



SAMP62

PROCEDURES - SEWERAGE

- Summary Microbiological Quality (Appendix A5).

A review of the effects of operation, maintenance and renewal activities identified in this SAMP is an integral part of management, to complete the management loop. The performance indicators (PI) MICC has adopted are easily measurable and the targets set for each PI are based on evaluation of the conditions of water supply and sewerage assets. The main objective of reviewing standards of service is to determine to what degree the target levels of service are being achieved. Standard of service will be reviewed annually with assistance from the following:

- Community satisfaction, measured by numbers of and nature of complaints received and results of annual customer survey;
- Examination of movements of key performance indicators;
- Changes in asset condition; and
- Annual valuation of water and sewerage infrastructure assets.