1. Adopting desired level of service (LOS) objectives is an approach used across Australia to provide an indication of the volume of water that can be supplied at a given level of security and to ensure adequate supply planning.
2. The desired LOS objectives for South East Queensland (SEQ) specifies the anticipated frequency, severity and duration of water restrictions, as well as other security measures necessary to ensure continuity of essential supplies during drought.
3. The desired LOS objectives help to minimise the risk for water supply security issues for SEQ, as well as provide urban water users with an expectation of what water restrictions may be imposed during droughts.
4. At present, actual water use has been shown to be well below the planning demand set in the current desired LOS objectives for SEQ. (The planning demand is to have adequate infrastructure to meet an average urban water demand of 375 litres per person per day; this includes residential (230 litres per person per day) and non-residential demand as well as system losses.)
5. If this planning demand remains unchanged, a driver remains for costly bulk water supply infrastructure to be built long before it is actually required.
6. The desired LOS objectives are being reviewed to examine options that facilitate appropriate investment in the bulk water supply system by providing more flexibility to optimise existing assets and adopting a more adaptive planning approach that aligns with community expectations.
7. A discussion paper on the review of the desired level of service objectives will be available for public comment via the Queensland Government’s “Get involved” website from October to December 2013. The discussion paper targets feedback for the community on the proposed frequency, severity and duration of water restrictions.
8. Cabinet endorsed a public discussion paper on the review of the desired level of service (LOS) objectives to be available for public submission from October to December 2013.
9. *Attachment*

* [Public discussion paper on the review of the LOS objectives](Attachments/los-review-discussion-paper.pdf)