

Allocation Assignment Service Standard

Temporary Trades - 71T applications

At State Water we are always looking at improving our level of service to you.

Our vision is to be recognised by our customers, shareholders and other stakeholders as the best value for money water utility in Australia.

That is why we will be providing you with a monthly report that shows our trade processing performance against the Service Standards set by the Commonwealth.

The standard requires that:

- 90% of interstate allocation trades processed within 20 days
- 90% of intrastate allocation trades processed within 10 days

The table below shows State Water's achievements against these standards:

Allocation Trade Processing Times	February 09 performance	Intended service standard
Interstate trade, to/from Victoria (VIC) – % of trades processed within 20 business days	97.9%	90%
Number of Interstate trades, to/from VIC	437	
Interstate trade to/from South Australia (SA) – % of trades processed within 20 business days	98.4%	90%
Number of Interstate trades, to/from SA	378	
Intrastate trade - % of trades processed within 10 business days	99.6%	90%
Number of Intrastate trades	238	

Allocation Trade Processing Times	Last month
Interstate trade, to/from Victoria (VIC) – % of trades processed within 20 business days	96.3%
Number of Interstate trades, to/from VIC	216
Interstate trade to/from South Australia (SA) – % of trades processed within 20 business days	98%
Number of Interstate trades, to/from SA	253
Intrastate trade - % of trades processed within 10 business days	97.8%
Number of Intrastate trades	185

State Water welcomes your feedback. If you wish to obtain further information please visit our website or call our customer information hotline on 1300 662 077.