

WATER CORPORATION — NON-STANDARD SERVICE AGREEMENTS

384. Ms M.J. Davies to the Minister for Water:

On the Water Corporation advice article in relation to non-standard service agreements (<https://www.watercorporation.com.au/Help-and-advice/Non-standard-water-service/Non-standard-service/Non-standard-service-agreement>), there is a reference that Water Corporation has identified properties that will require a change to their non-standard agreement or require a non-standard agreement for the first time. Please advise:

- (a) How many of these agreements were found due to changes in IT systems for the individual financial years:
 - (i) 2020–2021;
 - (ii) 2021–2022; and
 - (iii) 2022–to date; and
- (b) How many of these agreements were found due to changes to guidelines for the individual financial years:
 - (i) 2020–2021;
 - (ii) 2021–2022; and
 - (iii) 2022–to date?

Mr D.J. Kelly replied:

- (a) (i) In 2020–2021, Water Corporation identified 636 customers, or 756 accounts (as some customers have multiple accounts), who may require a non-standard service agreement regarding the quality of their water or continuity of supply for the first time. They also identified 717 accounts whereby a new/changed non-standard service agreement may be required, relating to flow rate, water pressure or location of meter.
 - (ii)–(iii) None.
- (b) (i)–(iii) None.