Objective: Customers expect us to get the basics right. This means they can rely on the availability of our water services, that we're responsive to incidents and that we fix faults quickly and simply to minimise interruptions to service.

Current State

Performance Standards:

- Business KPI – number of properties experiencing 3 or more unplanned water supply interruptions per year

- Business KPI – number of high/low pressure complaints

- ESCOSA Service Standards July 2016 to 30 June 2020

Middle River Constraints:

- Water Treatment Plant capacity 3 ML/d

- Transfer Main between Middle River and Kingscote instantaneous flow capacity

- With respect to tanks in the network, there is a tension between security of supply and water quality

- The challenge of future demand will depend on its magnitude, where and when

- Offtakes on transfer main (e.g. standpipes) have an impact on surge pressure occurrence between Middle River and Kingscote Tank

Penneshaw Constraints:

- Water Treatment Plant 300-400 kL/d

- With respect to storage in the network, there is a tension between security of supply and water quality

- Desalination plant looks after annual demand while storage looks after daily demand and outage at the plant

- The challenge of future demand will depend on its magnitude, where and when

Work Underway & Existing Plans

- Refurbishment of Kingscote Tank

- Capacity upgrade of Penneshaw desalination plant from 300 kL/d to 400 kL/d

- Water Quality improvement at Kingscote (commenced)

- Potential smart meter installation focused on reducing water loss in the network

Future State

Opportunities:

- Improve collection of usage data to manage network

- Installation of smart meters on standpipes and in other parts of the system

- Modify standpipe flowrates on Middle River system to ensure reliability and pressure in the overall network

- As part of the Long Term Planning process engage with CFS and Water Carters about their expectations

- Alternative products – see Water Sources landscape