

SA Water  
Regulatory  
Business  
Proposal  
2016-2020

**Attachment C**  
**Service standards proposal,**  
**SA Water**

## Service standards proposal for the second regulatory period

First regulatory period		Second regulatory period	
Current measure	Current target	Proposed measure	Proposed target
Percentage of telephone calls answered within 30 seconds	85%	Percentage of telephone calls answered within 30 seconds	85%
Percentage of written complaints that do not require investigation responded to within 10 business days	90%	Percentage of written complaints that do not require investigation responded to within 10 business days	90%
Percentage of complaints where an investigation is required responded to within 20 business days	90%	Percentage of complaints where an investigation is required responded to within 20 business days	90%
Percentage of standard water connections installed within 25 business days	95%	Percentage of water connections installed within the required timeframes	95%
Percentage of non-standard water connections installed within 35 business days	95%	Captured in measure above	
Percentage of standard sewer connections installed within 30 business days	95%	Percentage of sewer connections installed within the required timeframes	95%
Percentage of non-standard sewer connections installed within 50 business days	95%	Captured in measure above	
Percentage of trade waste applications processed within 10 business days	99%	Percentage of trade waste applications processed within 10 business days	99%
Percentage of Priority 1 water quality complaints responded to within 1 hour	95% Adelaide metropolitan 99% Regional	Percentage of water quality complaints responded to within the required timeframe P1 – 1 hour P2 – 2 hours P3 – 48 hours	95% (Adelaide metropolitan) 99% (Regional)
Percentage of Priority 2 water quality complaints responded to within 2 hours	90% Adelaide metropolitan 95% Regional	Captured in measure above	

CS0001 - Service standards proposal

First regulatory period		Second regulatory period	
Current measure	Current target	Proposed measure	Proposed target
Percentage of Priority 2 water quality complaints responded to within 12 hours	95% Adelaide metropolitan 99% Regional	Captured in measure above	
Percentage of Priority 3 water quality complaints responded to within 48 hours	99% Adelaide metropolitan 99% Regional	Captured in measure above	
Percentage of Priority 1 water events attended within 1 hour	95% Adelaide metropolitan 95% Regional	Percentage of water events attended within the required timeframes P1 – 1 hour P2 – 5 hours	98% (Adelaide metropolitan) 99% (Regional)
Percentage of Priority 1 water events attended within 2 hours	99% Adelaide metropolitan 99% Regional	Captured in measure above	
Percentage of Priority 2 water events attended within 5 hours	95% Adelaide metropolitan 95% Regional	Captured in measure above	
Percentage of Priority 2 water events attended within 12 hours	99% Adelaide metropolitan 99% Regional	Captured in measure above	
Percentage of Category 1 water events restored within 5 hours	90% Adelaide metropolitan 95% Regional	Percentage of water events restored within the required timeframes P1 – 5 hours P2 – 8 hours P3 – 12 hours	Adelaide metropolitan 99% Regional 99%
Percentage of Category 1 water events restored within 12 hours	99% Adelaide metropolitan 99% Regional	Captured in measure above	
Percentage of Category 2 water events restored within 8 hours (Adelaide	90% Adelaide	Captured in measure above	

CS0001 - Service standards proposal

First regulatory period		Second regulatory period	
Current measure	Current target	Proposed measure	Proposed target
metropolitan) or 5 hours (Regional)	metropolitan 95% Regional		
Percentage of Category 2 water events restored within 18 hours	99% Adelaide metropolitan 99% Regional	Captured in measure above	
Percentage of Category 3 water events restored within 12 hours	90% Adelaide metropolitan 90% Regional	Captured in measure above	
Percentage of Category 3 water events restored within 18 hours	99% Adelaide metropolitan 99% Regional	Captured in measure above	
Percentage of Category 1 sewerage events restored within 5 hours	99% Adelaide metropolitan 99% Regional	Percentage of sewerage events restored within the required timeframes Cat 1 – 5 hours Cat 2 – 5 hours Cat 3 – 12 hours Partial loss – 18 hours	97% Adelaide metropolitan 99% Regional
Percentage of Category 2 sewerage events restored within 5 hours	90% Adelaide metropolitan 95% Regional	Captured in measure above	
Percentage of Category 2 sewerage events restored within 18 hours	99% Adelaide metropolitan 99% Regional	Captured in measure above	
Percentage of Category 3 sewerage events restored within 12 hours	90% Adelaide metropolitan 90% Regional	Captured in measure above	
Percentage of Category 3 sewerage events	99% Adelaide	Captured in measure above	

CS0001 - Service standards proposal

First regulatory period		Second regulatory period	
Current measure	Current target	Proposed measure	Proposed target
restored within 24 hours	metropolitan 99% Regional		
Percentage of partial loss sewerage events restored within 18 hours	95% Adelaide metropolitan 95% Regional	Captured in measure above	
Percentage of partial loss sewerage events restored within 36 hours	99% Adelaide metropolitan 99% Regional	Captured in measure above	
Percentage of inside building sewage overflows attended within 1 hour	95% Adelaide metropolitan 99% Regional	Percentage of sewage overflows attended within the required timeframes Inside– 1 hour Outside – 2 hours External to property – 4 hours	98% Adelaide metropolitan 99% Regional
Percentage of outside building sewage overflows attended within 2 hours	95% Adelaide metropolitan 99% Regional	Captured in measure above	
Percentage of external sewerage overflows attended within 4 hours	99% Adelaide metropolitan 99% Regional	Captured in measure above	
Percentage of inside building sewage overflow clean ups completed within 4 hours	95% Adelaide metropolitan 99% Regional	Percentage of sewage overflow clean ups completed within the required timeframes Inside – 4 hours Outside – 6 hours External to property – 8 hours	98% Adelaide metropolitan 99% Regional
Percentage of outside building sewage overflow clean ups completed within 6 hours	95% Adelaide metropolitan 95% Regional	Captured in measure above	

First regulatory period		Second regulatory period	
Current measure	Current target	Proposed measure	Proposed target
Percentage of outside building sewage overflow clean ups completed within 15 hours	99% Adelaide metropolitan 99% Regional	Captured in measure above	
Percentage of external sewage overflow clean ups completed within 8 hours	95% Adelaide metropolitan 95% Regional	Captured in measure above	
Percentage of external sewage overflow clean ups completed within 15 hours	99% Adelaide metropolitan 99% Regional	Captured in measure above	

#### Definitions and required timeframes

- Definitions are consistent with ESCOSA Guideline 2.
- Required timeframes are consistent with ESCOSA Guideline 2.