredictable and can vary significantly from month to month.
③. Attendance times for urgent potable jobs are within the targeted timeframes.
④. Resolution times for urgent potable and waste water jobs are within the targeted timeframes.



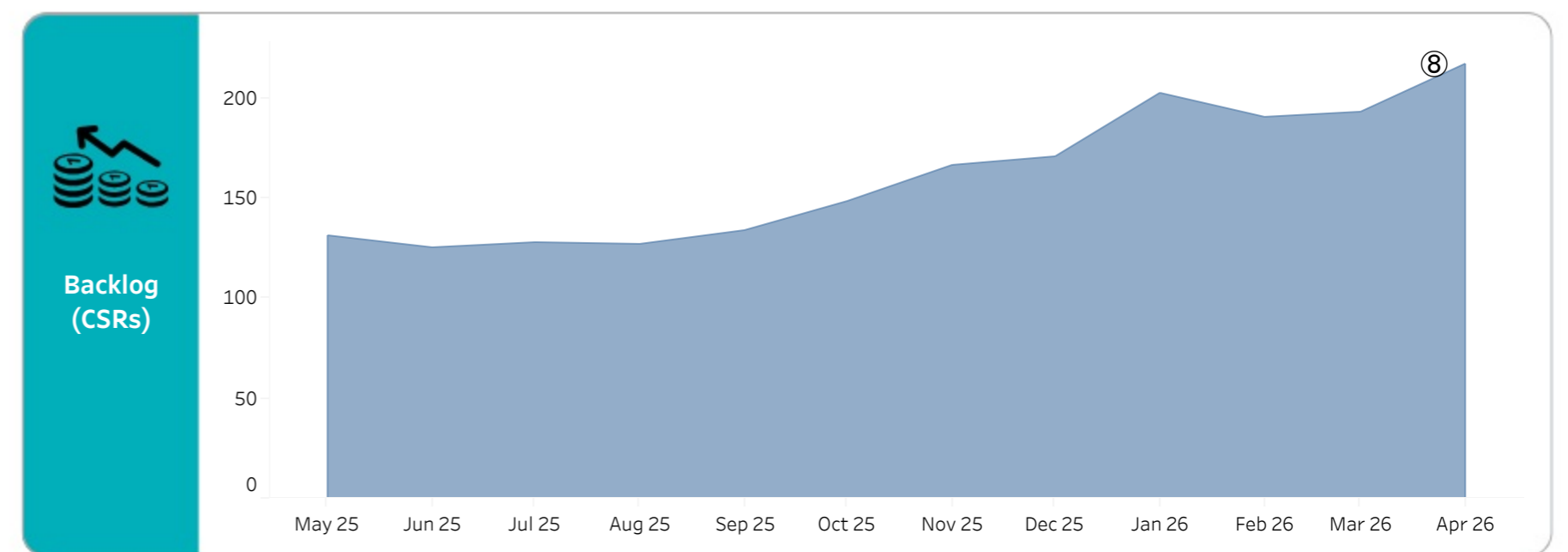
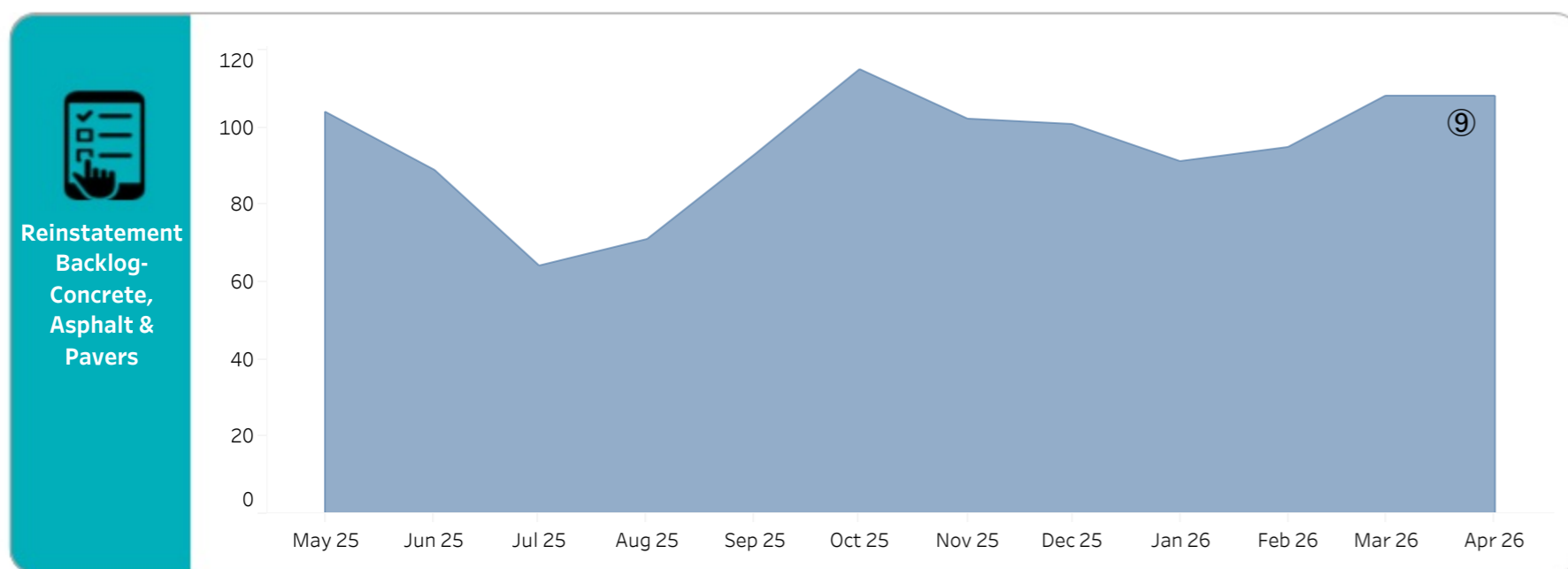
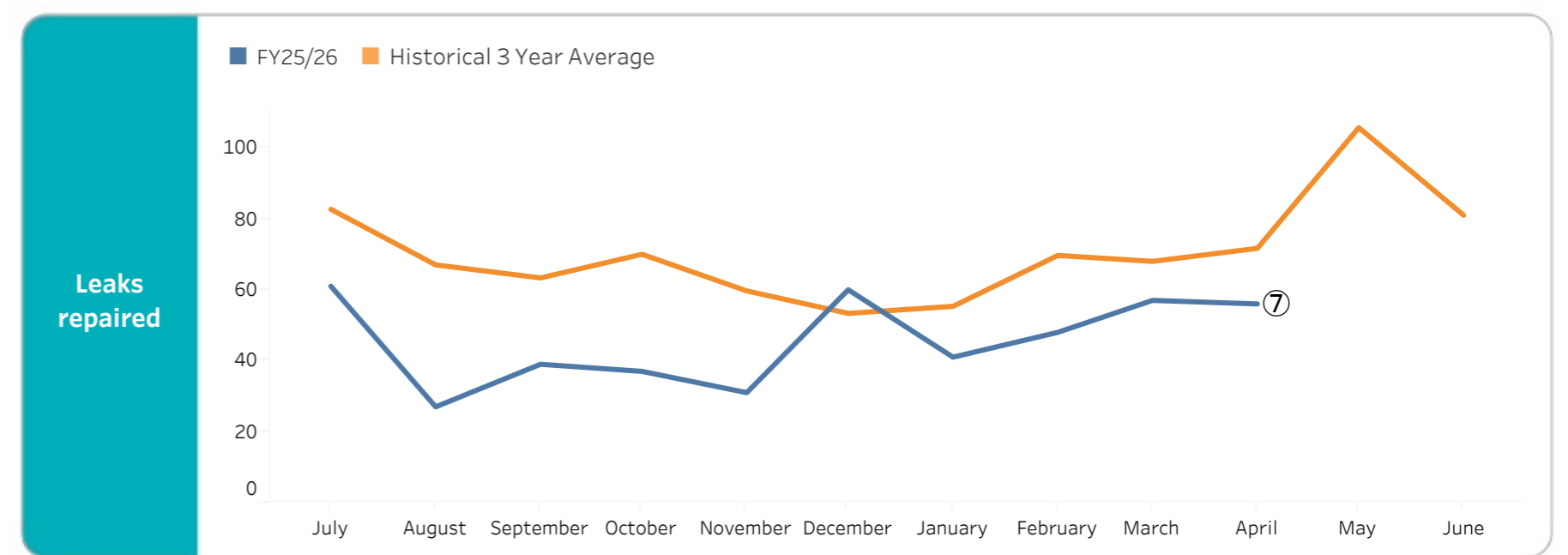
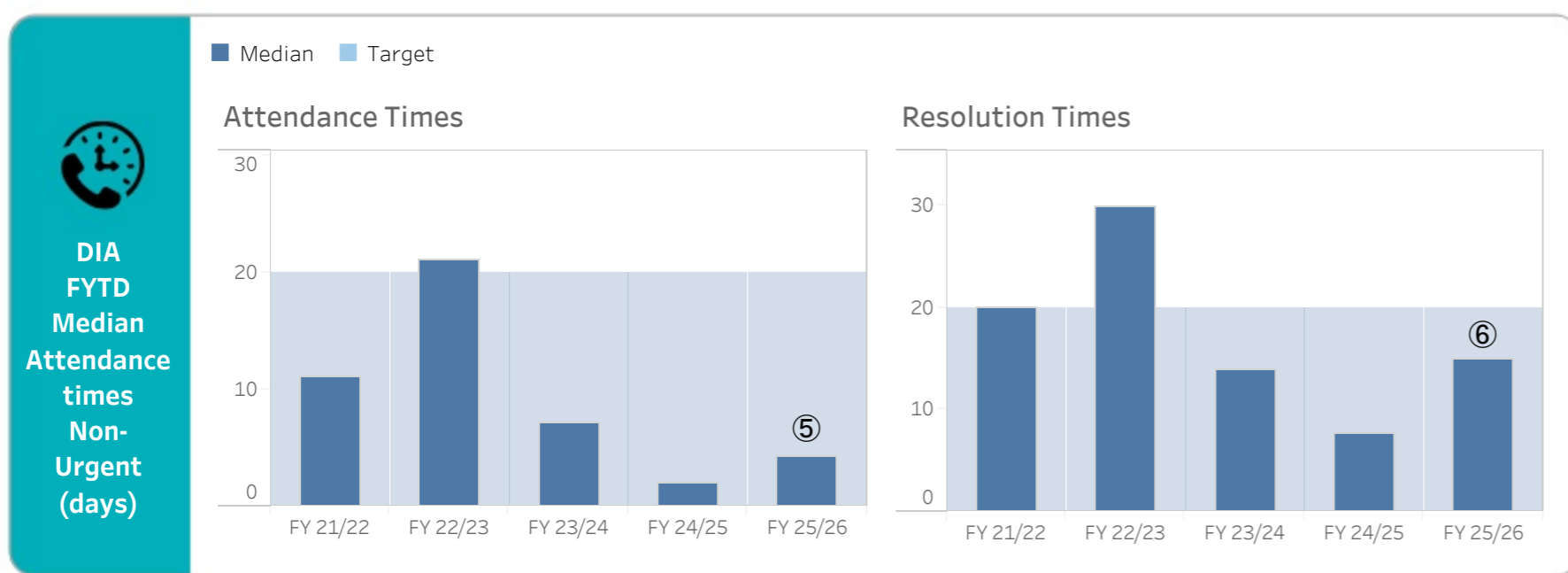
Insights

⑤. ⑥. Attending and Resolving non-urgent water jobs remain within targeted timeframes. Continued backlog growth, however, may place short term upward pressure on response times if sustained.
⑦. Repairs remain below the three-year seasonal average for most of FY25/26, although throughput has increased through the peak summer period.
⑧. Delivery strengthened through spring; however, it has not materially outpaced recent increases in job volumes, however, the backlog appears to have peaked.
⑨. The reinstatement backlog has seen an uptick as a result in recent months.



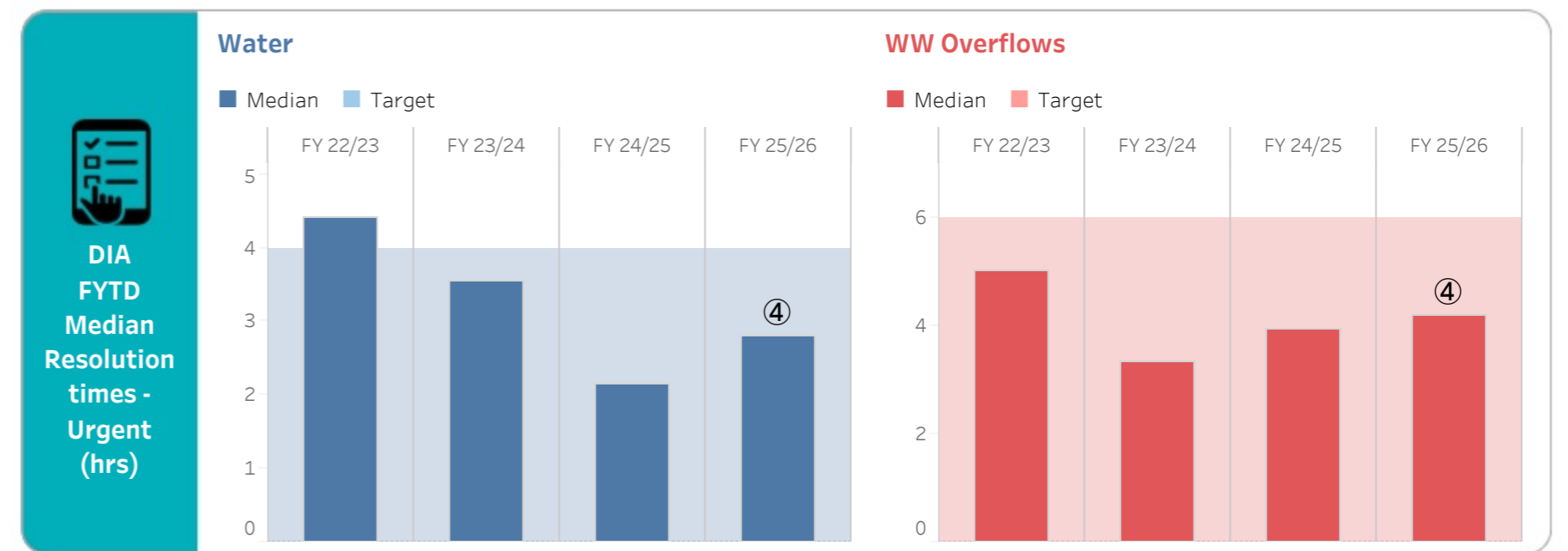
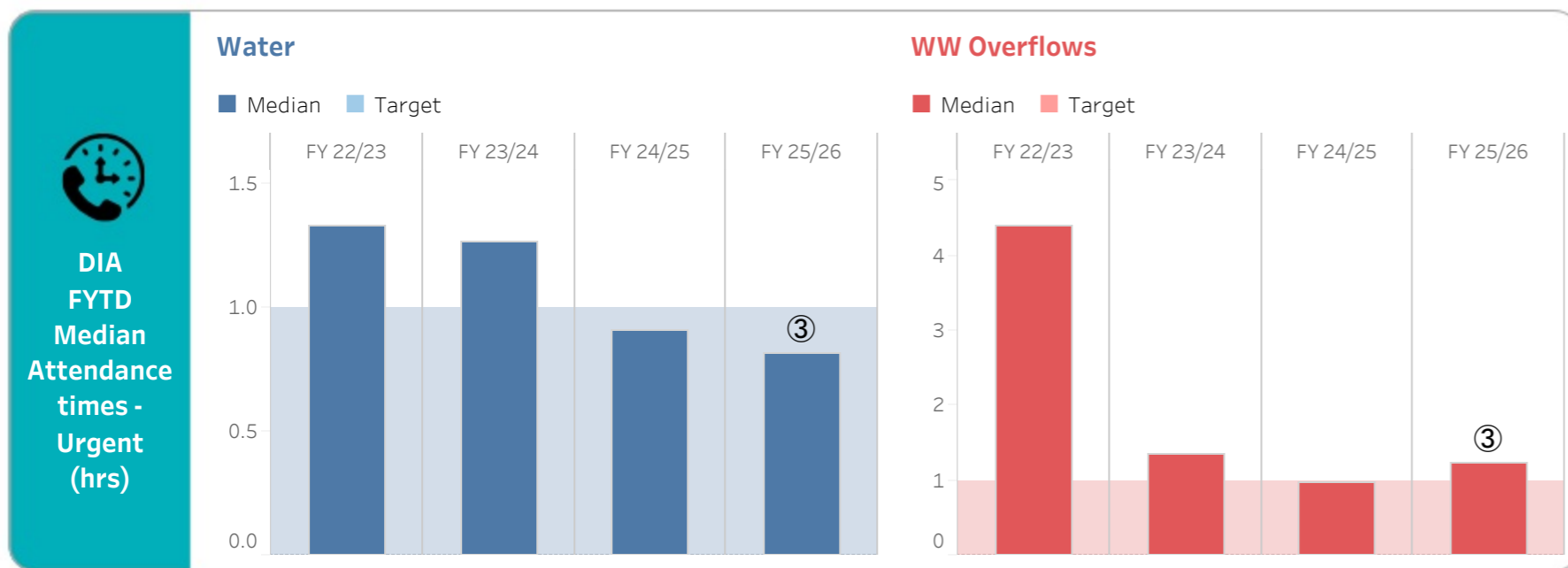
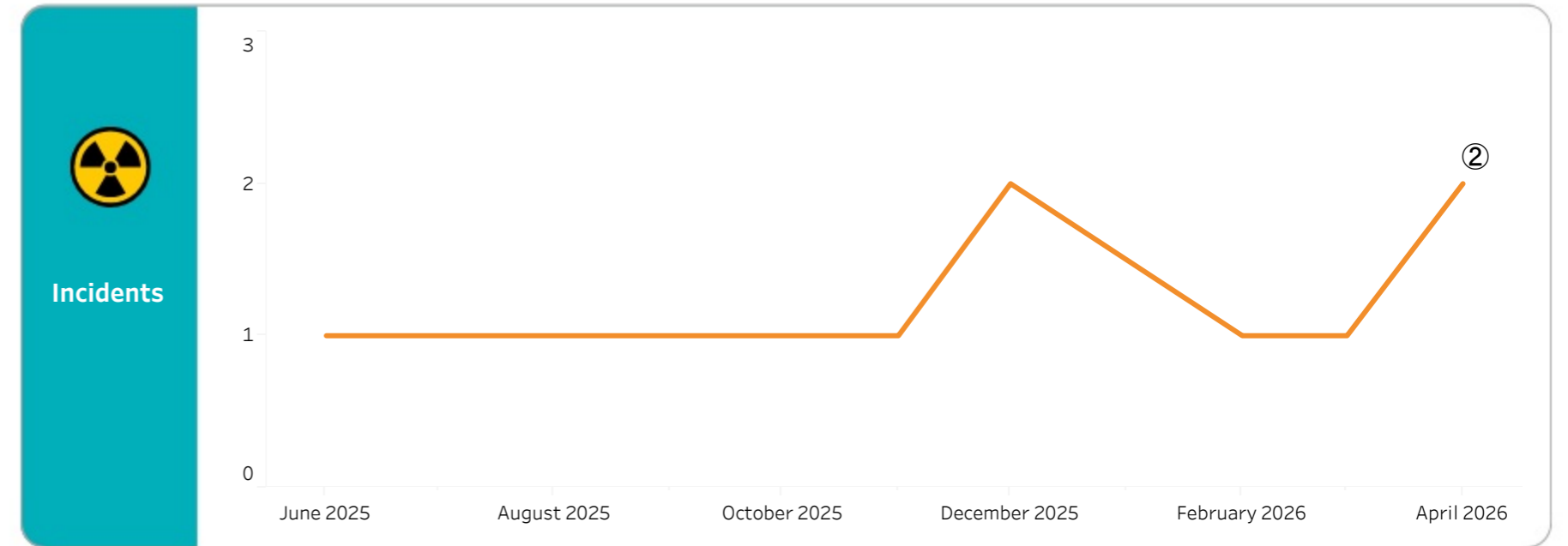
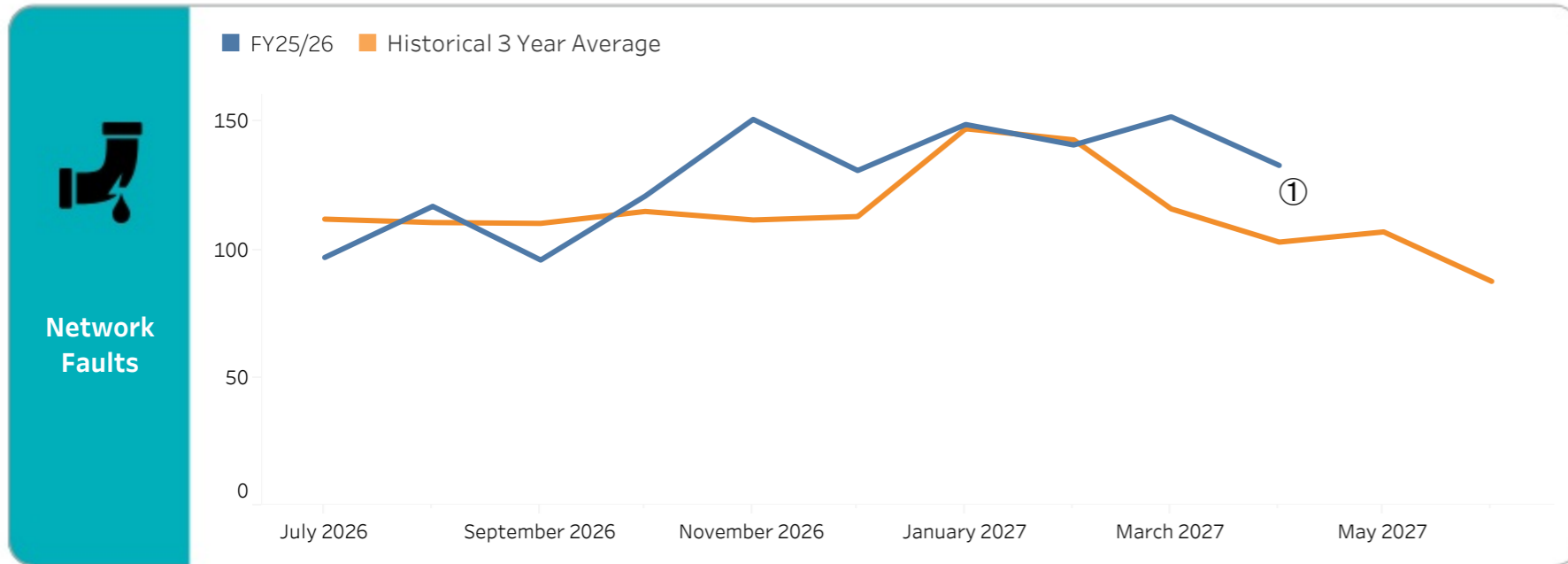
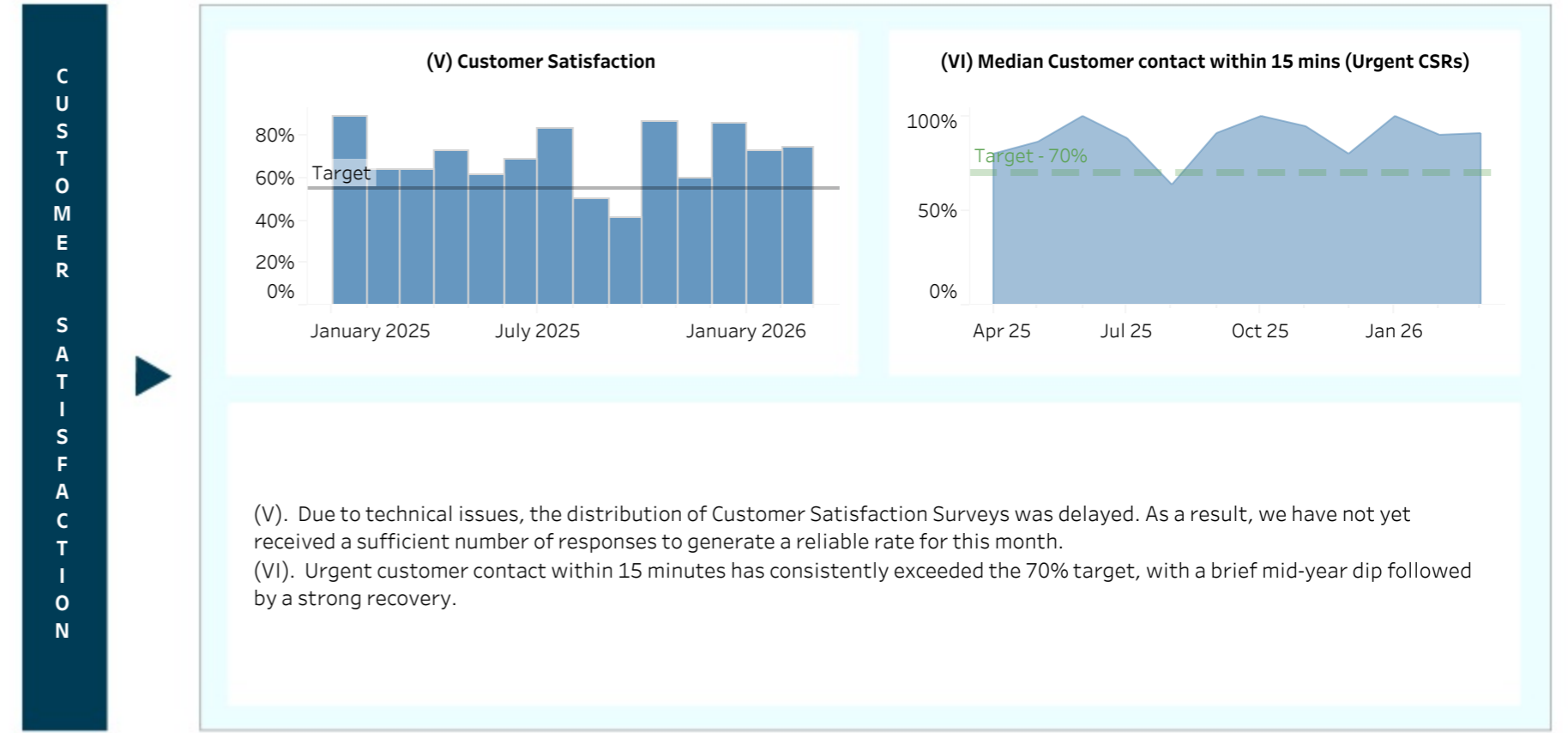
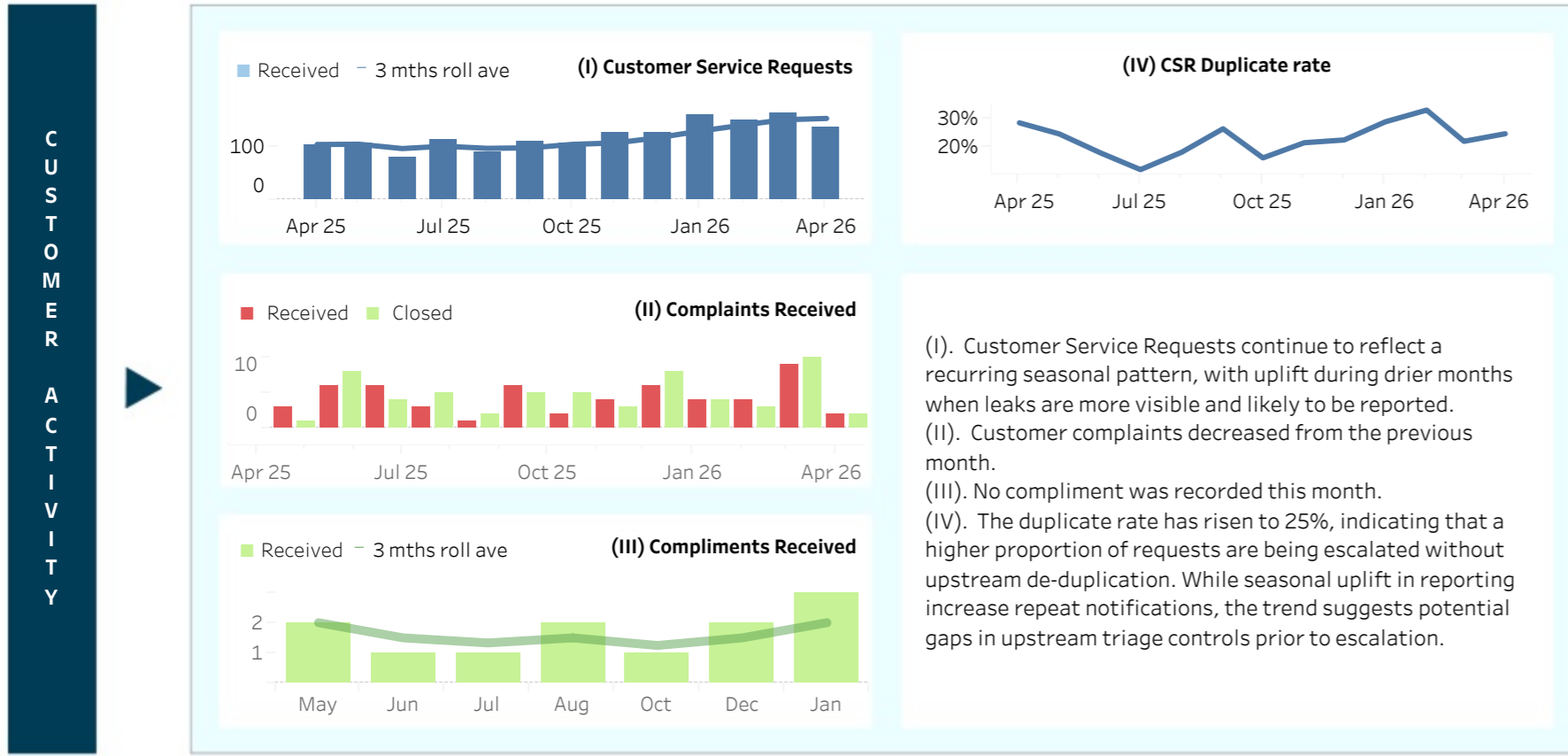
Insights

①. Network faults tracked below seasonal norms earlier in the year but have risen in recent months and are now above the 3-year average, consistent with typical summer uplift. If not matched by equivalent repair throughput, this will place short-term pressure on backlog.
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.



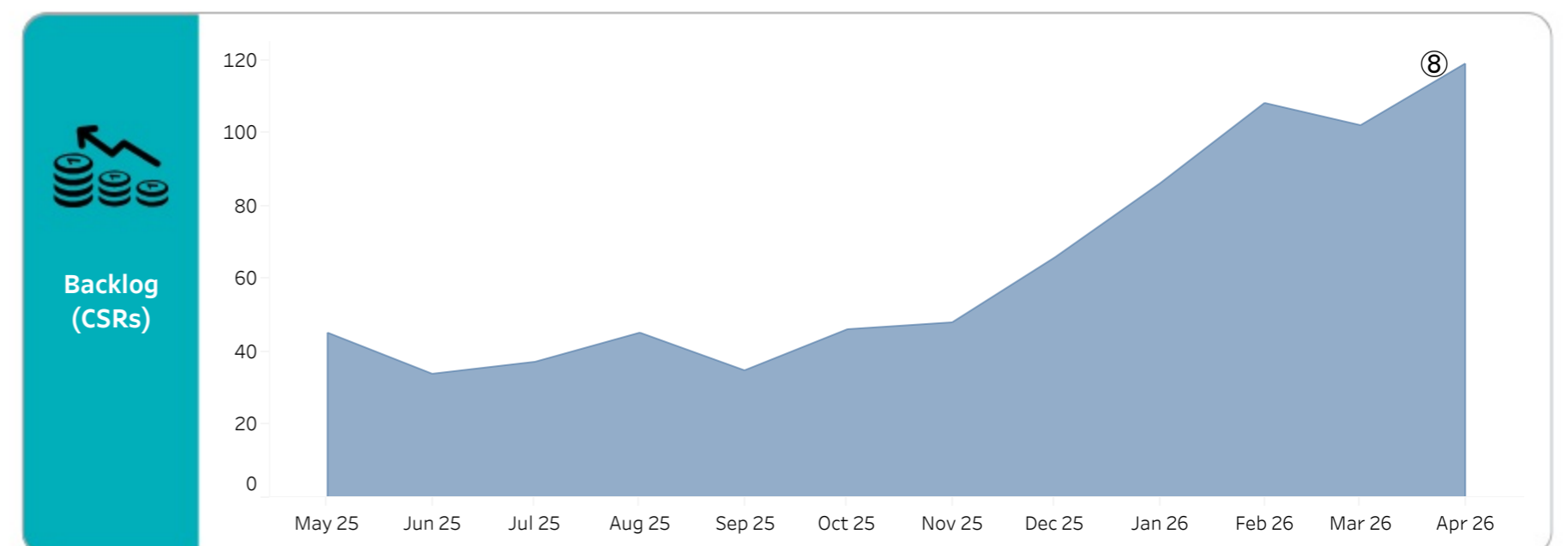
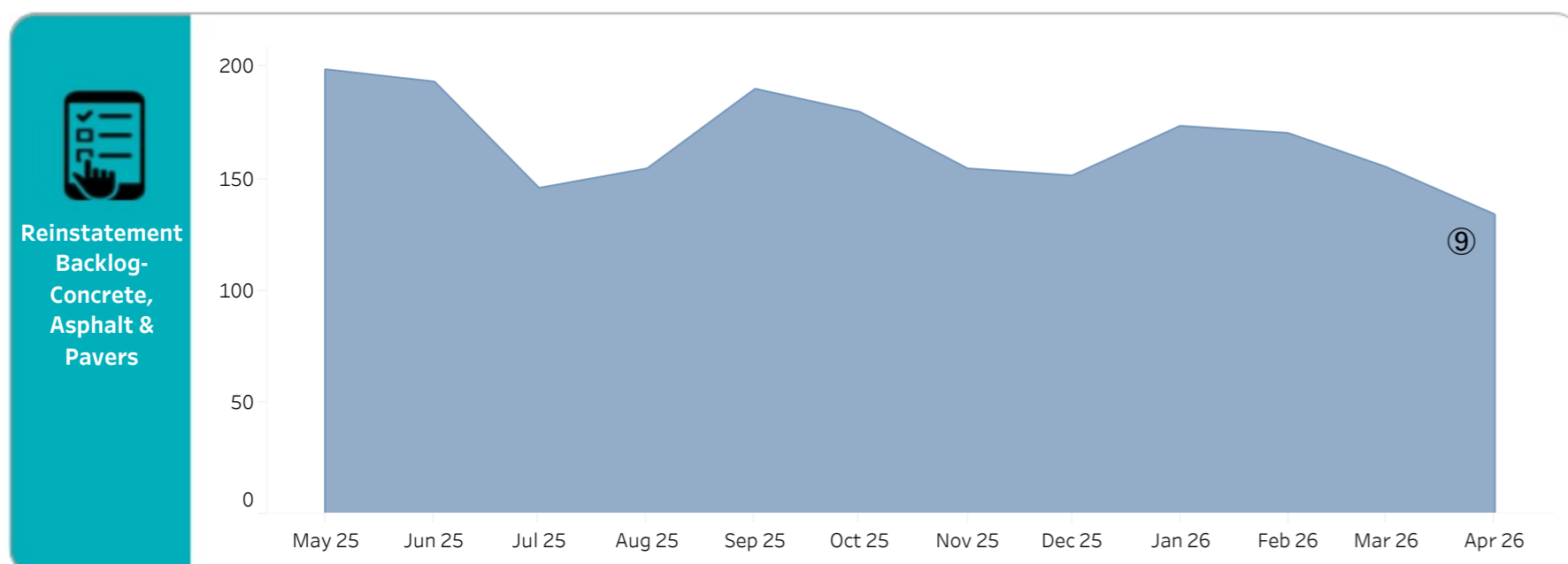
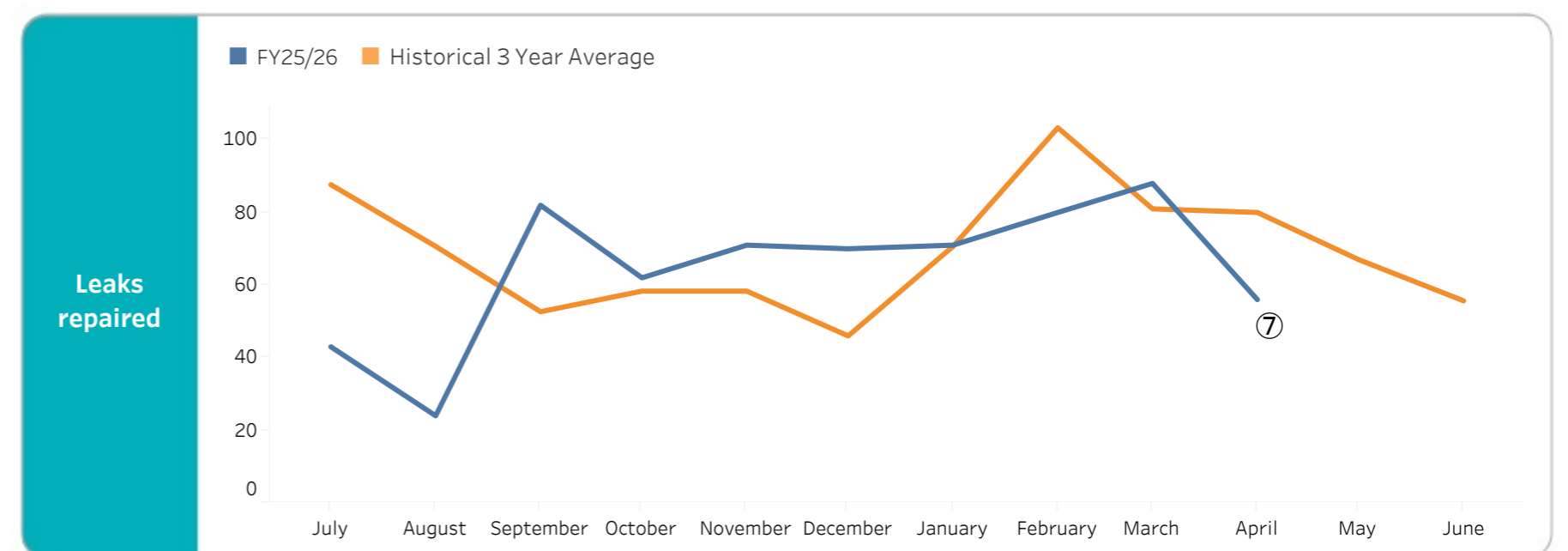
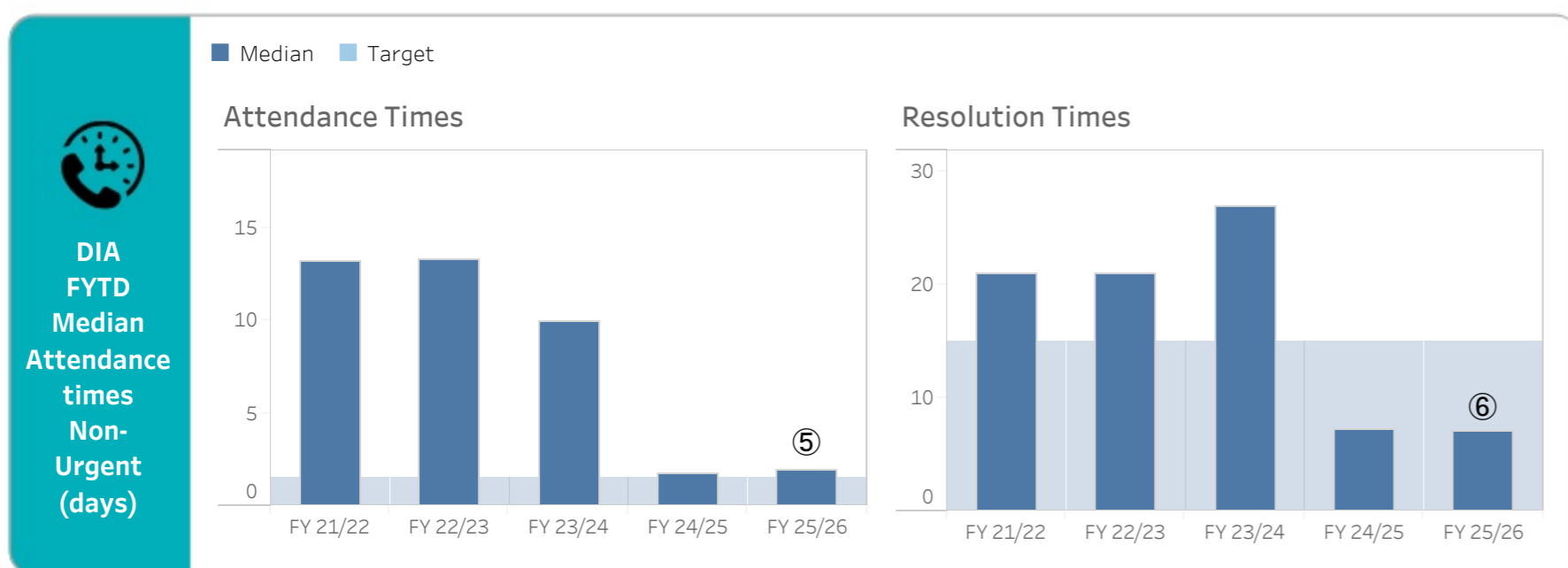
Insights

⑤, ⑥. Attending and Resolving non-urgent water jobs remain within targeted timeframes. Continued backlog growth, however, may place short term upward pressure on response times if sustained.
⑦. Repairs are tracking below the historical three-year seasonal average for most of FY25/26 although throughput has increased in the last few months.
⑧. While delivery strengthened through spring, it has not materially outpaced recent increases in job volumes.
⑨. The reinstatement backlog maintained a downward trajectory since October last year. However, we have seen a slight increase recently.



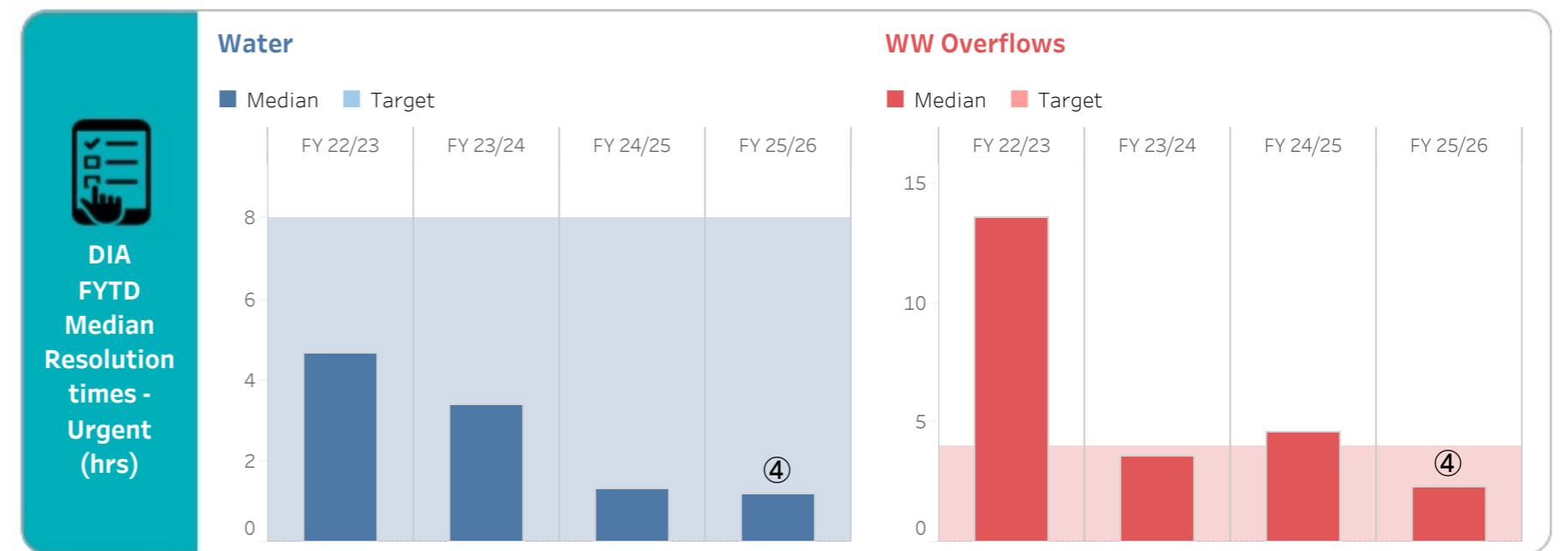
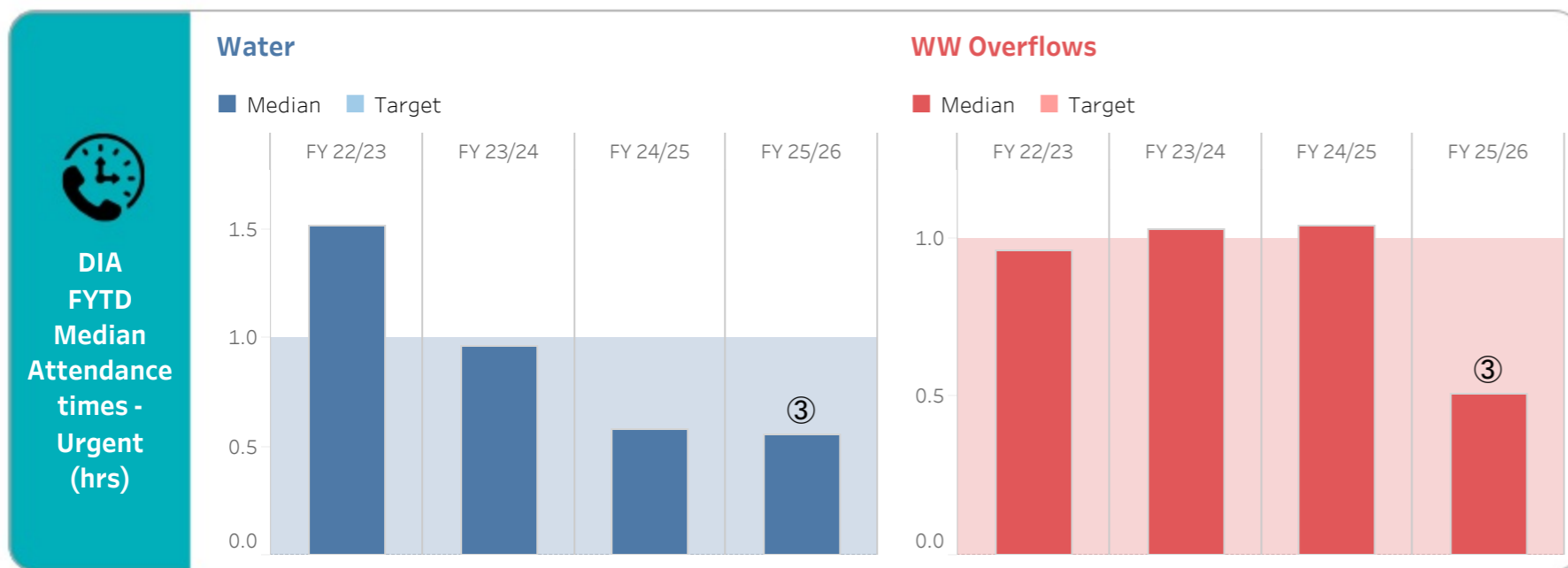
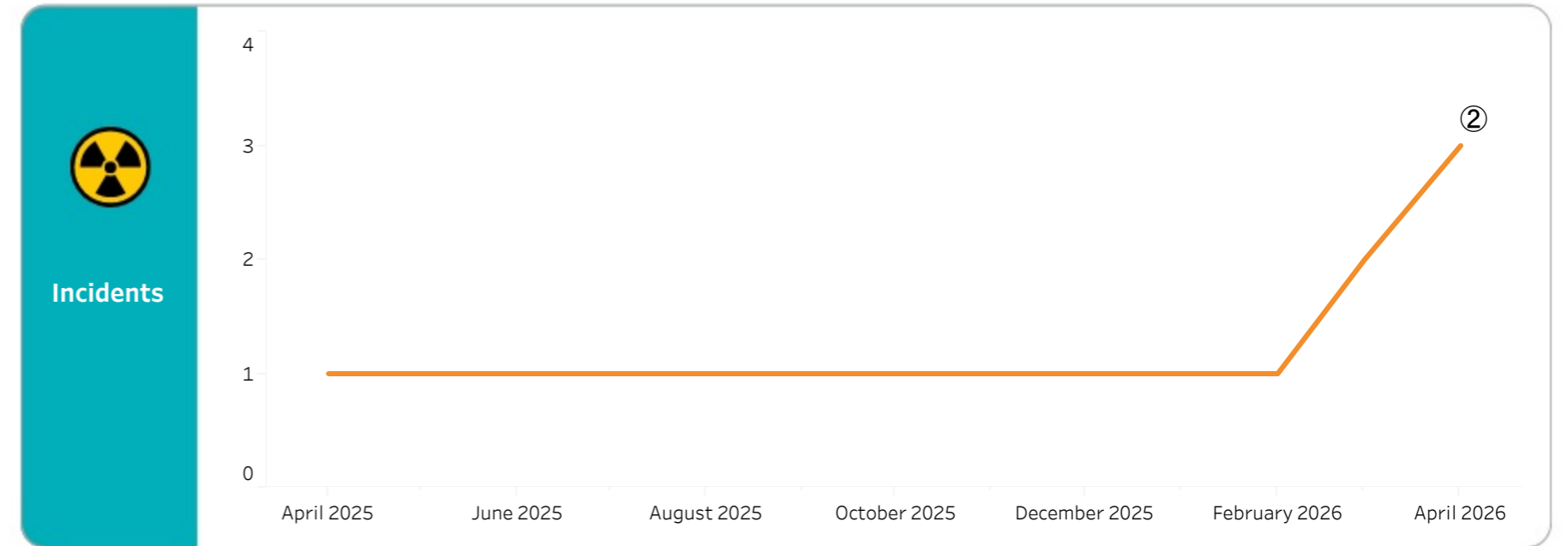
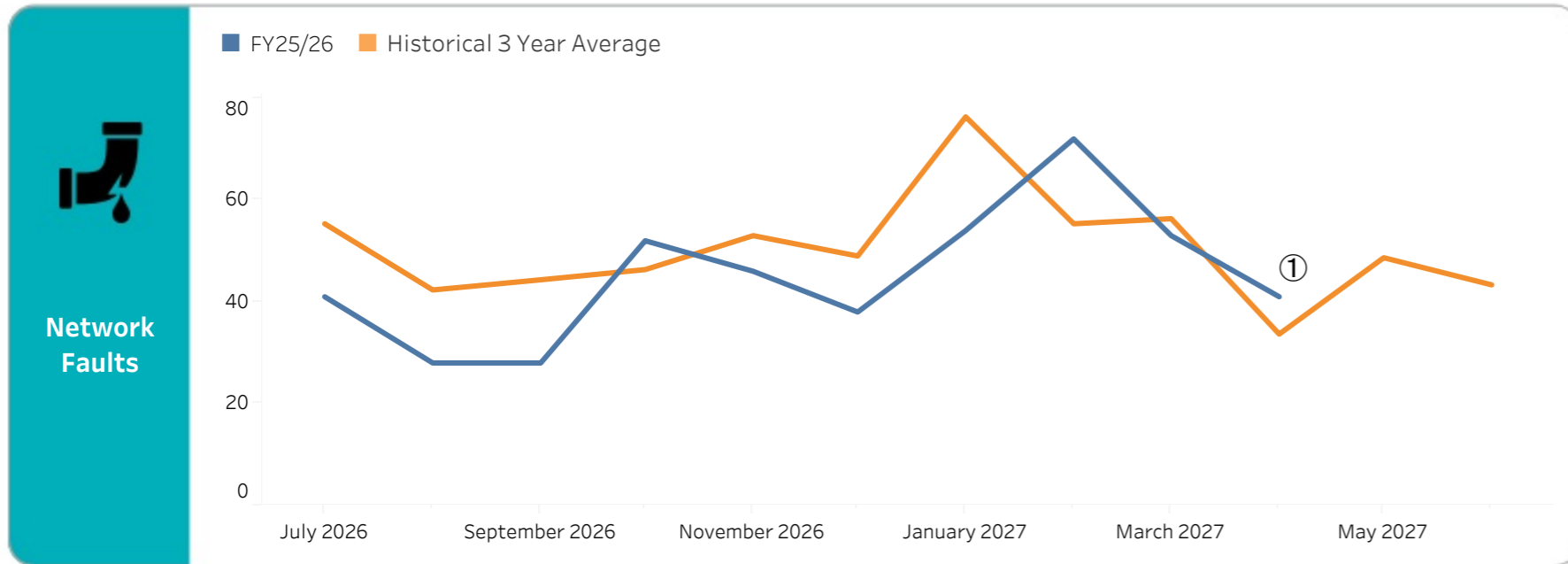
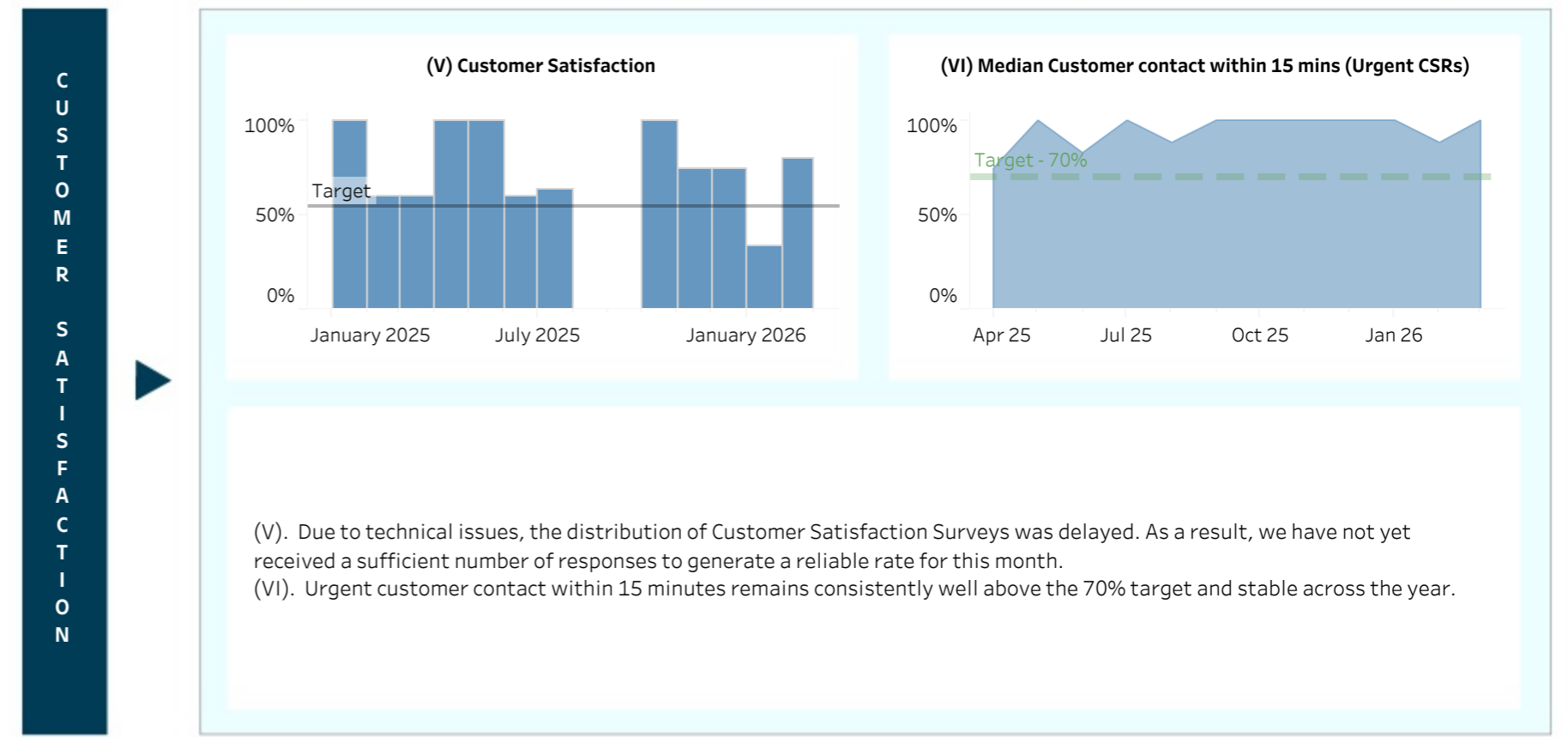
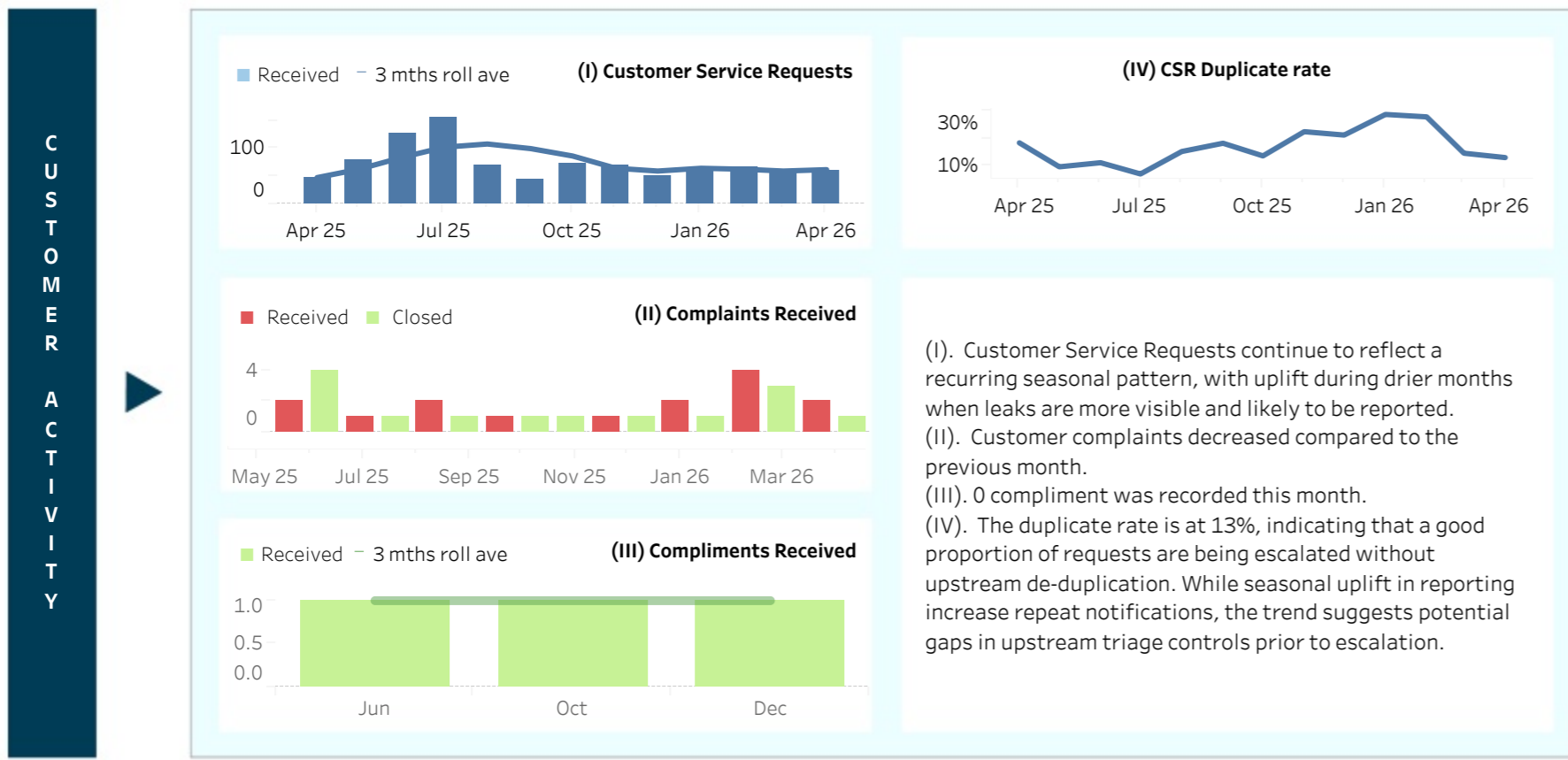
Insights

①. Network faults have tracked above the three-year average since October, reflecting sustained seasonal uplift. If repair throughput does not exceed incoming jobs, backlog accumulation will continue.
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.



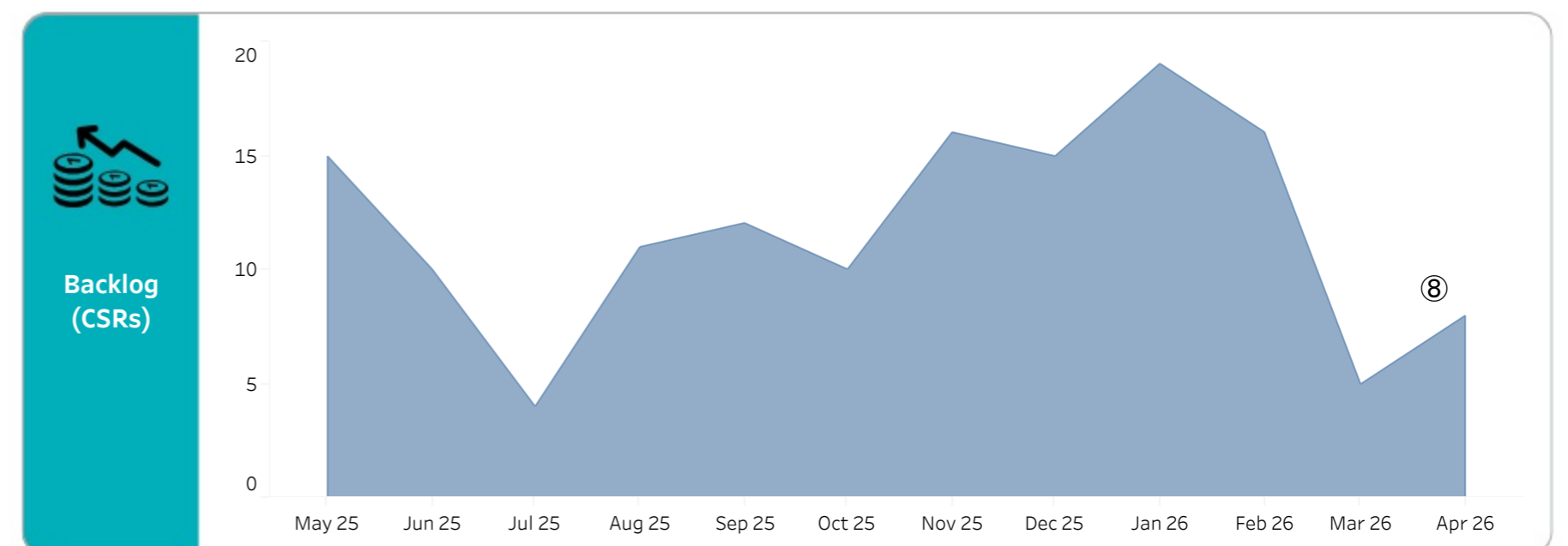
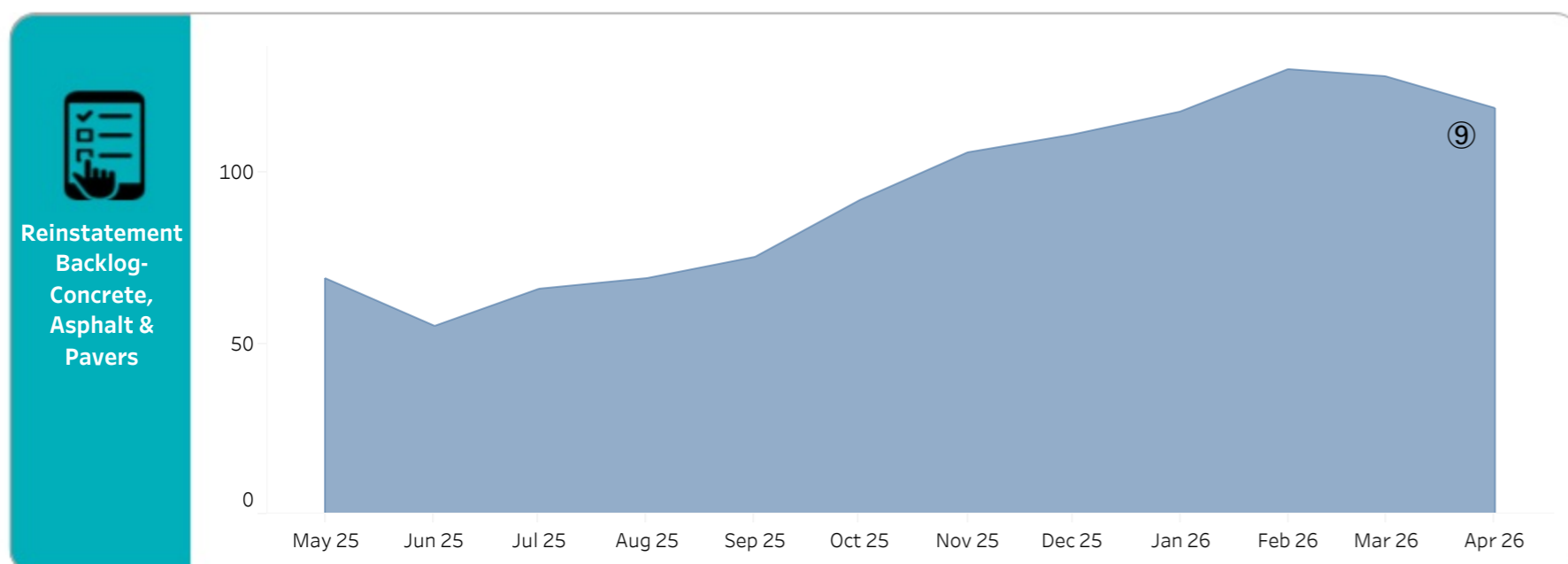
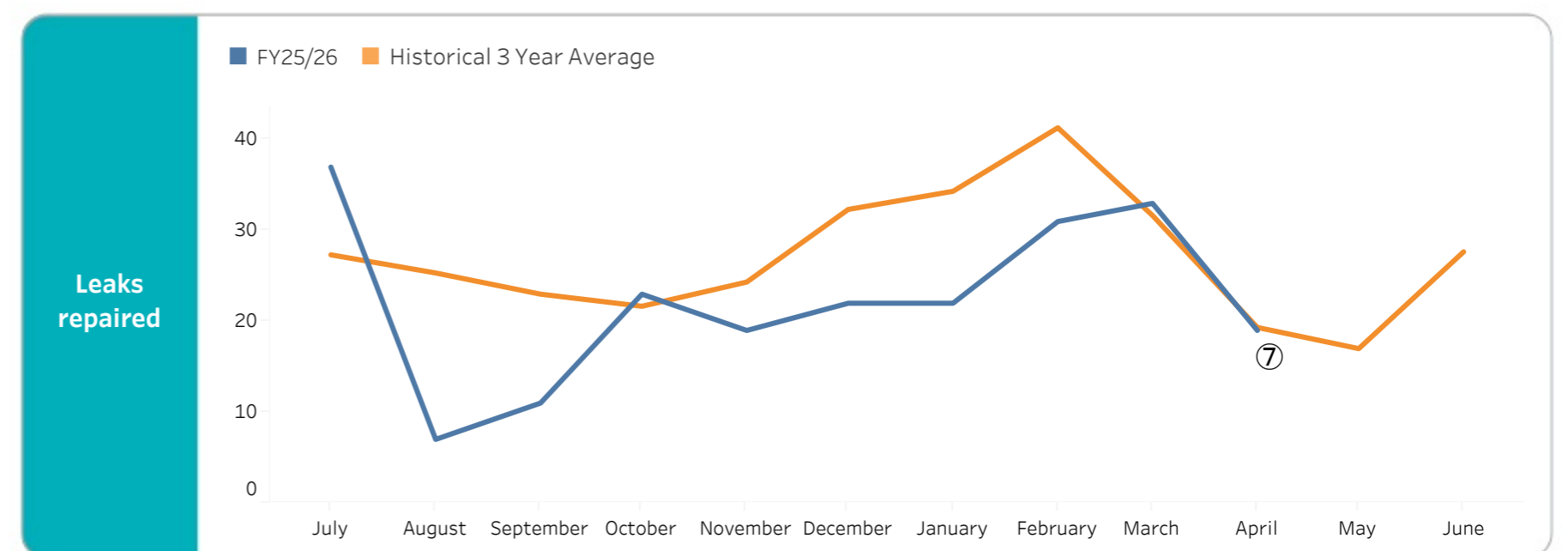
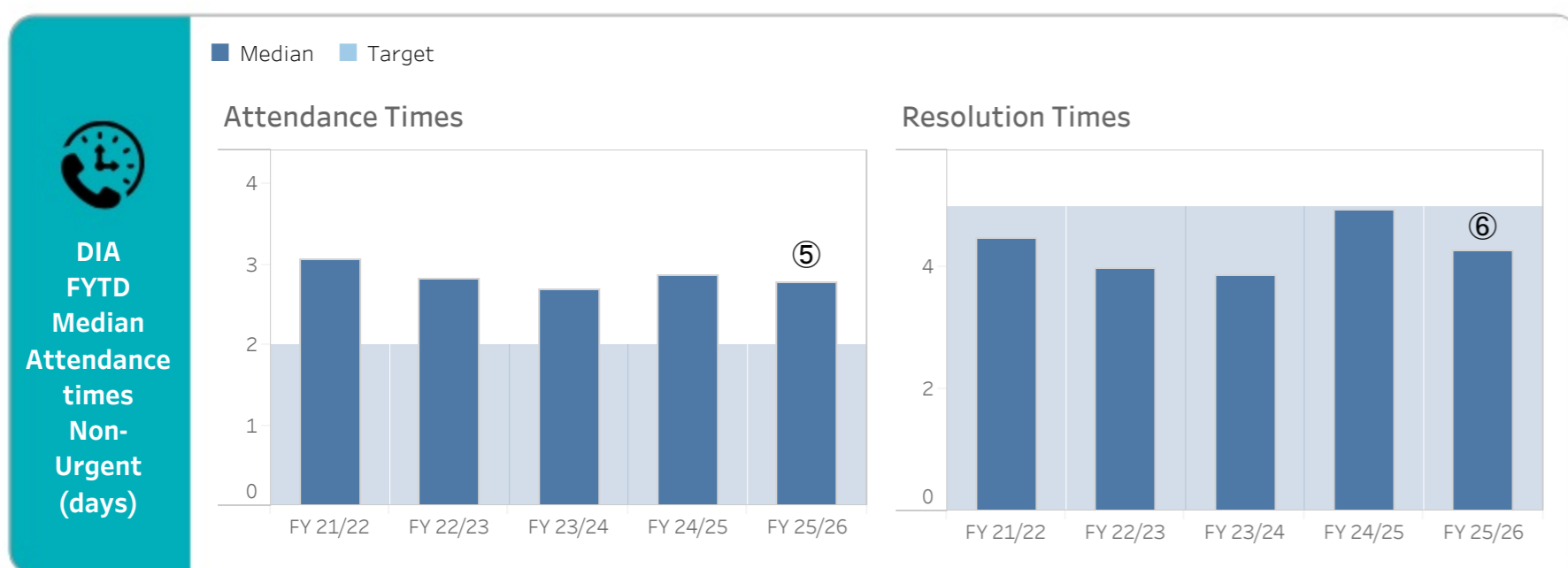
Insights

⑤. ⑥. Attending and Resolving non-urgent water jobs remain within targeted timeframes. Continued backlog growth, however, may place short term upward pressure on response times if sustained.
⑦. Leaks repaired have tracked above the three-year seasonal average from September through to March.
⑧. Delivery strengthened through spring; however, it has not materially outpaced recent increases in job volumes, with backlog continuing to rise over in recent months.
⑨. The reinstatement backlog has however decreased in recent months.



Insights

①. Network faults have generally tracked at or below seasonal norms this year, with a recent uplift consistent with typical seasonal patterns.
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, ⑥. Non-urgent attendance and resolution performance remain outside target timeframes, likely reflecting sustained backlog pressure.
⑦. Repairs declined materially early in the year and, despite recent improvement, remain below historical seasonal levels.
⑧. Delivery strengthened through spring; with backlog declining from the summer peak as a result.
⑨. The reinstatement backlog has peaked in recent months.