

**APPENDIX E – TEMPLATE FOR AN ANNUAL
REPORT ON SAMP AND CSS**

GENERAL

This template has been developed to give service providers some assistance in writing their SAMP and CSS Annual Reports. The use of this template is not mandatory.

The template provides guidance on format, order of information and style of the report as well as guidance on the content of the report. The template includes fabricated examples (for Smithville Council) as well as actual examples from the 2003 Annual Reports of Maroochy Water Services and NQ Water. NRM would like to thank those service providers for their assistance and kind permission to reproduce content from their annual reports. For ease of duplication, the template is available in electronic form on the departmental website:

<http://www.nrm.qld.gov.au/compliance/wic>

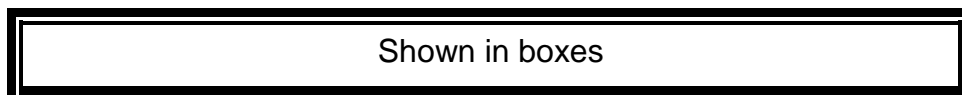
HOW TO USE THIS TEMPLATE

Service providers can:

- use this template in its entirety to generate their annual report; or
- use sections or specific parts (e.g. tables) of the template¹; or
- use parts of this template and make adjustments to the template to suit their organisation²;

Generally each part of this template has three sections:

Section 1 - Provides the reader of the annual report with introductory information and should be used in all annual reports



It may be appropriate to copy this information from this template.

Information in the text boxes provides readers of the annual report with basic information on legislative requirements, and NR&M expectations which apply to all service providers. Service providers may add information on their organisations philosophies in this section.

Section 2 - Tells the service provider what information they should insert in the annual report (*shown in italics*) including minimum requirements. This information will be specific to each service provider.

Section 3 - Is an example of information inserted by a service provider (in the highlighted box) to help you write your report.

This section may include information and analysis that goes beyond the minimum requirements in the *Water Act 2000*, and includes best practice.

¹ As long as they meet the minimum legislative requirements set down in the *Water Act 2000*.

² As long as they meet the minimum legislative requirements set down in the *Water Act 2000*.

(Insert title of service provider)

**ANNUAL REPORT ON
STRATEGIC ASSET MANAGEMENT PLAN
AND
CUSTOMER SERVICE STANDARDS**

FOR THE FINANCIAL YEAR ENDED

(Insert Year)

SAMPLE TABLE OF CONTENTS

1. INTRODUCTION.....	6
2. OVERVIEW OF OUR SERVICES.....	7
3. CONFIDENCE GRADING.....	9
4. OUR ASSET MANAGEMENT	11
5. CUSTOMER SERVICE STANDARDS	12
6. ACTION TAKEN TO IMPLEMENT THE SAMP	12
7. REVIEWS.....	14
8. AUDITS.....	15

1. INTRODUCTION

The *Water Act 2000* requires water and sewerage service providers to prepare an annual report on their approved Strategic Asset Management Plan (SAMP) and their submitted Customer Service Standards (CSS) for the financial year.

The annual report provides customers and the regulator (the Department of Natural Resources and Mines), with information on:

- actual performance against targets set in the SAMP and CSS (including deficiencies);
- key actions taken to implement the SAMP including funding;
- results of reviews and audits of our SAMP; and
- results of reviews of our CSS.

As a registered service provider, this is our annual report on our SAMP and CSS.

There is an opportunity here to outline the service provider's philosophy on Asset Management and Customer Service Standards

2. OVERVIEW OF SERVICES

Insert a brief overview of the services provided including a summary of significant infrastructure facilities, their purpose and capacities including:

- types of services provided (e.g. retail water, sewerage, bulk water, irrigation, drainage, stock and domestic)
- water source facilities;
- treatment plants;
- pump stations;
- reservoirs;
- channels; and
- pipelines.

If desired, insert a schematic or map of water and sewerage services.

For example:

Smithville City Council provides water supply and sewerage services to the community of Smithville and a bulk water supply to Yellow City Council. Over 20,000 people are serviced through 8,000 water connections and 6,000 sewage connections. Each year more than 5,000 megalitres of drinking water is supplied and 2,000 megalitres of wastewater treated.

Our assets are valued at \$100million and include:

Annual Reporting of SAMP and CSS – Guidelines for Service Providers

- Smithville Dam;
- 3 wastewater treatment plants;
- 3 water supply treatments plants;
- 300km of sewer mains;
- 400km of water mains;
- 10 water pumping stations; and
- 60 wastewater pumping stations.

Include a Schematic of the Service Providers System

For Example from NQ Water:-



3. CONFIDENCE GRADINGS

The Guidelines for Preparing SAMPs, issued by the Department of Natural Resources and Mines require service providers to indicate a confidence grading for the data in the annual report (including an explanation for low confidence levels).

The confidence levels (reliability and accuracy bands) used in our annual report are based on those included in the NR&M Guidelines for Preparing SAMPs .

For example:

The confidence levels (reliability and accuracy bands) used in our annual report are based on those in the Department of Natural Resources and Mines Guidelines for Preparing Strategic Asset Management Plans.

4. ASSET MANAGEMENT

SAMPs ensure continuity of supply of services for customers. SAMPs help service providers maintain their current assets and plan future needs to meet customer demand. SAMPs provide performance indicators and targets for service standards. This annual report compares those targets with actual performances.

A summary of our performance indicators, target, actual performance and confidence gradings are outlined below. Where performance has not met the minimum targets set, commentary qualifying the data is provided, including action to be taken.

Insert a table for water supply performance obtained from your SAMP which must include the following indicators:

Water services:

Performance indicator	Performance measure	Target	Actual	Satisfactory (Yes/No)	Confidence Grading	
					Reliability	Accuracy
<u>Day to day continuity</u>						
Extent of unplanned interruptions (incidents) ¹						
Extent of unplanned interruptions (connections affected by an interruption) ³						
Time for restoration of service						
<u>Customer interruption frequency</u> ²						
Relative incidence of planned incidents						
<u>Average interruption duration - planned</u>						

¹ Note: Before October 2007 service providers can use either a connections-based indicators or an incidents-based indicator. After 1 October 2007, service providers have to use both.

² Note: It will only be mandatory for a service provider to set a standard for the underlined indicators from 1 October 2007.

Annual Reporting of SAMP and CSS – Guidelines for Service Providers

Performance indicator	Performance measure	Target	Actual	Satisfactory (Yes/No)	Confidence Grading	
					Reliability	Accuracy
<u>Average interruption duration - unplanned</u>						
Response/reaction time to incidents						
Adequacy and quality of normal supply -						
Minimum pressure or minimum /flow						
<u>Connections with deficient pressure and/or flow</u>						
Drinking water quality: <ul style="list-style-type: none"> • Compliance with NHMRC Drinking Water Guidelines – Or • Specific standards for physical/ chemical quality 						
Drinking water quality complaints						
Drinking water quality incidents						
Continuity in the long term						
Water main breaks and leaks						
System water loss						

Non-conformance: Insert details include qualifying statement about why target was not achieved and what action is being taken to address the matter.

Annual Reporting of SAMP and CSS – Guidelines for Service Providers

Insert table for sewerage services performance obtained from your SAMP which must include the following indicators:

Sewerage services:

Performance indicator	Performance measure	Target	Actual	Satisfactory (Yes/No)	Confidence Grading	
					Reliability	Accuracy
<i>Effective transport of waste effluent</i>						
<i>Total sewage overflows</i>						
<i>Sewage overflows to customer property</i>						
<i>Odour complaints</i>						
<i>Response/reaction time to incidents</i>						
Continuity in the long term						
<i>Sewer main breaks and chokes</i>						
<i>Sewer inflow and infiltration</i>						

Non-conformance: Insert details include qualifying statement about why target was not achieved and what action is being taken to address the matter.

Annual Reporting of SAMP and CSS – Guidelines for Service Providers

For example:						
Smithville City Council - Water Services						
<i>Performance indicator</i>	<i>Performance measure</i>	<i>Target</i>	<i>Actual</i>	<i>Satisfactory (Yes/No)</i>	<i>Confidence Grading</i>	
					<i>Reliability</i>	<i>Accuracy</i>
Day to day continuity -						
Extent of unplanned interruptions (incidents)	Number per '000 connections	<20	18	Yes	A	2
Time for restoration of service	% restored within 5 hours	95%	85%	No	A	2
Relative incidence of planned incidents	Number per '000 connections	<5	4	Yes	A	2
Response/reaction time to incidents	Hours	<4	3.5	Yes	B	3
Adequacy and quality of normal supply -						
Minimum pressure/flow	Metres head	>22	22	Yes	A	1
Drinking water quality (physical and chemical parameters)	Compliance with NHMRC Drinking Water Guidelines -	Complies	Complies	Yes	A	1
Drinking water complaints	Number per '000 connections	<4	2.5	Yes	A	2
Drinking water quality incidents	Number	<10	9	Yes	A	2
Continuity in the long term -						
Water main breaks and leaks	Number per 100km main			Yes	B	2
System water loss	Litres per connection per day	125	120	Yes	C	3
Non-conformance issue:						
<p>Restoration of services within 5 hours. The target was set at 95% although actual performance was 85%. This is primarily because two major incidents required more than 9 hours to repair. These incidents were unplanned and required significant replacement of parts. While the target will remain unchanged for the next financial year, continued difficulty in meeting the target may result in a reassessment to see whether the target has been set at too higher a level.</p>						

Annual Reporting of SAMP and CSS – Guidelines for Service Providers

For example:

Smithville City Council - Sewerage Services:

<i>Performance indicator</i>	<i>Performance measure</i>	<i>Target</i>	<i>Actual</i>	<i>Satisfactory (Yes/No)</i>	<i>Confidence grading - Reliability</i>	<i>Confidence Grading - Accuracy</i>
Effective Transport of Waste Effluent						
Total sewage overflows	Number per 100km main	<100	40	Yes	A	1
Sewage overflows to customer property	Number per '000 connections	<25	22	Yes	A	2
Odour complaints	Number per '000 connections	<5	.99	Yes	B	3
Response/reaction time to incidents	Hours	<5	4.25	Yes	B	2
Continuity in the long term						
Sewer main breaks and chokes	Number per 100km main	<4	4.25	No	B	2
Sewer inflow/infiltration	Ratio of peak day flow / average day flow	2	1.6	Yes	C	4

Non-conformance issue:

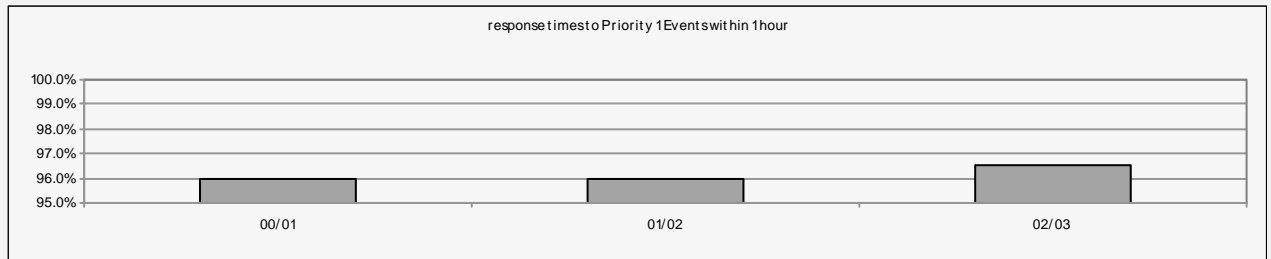
Sewer main breaks and chokes. The target set was 4 although actual performance was 4.25. The target was not met because of blockages in aged pipes in Red Avenue. The replacement of these pipes will be a priority over the next two financial years and should result in this target being met in the future.

For example from Maroochy Water Services 2003 Annual Report:

Time taken to respond and restore supply

Maroochy Water Services have set a target for service request response times for Priority 1 incidents. That target is that they will respond to, at least 95% of Priority 1 incidents in less than 1 hour, regardless of whether the incident causes an interruption to customers. Determined as the time it takes to get a person or team on-site to fix the problem.

Graph 9



In 2002/03, Maroochy Water Services response time to Priority 1 Events within 1 hour was in excess of the target of 95%.

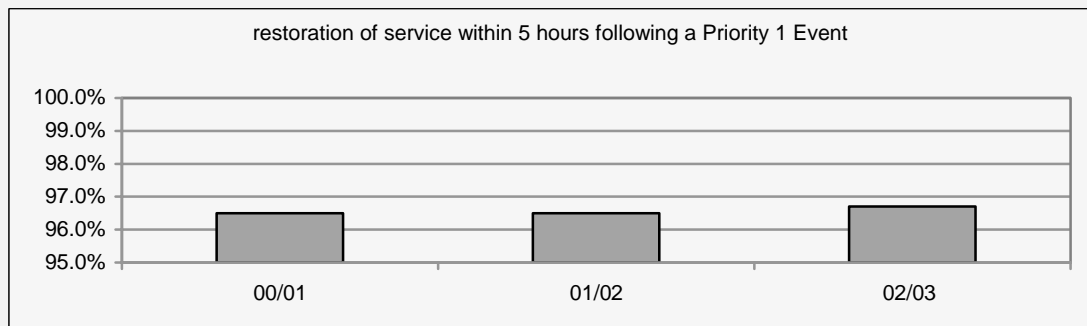
Priority 1 incidents relate to events that warrant immediate and urgent attention. For water supply services this is a complete failure to maintain continuity or quality of supply to a group of customers or to a critical user at a critical time. Possible Issue can include broken water main, broken service, jammed hydrant and no water.

Typical Effect

- Loss of supply
- Major Property damage
- Large volume of water wasted
- Significant unplanned depletion of service reservoir
- Major environmental impact

Restoration occurs where all interrupted connections are restored to normal service, regardless of whether **connections are progressively restored due to location of isolation valves.**

Graph 10



In 2002/03, Maroochy Water Services restoration of service within 5 hours following a Priority 1 Event was in excess of the target of 95%.

5. CUSTOMER SERVICE STANDARDS

Customer Service Standards (CSS) describe and define the levels of service that a service provider has committed to provide for its customers. CSS also help service providers communicate their targets in service performance to the customers.

This annual report compares those targets in service with actual performance.

A summary of our performance indicators, targets, actual performance and confidence gradings are outlined below. Where performance has not met the target set, commentary is provided qualifying the data, including action to be taken to achieve the target values.

Insert details including information on any exceptions or non-compliance with the CSS. The following table may be used to present the information (although service providers are welcome to use other formats).

Performance indicator	Performance measure	Target	Actual	Satisfactory (Yes/No)	Confidence grading - Reliability	Confidence grading - Accuracy

For example:

Smithville City Council – Water Supply

Performance indicator	Performance measure	Target	Actual	Satisfactory (Yes/No)	Confidence grading - Reliability	Confidence grading - Accuracy
Provide 48 hours notice for interruptions	Number of incidents per '000	90%	92%	Yes	B	2
Installation or connection within 10 working days	Working days	<10	11.5	No	A	2
If installation or connection requires financial or engineering assessment, outcome to be known within 20 working days	Working days	<20	19	Yes	A	2

Annual Reporting of SAMP and CSS – Guidelines for Service Providers

For example:						
Smithville City Council – Water Supply						
<i>Performance indicator</i>	<i>Performance measure</i>	<i>Target</i>	<i>Actual</i>	<i>Satisfactory (Yes/No)</i>	<i>Confidence grading - Reliability</i>	<i>Confidence grading – Accuracy</i>
Respond to enquiries about interruption within 4 hours	% enquiries responded to within 4 hours	90%	95%	Yes	B	3
Provide a decision on applications for variations to water restrictions within 2 days	% decisions provided within days	90%	92%	Yes	A	1
<p>Non-conformance issue:</p> <p>Installation or connection within 10 working days. The target was set at working 10 days, however actual performance was 11.5. The target was exceeded as a result of the establishment of two large and new housing estates. Historically, new installations or connections required a minimum of 10 working days. While the target of 10 working days may be optimistic, additional employees and/contractors have been engaged to assist in meeting this target for the next financial year.</p>						

For example:						
Smithville City Council – Sewerage Supply						
<i>Performance indicator</i>	<i>Performance measure</i>	<i>Target</i>	<i>Actual</i>	<i>Satisfactory (Yes/No)</i>	<i>Confidence grading - Reliability</i>	<i>Confidence grading - Accuracy</i>
Installation or connection to begin within 2 working days	Working days	<2	1.6	Yes	A	2
For non-standard connections, quotation will be provided within 5 working days	Working days	<5	4	Yes	A	2

Legislation also requires specific procedures for customers to be included in a CSS. The table below outlines whether these issues have been addressed in the CSS, or whether the information is provided in another source document. The inclusion of this table is not mandatory, rather it is best practice. If desired, service providers can include the information below in their annual report.

Annual Reporting of SAMP and CSS – Guidelines for Service Providers

For example:				
Smithville Customer Service Procedures				
<i>Procedure</i>	<i>Is this covered by a document</i>		<i>Name of Document</i>	<i>Comments</i>
	Yes	No		
Service connections				
How to apply for a new service connection	✓		CSS Our website	
How to apply for restoration of an existing or disconnected service	✓		CSS Our website	
Are there any requirements for conditions?	✓		CSS	
What are the fees for connections?	✓		Register of fees and charges	
Billing				
What is the basis for bills (eg meter readings, property type)?	✓		CSS Register of fees and charges	
What is the charging regime?	✓		Register of fees and charges	
What is the billing cycle (when and how bills are sent)		✓		Every six months – will add during next review of CSS
Who are the relevant contacts for billing?	✓		CSS Website	
Metering (if relevant)				
Is meter installation compulsory?		✓	Website	Will add to CSS during next review of CSS
How does a customer apply for a meter to be installed?		✓	Website	Will add to CSS during next review of CSS
Can a customer get a meter tested? How?		✓	Website	Will add to CSS during next review of CSS
What is the process for meter reading?		✓	Website	Will add to CSS during next review of CSS
What happens if a customer has problems with the meter?		✓	Website	Will add to CSS during next review of CSS
Who are the relevant contacts for enquiries about meters?		✓	Website	Will add to CSS during next review of CSS
Accounting				

Annual Reporting of SAMP and CSS – Guidelines for Service Providers

For example:				
Smithville Customer Service Procedures				
<i>Procedure</i>	<i>Is this covered by a document</i>		<i>Name of Document</i>	<i>Comments</i>
	Yes	No		
Are customers advised when payment is due?	✓		CSS Rates notice	
Are customers advised about consequences of non-payment or late payment?	✓		Website CSS	
Customer consultation				
Are customers told about service standards?	✓		CSS Summary CSS Website	
Are customer surveys conducted? If so, how frequently?	✓			Conducted approx. every 2 years
Who are the contacts for service difficulties, emergency and general inquiries?	✓		Website	
Are customers notified of planned interruptions?	✓		CSS and SAMP	48 hours notice
Are customers given notice for entry onto private property? (No notice is given in case of emergency.)		✓		Notice is given through letterbox drops.
Complaints and dispute resolution				
What avenues do customers have for making complaints?	✓		CSS	
How are customer complaints dealt with?	✓		CSS	
What are the response times for dealing with complaints?	✓		CSS	
What is the process for dispute resolution?	✓		CSS	
Who can make a complaint?	✓		CSS	

6. ACTIONS TAKEN TO IMPLEMENT THE SAMP INCLUDING FUNDING

To review progress, actions taken to implement the SAMP are detailed below. Commentary is provided where proposed actions have not been taken (e.g. reasons for failing to undertake nominated actions).

Insert information for your organisation including reasons for failing to undertake nominated actions.

Action Plan no.	Action	Status	Comments	Budget		
				Allocation	Actual	Future
Operations Actions						
Maintenance Actions						
Renewals Action						
Capital Planning						
Other						

Note:

- *presenting this information in a table is only one option available. Service providers may choose to provide more detailed information in a different format (e.g. a project plan format provided overleaf).*
- *actions for water and sewage may be listed separately or mixed.*

Annual Reporting of SAMP and CSS – Guidelines for Service Providers

Project plan format for providing information on actions taken to implement SAMP.

Action Plan Title – Insert title	
Insert brief overview of plan	
Goal	Insert details of goal
Purpose	Insert information on purpose
Final Outcomes	Insert specific outcomes
Tasks	Insert details of tasks to be undertaken
Progress	Insert progress to date. This may include reasons for not taking nominated action or any delays
Allocated budget __/__/__	
Actual budget __/__/__	
Future budget	

Note:

- *actions for water and sewage may be listed separately or mixed.*

Annual Reporting of SAMP and CSS – Guidelines for Service Providers

For example:						
Smithville City Council – SAMP implementation						
Action Plan no.	Action	Status	Comments	Budget		
				Allocation 2002/03	Actual	Future
Water Loss Management						
WLM1.1	Complete leakage studies to determine location, quantity and cause of leaks	In progress	Draft study completed. Final report due Dec 2003	\$9,000	\$82,000	\$8,000
WLM1.2	Determine action and priorities for remedying leaks detailed in leakage study	Not commenced	To commence mid-2004			\$250,000
WLM1.3	Undertake community education and promotion program	Completed	2002/03 elements completed. Further action planned for 2003/04	\$20,000	\$19,500	\$12,000
Operations Management						
OM2.1	Review and update operating procedures	In progress	First draft complete. Final draft to be completed in 2003/04	\$22,000	\$13,000	\$9,000
OM2.2	Undertake training of staff in sewage pumping	Not commenced	Due to commence in 2004/05			\$2,000
OM2.3	Develop response and contingency procedures for equipment failure	Completed	Procedure developed and commenced in June 2003	\$7,000	\$5,500	
Maintenance Actions						
MA1.1	Implement a water main swabbing program	In progress	Phase 1 complete. Phase 2 to commence in 2003/04	\$50,000	\$55,000	\$30,000
MA1.2	Identify failure risk areas for water supply	In progress	Some areas identified but further work deferred until 2003/04 due to budgetary issues	\$23,000	\$13,000	\$10,000
Renewals Action						
RA1.1	Develop program for assessing condition, performance, residual life and value	Not commenced	No actions planned from 2002/03. Project to commence in 2004/05			\$63,000

Annual Reporting of SAMP and CSS – Guidelines for Service Providers

For example:						
Smithville City Council – SAMP implementation						
Action Plan no.	Action	Status	Comments	Budget		
				Allocation 2002/03	Actual	Future
RA1.2	Implement program for assessing condition, performance, residual	Not commenced	Planned to start in 2005/06			\$30,000
	Prioritise renewals for water and sewage services	Not commenced	Planned to start in 2005/06			Nil
Capital Planning						
CP1.1	Undertake study to determine options (including infrastructure costs) to increase water recycling	In progress	Consultant engaged. First draft of report expected in March 2003	\$15,000	\$15,000	\$20,000
Other						
O1.1	Review Customer Service Standards	Complete	Standards reviewed & modified. New version distributed with rates notices	Nil	Nil	

Annual Reporting of SAMP and CSS – Guidelines for Service Providers

Example from Maroochy Water Services

<i>Drinking Water Quality Management Plan</i>	
<i>This plan provides an overview of current practices in managing drinking water quality and future initiatives or strategies to meet ongoing drinking water quality criteria.</i>	
Strategic Basis of Plan	
Goal	To achieve stakeholder satisfaction through effective customer service and financial management.
Objective	To provide drinking water that meets National Health & Medical Research Council (NHMRC) guideline requirements and the relevant performance targets in Council's Customer Service Standards.
Purpose	Maintain and enhance existing drinking water quality monitoring and reporting.
Outcomes	Effective control of drinking water quality.
<p>Tasks</p> <p><i>Tasks include the review, and update, as required, of reporting formats, as well as the continuation of routine monitoring and reporting. Production of monthly and annual reports that comply with the general requirements of the Australian Drinking Water Guidelines (1996).</i></p> <p>Outcomes</p> <p>All tasks within the sub plan are being acted upon and are within the target dates for either completion or are classed as ongoing.</p> <p>The maintenance and enhancement of drinking water monitoring and reporting systems is in place and continues to be reviewed and updated as required, to ensure that it meets the general requirements of the Australian Drinking Water Guidelines (1996).</p>	
Application of Funds 2002/03	\$70,000.
Application of Funds for 2004-2009	\$120,000

AND

<i>Asset Evaluation Plan</i>	
<i>This plan provides an overview of current systems for evaluating water supply and sewerage infrastructure and future initiatives in asset evaluation.</i>	
Strategic Basis of Plan	
Goal	To manage water supply and sewerage infrastructure so as to achieve agreed customer service standards at minimum lifecycle cost.
Objective	To assess the extent, condition, performance and value of Maroochy Water Services assets.
Purpose	<ul style="list-style-type: none"> ➤ To optimise the procedure for assessment and condition monitoring of all existing assets and to develop a methodology for identifying minimum lifecycle cost opportunities. ➤ To update asset valuations annually and to report annually on the assessment and condition monitoring of all assets.

Annual Reporting of SAMP and CSS – Guidelines for Service Providers

Outcomes	<ul style="list-style-type: none"> ➤ Methodology for documents for lifecycle costing and condition assessment. ➤ Valuation and condition assessment of all assets.
<p>Tasks</p> <p><i>Tasks include the need to identify and document a condition/performance assessment methodology/process for all asset groups. Select procedures for condition assessment and undertake trial evaluation of assets and commence detailed evaluation of asset conditions. Prepare an asset condition report and a renewals strategy based on data from Maximo. Maintain the asset registers, identify and register new assets, including donated assets, constructed assets and service commentary. Update residual life estimates and prepare an annual report.</i></p> <p>Outcomes</p> <p>All tasks within the sub plan are being acted upon and are within the target dates for either completion or are classed as ongoing.</p> <p>Development of the Maximo database (asset management system) and Spatial Information System (SIS) is continuing and their links to other corporate applications are being developed and tested. Micro Station Development Language applications for automatically calculation valuation based on depth of sewer are being tested. Updates of residual life estimates and annual reports will be reviewed following data system cleansing and system links.</p>	
Application of Funds 2002/03	\$75,000
Application of Funds for 2004-2009	\$120,000

7. REVIEWS

Reviews of SAMPs

Service providers are required to regularly review their SAMP to make sure it remains relevant. Reviews must take place at time intervals stipulated by the regulator. Generally speaking, reviews are required at intervals ranging from 2 to 5 years.

*Note*¹

Provide the following information:

- *when the review was carried out;*
- *who was involved in the review (i.e. whether it was an internal or external review);*
- *findings of the review;*
- *any changes made to the SAMP as a result of the review;*
- *reasons for these changes (or lack of changes); and*
- *approval status of the revised SAMP.*

The table below provides one option for reporting the outcomes of a review. Service providers may wish to provide more detail and/ or use a different mode of reporting.

If no review was undertaken, state “No reviews were undertaken this year ...” and insert details of timing for the next review.

No.	Key findings	Recommendations		Comment (including proposed action or reason)
		Details	Adopted (Yes/No)	

¹ It is expected that a guideline will be developed in the future to assist service providers in undertaking their reviews. The development of this guideline may result in changes to the way reviews are reported in the annual report.

Annual Reporting of SAMP and CSS – Guidelines for Service Providers

For example:				
In January 2003, Smithville City Council undertook a review of its SAMP as required. A summary of the findings of this review including action taken and future actions is detailed in the table below.				
No.	Key findings	Recommendations		Comment (including proposed action or reason)
		Details	Adopted (Yes/No)	
Water Supply				
1	<p>Key performance Indicator - Restoration of services within 5 hours.</p> <p>The target was set at 95% although actual performance was 85%. This is primarily because two major incidents required more than 9 hours to repair. These incidents were unplanned and required significant replacement of parts.</p>	Consider adjusting target. Original target may be too high for aged assets.	Yes	While the target will remain unchanged for the next financial year, continued difficulty in meeting the target may result in a reassessment during the next review to see whether the target has been set at too higher a level.

The next review required by the regulator must be completed in 2006/07.

Reviews of CSS

Legislation requires service providers to review the CSS every year and to state the outcome of the review (including how matters raised in the review will be addressed) in the annual report.

Insert a brief outline of the review including:

- *when the review was undertaken;*
- *who was involved in the review;*
- *outcome of the review including:*
 - *whether any changes were necessary;*
 - *how matters raised will be dealt with;*
 - *details of any changes made to the CSS;*
 - *reasons for these changes (or lack of changes);*
 - *whether these changes effect the SAMP;*
- *when customers and the regulator were advised of changes to the CSS.*

Information regarding changes to the CSS can be provided in different formats (e.g. if only minor changes were made information can be provided in a brief paragraph; or changes are more substantial a table similar to the example provided above for the SAMP can be used).

For example:

The Smithville City Council Customer Service Standard (CSS) was reviewed internally in January 2003.

The following changes were made to the CSS as a result of the review:

- new sections dealing with customer accounting were added including:
 - how customers are advised about when payment is due;
 - methods of payment;
 - relevant contacts; and
 - consequences of non-payment or late payment (previously only provided in the rates notice or Council website);
- further detail was added to the section on the dispute resolution process; and
- a new section on discharge of unauthorised substances was inserted.

These changes do not affect the SAMP.

The revised CSS was distributed to customers with rates notices in July 2003. The regulator was provided with a copy in August 2003.

8. AUDITS

A service provider may be required to undertake regular audits of its SAMP. Generally, audits are required at intervals ranging from 2 to 5 years. The regulator sets the time intervals for audits. Additionally, the regulator can arrange for spot audits of a SAMP in certain circumstances.

The findings and recommendations of any audit reports must be summarised in the annual report.

Note ¹.

Insert information for regular audits and spot audits separately. Each report should include:

- *type of audit (regular versus spot audit);*
- *when the audit was undertaken;*
- *outcome of the audit;*
- *summary of the findings of the audit;*
- *recommendations of the audit;*
- *planned actions to implement changes;*
- *reasons for not implementing recommendations;*
- *details of when the audit report was provided for the regulator (and for regular audits, when the audit report was made available for inspection and purchase)..*

Ideally, the report should also outline how you will address matters raised in the audit.

A table is provided below as an option for reporting, however, service providers may choose a different format as long as the relevant information is incorporated and easily understood.

If no audit was undertaken, state “No audits on the SAMP were undertaken this year” and insert details of timing for the next regular audit.

Report on regular audit:

No.	Key findings	Recommendations		Comment (including proposed action or reason)
		Details	Adopted (Yes/No)	

¹ It is expected that guidelines for undertaking audits will be developed in the future. The development of this guideline may result in changes to the way audits are reported in the annual report

Annual Reporting of SAMP and CSS – Guidelines for Service Providers

Report on spot audit:

<i>No.</i>	<i>Key findings</i>	<i>Recommendations</i>		<i>Comment (including proposed action or reason)</i>
		<i>Details</i>	<i>Adopted (Yes/No)</i>	

For example:

No audits on the Water Supply or Sewerage SAMP for Smithville City Council were undertaken this year. The regulator requires a regular audit to be completed by 2007/08.