

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	January 09 performance	Intended service standard
Interstate trade, excluding to/from South Australia (SA) – % of trades processed within 20 business days	96.3%	90%
Number of Interstate trades, excluding to/from SA	216	
Interstate trade to/from South Australia (SA) – % of trades processed within 20 business days	98.0%	90%
Number of Interstate trades, to/from SA	253	
Intrastate trade - % of trades processed within 10 business days	97.8%	90%
Number of Intrastate trades	185	

* updated monthly

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.