



# Amendment of Schedules to the Urban and Rural Customer Service Codes

1 August 2018



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## Background

This code amendment provides for updates to the schedules contained within the urban and rural customer service codes:

- *Guaranteed Service Level (GSL) schemes and service standard targets* for all urban water business are set out in schedule 1 and 2 of the Customer Service Code: Urban Water Businesses – August 2018.
- *Service standard targets* for all rural water businesses are set out in schedule 1 of the Rural Water Customer Service Code – August 2018.

Our customer service codes specify service reliability standards for water businesses. The urban code also provides for water businesses to establish a Guaranteed Service Level (GSL) scheme. Businesses' service standard targets, and their GSL schemes, are set out in schedules at the end of each code.

We update these schedules after each water price review to reflect new GSL schemes and service standard targets that water businesses submit to us as part of the price review process. Customers had the opportunity to comment on the proposed GSL schemes and service standard targets during this process. We have recently completed the 2018 water price review; our final decisions approved new GSL schemes and new service standard targets for each water business. These decisions replace the schedules in our codes which expired 30 June 2018.

This amendment updates the schedules in our codes to reflect our recent final decisions. There is no change to the requirements set out in the codes.

### **Customers were consulted on Guaranteed Service Level (GSL) schemes and service standard targets**

In preparing price submissions for the 2018 water price review, each water business consulted with customers to identify:

- what outcomes customers valued
- what services would deliver these outcomes
- what service levels customers expected.

The customer consultation programs water businesses carried out in developing their GSL schemes and service standard targets are detailed in each water business's price submission.<sup>1</sup>

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<sup>1</sup> Price submissions are available at: <https://www.esc.vic.gov.au/water/water-prices-tariffs-and-special-drainage/water-price-reviews/water-price-review-2018>

We also consulted widely on the proposed changes with stakeholders, using the Engage Victoria platform to direct people to make comments on GSL schemes and service standard targets.

We considered all submissions when making our final price decisions. Further details about this process are available on our website.<sup>2</sup>

## **Service standards are the same – but targets have changed**

The standards and conditions of service and supply specified in our codes have not changed – they cover such things as reliability and unplanned interruptions to water supply.

All previous service standard targets expired 30 June 2018.

Water businesses have updated their service standard targets to reflect the service levels customers expect (as identified during customer consultation programs).

## **Guaranteed Service Level (GSL) schemes have changed**

Water businesses have updated their GSL schemes to reflect priorities identified during customer consultation programs.

Most businesses have expanded their GSL schemes and increased payments, with some businesses now providing community based GSLs in addition to customer GSLs.

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<sup>2</sup> <https://www.esc.vic.gov.au/water/water-prices-tariffs-and-special-drainage/water-price-reviews/water-price-review-2018>