



Operations Report

NETWORK OPERATIONS GROUP

Reporting Date: 18th November 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

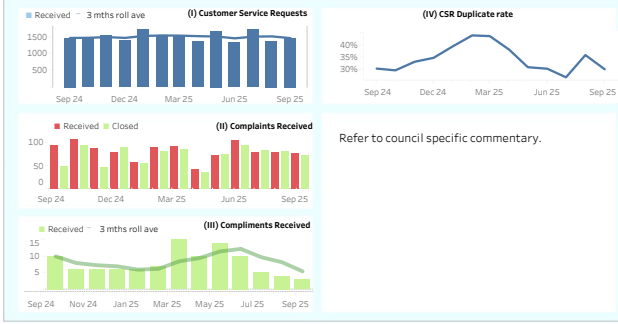
Storm Water

SW

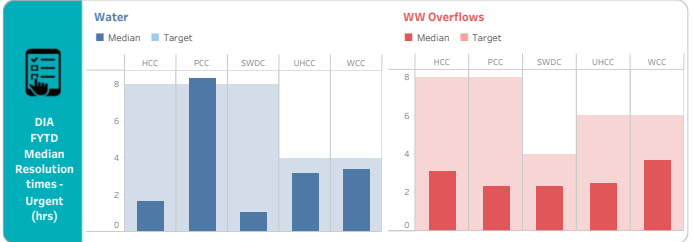
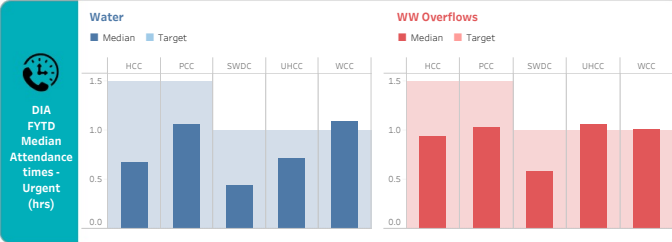
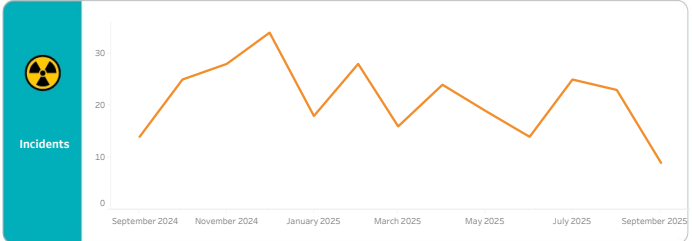
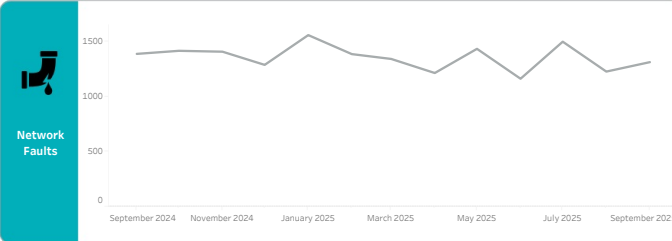
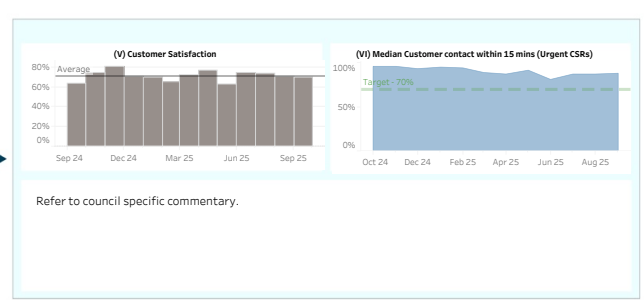
Wastewater

WW

CUSTOMER ACTIVITY

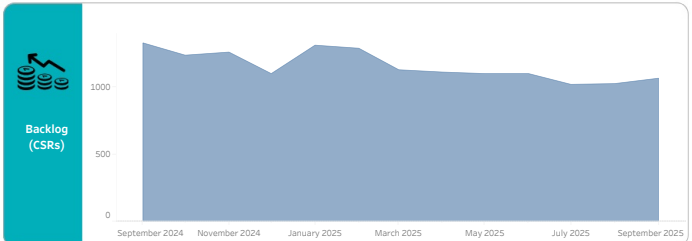
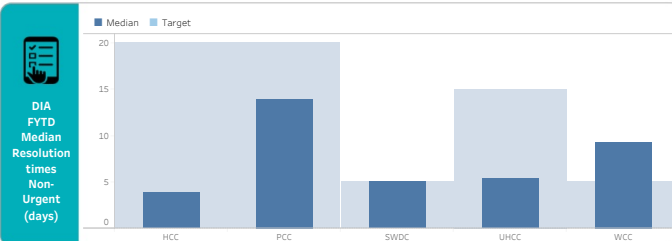
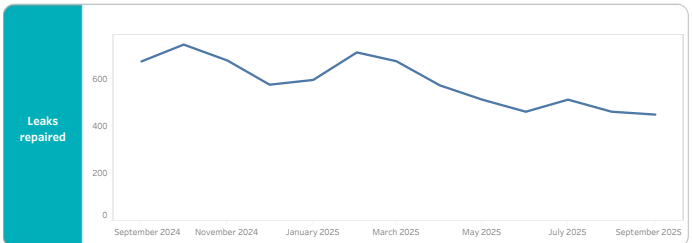
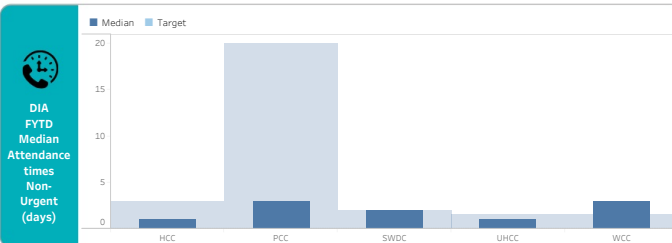


CUSTOMER SATISFACTION



Refer to council specific commentary.

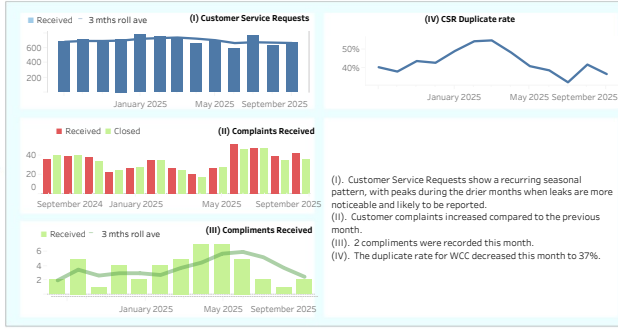
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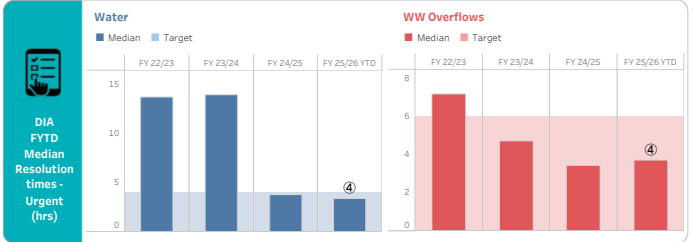
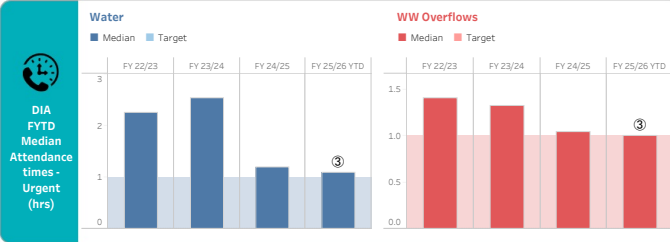
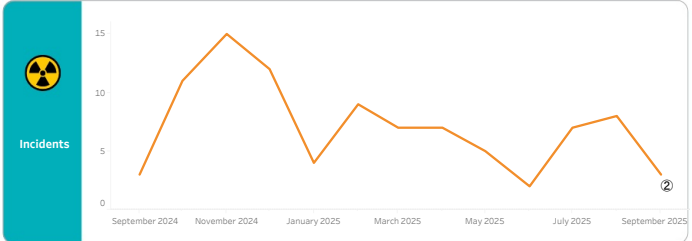
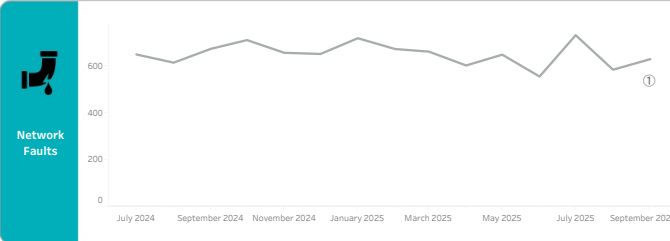
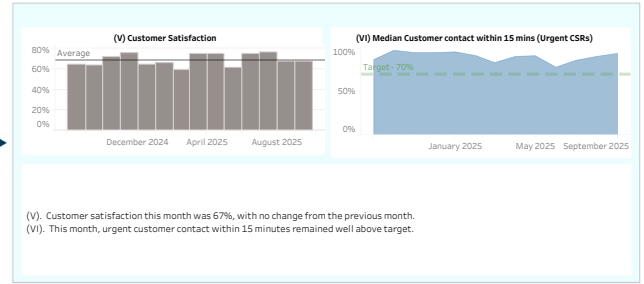
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CUSTOMER ACTIVITY

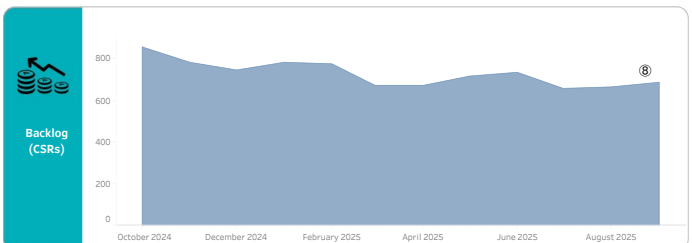
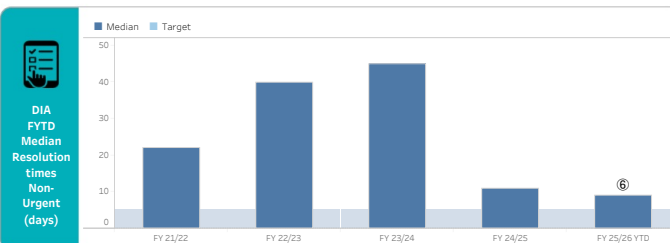
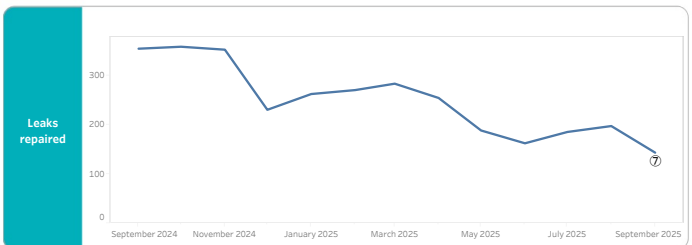
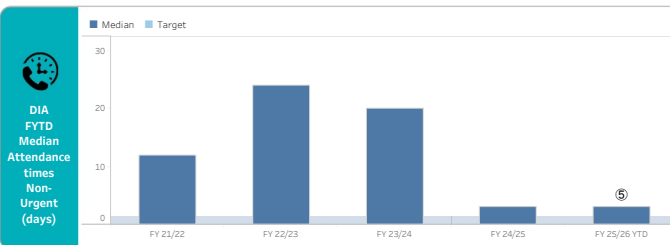


CUSTOMER SATISFACTION



Insights

①. There has been a slight increase in reported network faults compared to the previous month.
②. The number of incidents are unpredictable and can vary significantly from month to month.
③. Attendance for urgent jobs is slightly outside the targeted timeframes for water, while remaining within targets for wastewater overflows.
④. Resolution for urgent jobs is within the targeted timeframes.

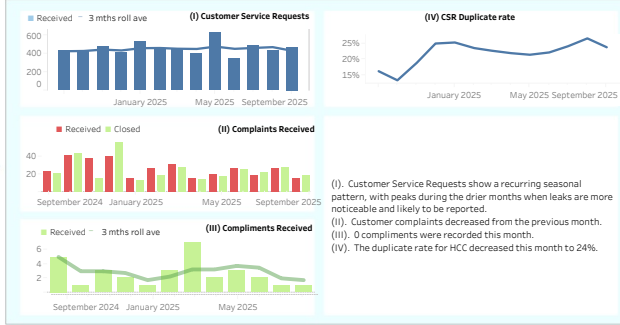


Insights

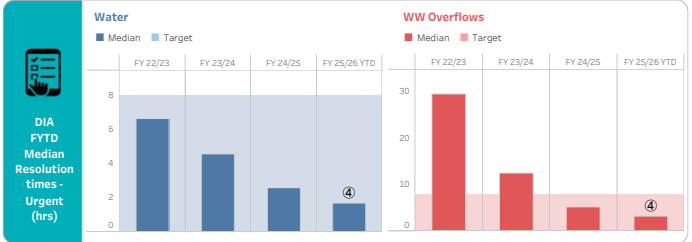
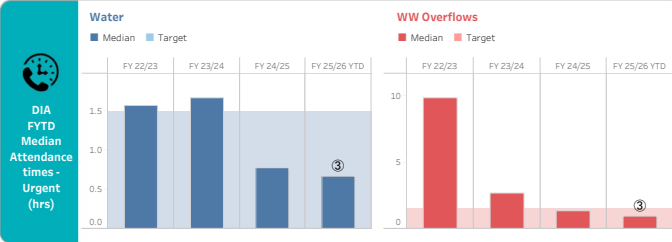
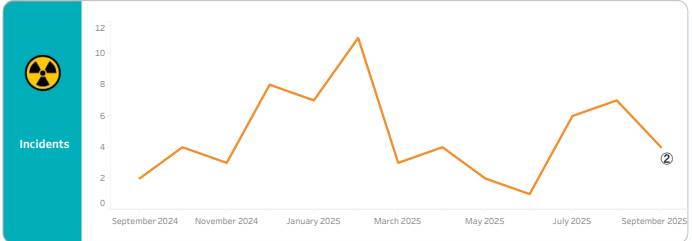
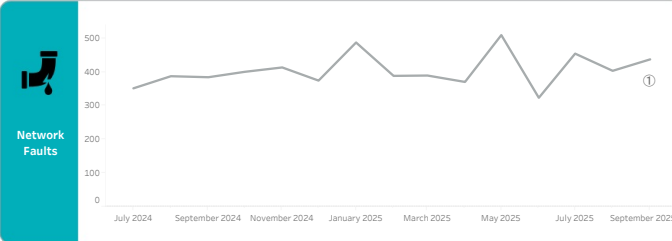
⑤. Attendance for non-urgent jobs is slightly outside the targeted timeframes.
⑥. Resolution for non-urgent jobs is slightly outside the targeted timeframes.
⑦. The number of leaks repaired has slightly decreased compared with the previous month.
⑧. The backlog has slightly increased compared with the previous month.

*Also note that Report provides a snapshot in time. Analysis Date: 09/10/25

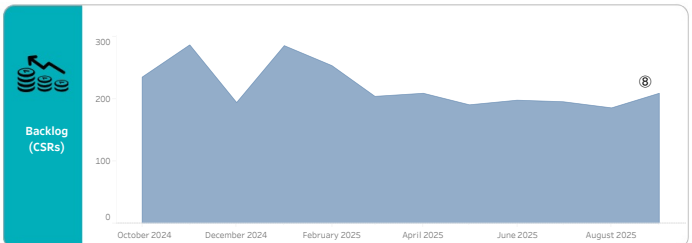
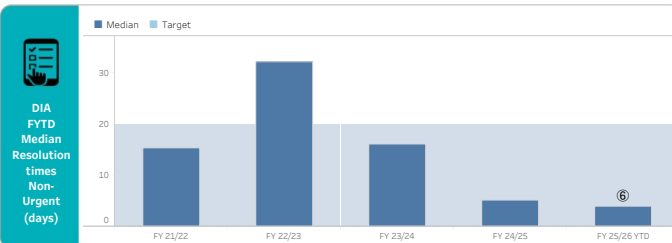
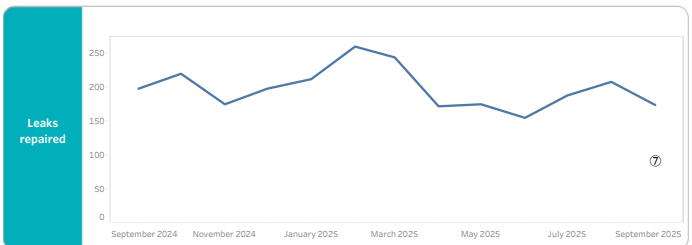
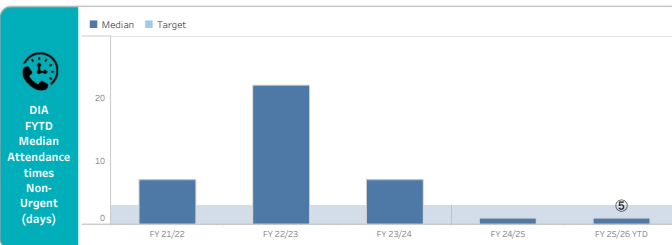
CUSTOMER ACTIVITY



CUSTOMER SATISFACTION



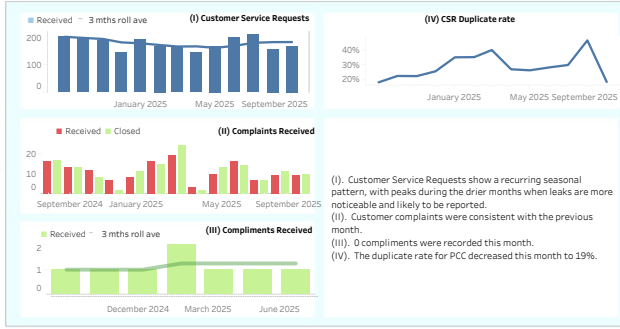
- Insights**
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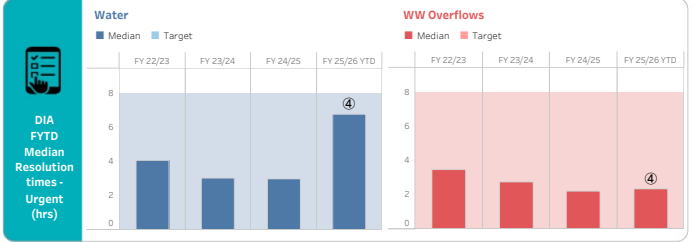
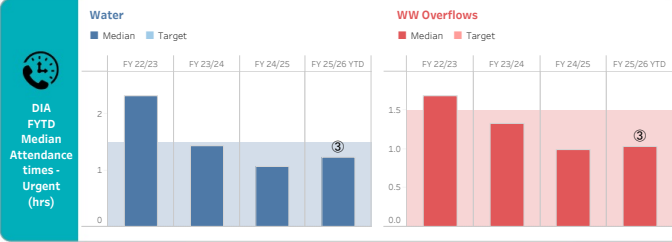
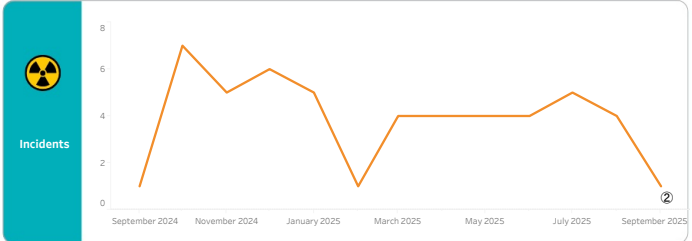
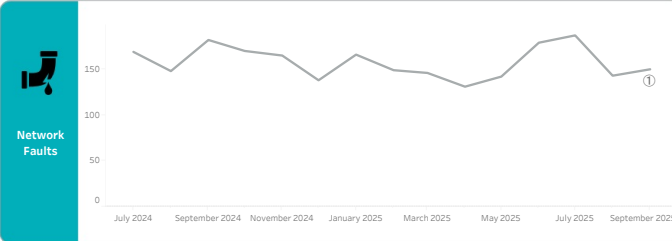
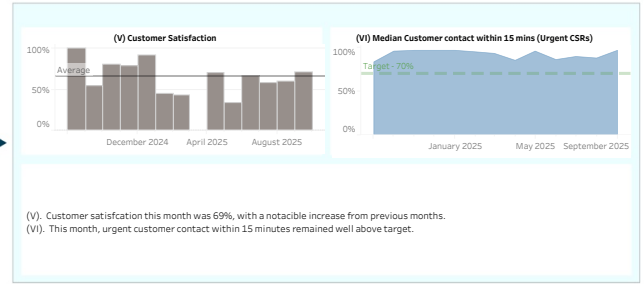
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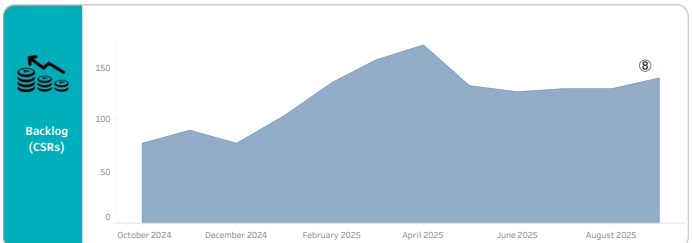
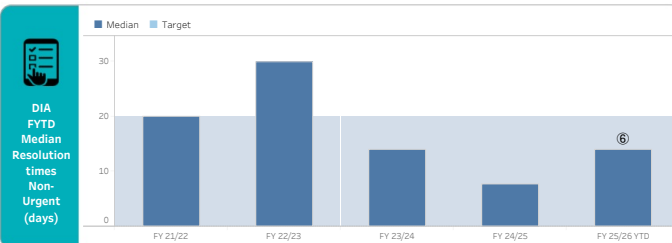
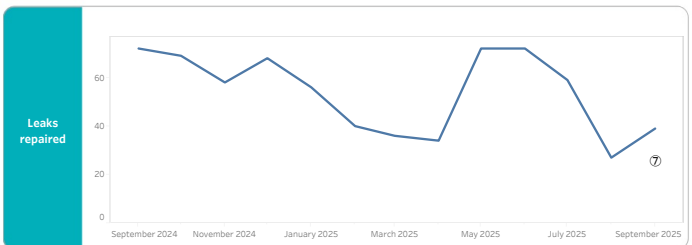
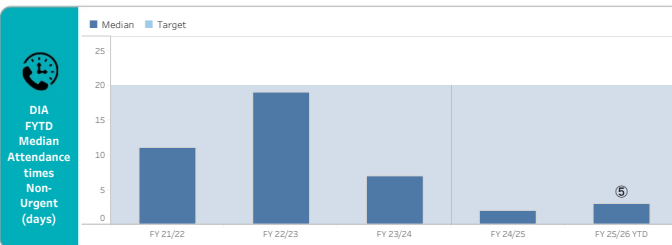
CUSTOMER ACTIVITY



CUSTOMER SATISFACTION



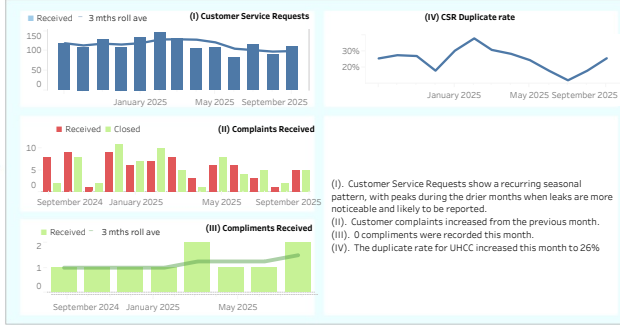
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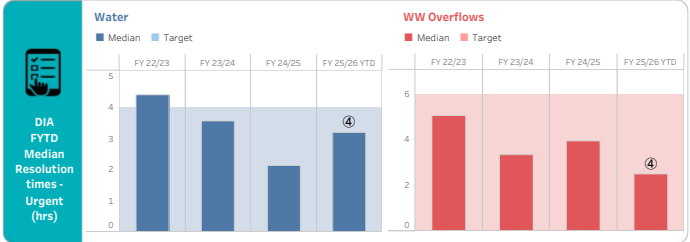
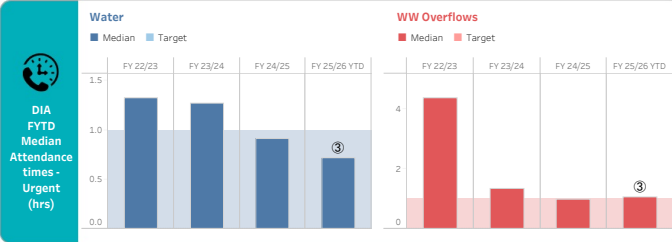
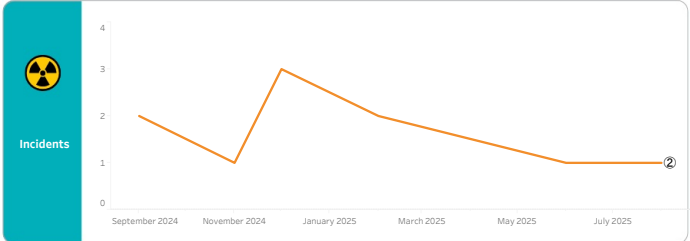
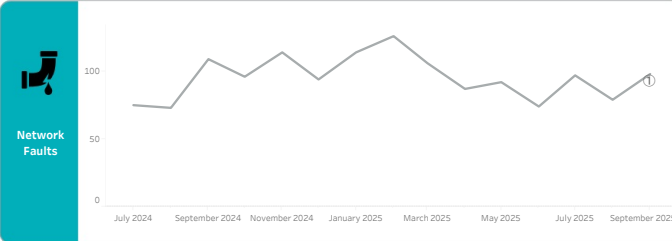
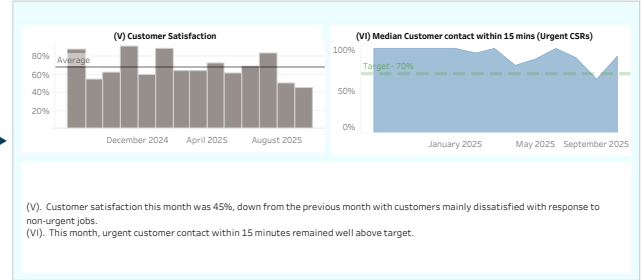
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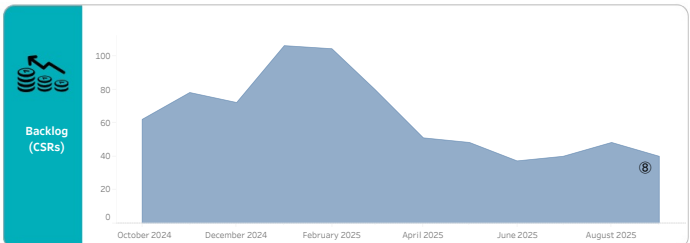
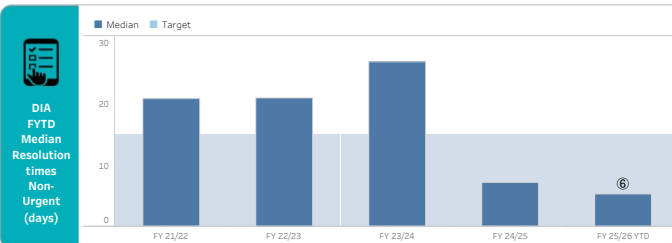
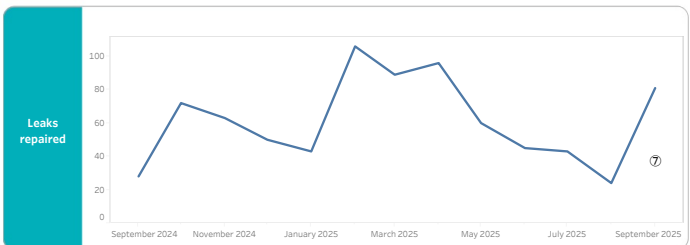
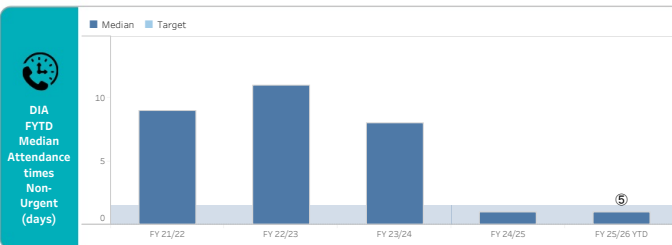
CUSTOMER ACTIVITY



CUSTOMER SATISFACTION



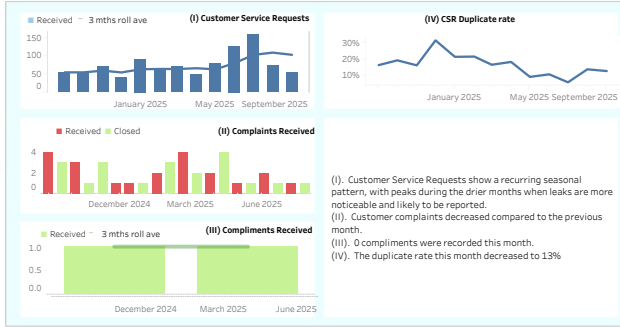
①. There has been a slight increase in reported network faults compared to the previous month.
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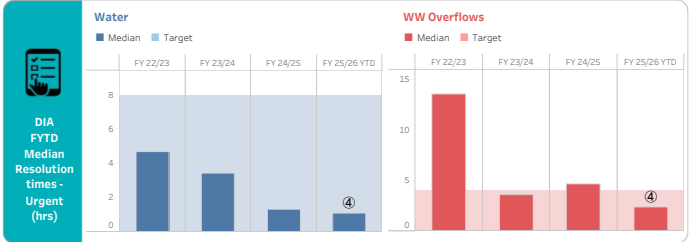
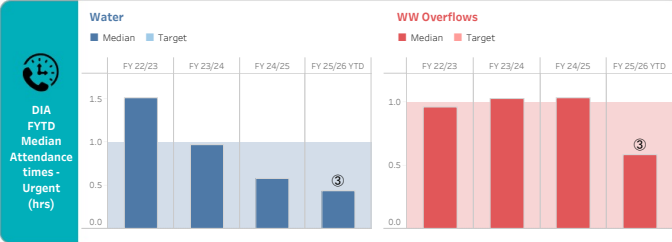
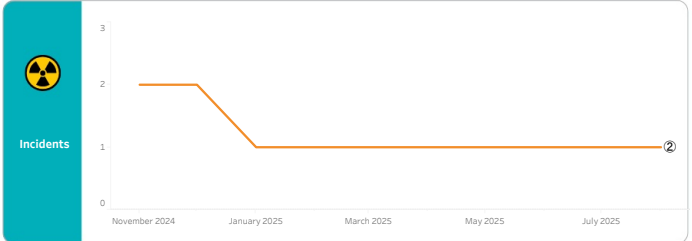
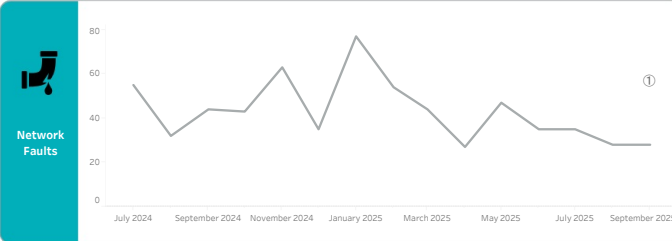
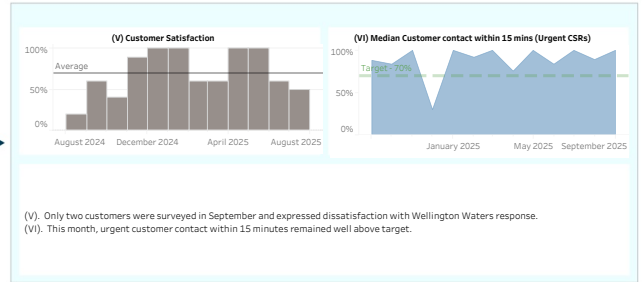
⑤. Attendance for non-urgent jobs is within the targeted timeframes.
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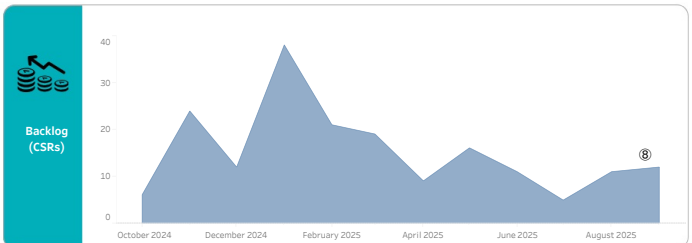
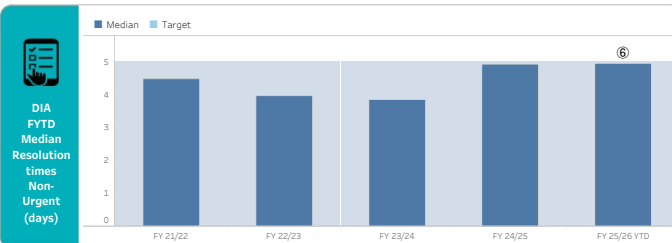
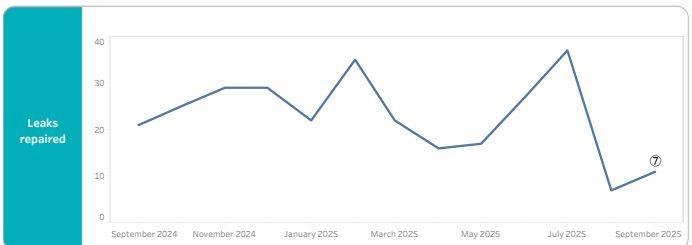
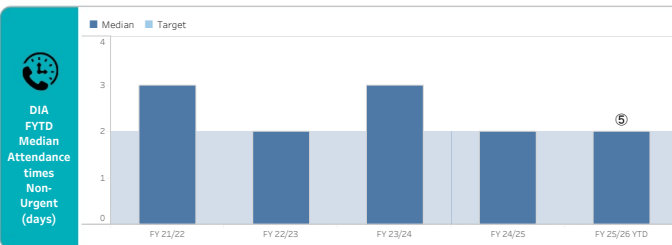
CUSTOMER ACTIVITY



CUSTOMER SATISFACTION



- Insights**
- ①. Reported network faults remained consistent with the previous month.
②. The number of incidents are unpredictable and can vary significantly from month to month.
③. Attendance for urgent jobs is within the targeted timeframes.
④. Resolution for urgent jobs is within the targeted timeframes.



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