

# SA Water Highlights

2013-14



Government  
of South Australia



SA Water

# A message from our Chairman and Chief Executive



**Lewis Owens**  
Chairman



**John Ringham**  
Chief Executive

This year we focused on significant organisational changes resulting from our ongoing Business Transformation project.

As part of this, we implemented a substantial staff restructure to drive greater efficiencies across our organisation. While this created challenges throughout the business, our people maintained a strong focus on delivering quality services to all customers.

In October we commenced a significant customer engagement program *YourSay* to better understand customer needs and expectations about the services we provide. The program included a series of workshops with customers and an online survey open to all South Australians. Feedback from the program is now driving proposed service improvements in our regulatory business proposal to the Essential Services Commission of South Australia.

Continually providing better services is important to us. We measure and track customer satisfaction levels throughout the year across a range of services and contact points. Results this year show increased satisfaction across all customer groups, particularly in the business community.

## Significant milestones

We continue to assess and maintain our infrastructure and future water and wastewater requirements so we can invest intelligently in our assets and services. We have also managed to achieve a number of significant infrastructure milestones over the past 12 months.

We completed \$6 million worth of key infrastructure projects for remote communities.

A \$272 million project to upgrade the Christies Beach Wastewater Treatment Plant was completed under budget and increased treatment capacity from 30 million litres per day to 45 million litres per day.

A packaged desalination plant and associated infrastructure was installed on a new site outside the Hawker township. The \$5.75 million project will deliver a long-term, reliable and sustainable potable water supply to Hawker.

A major SA Water restructure was undertaken, starting with the Senior Leadership Team, that aimed to provide clearer accountabilities for roles at every level of the business.

One major customer-driven initiative is taking shape. Our new Digital Strategy will deliver 24/7 service and easier access to information. It will also help us to engage more proactively with our customers on critical issues such as fault notification and improved billing options.

An \$18 million project to replace the existing Queensbury wastewater pump station (*pictured right*) to meet the current and future demands of the area was completed, increasing pumping capacity to prevent the risk of wastewater overflow.



# Our Vision:

Meeting all challenges:  
to deliver safe, sustainable  
and affordable water services  
for the community.







# Customers & Community

**To achieve customer satisfaction by delivering the services they value, enhance our reputation within the community and build strategic relationships with our key stakeholders.**

Understanding what our customers expect from us is critical to delivering high quality services. To better inform us on how we can continue to meet our customers' needs now and into the future, SA Water undertook our biggest ever customer consultation initiative, *YourSay*, which will

provide valuable feedback to shape SA Water's future direction.

Customers who had a recent service experience with us indicated they were generally satisfied with SA Water overall, but there was still room for improvement.

SA Water exceeded the target of 85% for answering calls to the Customer Service Centre within 30 seconds. Through investing time to multi-skill our staff, introducing flexible rosters and managing our key demand times, we were able to achieve 88% for 2013-14.

The Brainwave program attracted a total audience of **15 611 students** and more than 182 schools.



Launch of **Let the Poo Thru app** as part of ongoing wastewater campaign.

Ongoing **social media** program to support enhanced engagement with our customers.

**Customer support communications** to help customers better understand their water/wastewater use.

# Quality & Delivery

**To deliver water and wastewater services that are fit for purpose, cost effective and comply with regulatory requirements.**

Our efforts to ensure the water we deliver is safe for drinking is paramount to the health of the South Australian community. We achieved our target for compliance with the *Australian Drinking Water Guidelines* (ADWG 2011) in our regional systems. Compliance in our metropolitan systems was

marginally below SA Water's target of 100%, at 99.81%.

This financial year, SA Water supported the Sewer Corrosion and Odour Research (SCORE) project. This project delivered state of the art tools, knowledge and modelling capability to optimally manage odour and corrosion in the wastewater networks, extending asset life and strategic solutions and improving customer service in relation to reducing odour complaints.





A man wearing a dark blue jacket and a black hat is working inside the back of a white truck. He is surrounded by numerous clear plastic bottles, some with white caps and others with red caps, arranged on metal racks. The truck's interior is visible, showing a door and some equipment. The background shows a landscape with green hills and a cloudy sky.

*E. coli* compliance at customer taps was 99.94% in metropolitan Adelaide and **99.99%** in country areas.

We undertook the first known **energy benchmarking research project** in Australia for recycled water unit processes and selected schemes.

SA Water has collaborated with our alliance partner Allwater to secure **research funding** from the Suez Environnement InnoTech program. The funding will enable us to jointly evaluate tools to assess the **water discolouration risk** posed by sediments in our distribution system.



## Business Success

**To ensure long term financial success with a safe, skilled and committed workforce demonstrating excellence in regulatory management and governance.**

SA Water has a strong commitment to safety, which was highlighted in a recent staff engagement survey. While the target for Lost Time Injuries was missed, SA Water has implemented a number of safety initiatives and programs that continue to build on the

strong safety culture across the organisation. A key project was the introduction of an online, interactive contractor management system that ensures our contractors adopt SA Water's high standards of safety when working with us.

This year SA Water worked collaboratively with ESCOSA to deliver a decrease in water prices of 6.4% in 2013-14. This was a result of SA Water's commitment to implementing further efficiencies and delivering services at lower costs while still maintaining service levels.

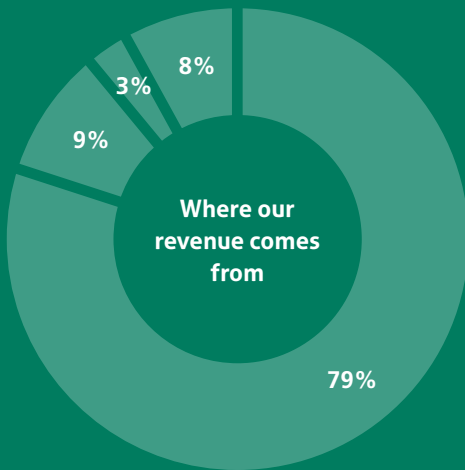
SA Water reported an **operating profit** before tax of **\$283.9 million**.

We successfully achieved **59 out of 66 service standards**, demonstrating that SA Water is servicing its customers to a very high level.

We achieved **satisfactory compliance** against the requirements of the regulatory framework, reporting no major or intermediate regulatory breaches.

In 2013-14 the **average response time** of the WHS team to any reported work injury was six hours against a target of 24 hours.

A campaign to **improve safety reporting** has increased the reporting of hazards and near miss incidents reported by 57% and 21% respectively.



Water and wastewater	79%
Customer service obligations	9%
Contributed assets	3%
Other revenue	8%



Depreciation and amortisation	29%
Finance costs	21%
Operational services and contracts	17%
Salaries and benefits	12%
Services and supplies	16%
Electricity	6%



# Planning for the Future

## **To plan for a sustainable future through integrated water planning and stewardship of our physical and natural assets.**

During 2013-14 SA Water continued work on the Water Security Plan to deliver quality drinking services to the state's South East. A framework was developed to allow SA Water to evaluate future demand and help guide decision-making around the management of and investment in our water infrastructure. A significant focus of the plan this

year was the long term security of water supply for Mount Gambier, the region's largest urban centre.

SA Water continued to implement an extensive fire management program across its land holdings. This included cross-land tenure collaborative efforts on planning, such as the South Para Fire Management Plan and delivery of a comprehensive prescribed burn program as part of cross-government cooperative arrangements for fire management on public land.



SA Water achieved **100% Water Licence Compliance** for extraction within allocation and licence conditions.

The North South Interconnection System Project team was the recipient of the state's top **Project Management Award for a Construction & Engineering project** (worth more than \$100 million) and also the Urban Development Institute of Australia SA Awards for Excellence for 'Local Community Development'.

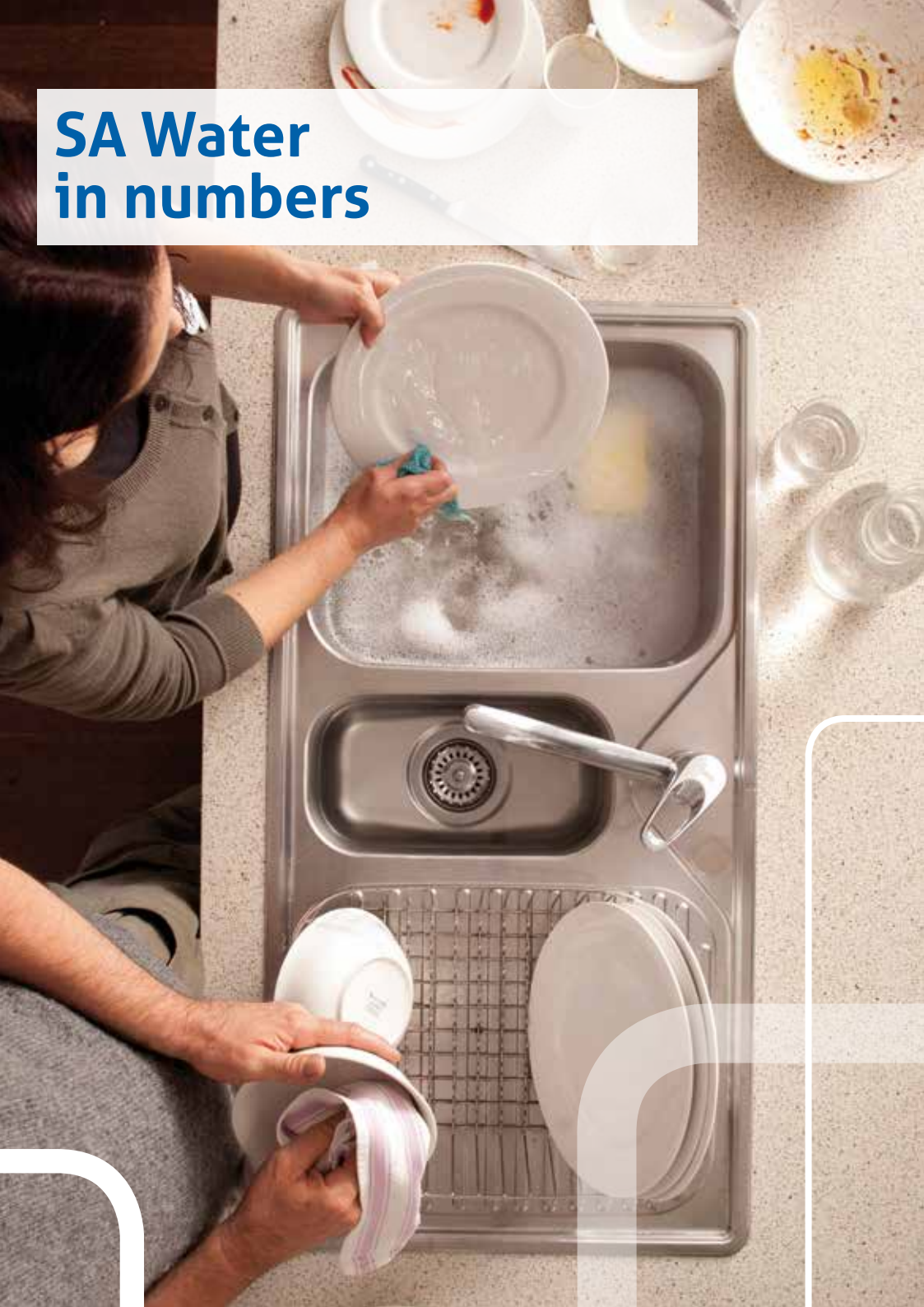
SA Water's overall **capital expenditure** was **\$296.6 million** with a range of water, wastewater and recycled water projects either commenced or completed across the state.

### **We recruited:**

**9** graduates

**30** apprentices

# SA Water in numbers



**26 772**

kilometres of water mains

**8 807**

kilometres of sewers

**212**

kilometres of recycled water mains

**42**

water treatment plants

6 metro water treatment plants

34 country water treatment plants

2 desalination plants

**25**

wastewater treatment plants

6 metropolitan wastewater treatment plants

19 country wastewater treatment plants

**1 605 000**

South Australians served

**213 926**

megalitres of water delivered

**\$296.6m**

total capital expenditure

**1 448**

employees

**331**

litres average daily consumption  
per household and business

**745 216**

water customers

**581 804**

wastewater customers

**105 934**

megalitres of wastewater treated

**78 603**

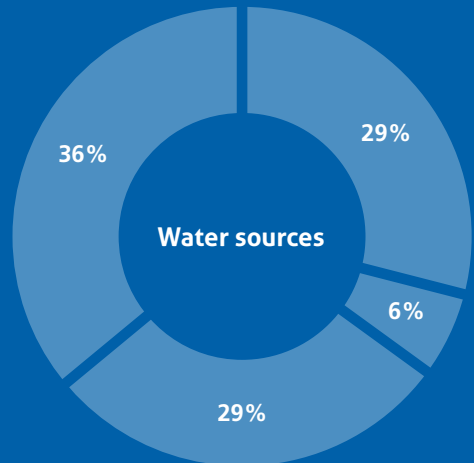
megalitres of water pumped from the Murray

**60 257**

megalitres of water pumped through the  
Adelaide Desalination Plant

**541 012**

megawatts of electricity consumed



River Murray	36%
Surface Water	29%
Seawater	29%
Groundwater	6%

For a full copy of our annual report,  
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SA Water and copies of past reports,  
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