

## 6. Customer

### 6.1. Average duration of an unplanned interruption: water – C15

The average duration (minutes) of an unplanned interruption (C15), is the average time a customer is without water supply due to an unforeseen interruption that requires attention by the utility.

Unplanned interruptions include scheduled interruptions that exceed the time limit given in the original notification. The indicator is a measure of customer service, the condition of the water network and how effectively the network is managed.

The average duration is influenced by the:

- scale of the event causing the interruption
- location of the interruption (for example, the proximity to a repair crew and the depth of the burst pipe)
- utility's response policy for outlying areas
- number of maintenance and repair staff at the utility's disposal.

Note that a single event affecting a small number of properties for a long duration can cause large annual variations in this indicator, especially for smaller utilities.

Data on the average duration of an unplanned interruption (water supply) for all active utilities reporting in 2023–24 is presented in Table A9, Appendix A.

#### 6.1.1. Key findings

Table 6.1 shows a summary of average duration of unplanned interruptions by utility size group.

**Table 6.1 Overview of results: Average duration of an unplanned interruption: water (minutes)**

Utility group	Range		No. utilities with increase/decrease from 2022–23		Median		Change in median from 2022–23 (%)
	High	Low	Increase	Decrease	2022–23	2023–24	
Major	255.0	88.3	7	6	130.4	138.7	6
	SA Water	Barwon Water					
Large	153.0	35.9	1	9	96.0	102.5	7
	Shoalhaven	Cairns					
Medium	253.0	24.4	8	9	103.8	101.0	-3
	Tamworth	Gladstone					
Small	303.0	16.0	9	9	103.5	120.5	16
	Whitsunday	Armidale					
<b>All size groups (national)</b>	<b>303.0</b>	<b>16.0</b>	<b>25</b>	<b>33</b>	<b>111.5</b>	<b>117.5</b>	<b>5</b>
	<b>Whitsunday</b>	<b>Armidale</b>					

**Note:** Median average duration of an unplanned interruption: water (minutes) for each year is calculated for all active utilities that reported data for C15 in that year.

The median average duration of unplanned interruptions increased by 5% from 111.5 minutes in 2022–23 to 117.5 minutes in 2023–24 on the national scale. The longest and shortest duration of an unplanned interruption in water supply were in the Small size group, with Whitsunday Regional Council (Queensland) having the longest duration (303 minutes) and Armidale Regional Council

(New South Wales) having the shortest duration and also largest decrease from the previous year (90.4%, from 166 minutes in 2022–23 to 16 minutes in 2023–24).

Mackay Regional Council, part of the Medium size group in Queensland, reported the largest increase (312.2%, from 7.4 minutes in 2022–23 to 30.5 minutes 2023–24).

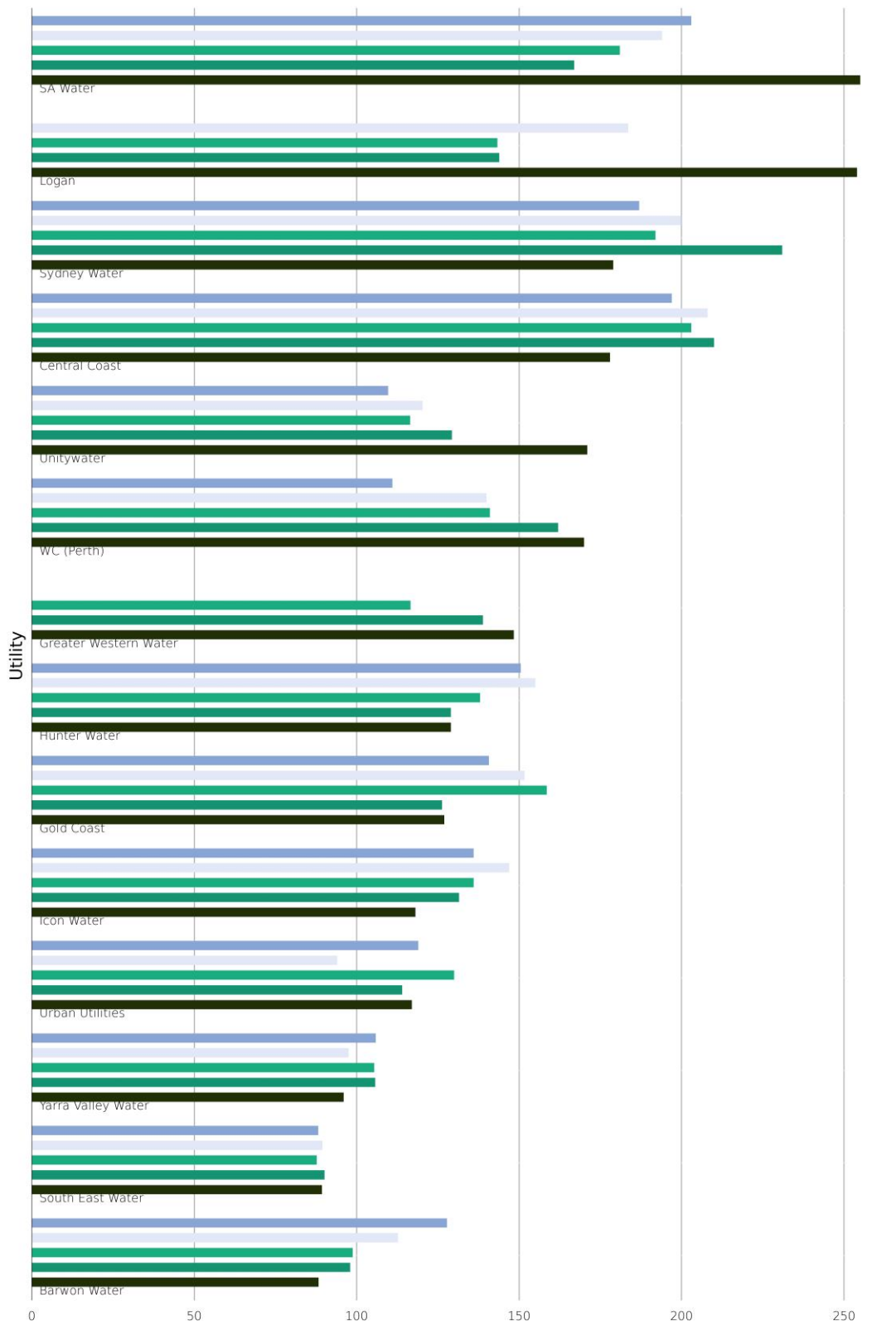
### **6.1.2. Results and analysis – Major utility group**

Figure 6.1 shows a ranked breakdown of the average duration of an unplanned interruption for the Major utility group from 2019–20 to 2023–24. The figure highlights the large year-to-year variation in the indicator for all utilities in the Major size group that can result from a single major mains break.

In the Major utility size group, there were significant variations in the average duration of unplanned interruptions.

Logan City Council (Queensland) experienced a substantial increase of 76.5% from 2022–23, reaching 254 minutes. This increase was driven by a single large interruption recorded in May 2024 that impacted 100 customers for an extended period of time while repairs were completed. SA Water Corporation (South Australia) reported the highest average duration of unplanned interruption in water supply and a notable increase of 52.7%, with the duration increasing to 255 minutes in 2023–24.

Sydney Water Corporation (New South Wales) experienced a significant decrease of 22.5%, bringing the duration down to 179 minutes. City of Gold Coast (Queensland) and South East Water Corporation (Victoria) had minimal variance (less than 1%), while Hunter Water Corporation (New South Wales) remained unchanged.



**Legend**

Average duration of an unplanned interruption: water supply



**Figure 6.1 Average duration of an unplanned interruption: water (minutes) – Major utility group**