

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 states that:

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

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

Allocation Trade Processing Times	March 09 performance	Intended service standard	Allocation Trade Processing Times	Last month	Year to Date*
Interstate trade, to/from Victoria (Vic) - % of trades processed within 20 business days	98.3%	90%	Interstate trade, to/from Victoria (Vic) - % of trades processed within 20 business days	97.9%	97.6%
Number of Interstate trades, to/from Vic	240		Number of Interstate trades, to/from Vic	437	893
Interstate trade to/from South Australia (SA) - % of trades processed within 20 business days	96.9%	90%	Interstate trade to/from South Australia (SA) - % of trades processed within 20 business days	98.4%	97.9%
Number of Interstate trades, to/from SA	229		Number of Interstate trades, to/from SA	378	860
Intrastate trade - % of trades processed within 10 business days	99.1%	90%	Intrastate trade - % of trades processed within 10 business days	99.6%	98.9%
Number of Intrastate trades	224		Number of Intrastate trades	238	647

State Water welcome your feedback.

If you wish to obtain further information visit our website or call our customer information hotline on 1300 662 077.

*figures since January 2009