



# Customer Satisfaction Research (Q2 2015/16) Summary of Data October - December 2015

Prepared for



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## 1. Executive Summary

Quarter 2 2015-2016 showed a marked increase in overall satisfaction, demonstrated by a 7% increase from last wave to 81%. Additionally, there was an increase in the advocacy score from 14.1 to 24.9; and customer effort dropped from 2.3 to 2.1. Although a positive shift was seen, overall satisfaction remains under the SA Water Strategic Plan target of 85%. The current wave therefore demonstrates improvement, however also suggests areas to target for future improvement and development.

A number of areas to progress improvement are suggested in the current wave; notably, attention to business customers, the processes surrounding written correspondents, general timeliness of services, and developing the value proposition of SA Water. The report suggests that securing gains in these areas will promote long term sustained improvement across general satisfaction:

- business customers: although there was a 5% rise in satisfaction for business customers to 79% overall, this remains 6% lower than the same time last year. The results indicate that the type of service being offered by the CSC is positive, but may need tailoring to business customers. Faults and maintenance results suggest that services are not meeting metro customers' expectations in the same way that other business customers' expectations are being met. However the main area of concern is around water quality – with businesses showing significantly lower satisfaction than residential customers
- written correspondence showed improvements from last quarter, increasing 4% to 66% satisfaction. This however still trails most service areas for SA Water, and provides a strong argument for increasing service spend
- notable from the previous wave was the improved perception of value for money and affordability, results for which indicate a strong effect on overall satisfaction. The perceived affordability of the SA Water offering increased 3% to 25%, and value for money from 45% to 50%. The area continues to have relatively low customer ratings, however has shown improvement and is an area which can be targeted through external communications and product development. This is particularly relevant for business customers who, unlike residential customers, showed a decline in perceived value for money.

Overall timeliness of responses continues to show as another area of weakness across the board for SA Water, however improving such areas may come at a significant financial cost to the organisation.

## 2. Key Findings and Recommendations

### 2.1 Key Findings

#### 2.1.1 Improvement in overall satisfaction, advocacy, and customer effort - particularly residents

The major outcome of the wave was an increase in overall satisfaction from 74% to 81%, showing a significant shift in customer satisfaction, and restoring satisfaction ratings to previous levels. Additionally, NPS increased from 14.1% to 24.9%, and customer effort declined from 2.3 to 2.1. A number of satisfaction increases were seen across the board:

- overall residential customer satisfaction increased from 74% to 82%
- overall business customer satisfaction increased from 74% to 79%
- SA Water keeping you informed of the progress of your query or problem increased from 58% to 68%
- overall satisfaction with office staff from 78% to 89%
- satisfaction with office staff (connections) increased from 79% to 88%, particularly metro customers who increased from 72% to 87%
- satisfaction with field maintenance crew (connections) increased from 81% to 95%

#### 2.1.2 Some concerns surrounding business customers

Although overall business customer satisfaction increased by 5% from the previous wave (74% to 79%), business customer satisfaction still remains 6% lower than this time last year. This suggests that satisfaction of business customers is a potential area for improvement.

CSC – business issues needing business solutions: in the CSC results, areas of satisfaction varied between residential and business customers. Residential satisfaction results were higher for the enquiry being easily understood, clear explanation of the situation and next steps, and having the questions answered the first time. These attributes indicate a greater level of satisfaction with procedural services factors. Comparatively, business customers were more satisfied with the time taken in getting through to a person, staff knowledge of products and services and helpfulness of staff – and less satisfied with the enquiry being easily understood, a clear explanation of the next steps, and having the question answered first time. This suggests that business requests are varied and more complex.

Faults and maintenance – metro customers need attention: slightly lower business satisfaction than residents overall (business 90%, residents 93%, however a notable drop in metro business customer satisfaction (86%). Two areas in particular showed low satisfaction:

- time taken to arrive to address the fault/service problem - 78%
- overall time taken to complete the works - 80%

This would suggest that procedures are not matching expectations for this particular segment.

Water quality – business offering comparatively lower: business satisfaction overall is much lower than residential (residents 82%, business 70%) - comparatively major areas of weakness include taste (residents 61% vs. business 49%), and perceived safety to drink (residents 82% vs. business 71%).

Value for money – a major gap between businesses and residents: a 7% increase was seen for residents, however a 1% decline was seen for business. Considering the price sensitivity for SA Water customers, this trend is concerning for the business segment.

### 2.1.3 Perceived value for money and affordability showed strong increases

- increase in perceived affordability from 22% to 25%
- increase in perceived value for money from 45% to 50%

### 2.1.4 Written correspondence showed increases, but remains a weakness

Written correspondence has historically been an area of weakness, however showed positive improvement over the previous wave increasing from 61% to 66% overall. Improvement areas included:

- satisfaction with timeliness of response (via email) increased from 60% to 64%
- the response addressed your inquiry from 55% to 60%
- after reading it, you were clear on what would happen next from 68% to 74%

### 2.1.5 Timeliness of communication remains a weakness

Timeliness of communications remains a weakness for SA Water, which was evident in the research over a number of areas.

In terms of overall satisfaction ratings, the following areas were the weakest performing overall:

- overall, how satisfied were you with the handling of your correspondence (60% satisfied, 26% dissatisfied)
- SA Water keeping you informed of the progress of your query or problem (68% satisfied, 21% dissatisfied)

Under the ESCOSA Service Standards, two areas are either at or below the [redacted] these include:

- time taken to complete the connection (80% satisfied, 12% dissatisfied)
- time taken to attend to address fault/service problem (79% satisfied, 14% dissatisfied)

For the field maintenance crew, [redacted] was *time taken to arrive to address the fault/service problem* which for business customers showed a 78% rating.

### 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 2 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.

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 newfocus 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	451
	Regional	102
<b>Sub-total</b>		<b>553</b>
Recent contact customers (business)	Metro	69
	Regional	77
	Both	4
<b>Sub-total</b>		<b>150</b>
Land development/connections	Mix	100
<b>Sub-total</b>		<b>100</b>
<b>TOTAL</b>		<b>803 Customers</b>

Breakdown by touchpoint and call nature

Contact touch point	Call nature	Sample size
Customer Service Centre	Fault/service problem	493
	Account and/or general enquiry	153
	Complaint	-
Land development and/or connection	Land development and/or connection	100
Written contact	Email	57
	Letter contact	
<b>TOTAL</b>		<b>803</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

- overall satisfaction results increased from 74% to 81%
- business customer satisfaction results increased from 74% to 79%
- residential customer satisfaction results increased from 74% to 82%

Despite the significant drop in satisfaction in Q1 to 74%, Q2 results showed an increase to 81%. This is still below SA Water's Strategic Plan KPI of 85%, [REDACTED]. The results show overall positive outcomes for residential customers, however as discussed below there are some concerns for the business segments.

#### Business vs. Residential

The rise in overall satisfaction was reflected in increases for both business and residential satisfaction. However residential customers showed the greater increase, with business still down comparative to the previous year:

- business: total satisfaction among business customers increased 5% from the previous quarter to 79%, however this remains 6% lower than the same time the previous year
- residents: the largest rise was across residential customers which increased by 8% to 82%, which places the result 6% higher than the same time the previous year

#### By location

The same increases were seen across geographical areas, with general rises of 8% across regional and metro customers. Although metro business satisfaction increased, it is still lower than the same time the previous year:

- regional vs. metro: metro is up 8% from the previous quarter to 81%, showing a rise of 4% from the same time the previous year. Regional is more satisfied on 84% up 8% from the previous quarter, and an overall 2% rise from the same time the previous year
- residential: metro residential customers increased 8% from the previous quarter to 81%, a rise of 6% from the previous year. Regional residential customers showed a rise of 9% from the previous quarter to 87%, up 7% from the same time last year
- business: metro business satisfaction is up 6% from the previous quarter to 79%, however this is still 5% lower than the same time last year. Regional business is up 7% from the previous quarter to 81%, which is 4% lower than the same time last year

The top three areas of satisfaction were:

- overall satisfaction with field maintenance crew (connections) (96%)
- overall satisfaction with field maintenance crew (92%)
- overall satisfaction with the Customer Service Centre (91%)

The top areas of dissatisfaction were:

- overall, how satisfied were you with the handling of your correspondence (- 26%)
- SA Water keeping you informed of the progress of your query or problem (-21%)

Further information regarding a breakdown of the results can be found in the relevant sections of this report.

FIGURE 1: TOTAL ALL CUSTOMERS SATISFACTION RESULTS (Q44)

		Residential										Business										Total						
		Same time last year										Same time last year										Same time last year						
		% response										% response										% response						
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
		13-14	13-14	13-14	14-15	14-15	14-15	14-15	15-16	15-16	13-14	13-14	13-14	13-14	14-15	14-15	14-15	14-15	15-16	15-16	13-14	13-14	13-14	14-15	14-15	14-15	15-16	15-16
		n=868	n=764	n=831	n=573	n=565	n=561	n=563	n=550	n=595	n=127	n=231	n=169	n=204	n=204	n=205	n=206	n=209	n=155	n=995	n=995	n=1000	n=777	n=769	n=766	n=769	n=759	n=750
Overall satisfaction with SA Water	+	79	78	79	78	76	81	82	74	82	63	73	80	81	85	80	80	74	79	77	77	79	79	78	81	81	74	81
	Neutral	13	12	12	12	13	12	11	18	11	24	17	14	13	8	13	13	15	15	14	13	13	13	11	12	11	17	12
	-	9	10	9	10	11	7	8	8	7	13	10	7	6	7	6	8	11	6	9	10	8	9	10	7	8	9	7

\* SA Water Strategic Plan KPI (85%)

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

		Metro										Regional										Total						
		Same time last year										Same time last year										Same time last year						
		% response										% response										% response						
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
		13-14	13-14	13-14	14-15	14-15	14-15	14-15	15-16	15-16	13-14	13-14	13-14	13-14	14-15	14-15	14-15	14-15	15-16	15-16	13-14	13-14	13-14	14-15	14-15	14-15	15-16	15-16
		n=739	n=730	n=744	n=600	n=542	n=558	n=555	n=548	n=554	n=256	n=265	n=256	n=172	n=226	n=202	n=208	n=204	n=192	n=995	n=995	n=1000	n=777	n=769	n=766	n=769	n=759	n=750
Overall satisfaction with SA Water	+	77	78	80	79	77	80	81	73	81	76	75	78	79	82	83	81	76	84	77	77	79	79	78	81	81	74	81
	Neutral	14	13	12	13	12	13	12	19	13	15	14	14	13	11	11	10	14	9	14	13	13	13	11	12	11	17	12
	-	9	10	8	9	11	7	7	9	6	9	11	8	8	7	6	10	10	7	9	10	8	9	10	7	8	9	7

\* 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										
		Q2 13-14 n=650	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	Q2 13-14 n=218	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	Q2 13-14 n=868	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
Overall satisfaction with SA Water	+	79	79	80	78	75	81	81	73	81	78	77	76	79	80	81	82	78	87	79	78	79	78	76	81	82	74	82
	Neutral	12	12	11	12	13	12	11	19	12	14	12	15	13	10	11	9	14	7	13	12	12	12	13	12	11	18	11
	-	9	10	8	10	12	7	7	8	7	8	11	9	8	10	8	8	8	6	9	10	9	10	11	7	8	8	7

\* 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										
		Q2 13-14 n=89	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	Q2 13-14 n=38	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	Q2 13-14 n=127	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
Overall satisfaction with SA Water	+	62	73	78	81	84	77	79	73	79	66	74	83	79	85	86	79	74	81	63	73	80	81	85	80	80	74	79
	Neutral	26	18	15	14	6	15	15	18	15	18	17	12	13	11	10	10	13	12	24	17	14	13	8	13	13	15	15
	-	12	9	7	5	10	8	5	10	5	16	10	5	9	4	3	11	12	8	13	10	7	6	7	6	8	11	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=653)	+	91	92	91	92	91
	Neutral	4	6	5	3	5
	-	5	1	4	5	4
SA Water keeping you informed of the progress of your query or problem (n=576)	+	65	76	66	73	68
	Neutral	12	8	11	11	11
	-	23	17	23	17	21
SA Water's efforts to resolve your query or problem (n=734)	+	83	83	82	85	83
	Neutral	8	9	9	5	8
	-	10	8	9	10	9
Overall satisfaction with field maintenance crew (n=435)	+	93	90	92	93	92
	Neutral	3	3	3	3	3
	-	4	7	5	5	5
The overall quality of the water (n=738)	+	82	70	83	71	80
	Neutral	13	20	13	18	15
	-	5	9	4	11	6
Overall, how satisfied were you with the handling of your correspondence (n=53)	+	59	71	65	50	60
	Neutral	13	14	8	25	13
	-	28	14	27	25	26
Overall satisfaction with the connections office staff (n=45)	+	90	80	88	92	89
	Neutral	8	20	9	8	9
	-	3	-	3	-	2
Overall satisfaction with field maintenance crew (Connections) (n=46)	+	98	80	94	100	96
	Neutral	2	20	6	-	4
	-	-	-	-	-	-
Ease of doing business (n=717)	+	84	83	84	86	84
	Neutral	6	10	7	6	7
	-	10	8	10	8	9
Overall satisfaction with SA Water (n=750)	+	82	79	81	84	81
	Neutral	11	15	13	9	12
	-	7	6	6	7	7

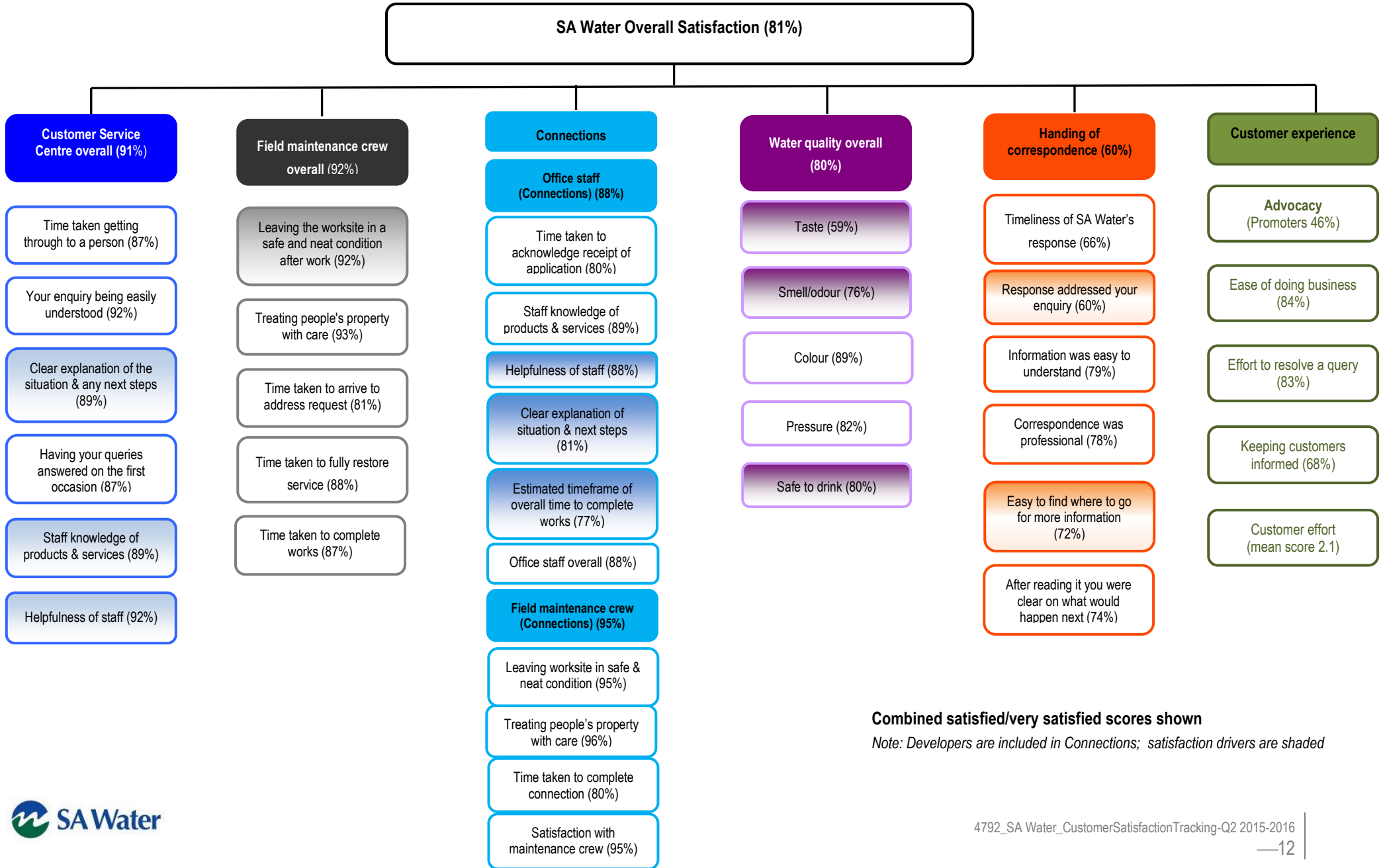
FIGURE 6: SUMMARY RESULTS - SPLIT BY QUARTER

		% response																			
		Residential				Business				Metropolitan				Regional				Total			
		Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16
Overall satisfaction with the Customer Service Centre	+	88	90	89	91	85	86	88	92	87	89	89	91	86	88	90	92	87	89	89	91
	Neutral	6	5	7	4	8	9	7	6	7	6	7	5	6	5	7	3	7	6	7	5
	-	6	6	4	5	7	5	5	1	6	5	4	4	8	7	3	5	6	5	4	4
SA Water keeping you informed of the progress of your query or problem	+	67	69	58	65	60	55	58	76	65	64	58	66	66	68	60	73	65	65	58	68
	Neutral	13	11	16	12	13	16	19	8	12	12	16	11	14	12	20	11	13	12	17	11
	-	20	20	26	23	27	29	23	17	23	24	27	23	20	20	20	17	22	23	25	21
SA Water's efforts to resolve your query or problem	+	82	81	80	83	80	81	80	83	81	80	79	82	86	83	83	85	82	81	80	83
	Neutral	6	7	8	8	9	7	10	9	7	8	9	9	5	5	8	5	7	7	8	8
	-	12	12	12	10	11	12	10	8	13	12	12	9	9	12	9	10	12	12	11	9
Overall satisfaction with field maintenance crew	+	94	92	91	93	89	92	91	90	91	91	91	92	94	93	91	93	92	92	91	92
	Neutral	1	6	5	3	6	3	6	3	3	5	6	3	4	4	3	3	3	5	5	3
	-	5	3	5	4	6	4	3	7	7	3	4	5	2	2	5	5	5	3	4	5
The overall quality of the water	+	79	83	82	82	76	76	77	70	80	81	82	83	73	80	75	71	78	81	80	80
	Neutral	16	12	13	13	17	17	16	20	15	14	13	13	19	13	16	18	16	13	14	15
	-	5	5	5	5	6	7	8	9	5	6	5	4	8	6	9	11	6	6	6	6
Overall how satisfied were you with the handing of your correspondence?	+	69	63	49	59	78	75	90	71	73	68	50	65	69	58	69	50	71	65	56	60
	Neutral	8	8	12	13	-	-	-	14	7	5	12	8	6	11	6	25	7	7	10	13
	-	22	29	39	28	22	25	10	14	20	26	38	27	25	32	25	25	22	28	34	26
Overall satisfaction with the office staff	+	79	93	79	90	71	100	71	80	78	93	69	88	78	95	95	92	78	94	78	89
	Neutral	18	5	16	8	14	-	29	20	17	5	26	9	17	5	-	8	17	5	17	9
	-	4	2	5	3	14	-	-	-	4	2	5	3	6	-	5	-	5	2	5	2
Overall satisfaction with field maintenance crew	+	75	90	79	98	86	100	83	80	66	86	82	94	100	100	74	100	76	91	79	96
	Neutral	21	5	13	2	14	-	-	20	30	7	13	6	-	-	11	-	21	5	12	4
	-	4	5	8	-	-	-	17	-	5	7	5	-	-	-	16	-	3	5	9	-

FIGURE 7: SUMMARY RESULTS - OVER TIME *CONTINUED*

		% response																			
		Residential				Business				Metropolitan				Regional				Total			
		Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16
Thinking about your recent contact with SA Water, how easy was it to have your issue or query resolved?	+	87	88	87	84	87	85	84	83	88	87	86	84	85	87	86	86	87	87	86	84
	Neutral	7	6	7	6	7	9	11	10	6	7	8	7	9	7	8	6	7	7	8	7
	-	7	6	6	10	5	6	6	8	6	6	6	10	6	6	6	8	6	6	6	9
If you had a choice of water and sewerage providers, how likely would you be to choose SA Water?	+	80	80	77	-	80	84	79	-	80	80	78	-	79	83	79	-	80	81	78	-
	Neutral	12	12	14	-	11	13	12	-	11	13	13	-	13	11	13	-	12	12	13	-
	-	8	8	9	-	9	4	9	-	8	7	9	-	8	6	9	-	8	7	9	-
Overall how satisfied are you with SA Water?	+	81	82	74	82	80	80	74	79	80	81	73	81	83	81	76	84	81	81	74	81
	Neutral	12	11	18	11	13	13	15	15	13	12	19	13	11	10	14	9	12	11	17	12
	-	7	8	8	7	6	8	11	6	7	7	9	6	6	10	10	7	7	8	9	7

FIGURE 8: SA WATER DRIVERS OF OVERALL SATISFACTION



**Combined satisfied/very satisfied scores shown**

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



FIGURE 9: 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=461, Regional n=165)	+	87	88	87
	Neutral	10	6	9
	-	4	5	4
<b>Timeliness of Attendance at Water Breaks, Bursts and Leaks</b>				
Time taken to attend to address fault/service problem (Metro n=198, Regional n=105)	+	76	85	79
	Neutral	7	7	7
	-	17	9	14
<b>Timeliness of Water Services Restoration</b>				
Time taken to restore the water service (Metro n=170, Regional n=93)	+	84	92	87
	Neutral	4	3	3
	-	12	4	10
<b>Timeliness of the Connections</b>				
Time taken to complete the connection* (Metro n=36, Regional n=13)	+	78	85	80
	Neutral	8	8	8
	-	14	8	12
<b>Timeliness of Sewerage Service Restoration</b>				
Time taken to restore the sewerage service* (Metro n=111, Regional n=5)	+	93	100	93
	Neutral	5	-	4
	-	3	-	3
<b>Timeliness of Sewerage Overflow Attendance</b>				
Time taken to attend to the sewerage overflow* (Metro n=35, Regional n=3)	+	94	100	95
	Neutral	-	-	-
	-	6	-	5
<b>Timeliness of Sewerage Overflow Clean up</b>				
Time taken to clean up the sewerage overflow* (Metro n=33, Regional n=3)	+	94	67	92
	Neutral	3	-	3
	-	3	33	6

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

FIGURE 10: CUSTOMER SATISFACTION WITH TIMELINESS – BY LOCATION – SPLIT BY QUARTER

		% response											
		Metropolitan				Regional				Total			
		Q3 14-15 (n~145)	Q4 14-15 (n~153)	Q1 15-16 (n~141)	Q2 15-16 (n~149)	Q3 14-15 (n~57)	Q4 14-15 (n~52)	Q1 15-16 (n~58)	Q2 15-16 (n~55)	Q3 14-15 (n~202)	Q4 14-15 (n~205)	Q1 15-16 (n~199)	Q2 15-16 (n~204)
Time taken in getting through to a person	+	85	86	85	87	81	84	86	88	84	85	85	87
	Neutral	11	10	11	10	14	11	11	6	12	10	11	9
	-	4	4	4	4	5	5	4	5	4	4	4	4
Arrive to address the fault/service problem	+	75	75	72	76	86	83	88	85	79	78	78	79
	Neutral	10	12	10	7	9	8	7	7	10	10	9	7
	-	15	13	18	17	5	10	6	9	12	12	13	14
Fully restore your services	+	85	83	82	84	94	92	91	92	88	86	86	87
	Neutral	4	9	7	4	5	4	6	3	4	7	7	3
	-	12	8	10	12	1	5	3	4	8	7	7	10
Time taken to complete the connection	+	73	80	77	78	90	91	73	85	78	84	76	80
	Neutral	20	4	11	8	5	5	9	8	16	4	11	8
	-	6	15	11	14	5	5	18	8	6	12	14	12
Fully restore your services	+	86	88	88	93	75	100	89	100	86	88	88	93
	Neutral	4	3	5	5	25	-	-	-	4	3	5	4
	-	10	9	6	3	-	-	11	-	10	9	7	3
Arrive to address the fault/service problem	+	88	85	82	94	100	100	100	100	88	85	82	95
	Neutral	4	6	8	-	-	-	-	-	4	6	8	-
	-	8	9	11	6	-	-	-	-	8	8	10	5
Clean up after the sewer overflow	+	87	90	91	94	100	100	100	67	88	91	91	92
	Neutral	9	2	-	3	-	-	-	-	8	2	-	3
	-	4	7	9	3	-	-	-	33	4	7	9	6

## **4.2 Advocacy**

### **Highlights**

- notable increase in advocacy score from 14.1 last wave to 24.9 in the current wave
- no clear patterns emerged across broad market segments, or touchpoint

Advocacy scores showed a marked improvement from the previous wave, jumping 10%.

FIGURE 11: 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	Business	Metropolitan	Regional	Total
Advocacy	Promoters	47	44	45	49	46
	Passively satisfied	31	41	32	33	32
	Passive detractors	14	11	14	10	13
	Vocal detractors	9	5	9	8	8
	Advocacy score	24.0	29.0	22.9	31.7	24.9

FIGURE 12: ADVOCACY SUMMARY RESULTS – SPLIT BY QUARTER

		% response	
		Qtr1 15-16	Qtr2 15-16
Advocacy	Promoters	43	46
	Passively satisfied	28	32
	Passive detractors	19	13
	Vocal detractors	10	8
	Advocacy score	14.1	24.9

FIGURE 13: ADVOCACY BY RESIDENT BUSINESS/LOCATION – SPLIT BY QUARTER

		% response																			
		Residential				Business				Metropolitan				Regional				Total			
		Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16
Advocacy	Promoters	47	48	44	47	44	44	41	44	45	46	45	45	50	50	40	49	46	47	43	46
	Passively satisfied	24	26	26	31	34	32	32	40	26	28	25	32	27	26	33	33	27	27	27	32
	Passive detractors	17	14	19	14	14	13	20	11	18	14	20	14	12	14	18	10	16	14	19	13
	Vocal detractors	12	12	11	9	9	12	7	5	11	12	10	9	10	10	9	8	11	12	10	8

FIGURE 14: ADVOCACY BY TOUCHPOINT – SPLIT BY QUARTER

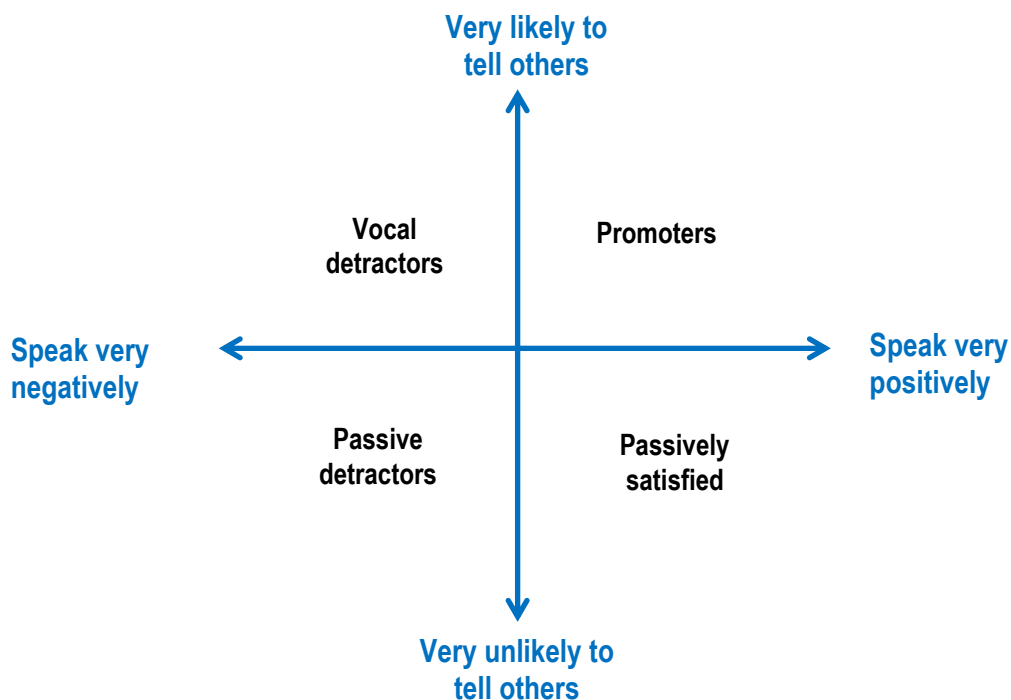
	% response																							
	Written correspondence						Faults						Account/general enquiry						Connections					
	Qtr 1 14-15 n=56	Qtr 2 14-15 n=56	Qtr 3 14-15 n=58	Qtr 4 14-15 n=58	Qtr 1 15-16 n=60	Qtr2 15-16 n=54	Qtr 1 14-15 n=484	Qtr 2 14-15 n=473	Qtr 3 14-15 n=474	Qtr 4 14-15 n=466	Qtr 1 15-16 n=472	Qtr2 15-16 n=455	Qtr 1 14-15 n=205	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	Qtr 1 14-15 n=99	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
Promoters	25	30	29	26	23	32	51	54	51	52	48	51	30	37	38	36	34	37	42	49	41	47	38	41
Passively satisfied	38	29	28	31	18	15	25	22	26	29	31	33	28	23	27	26	22	32	20	18	24	22	21	39
Passive detractors	25	14	21	26	40	33	16	16	15	11	14	10	25	19	18	19	28	19	21	15	22	15	26	14
Vocal detractors	13	27	22	17	18	20	8	8	8	8	7	6	17	22	18	20	16	13	16	18	12	16	14	6
Advocacy score	-12.5	-10.7	-13.8	-17.2	-35.0	-22.2	26.2	30.4	27.6	32.2	26.9	34.5	-12.2	-3.6	2.8	-1.8	-10.1	5.3	5.1	15.2	7.1	15.2	-2.0	21.0

### 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.



Advocacy showed an overall improvement from the previous quarter with promoters increasing from 43% to 46%, and vocal detractors decreasing from 10% to 8%; for an overall score of 25% - an improvement from 14% the previous quarter.

A number of key findings came from the advocacy results:

- overall: the areas of increase were for passively satisfied which moved from 27% to 32%, and promoters which increased from 43% to 47%, with both vocal and passive detractors decreasing
- business vs. residential: current residential score is 24%, an improvement from 14% prior, showing the same trends as the overall result. Business showed a current score of 28% - a significant increase from 14% the previous quarter with the major shift being a 9% reduction in passive detractors

FIGURE 15: 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)

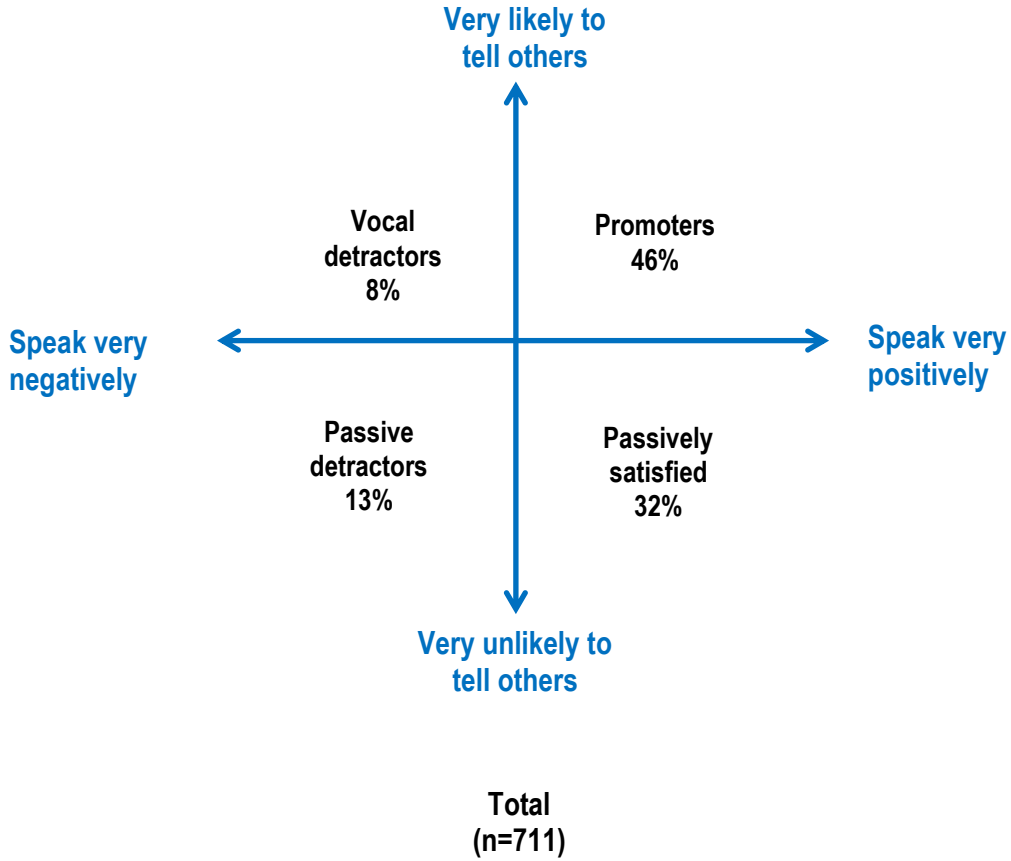


FIGURE 16: ADVOCACY – RESIDENTIAL (Q36N14, Q37N14)

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)

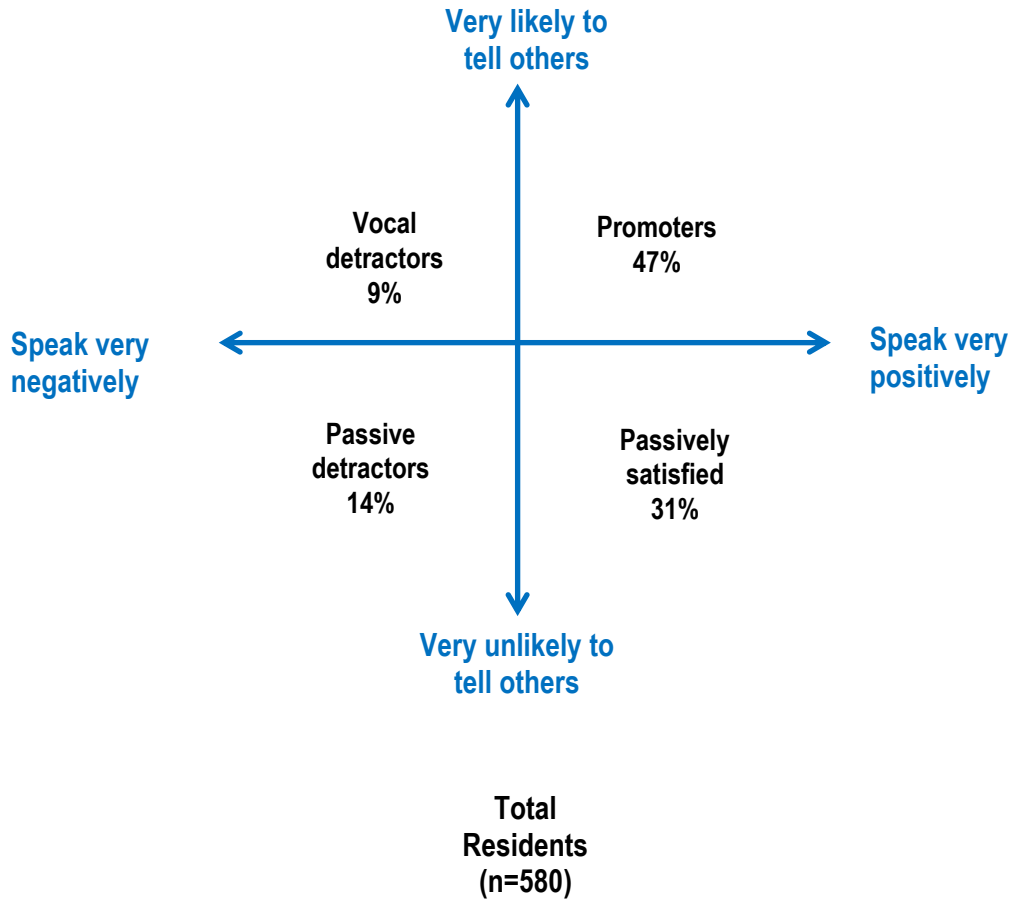




FIGURE 17: ADVOCACY – BUSINESS (Q36N14, Q37N14)

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)

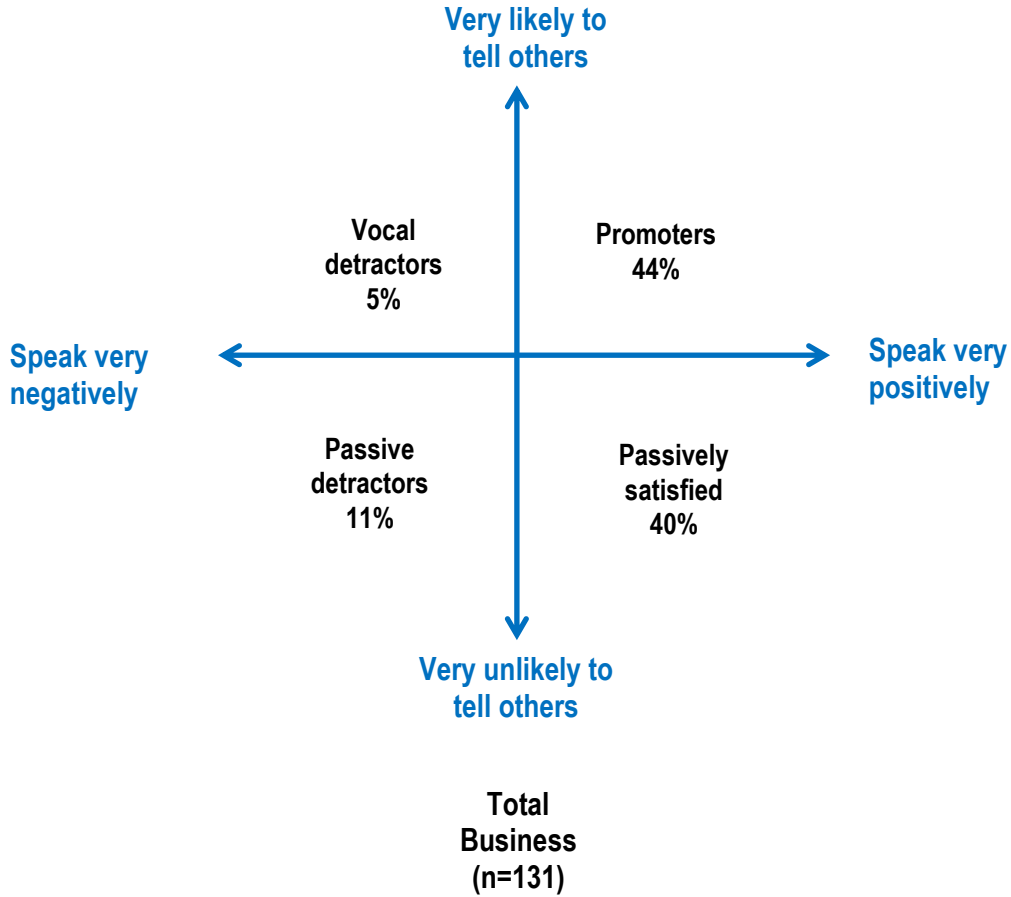


FIGURE 18: POSITIVITY OF RECENT EXPERIENCE WITH SA WATER (Q36N14)

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=636	% response
10 – Very likely	229	36
9	40	6
8	70	11
7	53	8
6	23	4
5	146	23
4	11	2
3	18	3
2	16	3
1	12	2
0 – Very unlikely	18	3
TOP 3 BOX	339	53
BOTTOM 3 BOX	28	4

FIGURE 19: LIKELINESS OF TELLING OTHERS ABOUT RECENT EXPERIENCE WITH SA WATER (Q37N1)

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=721	% response
10 – Very likely	332	46
9	84	12
8	118	16
7	55	8
6	24	3
5	76	11
4	11	2
3	4	1
2	10	1
1	4	1
0 – Very unlikely	3	0
TOP 3 BOX	534	74
BOTTOM 3 BOX	14	2

### 4.3 Customer effort

#### Highlights

- customer effort scores decreased from 2.3 to 2.1
- customer effort for written correspondents (residential) and connections (both business and residential) is well above average

The Customer Effort Score is based on the question: “How much effort did you personally have to put forth to handle your request?” This is scored on a 5-point scale where 5 is ‘very high effort’ and 1 is ‘very low effort’. The target score for all service interactions for SA Water is a mean score of 2.0 (ie represents ‘low’ to ‘very low effort’ on behalf of the customer).

The current score for customer effort overall is 2.1, which showed a decline from the previous wave (2.3). There is no variance between residential and business customers for effort; except in the written correspondence segment whereby residential customers showed much higher effort scores. Connections in general showed poorer ratings across both segments.

FIGURE 20: CUSTOMER EFFORT

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

FIGURE 21: CUSTOMER EFFORT BY TOUCHPOINT (Q21N14)

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

	Mean score			
	Residential	Business	Total	
Faults	1.9	2.0	2.0	
Accounts/general enquiries	2.3	2.3	2.3	
Written correspondence	2.7	2.1	2.7	
Connections	2.5	2.6	2.5	
Total customer effort	2.1	2.1	2.1	
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=596	Business n=155	Total n=751
Once	73	69	72
Twice	15	13	14
Three times	6	6	6
Four times	1	3	2
Five or more times	2	5	3
Still unresolved	3	5	4

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 14-15 n=205	Q4 14-15 n=205	Q1 15-16 n=207	Q2 15-16 n=155	Q3 14-15 n=758	Q4 14-15 n=765	Q1 15-16 n=763	Q2 15-16 n=751
Once	66	66	64	73	74	68	67	69	68	66	65	72
Twice	15	17	15	15	16	16	20	13	15	17	16	14
Three times	8	5	5	6	3	4	5	6	7	5	5	6
Four times	4	3	3	1	1	4	2	3	3	3	2	2
Five or more times	5	5	5	2	2	4	1	5	4	5	4	3
Still unresolved	3	5	8	3	3	3	5	5	3	4	7	4

FIGURE 24: EASE OF DOING BUSINESS (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=571	Business n=146	Total n=717
Ease of doing business with SA Water	+	84	83	84
	Neutral	6	10	7
	-	10	8	9

FIGURE 25: EASE OF DOING BUSINESS (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 14-15 n=206	Q4 14-15 n=206	Q1 15-16 n=208	Q2 15-16 n=146	Q3 14-15 n=769	Q4 14-15 n=767	Q1 15-16 n=761	Q2 15-16 n=717
Ease of doing business with SA Water	+	87	88	87	84	87	85	84	83	87	87	86	84
	Neutral	7	6	7	6	7	9	11	10	7	7	8	7
	-	7	6	6	10	5	6	6	8	6	6	6	9

FIGURE 26: EASE OF DOING BUSINESS (Q19N14) – SPLIT BY FREQUENCY OF CONTACT

		% response						
		Once n=527	Twice n=100	Three times n=39	Four times n=12	Five or more times n=21	Still unresolved n=16	Total n=715
Ease of doing business with SA Water	+	95	70	54	25	29	13	84
	Neutral	4	13	18	25	10	19	7
	-	2	17	28	50	62	69	9

## 5. Results by Channel / Customer Service Area

### 5.1 Customer service centre (CSC)

#### Highlights

- satisfaction at 91%, 2% higher than results from the previous quarter
- business and resident satisfaction was high (business 92%, residential 91%)
- regional and metro satisfaction both high (regional 92%, metro 91%)

Overall customer satisfaction with the CSC remains high for Q2 recording a result of 91%, up 2% from the previous quarter. This has moved performance of the CSC into best practice range and continues to exceed SA Water's strategic goals.

#### Residential vs. Business

Satisfaction was high across both segments (business 92%, residential 91%), however satisfaction areas varied between groups. Residential customers were much more satisfied with the enquiry being easily understood, clear explanation of the situation and next steps, and having the questions answered the first time. Comparatively, business customers were more satisfied with the time taken in getting through to a person, staff knowledge of products and services and helpfulness of staff.

#### Metro vs. Regional

Again there was little variation between the metro and regional customer segments, both showing high levels of satisfaction for the CSC (metro 91%, regional 92%). Several minor variances were shown between satisfaction areas, none of which indicate significant differences in service experience.

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

		% response				
		Residential n~494	Business n~142	Metropolitan n~467	Regional n~165	Total n~636
Time taken in getting through to a person	+	87	89	87	88	87
	Neutral	9	7	10	6	9
	-	4	4	4	5	4
Your enquiry being easily understood	+	94	85	93	90	92
	Neutral	2	11	3	5	4
	-	4	4	4	5	4
Clear explanation of the situation and any next steps	+	90	87	89		89
	Neutral	4	9	5	5	5
	-	6	4	6	5	6
Having your questions answered on the first occasion	+	89	82	88	86	87
	Neutral	4	11	5	8	6
	-	7	7	7	6	7
Staff knowledge of products and services	+	89	90	89		89
	Neutral	6	8	7	5	6
	-	6	2	5	5	5
Helpfulness of staff	+	91	93	91	93	92
	Neutral	4	6	5	3	4
	-	5	1	5	4	4
Overall satisfaction with customer service centre	+	91	92	91	92	91
	Neutral	4	6	5	3	5
	-	5	1	4	5	4

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

		% response																			
		Residential				Business				Metropolitan				Regional				Total			
		Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 14-15	Q4 14-15	Q1 15-16	Q2 15-16
		n~452	n~452	n~449	n~494	n~187	n~187	n~190	n~142	n~411	n~410	n~407	n~409	n~144	n~144	n~147	n~145	n~559	n~559	n~559	n~557
Time taken in getting through to a person	+	84	87	85	87	85	81	85	89	85	86	85	87	81	84	86	88	84	86	85	87
	Neutral	12	8	11	9	11	16	9	7	11	10	11	10	14	11	11	6	12	10	11	9
	-	4	5	3	4	4	3	5	4	4	4	4	4	5	5	4	5	4	4	4	4
Your enquiry being easily understood	+	88	91	92	94	83	86	85	85	88	90	90	93	84	88	88	90	87	89	90	92
	Neutral	5	5	4	2	9	9	10	11	6	7	6	3	6	7	6	5	6	6	6	4
	-	7	4	4	4	7	5	6	4	6	4	4	4	9	5	5	5	7	4	4	4
Clear explanation of the situation and any next steps	+	85	86	85	90	84	81	86	87	86	86	86	89	83	81	83	90	85	85	85	89
	Neutral	7	6	8	4	6	11	9	9	7	8	6	5	6	9	13	5	7	8	8	5
	-	8	7	8	6	9	8	5	4	7	7	8	6	11	10	4	5	8	8	7	6
Having your questions answered on the first occasion	+	83	85	86	89	86	82	81	82	85	83	84	88	82	86	87	86	84	84	85	87
	Neutral	6	5	5	4	4	9	8	11	6	6	6	5	6	7	6	8	6	7	6	6
	-	10	10	9	7	9	8	10	7	9	10	10	7	12	8	7	6	10	10	9	7
Staff knowledge of products and services	+	87	89	84	89	81	84	75	90	87	88	83	89	81	85	76	90	85	87	81	89
	Neutral	5	5	12	6	10	10	19	8	6	7	12	7	8	8	19	5	7	7	14	6
	-	8	6	4	6	9	6	6	2	7	6	5	5	10	7	5	5	8	6	5	5
Helpfulness of staff	+	89	92	90	91	86	91	86	93	89	92	88	91	87	90	91	93	88	91	89	92
	Neutral	4	4	5	4	9	5	9	6	5	4	6	5	6	5	5	3	6	4	6	4
	-	7	5	5	5	5	4	5	1	6	4	5	5	7	5	4	4	6	4	5	4
Overall satisfaction with customer service centre	+	88	90	89	91	85	86	88	92	87	89	89	91	86	88	90	92	87	89	89	91
	Neutral	6	5	7	4	8	9	7	6	7	6	7	5	6	5	7	3	7	6	7	5
	-	6	6	4	5	7	5	5	1	6	5	4	4	8	7	3	5	6	5	4	4

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~474)	Type		Location		Total (n~162)	Type		Location	
			Residential (n~338)	Business (n~136)	Metropolitan Adelaide (n~342)	Regional/rural South Australia (n~128)		Residential (n~156)	Business (n~6)	Metropolitan Adelaide (n~125)	Regional/rural South Australia (n~37)
Time taken in getting through to a person	+	90	89	90	90	89	80	80	60	78	86
	Neutral	6	6	7	7	5	15	15	20	17	8
	-	4	4	3	3	5	5	5	20	5	6
Your enquiry being easily understood	+	93	95	86	94	90	89	90	67	89	89
	Neutral	4	2	10	3	6	3	2	33	3	3
	-	3	3	4	3	4	8	8	-	8	8
Clear explanation of the situation and any next steps	+	90	91	87	90	91	87	87	83	87	87
	Neutral	6	5	9	6	5	4	3	17	4	3
	-	4	4	4	4	4	10	10	-	9	11
Having your queries answered on the first occasion	+	89	91	84	90	89	82	84	33	84	74
	Neutral	6	4	9	5	7	7	5	50	5	13
	-	5	5	7	5	4	11	11	17	11	13
Staff knowledge of products and services	+	91	90	91	90	91	84	85	67	84	86
	Neutral	6	6	7	6	5	7	6	33	8	3
	-	3	4	2	3	3	9	9	-	8	11
Helpfulness of staff	+	93	93	93	92	94	88	88	100	87	92
	Neutral	4	3	6	4	4	5	5	-	6	-
	-	3	4	1	4	2	7	7	-	7	8
Overall satisfaction with the call centre	+	92	92	93	92	93	88	89	83	88	89
	Neutral	5	4	6	5	3	5	4	17	5	3
	-	3	4	1	3	4	7	7	-	6	8



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

Customer Service Centre	Satisfaction score (% satisfied)
Helpfulness of staff	92%
Clear explanation of the situation and any next steps	89%
Staff knowledge of products and services	89%

## 5.2 Faults and service problems

### Highlights

- faults and maintenance crew satisfaction high at 92%, up 1% from last wave
- slightly higher satisfaction results for residential customers (93%) over business (90%), however metro business customer satisfaction notably lower at 86%
- time taken to arrive to address problem is a possible area of improvement, showing relatively low levels of satisfaction at 81%

### Field maintenance crews

The results for the field maintenance crew show a 1% increase from the previous quarter at 92%. The result is positive overall, however unlike the previous quarter where resident and business satisfaction was the same, this quarter showed resident satisfaction greater than business (93% and 90% respectively). This demonstrates a 2% increase for residents since the last quarter, and a 1% decline for business customers.

Best practice satisfaction levels (above 90% combined satisfied and very satisfied results) were achieved for the following areas:

- leaving the worksite in a safe and neat condition after work (residential, business, total)
- treating people's property with care (residential, business, total)
- time taken to clean up after the sewage overflow (residential, business, total)
- overall satisfaction with field maintenance crew (residential, business, total)

Similar to the previous quarter, [REDACTED] was *time taken to arrive to address the fault/service problem*, which, for business customers showed a 78% rating.

### Results by location

There was no major variance in results across location with regional customers registering 93% and metro 92%. There was variance however in the residential and business split between metro and regional customers. This included:

- metro residential customers (93%), regional residential customers (92%) and regional business customers (93%) showed relatively strong satisfaction
- much lower satisfaction was shown with metro business (86%)

FIGURE 31: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES (Q16, Q17)

Fault/Service problem		% response		
		Residential n~270	Business n~98	Total n~369
Leaving the worksite in a safe and neat condition after work	+	93 (n=293)	90 (n=102)	92 (n=395)
	Neutral	3 (n=9)	3 (n=3)	3 (n=12)
	-	4 (n=13)	7 (n=8)	5 (n=21)
Treating people's property with care	+	94 (n=285)	93 (n=99)	93 (n=384)
	Neutral	4 (n=11)	5 (n=5)	4 (n=16)
	-	3 (n=8)	3 (n=3)	3 (n=11)
Overall satisfaction with field maintenance crew	+	93 (n=299)	90 (n=102)	92 (n=401)
	Neutral	3 (n=10)	3 (n=3)	3 (n=13)
	-	4 (n=13)	7 (n=8)	5 (n=21)
Time taken to arrive to address the fault/service problem	+	82 (n=267)	78 (n=98)	81 (n=365)
	Neutral	6 (n=18)	7 (n=9)	6 (n=27)
	-	12 (n=39)	14 (n=18)	13 (n=57)
Time taken to fully restore your services	+	89 (n=252)	87 (n=94)	88 (n=346)
	Neutral	4 (n=11)	4 (n=4)	4 (n=15)
	-	7 (n=20)	9 (n=10)	8 (n=30)
Time taken to clean up after the sewer overflow*	+	91 (n=31)	100 (n=2)	92 (n=33)
	Neutral	3 (n=1)	-	3 (n=1)
	-	6 (n=2)	-	6 (n=2)
The overall time taken to complete the works	+	89 (n=277)	80 (n=96)	87 (n=373)
	Neutral	3 (n=9)	8 (n=9)	4 (n=18)
	-	8 (n=24)	13 (n=15)	9 (n=39)

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

Note: we spoke to 39 customers (37 residents, 2 businesses) about sewer overflow incidents, 3 of whom were unable to rate SA Water on the time taken to clean up after the incident.

FIGURE 32: DRIVERS OF SATISFACTION (RANKED IN ORDER OF IMPORTANCE) – FAULTS AND SERVICES

Faults and Services	Satisfaction score (% satisfied)
Treating people's property with care	92%
Leaving the worksite in a safe and neat condition after work	90%

FIGURE 33: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES – SPLIT BY LOCATION (Q16, Q17)

		% response					
		Resident (n~229)	Metropolitan Business (n~45)	Total (n~274)	Residential (n~41)	Regional Business (n~60)	Total (n~92)
Leaving the worksite in a safe and neat condition after work	+	93 (n=250)	87 (n=46)	92 (n=296)	91 (n=43)	93 (n=54)	92 (n=97)
	Neutral	3 (n=8)	4 (n=2)	3 (n=10)	2 (n=1)	2 (n=1)	2 (n=2)
	-	4 (n=10)	9 (n=5)	5 (n=15)	6 (n=3)	5 (n=3)	6 (n=6)
Treating people's property with care	+	94 (n=243)	90 (n=45)	94 (n=288)	91 (n=42)	95 (n=53)	93 (n=95)
	Neutral	4 (n=10)	8 (n=4)	5 (n=14)	2 (n=1)	2 (n=1)	2 (n=2)
	-	2 (n=5)	2 (n=1)	2 (n=6)	7 (n=3)	4 (n=2)	5 (n=5)
Overall satisfaction with field maintenance crew	+	93 (n=254)	86 (n=44)	92 (n=298)	92 (n=45)	93 (n=56)	93 (n=101)
	Neutral	3 (n=8)	4 (n=2)	3 (n=10)	4 (n=2)	2 (n=1)	3 (n=3)
	-	4 (n=11)	10 (n=5)	5 (n=16)	4 (n=2)	5 (n=3)	5 (n=5)
Time taken to arrive to address the fault/service problem	+	83 (n=228)	73 (n=40)	81 (n=268)	81 (n=39)	86 (n=57)	84 (n=96)
	Neutral	6 (n=16)	5 (n=3)	6 (n=19)	4 (n=2)	8 (n=5)	6 (n=7)
	-	12 (n=32)	22 (n=12)	13 (n=44)	15 (n=7)	6 (n=4)	10 (n=11)
Time taken to fully restore your services	+	88 (n=212)	84 (n=41)	88 (n=253)	93 (n=40)	91 (n=51)	92 (n=91)
	Neutral	4 (n=10)	4 (n=2)	4 (n=12)	2 (n=1)	4 (n=2)	3 (n=3)
	-	8 (n=18)	12 (n=6)	8 (n=24)	5 (n=2)	5 (n=3)	5 (n=5)
Time taken to clean up after the sewer overflow*	+	94 (n=29)	100 (n=2)	94 (n=31)	67 (n=2)	-	67 (n=2)
	Neutral	3 (n=1)	-	3 (n=1)	-	-	-
	-	3 (n=1)	-	3 (n=1)	33 (n=1)	-	33 (n=1)
The overall time taken to complete the works	+	90 (n=232)	76 (n=41)	87 (n=273)	88 (n=45)	86 (n=54)	87 (n=99)
	Neutral	3 (n=7)	6 (n=3)	3 (n=10)	4 (n=2)	10 (n=6)	7 (n=8)
	-	8 (n=20)	19 (n=10)	10 (n=30)	8 (n=4)	5 (n=3)	6 (n=7)

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

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

		% response					
		Metro North n~141	Metro South n~136	Outer Metro n~35	Northern n~32	South East n~12	Eyre n~23
Leaving the worksite in a safe and neat condition after work	+	93 (n=153)	92 (n=146)	88 (n=30)	100 (n=32)	85 (n=11)	92 (n=23)
	Neutral	4 (n=7)	2 (n=3)	3 (n=1)	-	-	4 (n=1)
	-	3 (n=5)	6 (n=10)	9 (n=3)	-	15 (n=2)	4 (n=1)
Treating people's property with care	+	94 (n=146)	94 (n=144)	91 (n=30)	100 (n=30)	85 (n=11)	92 (n=23)
	Neutral	5 (n=8)	4 (n=6)	3 (n=1)	-	-	4 (n=1)
	-	1 (n=2)	3 (n=4)	6 (n=2)	-	15 (n=2)	4 (n=1)
Overall satisfaction with field maintenance crew	+	92 (n=154)	92 (n=147)	86 (n=30)	100 (n=34)	85 (n=11)	96 (n=25)
	Neutral	3 (n=5)	3 (n=5)	6 (n=2)	-	-	4 (n=1)
	-	5 (n=8)	5 (n=8)	9 (n=3)	-	15 (n=2)	-
Time taken to arrive to address the fault/service problem	+	81 (n=137)	81 (n=133)	85 (n=33)	91 (n=30)	71 (n=10)	79 (n=22)
	Neutral	8 (n=13)	4 (n=7)	-	6 (n=2)	14 (n=2)	11 (n=3)
	-	12 (n=20)	15 (n=25)	15 (n=6)	3 (n=1)	14 (n=2)	11 (n=3)
Time taken to fully restore your services	+	90 (n=137)	85 (n=118)	94 (n=29)	96 (n=27)	79 (n=11)	92 (n=24)
	Neutral	6 (n=9)	3 (n=4)	-	4 (n=1)	-	4 (n=1)
	-	5 (n=7)	12 (n=17)	6 (n=2)	-	21 (n=3)	4 (n=1)
Time taken to clean up after the sewer overflow	+	93 (n=13)	95 (n=18)	-	-	100 (n=1)	50 (n=1)
	Neutral	-	5 (n=1)	-	-	-	-
	-	7 (n=1)	-	-	-	-	50 (n=1)
The overall time taken to complete the works	+	88 (n=141)	85 (n=134)	87 (n=33)	89 (n=31)	71 (n=10)	92 (n=24)
	Neutral	4 (n=6)	3 (n=5)	3 (n=1)	11 (n=4)	7 (n=1)	4 (n=1)
	-	8 (n=13)	11 (n=18)	11 (n=4)	-	21 (n=3)	4 (n=1)

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

FIGURE 35: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES - SPLIT BY REGION (Q16, Q17)

		% response																				Total n~369
		CEP n~3	CMM n~5	EEP n~5	James- town n~1	Kadina n~7	LM n~10	LSE n~6	Metro- net n~277	Nuriot- pa n~2	Pt - Augusta n~3	Pt - Elliot n~5	Pt - Pirie n~6	RIV n~3	Rose- worthy n~13	SEP n~14	USE n~7	WEP n~2	Whyalla n~3	Wood- side n~5	Yorke- town n~5	
Leaving the worksite in a safe and neat condition after completing the work (n=428)	+	100	100	80	100	100	78	67	92	100	100	100	100	100	92	94	100	100	100	83	100	92
	Neutral	-	-	20	-	-	11	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3
	-	-	-	-	-	-	11	33	5	-	-	-	-	-	8	6	-	-	-	17	-	5
Treating people's property with care (n=411)	+	100	100	80	100	100	89	67	94	100	100	100	100	100	91	94	100	100	100	83	100	93
	Neutral	-	-	20	-	-	11	-	5	-	-	-	-	-	-	-	-	-	-	-	-	4
	-	-	-	-	-	-	-	33	2	-	-	-	-	-	9	6	-	-	-	17	-	3
Overall satisfaction with field maintenance crew (n=435)	+	100	100	80	100	100	70	67	92	100	100	100	100	100	92	100	100	100	100	83	100	92
	Neutral	-	-	20	-	-	20	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3
	-	-	-	-	-	-	10	33	5	-	-	-	-	-	8	-	-	-	-	17	-	5
Arrive to address the fault/service problem (n=449)	+	75	83	50	100	86	73	71	81	100	100	100	100	100	93	94	71	50	100	67	80	81
	Neutral	25	17	33	-	-	-	14	6	-	-	-	-	-	-	-	14	-	-	-	20	6
	-	-	-	17	-	14	27	14	13	-	-	-	-	-	7	6	14	50	-	33	-	13
Fully restore your services (n=391)	+	100	83	60	100	100	80	71	87	100	100	100	100	100	100	100	86	100	100	100	100	88
	Neutral	-	17	20	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	4
	-	-	-	20	-	-	20	29	8	-	-	-	-	-	-	-	14	-	-	-	-	8
Clean up after the sewer overflow (n=36)	+	-	-	-	-	-	-	100	94	-	-	-	-	-	-	50	-	-	-	-	-	92
	Neutral	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	3
	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	50	-	-	-	-	-	6
The overall time taken to complete the works (n=430)	+	100	83	75	100	71	73	71	87	100	67	100	100	100	93	94	71	100	100	80	100	87
	Neutral	-	17	25	-	29	-	-	3	-	33	-	-	-	7	-	14	-	-	-	-	4
	-	-	-	-	-	-	27	29	10	-	-	-	-	-	-	6	14	-	-	20	-	9

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

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

Metropolitan		% response																				
		Business							Residential							Total						
		Water			Sewer				Water			Sewer				Water			Sewer			Other
		Meter (n~24)	Road (n~4)	Other (n11)	Block (n~8)	O/flow (n~2)	Other (n~1)	Other (n~3)	Meter (n~106)	Road (n~8)	Other (n~35)	Block (n~69)	O/flow (n~32)	Other (n~7)	Other (n~5)	Meter (n~130)	Road (n~12)	Other (n~46)	Block (n~77)	O/flow (n~34)	Other (n~8)	Other (n~8)
Leaving worksite in safe & neat condition after work	+	88	75	91	71	100	100	100	94	89	83	97	97	100	80	93	85	85	95	97	100	88
	Neutral	-	-	-	29	-	-	-	4	11	3	3	-	-	-	3	8	2	5	-	-	-
	-	12	25	9	-	-	-	-	3	-	14	-	3	-	20	4	8	13	-	3	-	13
Treating people's property with care	+	92	67	90	86	100	100	100	95	100	84	96	97	100	83	95	89	86	95	97	100	89
	Neutral	8	-	10	14	-	-	-	3	-	9	4	3	-	-	4	-	10	5	3	-	-
	-	-	33	-	-	-	-	-	2	-	6	-	-	-	17	2	11	5	-	-	-	11
Overall satisfaction with field maintenance crew	+	83	75	100	86	100	-	100	94	89	83	96	97	100	83	92	85	87	95	97	89	89
	Neutral	8	-	-	-	-	-	-	2	-	8	4	-	-	-	3	-	7	4	-	-	-
	-	8	25	-	14	-	100	-	5	11	8	-	3	-	17	5	15	7	1	3	11	11
Time taken arrive/ address fault/ service problem	+	64	50	82	89	100	100	67	82	78	69	88	94	88	60	79	69	72	88	94	89	63
	Neutral	8	-	-	-	-	-	33	6	-	13	3	-	13	20	7	-	10	2	-	11	25
	-	28	50	18	11	-	-	-	12	22	18	10	6	-	20	15	31	18	10	6	-	13
Time taken to fully restore your services	+	82	67	90	88	100	100	67	90	60	73	94	93	75	100	88	63	77	93	94	80	88
	Neutral	-	-	-	13	-	-	33	2	20	9	3	3	25	-	2	13	7	4	3	20	13
	-	18	33	10	-	-	-	-	8	20	18	3	3	-	-	10	25	16	3	3	-	-
Time taken to clean up after sewer overflow	+	-	-	-	-	100	-	-	-	-	-	-	94	-	-	-	-	-	-	94	-	-
	Neutral	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	3	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	3	-	-
Overall time taken to complete works	+	76	75	82	88	100	-	33	88	78	84	93	97	86	100	86	77	83	92	97	75	75
	Neutral	4	-	-	-	-	100	33	3	-	3	3	-	14	-	3	-	2	3	-	25	13
	-	20	25	18	13	-	-	33	9	22	14	4	3	-	-	11	23	15	5	3	-	13

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

FIGURE 37: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES - SPLIT BY FAULT (Q16, Q17) CONTINUED

Regional		% response																				
		Business						Residential						Total								
		Water			Sewer			Other (n~1)	Water			Sewer			Other (n~1)	Water			Sewer			Other (n~2)
		Meter (n~31)	Road (n~3)	Other (n~23)	Blockage (n~1)	Other (n~2)	Meter (n~31)		Road (n~3)	Other (n~9)	Blockage (n~1)	Overflow (n~3)	Meter (n~62)	Road (n~7)		Other (n~31)	Blockage (n~2)	Overflow (n~3)	Other (n~2)			
Leaving the worksite in a safe and neat condition after completing the work	+	90	100	100	-	50	100	93	100	100	100	67	-	92	100	100	100	67	50	50		
	Neutral	3	-	-	-	-	-	3	-	-	-	-	-	3	-	-	-	-	-	-		
	-	7	-	-	-	50	-	3	-	-	-	33	100	5	-	-	-	33	50	50		
Treating people's property with care	+	93	100	100	-	50	100	94	100	100	100	67	-	93	100	100	100	67	50	50		
	Neutral	3	-	-	-	-	-	3	-	-	-	-	-	3	-	-	-	-	-	-		
	-	3	-	-	-	50	-	3	-	-	-	33	100	3	-	-	-	33	50	50		
Overall satisfaction with field maintenance crew	+	90	100	100	-	50	100	91	100	100	100	100	-	90	100	100	100	100	50	50		
	Neutral	3	-	-	-	-	-	6	-	-	-	-	-	5	-	-	-	-	-	-		
	-	6	-	-	-	50	-	3	-	-	-	-	100	5	-	-	-	-	50	50		
Arrive to address the fault/service problem	+	85	100	88	100	50	100	74	100	100	100	100	-	80	100	91	100	100	50	50		
	Neutral	9	-	8	-	-	-	6	-	-	-	-	-	8	-	6	-	-	-	-		
	-	6	-	4	-	50	-	19	-	-	-	-	100	13	-	3	-	-	50	50		
Fully restore your services	+	87	100	95	100	-	-	93	100	100	100	100	-	90	100	97	100	100	-	-		
	Neutral	3	-	5	-	-	-	4	-	-	-	-	-	3	-	3	-	-	-	-		
	-	10	-	-	-	-	-	4	-	-	-	-	100	7	-	-	-	-	-	100		
Clean up after the sewer overflow	+	-	-	-	-	-	-	-	-	-	-	67	-	-	-	-	-	67	-	-		
	Neutral	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	-	-	-	-	-	-	-	-	-	-	-	33	-	-	-	-	-	33	-	-		
The overall time taken to complete the works	+	84	100	83	100	100	100	84	100	100	100	100	-	84	100	88	100	100	100	50		
	Neutral	6	-	17	-	-	-	6	-	-	-	-	-	6	-	12	-	-	-	-		
	-	9	-	-	-	-	-	9	-	-	-	-	100	9	-	-	-	-	-	50		

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



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

Total		% response													
		Residential							Business						
		Water			Sewer			Other (n~6)	Water			Sewer			Other (n~5)
		Meter (n~137)	Road (n~11)	Other (n~44)	Blockage (n~70)	Overflow (n~35)	Other (n~7)		Meter (n~89)	Road (n~7)	Other (n~33)	Blockage (n~8)	Overflow (n~2)	Other (n~3)	
Leaving worksite in safe & neat condition after completing the work	+	94	92	86	97	94	100	67	89	86	97	71	100	67	100
	Neutral	4	8	2	3	-	-	-	2	-	-	29	-	-	-
	-	3	-	12	-	6	-	33	9	14	3	-	-	33	-
Treating people's property with care	+	95	100	87	96	94	100	71	93	83	97	86	100	67	100
	Neutral	3	-	8	4	3	-	-	6	-	3	14	-	-	-
	-	2	-	5	-	3	-	29	2	17	-	-	-	33	-
Overall satisfaction with field maintenance crew	+	93	92	86	96	97	100	71	88	86	100	86	100	33	100
	Neutral	3	-	7	4	-	-	-	5	-	-	-	-	-	-
	-	4	8	7	-	3	-	29	7	14	-	14	-	67	-
Time taken arrive/ address fault/ service problem	+	80	83	75	88	94	88	50	75	75	84	90	100	67	60
	Neutral	6	-	10	3	-	13	17	8	-	8	-	-	-	20
	-	13	17	15	10	6	-	33	17	25	8	10	-	33	20
Time taken to fully restore your services	+	90	67	79	94	94	75	83	84	83	94	89	100	100	75
	Neutral	2	17	7	3	3	25	-	2	-	3	11	-	-	25
	-	7	17	14	3	3	-	17	15	17	3	-	-	-	-
Time taken to clean up after sewer overflow	+	-	-	-	-	91	-	-	-	-	-	-	100	-	-
	Neutral	-	-	-	-	3	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	6	-	-	-	-	-	-	-	-	-
Overall time taken to complete works	+	87	85	87	93	97	86	83	80	88	83	89	100	50	40
	Neutral	4	-	2	3	-	14	-	5	-	11	-	-	50	20
	-	9	15	11	4	3	-	17	15	13	6	11	-	-	40

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

FIGURE 39: TRACKING: CUSTOMER SATISFACTION WITH FAULTS & SERVICES – METRO AREAS – SPLIT BY QUARTER (Q16, Q17)

		% response																	
		Metropolitan North									Metropolitan South								
		Q2 2014 (n~205)	Q3 2014 (n~170)	Q4 2014 (n~209)	Q1 2014 (n~133)	Q2 2014 (n~131)	Q3 2015 (n~139)	Q4 2015 (n~141)	Q1 15-16 (n~146)	Q2 15-16 (n~141)	Q2 2014 (n~158)	Q3 2014 (n~152)	Q4 2014 (n~188)	Q1 2014 (n~132)	Q2 2014 (n~121)	Q3 2015 (n~124)	Q4 2015 (n~130)	Q1 15-16 (n~109)	Q2 15-16 (n~136)
Leaving the worksite in a safe and neat condition after completing the work	+	94	95	91	91	89	95	90	94	93	94	93	91	88	94	89	93	94	92
	Neutral	3	2	4	8	5	2	6	4	4	5	2	5	5	3	5	3	4	2
	-	3	3	5	1	5	2	4	3	3	2	4	3	7	3	6	4	2	6
Treating people's property with care	+	97	97	95	94	92	97	93	94	94	94	95	95	91	91	96	95	96	94
	Neutral	2	2	3	5	3	2	5	5	5	3	1	3	5	5	2	4	3	4
	-	1	1	3	1	4	1	2	1	1	2	4	2	4	4	2	1	1	3
Overall satisfaction with field maintenance crew	+	93	93	92	90	90	92	91	89	92	89	92	90	88	91	91	92	92	92
	Neutral	3	3	4	6	5	4	5	6	3	6	3	6	7	4	1	5	5	3
	-	3	4	4	4	5	5	4	5	5	5	5	4	5	5	8	3	3	5
Time taken to arrive to address the fault/service problem	+	78	85	81	71	79	76	78	75	81	81	81	80	75	77	84	87	79	81
	Neutral	9	6	6	12	10	11	11	7	8	8	4	7	10	6	7	5	12	4
	-	13	10	12	17	12	13	11	18	12	12	15	13	15	17	8	8	9	15
Time taken to fully restore your services	+	88	88	91	88	84	84	83	85	90	85	86	85	85	84	87	88	84	85
	Neutral	6	3	3	5	8	4	8	6	6	7	4	9	5	9	3	4	6	3
	-	6	9	7	7	8	12	9	9	5	8	10	6	10	7	10	8	10	12
Time taken to clean up after the sewer overflow	+	74	75	96	90	92	85	86	88	93	80	95	83	83	82	92	100	100	95
	Neutral	21	-	4	-	-	8	4	-	-	13	5	17	8	9	8	-	-	5
	-	5	25	-	10	8	8	11	13	7	7	-	-	8	9	-	-	-	-
The overall time taken to complete the works	+	84	88	89	81	84	80	85	82	88	87	86	85	81	82	88	87	84	85
	Neutral	6	3	5	8	8	9	7	6	4	6	4	5	5	7	3	4	6	3
	-	10	9	7	11	8	11	8	12	8	7	11	10	13	11	9	9	10	11

FIGURE 40: TRACKING: CUSTOMER SATISFACTION WITH FAULTS & SERVICES – BY REGION – SPLIT BY QUARTER (Q16, Q17)

		% response																	
		Metropolitan									Regional								
		Q2 2014 (n~427)	Q3 2014 (n~370)	Q4 2014 (n~451)	Q1 2014 (n~318)	Q2 2014 (n~280)	Q3 2015 (n~300)	Q4 2015 (n~317)	Q1 15-16 (n~291)	Q2 15-16 (n~319)	Q2 2014 (n~152)	Q3 2014 (n~124)	Q4 2014 (n~123)	Q1 2014 (n~118)	Q2 2014 (n~143)	Q3 2015 (n~119)	Q4 2015 (n~92)	Q1 15-16 (n~117)	Q2 15-16 (n~112)
Overall satisfaction with field maintenance crew	+	92	92	91	90	91	91	91	91	92	93	90	95	97	90	94	93	91	93
	Neutral	4	3	5	6	4	3	5	6	3	3	3	2	2	7	4	4	3	3
	-	4	4	4	4	5	7	3	4	5	4	7	3	2	3	2	2	5	5
The overall time taken to complete the works	+	86	87	87	82	83	84	85	84	87	88	87	93	92	88	90	87	91	87
	Neutral	6	4	5	7	8	6	6	6	3	6	3	3	4	7	7	8	4	7
	-	9	9	8	12	9	10	9	11	10	6	10	4	3	5	3	5	4	6

FIGURE 41: SATISFACTION WITH BEING KEPT INFORMED OF THE PROGRESS OF THEIR QUERY/PROBLEM – METRO CUSTOMERS (ALL FAULTS)

		% response		
		Total (n=266)	Residential (n=212)	Business (n=54)
Satisfaction with being kept informed of the progress	+	68	68	70
	Neutral	9	10	6
	-	23	22	24

FIGURE 42: SATISFACTION WITH BEING KEPT INFORMED OF THE PROGRESS OF THEIR QUERY/PROBLEM – METRO CUSTOMERS (METER FAULTS)

		% response		
		Total (n=106)	Residential (n=80)	Business (n=26)
Satisfaction with being kept informed of the progress	+	61	60	65
	Neutral	8	9	8
	-	30	31	27

FIGURE 43: CUSTOMER SATISFACTION WITH PROBLEM RESOLUTION (Q10N13)

		% response		
		Residential n~515	Business n~141	Total n~655
Satisfaction with SA Water's efforts to resolve your query or problem	+	83	83	83
	Neutral	8	9	8
	-	10	8	9
SA Water keeping you informed of the progress of your query or problem	+	<b>65</b>	<b>76</b>	<b>68</b>
	Neutral	12	8	11
	-	23	17	21

FIGURE 44: SATISFACTION WITH SA WATER'S EFFORT BY TOUCHPOINT (Q10N13)

	% response				
	Residential	Business	Metro	Regional	Total
Faults	88	85	87	90	87
Accounts/general enquiries	73	60	73	68	72
Written correspondence	53	57	62	35	54
Connections	82	80	82	96	85
Total effort by SA Water to resolve your query or problem	83	83	82	85	83

FIGURE 45: LAST CONTACT TYPE (Q51) - WAS THIS THE PREFERRED WAY OF CONTACT (Q35N14)

	% response			
	Phone		Written	
	Yes	No	Yes	No
Residential	98	2	72	28
Business	98	2	86	14
Total	98	2	74	26

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

FIGURE 46: PREFERRED WAY TO BE CONTACTED BY SA WATER (Q18N14)

	n response	
	Contacted by phone n=12	Contacted by written correspondence n=14
Over the phone	1	14
Email	5	-
Face to face	2	-
Other (not specified)	4	-

### 5.3 Water quality

#### Highlights

- satisfaction results with water quality remained stable this quarter at 80% with residents' satisfaction (82%) much higher than business (70%), this being an ongoing trend
- taste, smell/odour are areas of concern; satisfaction with taste results dropped 2% from previous quarter to 59%, and smell/odour remained stable at 76%
- colour is the main area of strength sitting at 89% satisfaction

#### Areas of strength

- colour:  is the highest sitting on 89% overall satisfaction

#### Areas of concern

- taste persists as an area of concern, dropping 2% from 61% to 59% and remaining the lowest segment for satisfaction
- smell/odour continues to be the second area of weakness, remaining stable at 76% satisfaction
- business: *taste, safe to drink, smell/odour*; as discussed below, satisfaction is generally higher across all residential segments vs. business segments. However a significant decrease is shown in *taste* (residents 61% vs. business 49%) and *safe to drink* (residents 82% vs. business 71%), the latter generating a degree of concern for general health and safety. *Smell/odour* is generally low across both business and residents

#### Resident vs. business

- satisfaction is higher for residents (82%) than for business customers (70%)
- residential - regular drinkers vs. non-regular: similar to previous waves there is a large variance in overall satisfaction with regular drinkers showing 87% satisfaction (down 1% from previous wave) and non-regular 73% (down 2% from previous wave). *Taste* is a concern for both segments, however satisfaction for taste varies greatly with regular drinkers showing 72% satisfaction (down 4%) and 37% for non-regular drinkers (up 7%)
- business - regular vs. non-regular: an even greater variance is shown among the business segment; with regular drinkers showing 81% satisfaction (down 8% from previous wave) and non-regular showing 60% (down 8% from previous wave). Against previous trends, several areas rated higher satisfaction for non-regular users including *colour*, and *pressure*

#### Regional vs. metro

- metro showed an overall score of 83%, and regional 71%. The scores for metro residential and business were similar (residential 83%, business 81%), however for regional residential and business a greater variance was shown (residential 77%, business 62%)

FIGURE 47: CUSTOMER SATISFACTION WITH WATER QUALITY (Q38)

		% response		
		Residential n~574	Business n~141	Total n~715
Taste	+	61	49	59
	Neutral	20	24	21
	-	19	27	20
Safe to drink	+	82	71	80
	Neutral	11	20	13
	-	7	9	7
Colour	+	90	85	89
	Neutral	8	10	8
	-	2	5	3
Smell/odour	+	78	71	76
	Neutral	15	19	16
	-	7	10	8
Pressure	+	83	81	82
	Neutral	9	10	9
	-	9	9	9
The overall quality of the water	+	82	70	80
	Neutral	13	20	15
	-	5	9	6

FIGURE 48: DRIVERS OF SATISFACTION (RANKED IN ORDER OF IMPORTANCE) – WATER QUALITY

Water quality	Satisfaction score (% satisfied)
Safe to drink	80%
Smell/odour	76%
Taste	59%

FIGURE 49: SATISFACTION OF WATER QUALITY BASED ON REGULAR VS. NOT REGULAR TAP WATER DRINKER – RESIDENTIAL (Q38, Q17N14)

Residential		% response	
		Regularly drink tap water n~343	Do not drink tap water regularly n~133
Taste	+	72	37
	Neutral	20	21
	-	8	42
Safe to drink	+	89	68
	Neutral	8	18
	-	3	15
Colour	+	94	84
	Neutral	5	14
	-	1	2
Smell/odour	+	83	70
	Neutral	14	17
	-	4	13
Pressure	+	84	82
	Neutral	8	9
	-	8	9
The overall quality of the water	+	87	73
	Neutral	10	20
	-	3	7

Note: 0% represents n=1



FIGURE 50: SATISFACTION OF WATER QUALITY BASED ON REGULAR VS. NOT REGULAR TAP WATER DRINKER - BUSINESS (Q38, Q17N14)

Business		% response	
		Regularly drink tap water n~71	Do not drink tap water regularly n~40
Taste	+	63	15
	Neutral	19	35
	-	18	50
Safe to drink	+	81	68
	Neutral	13	16
	-	6	16
Colour	+	84	92
	Neutral	10	3
	-	6	5
Smell/odour	+	78	61
	Neutral	13	29
	-	9	11
Pressure	+	77	82
	Neutral	10	13
	-	13	4
The overall quality of the water	+	81	60
	Neutral	10	28
	-	9	13

FIGURE 51: CUSTOMER SATISFACTION WITH WATER QUALITY BY LOCATION (Q38)

		% response					
		Metropolitan			Regional		
		Residential n~466	Business n~68	Total n~535	Residential n~108	Business n~69	Total n~177
Taste	+	<b>60</b>	<b>55</b>	<b>59</b>	<b>65</b>	<b>46</b>	<b>57</b>
	Neutral	21	24	21	18	24	20
	-	19	22	19	18	31	23
Safe to drink	+	82	<b>78</b>	81	83	<b>67</b>	<b>77</b>
	Neutral	11	14	11	11	21	15
	-	7	7	7	6	11	8
Colour	+	89	86	89	<b>92</b>	83	88
	Neutral	9	10	9	6	10	8
	-	2	4	3	2	7	4
Smell/odour	+	<b>77</b>	<b>79</b>	<b>77</b>	80	<b>62</b>	<b>73</b>
	Neutral	16	14	16	12	23	16
	-	7	7	7	8	14	10
Pressure	+	83	<b>90</b>	84	82	<b>75</b>	<b>79</b>
	Neutral	9	5	8	9	12	10
	-	9	4	8	9	13	11
The overall quality of the water	+	83	81	83	<b>77</b>	<b>62</b>	<b>71</b>
	Neutral	13	15	13	16	23	18
	-	4	4	4	7	15	11

FIGURE 52: CUSTOMER SATISFACTION WITH WATER QUALITY BY FREQUENCY OF CONSUMPTION (Q38, Q17N14)

		% response							
		Today n~267	Within the past two days n~74	Within the week n~29	More than a week ago n~22	Within the last 3 months n~21	3 - 6 months ago n~12	More than 6 months ago n~84	Never n~74
Taste	+	79	63	54	52	33	30	33	35
	Neutral	15	27	36	19	38	50	21	21
	-	6	10	11	29	29	20	46	44
Safe to drink	+	90	86	83	90	68	75	72	61
	Neutral	8	8	17		21	25	14	19
	-	2	5		10	11		13	19
Colour	+	94	89	87	96	86	75	83	90
	Neutral	5	7	13		10	25	16	5
	-	1	4		4	5		1	5
Smell/odour	+	86	78	73	83	62	75	63	73
	Neutral	10	18	23	9	29	25	19	20
	-	4	4	3	9	10		19	8
Pressure	+	85	81	75	91	67	77	83	81
	Neutral	7	8	18	4	14	8	8	13
	-	8	11	7	4	19	15	9	6
The overall quality of the water	+	89	84	89	91	52	69	72	68
	Neutral	9	12	4	4	33	31	20	22
	-	3	4	7	4	14		8	10

FIGURE 53: AWARENESS OF 'TAKE THE TAP TEST' (Q1N15)

		% response		
		Residential n=598	Business n=155	Total n=753
Have you heard about 'Take the Tap Test'?	Yes	2	3	2
	No	98	97	98

FIGURE 54: AWARENESS OF 'TAKE THE TAP TEST' – SPLIT BY LOCATION (Q1N15)

		% response					
		Metropolitan			Regional/rural		
		Residential n=483	Business n=73	Total n=556	Residential n=115	Business n=78	Total n=193
Have you heard about 'Take the Tap Test'?	Yes	2	1	2	2	4	3
	No	98	99	98	98	96	97

FIGURE 55: PARTICIPATION OF 'TAKE THE TAP TEST' (Q2N15)

		% response		
		Residential n=12	Business n=4	Total n=16
Have you participated in the 'Take the Tap test'?	Yes	8	-	6
	No	92	100	94

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

FIGURE 56: PARTICIPATION OF 'TAKE THE TAP TEST' – SPLIT BY LOCATION (Q2N15)

		% response					
		Metropolitan			Regional/rural		
		Residential n=10	Business n=1	Total n=11	Residential n=2	Business n=3	Total n=5
Have you participated in the 'Take the Tap test'?	Yes	10	-	9	-	-	-
	No	90	100	91	100	100	100

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

## 5.4 Billing

### Highlights

- results for affordability increased from 22% to 25%
- results for value for money increased from 45% to 50%

Several factors are assessed across billing, with highlights discussed below:

- perception of affordability: this quarter has seen an increase in the percentage of customers who feel that SA Water bills are affordable, from 22% in the last quarter to 25% in the current wave. Perception of affordability is the same among business customers, but increased for residential customers from 22% to 26% in the current wave
- perception of value for money: a 7% increase was seen for residents, however a 1% decline was seen for business. Additionally, for residents there was a 7% reduction in negative ratings from 30% in the previous quarter to 23% in the current quarter
- financial stress indicator: customers who participated in the research in Q2 more comfortable to pay their bill in full by the due date with an increase from 71% to 77% this quarter, with both residents and business at 77%

FIGURE 57: VALUE FOR MONEY (Q3N15) – SPLIT BY QUARTER

		Residential		% response Business		Total	
		Qtr 1	Qtr 2	Qtr 1	Qtr 2	Qtr 1	Qtr 2
		2015 (n=513)	2015- (n=566)	2015 (n=189)	2015- (n=128)	2015 (n=702)	2015- (n=694)
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	47	46	45	50
	Neutral	26	26	32	34	28	27
	-	30	23	22	20	28	22

FIGURE 58: VALUE FOR MONEY – BY LOCATION (Q3N15) – SPLIT BY QUARTER

		Metropolitan		% response Regional		Total	
		Qtr 1	Qtr 2	Qtr 1	Qtr 2	Qtr 1	Qtr 2
		2015 (n=512)	2015- (n=516)	2015 (n=183)	2015- (n=176)	2015 (n=702)	2015- (n=694)
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	59	45	50
	Neutral	28	27	26	27	28	27
	-	27	25	29	15	28	22

FIGURE 59: AFFORDABILITY OF SA WATER BILL (Q4N14)

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

		% response		
		Residential n=548	Business n=115	Total n=663
Affordability	+	26	22	25
	Neutral	42	36	41
	-	32	43	34

FIGURE 60: PREFERENCE TO RECEIVE SA WATER BILL (Q5N14)

	% response		
	Residential n=598	Business n=155	Total n=753
Hard copy in the mail	75	67	73
Email	20	10	18
Other	4	23	8
Via an App on your smartphone	1	-	1
Through an individual login on the SA Water website	1	-	0

Note: 0% represents n=1

FIGURE 61: REASONS FOR PREFERENCE TO RECEIVE BILLS VIA THIS METHOD: (Q7N15)

	% response					Total
	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	
It's the only billing option I know of	1	-	-	-	-	1
It is easier to understand in this form	17	10	-	-	-	14
It is more convenient for me to receive bills in this way	56	59	67	75	2	53
Other	26	31	33	25	98	33

FIGURE 62: FINANCIAL STRESS INDICATOR (Q9N14)

	Residential n=558	% response Business n=117	Total n=675
You feel comfortable and pay the full amount by the due date	77	77	77
You feel mildly anxious but you pay the full amount by the due date	14	16	14
You feel comfortable but don't usually get around to paying by the due date	4	3	4
You ring SA Water immediately for a payment extension	2	2	2
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	1	-	1

## 5.5 Written correspondence

### Highlights

- results for satisfaction with timeliness of response (overall) increased from 61% to 66%
- results for satisfaction with timeliness of response (via letter) increased from 60% to 64%
- results for satisfaction with timeliness of response (via email) remained stable at 75%

Of those customers who had written correspondence with SA Water, 42 customers made email contact compared to 8 who wrote a letter.

Overall, satisfaction with the timeliness of SA Water's response showed an increase for the first time in three quarters; increasing from 61% last quarter to 66% in the current quarter.

For those who emailed SA Water, satisfaction with timeliness of SA Water's response increased from 60% to 64% this quarter. For those who sent a letter satisfaction remained stable at 75%.

FIGURE 63: CUSTOMER SATISFACTION WITH TIMELINESS OF SA WATER'S RESPONSE BY CUSTOMER CONTACT TYPE (Q4N13)

		% response		
		Email to SA Water n=42	Letter to SA Water n=8	Total n=50
Timeliness of SA Water's response	+	64	75	66
	Neutral	19	13	18
	-	17	13	16

FIGURE 64: HOW LONG DID IT TAKE FOR YOU TO RECEIVE A RESPONSE TO YOUR EMAIL/LETTER? (Q3N13)

	% response		
	Email to SA Water n=47	Letter to SA Water n=10	Total n=57
Within the same business day	32	-	26
2 - 5 business days	38	60	42
6 - 9 business days	6	10	7
10 - 20 business days	6	10	7
More than 20 business days	4	-	4
Haven't received a response	13	20	14

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



FIGURE 65: SATISFACTION WITH WRITTEN RESPONSE FROM SA WATER – SPLIT BY CONTACT TYPE (Q5N13)

		% response		
		Email to SA Water n~40	Letter to SA Water n~8	Total n~48
The response addressed your enquiry	+	61	57	60
	Neutral	15	-	13
	-	24	43	27
The information was easy to understand	+	80	75	79
	Neutral	8	13	8
	-	13	13	13
The correspondence was professional	+	78	75	78
	Neutral	12	13	12
	-	10	13	10
It was easy to find out where you could go if you needed more information	+	69	88	72
	Neutral	5	13	6
	-	26	-	21
After reading it, you were clear on what would happen next	+	74	71	74
	Neutral	10	14	11
	-	15	14	15

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

FIGURE 66: 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 14-15 (n~7)	Q4 14-15 (n~7)	Q1 15-16 (n~3)	Q2 15-16 (n~8)	Q3 14-15 (n~54)	Q4 14-15 (n~48)	Q1 15-16 (n~42)	Q2 15-16 (n~48)
The response addressed your enquiry	+	69	73	53	61	50	57	75	57	67	71	55	60
	Neutral	14	9	18	15	17	14	25	-	15	10	18	13
	-	16	18	30	24	33	29	-	43	18	20	27	27
The information was easy to understand	+	88	88	87	80	71	57	100	75	86	84	88	79
	Neutral	4	7	5	8	29	29	-	13	7	10	5	8
	-	8	5	8	13	-	14	-	13	7	6	7	13
The correspondence was professional	+	86	89	77	78	71	57	100	75	84	84	79	78
	Neutral	6	7	15	12	29	14	-	13	9	8	14	12
	-	8	5	8	10	-	29	-	13	7	8	7	10
It was easy to find out where you could go if you needed more information	+	70	84	68	69	50	40	100	88	68	79	70	72
	Neutral	9	8	15	5	17	40	-	13	10	12	14	6
	-	20	8	18	26	33	20	-	-	22	10	16	21
After reading it, you were clear on what would happen next	+	74	83	67	74	43	43	100	71	70	77	68	74
	Neutral	13	12	15	10	14	-	-	14	13	10	15	11
	-	13	5	18	15	43	57	-	14	17	13	17	15

FIGURE 67: DRIVERS OF SATISFACTION (RANKED IN ORDER OF IMPORTANCE) – WRITTEN CORRESPONDENCE

Written correspondence	Satisfaction score (% satisfied)
The correspondence was professional	86%
The response addressed your enquiry	72%

FIGURE 68: SATISFACTION WITH HANDLING CORRESPONDENCE BY HAVING TO CONTACT SA WATER ABOUT THIS ISSUE AGAIN FOR ANY REASON (Q7N13, Q6N13)

		% response	
		Yes – more contact n=14	No more contact n=34
Satisfaction with handling of your correspondence	+	43	74
	Neutral	21	9
	-	36	18

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

## **5.6 Connections**

### **Highlights**

- satisfaction with office staff results increased from 79% to 88%, particularly metro customers whose results increased from 72% to 87%
- results for satisfaction with the field maintenance crew increased from 81% to 95%
- a significant percentage of regional customers (87%) were not contacted about the date on which work was to occur

This quarter, overall satisfaction with office staff showed a significant increase from 79% the previous quarter to 88% in the current wave. This segment has shown some variance particularly around metro customers, which rebounded this quarter from 72% the previous wave to 87%.

Overall satisfaction for the field maintenance crew has turned around the previous decline to go back to 95% satisfaction (from 81% in the previous wave). Regional satisfaction which was 77% the previous wave increased to 100%, and metro satisfaction increased from 83% to 93%.

A significant percentage of regional customers (87%) were not contacted about the date on which work would occur. Customers showed that they wanted between 1 and 7 days' notice for works, and the findings would suggest that a letter in advance to provide this notice for regional customers would suffice.

FIGURE 69: CUSTOMER SATISFACTION WITH CONNECTION BY LOCATION (Q9N13, Q21, Q22)

		% response		
		Metro n~68	Regional n~19	Total n~88
Time taken to acknowledge receipt of your application	+	79	83	80
	Neutral	14	17	15
	-	7	-	5
Staff knowledge of products and services	+	87	95	89
	Neutral	10	5	9
	-	3	-	2
Helpfulness of staff	+	86	95	88
	Neutral	13	-	10
	-	1	5	2
Clear explanation of the situation and any next steps	+	79	86	81
	Neutral	14	9	13
	-	7	5	6
Estimated timeframe of overall time to complete	+	79	70	77
	Neutral	9	15	10
	-	13	15	13
Overall satisfaction with the office staff	+	87	91	88
	Neutral	10	9	10
	-	3	-	2
Leaving the worksite in a safe and neat condition after work/completing the connection	+	94	100	95
	Neutral	5	-	4
	-	2	-	1
Treating people's property with care	+	95	100	96
	Neutral	5	-	4
	-	-	-	-
The time taken to complete the connection	+	81	75	80
	Neutral	12	10	12
	-	7	15	9
Overall satisfaction with field maintenance crew	+	93	100	95
	Neutral	7	-	5
	-	-	-	-

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

FIGURE 70: CONTACTED AND ADVISED OF THE DATE THE WORK WOULD OCCUR (Q29N14)

	% response		
	Metro n=77	Regional n=23	Total n=100
Yes	60	13	49
No	40	87	51

FIGURE 71: CONNECTION REQUEST FOR VACANT LAND (Q30N14)

	% response		
	Metro n=31	Regional n=20	Total n=51
Yes	52	55	53
No	48	45	47

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

FIGURE 72: NOTICE GIVEN (NUMBER OF DAYS) (Q31N14)

	% response		
	Metro n=36	Regional n=2	Total n=38
1	11	-	11
2	31	-	29
3	8	-	8
4	6	50	8
5	14	-	13
6	-	-	-
7	19	50	21
8	-	-	-
9	-	-	-
10	-	-	-
10+	11	-	11

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

FIGURE 73: NOTICE PREFERENCE (NUMBER OF DAYS) (Q32N14)

	% response		
	Metro n=77	Regional n=23	Total n=100
1	6	22	10
2	27	26	27
3	14	17	15
4	1	-	1
5	13	9	12
6	-	-	-
7	25	26	25
8	-	-	-
9	-	-	-
10	3	-	2
10+	10	-	8

FIGURE 74: DRIVERS OF SATISFACTION (RANKED IN ORDER OF IMPORTANCE) – LAND DEVELOPMENT/CONNECTIONS

Land development/connections – office staff	Satisfaction score (% satisfied)
Helpfulness of staff	87%
Staff knowledge of products and services	85%
Clear explanations of situation and next steps	80%

FIGURE 75: HOW LONG DID YOU EXPECT IT WOULD TAKE TO RECEIVE A RESPONSE TO YOUR EMAIL/LETTER? (Q5N15)

	% response		Total n=50
	Email n=42	Letter n=8	
Within the same business day	17	-	14
2 - 5 business days	55	38	52
6 - 9 business days	19	25	20
10 - 20 business days	2	38	8
More than 20 business days	5	-	4
Haven't received a response	2	-	2

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

FIGURE 76: HOW LONG DID YOU EXPECT IT WOULD TAKE TO RECEIVE A RESPONSE AFTER LODGING A FAULT/PROBLEM? (Q6N15)

	% response		Total n=493
	Metropolitan n=358	Regional n=131	
Within the same business day	49	31	44
2 - 5 business days	27	46	33
6 - 9 business days	13	10	12
10 - 20 business days	3	5	3
More than 20 business days	0	1	0
Haven't received a response	8	7	8

Note: 0% represents n=2 or less

FIGURE 77: HOW LONG DID YOU EXPECT IT WOULD TAKE TO RECEIVE A RESPONSE AFTER LODGING A FAULT/PROBLEM? (Q6N15)

	% response		Total n=493
	Residential n=353	Business n=140	
Within the same business day	48	34	44
2 - 5 business days	29	42	33
6 - 9 business days	12	11	12
10 - 20 business days	3	5	3
More than 20 business days	0	1	0
Haven't received a response	8	7	8

Note: 0% represents n=2 or less

FIGURE 78: 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=493
	Water			Sewer			Other n=14	
	Meter n=226	Road n=25	Other n=92	Block- age n=84	Overflow n=39	Other n=13		
Within the same business day	20	56	50	79	90	46	43	44
2-5 business days	40	32	39	18	8	23	43	33
6-9 business days	23	-	3	-	-	15	-	12
10-20 business days	7	-	-	-	-	-	-	3
More than 20 business days	1	-	-	-	-	-	-	0
No expectation	8	12	8	4	3	15	14	8

FIGURE 79: HOW DID YOU FIND THE PHONE NUMBER TO CONTACT SA WATER? (Q9N15)

	% response		
	Residential n=503	Business n=143	Total n=646
Phone book	15	14	15
Website	20	32	23
My bill	48	28	43
Other Letter	1	1	1
Social media	2	-	2
Face to face contact with SA Water	1	1	1
Other	13	24	16

FIGURE 80: HOW DID YOU FIND THE PHONE NUMBER TO CONTACT SA WATER? (Q9N15)

	% response		
	Metropolitan n=481	Regional n=161	Total n=646
Phone book	15	17	15
Website	25	17	23
My bill	42	47	43
Other Letter	1	1	1
Social media	2	-	2
Face to face contact with SA Water	0	2	1
Other	16	16	16

Note: 0% represents n=1

FIGURE 81: HOW MUCH EFFORT WAS REQUIRED TO FIND THE PHONE NUMBER? (Q10N15)

		% response		
		Residential n=493	Business n=142	Total n=635
Effort required	+	94	96	94
	Neutral	4	1	4
	-	2	3	2

FIGURE 82: HOW MUCH EFFORT WAS REQUIRED TO FIND THE PHONE NUMBER? (Q10N15)

		% response		
		Metropolitan n=472	Regional n=159	Total n=635
Effort required	+	93	97	94
	Neutral	5	1	4
	-	2	1	2

FIGURE 83: WHICH NUMBER IS EASIER TO RECALL – 1800 SAWATER OR 1300 SAWATER? (Q11N15)

		% response		
		Residential n=503	Business n=143	Total n=646
1800		20	11	18
1300		30	25	29
Neither/doesn't matter		50	64	53

FIGURE 84: WHICH NUMBER IS EASIER TO RECALL – 1800 SAWATER OR 1300 SAWATER? (Q11N15)

		% response		
		Metropolitan n=481	Regional n=161	Total n=646
1800		19	16	18
1300		29	30	29
Neither/doesn't matter		52	55	53



FIGURE 85: WHICH INDUSTRY DO YOU CURRENTLY WORK IN? (Q46)

	% response			Total (n=155)
	Fault/service problem (Maximo data set n=140)	Land development and/or connection (Connection CAMS data set n=5)	Account and/or general enquiry (CSIS follow up data set n=10)	
Other	61	60	60	61
Retail trade	10	20	10	10
Manufacturing	6	-	-	6
Building/construction	5	20	-	5
Health and community services	6	-	-	5
Cultural, recreational and personal services	4	-	10	4
Wholesale trade	4	-	-	3
Accommodation, cafes and restaurants	1	-	20	2
Transport/storage	1	-	-	1
Communication, property and business services	1	-	-	1
Finance and insurance	1	-	-	1

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

FIGURE 86: WHICH REGION DO YOU LIVE IN? (Q47)

	% response			Total (n=753)
	Fault/service problem (Maximo data set n=493)	Land development and/or connection (Connection CAMS data set n=50)	Account and/or general enquiry (CSIS follow up data set n=210)	
Metropolitan	73	72	77	74
Regional	27	28	23	26
Both	1	-	-	1

FIGURE 87: WHAT IS YOUR ROLE WITHIN THE BUSINESS? (Q26N14)

	% response		Total (n=148)
	Fault/service problem (Maximo data set n=138)	Account and/or general enquiry (CSIS follow up data set n=10)	
Owner	46	30	45
Middle manager	14	20	14
Employee	13	30	14
Senior manager	14	10	14
Frontline manager	9	-	9
CEO/MD	4	10	4

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

FIGURE 88: APPROXIMATELY HOW MUCH WATER DOES THE BUSINESS USE PER QUARTER? (Q48)

	% response		Total (n=29)*
	Fault/service problem (Maximo data set n=26)	Account and/or general enquiry (CSIS follow up data set n=3)	
Less than 1 ML	62	100	66
1 to 5 ML	19	-	17
6 to 10 ML	8	-	7
More than 10 ML	12	-	10

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

FIGURE 89: APPROXIMATELY, WHAT PROPORTION OF YOUR BUSINESS PRODUCTION AND RUNNING COSTS RELATE TO THE COST OF WATER? (Q48)

	% response		Total (n=75)
	Fault/service problem (Maximo data set n=72)	Account and/or general enquiry (CSIS follow up data set n=3)	
Less than 20%	78	100	79
20% to 50%	17	-	16
More than 50%	6	-	5

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

FIGURE 90: GENDER (Q46A)

	% response			Total (n=598)
	Fault/service problem (Maximo data set n=353)	Land development and/or connection (Connection CAMS data set n=45)	Account and/or general enquiry (CSIS follow up data set n=200)	
Male	55	76	53	56
Female	45	24	47	44

FIGURE 91: AGE (Q46B)

	% response			Total (n=594)
	Fault/service problem (Maximo data set n=352)	Land development and/or connection (Connection CAMS data set n=43)	Account and/or general enquiry (CSIS follow up data set n=199)	
18 to 25 years	2	-	1	1
26 to 35 years	9	19	8	9
36 to 45 years	14	23	11	14
46 to 55 years	22	14	21	21
56 to 65 years	26	30	22	25
66 to 75 years	19	9	27	21
76 to 85 years	6	5	9	7
Over 85 years	2	-	2	2

FIGURE 92: GROSS ANNUAL HOUSEHOLD INCOME BEFORE TAX (Q46C)

	% response			Total (n=444)
	Fault/service problem (Maximo data set n=254)	Land development and/or connection (Connection CAMS data set n=41)	Account and/or general enquiry (CSIS follow up data set n=149)	
Less than \$20,000	11	2	20	13
\$20,001 to \$40,000	16	10	23	18
\$40,001 to \$60,000	14	22	15	15
\$60,001 to \$80,000	21	17	13	18
\$80,001 to \$100,000	15	24	11	15
\$100,001 to \$150,000	15	15	13	14
More than \$150,000	7	10	5	7