

What happens when a water main fails in metropolitan Adelaide?

1

OPERATIONS CONTROL CENTRE

Our Operations Control Centre monitors our networks **24 hours a day, seven days a week**. When a significant event is detected, action begins immediately.



2

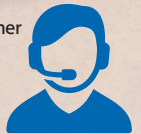
A BURST OCCURS

Our comprehensive **Asset Management plan** includes various maintenance activities to **minimise water main failures**. Unfortunately, sometimes water mains fail and our customers can experience disruptions.

3

BURST IS REPORTED TO OUR CUSTOMER SERVICE CENTRE

Calls are answered in our Customer Service Centre in Adelaide. We aim to answer 85% of calls **within 30 seconds**. On average, a call is answered in **18 seconds**.*



6

SUPPORTING CUSTOMERS DURING THE OUTAGE

On site support is provided to customers impacted by bursts and water outages.

Depending on the situation, this can include information about the repair works and supply of **drinking water** while the repair is completed.



5

NETWORK TECHNICIAN ARRIVES ON SITE

A Network Technician arrives to shut off water and assess repair needs. It can take a while to shut off the water – it's important to do this gradually so we don't cause further problems. The Technician lets our field work dispatchers know what is needed so an equipped **repair crew** can be sent to fix the burst. The Technician also assesses how many customers might be impacted. Average time to attend a fault/burst call is **31 minutes**.*



4

JOB IS REPORTED TO OPERATIONS DISPATCH TEAM

Once the call is received, the job is sent to our operations team. They **prioritise** the job and send a Network Technician to assess the fault.

Our teams **communicate** quickly and easily with each other allowing us to provide the most accurate, timely information to our customers.

7

REPAIR CREWS ARRIVE TO FIX THE BURST

Traffic controls are put in place and the crew arrives on site to fix the pipe.



8

SERVICE RESTORATION

Average time to **restore supply** to a customer without water is **3 hours and 28 minutes**.*



9

CUSTOMER RESOLUTION

If our Community Support Team attends and no-one is available, a **calling card** is left to let customers know when the water will be back on, and other useful information including contact details.

In the unfortunate event that a property is damaged due to a burst, our **Community Support Team** provides individual support to these customers from the time of impact until the issue is resolved.

*All figures are for metropolitan Adelaide 2015-16.