



# Customer Satisfaction Research (Q3 2015/16) Summary of Data January - March 2016

Prepared for



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Prepared by  
newfocus Pty Ltd

integrity . clarity . insight

T 1800 807 535  
F 1800 812 319  
www.newfocus.com.au  
admin@newfocus.com.au

Level 5, Edgecliff Centre  
203-233 New South Head Rd  
Edgecliff, NSW 2027

23<sup>rd</sup> Floor, HWT Tower  
40 City Rd  
Southbank VIC 3006

2/28 Lower Portrush Rd  
Marden, SA 5070

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nf:8501 -jj/am

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## 1. Executive Summary

Quarter 3 2015-2016 showed relatively stable satisfaction results however there was a growing group of dissatisfied customers. Much of the report seeks to understand this growing dissatisfaction. For advocacy, there was a decline in the overall score – with the main slip being from the promoter and passively satisfied group towards the passive detractor segment. Interestingly, there was no increase in the vocal detractor group indicating that the increase in dissatisfaction has not yet resulted in a growing vocal detractor segment.

In seeking to understand the dissatisfied respondents, several key findings emerged. The dissatisfied group was made up primarily of metro residents, who are displeased with how SA Water is keeping them informed through the service process. Timeliness was shown to decline across the research measures, and this was a consistent theme across most customer segments. Additionally, the March pipe bursts and subsequent media coverage after the event, was shown to affect satisfaction results. Of the segments surveyed, connections customers showed the largest decline in satisfaction after the event.

In terms of service areas, connections showed declines across most main indicators with respondents showing lower satisfaction with both the office staff and field maintenance crew. Advocacy results for connections tracked similarly to the overall sample, with a shift into the passive detractor group and vocal detractors remaining stable. Customers were noting issues around timeliness of connections, with business customers showing a sharp spike in effort.

These areas of difficulty were offset by a number of gains for the quarter, including further improvement in written correspondence results and a rebound of the business customer segment results.

Summary of key findings:

- the major impact that instances such as the pipe bursts have on the overall perception of SA Water
- a growing dissatisfied residential metro segment, who are displeased with how SA Water keeps them informed
- bounce-back of business customer ratings, with higher value for money and water quality results
- written correspondence the key winner of the quarter, with improving response times to emails being the next action for ongoing improvement
- connections identified as an area for review; results for timeliness and how worksites were treated/left were shown to decline
- CSC showed some declines; indicators suggest that addressing queries in a timely manner first time are the main demand from customers
- large portion of business customers are not drinking regularly from the tap; taste being the main issue

## 2. Key Findings and Recommendations

### **Overall satisfaction – metro residents dissatisfied with not being kept informed**

Quarter 3 2015-2016 showed relatively stable satisfaction results with T2B (top 2 box satisfaction) down 1% to 80% (not statistically significant) however there was a growing dissatisfied group with B2B (bottom 2 box satisfaction) down 3% to 10%. This was driven mainly by residential metro customers. Residential customers overall showed a 3% decline in T2B satisfaction to 79%, and B2B satisfaction increasing 4% to 11% (Figure 1). For metro customers, T2B satisfaction declined 3% to 78% and B2B increased 5% to 11% (Figure 2). Residents living in the metropolitan area showed T2B declining 4% to 77%, and B2B increased 5% to 12%. (Figure 3)

Further analysis of the metro resident group was done to identify key B2B satisfaction areas for this group:

Metro Residents	Bottom 2 Box satisfaction
SA Water keeping you informed of the progress of your query or problem	28%
SA Water's efforts to resolve your query or problem	12%
Overall how satisfied were you with the handing of your correspondence?	12%
Thinking about your recent contact with SA Water, how easy was it to have your issue or query resolved?	11%
Overall satisfaction with field maintenance crew	7%
Overall satisfaction with the call centre	6%
The overall quality of the water	6%
Overall satisfaction with field maintenance crew	5%
Overall satisfaction with the office staff	2%

The main area of dissatisfaction was with how SA Water is keeping customers informed; this area being double the B2B dissatisfaction compared to any other area. Further areas are highlighted around communication (handling of correspondence), however ease of resolution and efforts to resolve queries had relatively higher dissatisfaction.

### **Advocacy – major decline in current quarter, however detractors are not yet vocal**

The advocacy scores for SA Water showed a sizeable decline over the last wave; from 24.9 in Q2 to 16.8 in the current quarter (Figure 13). With the exception of Q1 2014-2015 which registered a score of 13.9, this represents the lowest result in the last 7 waves. There was a shift of promoters (down 3% to 43%) and passively satisfied (down 2% to 30%) into the passive detractor segment (up 5% to 18%) with no change in vocal detractors, meaning that detractors are not yet vocal in their dissatisfaction. Slides were across all main customer segments measured.

All main service areas declined in NPS with the exception of written correspondence (Figure 14):

- written correspondence: advocacy improved from -22.2 to -3.8, increase in promoters (up 3% to 35%) and passively satisfied (up 12% to 27%), and a reduction in passive detractors (down 12% to 21%) and vocal detractors (down 3% to 17%)
- faults: advocacy decreased from 34.5 to 24.4, promoters declined (down 4% to 47%), passively satisfied declined (down 2% to 31%), passive detractors increased (up 7% to 17%), vocal detractors are stable
- account/general inquiry: score declined from 5.3 to 1.5, showing a slide from passively satisfied (down 4% to 28%) to passive detractors (up 2% to 21%) and vocal detractors (up 1% to 14%)
- connections: scores declined from 21 to 11 with promoters showing minor decline (down 2% to 39%), a greater reduction in passively satisfied (down 6% to 33%), passive detractors increased (up 8% to 22%) with vocal detractors stable

### Quarterly events - the effect of the March pipe bursts

newfocus undertook further analysis to understand the effect of the March pipe bursts on user satisfaction results. SA Water advised newfocus to cease surveying postcodes in the affected areas from March 8<sup>th</sup> 2016, which newfocus has used as the marker point to analyse satisfaction pre- and post-pipe bursts.

		% response					
		Residential		Business		Connections	
		Pre 8th March (n=276)	Post 8th March (n=278)	Pre 8th March (n=73)	Post 8th March (n=77)	Pre 8th March (n=35)	Post 8th March (n=66)
Overall satisfaction with SA Water	+	82	76	89	81	89	71
	Neutral	8	13	9	9	9	20
	-	10	12	1	10	3	8

Across all three segments, satisfaction with SA Water was markedly lower following the March pipe bursts. Notably, satisfaction reduced to a greater degree for connections than any other area, however dissatisfaction increased more strongly for business customers. A main area which declined was:

- leaving the worksite in a safe and neat condition after completing the connection (mean satisfaction pre 4.5, mean satisfaction post 4.2)
- time taken to complete the connection (mean satisfaction pre 4.2, 3.8 post)

Worth noting however is that after the pipe bursts, SA Water had several wins where satisfaction increased after the bursts. Most areas concerned written correspondence:

- written correspondence - the information was easy to understand (mean satisfaction pre 4.0, mean satisfaction post 4.4)
- written correspondence - the correspondence was professional (mean satisfaction pre 4, mean satisfaction post 4.5)
- written correspondence - it was easy to find out where you could go if you needed more information (mean satisfaction pre 3.9, mean satisfaction post 4.5)
- written correspondence - after reading it, you were clear on what would happen next (mean satisfaction pre 4.0, mean satisfaction post 4.3)
- written correspondence - after receiving a response from SA Water, did you need to contact SA Water about this issue again for any reason ("Yes" pre 41%, "Yes" post 8%)

### Connections trending downwards – affected by the March pipe bursts, timeliness and worksite management main areas of decline

Unlike the other major areas measured which either increased (written correspondence) or remained generally stable (customer service centre, field maintenance crew, water quality, and customer experience), connections showed sizeable declines across a number of indicators. General satisfaction of the field maintenance crew (82% T2B, 11% BTB) showed decreases for T2B satisfaction (down 13% to 83%) with neutral ratings also increasing (up 4% to 8%). Satisfaction with office staff (84% T2B, 1% BTB) also showed decline, with T2B declining 4% and B2B increasing 1%. Connections NPS declined from 21 to 11 with promoters declining (down 2% to 39%), passively satisfied declining (down 6% to 33%), passive detractors increasing (up 8% to 22%) and vocal detractors remaining stable. Customer effort for connections is up 0.1 to 2.6, which included a 0.4 rise in business to 3.0. Further analysis showed that satisfaction decreased after the pipe bursts for connections, with T2B declining 18% compared to residential 6% and business 8%. The main reasons for the overall decline were shown to be around timeliness and site management (Figure 80):

- estimated timeframe of overall time to complete T2B down 10% to 67% (68% pre burst), B2B up 4% to 17% (5% pre burst) (Q9n13\_5)
- time taken to complete the connection: T2B down 8% to 72% (83% pre burst), B2B up 5% to 14% (4% pre burst) (Q22)
- leaving the worksite in a safe and neat condition after work/complete the connection: T2b down 9% to 86% (100% pre burst), B2B up 5% to 6% (1% pre burst) (Q21)



- treating people's property with care: T2B up down 10% to 86% (95% pre burst), B2B up 4% to 4% (5% pre burst) (Q21)

The bursts were shown to have a major effect on the connections area; to which queries need to understand whether the drop in results occurred due to diversion of resources, or detracting media/publicity.

### **SA Water business customers bounced back – showing high value for money and water quality ratings**

In the previous wave there was some concern around business customer satisfaction which was sitting 6% lower than Q2 in 2014-2015. The current quarter however demonstrated a 6% increase in business customer satisfaction with an overall result of 85% (Figure 1). Customer segment breakdown (Figure 4) showed that gains were made mainly in the regional business segment; with metro T2B increased 5% to 84%, B2B increased 1% to 6%, and regional T2B increased 6% to 87% and B2B declined 3% to 5%.

In the previous quarter there was a gap in value for money perceptions between business and resident customers, which has seemingly closed over the quarter. T2B agreement with value for money for businesses increased 4% to 50% (resident result was 46%), neutral ratings declined 5% to 29% (residents result was 23%) and B2B results increased 1% to 21% (residents result was 31%) (Figure 61). The overall gap in satisfaction with water quality has also closed between residents and business, which in Q2 was 12% (residents 82%, business 70%) and Q3 was 7% (residents 80% and business 73%) (Figure 52).

### **Written correspondence – the big winner of Q3 2015/2016, email response times next point of focus**

Written correspondence was the major winner of Q3, building upon previous improvements in Q2 to improve in the eyes of all 4 customer segments (business, residential, metro, and regional). T2B satisfaction increased 18% to reach 78%, and BTB satisfaction declined 16% to reach 10% (Figure 6). Advocacy for written correspondence improved from -22.2 to -3.8, which saw an increase in promoters (up 3% to 35%) and passively satisfied (up 12% to 27%) and reduction in passive detractors (down 12% to 21%) and vocal detractors (down 3% to 17%) (Figure 14). Written correspondence effort scores also declined from 2.7 to 2.4 (a trend across business and residential customers) (Figure 21).

Despite the results, there still remains a large portion of dissatisfied respondents showing high dissatisfaction for timeliness of email response (B2B 17%) (Figure 63). A review of response times shows 56% are receiving a response in 2–5 business days, with 20% of respondents receiving a response in 6–20 days, and at the time of surveying, 8% had still not received a response (Figure 64). Only 15% of respondents stated that they received a same day response. This is suggested to be the next area of focus for improving the area.

### **Timeliness - in general decline**

Of the timeliness measures (Figure 10) 7 of 7 showed decline over the quarter:

- time taken getting through to a person (T2B down 7% to 80%, B2B up 4% to 8%)
- arrive to address the fault/service problem (T2B down 11% to 78%, B2B up 8% to 15%)
- fully restore services (water) T2B down 4% to 83% neutral ratings increased 4% to 7%
- time taken to complete the connection T2B down 5% to 75% B2B up 1% to 13%
- fully restore your services (sewer) T2B down 7% to 86% and B2B up 5% to 8%
- arrive to address the fault/service problem (sewer) T2B down 23% to 72% B2B up 2% to 7% neutral up 21% to 21%
- clean up the sewer overflow T2B down 12% to 80% and B2B up 2% to 8% neutral up 9% to 12%



**Business customers – large portion of sample not drinking tap water regularly, taste being the main issue**

Results of water quality showed a large number of business customers were not regularly drinking tap water (40 not drinking regularly, 68 drinking regularly) (Figure 55). Despite the overall business segment increasing in their perception of taste from the previous quarter by 12% to 61% (Figure 52), it continues to be an issue for non-regular drinkers, with T2B at 41% and B2B at 33% (Figure 55).

### 3. About this Report

#### Context

In 2012, SA Water commenced an ongoing customer research program to measure satisfaction on a quarterly basis. The survey used was designed in conjunction with key stakeholders to reflect business needs across the corporation, and in particular, how the business was aligned with ESCOSA service standards.

This report provides the results from Quarter 3 2015/16.

#### Reading the results

newfocus benchmarks for customer satisfaction:



In most instances data is presented as percentages for:

- *satisfaction (+) – total customers who have answered either satisfied or very satisfied on the scale*
- *neutral satisfaction – customers who have answered neither satisfied nor dissatisfied on the scale*
- *dissatisfaction (-) – total customers who have answered with dissatisfied or very dissatisfied on the scale*

Due to rounding some scores may range from 99% to 101%.

The size of a sample is represented by an “n” value; n representing the total number of respondents included in the study and the number of respondents who answered a specific question (excluding ‘don’t know’ responses except where noted). When considering sample size and responses, low n values should not be considered as representative of the broader population, but rather an indicator of possible trends. In some cases n~ is used. This represents the average number of respondents across two or more questions.

All results are tested for significance. Any figures that revealed statistical significance (95% confidence or higher) is signified by the following symbol ^. A single cell test is adopted; which applies a standard z test however includes all historical (tracking) data for that cell. This differs from usual methods which take into consideration previous quarter results only.

Results are segmented by location and customer type (residential, business) where relevant.

The results reference:

- industry accepted **benchmark ranges** for customer service
- results which relate to **ESCOSA service standards**
- SA Water Strategic Plan KPIs

#### Survey methodology



SA Water provided new**focus** with recent contact customer data using extracts from CSIS and Maximo. Data extracts consisted of customers who had contacted SA Water by phone and written correspondence.

Customer Type	Location	Sample size
Recent contact customers (residential)	Metro	415
	Regional	139
<b>Sub-total</b>		<b>554</b>
Recent contact customers (business)	Metro	68
	Regional	76
	Both	6
<b>Sub-total</b>		<b>150</b>
Land development/connections	Both	101
<b>Sub-total</b>		
<b>TOTAL</b>		<b>805 Customers</b>

#### Breakdown by touchpoint and call nature

Contact touch point	Call nature	Sample size
Customer Service Centre	Fault/service problem	496
	Account and/or general enquiry	158
	Complaint	-
Land development and/or connection	Land development and/or connection	101
Written contact	Email	50
	Letter contact	
<b>TOTAL</b>		<b>805</b>

#### Identifying drivers of customer satisfaction

Using statistical analysis techniques including regression and correlation analysis, the results have been analysed to identify drivers of customer satisfaction.

This is important to consider when interpreting the results because it identifies what is of most importance to customers. The best results deliver high satisfaction against the measures which are of most importance.

Where possible, regression results have been highlighted throughout this report.

## 4. Summary of Results

### 4.1 Overall customer satisfaction results

#### Highlights

- satisfaction declined 1% from the previous quarter to 80% (overall; 80% T2B, 10% BTB) (not statistically significant)
- overall, there is a growing dissatisfied group with B2B satisfaction increasing 3% to 10% for Q3
- timeliness measures showed decline across all 7 items measured
- communication/information and ease of query resolution flagged as areas to track

Although T2B satisfaction results remained relatively stable for the quarter, there was a growing dissatisfied segment, of which it was found metro residential customers made up this group and were dissatisfied with the degree to which they were kept informed. Further analysis was done on customer segment and location (see below).

#### Business vs. Residential – improvement for business customers, growing gap between business and residents

The quarter showed improvements across business customers, however a decline in residents:

- residents (T2B down 3% to 79%, B2B up 4% to 11%)
- business (T2B up 6% to 85%, B2B stable)
- with the exception of Q2 14-15, gap between business and resident satisfaction of 6% is the largest recorded
- this is not due to pipe bursts, as satisfaction declined more dramatically for businesses compared to residents after the event

#### Communication/information – an area of concern

Many of the summary measures remained stable; with the exception of *SA Water keeping you informed of the progress of your query or problem* with B2B increasing 5% to 26%, and T2B decreased 6% to 62%. These results show a quarterly decline, however as with past waves, high B2B ratings were shown across multiple customer segments.

#### Ease of query resolution – an area of creep

The report identifies a possible creep in ease of query resolution (82% T2B, 11% B2B). The quarter showed small decreased across all 4 main segments, however has been identified as a trend over time.

*Ease of query resolution (Q19N14) – split by quarter*

		% response											
		Residential				Business				Total			
		Q4 14-15 n=561	Q1 15-16 n=553	Q2 15-16 n=571	Q3 15-16 n=583	Q4 14-15 n=206	Q1 15-16 n=208	Q2 15-16 n=146	Q3 15-16 n=150	Q4 14-15 n=767	Q1 15-16 n=761	Q2 15-16 n=717	Q3 15-16 n=733
Ease of query resolution with SA Water	+	88	87	84	81	85	84	83	83	87	86	84	82
	Neutral	6	7	6	8	9	11	10	5	7	8	7	7
	-	6	6	10	11	6	6	8	12	6	6	9	11

FIGURE 1: TOTAL ALL CUSTOMERS SATISFACTION RESULTS (Q44)

		Residential															Business					Total													
		Q3					Q4					Q1					Q2					Q3					Q4								
		13-14	13-14	14-15	14-15	14-15	14-15	14-15	15-16	15-16	15-16	13-14	13-14	14-15	14-15	14-15	15-16	15-16	15-16	13-14	13-14	14-15	14-15	14-15	15-16	15-16	15-16	13-14	13-14	14-15	14-15	14-15	15-16	15-16	15-16
		n=764	n=831	n=573	n=565	n=561	n=563	n=550	n=595	n=612	n=231	n=169	n=204	n=204	n=205	n=206	n=209	n=155	n=151	n=995	n=1000	n=777	n=769	n=766	n=769	n=759	n=750	n=763	n=763	n=763	n=763	n=763	n=763	n=763	
Overall satisfaction with SA Water	+	78	79	78	76	81	82	74	82	79	73	80	81	85	80	80	74	79	85	77	79	79	78	81	81	74	81	80	80	80	80				
	Neutral	12	12	12	13	12	11	18	11	11	17	14	13	8	13	13	15	15	9	13	13	13	11	12	11	17	12	10	10	10	10				
	-	10	9	10	11	7	8	8	7	11	10	7	6	7	6	8	11	6	6	10	8	9	10	7	8	9	7	10	10	10	10				

\* SA Water Strategic Plan KPI (85%)

FIGURE 2: TOTAL ALL CUSTOMERS SATISFACTION RESULTS – SPLIT BY LOCATION (Q44)

		Metro										Regional							Total															
		Q3			Q4			Q1				Q2				Q3			Q4															
		13-14	13-14	14-15	14-15	14-15	15-16	15-16	15-16	15-16	13-14	13-14	14-15	14-15	14-15	15-16	15-16	15-16	13-14	13-14	14-15	14-15	14-15	15-16	15-16	15-16	13-14	13-14	14-15	14-15	14-15	15-16	15-16	15-16
		n=730	n=744	n=600	n=542	n=558	n=555	n=548	n=554	n=527	n=265	n=256	n=172	n=226	n=202	n=208	n=204	n=192	n=230	n=995	n=1000	n=777	n=769	n=766	n=769	n=759	n=750	n=763	n=763	n=763	n=763	n=763	n=763	
Overall satisfaction with SA Water	+	78	80	79	77	80	81	73	81	78	75	78	79	82	83	81	76	84	85	77	79	79	78	81	81	74	81	80	80	80	80			
	Neutral	13	12	13	12	13	12	19	13	11	14	14	13	11	11	10	14	9	8	13	13	13	11	12	11	17	12	10	10	10	10			
	-	10	8	9	11	7	7	9	6	11	11	8	8	7	6	10	10	7	7	10	8	9	10	7	8	9	7	10	10	10	10			

\* SA Water Strategic Plan KPI (85%)

FIGURE 3: RESIDENTIAL CUSTOMERS SATISFACTION RESULTS – SPLIT BY LOCATION (Q44)

		Same time last year									Same time last year									Same time last year								
		Metro									Regional									Total								
		Q3 13-14 n=613	Q4 13-14 n=650	Q1 14-15 n=457	Q2 14-15 n=441	Q3 14-15 n=445	Q4 14-15 n=445	Q1 15-16 n=435	Q2 15-16 n=481	Q3 15-16 n=458	Q3 13-14 n=151	Q4 13-14 n=181	Q1 14-15 n=116	Q2 14-15 n=124	Q3 14-15 n=116	Q4 14-15 n=118	Q1 15-16 n=115	Q2 15-16 n=114	Q3 15-16 n=154	Q3 13-14 n=764	Q4 13-14 n=831	Q1 14-15 n=573	Q2 14-15 n=565	Q3 14-15 n=561	Q4 14-15 n=563	Q1 15-16 n=550	Q2 15-16 n=595	Q3 15-16 n=612
Overall satisfaction with SA Water	+	79	80	78	75	81	81	73	81	77	77	76	79	80	81	82	78	87	84	78	79	78	76	81	82	74	82	79
	Neutral	12	11	12	13	12	11	19	12	12	12	15	13	10	11	9	14	7	8	12	12	12	13	12	11	18	11	11
	-	10	8	10	12	7	7	8	7	12	11	9	8	10	8	8	8	6	8	10	9	10	11	7	8	8	7	11

\* SA Water Strategic Plan KPI (85%)

FIGURE 4: BUSINESS CUSTOMERS SATISFACTION RESULTS – SPLIT BY LOCATION (Q44)

		Same time last year									Same time last year									Same time last year								
		Metro									Regional									Total								
		Q3 13-14 n=117	Q4 13-14 n=94	Q1 14-15 n=143	Q2 14-15 n=101	Q3 14-15 n=113	Q4 14-15 n=110	Q1 15-16 n=113	Q2 15-16 n=73	Q3 15-16 n=69	Q3 13-14 n=114	Q4 13-14 n=75	Q1 14-15 n=56	Q2 14-15 n=102	Q3 14-15 n=86	Q4 14-15 n=90	Q1 15-16 n=89	Q2 15-16 n=78	Q3 15-16 n=76	Q3 13-14 n=231	Q4 13-14 n=169	Q1 14-15 n=204	Q2 14-15 n=204	Q3 14-15 n=205	Q4 14-15 n=206	Q1 15-16 n=209	Q2 15-16 n=155	Q3 15-16 n=151
Overall satisfaction with SA Water	+	73	78	81	84	77	79	73	79	84	74	83	79	85	86	79	74	81	87	73	80	81	85	80	80	74	79	85
	Neutral	18	15	14	6	15	15	18	15	10	17	12	13	11	10	10	13	12	8	17	14	13	8	13	13	15	15	9
	-	9	7	5	10	8	5	10	5	6	10	5	9	4	3	11	12	8	5	10	7	6	7	6	8	11	6	6

\* SA Water Strategic Plan KPI (85%)

FIGURE 5: SUMMARY RESULTS

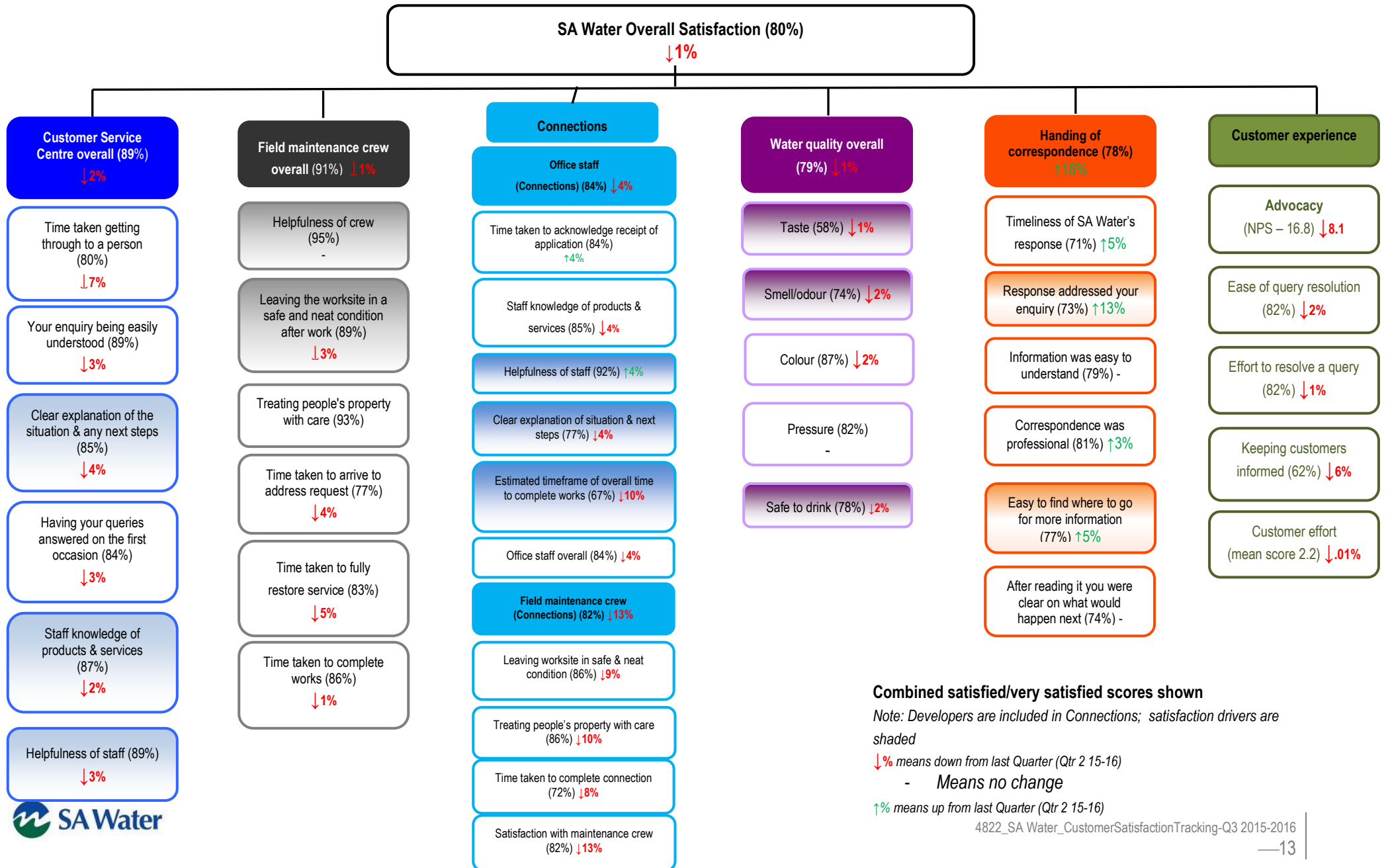
		% response				
		Residential	Business	Metropolitan	Regional	Total
Overall satisfaction with the Customer Service Centre (n=649)	+	88	91	88	91	89
	Neutral	6	6	6	5	6
	-	6	3	6	5	6
SA Water keeping you informed of the progress of your query or problem (n=589)	+	61	68	58 <sup>^</sup>	71 <sup>^</sup>	62
	Neutral	12	10	13	10	12
	-	27	23	29 <sup>^</sup>	19 <sup>^</sup>	26
SA Water's efforts to resolve your query or problem (n=752)	+	82	85	81	86	82
	Neutral	7	4	7	6	7
	-	11	11	12	8	11
Overall satisfaction with field maintenance crew (n=412)	+	90	91	88 <sup>^</sup>	96 <sup>^</sup>	91
	Neutral	6	6	7	3	6
	-	4	3	5	1	4
The overall quality of the water (n=746)	+	80	73	80	76	79
	Neutral	14 <sup>^</sup>	21 <sup>^</sup>	14	17	15
	-	6	6	6	7	6
Overall, how satisfied were you with the handling of your correspondence (n=50)	+	77	100	78	79	78
	Neutral	13	-	11	14	12
	-	11	-	11	7	10
Overall satisfaction with the connections office staff (n=60)	+	81	-	78	87	80
	Neutral	17	100	20	13	18
	-	2	-	2	-	2
Overall satisfaction with field maintenance crew (Connections) (n=60)	+	85	100	84	87	85
	Neutral	8	-	9	7	8
	-	7	-	7	7	7
Ease of query resolution (n=733)	+	81	83	81	84	82
	Neutral	8	5	8	6	7
	-	11	12	11	10	11
Overall satisfaction with SA Water (n=763)	+	79	85	78 <sup>^</sup>	85 <sup>^</sup>	80
	Neutral	11	9	11	8	10
	-	11	6	11	7	10



FIGURE 6: SUMMARY RESULTS - SPLIT BY QUARTER

		% response																			
		Residential				Business				Metropolitan				Regional				Total			
		Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16
Overall satisfaction with the Customer Service Centre	+	90	89	91	88	86	88	92	91	89	89	91	88	88	90	92	91	89	89	91	89
	Neutral	5	7	4	6	9	7	6	6	6	7	5	6	5	7	3	5	6	7	5	6
	-	6	4	5	6	5	5	1	3	5	4	4	6	7	3	5	5	5	4	4	6
SA Water keeping you informed of the progress of your query or problem	+	69	58	65	61	55	58	76	68	64	58	66	58	68	60	73	71	65	58	68	62
	Neutral	11	16	12	12	16	19	8	10	12	16	11	13	12	20	11	10	12	17	11	12
	-	20	26	23	27	29	23	17	23	24	27	23	29	20	20	17	19	23	25	21	26
SA Water's efforts to resolve your query or problem	+	81	80	83	82	81	80	83	85	80	79	82	81	83	83	85	86	81	80	83	82
	Neutral	7	8	8	7	7	10	9	4	8	9	9	7	5	8	5	6	7	8	8	7
	-	12	12	10	11	12	10	8	11	12	12	9	12	12	9	10	8	12	11	9	11
Overall satisfaction with field maintenance crew	+	92	91	93	90	92	91	90	91	91	91	92	88	93	91	93	96	92	91	92	91
	Neutral	6	5	3	6	3	6	3	6	5	6	3	7	4	3	3	3	5	5	3	6
	-	3	5	4	4	4	3	7	3	3	4	5	5	2	5	5	1	3	4	5	4
The overall quality of the water	+	83	82	82	80	76	77	70	73	81	82	83	80	80	75	71	76	81	80	80	79
	Neutral	12	13	13	14	17	16	20	21	14	13	13	14	13	16	18	17	13	14	15	15
	-	5	5	5	6	7	8	9	6	6	5	4	6	6	9	11	7	6	6	6	6
Overall how satisfied were you with the handing of your correspondence?	+	63	49	59	77	75	90	71	100	68	50	65	78	58	69	50	79	65	56	60	78
	Neutral	8	12	13	13	-	-	14	-	5	12	8	11	11	6	25	14	7	10	13	12
	-	29	39	28	11	25	10	14	-	26	38	27	11	32	25	25	7	28	34	26	10
Overall satisfaction with the office staff	+	93	79	90	81	100	71	80	-	93	69	88	78	95	95	92	87	94	78	89	80
	Neutral	5	16	8	17	-	29	20	100	5	26	9	20	5	-	8	13	5	17	9	18
	-	2	5	3	2	-	-	-	-	2	5	3	2	-	5	-	-	2	5	2	2
Overall satisfaction with field maintenance crew (Connections)	+	90	79	98	85	100	83	80	100	86	82	94	84	100	74	100	87	91	79	96	85
	Neutral	5	13	2	8	-	-	20	-	7	13	6	9	-	11	-	7	5	12	4	8
	-	5	8	-	7	-	17	-	-	7	5	-	7	-	16	-	7	5	9	-	7
Thinking about your recent contact with SA Water, how easy was it to have your issue or query resolved?	+	88	87	84	81	85	84	83	83	87	86	84	81	87	86	86	84	87	86	84	82
	Neutral	6	7	6	8	9	11	10	5	7	8	7	8	7	8	6	6	7	8	7	7
	-	6	6	10	11	6	6	8	12	6	6	10	11	6	6	8	10	6	6	9	11
Overall how satisfied are you with SA Water?	+	82	74	82	79	80	74	79	85	81	73	81	78	81	76	84	85	81	74	81	80
	Neutral	11	18	11	11	13	15	15	9	12	19	13	11	10	14	9	8	11	17	12	10
	-	8	8	7	11	8	11	6	6	7	9	6	11	10	10	7	7	8	9	7	10

FIGURE 7: SA WATER DRIVERS OF OVERALL SATISFACTION



**Combined satisfied/very satisfied scores shown**

Note: Developers are included in Connections; satisfaction drivers are shaded

↓% means down from last Quarter (Qtr 2 15-16)

- Means no change

↑% means up from last Quarter (Qtr 2 15-16)

## 4.2 Customer Satisfaction Results – Aligned with ESCOSA Service Standards

FIGURE 8: CUSTOMER SATISFACTION WITH TIMELINESS – SPLIT BY LOCATION

		Customer Satisfaction % response		
		Metropolitan	Regional	Total
<b>Telephone Responsiveness</b>				
Time taken in getting through to a person (Metro n=427, Regional n=193)	+	78	82	80
	Neutral	14	9	13
	-	7	8	8
<b>Timeliness of Attendance at Water Breaks, Bursts and Leaks</b>				
Time taken to attend to address fault/service problem (Metro n=163, Regional n=118)	+	69 <sup>^</sup>	89 <sup>^</sup>	77
	Neutral	10	4	7
	-	21 <sup>^</sup>	7 <sup>^</sup>	15
<b>Timeliness of Water Services Restoration</b>				
Time taken to restore the water service (Metro n=116, Regional n=99)	+	77 <sup>^</sup>	91 <sup>^</sup>	83
	Neutral	8	5	6
	-	16	4	10
<b>Timeliness of the Connections</b>				
Time taken to complete the connection* (Metro n=46, Regional n=15)	+	78	67	75
	Neutral	9	20	11
	-	13	13	13
<b>Timeliness of Sewerage Service Restoration</b>				
Time taken to restore the sewerage service* (Metro n=117, Regional n=10)	+	86	80	86
	Neutral	5	20	6
	-	9	-	8
<b>Timeliness of Sewerage Overflow Attendance</b>				
Time taken to attend to the sewerage overflow* (Metro n=28, Regional n=1)	+	75	-	72
	Neutral	18	100	21
	-	7	-	7
<b>Timeliness of Sewerage Overflow Clean up</b>				
Time taken to clean up the sewerage overflow* (Metro n=24, Regional n=1)	+	79	100	80
	Neutral	13	-	12
	-	8	-	8

\*Note: please interpret results for these attributes with caution due to small sample sizes

FIGURE 9: CUSTOMER SATISFACTION WITH TIMELINESS – BY LOCATION – SPLIT BY QUARTER

		% response											
		Metropolitan				Regional				Total			
		Q4 14-15 (n~153)	Q1 15-16 (n~141)	Q2 15-16 (n~149)	Q3 15-16 (n~132)	Q4 14-15 (n~52)	Q1 15-16 (n~58)	Q2 15-16 (n~55)	Q3 15-16 (n~62)	Q4 14-15 (n~205)	Q1 15-16 (n~199)	Q2 15-16 (n~204)	Q3 15-16 (n~194)
Time taken in getting through to a person	+	86	85	87	78	84	86	88	82	85	85	87	80
	Neutral	10	11	10	14	11	11	6	9	10	11	9	13
	-	4	4	4	7	5	4	5	8	4	4	4	8
Arrive to address the fault/service problem (Water)	+	75	72	76	69	83	88	85	89	78	78	79	78
	Neutral	12	10	7	10	8	7	7	4	10	9	7	7
	-	13	18	17	21	10	6	9	7	12	13	14	15
Fully restore your services (Water)	+	83	82	84	77	92	91	92	91	86	86	87	83
	Neutral	9	7	4	8	4	6	3	5	7	7	3	7
	-	8	10	12	16	5	3	4	4	7	7	10	10
Time taken to complete the connection	+	80	77	78	78	91	73	85	67	84	76	80	75
	Neutral	4	11	8	9	5	9	8	20	4	11	8	11
	-	15	11	14	13	5	18	8	13	12	14	12	13
Fully restore your services (Sewer)	+	88	88	93	86	100	89	100	80	88	88	93	86
	Neutral	3	5	5	5	-	-	-	20	3	5	4	6
	-	9	6	3	9	-	11	-	-	9	7	3	8
Arrive to address the fault/service problem (Sewer)	+	85	82	94	75	100	100	100	-	85	82	95	72
	Neutral	6	8	-	18	-	-	-	100	6	8	-	21
	-	9	11	6	7	-	-	-	-	8	10	5	7
Clean up after the sewer overflow	+	90	91	94	79	100	100	67	100	91	91	92	80
	Neutral	2	-	3	13	-	-	-	-	2	-	3	12
	-	7	9	3	8	-	-	33	-	7	9	6	8

### 4.3 Advocacy

#### Highlights

- advocacy declined from 24.9 last wave to 16.8 in the current wave
- of the advocacy segments; promoters declined (down 3% to 43%) and passively satisfied declined (down 2% to 30%) with the passive detractor segment increasing (up 5% to 18%) and no change in vocal detractors. Slides were across all main customer segments measured

FIGURE 10: ADVOCACY SUMMARY RESULTS

*If you were to tell others of your recent experience with SA Water, how positively or negatively would you speak about it? (10-Very positive, 5-Neutral, 0-Very negative)*

*And how likely or unlikely would you be to tell others about your recent experience with SA Water? (10-Very likely, 0-Very unlikely)*

		% response				
		Residential n=589	Business n=145	Metropolitan n=508	Regional n=221	Total n=734
Advocacy	Promoters	42	47	41	48	43
	Passively satisfied	31	30	31	30	30
	Passive detractors	19	16	20	15	18
	Vocal detractors	8	8	9	7	8
	Advocacy score	15.1 <sup>^</sup>	23.4 <sup>^</sup>	13 <sup>^</sup>	24.9 <sup>^</sup>	16.8

FIGURE 11: ADVOCACY SUMMARY RESULTS – SPLIT BY QUARTER

		% response		
		Q1 15-16 n=746	Q2 15-16 n =711	Q3 15-16 n=734
Advocacy	Promoters	43	46	43
	Passively satisfied	28	32	30
	Passive detractors	19	13	18
	Vocal detractors	10	8	8
	Advocacy score	14.1	24.9	16.8

FIGURE 12: ADVOCACY BY RESIDENT BUSINESS/LOCATION – SPLIT BY QUARTER

		% response																			
		Residential				Business				Metropolitan				Regional				Total			
		Q4 14-15 (n=550)	Q1 15-16 (n=538)	Q2 15-16 (n=580)	Q3 15-16 (n=589)	Q4 14-15 (n=203)	Q1 15-16 (n=208)	Q2 15-16 (n=131)	Q3 15-16 (n=145)	Q4 14-15 (n=544)	Q1 15-16 (n=537)	Q2 15-16 (n=525)	Q3 15-16 (n=508)	Q4 14-15 (n=203)	Q1 15-16 (n=203)	Q2 15-16 (n=183)	Q3 15-16 (n=221)	Q4 14-15 (n=753)	Q1 15-16 (n=1746)	Q2 15-16 (n=711)	Q3 15-16 (n=734)
Advocacy	Promoters	48	44	47	42	44	41	44	47	46	45	45	41	50	40	49	48	47	43	46	43
	Passively satisfied	26	26	31	31	32	32	40	30	28	25	32	31	26	33	33	30	27	28	32	30
	Passive detractors	14	19	14	19	13	20	11	16	14	20	14	20	14	18	10	15	14	19	13	18
	Vocal detractors	12	11	9	8	12	7	5	8	12	10	9	9	10	9	8	7	12	10	8	8
	Advocacy Score	22.7 <sup>^</sup>	14.1 <sup>^</sup>	24 <sup>^</sup>	15.1 <sup>^</sup>	19.2 <sup>^</sup>	13.9 <sup>^</sup>	29 <sup>^</sup>	23.4 <sup>^</sup>	19.5 <sup>^</sup>	14.2 <sup>^</sup>	22.9 <sup>^</sup>	13 <sup>^</sup>	25.6 <sup>^</sup>	12.8 <sup>^</sup>	31.7 <sup>^</sup>	24.9 <sup>^</sup>	21.8	14.1	24.9	16.8

FIGURE 13: ADVOCACY BY TOUCHPOINT – SPLIT BY QUARTER

	% response																							
	Written correspondence						Faults						Account/general enquiry						Connections					
	Qtr 2 14-15 n=56	Qtr 3 14-15 n=58	Qtr 4 14-15 n=58	Qtr 1 15-16 n=60	Qtr2 15-16 n=54	Qtr3 15-16 n=52	Qtr 2 14-15 n=473	Qtr 3 14-15 n=474	Qtr 4 14-15 n=466	Qtr 1 15-16 n=472	Qtr2 15-16 n=455	Qtr3 15-16 n=475	Qtr 2 14-15 n=220	Qtr 3 14-15 n=212	Qtr 4 14-15 n=220	Qtr 1 15-16 n=208	Qtr2 15-16 n=206	Qtr3 15-16 n=194	Qtr 2 14-15 n=99	Qtr 3 14-15 n=99	Qtr 4 14-15 n=99	Qtr 1 15-16 n=99	Qtr2 15-16 n=100	Qtr3 15-16 n=100
Promoters	30	29	26	23	32	35	54	51	52	48	51	47	37	38	36	34	37	37	49	41	47	38	41	39
Passively satisfied	29	28	31	18	15 <sup>^</sup>	27	22 <sup>^</sup>	26	29	31	33 <sup>^</sup>	31	23	27	26	22	32	28	18	24	22	21	39 <sup>^</sup>	33
Passive detractors	14 <sup>^</sup>	21	26	40 <sup>^</sup>	33	21	16	15	11	14	10 <sup>^</sup>	17	19	18	19	28 <sup>^</sup>	19	21	15	22	15	26	14	22
Vocal detractors	27	22	17	18	20	17	8	8	8	7	6	6	22 <sup>^</sup>	18	20	16	13	14	18	12	16	14	6 <sup>^</sup>	6 <sup>^</sup>
Advocacy score	-10.7	-13.8	-17.2	-35	-22.2	-3.8	30.4 <sup>^</sup>	27.6 <sup>^</sup>	32.2 <sup>^</sup>	26.9 <sup>^</sup>	34.5 <sup>^</sup>	24.4 <sup>^</sup>	-3.6	2.8 <sup>^</sup>	-1.8	-10.1	5.3 <sup>^</sup>	1.5	15.2 <sup>^</sup>	7.1 <sup>^</sup>	15.2 <sup>^</sup>	-2	21 <sup>^</sup>	11 <sup>^</sup>

**Advocacy**

In order to measure advocacy in the context of an organisation operating where there is only limited control over the purchasing decision (to buy or not), and there is no choice in who provides the product/service, newfocus recommended applying a combination of questions:

- *if you were to tell others of your experience with SA Water, how positively or negatively would you speak about it, where 10=very positive, 5=neutral and 0=very negative; and*
- *how likely or unlikely would you be to tell others about your experience with SA Water, where 10 = very likely and 0=very unlikely*

Customers are categorized into one of the four quadrants as shown in the diagram below.

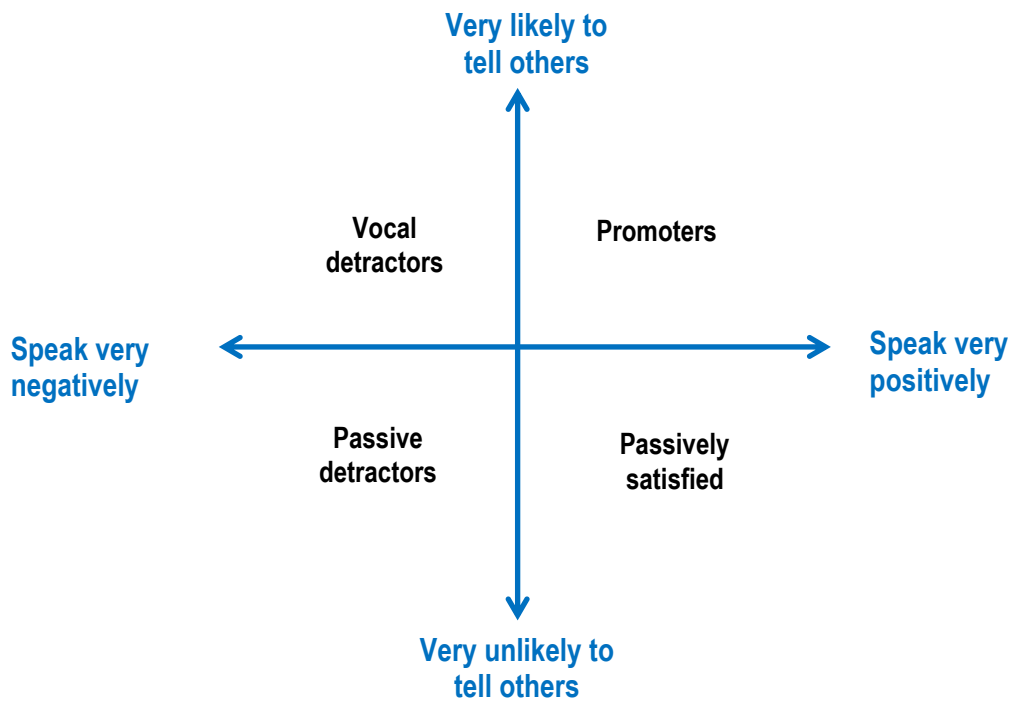
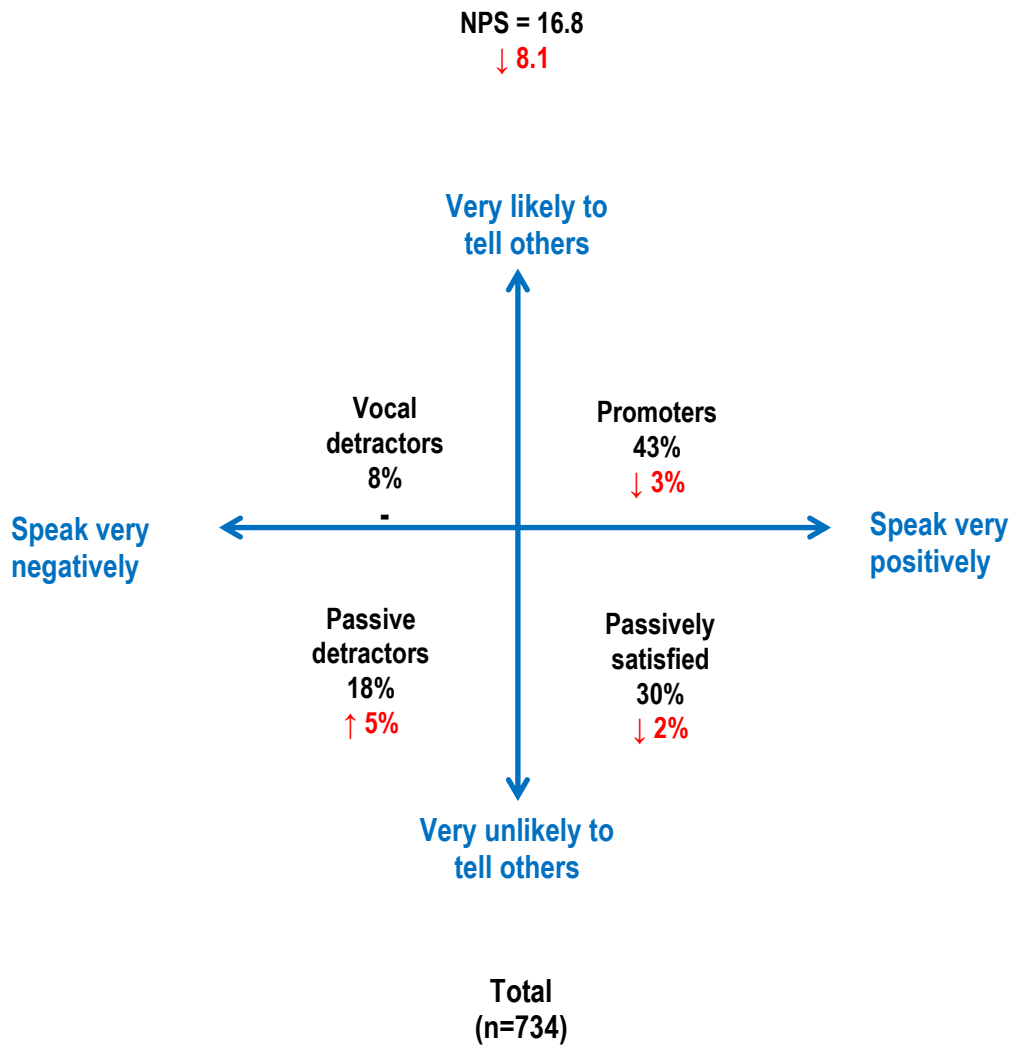




FIGURE 14: ADVOCACY – TOTAL (Q36N14, Q37N14)

If you were to tell others of your recent experience with SA Water, how positively or negatively would you speak about it? (10-Very positive, 5-Neutral, 0-Very negative)

And how likely or unlikely would you be to tell others about your recent experience with SA Water? (10-Very likely, 0-Very unlikely)



Note:

↓ = decrease from Qtr 2 15-16 (Promoters & Passively satisfied)

↑ = increase from Qtr 2 15-16 (Promoters & Passively satisfied)

- = no change

Note:

↓ = decrease from Qtr 2 15-16 (Passive detractors & Vocal detractors)

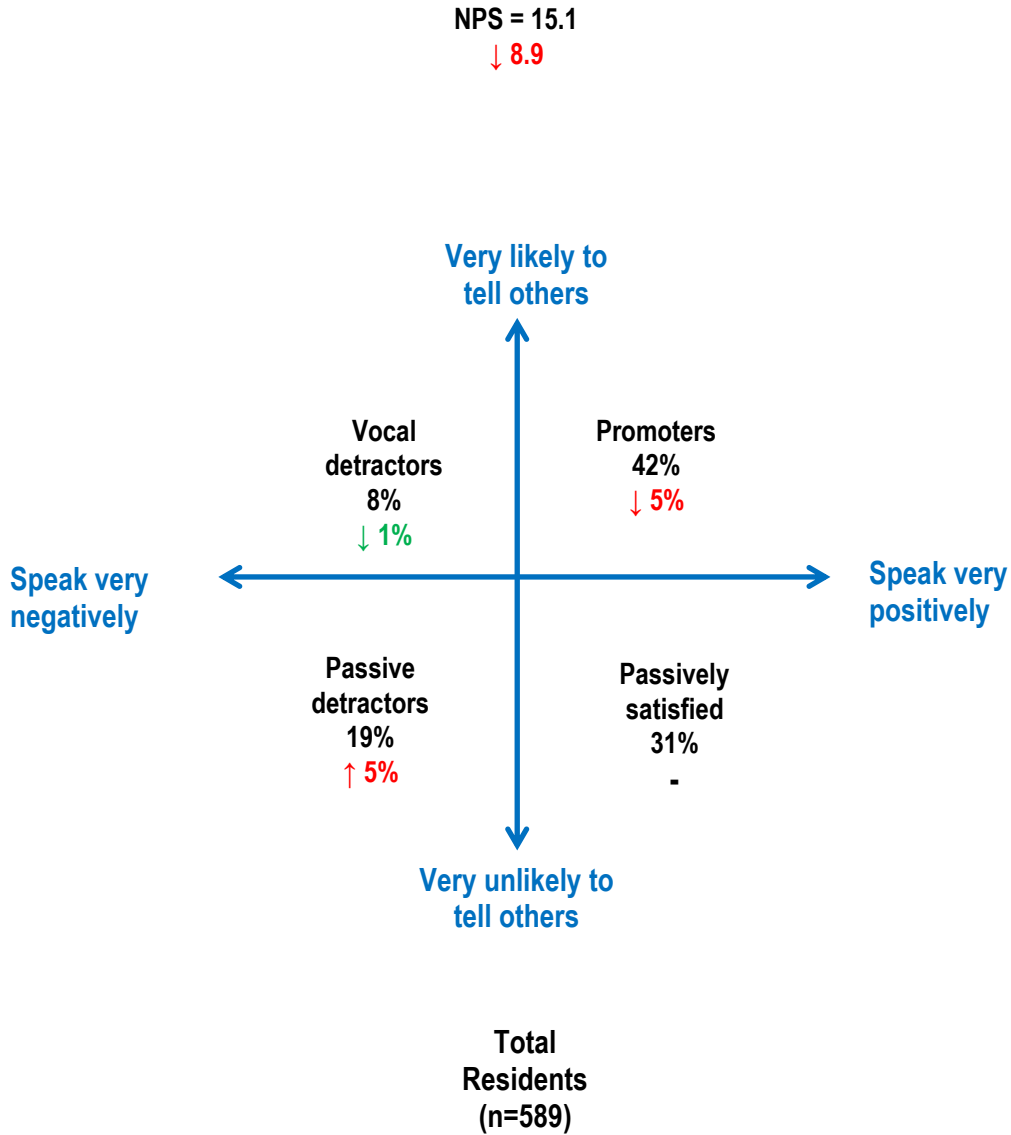
↑ = increase from Qtr 2 15-16 (Passive detractors & Vocal detractors)

- = no change

FIGURE 15: ADVOCACY – RESIDENTIAL (Q36N14, Q37N14)

If you were to tell others of your recent experience with SA Water, how positively or negatively would you speak about it? (10-Very positive, 5-Neutral, 0-Very negative)

And how likely or unlikely would you be to tell others about your recent experience with SA Water? (10-Very likely, 0-Very unlikely)



Note:

↓ = decrease from Qtr 2 15-16 (Promoters & Passively satisfied)

↑ = increase from Qtr 2 15-16 (Promoters & Passively satisfied)

- = no change

Note:

↓ = decrease from Qtr 2 15-16 (Passive detractors & Vocal detractors)

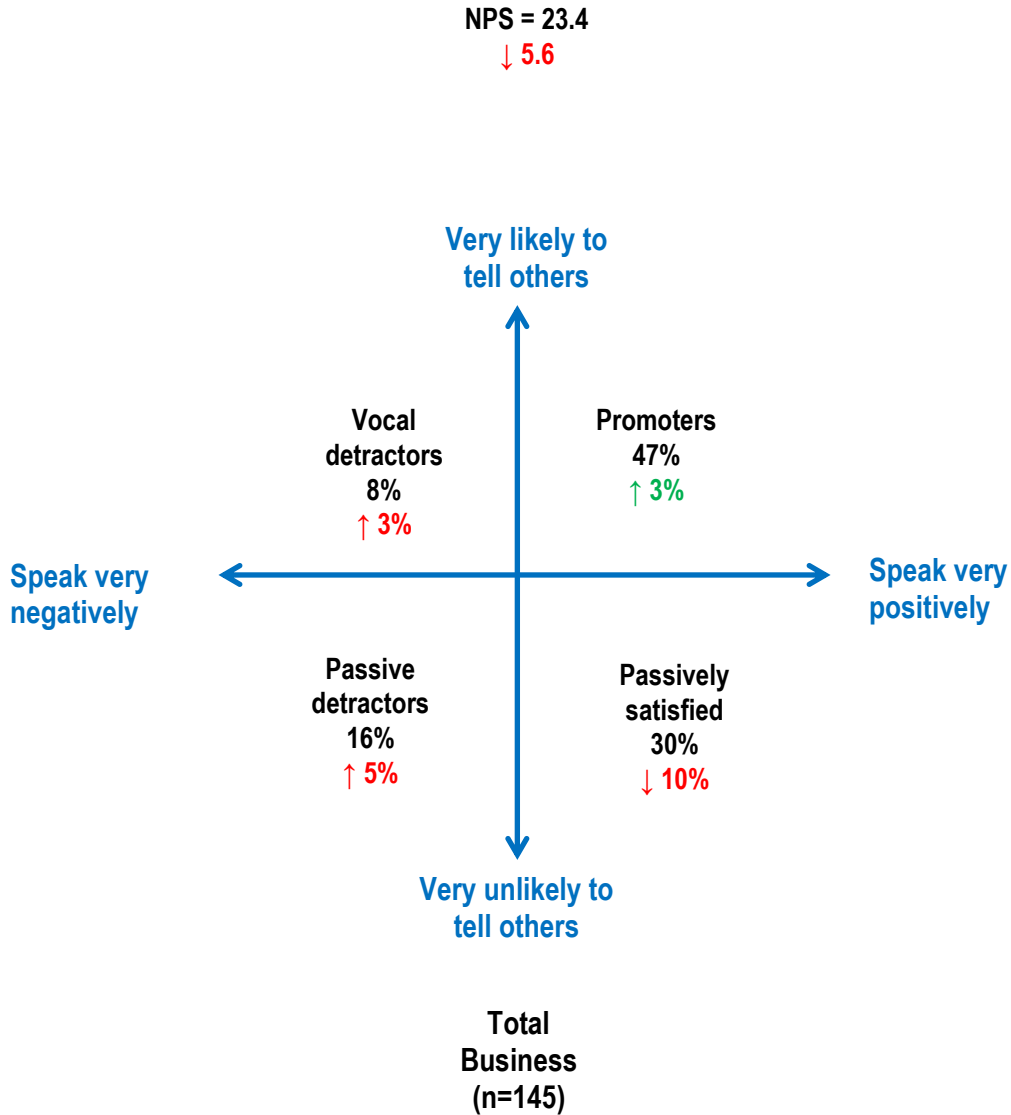
↑ = increase from Qtr 2 15-16 (Passive detractors & Vocal detractors)

- = no change

FIGURE 16: ADVOCACY – BUSINESS (Q36N14, Q37N14)

If you were to tell others of your recent experience with SA Water, how positively or negatively would you speak about it? (10-Very positive, 5-Neutral, 0-Very negative)

And how likely or unlikely would you be to tell others about your recent experience with SA Water? (10-Very likely, 0-Very unlikely)



Note:

↓ = decrease from Qtr 2 15-16 (Promoters & Passively satisfied)

↑ = increase from Qtr 2 15-16 (Promoters & Passively satisfied)

- = no change

Note:

↓ = decrease from Qtr 2 15-16 (Passive detractors & Vocal detractors)

↑ = increase from Qtr 2 15-16 (Passive detractors & Vocal detractors)

- = no change

FIGURE 17: LIKELINESS OF TELLING OTHERS ABOUT RECENT EXPERIENCE WITH SA WATER (Q36N14)

*Tell others of your recent experience with SA Water, how positively or negatively would you speak about it, where 10 = very likely and 0 = very unlikely ?*

	Total (frequency) n=756	% response
10 – Very positive	281	37
9	93	12
8	121	16
7	61	8
6	19	3
5 - Neutral	100	13
4	17	2
3	11	1
2	18	2
1	6	1
0 – Very unlikely	29	4
Top 3 box	495	65
Bottom 3 box	53	7

FIGURE 18: POSITIVITY OF RECENT EXPERIENCE WITH SA WATER (Q37N14)

*How likely or unlikely would you be to tell others about your recent experience with SA water, where 10 = very likely and 0 = very unlikely ?*

	Total (frequency) n=745	% response
10 – Very likely	204	27
9	38	5
8	78	10
7	58	8
6	40	5
5	128	17
4	11	1
3	19	3
2	26	3
1	8	1
0 – Very unlikely	135	18
Top 3 box	320	43
Bottom 3 box	169	23

## 4.4 Customer effort

### Highlights

- customer effort scores for the quarter showed a small increase from 2.1 to 2.2
- declines in effort were shown in written correspondence
- jump in effort was seen in connections business customers

FIGURE 19: CUSTOMER EFFORT

	Mean score				
	Residential	Business	Metropolitan	Regional	Total
Customer effort	2.2	2.1	2.2	2.1	2.2
1.0 Very Low Effort	2.0	3.0	4.0	5.0	Very High Effort

FIGURE 20: CUSTOMER EFFORT \_SPLIT BY QUARTER

	Mean Score																								
	Residential					Business					Metropolitan					Regional					Total				
	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16
Customer Effort	2.3	2.3	2.3	2.1	2.2	2.3	2.3	2.3	2.1	2.1	2.3	2.3	2.3	2.2	2.2	2.3	2.4	2.2	2.0	2.1	2.3	2.3	2.3	2.1	2.2

FIGURE 21: CUSTOMER EFFORT BY TOUCHPOINT (Q21N14) – SPLIT BY QUARTER

How much effort did you personally have to put forth to handle your request?

	Mean score					
	Q2 15-16			Q3 15-16		
	Residential	Business	Total	Residential	Business	Total
Faults	1.9	2.0	2.0	2.0	2.1	2.1
Accounts/general enquiries	2.3	2.3	2.3	2.4	1.6	2.4
Written correspondence	2.7	2.1	2.7	2.4	1.7	2.4
Connections	2.5	2.6	2.5	2.6	3.0	2.6
Total customer effort	2.1	2.1	2.1	2.2	2.1	2.2
1.0 Very Low Effort	2.0	3.0	4.0	5.0 Very High Effort		

FIGURE 22: HOW MANY TIMES DID YOU CONTACT SA WATER TO RESOLVE THIS SPECIFIC ISSUE (Q14N13)

	% response		
	Residential n=611	Business n=151	Total n=762
Once	68 <sup>^</sup>	79 <sup>^</sup>	70
Twice	15	11	14
Three times	6	4	6
Four times	3	-	2
Five or more times	4	4	4
Still unresolved	5	2	5

FIGURE 23: HOW MANY TIMES DID YOU CONTACT SA WATER TO RESOLVE THIS SPECIFIC ISSUE (Q14N13) – SPLIT BY QUARTER

	% response														
	Residential					Business					Total				
	Q3 14-15 n=553	Q4 14-15 n=560	Q1 15-16 n=556	Q2 15-16 n=596	Q3 15-16 n=611	Q3 14-15 n=205	Q4 14-15 n=205	Q1 15-16 n=207	Q2 15-16 n=155	Q3 15-16 n=151	Q3 14-15 n=758	Q4 14-15 n=765	Q1 15-16 n=763	Q2 15-16 n=751	Q3 15-16 n=762
Once	66	66	64	73	68	74	68	67	69	79	68	66	65	72	70
Twice	15	17	15	15	15	16	16	20	13	11	15	17	16	14	14
Three times	8	5	5	6	6	3	4	5	6	4	7	5	5	6	6
Four times	4	3	3	1	3	1	4	2	3	-	3	3	2	2	2
Five or more times	5	5	5	2	4	2	4	1	5	4	4	5	4	3	4
Still unresolved	3	5	8	3	5	3	3	5	5	2	3	4	7	4	5

FIGURE 24: EASE OF QUERY RESOLUTION (Q19N14)

Thinking about your recent contact with SA Water, how easy was it to have your issue or query resolved? (5-Very easy, 4-Easy, 3-Neither, 2-Difficult, 1-Very difficult)

		% response		
		Residential n=583	Business n=150	Total n=733
Ease of query resolution with SA Water	+	81	83	82
	Neutral	8	5	7
	-	11	12	11

FIGURE 25: EASE OF QUERY RESOLUTION (Q19N14) – SPLIT BY QUARTER

		% response														
		Residential					Business					Total				
		Q3 14-15 n=563	Q4 14-15 n=561	Q1 15-16 n=553	Q2 15-16 n=571	Q3 15-16 n=583	Q3 14-15 n=206	Q4 14-15 n=206	Q1 15-16 n=208	Q2 15-16 n=146	Q3 15-16 n=150	Q3 14-15 n=769	Q4 14-15 n=767	Q1 15-16 n=761	Q2 15-16 n=717	Q3 15-16 n=733
Ease of query resolution with SA Water	+	87	88	87	84	81	87	85	84	83	83	87	87	86	84	82
	Neutral	7	6	7	6	8	7	9	11	10	5	7	7	8	7	7
	-	7	6	6	10	11	5	6	6	8	12	6	6	6	9	11

FIGURE 26: EASE OF QUERY RESOLUTION (Q19N14) – SPLIT BY FREQUENCY OF CONTACT (Q14N13)

		% response						
		Once n=518	Twice n=106	Three times n=41	Four times n=16	Five or more times n=29	Still un-resolved n=17	Total n=727
Ease of query resolution with SA Water	+	92 <sup>^</sup>	73 <sup>^</sup>	54 <sup>^</sup>	31	41	18	82
	Neutral	4 <sup>^</sup>	12 <sup>^</sup>	15 <sup>^</sup>	44	7	12	7
	-	4 <sup>^</sup>	15	32 <sup>^</sup>	25	52	71	11



## 5. Results by Channel / Customer Service Area

### 5.1 Customer service centre (CSC)

#### Highlights

- overall satisfaction T2B declined 2% to 89%, B2B increased 2% to 6% (Figure 28)
- for the CSC, 7 of 7 key measures showed decline

#### First contact/experience a point of focus

Overall satisfaction for the CSC showed a small decline over the quarter. However of the individual attributes in which the research measures the CSC, results declined across 7 of 7 areas. The lowest rated areas include:

- (Figure 28) Time taken in getting through to a person - T2B declined 7% to 80%, and B2B increased 4% to 8%
- (Figure 28) Having your questions answer on the first occasion - T2B declined 3% to 84%, and B2B increased 3% to 10%

Results suggest that those surveyed were more dissatisfied with the first contact with SA Water. Customer effort overall was slightly higher moving from 2.3 to 2.4; however this was primarily for residential customers (who moved from 2.3 to 2.4) as business customers declined from 2.3 to 1.6.

In order of importance, helpfulness of staff was the main driver; having queries answered on the first occasion; your enquiry being easily understood; and clear explanation of the situation and any next step (in Q2 was 2<sup>nd</sup> most important). A key exclusion was staff knowledge of products and services. Driver analysis suggests that having query resolved on the first occasion and enquiry being easily understood have become important in Q3.

#### **Customer segment - fault service more satisfied, regional/rural account/general enquiries lowest performance**

The results demonstrate that fault service customers are more satisfied (T2B 90%, B2B 4%) compared with account/general enquiry customers (T2B 86% and B2B 11%) (Figure 29). Unique to the account/general enquiry customers is that unlike trends across other SA Water segments, rural customers are showing a lower level of satisfaction. Regional/rural SA overall satisfaction is much lower than other segments T2B at 82%, B2B at 12% (Figure 29) with the main areas of concern in line with general CSC customers (time taken to get through to a person, having questions answered on the first occasion), however results for helpfulness of staff were comparatively low T2B 80%, B2B 6%.

FIGURE 27: CUSTOMER SATISFACTION WITH THE CUSTOMER SERVICE CENTRE (Q7)

		% response				
		Residential n~487	Business n~143	Metropolitan n~429	Regional n~194	Total n~629
Time taken in getting through to a person	+	79	82	78	82	80
	Neutral	13	12	14	9	13
	-	8	6	7	8	8
Your enquiry being easily understood	+	89	87	88	91	89
	Neutral	5	7	6	4	6
	-	6	5	6	5	6
Clear explanation of the situation and any next steps	+	85	86	84	88	85
	Neutral	7	10	7	7	7
	-	8	5	9	5	7
Having your questions answered on the first occasion	+	83	87	83	87	84
	Neutral	6	3	6	5	6
	-	10	10	11	9	10
Staff knowledge of products and services	+	86	90	85	90	87
	Neutral	8	6	8	6	7
	-	7	5	7	4	6
Helpfulness of staff	+	89	90	90	89	89
	Neutral	5	6	4	6	5
	-	6	4	6	4	6
Overall satisfaction with customer service centre	+	88	91	88	91	89
	Neutral	6	6	6	5	6
	-	6	3	6	5	6

FIGURE 28: CUSTOMER SATISFACTION WITH THE CUSTOMER SERVICE CENTRE (Q7) – SPLIT BY QUARTER

		% response																			
		Residential				Business				Metropolitan				Regional				Total			
		Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16
		n~452	n~449	n~494	n~487	n~187	n~190	n~142	n~143	n~410	n~407	n~409	n~429	n~144	n~147	n~145	n~194	n~559	n~559	n~557	n~629
Time taken in getting through to a person	+	87	85	87	79	81	85	89	82	86	85	87	78	84	86	88	82	86	85	87	80
	Neutral	8	11	9	13	16	9	7	12	10	11	10	14	11	11	6	9	10	11	9	13
	-	5	3	4	8	3	5	4	6	4	4	4	7	5	4	5	8	4	4	4	8
Your enquiry being easily understood	+	91	92	94	89	86	85	85	87	90	90	93	88	88	88	90	91	89	90	92	89
	Neutral	5	4	2	5	9	10	11	7	7	6	3	6	7	6	5	4	6	6	4	6
	-	4	4	4	6	5	6	4	5	4	4	4	6	5	5	5	5	4	4	4	6
Clear explanation of the situation and any next steps	+	86	85	90	85	81	86	87	86	86	86	89	84	81	83	90	88	85	85	89	85
	Neutral	6	8	4	7	11	9	9	10	8	6	5	7	9	13	5	7	8	8	5	7
	-	7	8	6	8	8	5	4	5	7	8	6	9	10	4	5	5	8	7	6	7
Having your questions answered on the first occasion	+	85	86	89	83	82	81	82	87	83	84	88	83	86	87	86	87	84	85	87	84
	Neutral	5	5	4	6	9	8	11	3	6	6	5	6	7	6	8	5	7	6	6	6
	-	10	9	7	10	8	10	7	10	10	10	7	11	8	7	6	9	10	9	7	10
Staff knowledge of products and services	+	89	84	89	86	84	75	90	90	88	83	89	85	85	76	90	90	87	81	89	87
	Neutral	5	12	6	8	10	19	8	6	7	12	7	8	8	19	5	6	7	14	6	7
	-	6	4	6	7	6	6	2	5	6	5	5	7	7	5	5	4	6	5	5	6
Helpfulness of staff	+	92	90	91	89	91	86	93	90	92	88	91	90	90	91	93	89	91	89	92	89
	Neutral	4	5	4	5	5	9	6	6	4	6	5	4	5	5	3	6	4	6	4	5
	-	5	5	5	6	4	5	1	4	4	5	5	6	5	4	4	4	4	5	4	6
Overall satisfaction with customer service centre	+	90	89	91	88	86	88	92	91	89	89	91	88	88	90	92	91	89	89	91	89
	Neutral	5	7	4	6	9	7	6	6	6	7	5	6	5	7	3	5	6	7	5	6
	-	6	4	5	6	5	5	1	3	5	4	4	6	7	3	5	5	5	4	4	6

FIGURE 29: CUSTOMER SATISFACTION WITH THE CUSTOMER SERVICE CENTRE – SPLIT BY CALL TYPE

		Fault/service problem (Maximo data set)					Account and/or general enquiry (CSIS follow up data set)				
		Total (n~467)	Type		Location		Total (n~162)	Type		Location	
			Residential (n~331)	Business (n~137)	Metropolitan Adelaide (n~316)	Regional/rural South Australia (n~146)		Residential (n~156)	Business (n~6)*	Metropolitan Adelaide (n~113)	Regional/rural South Australia (n~48)
Time taken in getting through to a person	+	83	84	81	82	86	69	68	100	68	70
	Neutral	10	10	12	12	7	20	20	-	21	16
	-	6	6	7	6	7	12	12	-	11	14
Your enquiry being easily understood	+	90	91	87	89	92	85	84	100	84	87
	Neutral	6	5	8	7	5	4	4	-	5	2
Clear explanation of the situation and any next steps	-	4	3	6	4	3	11	12	-	11	12
	+	86	86	85	84	89	83	83	100	84	82
	Neutral	8	7	10	8	7	6	6	-	5	8
	-	6	7	5	8	3	11	11	-	11	10
Having your queries answered on the first occasion	+	87	87	86	85	91	76	75	100	77	76
	Neutral	5	5	4	6	2	9	9	-	8	12
	-	9	8	10	9	7	15	15	-	16	12
Staff knowledge of products and services	+	87	86	89	85	91	85	84	100	83	88
	Neutral	8	9	6	9	5	6	6	-	6	7
	-	5	5	5	6	4	9	9	-	11	5
Helpfulness of staff	+	91	92	89	91	92	85	85	100	87	80
	Neutral	5	4	6	5	4	6	6	-	3	14
	-	5	5	4	5	4	9	9	-	10	6
	+	90	89	91	88	93	86	85	100	87	82
Overall satisfaction with the call centre	+	90	89	91	88	93	86	85	100	87	82
	Neutral	6	6	6	8	4	4	4	-	3	6
	-	4	4	3	4	3	11	11	-	10	12

\*please interpret results for this split with caution due to small sample size

FIGURE 30: DRIVERS OF SATISFACTION (RANKED IN ORDER OF IMPORTANCE) – CUSTOMER SERVICE CENTRE

Customer Service Centre	Satisfaction score (% satisfied)
Helpfulness of staff	89
Your enquiry being easily understood	89
Clear explanation of the situation and any next steps	85
Having your queries answered on the first occasion	84

## **5.2 Faults and service problems**

### **Highlights**

- overall satisfaction with the field maintenance crew review T2B declined 1% to 91%, B2B declined 1% to 4%
- being kept informed showed notable decline for metro meter faults
- timeliness main area of improvement overall, particularly for metro north customers

### **Timeliness highlighted – decline in 4 of 4 key measures**

The results showed drops in the timeliness measures for faults and services:

- time taken to arrive to address the fault/service problem T2B dropped 4% to 77%, B2B increased 1% to 14%
- time taken to fully restore your services T2B declined 5% to 83%, B2B increased 2% to 10%
- time taken to clean up after the sewer overflow T2B declined 12% to 80%, B2B increased 2% to 8%
- overall time taken to complete the works T2B declined 1% to 86%, B2B increased 1% to 10%

Declines were consistent across both business and residential customers for all segments, with the exception of business customers for sewer overflow.

### **Metro north driving declines - timeliness is the main issue for these customers**

Overall regional customers were much more satisfied than metro customers across all 8 metrics (Figure 33). Further analysis showed that metro north customer satisfaction is well below other areas. Particularly low ratings were shown for time taken to arrive to address the fault/service problem (T2B 62%, B2B 23%) and time taken to fully restore your services (T2B 75%, B2B 16%). Compared to metro south, metro north ratings were below on 7 of the 8 key measures (Figure 39).

### **Being kept informed of the progress of a query/problem – issues in this area, notable decline for metro meter faults**

Satisfaction with SA Water's efforts to resolve a query/problem sat at T2B 82% and B2B 11%, however satisfaction with being kept informed of the query/problem was T2B 62% and B2B 26% (Figure 43). Results showed a notable variance between metro faults T2B 57%, B2B 29%; and metro meter faults T2B 49% and B2B 37%. The lowest performing segment was metro meter faults (residents) with T2B 45% and B2B 39% (Figure 42).

FIGURE 31: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES (Q15)

		% response	
		Residential n=336	Total n=336
Did you see or hear any of the field maintenance crew during the works?	Yes	52	52
	No	48	48

FIGURE 32: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES (Q16, Q17)

Fault/Service problem		% response		
		Residential n~245	Business n~91	Total n~324
Helpfulness of crew	+	95 (n=152)	-	95 (n=152)
	Neutral	3 (n=5)	-	3 (n=5)
	-	2 (n=3)	-	2 (n=3)
Leaving the worksite in a safe and neat condition after work	+	88 (n=264)	92 (n=98)	89 (n=362)
	Neutral	6 (n=18)	3 (n=3)	5 (n=21)
	-	6 (n=18)	5 (n=5)	6 (n=23)
Treating people's property with care	+	91 (n=251)	97 (n=97)	93 (n=348)
	Neutral	6 (n=16)	2 (n=2)	5 (n=18)
	-	3 (n=8)	1 (n=1)	2 (n=9)
Overall satisfaction with field maintenance crew	+	90 (n=274)	91 (n=99)	91 (n=373)
	Neutral	6 (n=17)	6 (n=7)	6 (n=24)
	-	4 (n=12)	3 (n=3)	4 (n=15)
Time taken to arrive to address the fault/service problem	+	78 (n=251)	74 (n=89)	77 (n=340)
	Neutral	10 (n=31)	10 (n=12)	10 (n=43)
	-	12 (n=40)	17 (n=20)	14 (n=60)
Time taken to fully restore your services	+	84 (n=225)	83 (n=72)	83 (n=297)
	Neutral	6 (n=17)	8 (n=7)	7 (n=24)
	-	10 (n=27)	9 (n=8)	10 (n=35)
Time taken to clean up after the sewer overflow*	+	78 (n=18)	100 (n=2)	80 (n=20)
	Neutral	13 (n=3)	-	12 (n=3)
	-	9 (n=2)	-	8 (n=2)
The overall time taken to complete the works	+	88 <sup>^</sup> (n=268)	78 <sup>^</sup> (n=87)	86 (n=355)
	Neutral	4 (n=11)	8 (n=9)	5 (n=20)
	-	8 (n=25)	14 (n=15)	10 (n=40)

\*please interpret results for this attribute with caution due to small sample size

FIGURE 33: DRIVERS OF SATISFACTION (RANKED IN ORDER OF IMPORTANCE) – FAULTS AND SERVICES

Faults and Services	Satisfaction score (% satisfied)
Treating people's property with care	93
Leaving the worksite in a safe and neat condition after work	89

FIGURE 34: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES (Q16, Q17) - SPLIT BY QUARTER

		% response														
		Residential					Business					Total				
		Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16
		n~211	n~210	n~202	n~270	n~275	n~115	n~111	n~114	n~98	n~91	n~326	n~321	n~316	n~369	n~324
Helpfulness of crew	+	92	96	94	-	95	90	94	96	-	-	91	96	94	-	95
	Neutral	4	4	2	-	3	7	4	1	-	-	5	4	2	-	3
	-	4	-	4	-	2	3	1	3	-	-	4	0	4	-	2
Leaving the worksite in a safe and neat condition after work	+	93	91	95 <sup>^</sup>	93	88	93	95	89 <sup>^</sup>	90	92	93	92	93	92	89
	Neutral	4	6	3 <sup>^</sup>	3	6	2	3	9 <sup>^</sup>	3	3	3	5	5	3	5
	-	4	4	2	4	6	5	2	3	7	5	4	3	2	5	6
Treating people's property with care	+	98	93	96	94	91	94	98	93	93	97	96	95	95	93	93
	Neutral	2	5	3	4	6	5	1	6	5	2	3	4	4	4	5
	-	1	2	1	3	3	1	1	1	3	1	1	1	1	3	2
Crew worked efficiently while on site	+	95	98	93	-	-	93	94	91	-	-	94	97	93	-	-
	Neutral	1	1	4	-	-	6	1	1	-	-	2	1	3	-	-
	-	5	1	3	-	-	1	4	7	-	-	4	2	4	-	-
Overall satisfaction with field maintenance crew	+	94	92	91	93	90	89	92	91	90	91	92	92	91	92	91
	Neutral	1	6	5	3	6	6	3	6	3	6	3	5	5	3	6
	-	5	3	5	4	4	6	4	3	7	3	5	3	4	5	4
Time taken to arrive to address the fault/service problem	+	86 <sup>^</sup>	84	81	82	78	73 <sup>^</sup>	78	79	78	74	81	82	80	81	77
	Neutral	7	7	9	6	10	12	11	8	7	10	9	8	9	6	10
	-	7 <sup>^</sup>	9	10	12	12	15 <sup>^</sup>	11	13	14	17	10	10	11	13	14
Time taken to fully restore your services	+	89	88	88	89	84	85	84	82	87	83	87	87	86	88	83
	Neutral	3	6	5	4	6	6	5	9	4	8	4	6	7	4	7
	-	8	6	7	7	10	9	10	9	9	9	8	8	7	8	10
Time taken to clean up after the sewer overflow*	+	89	91	89	91	78	83	91	100	100	100	88	91	91	92	80
	Neutral	5	3	-	3	13	17	-	-	-	-	8	2	-	3	12
	-	5	6	11	6	9	-	9	-	-	-	4	7	9	6	8
The overall time taken to complete the works	+	89 <sup>^</sup>	89 <sup>^</sup>	87	89 <sup>^</sup>	88 <sup>^</sup>	79 <sup>^</sup>	80 <sup>^</sup>	82	80 <sup>^</sup>	78 <sup>^</sup>	86	86	85	87	86
	Neutral	4 <sup>^</sup>	5	5	3 <sup>^</sup>	4	10 <sup>^</sup>	9	7	8 <sup>^</sup>	8	6	6	6	4	5
	-	7	6	8	8	8	11	11	11	13	14	8	8	9	9	10



FIGURE 35: DRIVERS OF SATISFACTION (RANKED BY IMPORTANCE) - FAULTS AND SERVICES

Faults and Services	Satisfaction score (% satisfied)
Helpfulness of crew	95
Treating people's property with care	93

FIGURE 36: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES – SPLIT BY LOCATION (Q16, Q17)

		% response					
		Metropolitan			Regional		
		Resident (n~189)	Business (n~39)	Total (n~223)	Residential (n~56)	Business (n~57)	Total (n~99)
Helpfulness of crew	+	93 (n=113)	-	93 (n=113)	100 (n=39)	-	100 (n=39)
	Neutral	4 (n=5)	-	4 (n=5)	-	-	-
	-	2 (n=3)	-	2 (n=3)	-	-	-
Leaving the worksite in a safe and neat condition after work	+	86 (n=197)	87 (n=39)	86 (n=236)	94 (n=67)	96 (n=55)	95 (n=122)
	Neutral	7 (n=15)	4 (n=2)	6 (n=17)	4 (n=3)	2 (n=1)	3 (n=4)
	-	7 (n=17)	9 (n=4)	8 (n=21)	1 (n=1)	2 (n=1)	2 (n=2)
Treating people's property with care	+	90 (n=187)	92 (n=35)	91 (n=222)	94 (n=64)	100 (n=58)	97 (n=122)
	Neutral	6 (n=13)	5 (n=2)	6 (n=15)	4 (n=3)	-	2 (n=3)
	-	3 (n=7)	3 (n=1)	3 (n=8)	1 (n=1)	-	1 (n=1)
Overall satisfaction with field maintenance crew	+	88 (n=205)	87 (n=40)	88 (n=245)	99 (n=69)	93 (n=55)	96 (n=124)
	Neutral	7 (n=16)	9 (n=4)	7 (n=20)	1 (n=1)	5 (n=3)	3 (n=4)
	-	5 (n=12)	4 (n=2)	5 (n=14)	-	2 (n=1)	1 (n=1)
Time taken to arrive to address the fault/service problem	+	74 (n=187)	64 (n=35)	72 (n=222)	91 (n=64)	82 (n=51)	87 (n=115)
	Neutral	11 (n=27)	15 (n=8)	11 (n=35)	6 (n=4)	6 (n=4)	6 (n=8)
	-	15 (n=38)	22 (n=12)	16 (n=50)	3 (n=2)	11 (n=7)	7 (n=9)
Time taken to fully restore your services	+	82 (n=170)	71 (n=24)	80 (n=194)	90 (n=55)	90 (n=45)	90 (n=100)
	Neutral	6 (n=13)	12 (n=4)	7 (n=17)	7 (n=4)	6 (n=3)	6 (n=7)
	-	12 (n=25)	18 (n=6)	13 (n=31)	3 (n=2)	4 (n=2)	4 (n=4)
Time taken to clean up after the sewer overflow*	+	77 (n=17)	100 (n=2)	79 (n=19)	100 (n=1)	-	100 (n=1)
	Neutral	14 (n=3)	-	13 (n=3)	-	-	-
	-	9 (n=2)	-	8 (n=2)	-	-	-
The overall time taken to complete the works	+	86 <sup>^</sup> (n=205)	74 <sup>^</sup> (n=37)	84 (n=242)	97 <sup>^</sup> (n=63)	81 <sup>^</sup> (n=47)	89 (n=110)
	Neutral	5 (n=11)	8 (n=4)	5 (n=15)	-	9 (n=5)	4 (n=5)
	-	10 (n=23)	18 (n=9)	11 (n=32)	3 (n=2)	10 (n=6)	7 (n=8)

\*please interpret results with caution due to small sample sizes

FIGURE 37: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES – SPLIT BY LOCATION (Q16, Q17) – SPLIT BY QUARTER

	% response																								
	Metropolitan												Regional												
		Q4 14-15	Q4 14-15	Q4 14-15	Q1 15-16	Q1 15-16	Q1 15-16	Q2 15-16	Q2 15-16	Q2 15-16	Q3 15-16	Q3 15-16	Q3 15-16	Q4 14-15	Q4 14-15	Q4 14-15	Q1 15-16	Q1 15-16	Q1 15-16	Q2 15-16	Q2 15-16	Q2 15-16	Q3 15-16	Q3 15-16	Q3 15-16
		Res n-185	Bus n-62	Total n-246	Res n-165	Bus n-62	Total n-227	Res n-229	Bus n-45	Total n-274	Res n-189	Bus n-39	Total n-223	Res n-28	Bus n-46	Total n-71	Res n-37	Bus n-56	Total n-87	Res n-41	Bus n-60	Total n-92	Res n-56	Bus n-57	Total n-99
Helpfulness of crew	+	97	92	96	94	95	95	-	-	-	93	-	95	94	97	96	89	96	93	-	-	-	100	-	100
	Neutral	3	5	4	2	-	1	-	-	-	4	-	3	6	3	4	5	4	5	-	-	-	-	-	-
	-	-	3	1	4	5	4	-	-	-	2	-	2	-	-	-	5	-	2	-	-	-	-	-	-
Leaving the worksite in a safe and neat condition after work	+	90 <sup>^</sup>	97 <sup>^</sup>	92	96 <sup>^</sup>	89 <sup>^</sup>	94	93	87	92	86	87	89	94	91	92	92	88	90	91	93	92	94	96	95
	Neutral	6	-	4	2 <sup>^</sup>	8 <sup>^</sup>	4	3	4	3	7	4	5	6	7	7	4	10	8	2	2	2	4	2	3
	-	4	3	4	2	4	2	4	9	5	7	9	6	-	2	1	4	1	3	6	5	6	1	2	2
Treating people's property with care	+	93	97	94	97	91	95	94	90	94	90	92	93	97	98	98	96	95	96	91	95	93	94	100	97
	Neutral	5	1	4	3	8	4	4	8	5	6	5	5	3	2	2	2	3	3	2	2	2	4	-	2
	-	2	1	2	0	1	1	2	2	2	3	3	2	-	-	-	2	2	2	7	4	5	1	-	1
Crew worked effectively while on site	+	98 <sup>^</sup>	89 <sup>^</sup>	96	93	86	91	-	-	-	-	-	-	100	100	100	95	100	98	-	-	-	-	-	-
	Neutral	1	3	1	4	2	3	-	-	-	-	-	-	-	-	-	5	-	2	-	-	-	-	-	-
	-	2	8	3	4	12	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Overall satisfaction with field maintenance crew	+	91	91	91	91	89	91	93	86	92	88	87	91	94	93	93	88	94	91	92	93	93	99	93	96
	Neutral	6	4	5	5	9	6	3	4	3	7	9	6	6	3	4	4	3	3	4	2	3	1	5	3
	-	3	5	3	4	2	4	4	10	5	5	4	4	-	3	2	8	3	5	4	5	5	-	2	1
Time taken to arrive to address the fault/service problem	+	83	77	81	79	74	78	83	73	81	74	64	77	91	79	83	88	88	88	81	86	84	91	82	87
	Neutral	7	12	8	10	7	9	6	5	6	11	15	10	6	8	7	6	6	6	4	8	6	6	6	6
	-	10	11	11	11	19	13	12 <sup>^</sup>	22 <sup>^</sup>	13	15	22	14	3	13	9	6	6	6	15	6	10	3	11	7
Time taken to fully restore your services	+	87	78	85	87	79	85	88	84	88	82	71	83	93	91	92	91	89	90	93	91	92	90	90	90
	Neutral	6	7	6	6	7	6	4	4	4	6	12	7	3	4	3	2	10	7	2	4	3	7	6	6
	-	6 <sup>^</sup>	15 <sup>^</sup>	8	7	14	9	8	12	8	12	18	10	3	5	5	7	2	4	5	5	5	3	4	4
Time taken to clean up after the sewer overflow*	+	91	90	90	88	100	91	94	100	94	77	100	80	-	100	100	100	-	100	67	-	67	100	-	100
	Neutral	3	-	2	-	-	-	3	-	3	14	-	12	-	-	-	-	-	-	-	-	-	-	-	-
	-	6	10	7	12	-	9	3	-	3	9	-	8	-	-	-	-	-	-	33	-	33	-	-	-
The overall time taken to complete the works	+	88 <sup>^</sup>	77 <sup>^</sup>	85	85	79	84	90 <sup>^</sup>	76 <sup>^</sup>	87	86 <sup>^</sup>	74 <sup>^</sup>	86	94	84	87	96	88	91	88	86	87	97 <sup>^</sup>	81 <sup>^</sup>	89
	Neutral	5	8	6	6	5	6	3	6	3	5	8	5	3	10	8	-	7	4	4	10	7	-	9	4
	-	7 <sup>^</sup>	14 <sup>^</sup>	9	9	15	11	8 <sup>^</sup>	19 <sup>^</sup>	10	10	18	10	3	7	5	4	4	4	8	5	6	3	10	7

FIGURE 38: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES - SPLIT BY REGION (Q16, Q17)

		% response					
		Metro North n~123	Metro South n~106	Outer Metro n~38	Northern n~28	South East n~16	Eyre n~21
Helpfulness of crew	+	91 <sup>(n=61)</sup>	96 <sup>(n=55)</sup>	100 <sup>(n=14)</sup>	100 <sup>(n=9)</sup>	100 <sup>(n=9)</sup>	100 <sup>(n=4)</sup>
	Neutral	4 <sup>(n=3)</sup>	4 <sup>(n=2)</sup>	-	-	-	-
	-	4 <sup>(n=3)</sup>	-	-	-	-	-
Leaving the worksite in a safe and neat condition after work	+	84 <sup>^</sup> <sup>(n=130)</sup>	89 <sup>(n=113)</sup>	96 <sup>(n=48)</sup>	94 <sup>(n=29)</sup>	100 <sup>(n=18)</sup>	96 <sup>(n=24)</sup>
	Neutral	8 <sup>(n=12)</sup>	4 <sup>(n=5)</sup>	4 <sup>(n=2)</sup>	6 <sup>(n=2)</sup>	-	-
	-	8 <sup>(n=13)</sup>	7 <sup>(n=9)</sup>	-	-	-	4 <sup>(n=1)</sup>
Treating people's property with care	+	89 <sup>^</sup> <sup>(n=119)</sup>	93 <sup>(n=112)</sup>	98 <sup>(n=47)</sup>	94 <sup>(n=29)</sup>	100 <sup>(n=18)</sup>	96 <sup>(n=23)</sup>
	Neutral	8 <sup>^</sup> <sup>(n=11)</sup>	3 <sup>(n=3)</sup>	2 <sup>(n=1)</sup>	6 <sup>(n=2)</sup>	-	4 <sup>(n=1)</sup>
	-	3 <sup>(n=4)</sup>	4 <sup>(n=5)</sup>	-	-	-	-
Overall satisfaction with field maintenance crew	+	86 <sup>^</sup> <sup>(n=131)</sup>	90 <sup>(n=120)</sup>	98 <sup>(n=48)</sup>	100 <sup>^</sup> <sup>(n=34)</sup>	100 <sup>(n=18)</sup>	92 <sup>(n=22)</sup>
	Neutral	8 <sup>(n=12)</sup>	7 <sup>(n=9)</sup>	2 <sup>(n=1)</sup>	-	-	4 <sup>(n=1)</sup>
	-	6 <sup>(n=9)</sup>	4 <sup>(n=5)</sup>	-	-	-	4 <sup>(n=1)</sup>
Time taken to arrive to address the fault/service problem	+	62 <sup>^</sup> <sup>(n=108)</sup>	83 <sup>^</sup> <sup>(n=117)</sup>	88 <sup>^</sup> <sup>(n=46)</sup>	94 <sup>^</sup> <sup>(n=30)</sup>	94 <sup>(n=16)</sup>	88 <sup>(n=23)</sup>
	Neutral	15 <sup>^</sup> <sup>(n=27)</sup>	9 <sup>(n=12)</sup>	4 <sup>(n=2)</sup>	3 <sup>(n=1)</sup>	-	4 <sup>(n=1)</sup>
	-	23 <sup>^</sup> <sup>(n=40)</sup>	9 <sup>^</sup> <sup>(n=12)</sup>	8 <sup>(n=4)</sup>	3 <sup>(n=1)</sup>	6 <sup>(n=1)</sup>	8 <sup>(n=2)</sup>
Time taken to fully restore your services	+	75 <sup>^</sup> <sup>(n=97)</sup>	85 <sup>(n=101)</sup>	86 <sup>(n=36)</sup>	93 <sup>(n=25)</sup>	100 <sup>(n=16)</sup>	96 <sup>(n=22)</sup>
	Neutral	9 <sup>(n=12)</sup>	6 <sup>(n=7)</sup>	5 <sup>(n=2)</sup>	7 <sup>(n=2)</sup>	-	4 <sup>(n=1)</sup>
	-	16 <sup>^</sup> <sup>(n=20)</sup>	9 <sup>(n=11)</sup>	10 <sup>(n=4)</sup>	-	-	-
Time taken to clean up after the sewer overflow	+	91 <sup>(n=10)</sup>	69 <sup>(n=9)</sup>	100 <sup>(n=1)</sup>	-	-	-
	Neutral	9 <sup>(n=1)</sup>	15 <sup>(n=2)</sup>	-	-	-	-
	-	-	15 <sup>(n=2)</sup>	-	-	-	-
The overall time taken to complete the works	+	79 <sup>^</sup> <sup>(n=127)</sup>	90 <sup>(n=120)</sup>	87 <sup>(n=41)</sup>	94 <sup>(n=30)</sup>	94 <sup>(n=16)</sup>	88 <sup>(n=21)</sup>
	Neutral	7 <sup>(n=11)</sup>	3 <sup>(n=4)</sup>	2 <sup>(n=1)</sup>	6 <sup>(n=6=2)</sup>	-	8 <sup>(n=2)</sup>
	-	14 <sup>^</sup> <sup>(n=23)</sup>	7 <sup>(n=10)</sup>	11 <sup>(n=5)</sup>	-	6 <sup>(n=1)</sup>	4 <sup>(n=1)</sup>

Note: please interpret results with caution due to some small sample sizes

FIGURE 39: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES - SPLIT BY FAULT (Q16, Q17)

Metropolitan		% response																				
		Residential							Business							Total						
		Water			Sewer				Water			Sewer				Water			Sewer			Other
		Meter (n~60)	Road (n~12)	Other (n~27)	Block (n~78)	O/flow (n~24)	Other (n~7)	Other (n~8)	Meter (n~13)	Road (n~7)	Other (n~12)	Block (n~5)	O/flow (n~2)	Other (n~3)	Other (n~3)	Meter (n~71)	Road (n~18)	Other (n~38)	Block (n~82)	O/flow (n~24)	Other (n~10)	Other (n~9)
Helpfulness of crew	+	89	78	92	100 <sup>^</sup>	88	100	100	-	-	-	-	-	-	89	78	92	100 <sup>^</sup>	88	100	100	
	Neutral	-	22	8	-	13	-	-	-	-	-	-	-	-	-	22	8	-	13	-	-	
	-	11	-	-	-	-	-	-	-	-	-	-	-	-	11	-	-	-	-	-	-	
Leaving worksite in safe & neat condition after work	+	90	46	82	91	92	100	43	100	71	92	100	50	75	50	91	55	85	92	89	90	44
	Neutral	3	31	7	9	-	-	-	-	14	-	-	50	-	-	2	25	5	8	4	-	-
	-	7	23	11	-	8	-	57	-	14	8	-	-	25	50	6	20	10	-	7	10	56
Treating people's property with care	+	92	80	88	91	95	100	60	100	100	91	100	100	75	50	93	86	89	91	96	92	57
	Neutral	3	10	8	9	-	-	20	-	-	9	-	-	50	-	3	7	8	9	-	-	29
	-	5	10	4	-	5	-	20	-	-	-	-	-	25	-	4	7	3	-	4	8	14
Overall satisfaction with field maintenance crew	+	87	83	90	93	92	75	43	92	88	91	100	50	75	67	88	85	90	93	89	75	50
	Neutral	3	17	10	5	-	13	57	8	13	-	-	50	-	33	4	15	8	5	4	8	50
	-	10 <sup>^</sup>	-	-	2	8	13	-	-	-	9	-	-	25	-	9	-	3	2	7	17	-
Time taken arrive/ address fault/ service problem	+	75	39	74	85 <sup>^</sup>	76	50	57	79	56	69	100	67	-	20	75	44	73	86 <sup>^</sup>	75	38	42
	Neutral	7	6	11	7	20	30	43	14	11	19	-	-	33	20	8	7	14	7	18	31	33
	-	18	56	14	8	4	20	-	7	33	13	-	33	67	60	16	48	14	8 <sup>^</sup>	7	31	25
Time taken to fully restore your services	+	79	63	75	91 <sup>^</sup>	84	63	50	82	75	75	100	50	-	33	79	67	75	92 <sup>^</sup>	81	50	44
	Neutral	9	-	7	2	5	25	17	9	25	-	-	50	-	33	9	8	6	2	10	20	22
	-	12	38	18	6 <sup>^</sup>	11	13	33	9	-	25	-	-	100	33	12	25	19	6	10	30	33
Time taken to clean up after sewer overflow	+	-	-	-	-	77	-	-	-	-	-	-	100	-	-	-	-	-	-	79	-	-
	Neutral	-	-	-	-	14	-	-	-	-	-	-	-	-	-	-	-	-	-	13	-	-
	-	-	-	-	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	8	-	-
Overall time taken to complete works	+	80	64	85	97 <sup>^</sup>	96	75	38	79	75	71	100	100	-	75	80	68	81	97 <sup>^</sup>	96	55	50
	Neutral	5	7	3	2	4	13	25	14	-	7	-	-	33	-	6	5	4	2	4	18	17
	-	15	29	12	1	-	13	38	7	25	21	-	-	67	25	14	27	15	1	-	27	33

Note: please interpret results with caution due to small sample sizes

FIGURE 40: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES - SPLIT BY FAULT (Q16, Q17) CONTINUED

Regional		% response																	
		Residential							Business				Total						
		Water			Sewer			Other (n~1)	Water			Other (n~3)	Water			Sewer			Other (n~4)
		Meter (n~42)	Road (n~5)	Other (n~7)	Blockage (n~7)	Overflow (n~1)	Other (n~2)		Meter (n~21)	Road (n~9)	Other (n~25)		Meter (n~59)	Road (n~13)	Other (n~28)	Blockage (n~7)	Overflow (n~1)	Other (n~2)	
Helpfulness of crew	+	100	100	100	100	100	100	-	-	-	-	-	100	100	100	100	100	100	-
	Neutral	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Leaving the worksite in a safe and neat condition after completing the work	+	98	67	100	86	100	100	100	95	100	96	100	97	87	97	86	100	100	100
	Neutral	2	33	-	-	-	-	-	5	-	-	-	3	13	-	-	-	-	-
	-	-	-	-	14	-	-	-	-	-	4	-	-	-	3	14	-	-	-
Treating people's property with care	+	98	80	100	86	100	-	100	100	100	100	100	99	93	100	86	100	-	100
	Neutral	2	20	-	-	-	100	-	-	-	-	-	1	7	-	-	-	100	-
	-	-	-	-	14	-	-	-	-	-	-	-	-	-	-	14	-	-	-
Overall satisfaction with field maintenance crew	+	100	100	100	86	-	100	100	90	100	92	100	97	100	94	86	-	100	100
	Neutral	-	-	-	14	-	-	-	10	-	4	-	3	-	3	14	-	-	-
	-	-	-	-	-	-	-	-	-	-	4	-	-	-	3	-	-	-	-
Arrive to address the fault/service problem	+	96	100	88	71	-	100	100	71	82	93	67	88	88	91	71	-	100	75
	Neutral	2	-	-	29	100	-	-	14	-	4	-	6	-	3	29	100	-	-
	-	2	-	13	-	-	-	-	14	18	4	33	6	13	6	-	-	-	25
Fully restore your services	+	93	100	83	100	-	50	-	84	86	95	100	90	91	93	100	-	50	-
	Neutral	5	-	-	-	100	50	-	11	-	5	-	7	-	4	-	100	50	-
	-	2	-	17	-	-	-	-	-	-	-	-	3	9	4	-	-	-	-
Clean up after the sewer overflow	+	-	-	-	-	100	-	-	-	-	-	-	-	-	-	-	100	-	-
	Neutral	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	95	100	96	100	-	-	-	-	-	-	-
The overall time taken to complete the works	+	98	100	89	100	100	100	100	5	-	-	-	92	79	88	100	100	100	75
	Neutral	-	-	-	-	-	-	-	-	-	4	-	2	7	9	-	-	-	-
	-	2	-	11	-	-	-	-	100	100	100	100	6	14	3	-	-	-	25

Note: please interpret results with caution due to small sample sizes

FIGURE 41: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES - SPLIT BY FAULT (Q16, Q17) CONTINUED

Total		% response													
		Residential							Business						
		Water			Sewer			Other (n~7)	Water			Sewer			Other (n~6)
		Meter (n~101)	Road (n~17)	Other (n~35)	Blockage (n~84)	Overflow (n~23)	Other (n~9)		Meter (n~36)	Road (n~16)	Other (n~37)	Blockage (n~5)	Overflow (n~2)	Other (n~4)	
Helpfulness of crew	+	94	82	94	100 <sup>^</sup>	88	100	100	-	-	-	-	-	-	-
	Neutral	-	18	6	-	12	-	-	-	-	-	-	-	-	-
	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-
Leaving worksite in safe & neat condition after completing the work	+	93 <sup>^</sup>	53	86	91	93	100	50	97	88	94	100	50	80	80
	Neutral	3	32	6	8	-	-	-	3	6	-	-	50	-	-
	-	4	16	8	1	7	-	50	-	6	6	-	-	20	20
Treating people's property with care	+	94	80	91	90	96	89	67	100	100	97	100	100	80	80
	Neutral	3	13	6	8	-	11	17	-	-	3	-	-	-	20
	-	3	7	3	1	4	-	17	-	-	-	-	-	20	-
Overall satisfaction with field maintenance crew	+	92	89	92	92	92	80	50	92	94	92	100	50	80	83
	Neutral	2	11	8	6	-	10	50	8	6	3	-	50	-	17
	-	6	-	-	2	8	10	-	-	-	5	-	-	20	-
Time taken arrive/ address fault/ service problem	+	83	52	77	84	73	58	63	74	70	84	100	67	25	38
	Neutral	5 <sup>^</sup>	4	9	9	23	25	38	13	5	9	-	-	25	13
	-	12	43	14	8	4	17	-	13	25	7	-	33	50	50
Time taken to fully restore your services	+	85	75	76	92 <sup>^</sup>	80	60	50	84	82	90	100	50	33	60
	Neutral	7	-	6	2	10	30	17	9	9	3	-	50	-	20
	-	8	25	18	6	10	10	33	6	9	7	-	-	67	20
Time taken to clean up after sewer overflow	+	-	-	-	-	78	-	-	-	-	-	-	100	-	-
	Neutral	-	-	-	-	13	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	9	-	-	-	-	-	-	-	-	-
Overall time taken to complete works	+	87	74	86	97 <sup>^</sup>	96	80	44	81	71	82	100	100	25	71
	Neutral	3	5	2	2	4	10	22	8	6	10	-	-	25	-
	-	10	21	12	1	-	10	33	11	24	8	-	-	50	29

Note: please interpret results with caution due to small sample sizes

FIGURE 42: TRACKING: CUSTOMER SATISFACTION WITH FAULTS & SERVICES – METRO AREAS – SPLIT BY QUARTER (Q16, Q17)

		% response																	
		Metropolitan North									Metropolitan South								
		Q3 13-14 (n~163)	Q4 13-14 (n~198)	Q1 14-15 (n~125)	Q2 14-15 (n~123)	Q3 14-15 (n~132)	Q4 14-15 (n~132)	Q1 15-16 (n~139)	Q2 15-16 (n~141)	Q3 15-16 (n~123)	Q3 13-14 (n~146)	Q4 13-14 (n~179)	Q1 14-15 (n~125)	Q2 14-15 (n~116)	Q3 14-15 (n~119)	Q4 14-15 (n~125)	Q1 15-16 (n~139)	Q2 15-16 (n~136)	Q3 15-16 (n~106)
Helpfulness of crew	+	93	94	93	97	91	99	95	-	91	92	94	91	95	89	94	95	-	96
	Neutral	3	3	6	-	6	1	2	-	4	2	3	5	3	5	5	-	-	4
	-	4	3	1	3	2	-	3	-	4	6	2	4	3	6	1	5	-	-
Leaving the worksite in a safe and neat condition after completing the work	+	95	91	91	89	95	90	94	93	84 <sup>▲</sup>	93	91	88	94	89	93	94	92	89
	Neutral	2	4	8	5	2	6	4	4	8	2	5	5	3	5	3	4	2	4
	-	3	5	1	5	2	4	3	3	8 <sup>▲</sup>	4	3	7	3	6	4	2	6	7
Treating people's property with care	+	97	95	94	92	97	93	94	94	89 <sup>▲</sup>	95	95	91	91	96	95	96	94	93
	Neutral	2	3	5	3	2	5	5	5	8 <sup>▲</sup>	1	3	5	5	2	4	3	4	3
	-	1	3	1	4	1	2	1	1	3	4	2	4	4	2	1	1	3	4
Overall satisfaction with field maintenance crew	+	93	92	90	90	92	91	89	92	86	92	90	88	91	91	92	92	92	90
	Neutral	3	4	6	5	4	5	6	3	8 <sup>▲</sup>	3	6	7	4	1	5	5	3	7
	-	4	4	4	5	5	4	5	5	6	5	4	5	5	8 <sup>▲</sup>	3	3	5	4
Time taken to arrive to address the fault/service problem	+	85 <sup>▲</sup>	81 <sup>▲</sup>	71	79	76	78	75	81 <sup>▲</sup>	62 <sup>▲</sup>	81	80	75	77	84	87 <sup>▲</sup>	79	81	83
	Neutral	6 <sup>▲</sup>	6	12	10	11	11	7	8	15 <sup>▲</sup>	4 <sup>▲</sup>	7	10	6	7	5	12	4	9
	-	10 <sup>▲</sup>	12	17	12	13	11	18	12	23	15	13	15	17	8	8	9	15	9
Time taken to fully restore your services	+	88	91 <sup>▲</sup>	88	84	84	83	85	90 <sup>▲</sup>	75 <sup>▲</sup>	86	85	85	84	87	88	84	85	85
	Neutral	3	3 <sup>▲</sup>	5	8	4	8	6	6	9	4	9	5	9	3	4	6	3	6
	-	9	7	7	8	12	9	9	5 <sup>▲</sup>	16 <sup>▲</sup>	10	6	10	7	10	8	10	12	9
Time taken to clean up after the sewer overflow	+	75	96	90	92	85	86	88	93	91	95	83	83	82	92	100	100	95	69
	Neutral	-	4	-	-	8	4	-	-	9	5	17	8	9	8	-	-	5	15
	-	25	-	10	8	8	11	13	7	-	-	-	8	9	-	-	-	-	15
The overall time taken to complete the works	+	88 <sup>▲</sup>	89 <sup>▲</sup>	81	84	80	85	82	88 <sup>▲</sup>	79	86	85	81	82	88	87	84	85	90
	Neutral	3 <sup>▲</sup>	5	8	8	9	7	6	4	7	4	5	5	7	3	4	6	3	3
	-	9	7 <sup>▲</sup>	11	8	11	8	12	8	14	11	10	13	11	9	9	10	11	7

FIGURE 43: TRACKING: CUSTOMER SATISFACTION WITH FAULTS & SERVICES – BY REGION – SPLIT BY QUARTER (Q16, Q17)

		% response																	
		Metropolitan									Regional								
		Q3 13-14 (n~370)	Q4 13-14 (n~451)	Q1 14-15 (n~318)	Q2 14-15 (n~280)	Q3 14-15 (n~300)	Q4 14-15 (n~317)	Q1 15-16 (n~291)	Q2 15-16 (n~319)	Q3 15-16 (n~284)	Q3 13-14 (n~124)	Q4 13-14 (n~123)	Q1 14-15 (n~118)	Q2 14-15 (n~143)	Q3 14-15 (n~119)	Q4 14-15 (n~92)	Q1 15-16 (n~117)	Q2 15-16 (n~112)	Q3 15-16 (n~126)
Overall satisfaction	+	92	91	90	91	91	91	91	92	88	90	95	97	90	94	93	91	93	96
with field maintenance crew	Neutral	3	5	6	4	3	5	6	3	7	3	2	2	7^	4	4	3	3	3
	-	4	4	4	5	7	3	4	5	5	7^	3	2	3	2	2	5	5	1
The overall time taken to complete the works	+	87	87	82	83	84	85	84	87	84	87	93	92	88	90	87	91	87	89
	Neutral	4	5	7	8	6	6	6	3^	5	3	3	4	7	7	8	4	7	4
	-	9	8	12	9	10	9	11	10	11	10	4	3	5	3	5	4	6	7



FIGURE 44: SATISFACTION WITH BEING KEPT INFORMED OF THE PROGRESS OF THEIR QUERY/PROBLEM – METRO CUSTOMERS (ALL FAULTS)

		% response		
		Total (n=260)	Residential (n=210)	Business (n=50)
Satisfaction with being kept informed of the progress	+	57	59	50
	Neutral	14	14	12
	-	29	27	38

FIGURE 45: SATISFACTION WITH BEING KEPT INFORMED OF THE PROGRESS OF THEIR QUERY/PROBLEM – METRO CUSTOMERS (METER FAULTS)

		% response		
		Total (n=76)	Residential (n=62)	Business (n=14)
Satisfaction with being kept informed of the progress	+	49	45	64
	Neutral	14	16	7
	-	37	39	29

FIGURE 46: CUSTOMER SATISFACTION WITH PROBLEM RESOLUTION (Q10N13)

		% response		
		Residential n~537	Business n~134	Total n~671
Satisfaction with SA Water's efforts to resolve your query or problem	+	82	85	82
	Neutral	7	4	7
	-	11	11	11
SA Water keeping you informed of the progress of your query or problem	+	<b>61</b>	<b>68</b>	<b>62</b>
	Neutral	12	10	12
	-	27	23	26

FIGURE 47: SATISFACTION WITH SA WATER'S EFFORT BY TOUCHPOINT (Q10N13)

	% response				
	Residential	Business	Metro	Regional	Total
Faults	86	84	83 <sup>^</sup>	91 <sup>^</sup>	85
Accounts/general enquiries	76	100	77	76	77
Written correspondence	68	100	71	67	70
Connections	78	100	77	80	78
Total effort by SA Water to resolve your query or problem	82	85	81	86	82

FIGURE 48: LAST CONTACT TYPE (Q51) - WAS THIS THE PREFERRED WAY OF CONTACT (Q35N14)

	% response			
	Phone		Written	
	Yes	No	Yes	No
Residential	97	3	77	23
Business	96	4	67	33
Total	97	3	76	24

*\*please interpret results for Business – written correspondence with caution due to small sample size*

FIGURE 49: PREFERRED WAY TO BE CONTACTED BY SA WATER (Q18N14)

	n response	
	Contacted by phone n=13	Contacted by written correspondence n=10
Over the phone	4	7
Email	3	-
Face to face	1	2
Other (not specified)	5	1

### **5.3 Water quality**

#### **Highlights**

- ratings for water quality remain similar to previous quarter; overall satisfaction T2B 79% (down 1%) and B2B 6% (unchanged)
- resident perceptions declined, business increased
- large portion of non-regular drinkers from the business segment whose issue is taste
- safe to drink is trending downwards

#### **Pressure ratings above other attributes**

Similar to previous waves, results for water quality remained stable with T2B satisfaction (79%, down 1%) and stagnating B2B satisfaction (6%, unchanged). Pressure is rating higher than other areas; taste (T2B 58%, B2B 22%), safe to drink (T2B 78%, B2B 9%), smell/odour (T2B 74%, B2B 11%), and pressure (T2B 82%, B2B 9%). Unfortunately, of the 4 drivers listed for water quality, pressure ranks the lowest.

#### **Residents declined, business increased – particularly in taste**

Q2 saw overall resident T2B satisfaction with the quality of water at 82% which declined in Q3 to 80%, whereas business moved up from 70% in Q2 to 73% in the current quarter. The closing of the margin between business and resident perceptions was evident across all 5 quality factors, with the main swing being in taste with business going from 49% to 61% to overtake residents' perceptions of taste which are sitting at 57%.

#### **Business customers – large portion of sample not drinking tap water regularly, taste being the main issue**

Of the business customers who answered the question in Figure 50, 68 stated that they were regularly drinking tap water where 40 were not drinking regularly. The high ratio of non-regular drinkers was coupled with the lowest water quality ratings among the regular vs. non-regular drinkers (Figure 49, 50). Despite the increase in business customers' view of taste overall, it showed to continue to be an issue for non-regular drinkers - with T2B at 41% and B2B at 33%.

#### **Safe to drink trending down**

Overall, safe to drink has been declining over the past 4 quarters (Figure 47); currently T2B at 78% and B2B 9% with both resident and business trending down.

#### **Take the tap test showing low awareness**

Awareness of take the tap test was low for residential customers at 2%.

FIGURE 50: CUSTOMER SATISFACTION WITH WATER QUALITY (Q38)

		% response		
		Residential n~582	Business n~137	Total n~719
Taste	+	57	61	58
	Neutral	20	23	21
	-	23	16	22
Safe to drink	+	79	76	78
	Neutral	13	14	13
	-	9	9	9
Colour	+	87	85	87
	Neutral	9	10	9
	-	4	5	4
Smell/odour	+	74	73	74
	Neutral	14	20	15
	-	12	7	11
Pressure	+	83	78	82
	Neutral	8	11	9
	-	8	10	9
The overall quality of the water	+	80	73	79
	Neutral	14 <sup>^</sup>	21 <sup>^</sup>	15
	-	6	6	6

FIGURE 51: CUSTOMER SATISFACTION WITH WATER QUALITY (Q38) – SPLIT BY QUARTER

		% response														
		Q3 14-15			Q4 14-15			Q1 15-16			Q2 15-16			Q3 15-16		
		Residential n~535	Business n~177	Total n~712	Residential n~541	Business n~186	Total n~727	Residential n~527	Business n~185	Total n~712	Residential n~574	Business n~141	Total n~715	Residential n~582	Business n~137	Total n~719
Taste	+	57	52	56	57	55	57	60	65	61	61 <sup>^</sup>	49 <sup>^</sup>	59	57	61	58
	Neutral	21	19	20	19	21	20	21	22	21	20	24	21	20	23	21
	-	22	29	23	23	25	24	18	13	17	19 <sup>^</sup>	27 <sup>^</sup>	20	23	16	22
Safe to drink	+	79	78	79	82	82	82	83 <sup>^</sup>	76 <sup>^</sup>	81	82 <sup>^</sup>	71 <sup>^</sup>	80	79	76	78
	Neutral	10	13	11	11	11	11	9	14	10	11 <sup>^</sup>	20 <sup>^</sup>	13	13	14	13
	-	10	9	10	7	6	7	8	10	9	7	9	7	9	9	9
Colour	+	87	87	87	88	86	88		87	89		85	89	87	85	87
	Neutral	9	8	9	9	9	9	7	9	7	8	10	8	9	10	9
	-	3	5	4	3	5	3	4	5	4	2 <sup>^</sup>	5 <sup>^</sup>	3	4	5	4
Smell/odour	+	75	73	75	79	77	79	76	78	76	78	71	76	74	73	74
	Neutral	14	14	14	12	17	14	15	14	15	15	19	16	14	20	15
	-	11	13	11	8	6	8	9	8	9	7	10	8	12	7	11
Pressure	+	80	85	81	85	85	85	86	85	86	83	81	82	83	78	82
	Neutral	12	11	11	9	9	9	8	8	8	9	10	9	8	11	9
	-	8	4	7	6	6	6	6	6	6	9	9	9	8	10	9
The overall quality of the water	+	79	76	78	83 <sup>^</sup>	76 <sup>^</sup>	81	82	77	80	82 <sup>^</sup>	70 <sup>^</sup>	80	80	73	79
	Neutral	16	17	16	12	17	13	13	16	14	13 <sup>^</sup>	20 <sup>^</sup>	15	14 <sup>^</sup>	21 <sup>^</sup>	15
	-	5	6	6	5	7	6	5	8	6	5 <sup>^</sup>	9 <sup>^</sup>	6	6	6	6

FIGURE 52: DRIVERS OF SATISFACTION (RANKED IN ORDER OF IMPORTANCE) – WATER QUALITY

Water quality	Satisfaction score (% satisfied)
Taste	58
Smell/odour	74
Safe to drink	78
Pressure	82

FIGURE 53: SATISFACTION OF WATER QUALITY BASED ON REGULAR VS. NOT REGULAR TAP WATER DRINKER – RESIDENTIAL (Q38, Q17N14)

Residential		% response	
		Regularly drink tap water n~364	Do not drink tap water regularly n~138
Taste	+	63	35
	Neutral	24	13
	-	14	52
Safe to drink	+	84	69
	Neutral	10	18
	-	5	13
Colour	+	89	89
	Neutral	8	9
	-	3	3
Smell/odour	+	78	68
	Neutral	13	16
	-	10	16
Pressure	+	84	80
	Neutral	9	8
	-	7	12
The overall quality of the water	+	84	70
	Neutral	11	21
	-	5	9

Note: 0% represents n=1

FIGURE 54: SATISFACTION OF WATER QUALITY BASED ON REGULAR VS. NOT REGULAR TAP WATER DRINKER - BUSINESS (Q38, Q17N14)

Business		% response	
		Regularly drink tap water n~68	Do not drink tap water regularly n~40
Taste	+	80	41
	Neutral	14	26
	-	6	33
Safe to drink	+	90	63
	Neutral	6	20
	-	4	18
Colour	+	93	77
	Neutral	6	14
	-	1	9
Smell/odour	+	84	67
	Neutral	12	24
	-	4	10
Pressure	+	81	79
	Neutral	7	14
	-	12	7
The overall quality of the water	+	84	63
	Neutral	15	26
	-	1	12

FIGURE 55: CUSTOMER SATISFACTION WITH WATER QUALITY BY LOCATION (Q38)

		% response					
		Metropolitan			Regional		
		Residential n~440	Business n~63	Total n~502	Residential n~143	Business n~69	Total n~211
Taste	+	56	67	57	60	56	59
	Neutral	22	23	22	13	21	16
	-	22 <sup>^</sup>	10 <sup>^</sup>	20	27	23	26
Safe to drink	+	79	76	78	79	74	77
	Neutral	13	17	13	14	13	13
	-	9	6	9	8	13	10
Colour	+	86	91	86	91 <sup>^</sup>	81 <sup>^</sup>	88
	Neutral	11	6	10	3 <sup>^</sup>	13 <sup>^</sup>	6
	-	3	3	3	5	7	6
Smell/odour	+	73	78	74	76	69	74
	Neutral	15	16	15	12	23	16
	-	12	6	11	12	8	11
Pressure	+	84	89	85	80 <sup>^</sup>	68 <sup>^</sup>	76
	Neutral	8	8	8	8	14	10
	-	7	3	7	11	18	14
The overall quality of the water	+	79	83	80	82 <sup>^</sup>	65 <sup>^</sup>	76
	Neutral	14	12	14	11 <sup>^</sup>	28 <sup>^</sup>	17
	-	6	5	6	7	7	7



FIGURE 56: CUSTOMER SATISFACTION WITH WATER QUALITY BY FREQUENCY OF CONSUMPTION (Q38, Q17N14)

		% response							
		Today n~266	Within the past two days n~68	Within the week n~44	More than a week ago n~25	Within the last 3 months n~29	3 - 6 months ago n~13	More than 6 months ago n~74	Never n~91
Taste	+	76 <sup>^</sup>	52	58	32	41	17	43 <sup>^</sup>	35 <sup>^</sup>
	Neutral	18	29	21	44	31	25	13	17
	-	7 <sup>^</sup>	20	21	24	28	58	45 <sup>^</sup>	48 <sup>^</sup>
Safe to drink	+	91 <sup>^</sup>	73	83	70	73	62	79	58 <sup>^</sup>
	Neutral	6 <sup>^</sup>	18	7	22	20	15	9	27 <sup>^</sup>
	-	3 <sup>^</sup>	9	10	9	7	23	12	15 <sup>^</sup>
Colour	+	92 <sup>^</sup>	88	80	80	90	77	88	86
	Neutral	7	9	9	12	10	15	9	10
	-	1	3	11 <sup>^</sup>	8	-	8	4	4
Smell/odour	+	83 <sup>^</sup>	78	66	63	76	46	68	71
	Neutral	10 <sup>^</sup>	15	20	17	10	23	15	19
	-	7 <sup>^</sup>	7	14	21	14	31	17	11
Pressure	+	86	88	75	68	82	69	80	81
	Neutral	8	3	16	16	11	23	7	9
	-	6	9	9	16	7	8	12	10
The overall quality of the water	+	90 <sup>^</sup>	86	66 <sup>^</sup>	64	69	46	72	68 <sup>^</sup>
	Neutral	8 <sup>^</sup>	7	25 <sup>^</sup>	24	21	23	20	23 <sup>^</sup>
	-	2 <sup>^</sup>	7	9	12	10	31	9	8

FIGURE 57: AWARENESS OF 'TAKE THE TAP TEST' (Q1N15)

		% response		
		Residential n=618	Metropolitan n=463	Regional/rural n=155
Have you heard about 'Take the Tap Test'?	Yes	2	2	2
	No	98	98	98

FIGURE 58: PARTICIPATION OF 'TAKE THE TAP TEST' (Q2N15)

		% response		
		Residential n=13	Metropolitan n=10	Regional/rural n=3
Have you participated in the 'Take the Tap test'?	Yes	15	-	67
	No	85	100	33

FIGURE 59: PARTICIPATION OF 'TAKE THE TAP TEST' – SPLIT BY QUARTER (Q2N15)

		% response							
		Q1 15-16			Q2 15-16			Q3 15-16	
		Residential (n=5)	Business n=4	Total (n=9)	Residential (n=12)	Business n=4	Total (n=16)	Residential n=13 (n=13)	Total (n=13)
Have you participated in the 'Take the Tap test'?	Yes	-	25	11	8	-	6	15	15
	No	100	75	89	92	100	94	85	85

Note: please interpret results with caution due to small sample sizes

## 5.4 Billing

### Highlights

- both value for money and affordability measures declined over the quarter
- value for money; major area of decline was with regional customers
- affordability increased for businesses, however major decline for residents

Unlike the previous wave which showed concurrent increases in both value for money and affordability; Q3 saw both factors decline:

- value for money ratings declined in the quarter; T2B declining 3% to 47%, and B2B increasing 5% to 29%
- affordability also showed weaker results; with T2B declining 6% to 19%, and B2B increasing 1% to 40%

### Regional customers driving decline in value for money

For value for money, regional customers drove the greatest decline with T2B declining 7% to 52% and B2B increasing 12% to 27%. Historically these customers had higher perceptions of value for money than metro customers however this gap is now closing.

### Affordability; increase for business, decline for residents

For affordability, this increased for business customers with T2B increasing 3% to 25% and B2B decreased 4% to 39%. However residents T2B decreased 8% to 18% and B2B increased 8% to 40%, with the percentage of respondents feeling comfortable to pay the bill declining 3% to 74% (Figure 62).

FIGURE 60: VALUE FOR MONEY (Q3N15) – SPLIT BY QUARTER

		% response								
		Residential			Business			Total		
		Qtr 1 15-16 (n=513)	Qtr 2 15-16 (n=566)	Qtr 3 15-16 (n=582)	Qtr 1 15-16 (n=189)	Qtr 2 15-16 (n=128)	Qtr 3 15-16 (n=131)	Qtr 1 15-16 (n=702)	Qtr 2 15-16 (n=694)	Qtr 3 15-16 (n=713)
In terms of water supply and the provision of sewerage services, to what extent do you agree or disagree that these services represent value for money?	+	44	51	46	47	46	50	45	50	47
	Neutral	26	26	23	32	34	29	28	27	24
	-	30	23	31	22	20	21	28	22	29

FIGURE 61: VALUE FOR MONEY – BY LOCATION (Q3N15) – SPLIT BY QUARTER

		% response								
		Metropolitan			Regional			Total		
		Qtr 1 15-16 (n=512)	Qtr 2 15-16 (n=516)	Qtr 3 15-16 (n=493)	Qtr 1 15-16 (n=183)	Qtr 2 15-16 (n=176)	Qtr 3 15-16 (n=215)	Qtr 1 2015 (n=702)	Qtr 2 2015- (n=694)	Qtr 3 15-16 (n=713)
In terms of water supply and the provision of sewerage services, to what extent do you agree or disagree that these services represent value for money?	+	45	48	45	45	59	52	45	50	47
	Neutral	28	27	25	26	27	21	28	27	24
	-	27	25	30	29	15	27	28	22	29

FIGURE 62: PERSONALLY RECEIVE BILL FROM SA WATER (Q1N16)

		% response		
		Residential n=618	Business n=151	Total n=769
Do you personally receive bills from SA Water?	Yes	89 <sup>^</sup>	58 <sup>^</sup>	83
	No	11 <sup>^</sup>	42 <sup>^</sup>	17

FIGURE 63: AFFORDABILITY OF SA WATER BILL (Q4N14) – SPLIT BY QUARTER

How affordable do you think your SA Water bill is? (5-Very affordable, 1-Not at all affordable)

		% response														
		Q3 14-15			Q4 14-15			Q1 15-16			Q2 15-16			Q3 15-16		
		Residential n=459	Business n=97	Total n=556	Residential n=472	Business n=111	Total n=583	Residential n=474	Business n=98	Total n=572	Residential n=548	Business n=115	Total n=663	Residential n=522	Business n=84	Total n=609
Affordability	+	18	22	19	23	21	23	22	22	22	26	22	25	18	25	19
	Neutral	43	36	42	38	36	38	44	35	42	42	36	41	42	36	41
	-	39	42	39	38	43	39	35	43	36	32 <sup>^</sup>	43 <sup>^</sup>	34	40	39	40

FIGURE 64: PREFERENCE TO RECEIVE SA WATER BILL (Q5N14) – SPLIT BY QUARTER

		% response											
		Q4 14-15			Q1 15-16			Q2 15-16			Q3 15-16		
		Residential n=497	Business n=114	Total n=611	Residential n=497	Business n=101	Total n=598	Residential n=598	Business n=155	Total n=753	Residential n=598	Business n=87	Total n=635
Hard copy in the mail		77	77	77	78	78	78	75	67	73	73	78	74
Email		20	22	20	17	21	18	20 <sup>^</sup>	10 <sup>^</sup>	18	23	20	22
Other		1	-	1	2	1	2	4 <sup>^</sup>	23 <sup>^</sup>	8	2	1	2
Via an App on your smartphone		2	-	1	2	-	2	1	-	1	2	-	2
Through an individual login on the SA Water website		1	1	1	0	-	0	1	-	0	0	1	0

Note: 0% represents n=1

FIGURE 65: REASONS FOR PREFERENCE TO RECEIVE BILLS VIA THIS METHOD: (Q7N15)

	% response					
	Hard copy in the mail n=470	Email n=141	Through individual login on SAW website n=3	Via an App on your smart-phone n=10	Other n=11	Total-n=635
It's the only billing option I know of	0	-	-	-	-	0
It is easier to understand in this form	10	7	-	-	-	9
It is more convenient for me to receive bills in this way	32	40	67	50	27	34
I will be sure it will arrive	3	4^	-	-	-	3
I don't have access to email/ computer/ mobile phone	14	-	-	-	-	11
Other	27^	38^	-	50	64	30

Note: 0% represents n=1

FIGURE 66: REASONS FOR PREFERENCE TO RECEIVE BILLS VIA THIS METHOD: (Q7N15) – SPLIT BY QUARTER

	% response											
	Q2 15-16						Q3 15-16					
	Hard copy in the mail n=550	Email n=135	Through individual login on SAW website n=3	Via an App on your smart-phone n=8	Other n=57	Total-n=753	Hard copy in the mail n=470	Email n=141	Through individual login on SAW website n=3	Via an App on your smart-phone n=10	Other n=11	Total-n=635
It's the only billing option I know of	1	-	-	-	-	1	0	-	-	-	-	0
It is easier to understand in this form	17^	10	-	-	-	14	10	7	-	-	-	9
It is more convenient for me to receive bills in this way	56^	59	67	75	2	53	32	40	67	50	27	34
I will be sure it will arrive	-	-	-	-	-	-	3	4^	-	-	-	3
I don't have access to email/ computer/ mobile phone	-	-	-	-	-	-	14	-	-	-	-	11
Other	26^	31	33	25	98^	33	27^	38^	-	50	64	30

Note: please interpret results with caution due to small sample sizes

FIGURE 67: FINANCIAL STRESS INDICATOR (Q9N14)

	% response		
	Residential n=543	Business n=85	Total n=628
You feel comfortable and pay the full amount by the due date	74	78	74
You feel mildly anxious but you pay the full amount by the due date	14	14	14
You feel comfortable but don't usually get around to paying by the due date	4	2	4
You ring SA Water immediately for a payment extension	4	2	4
You feel mildly anxious and you don't pay the full amount by the due date	2	2	2
You feel financially stressed and unable to pay by the due date	2	1	2

FIGURE 68: FINANCIAL STRESS INDICATOR (Q9N14) – SPLIT BY QUARTER

	% response														
	Q3 14-15			Q4 14-15			Q1 15-16			Q2 15-16			Q3 15-16		
	Residential n=464	Business n=97	Total n=561	Residential n=491	Business n=108	Total n=599	Residential n=477	Business n=97	Total n=574	Residential n=558	Business n=117	Total n=675	Residential n=543	Business n=85	Total n=628
You feel comfortable and pay the full amount by the due date	63	65	64	73	76	73	70	77	71	77	77	77	74	78	74
You feel mildly anxious but you pay the full amount by the due date	25	25	25	17	18	17	19	18	19	14	16	14	14	14	14
You feel comfortable but don't usually get around to paying by the due date	5	6	6	5	2	4	4	3	4	2	2	2	4	2	4
You ring SA Water immediately for a payment extension	4	1	3	2	2	2	3	-	2	4	3	4	4	2	4
You feel mildly anxious and you don't pay the full amount by the due date	2	1	1	2	1	2	3	1	2	1	-	1	2	2	2
You feel financially stressed and unable to pay by the due date	0	2	1	2	1	2	2	1	2	2	2	2	2	1	2

FIGURE 69: UNDERSTANDING OF WHAT TO DO WHEN HAVING TROUBLE PAYING SA WATER BILL' (Q10N14)

		% response
		Residential n=246
Do you know what to do if you are having trouble paying your SA Water bill?	Yes	74
	No	26



## 5.5 Written correspondence

### Highlights

- satisfaction with timeliness of response for written correspondence continues to increase and move towards levels seen across the wider business
- next point of improvement is around response times to email correspondence to help resolve the large percentage of dissatisfied customers in that segment

### Improved satisfaction – customer preference shift towards ease of understanding and direction, SA Water improved consistency in these areas

Satisfaction with timeliness of response improved for the quarter with T2B increasing 5% to 71%, B2B decreasing 1% to 15%. The improvements included reduced dissatisfaction among responses to letters (B2B down 5% to 8%), and improvement in satisfaction for email respondents (T2B up 5% to 69%). There was a major shift in drivers of satisfaction for last quarter; which in Q2 were (in order of importance):

- the correspondence was professional
- the response addressed your enquiry

For the current quarter these were (in order of importance):

- after reading it, you were clear on what would happen next (T2B stable at 74%, B2B decreased 6% to 9%)
- it was easy to find out where you could go if you needed more information (T2B increased 5% to 77%, B2B decreased 7% to 14%)
- the information was easy to understand (T2B stable at 79%, B2B decreased 4% to 9%) (Figure 74)

Customers are valuing the quality and clarity of direction provided within written correspondence, to which the quarter showed a reduction in negative experiences which positively affects satisfaction results.

### Satisfaction on the rise – email respondents the key area of focus

Letter respondents remain more satisfied with timeliness than email (letter T2B 75%, B2B 8%, email T2B 69%, B2B 17%). (Figure 71)

### Target response times to increase email respondent satisfaction

There remains a large portion of dissatisfied customers in the email group (B2B 17%) (Figure 71). Satisfaction is shown to decline, and dissatisfaction increase, when service times increase:

		How long did it take for you to receive a response to your email/letter?					
		Within the same business day	2-5 business days	6-9 business days	10-20 business days	More than 20 business days	Haven't received a response
Overall how satisfied were you with the handing of your correspondence?	Top 2 Box	100%	88%	78%	40%	-	33%
	Neither satisfied nor dissatisfied	-	4%	11%	40%	100%	33%
	Bottom 2 Box	-	8%	11%	20%	-	33%

A review of response times shows 56% are receiving a response in 2–5 business days, with 20% of respondents receiving a response in 6–20 days, and at time of surveying, 8% had still not received a response. Only 15% of respondents receive same day responses to emails. For email contact, these service times seem to be a main point of improvement.

FIGURE 70: CUSTOMER SATISFACTION WITH TIMELINESS OF SA WATER'S RESPONSE BY CUSTOMER CONTACT TYPE (Q4N13)

		% response		
		Email to SA Water n=36	Letter to SA Water n=12	Total n=48
Timeliness of SA Water's response	+	69	75	71
	Neutral	14	17	15
	-	17	8	15

FIGURE 71: CUSTOMER SATISFACTION WITH TIMELINESS OF SA WATER'S RESPONSE BY CUSTOMER CONTACT TYPE (Q4N13) – SPLIT BY QUARTER

		% response														
		Q3 14-15			Q4 14-15			Q1 15-16			Q2 15-16			Q3 15-16		
		Email to SA Water n=49	Letter to SA Water n=7	Total n=56	Email to SA Water n=44	Letter to SA Water n=7	Total n=51	Email to SA Water n=42	Letter to SA Water n=4	Total n=46	Email to SA Water n=42	Letter to SA Water n=8	Total n=50	Email to SA Water n=36	Letter to SA Water n=12	Total n=48
Timeliness of SA Water's response	+	73	86	75	66	71	67	60	75	61	64	75	66	69	75	71
	Neutral	8	-	7	16	-	14	14	25	15	19	13	18	14	17	15
	-	18	14	18	18	29	20	26	-	24	17	13	16	17	8	15

FIGURE 72: HOW LONG DID IT TAKE FOR YOU TO RECEIVE A RESPONSE TO YOUR EMAIL/LETTER? (Q3N13)

	% response		
	Email to SA Water n=39	Letter to SA Water n=14	Total n=53
Within the same business day	15	-	11
2 - 5 business days	56	29	49
6 - 9 business days	10	36	17
10 - 20 business days	10	14	11
More than 20 business days	-	7	2
Haven't received a response	8	14	9

Note: please interpret results on this page with caution due to some small sample sizes

FIGURE 73: SATISFACTION WITH WRITTEN RESPONSE FROM SA WATER – SPLIT BY CONTACT TYPE (Q5N13)

		% response		
		Email to SA Water n~35	Letter to SA Water n~11	Total n~46
The response addressed your enquiry	+	75	67	73
	Neutral	11	25	15
	-	14	8	13
The information was easy to understand	+	81	73	79
	Neutral	14	9	13
	-	6	18	9
The correspondence was professional	+	81	83	81
	Neutral	11	-	8
	-	8	17	10
It was easy to find out where you could go if you needed more information	+	76	80	77
	Neutral	9	10	9
	-	15	10	14
After reading it, you were clear on what would happen next	+	82	50	74
	Neutral	9	42	17
	-	9	8	9

*Note: please interpret results with caution due to some small sample sizes*

FIGURE 74: SATISFACTION WITH WRITTEN RESPONSE FROM SA WATER – BY CONTACT TYPE (Q5N13) – SPLIT BY QUARTER

		% response														
		Email to SA Water					Letter to SA Water					Total				
		Q3 14-15 (n~48)	Q4 14-15 (n~42)	Q1 15-16 (n~38)	Q2 15-16 (n~40)	Q3 15-16 (n~35)	Q3 14-15 (n~7)	Q4 14-15 (n~7)	Q1 15-16 (n~3)	Q2 15-16 (n~8)	Q3 15-16 (n~11)	Q3 14-15 (n~54)	Q4 14-15 (n~48)	Q1 15-16 (n~42)	Q2 15-16 (n~48)	Q3 15-16 (n~46)
The response addressed your enquiry	+	69	73	53	61	75	50	57	75	57	67	67	71	55	60	73
	Neutral	14	9	18	15	11	17	14	25	-	25	15	10	18	13	15
	-	16	18	30	24	14	33	29	-	43	8	18	20	27	27	13
The information was easy to understand	+	88	88	87	80	81	71	57	100	75	73	86	84	88	79	79
	Neutral	4	7	5	8	14	29	29	-	13	9	7	10	5	8	13
	-	8	5	8	13	6		14	-	13	18	7	6	7	13	9
The correspondence was professional	+	86	89	77	78	81	71	57	100	75	83	84	84	79	78	81
	Neutral	6	7	15	12	11	29	14	-	13	-	9	8	14	12	8
	-	8	5	8	10	8		29	-	13	17	7	8	7	10	10
It was easy to find out where you could go if you needed more information	+	70	84	68	69	76	50	40	100	88	80	68	79	70	72	77
	Neutral	9	8	15	5	9	17	40	-	13	10	10	12	14	6	9
	-	20	8	18	26	15	33	20	-	-	10	22	10	16	21	14
After reading it, you were clear on what would happen next	+	74	83	67	74	82	43	43	100	71	50	70	77	68	74	74
	Neutral	13	12	15	10	9	14	-	-	14	42	13	10	15	11	17
	-	13	5	18	15	9	43	57	-	14	8	17	13	17	15	9

Note: please interpret results with caution due to some small sample sizes

FIGURE 75: DRIVERS OF SATISFACTION (RANKED IN ORDER OF IMPORTANCE) – WRITTEN CORRESPONDENCE

Written correspondence	Satisfaction score (% satisfied)
The information was easy to understand	79
It was easy to find out where you could go if you needed more information	77
After reading it, you were clear on what would happen next	74

FIGURE 76: SATISFACTION WITH HANDLING CORRESPONDENCE BY HAVING TO CONTACT SA WATER ABOUT THIS ISSUE AGAIN FOR ANY REASON (Q7N13, Q6N13)

		% response	
		Yes – more contact n=11	No more contact n=36
Satisfaction with handling of your correspondence	+	45	92
	Neutral	27	6
	-	27	3

Note: please interpret results with caution due to small sample size

FIGURE 77: SATISFACTION WITH HANDLING CORRESPONDENCE BY HAVING TO CONTACT SA WATER ABOUT THIS ISSUE AGAIN FOR ANY REASON (Q7N13, Q6N13) – SPLIT BY QUARTER

		% response									
		Q3 14-15		Q4 14-15		Q1 15-16		Q2 15-16		Q3 15-16	
		Yes – more contact n=21	No more contact n=35	Yes – more contact n=13	No more contact n=38	Yes – more contact n=18	No more contact n=27	Yes – more contact n=14	No more contact n=34	Yes – more contact n=11	No more contact n=36
Satisfaction with handling of your correspondence	+	57	83	46	79	28	93	43	74	45	92
	Neutral	10	6	15	5	22	4	21	9	27	6
	-	33	11	38	16	50	4	36	18	27	3

## 5.6 Connections

### Highlights

- slip from high to neutral ratings (not into dissatisfaction)
- declines in ratings driven by regional customers
- metro customers view of timeliness and property management also driving decline

### Slip from high to neutral ratings – timeliness and treatment of property

Overall satisfaction with both the office staff and field maintenance crew declined over the quarter:

- office staff T2B declined 4% to 84%, B2B declined 1% to 1%
- field maintenance crew T2B declined 13% to 82%, B2B remains at zero

Unique to these figures is that B2B results remained stable, and the slip in results was from high to neutral ratings. In seeking to understand reasons; drivers remain relatively stable for Q3 to which satisfaction with these areas remained relatively stable also:

- clear explanation of situation and next steps (T2B down 4% to 77%, B2B up 3% to 9%)
- helpfulness of staff (T2B up 4% to 92%, B2B up 1% to 3%)

The reasons for the slip from satisfied to neutral ratings were found to be associated with timeliness, and how properties were left after work was complete:

- estimated timeframe of overall time to complete T2B down 10% to 67%, B2B up 4% to 17%
- time taken to complete the connection: T2B down 8% to 72%, B2B up 5% to 14%
- leaving the worksite in a safe and neat condition after work/complete the connection: T2B down 9% to 86%, B2B up 5% to 6%
- treating people's property with care: T2B up down 10% to 86%, B2B up 4% to 4%

These trends varied for metro and regional customers.

### Metro – mainly timeliness, and property management

Metro customers showed similar trends to the overall results:

- estimated timeframe of overall time to complete: T2B down 16% to 63%, B2B up 4% to 17%
- time taken to complete the connection: T2B down 8% to 73%, B2B up 8% to 15%
- leaving worksite safe and neat: T2B down 9% to 85%, up 4% to 6%
- treating people's property with care: T2B down 11% to 84%, B2B up 5% to 5%

### Regional segment – a number of issues around service

Regional customer results varied slightly to metro, which included some timeliness and property management areas, however also several areas around customer service (please note only 18 respondents for this section, Figure 80):

- staff knowledge of products and services: T2B down 19% to 76%, B2B increased 6% to 6%
- helpfulness of staff: T2B down 6% to 89%, B2B stable.
- clear explanation of situation and next steps: T2B down 8% to 78%, B2B up 6% to 11%.
- leaving the worksite safe and neat: T2B declined 11% to 89%, B2B increased 6% to 6%
- time taken to complete the connection T2B down 8% to 68%, B2B down 4% to 11%

FIGURE 78: CUSTOMER SATISFACTION WITH CONNECTION BY LOCATION (Q9N13, Q21, Q22)

		% response		
		Metro n~71	Regional n~18	Total n~89
Time taken to acknowledge receipt of your application	+	83	90	84
	Neutral	10	5	9
	-	8	5	7
Staff knowledge of products and services	+	87	76	85
	Neutral	10	18	12
	-	3	6	4
Helpfulness of staff	+	93	89	92
	Neutral	4	5	4
	-	3	5	3
Clear explanation of the situation and any next steps	+	77	78	77
	Neutral	14	11	14
	-	9	11	9
Estimated timeframe of overall time to complete	+	63	83	67
	Neutral	21	-	17
	-	17	17	17
Overall satisfaction with the office staff	+	82	89	84
	Neutral	17	11	15
	-	1	-	1
Leaving the worksite in a safe and neat condition after work/completing the connection	+	85	89	86
	Neutral	9	6	8
	-	6	6	6
Treating people's property with care	+	84	94	86
	Neutral	11	6	10
	-	5	-	4
The time taken to complete the connection	+	73	68	72
	Neutral	12	21	14
	-	15	11	14
Overall satisfaction with field maintenance crew	+	81	88	82
	Neutral	12	6	11
	-	7	6	7

Note: please interpret results with caution due to small sample sizes

FIGURE 79: CUSTOMER SATISFACTION WITH CONNECTION BY LOCATION (Q9N13, Q21, Q22) – SPLIT BY QUARTER

		% response														
		Metro					Regional					Total				
		Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16
		n~68	n~62	n~65	n~68	n~71	n~22	n~32	n~28	n~19	n~18	n~90	n~94	n~93	n~88	n~89
Time taken to acknowledge receipt of your application	+	77	78	74	79	83	88	85	90	83	90	80	81	79	80	84
	Neutral	15	8	19	14	10	8	6	7	17	5	13	7	15	15	9
	-	8	14	7	7	8	4	9	3	-	5	7	12	6	5	7
Staff knowledge of products and services	+	80	91	78	87	87	84	87	89	95	76	81	90	81	89	85
	Neutral	11	9	15	10	10	11	13	11	5	18	11	10	14	9	12
	-	9	-	7	3	3	5	-	-	-	6	8	-	5	2	4
Helpfulness of staff	+	76	89 <sup>^</sup>	79	86	93	85	100 <sup>^</sup>	93	95	89	78	92	83	88	92
	Neutral	18	10	15	13	4	10	-	7	-	5	16	6	13	10	4
	-	6	2	6	1	3	5	-	-	5	5	6	1	4	2	3
Clear explanation of the situation and any next steps	+	74	88	66	79	77	83	88	83	86	78	76	88	71	81	77
	Neutral	15	9	22	14	14	9	3	14	9	11	14	7	20	13	14
	-	11	3	12	7	9	9	9	3	5	11	11	5	9	6	9
Estimated timeframe of overall time to complete	+	61	75	56	79	63	63	84	73	70	83	61	78	61	77	67
	Neutral	22	14	21	9	21	29	6	13	15	-	24	11	18	10	17
	-	17	11	24	13	17	8	9	13	15	17	15	10	20	13	17
Overall satisfaction with the office staff	+	79	89	72	87	82	82	97	97	91	89	79	91	79	88	84
	Neutral	16	8	21	10	17	14	3	-	9	11	15	7	15	10	15
	-	6	3	7	3	1	5	-	3	-	-	5	2	6	2	1
Leaving the worksite in a safe and neat condition after work/completing the connection	+	69	84	84	94	85	100	97	85	100	89	76	88	84	95	86
	Neutral	23	5	7	5	9	-	3	7	-	6	18	4	7	4	8
	-	8	11	10	2	6	-	-	7	-	6	6	8	9	1	6
Treating people's property with care	+	76	90	88	95	84	100	100	86	100	94	82	93	88	96	86
	Neutral	16	7	5	5	11	-	-	9	-	6	12	4	6	4	10
	-	8	3	7	-	5	-	-	5	-	-	6	2	6	-	4
The time taken to complete the connection	+	67	76	70	81	73	87	91	73	75	68	72	81	71	80	72
	Neutral	21	6	15	12	12	4	6	7	10	21	17	6	13	12	14
	-	13	18	15	7	15	9	3	20	15	11	12	13	17	9	14
Overall satisfaction with field maintenance crew	+	69	83 <sup>^</sup>	83	93	81	100	100 <sup>^</sup>	77	100	88	77	89	81	95	82
	Neutral	24	8	12	7	12	-	-	8	-	6	18	6	11	5	11
	-	6	8	5	-	-	-	-	15	-	-	5	6	8	-	-



FIGURE 80: CONTACTED AND ADVISED OF THE DATE THE WORK WOULD OCCUR (Q29N14)

	% response		
	Metro n=81	Regional n=20	Total n=101
Yes	53	55	53
No	47	45	47

FIGURE 81: CONTACTED AND ADVISED OF THE DATE THE WORK WOULD OCCUR (Q29N14) – SPLIT BY QUARTER

	% response														
	Q3 14-15			Q4 14-15			Q1 15-16			Q2 15-16			Q3 15-16		
	Metro n=75	Regnl n=25	Total n=100	Metro n=66	Regnl n=34	Total n=100	Metro n=70	Regnl n=30	Total n=100	Metro n=77	Regnl n=23	Total n=100	Metro n=81	Regnl n=20	Total n=101
Yes	60	44	56	79 <sup>^</sup>	44 <sup>^</sup>	67	54	50	53	60	13	49	53	55	53
No	40	56	44	21 <sup>^</sup>	56 <sup>^</sup>	33	46	50	47	40	87	51	47	45	47

FIGURE 82: CONNECTION REQUEST FOR VACANT LAND (Q30N14)

	% response		
	Metro n=38	Regional n=9	Total n=47
Yes	55	78	60
No	45	22	40

Note: please interpret results with caution due to small sample size

FIGURE 83: CONNECTION REQUEST FOR VACANT LAND (Q30N14)

	% response														
	Q3 14-15			Q4 14-15			Q1 15-16			Q2 15-16			Q3 15-16		
	Metro n=75	Regnl n=25	Total n=100	Metro n=14	Regnl n=19	Total n=33	Metro n=32	Regnl n=15	Total n=47	Metro n=31	Regnl n=20	Total n=51	Metro n=38	Regnl n=9	Total n=47
Yes	57	79	64	79	58	67	66	47	60	52	55	53	55	78	60
No	43	21	36	21	42	33	34	53	40	48	45	47	45	22	40

Note: please interpret results with caution due to small sample size

FIGURE 84: NOTICE GIVEN (NUMBER OF DAYS) (Q31N14)

	% response		
	Metro n=36	Regional n=6	Total n=42
1	11	-	10
2	17	-	14
3	17	17	17
4	8	33	12
5	14	-	12
6	3	-	2
7	19	-	17
10	3	17	5
10+	8	33	12

Note: please interpret results with caution due to small sample size

FIGURE 85: NOTICE PREFERENCE (NUMBER OF DAYS) (Q32N14)

	% response		
	Metro n=81	Regional n=20	Total n=101
1	9	10	9
2	16	5	14
3	17	20	18
4	9	10	9
5	17	20	18
6	2	-	2
7	17	20	18
10	1	5	2
10+	11	10	11

FIGURE 86: DRIVERS OF SATISFACTION (RANKED IN ORDER OF IMPORTANCE) – LAND DEVELOPMENT/CONNECTIONS

Land development/connections – office staff	Satisfaction score (% satisfied)
Helpfulness of staff	92
Clear explanations of situation and next steps	77

FIGURE 87: HOW LONG DID YOU EXPECT IT WOULD TAKE TO RECEIVE A RESPONSE TO YOUR EMAIL/LETTER? (Q5N15)

	% response		
	Email n=36	Letter n=12	Total n=48
Within the same business day	11	-	8
2 - 5 business days	72	17	58
6 - 9 business days	3	33	10
10 - 20 business days	6	8	6
More than 20 business days	3	8	4
Haven't received a response	6	33	13

Note: please interpret results with caution due to small sample size

FIGURE 88: HOW LONG DID YOU EXPECT IT WOULD TAKE TO RECEIVE A RESPONSE AFTER LODGING A FAULT/PROBLEM? (Q6N15)

	% response		
	Metropolitan n=337	Regional n=153	Total n=496
Within the same business day	49 <sup>^</sup>	33 <sup>^</sup>	43
2 - 5 business days	31 <sup>^</sup>	41	35
6 - 9 business days	9	9	9
10 - 20 business days	3 <sup>^</sup>	7 <sup>^</sup>	4
More than 20 business days	1	-	1
Haven't received a response	7	10	8

Note: 0% represents n=2 or less

FIGURE 89: HOW LONG DID YOU EXPECT IT WOULD TAKE TO RECEIVE A RESPONSE AFTER LODGING A FAULT/PROBLEM? (Q6N15)

	% response		
	Residential n=354	Business n=142	Total n=496
Within the same business day	42	46	43
2 - 5 business days	35	35	35
6 - 9 business days	9	8	9
10 - 20 business days	5	2	4
More than 20 business days	1	-	1
Haven't received a response	8	9	8

Note: 0% represents n=2 or less

FIGURE 90: HOW LONG DID YOU EXPECT IT WOULD TAKE TO RECEIVE A RESPONSE AFTER LODGING A FAULT/PROBLEM? (Q6N15) – SPLIT BY FAULT TYPE

	% response							Total n=496
	Water			Sewer			Other n=18	
	Meter n=183	Road n=46	Other n=99	Block- age n=101	Overflow n=30	Other n=19		
Within the same business day	16 <sup>^</sup>	50	55 <sup>^</sup>	71 <sup>^</sup>	87 <sup>^</sup>	32	28	43
2-5 business days	49 <sup>^</sup>	30	30	22 <sup>^</sup>	7	47	44	35
6-9 business days	20 <sup>^</sup>	4	3	1	-	-	6	9
10-20 business days	9	2	1	-	-	-	11	4
More than 20 business days	-	-	3	-	-	-	-	1
No expectation	7	13	8	6	7	21	11	8

FIGURE 91: WHICH INDUSTRY DO YOU CURRENTLY WORK IN? (Q46)

	% response			Total (n=151)
	Fault/service problem (Maximo data set n=142)	Land development and/or connection (Connection CAMS data set n=1)	Account and/or general enquiry (CSIS follow up data set n=8)	
Other	65	-	25	63
Building/construction	8	100	13	9
Health and community services	6	-	-	5
Manufacturing	6	-	-	5
Accommodation, cafes and restaurants	4	-	-	4
Retail trade	4	-	13	4
Cultural, recreational and personal services	3	-	25	4
Communication, property and business services	3	-	13	3
Transport/storage	1	-	-	1
Wholesale trade	-	-	13	1
Finance and insurance	1	-	-	1

Note: please interpret results with caution due to small sample sizes

FIGURE 92: WHICH REGION DO YOU LIVE IN? (Q47)

	% response			
	Fault/service problem (Maximo data set n=496)	Land development and/or connection (Connection CAMS data set n=65)	Account and/or general enquiry (CSIS follow up data set n=208)	Total (n=769)
Metropolitan	68	75	70	69
Regional	31	25	30	30
Both	1	-	-	1

FIGURE 93: WHAT IS YOUR ROLE WITHIN THE BUSINESS? (Q26N14)

	% response		
	Fault/service problem (Maximo data set n=123)	Account and/or general enquiry (CSIS follow up data set n=8)	Total (n=131)
Owner	41	50	42
Employee	21	25	21
Senior manager	13	-	12
Middle manager	10	13	10
CEO/MD	8	-	8
Frontline manager	7	13	7

Note: please interpret results with caution due to small sample size

FIGURE 94: APPROXIMATELY HOW MUCH WATER DOES THE BUSINESS USE PER QUARTER? (Q48)

	% response	
	Fault/service problem (Maximo data set n=43)	Total (n=43)
Less than 1 ML	19	19
1 to 5 ML	12	12
6 to 10 ML	30	30
More than 10 ML	40	40

FIGURE 95: APPROXIMATELY, WHAT PROPORTION OF YOUR BUSINESS PRODUCTION AND RUNNING COSTS RELATE TO THE COST OF WATER? (Q49)

	% response	
	Fault/service problem (Maximo data set n=96)	Total (n=96)
Less than 20%	71	71
20% to 50%	27	27
More than 50%	2	2

FIGURE 96: GENDER (Q46A)

	% response			
	Fault/service problem (Maximo data set n=354)	Land development and/or connection (Connection CAMS data set n=64)	Account and/or general enquiry (CSIS follow up data set n=200)	Total (n=618)
Male	56	73^	51	56
Female	44	27^	49	44

FIGURE 97: AGE (Q46B)

	% response			
	Fault/service problem (Maximo data set n=352)	Land development and/or connection (Connection CAMS data set n=64)	Account and/or general enquiry (CSIS follow up data set n=200)	Total (n=616)
18 to 25 years	5	3	1	3
26 to 35 years	9	19 <sup>^</sup>	11	10
36 to 45 years	13	27 <sup>^</sup>	14	15
46 to 55 years	19	22	18	19
56 to 65 years	22	17	23	22
66 to 75 years	25	13 <sup>^</sup>	23	23
76 to 85 years	7	-	11 <sup>^</sup>	7
Over 85 years	1	-	1	1

FIGURE 98: GROSS ANNUAL HOUSEHOLD INCOME BEFORE TAX (Q46C)

	% response			
	Fault/service problem (Maximo data set n=264)	Land development and/or connection (Connection CAMS data set n=52)	Account and/or general enquiry (CSIS follow up data set n=134)	Total (n=450)
Less than \$20,000	17	15	10	15
\$20,001 to \$40,000	26	12 <sup>^</sup>	25	24
\$40,001 to \$60,000	11	8	18 <sup>^</sup>	13
\$60,001 to \$80,000	12	4	9	10
\$80,001 to \$100,000	13	10	13	13
\$100,001 to \$150,000	15	21	20	17
More than \$150,000	6 <sup>^</sup>	31 <sup>^</sup>	4 <sup>^</sup>	8