5.

Customer Satisfaction Research (Q3 2014/15)
Summary of Data
January – March 2015

Prepared for

Government of South Australia

SA Water

integrity . clarity . insight

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Contents

1. Executive Summary (Key Insights)

Between 2nd February 2015 and 9th April 2015 telephone interviews were conducted with 802 customers who recently had a service experience with SA Water. These are the results from the third quarter 2014-2015.

Overall Q3 findings

The key findings from the research are as follows:

- overall customer satisfaction with SA Water is at 81%, only 4% below SA Water's Strategic Plan target of 85% (highest score recorded for SA Water)
  - the gap between business and residential customer satisfaction has closed considerably (81% residential vs 80% business)
  - satisfaction is higher in regional locations (83% regional vs 80% metropolitan)
- the following channels have achieved the **highest levels of overall satisfaction** (illustrated in figure 2):
  - field maintenance crew - faults (94% resident satisfaction, 89% business satisfaction)
  - CSC (88% resident satisfaction, 85% business satisfaction)
- the areas of customer service with **levels of overall satisfaction** [redacted] were:
  - handling of correspondence (69% residential satisfaction) (NB: small sample size)
  - keeping you informed of the progress of your query or problem (67% residential satisfaction, 60% business satisfaction)
- overall, 44% of business and 47% of residential customers were likely to tell others about their SA Water experience and likely to speak positively (promoter)
  - 9% of business and 12% of residential customers were likely to tell others about their SA Water experience and likely to speak negatively (vocal detractors)
- if given a choice of provider, eight in ten customers would choose SA Water
  - levels have increased since last quarter (was 76%)

Customer Service Centre (CSC)

- the CSC scored 88% positive satisfaction among residents and 85% among businesses both of which [redacted]
  - results were slightly higher among residential customers compared to the business sample across most of the attributes measured
  - metropolitan callers remain slightly more satisfied than their regional counterparts
  - the gap in overall satisfaction with the CSC between regional and metropolitan callers remains at just 1% difference between locations (86% regional, 87% metro)
    - both scores have improved [redacted]
  - for the first time, all CSC attributes continue to sit [redacted] for both customer types and in both locations
  - *having questions answered on the first occasio*n have the highest levels of dissatisfaction (10%)

Faults and service problems

- for faults and service issues, results remain at best practice standards with 92% overall satisfaction with the service provided by the field maintenance crews (94% residential satisfaction, 89% business satisfaction)
  - remains the highest satisfaction score of all service channels measured
  - best practice satisfaction levels (above 90% combined satisfied and very satisfied results) were achieved among both the residential and business segments for crew performance with regard to:
    - helpfulness of crew
    - leaving the worksite in a safe and neat condition after work
    - treating people's property with care
    - overall satisfaction with field maintenance crew (residential only)
- faults and services timeliness:
  - satisfaction with *overall time taken to complete the works* is close to best practice levels for residential customers (89%) and [redacted]
  - residential customers are now more satisfied than business customers with timeliness of service. All timeliness attributes [redacted]
    - time taken to arrive to address the fault/service problem [redacted]
    - overall time taken to complete the works [redacted]
- analysis by region:
  - levels of satisfaction are much more consistent across locations and customer types in regard to experience with crews
    - [redacted]
  - best practice levels of satisfaction were achieved in all regions excluding South East for:
    - overall satisfaction with field maintenance crew
  - best practice levels of satisfaction were achieved in all regions excluding Eyre for:
    - treating people's property with care
  - a number of variations in terms of timeliness can be seen between the samples
    - time taken to arrive to address the fault/service remains the lowest performing attribute across most regions
    - time taken to fully restore your services scored [redacted] in the South East
    - overall time taken to complete the works was [redacted] levels across all regions
  - Northern, Metro South and Eyre performed well with all attributes scoring [redacted]

Water quality

- nearly eight in ten customers are satisfied with the overall quality of water (78% combined satisfaction)
  - this quarter, there is only a 3% difference in satisfaction between customer types
    - (79% residential (previously 79%), 76% business (previously 78%))
  - *tap water with an additional filter* (43%), *tap water* (31%) and *rain water/tank water* (19%) were the main sources of drinking water across the samples
  - *colour and pressure* of water remain the top performing attributes in regard to water quality ([redacted]
    - safe to drink
    - smell/odour
    - overall quality
  - *taste* continues to be the area of lowest satisfaction [redacted] across both customer types and locations
    - taste is also a concern for regular drinkers of tap water with no additional filter
    - taste has the highest levels of dissatisfaction among customers surveyed (nearly a quarter of all respondents are dissatisfied with taste)
    - there have been some improvements in perceptions of taste among residential customers in both metropolitan and regional locations and businesses in metro locations since last quarter
  - regular drinkers of tap water (with no additional filter) were much more satisfied with the water quality attributes tested compared to those who do not regularly drink tap water
    - a 16% difference among residential customers and a 15% difference in satisfaction levels among business customers in terms of the overall quality of the water (regular drinkers vs non-drinkers)

Billing

- in terms of billing
  - affordability of SA Water bills remains a key concern for customer with just 18% of residents and 22% of businesses suggesting it was affordable
  - even fewer resident customers felt their SA Water bill was affordable this quarter
  - the majority of customer still feel comfortable and pay the full amount by the due date, but this number has dropped compared to last quarter (from 68% to 64%)
    - a quarter felt mildly anxious but still pay the amount by the due date (was 22%).
  - nearly three quarters of customers (residential and business alike) have a preference to receive a hard copy in the mail. 21% would like to receive their bill by email
  - 38% find the concept of reading their own meter and providing the reading to SA Water appealing (more so residential than business customers)

Written correspondence

- in terms of written correspondence, 51 customers made email contact compared to 8 who wrote a letter
  - overall satisfaction levels with the timeliness of SA Water's response has improved by 8% this quarter
    - satisfaction levels have remained consistent since last quarter for those who emailed (73% this quarter)
    - satisfaction levels have improved dramatically for those who had sent a letter (from 53% to 86% - not statistically significant due to sample size)
  - customers who had emailed SA Water were generally more satisfied with the written response provided by SA Water compared to those who had submitted a letter
  - satisfaction with the handling of correspondence has improved this quarter
    - customers who made contact only once are much more satisfied with the handling of their correspondence compared to those who are required to contact SA Water multiple times to seek resolution (83% vs. 57%)

Connections

- overall satisfaction with connections office staff has declined [redacted]
    - regional connection customers are slightly more satisfied with the office staff than those in metropolitan locations (82% vs 79%)
- overall satisfaction with field maintenance crew has improved in regional locations (100% - at best practice levels) but has declined by 13% in metro locations
    - [redacted]
    - there have been declines in satisfaction across most attributes measured for metro connections customers [redacted]

2. About this Report

Context

In 2012, SA Water commenced an enhanced customer research program with a commitment to include quarterly customer satisfaction research with recent contact customers. A new survey was designed in consultation with key internal stakeholders to reflect business needs across the Corporation, in particular regulatory needs and alignment with ESCOSA service standards.

This report provides the results from Q3 2014/15.

Reading the results

new**focus** 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 answerer 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%.

Sample sizes have been included in all tables as "n". The n value represents 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). Where sample sizes are small, results should not be considered on their own, rather as an indicator only. 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 new**focus** with recent contact customer data using extracts from CSIS and Maximo. Data extracts consisted of customers who had contacted SA Water by phone and written correspondence.

Customer Type	Location	Sample size
Recent contact customers (residential)	Metro	401
	Regional	101
Sub-total		**502**
Recent contact customers (business)	Metro	112
	Regional	82
	Both	6
Sub-total		**200**
Land development/connections	Mix	100
Sub-total		**100**
TOTAL		**802 Customers**

<u>Breakdown by touchpoint and call nature</u>

Contact touch point	Call nature	Sample size
Customer Service Centre	Fault/service problem	480
	Account and/or general enquiry	222
	Complaint	-
Land development and/or connection	Land development and/or connection	100
Written contact	Email	59
	Letter contact	
TOTAL		**802**

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 to customers.

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

3. Summary of Results

3.1 Overall Customer Satisfaction Results

As illustrated in Figure 1a over the page, overall customer satisfaction with SA Water has improved to be at the highest levels recorded for SA Water, just 4% below the SA Water Strategic Plan KPI of 85% [redacted] This translates to just over eight out of 10 people having a positive experience with SA Water. Satisfaction is 4% higher than the same time last year (Q3 2013/14, 77%). Overall satisfaction has remained between 72% and 81% across the quarters of fieldwork (9 quarters).

This quarter, the gap between business and residential customer satisfaction has closed considerably (81% residential vs 80% business). It is extremely encouraging to observe residential satisfaction is the highest of all the quarters of surveying to date and business satisfaction [redacted] Satisfaction is higher in regional locations (83% regional vs 80% metropolitan). This figure for regional satisfaction is also the highest result to date.

The following channels have achieved the **highest levels of overall satisfaction** (illustrated in figure 2 overleaf):

- *field maintenance crew - faults (94% resident satisfaction, 89% business satisfaction)*
- *CSC (88% resident satisfaction, 85% business satisfaction)*

The areas of customer service [redacted] were:

- *handling of correspondence (69% residential satisfaction) (NB: small sample size)*
- *keeping you informed of the progress of your query or problem (67% residential satisfaction, 60% business satisfaction)*

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

Figure 1a: Total All Customers Satisfaction Results (Q44)

Same time last year

% response

		Residential							Business							Total						
		Q1 13-14 n=824	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	Q1 13-14 n=175	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	Q1 13-14 n=999	Q2 13-14 n=995	Q3 13-14 n=995	Q4 13-14 n=1000	Q1 14-15 n=777	Q2 14-15 n=769	Q3 14-15 n=766
Overall satisfaction with SA Water	+	78	79	78	79	78	76	81	69	63	73	80	81	85	80	76	77	77	79	79	78	81
	Neutral	13	13	12	12	12	13	12	23	24	17	14	13	8	13	15	14	13	13	13	11	12
	-	10	9	10	9	10	11	7	8	13	10	7	6	7	6	9	9	10	8	9	10	7

** SA Water Strategic Plan KPI (85%)*

Figure 1b: Total All Customers Satisfaction Results – split by location (Q44)

Same time last year

% response

		Metro							Regional							Total						
		Q1 13-14 n=738	Q2 13-14 n=739	Q3 13-14 n=730	Q4 13-14 n=744	Q1 14-15 (n=600)	Q2 14-15 (n=542)	Q3 14-15 n=558	Q1 13-14 n=261	Q2 13-14 n=256	Q3 13-14 n=265	Q4 13-14 n=256	Q1 14-15 (n=172)	Q2 14-15 (n=226)	Q3 14-15 n=202	Q1 13-14 n=999	Q2 13-14 n=995	Q3 13-14 n=995	Q4 13-14 n=1000	Q1 14-15 (n=777)	Q2 14-15 (n=769)	Q3 14-15 n=766
Overall satisfaction with SA Water	+	74	77	78	80	79	77	80	81	76	75	78	79	82	83	76	77	77	79	79	78	81
	Neutral	16	14	13	12	13	12	13	10	15	14	14	13	11	11	15	14	13	13	13	11	12
	-	9	9	10	8	9	11	7	9	9	11	8	8	7	6	9	9	10	8	9	10	7

** SA Water Strategic Plan KPI (85%)*

Figure 1c: Residential Customers Satisfaction Results – split by location (Q44)

Same time last year (Metro Q3 13-14; Regional Q3 13-14; Total Q3 13-14)

% response

		Metro							Regional							Total						
		Q1 13-14 n=624	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	Q1 13-14 n=200	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	Q1 13-14 n=824	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
Overall satisfaction with SA Water	+	76	79	79	80	78	75	81	84	78	77	76	79	80	81	78	79	78	79	78	76	81
	Neutral	14	12	12	11	12	13	12	8	14	12	15	13	10	11	13	13	12	12	12	13	12
	-	10	9	10	8	10	12	7	9	8	11	9	8	10	8	10	9	10	9	10	11	7

** SA Water Strategic Plan KPI (85%)*

Figure 1d: Business Customers Satisfaction Results – split by location(Q44)

Same time last year (Metro Q3 13-14; Regional Q3 13-14; Total Q3 13-14)

% response

		Metro							Regional							Total						
		Q1 13-14 n=114	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	Q1 13-14 n=61	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	Q1 13-14 n=175	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
Overall satisfaction with SA Water	+	67	62	73	78	81	84	77	72	66	74	83	79	85	86	69	63	73	80	81	85	80
	Neutral	27	26	18	15	14	6	15	16	18	17	12	13	11	10	23	24	17	14	13	8	13
	-	6	12	9	7	5	10	8	11	16	10	5	9	4	3	8	13	10	7	6	7	6

** SA Water Strategic Plan KPI (85%)*

Figure 2: Summary Results

		% response				
		Residential	Business	Metropolitan	Regional	Total
Overall satisfaction with the Customer Service Centre	+	88	85	87	86	87
	Neutral	6	8	7	6	7
	-	6	7	6	8	6
SA Water keeping you informed of the progress of your query or problem	+	67	60	65	66	65
	Neutral	13	13	12	14	13
	-	20	27	23	20	22
SA Water's efforts to resolve your query or problem	+	82	80	81	86	82
	Neutral	6	9	7	5	7
	-	12	11	13	9	12
Overall satisfaction with field maintenance crew	+	94	89	91	94	92
	Neutral	1	6	3	4	3
	-	5	6	7	2	5
The overall quality of the water	+	79	76	80	73	78
	Neutral	16	17	15	19	16
	-	5	6	5	8	6
Overall, how satisfied were you with the handling of your correspondence	+	69	78	73	69	71
	Neutral	8	-	7	6	7
	-	22	22	20	25	22
Overall satisfaction with the connections office staff	+	79	71	78	78	78
	Neutral	18	14	17	17	17
	-	4	14	4	6	5
Overall satisfaction with field maintenance crew (Connections)	+	75	86	66	100	76
	Neutral	21	14	30	-	21
	-	4	-	5	-	3
Ease of doing business	+	87	87	88	85	87
	Neutral	7	7	6	9	7
	-	7	5	6	6	6
Supplier of choice	+	80	80	80	79	80
	Neutral	12	11	11	13	12
	-	8	9	8	8	8
Overall satisfaction with SA Water	+	81	80	80	83	81
	Neutral	12	13	13	11	12
	-	7	6	7	6	7

Figure 2: Summary Results continued

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)

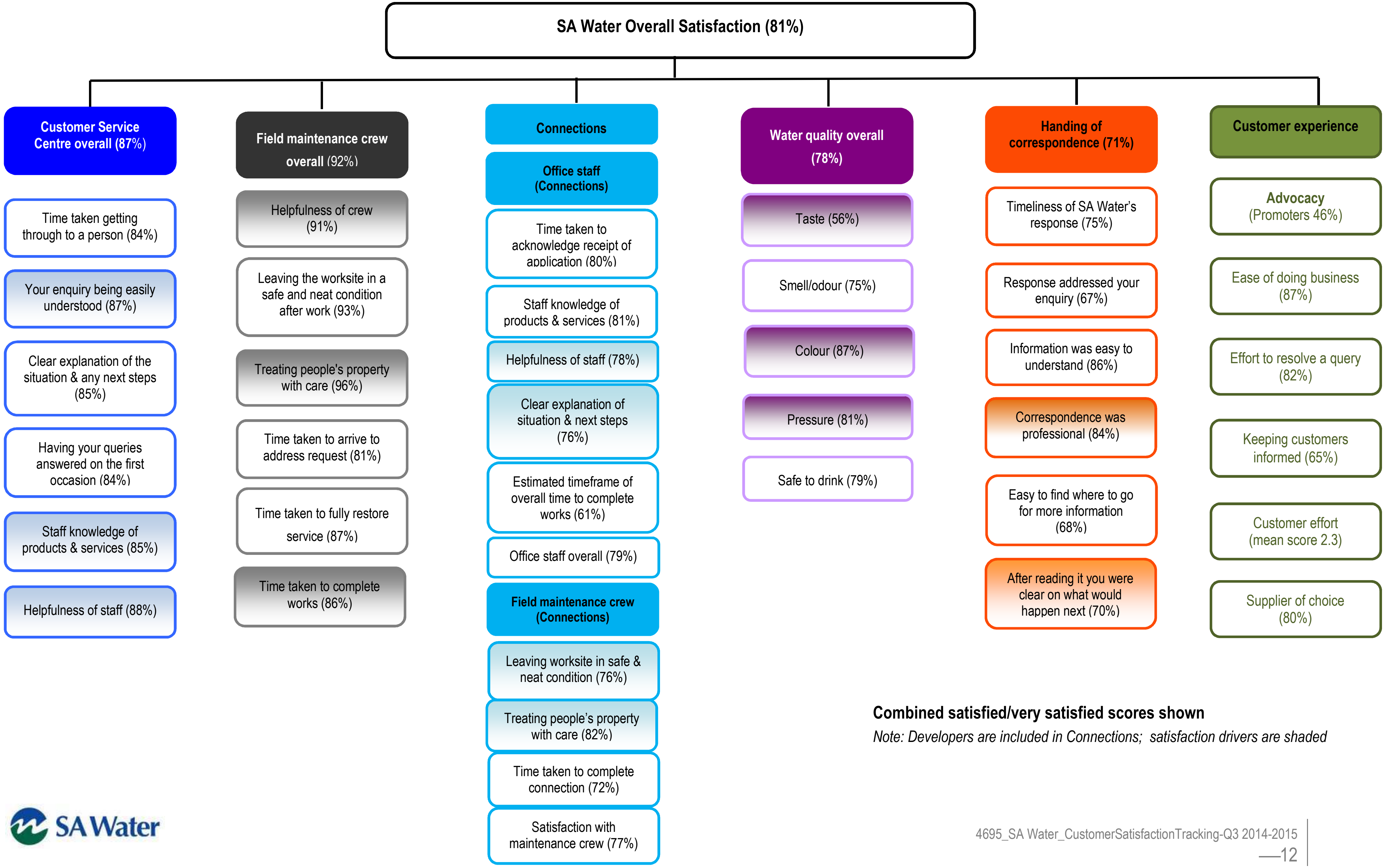
And how likely or unlikely would you be to tell others about your recent experience with SA Water? (10-Very likely, 0-Very unlikely)

		% response				
		Residential	Business	Metropolitan	Regional	Total
Advocacy	Promoters	47	44	45	50	46
	Passively satisfied	24	34	26	27	27
	Passive detractors	17	14	18	12	16
	Vocal detractors	12	9	11	10	11
	Advocacy score	17.9	21.5	16.1	26.9	18.8

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

Customer effort	Mean score	2.3	2.3	2.3	2.3	2.3

1.0 Very Low Effort	2.0	3.0	4.0	5.0 Very High Effort



Combined satisfied/very satisfied scores shown

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

3.2 Customer Satisfaction Results – Aligned with ESCOSA Service Standards

Figure 3: Customer Satisfaction with Timeliness – split by location

		Customer Satisfaction % response Metropolitan	Regional	Total
Telephone Responsiveness				
Time taken in getting through to a person	+	85	81	84
	Neutral	11	14	12
	-	4	5	4
Timeliness of Attendance at Water Breaks, Bursts and Leaks				
Time taken to attend to address fault/service problem	+	75	86	79
	Neutral	10	9	10
	-	15	5	11
Timeliness of Water Services Restoration				
Time taken to restore the water service	+	85	94	88
	Neutral	4	5	4
	-	12	1	7
Timeliness of the Connections				
Time taken to complete the connection	+	73	90	78
	Neutral	20	5	16
	-	6	5	6
Timeliness of Sewerage Service Restoration				
Time taken to restore the sewerage service* (Metro n=110, Regional n=4)	+	86	75	86
	Neutral	4	25	4
	-	10	-	10
Timeliness of Sewerage Overflow Attendance				
Time taken to attend to the sewerage overflow* (Metro n=25, Regional n=1)	+	88	100	89
	Neutral	4	-	4
	-	8	-	7
Timeliness of Sewerage Overflow Clean up				
Time taken to clean up the sewerage overflow* (Metro n=23, Regional n=1)	+	87	100	88
	Neutral	9	-	8
	-	4	-	4

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

4. Results by Channel / Customer Service Area

4.1 Customer service centre (CSC)

For the first time, all CSC attributes continue to for both customer types and in both locations as illustrated in Figure 4. Of the CSC attributes measured, *having questions answered on the first occasion* have the highest levels of dissatisfaction (10%).

This quarter, results were slightly higher among residential customers compared to the business sample across most of the attributes measured. Similarly, metropolitan callers remain slightly more satisfied than their regional counterparts.

Overall satisfaction (87% combined total) for both residents and business customers (88% and 85% respectively). The gap in overall satisfaction with the CSC between regional and metropolitan callers remains at just 1% difference between locations (86% regional, 87% metro). Both scores have improved

Figure 4: Customer Satisfaction with the customer service centre (Q7)

		% response Residential n~452	 Business n~187	 Total n~639
Time taken in getting through to a person	+	84	85	84
	Neutral	12	11	12
	-	4	4	4
Your enquiry being easily understood	+	88	83	87
	Neutral	5	9	6
	-	7	7	7
Clear explanation of the situation and any next steps	+	85	84	85
	Neutral	7	6	7
	-	8	9	8
Having your questions answered on the first occasion	+	83	86	84
	Neutral	6	4	6
	-	10	9	10
Staff knowledge of products and services	+	87	81	85
	Neutral	5	10	7
	-	8	9	8
Helpfulness of staff	+	89	86	88
	Neutral	4	9	6
	-	7	5	6
Overall satisfaction with customer service centre	+	88	85	87
	Neutral	6	8	7
	-	6	7	6

Figure 4a: Customer Satisfaction with the customer service centre – split by location (Q7)

		% response Metropolitan n~470	Regional n~164	Total n~639
Time taken in getting through to a person	+	85	81	84
	Neutral	11	14	12
	-	4	5	4
Your enquiry being easily understood	+	88	84	87
	Neutral	6	6	6
	-	6	9	7
Clear explanation of the situation and any next steps	+	86	83	85
	Neutral	7	6	7
	-	7	11	8
Having your queries answered on the first occasion	+	85	82	84
	Neutral	6	6	6
	-	9	12	10
Staff knowledge of products and services	+	87	81	85
	Neutral	6	8	7
	-	7	10	8
Helpfulness of staff	+	89	87	88
	Neutral	5	6	6
	-	6	7	6
Overall satisfaction with the customer service centre	+	87	86	87
	Neutral	7	6	7
	-	6	8	6

Figure 5: Drivers of Satisfaction (Ranked in order of importance) – Customer Service Centre

Customer Service Centre	Satisfaction Score (% satisfied)
Your enquiry being easily understood	87
Helpfulness of staff	88
Staff knowledge of products and services	85

4.2 Faults and Service Problems

Faults and service problems key findings

Field maintenance crews

Overall, results remain at best practice standards with 92% overall satisfaction with the service provided by the field maintenance crews (94% residential satisfaction, 89% business satisfaction).

Best practice satisfaction levels (above 90% combined satisfied and very satisfied results) were achieved among both the residential and business segments for crew performance with regard to:

- helpfulness of crew
- leaving the worksite in a safe and neat condition after work
- treating people's property with care
- overall satisfaction with field maintenance crew (residential only)

Faults and service problems timeliness

In terms of timeliness, this quarter, residential customers are now more satisfied than business customers with timeliness of service. All timeliness attributes are [redacted]

- time taken to arrive to address the fault/service problem [redacted]
- overall time taken to complete the works ([redacted]

Results by location

Satisfaction among regionally based businesses remains high [redacted] to best practice levels among residential customers in regional locations. Businesses in metropolitan locations have generally lower results across the attributes measured.

Levels of satisfaction are much more consistent across locations and customer types in regard to experience with crews. A number of variations in terms of timeliness can be seen between the samples.

Other observations of the results by location include:

- results were [redacted] across all regions for crew related attributes
- best practice levels of satisfaction were achieved in all regions excluding South East for:
    - *overall satisfaction with field maintenance crew*
- best practice levels of satisfaction were achieved in all regions excluding Eyre for:
    - *treating people's property with care*
- *time taken to arrive to address the fault/service* remains the lowest performing attribute across most regions
- *time taken to fully restore your services* scored [redacted]
- *overall time taken to complete the works* was [redacted]
- Northern, Metro South and Eyre performed well [redacted]

Figures 8–10 provide a summary of the results by location (metro and regional) and by region. Analysis of the segmented data provides further detail around timeliness.

Figure 6: Customer Satisfaction with faults and services (Q16, Q17)

Fault/Service problem		% response		
		Residential n~218	Business n~121	Total n~339
Helpfulness of crew	+	92 (n=130)	90 (n=60)	91 (n=190)
	Neutral	4 (n=5)	7 (n=5)	5 (n=10)
	-	4 (n=6)	3 (n=2)	4 (n=8)
Leaving the worksite in a safe and neat condition after work	+	93 (n=256)	93 (n=142)	93 (n=398)
	Neutral	4 (n=10)	2 (n=3)	3 (n=13)
	-	4 (n=10)	5 (n=7)	4 (n=17)
Treating people's property with care	+	98 (n=243)	94 (n=134)	96 (n=377)
	Neutral	2 (n=4)	5 (n=7)	3 (n=11)
	-	1 (n=2)	1 (n=1)	1 (n=3)
Overall satisfaction with field maintenance crew	+	94 (n=264)	89 (n=139)	92 (n=403)
	Neutral	1 (n=4)	6 (n=9)	3 (n=13)
	-	5 (n=14)	6 (n=9)	5 (n=23)
Time taken to arrive to address the fault/service problem	+	86 (n=237)	73 (n=117)	81 (n=354)
	Neutral	7 (n=20)	12 (n=20)	9 (n=40)
	-	7 (n=20)	15 (n=24)	10 (n=44)
Time taken to fully restore your services	+	89 (n=218)	85 (n=111)	87 (n=329)
	Neutral	3 (n=8)	6 (n=8)	4 (n=16)
	-	8 (n=20)	9 (n=12)	8 (n=32)
Time taken to clean up after the sewer overflow*	+	89 (n=17)	83 (n=5)	88 (n=22)
	Neutral	5 (n=1)	17 (n=1)	8 (n=2)
	-	5 (n=1)	-	4 (n=1)
The overall time taken to complete the works	+	89 (n=228)	79 (n=121)	86 (n=349)
	Neutral	4 (n=10)	10 (n=15)	6 (n=25)
	-	7 (n=17)	11 (n=17)	8 (n=34)

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

Note: we spoke to 27 customers (20 residents, 7 businesses) about sewer overflow incidents, 2 of whom were unable to rate SA Water on the time taken to clean up after the incident.

Figure 7: Drivers of Satisfaction (Ranked in order of importance) – Faults and Services

Faults and Services	Satisfaction Score (% satisfied)
Helpfulness of crew	91
Time taken to complete the works	86
Treating people's property with care	96

Results by location

Figure 8: Customer Satisfaction with faults and services – split by location (Q16, Q17)

		% response			
		Residential		Business	
		Metro n~181	Regional n~42	Metro n~63	Regional n~55
Helpfulness of crew	+	91 (n=107)	96 (n=23)	85 (n=34)	96 (n=23)
	Neutral	3 (n=4)	4 (n=1)	13 (n=5)	-
	-	5 (n=6)	-	3 (n=1)	4 (n=1)
Leaving the worksite in a safe and neat condition after work	+	93 (n=212)	94 (n=44)	91 (n=68)	96 (n=69)
	Neutral	3 (n=8)	4 (n=2)	3 (n=2)	1 (n=1)
	-	4 (n=9)	2 (n=1)	7 (n=5)	3 (n=2)
Treating people's property with care	+	98 (n=202)	98 (n=41)	96 (n=68)	92 (n=61)
	Neutral	1 (n=3)	2 (n=1)	3 (n=2)	8 (n=5)
	-	1 (n=2)	-	1 (n=1)	-
Overall satisfaction with field maintenance crew	+	92 (n=216)	100 (n=48)	86 (n=69)	90 (n=65)
	Neutral	2 (n=4)	-	5 (n=4)	7 (n=5)
	-	6 (n=14)	-	9 (n=7)	3 (n=2)
Time taken to arrive to address the fault/service problem	+	84 (n=195)	91 (n=42)	65 (n=56)	81 (n=57)
	Neutral	7 (n=17)	7 (n=3)	14 (n=12)	10 (n=7)
	-	8 (n=19)	2 (n=1)	21 (n=18)	9 (n=6)
Time taken to fully restore your services	+	87 (n=178)	98 (n=40)	79 (n=53)	90 (n=54)
	Neutral	3 (n=7)	2 (n=1)	4 (n=3)	8 (n=5)
	-	10 (n=20)	-	16 (n=11)	2 (n=1)
Time taken to clean up after the sewer overflow*	+	89 (n=17)	-	75 (n=3)	100 (n=1)
	Neutral	5 (n=1)	-	25 (n=1)	-
	-	5 (n=1)	-	-	-
The overall time taken to complete the works	+	88 (n=184)	96 (n=44)	71 (n=55)	86 (n=61)
	Neutral	4 (n=8)	4 (n=2)	12 (n=9)	8 (n=6)
	-	8 (n=17)	-	17 (n=13)	6 (n=4)

*please interpret results with caution due to small sample sizes

Figure 9: Customer Satisfaction with faults and services - split by region (Q16, Q17)

		% response					
		Metro North n~132	Metro South n~119	Outer Metro n~41	Northern n~32	South East n~11	Eyre n~18
Helpfulness of crew	+	91 (n=74)	89 (n=73)	96 (n=22)	100 (n=14)	100 (n=3)	80 (n=4)
	Neutral	6 (n=5)	5 (n=4)	4 (n=1)	-	-	-
	-	2 (n=2)	6 (n=5)	-	-	-	20 (n=1)
Leaving the worksite in a safe and neat condition after work	+	95 (n=155)	89 (n=132)	96 (n=44)	97 (n=35)	85 (n=11)	95 (n=21)
	Neutral	2 (n=4)	5 (n=7)	2 (n=1)	-	8 (n=1)	-
	-	2 (n=4)	6 (n=9)	2 (n=1)	3 (n=1)	8 (n=1)	5 (n=1)
Treating people's property with care	+	97 (n=148)	96 (n=128)	98 (n=42)	100 (n=32)	91 (n=10)	85 (n=17)
	Neutral	2 (n=3)	2 (n=3)	2 (n=1)	-	9 (n=1)	15 (n=3)
	-	1 (n=1)	2 (n=2)	-	-	-	-
Overall satisfaction with field maintenance crew	+	92 (n=155)	91 (n=138)	93 (n=43)	97 (n=37)	83 (n=10)	91 (n=20)
	Neutral	4 (n=6)	1 (n=2)	4 (n=2)	3 (n=1)	8 (n=1)	5 (n=1)
	-	5 (n=8)	8 (n=12)	2 (n=1)	-	8 (n=1)	5 (n=1)
Time taken to arrive to address the fault/service problem	+	76 (n=130)	84 (n=129)	76 (n=34)	86 (n=31)	92 (n=12)	90 (n=18)
	Neutral	11 (n=18)	7 (n=11)	13 (n=6)	6 (n=2)	8 (n=1)	10 (n=2)
	-	13 (n=23)	8 (n=13)	11 (n=5)	8 (n=3)	-	-
Time taken to fully restore your services	+	84 (n=126)	87 (n=114)	97 (n=38)	97 (n=29)	67 (n=6)	89 (n=16)
	Neutral	4 (n=6)	3 (n=4)	3 (n=1)	-	33 (n=3)	11 (n=2)
	-	12 (n=18)	10 (n=13)	-	3 (n=1)	-	-
Time taken to clean up after the sewer overflow	+	85 (n=11)	92 (n=11)	-	-	-	-
	Neutral	8 (n=1)	8 (n=1)	-	-	-	-
	-	8 (n=1)	-	-	-	-	-
The overall time taken to complete the works	+	80 (n=124)	88 (n=123)	86 (n=37)	92 (n=34)	85 (n=11)	100 (n=20)
	Neutral	9 (n=14)	3 (n=4)	9 (n=4)	3 (n=1)	15 (n=2)	-
	-	11 (n=17)	9 (n=13)	5 (n=2)	5 (n=2)	-	-

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

Figure 10: Tracking: Customer Satisfaction with faults & services – metro areas – split by quarter (Q16, Q17)

		% response													
		Metropolitan North							Metropolitan South						
		Q1 13-14	Q2 13-14	Q3 13-14	Q4 13-14	Q1 13-14	Q2 14-15	Q3 14-15	Q1 13-14	Q2 13-14	Q3 13-14	Q4 13-14	Q1 13-14	Q2 14-15	Q3 14-15
Helpfulness of crew	+	87	93	93	94	93	97	91	92	96	92	94	91	95	89
	Neutral	7	5	3	3	6	-	6	4	2	2	3	5	3	5
	-	6	2	4	3	1	3	2	3	2	6	2	4	3	6
Leaving the worksite in a safe and neat condition after completing the work	+	86	94	95	91	91	89	95	93	94	93	91	88	94	89
	Neutral	5	3	2	4	8	5	2	2	5	2	5	5	3	5
	-	10	3	3	5	1	5	2	4	2	4	3	7	3	6
Treating people's property with care	+	91	97	97	95	94	92	97	98	94	95	95	91	91	96
	Neutral	5	2	2	3	5	3	2	1	3	1	3	5	5	2
	-	5	1	1	3	1	4	1	1	2	4	2	4	4	2
Overall satisfaction with field maintenance crew	+	84	93	93	92	90	90	92	93	89	92	90	88	91	91
	Neutral	7	3	3	4	6	5	4	4	6	3	6	7	4	1
	-	9	3	4	4	4	5	5	3	5	5	4	5	5	8
Time taken to arrive to address the fault/service problem	+	60	78	85	81	71	79	76	78	81	81	80	75	77	84
	Neutral	12	9	6	6	12	10	11	11	8	4	7	10	6	7
	-	28	13	10	12	17	12	13	11	12	15	13	15	17	8
Time taken to fully restore your services	+	80	88	88	91	88	84	84	84	85	86	85	85	84	87
	Neutral	6	6	3	3	5	8	4	10	7	4	9	5	9	3
	-	13	6	9	7	7	8	12	6	8	10	6	10	7	10
Time taken to clean up after the sewer overflow	+	76	74	75	96	90	92	85	86	80	95	83	83	82	92
	Neutral	6	21	-	4	-	-	8	5	13	5	17	8	9	8
	-	18	5	25	-	10	8	8	10	7	-	-	8	9	-
The overall time taken to complete the works	+	74	84	88	89	81	84	80	89	87	86	85	81	82	88
	Neutral	8	6	3	5	8	8	9	5	6	4	5	5	7	3
	-	18	10	9	7	11	8	11	6	7	11	10	13	11	9

4.3 Customer experience

Customer experience key findings

Customer *satisfaction with SA Water's efforts to resolve a query or problem* was 82% (slightly higher than the 78% achieved in Q2 2014/15). This was driven by an improvement in satisfaction from residential customers (6% increase). Business satisfaction remains high but has declined slightly (from 83% to 80%). In addition, fewer customers had to contact SA Water multiple times about their query compared to previous quarters.

This quarter, residential customers were slightly more satisfied with SA Water's efforts to resolve their query or problem (82%) when compared to the business sample (80%). It is positive to note the gap between business and residential satisfaction is closing.

SA Water's efforts in keeping customers informed about the progress of their query continues to receive poor ratings and [redacted] Business customers are less satisfied with SA Water's efforts compared to residential customers (60% vs 67%) as a result of a statistically significant decline since last quarter.

Nearly nine in ten customers are satisfied with the ease of doing business with SA Water this quarter, with both business and residential customers rating this at 87%.

Customer effort

Measuring customer effort is based on the idea that trying to 'delight' customers does not necessarily fit in with their expectations, rather, the majority of customers simply want a satisfactory solution to a particular issue/request/interaction with an organisation. This has led to the development of a specific tool to measure not only the effort a customer must employ to complete a service task overall but also the effort for each particular action.

The Customer Effort Score is calculated by producing the mean score for the question: *"How much effort did you personally have to put forth to handle your request?"* 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). This is a new**focus** target suggestion.

The total customer effort score for dealing with SA Water has improved from 2.4 to 2.3. Of the customer touchpoints measured, the customer effort score is lowest for faults customers (2.1) and highest for written correspondence (2.9). Effort for connection customers has improved this quarter (from 2.9 to 2.6).

Interestingly, residential customers appear to have to put forth more effort in dealing with their written correspondence and connection enquiries than business customers. Conversely, more effort was required from business in dealing with faults and accounts/general enquiries.

	Mean score		
	Residential	**Business**	**Total**
Faults	2.1	2.3	2.1
Accounts/general enquiries	2.5	2.7	2.6
Written correspondence	3.1	2.2	2.9
Connections	2.7	2.6	2.6
Total customer effort	2.3	2.3	2.3

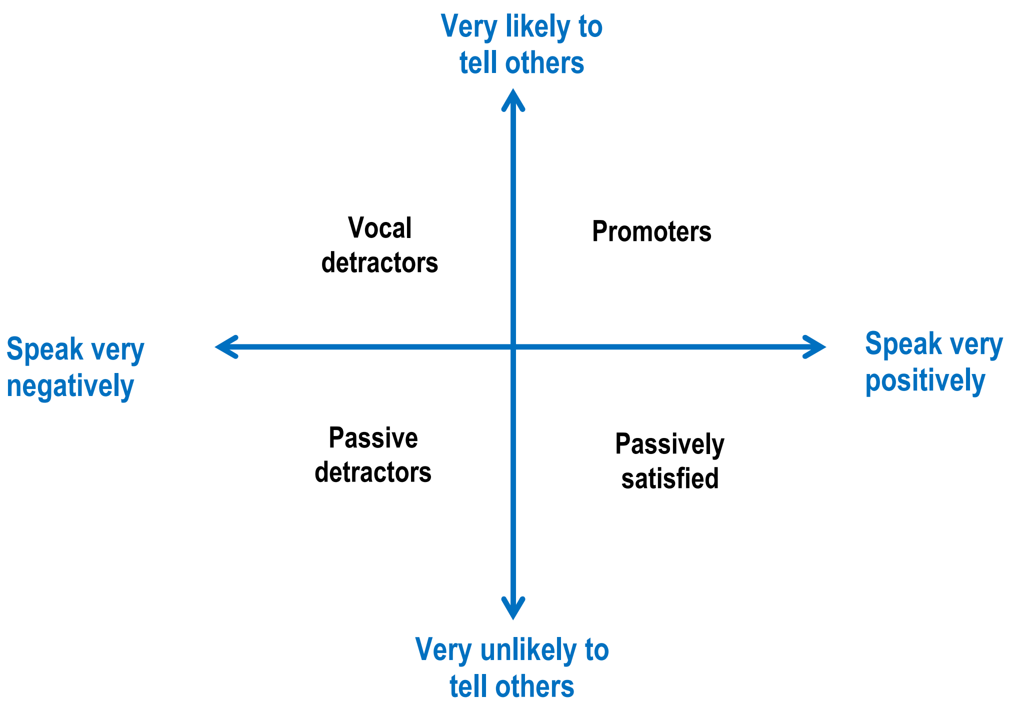
1.0 Very Low Effort	2.0	3.0	4.0	5.0 Very High Effort

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, new**focus** 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.



Overall, 44% of business and 47% of residential customers were likely to tell others about their SA Water experience and likely to speak positively. Conversely, 9% of business and 12% of residential customers were likely to tell others about their SA Water experience and likely to speak negatively. Overall, advocacy has improved among residents since last quarter (from 16.3% to 17.9%). For businesses, advocacy has decreased slightly with a score of 21.5% (was 25.6%) but still remains high.

Supplier of choice

If given a choice of provider, eight in ten customers would choose SA Water. These levels have increased since last quarter (was 76%).

Figure 11: Customer Satisfaction with problem resolution (Q10N13)

		% response Residential n~502	Business n~192	Total n~694
Satisfaction with SA Water's efforts to resolve your query or problem	+	82	80	82
	Neutral	6	9	7
	-	12	11	12
SA Water keeping you informed of the progress of your query or problem	+	67	60	65
	Neutral	13	13	13
	-	20	27	22

Figure 11a: Satisfaction with SA Water's effort by touchpoint (Q10N13)

	% response Residential	Business	Metro	Regional	Total
Faults	88	82	84	89	86
Accounts/general enquiries	75	68	75	75	75
Written correspondence	65	78	68	69	67
Connections	77	71	70	92	76
Total effort by SA Water to resolve your query or problem	82	80	81	86	82

Figure 12: How many times did you contact SA Water to resolve this specific issue (Q14N13)

	% response Residential n=553	Business n=205	Total n=758
Once	66	74	68
Twice	15	16	15
Three times	8	3	7
Four times	4	1	3
Five or more times	5	2	4
Still unresolved	3	3	3

Figure 13: Ease of doing business (Q19N14)

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

		% response Residential n=563	Business n=206	Total n=769
Ease of doing business with SA Water	+	87	87	87
	Neutral	7	7	7
	-	7	5	6

Figure 14: 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	2.1	2.3	2.1
Accounts/general enquiries	2.5	2.7	2.6
Written correspondence	3.1	2.2	2.9
Connections	2.7	2.6	2.6
Total customer effort	2.3	2.3	2.3

1.0 Very Low Effort	2.0	3.0	4.0	5.0 Very High Effort

Figure 15: Supplier of choice (Q22N14)

If you had a choice of water and sewerage providers, how likely would you be to choose SA Water? (5-Very likely, 4-Likely, 3-Neither, 2-Unlikely, 1-Very unlikely)

		% response Residential n=460	Business n=183	Total n=643
Likelihood to choose SA Water for a water and sewerage provider	+	80	80	80
	Neutral	12	11	12
	-	8	9	8

Figure 16: Last contact type (Q51) - was this the preferred way of contact (Q35N14)

	% response Phone Yes	No	Written Yes	No
Residential	99	1	92	8
Business	100	-	63	38
Total	99	1	88	13

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

Figure 17: Preferred way to be contacted by SA Water (Q18N14)

	n response Contacted by phone n=5	Contacted by written correspondence n=7
Over the phone	1	6
Email	2	1
Other (not specified)	2	-

Figure 18a: 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)

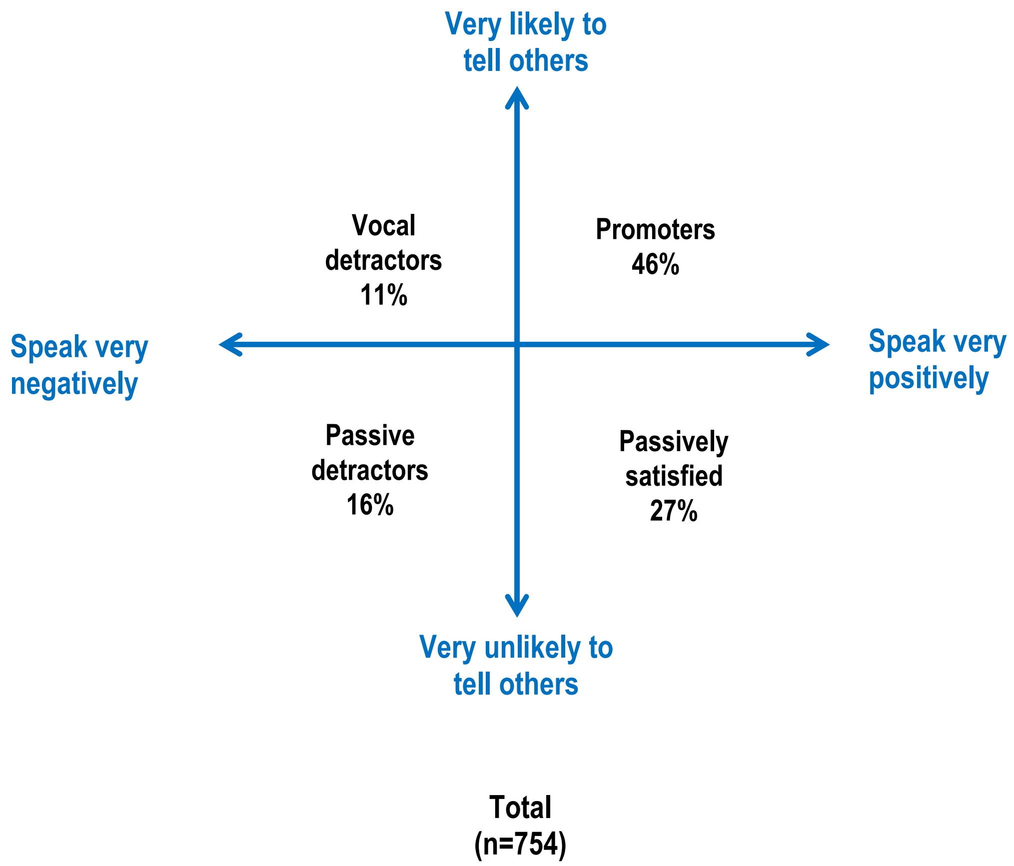


Figure 18b: Advocacy – Residential (Q36n14, Q37n14)

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)

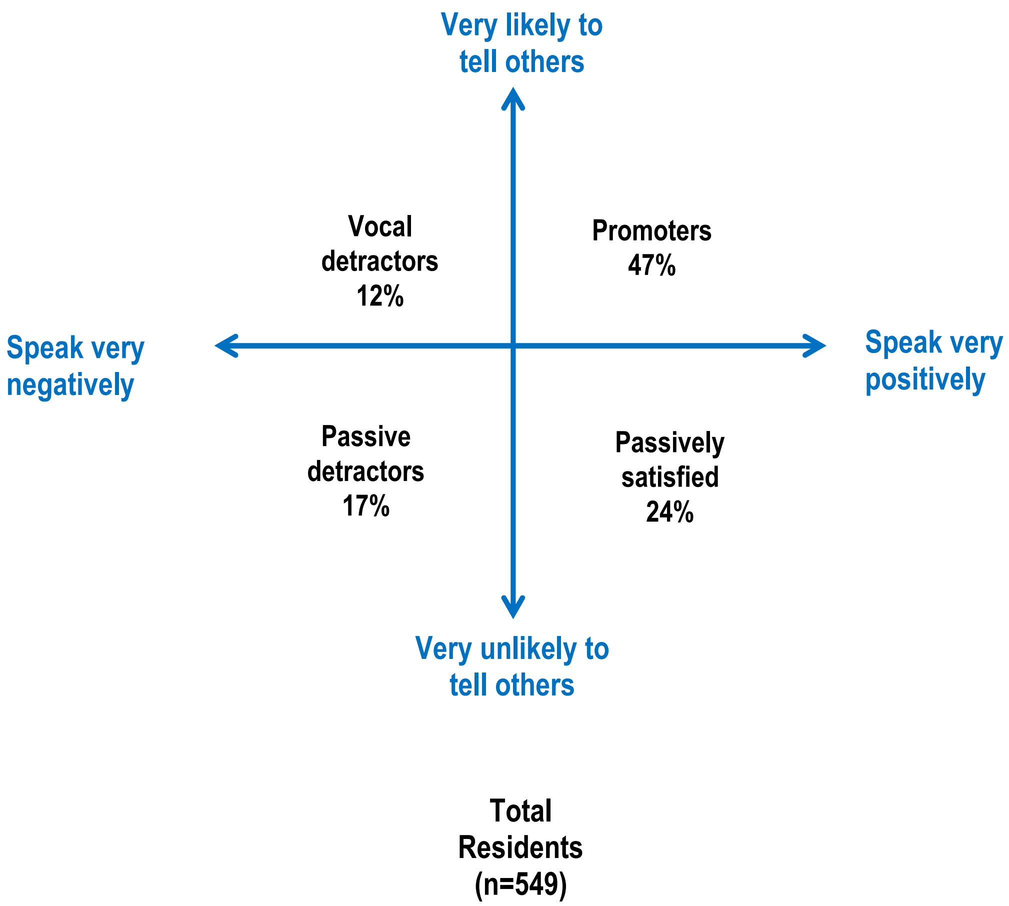
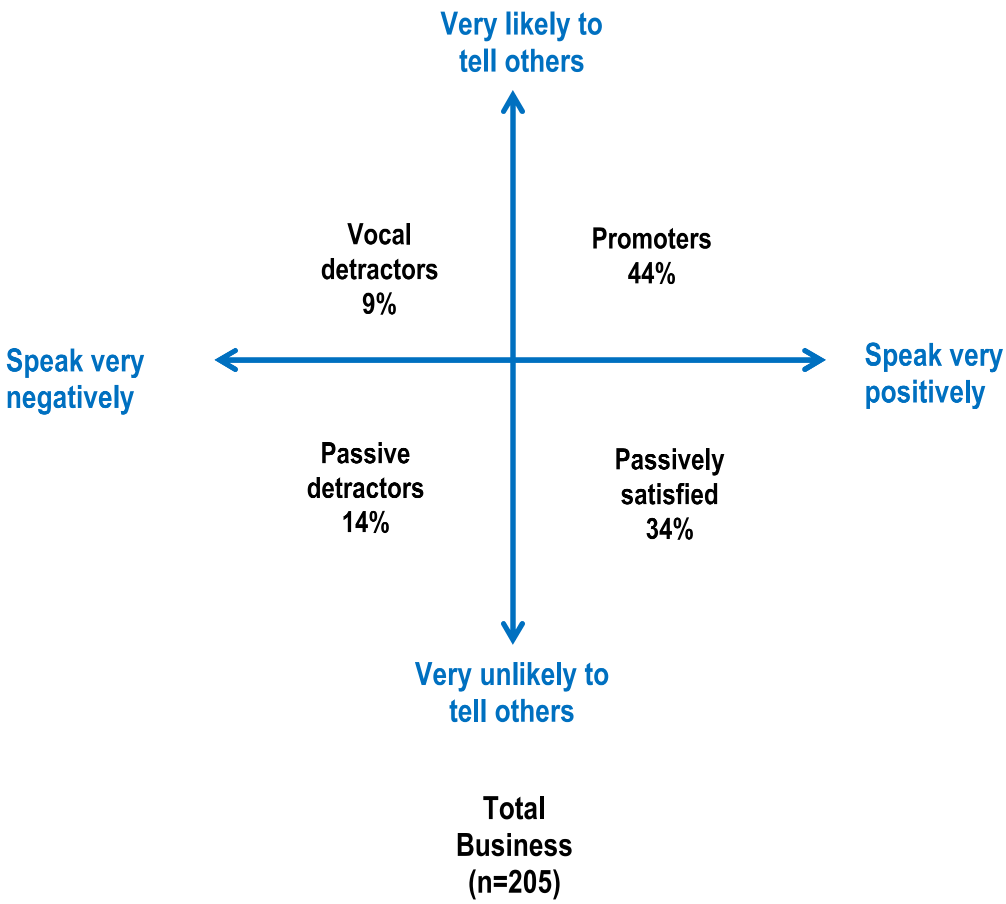


Figure 18c: Advocacy – Business (Q36n14, Q37n14)

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)



4.4 Water quality

Water quality key findings

Nearly eight in ten customers are satisfied with the overall quality of water (78% combined satisfaction). Results for water quality have remained relatively stable over time. This wave there is only a 3% difference in satisfaction between customer types (79% residential (previously 79%), 76% business (previously 78%)).

Tap water with an additional filter (43%), *tap water* (31%) and *rain water/tank water* (19%) were the main sources of drinking water across the samples.

Colour and pressure of water remain the top performing attributes in regard to water quality [redacted]

- *safe to drink*
- *smell/odour*
- *overall quality*

Taste continues to be the area of lowest satisfaction [redacted] across both customer types and locations. Taste is also a concern for regular drinkers of tap water with no additional filter. In addition, taste has the highest levels of dissatisfaction among customers surveyed (nearly a quarter of all respondents are dissatisfied with taste). However there have been some improvements in perceptions of taste among residential customers in both metropolitan and regional locations and businesses in metro locations since last quarter.

This quarter, there was a 16% difference among residential customers and a 15% difference in satisfaction levels among business customers in terms of the overall quality of the water (regular drinkers vs non-drinkers).

Figure 19: Customer Satisfaction with water quality (Q38)

		% response		
		Residential n~535	Business n~177	Total n~712
Taste	+	57	52	56
	Neutral	21	19	20
	-	22	29	23
Safe to drink	+	79	78	79
	Neutral	10	13	11
	-	10	9	10
Colour	+	87	87	87
	Neutral	9	8	9
	-	3	5	4
Smell/odour	+	75	73	75
	Neutral	14	14	14
	-	11	13	11
Pressure	+	80	85	81
	Neutral	12	11	11
	-	8	4	7
The overall quality of the water	+	79	76	78
	Neutral	16	17	16
	-	5	6	6

[redacted]

Figure 20: Drivers of Satisfaction (Ranked in order of importance) – Water Quality

Water Quality	Satisfaction Score (% satisfied)
Taste	56
Colour	87
Pressure	81

Figure 21: Satisfaction of water quality based on regular vs. not regular tap water drinker – Residential (Q38, Q17N14)

Residential		% response Regularly drink tap water n~321	% response Do not drink tap water regularly n~156
Taste	+	68	33
	Neutral	20	19
	-	11	48
Safe to drink	+	87	62
	Neutral	9	13
	-	4	24
Colour	+	91	77
	Neutral	7	15
	-	1	8
Smell/odour	+	82	62
	Neutral	11	17
	-	6	21
Pressure	+	82	75
	Neutral	11	14
	-	7	11
The overall quality of the water	+	84	68
	Neutral	12	23
	-	4	9

Figure 22: Satisfaction of water quality based on regular vs. not regular tap water drinker - Business (Q38, Q17N14)

Business		% response	
		Regularly drink tap water n~88	Do not drink tap water regularly n~75
Taste	+	61	36
	Neutral	23	12
	-	16	52
Safe to drink	+	87	69
	Neutral	8	17
	-	5	14
Colour	+	91	83
	Neutral	6	11
	-	3	6
Smell/odour	+	83	59
	Neutral	11	18
	-	6	23
Pressure	+	84	85
	Neutral	10	12
	-	6	4
The overall quality of the water	+	83	68
	Neutral	13	23
	-	5	10

Figure 23: Customer Satisfaction with water quality by location (Q38)

		% response			
		Residential		Business	
		Metro n~431	Regional n~104	Metro n~106	Regional n~66
Taste	+	60	44	60	39
	Neutral	20	24	17	22
	-	20	32	23	39
Safe to drink	+	82	68	79	77
	Neutral	9	17	12	13
	-	9	16	9	10
Colour	+	88	84	87	86
	Neutral	9	10	7	10
	-	3	6	6	4
Smell/odour	+	75	76	74	71
	Neutral	15	9	13	15
	-	10	14	13	15
Pressure	+	81	77	85	85
	Neutral	12	10	13	8
	-	7	13	2	7
The overall quality of the water	+	80	72	77	74
	Neutral	15	19	16	21
	-	4	9	7	5

4.5 Billing

Billing key findings

Affordability of SA Water bills remains a key concern for customers with just 18% of residents and 22% of businesses suggesting it was affordable. Even fewer resident customers felt their SA Water bill was affordable this quarter compared to last quarter (was 20%). In terms of attitude when they received their bill, whilst the majority of customer still feel comfortable and pay the full amount by the due date, this number has dropped compared to last quarter (from 68% to 64%). Similarly, a quarter felt mildly anxious but still pay the amount by the due date (was 22%).

In terms of receiving the bill, nearly three quarters of customers (residential and business alike) have a preference to receive a hard copy in the mail. However, 21% would like to receive their bill by email. Whilst the majority of customers have a preference for quarterly meter reading (77%), 38% find the concept of reading their own meter and providing the reading to SA Water appealing (more so residential than business customers). These results suggest a proportion of customers are open to more innovative techniques of interacting with SA Water. Providing customers with a choice in how they receive their bill and how their meter is read may be an option for the future.

Figure 24: Affordability of SA Water bill (Q4N14)

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

		Residential n=459	% response Business n=97	Total n=556
Affordability	+	18	22	19
	Neutral	43	36	42
	-	39	42	39

Figure 25: Preference to receive SA Water bill (Q5N14)

	Residential n=491	% response Business n=100	Total n=591
Hard copy in the mail	73	77	74
Email	22	20	21
Via an App on your smartphone	2	-	2
Through an individual login on the SA Water website	1	2	1

Figure 26: Choice of meter reading frequency (Q7N14)

	Residential n=491	% response Business n=100	Total n=591
Quarterly	76	79	77
Once a month	10	13	11
Every two months	4	1	4
Every 6 months	4	4	4
Once a year	1	2	1

Figure 27: Appeal to read own meter for bill (Q8N14)

How appealing would it be if you could read your own water meter and provide the reading to SA Water for you bill? (5-Very appealing, 4-Appealing, 3-Neither, 2-Unappealing, 1-Very unappealing)

		% response Residential n=470	Business n=99	Total n=569
Appeal of reading own water meter and providing the reading to SA Water for you bill	+	39	34	38
	Neutral	23	15	22
	-	38	51	40

Figure 28: Awareness of what to do if have trouble paying SA Water bill (Q10N14)

	% response Residential n=491	Business n=100	Total n=591
Yes	67	65	67
No	33	35	33

Figure 29: Financial stress indicator (Q9N14)

	% response Residential n=464	Business n=97	Total n=561
You feel comfortable and pay the full amount by the due date	63	65	64
You feel mildly anxious but you pay the full amount by the due date	25	25	25
You feel comfortable but don't usually get around to paying by the due date	5	6	6
You ring SA Water immediately for a payment extension	4	1	3
You feel mildly anxious and you don't pay the full amount by the due date	2	1	1
You feel financially stressed and unable to pay by the due date	0	2	1
You avoid the bill altogether and don't pay by the due date	0	-	0

Note: 0% represents n=2 or less

4.6 Written correspondence

Written correspondence key findings

Of those customers who had written correspondence with SA Water, 51 customers made email contact compared to 8 who wrote a letter.

Overall satisfaction with the timeliness of SA Water's response has improved by 8% this quarter. Breaking this down further, satisfaction levels have remained consistent since last quarter for those who emailed (73% this quarter) and have improved dramatically for those who had sent a letter (from 53% to 86% - although not statistically significant due to sample size). It is positive to note a subsequent decline is dissatisfaction levels in regard to timeliness of response.

Customers who had emailed SA Water were generally more satisfied with the written response provided by SA Water compared to those who had submitted a letter. The following elements remain key areas for improvement in relation to written correspondence generally:

- *the response addressed your enquiry*
- *it was easy to find out where you could go if you needed more information (letter enquiry only)*
- *after reading it, you were clear on what would happen next (letter enquiry only)*

Consistent with past results, customers who made contact only once are much more satisfied with the handling of their correspondence compared to those who are required to contact SA Water multiple times to seek resolution (83% vs. 57%). It is interesting to note however that satisfaction with the handling of correspondence has improved this quarter.

Figure 30: Customer satisfaction with timeliness of SA Water's response by customer contact type (Q4N13)

		% response Email to SA Water n=49	 Letter to SA Water n=7	 Total n=56
Timeliness of SA Water's response	+	73	86	75
	Neutral	8	-	7
	-	18	14	18

Figure 31: How long did it take for you to receive a response to your email/letter? (Q3N13)

	% response Email to SA Water n=51	 Letter to SA Water n=8	 Total n=59
Within the same business day	14	-	12
2 - 5 business days	45	13	41
6 - 9 business days	20	38	22
10 - 20 business days	10	25	12
More than 20 business days	10	13	10
Haven't received a response	2	13	3

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

Figure 32: Satisfaction with written response from SA Water – split by contact type (Q5N13)

		% response Email to SA Water n~48	Letter to SA Water n~7	Total n~54
The response addressed your enquiry	+	69	50	67
	Neutral	14	17	15
	-	16	33	18
The information was easy to understand	+	88	71	86
	Neutral	4	29	7
	-	8	-	7
The correspondence was professional	+	86	71	84
	Neutral	6	29	9
	-	8	-	7
It was easy to find out where you could go if you needed more information	+	70	50	68
	Neutral	9	17	10
	-	20	33	22
After reading it, you were clear on what would happen next	+	74	43	70
	Neutral	13	14	13
	-	13	43	17

Figure 33: Drivers of Satisfaction (Ranked in order of importance) – Written Correspondence

Written Correspondence	Satisfaction Score (% satisfied)
After reading it you were clear on what would happen next	70
Correspondence was professional	84

Figure 34: Satisfaction with handling correspondence by having to contact SA Water about this issue again for any reason (Q7N13, Q6N13)

		% response Yes – more contact n=21	No more contact n=35
Satisfaction with handling of your correspondence	+	57	83
	Neutral	10	6
	-	33	11

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

4.7 Connections

Connections key findings

This quarter, overall satisfaction with connections office staff has declined [redacted] This quarter regional connection customers are slightly more satisfied with the office staff than those in metropolitan locations (82% vs 79%).

Overall satisfaction with field maintenance crew has improved in regional locations (100% - at best practice levels) but has declined by 13% in metro locations. Furthermore, there have been declines in satisfaction across most attributes measured for metro connections customers [redacted] Despite this, the declines in metropolitan areas are generally larger than the improvements in regional locations, therefore leading to lower combined total satisfaction levels this quarter. *Estimated timeframe of overall time to complete* remains a key area for focus across the locations.

Figure 35: Customer satisfaction with connection by location

		% response Metro n~68	Regional n~22	Total n~90
Time taken to acknowledge receipt of your application	+	77	88	80
	Neutral	15	8	13
	-	8	4	7
Staff knowledge of products and services	+	80	84	81
	Neutral	11	11	11
	-	9	5	8
Helpfulness of staff	+	76	85	78
	Neutral	18	10	16
	-	6	5	6
Clear explanation of the situation and any next steps	+	74	83	76
	Neutral	15	9	14
	-	11	9	11
Estimated timeframe of overall time to complete	+	61	63	61
	Neutral	22	29	24
	-	17	8	15
Overall satisfaction with the office staff	+	79	82	79
	Neutral	16	14	15
	-	6	5	5
Leaving the worksite in a safe and neat condition after work/completing the connection	+	69	100	76
	Neutral	23	-	18
	-	8	-	6
Treating people's property with care	+	76	100	82
	Neutral	16	-	12
	-	8	-	6
The time taken to complete the connection	+	67	87	72
	Neutral	21	4	17
	-	13	9	12
Overall satisfaction with field maintenance crew	+	69	100	77
	Neutral	24	-	18
	-	6	-	5

[redacted]

Figure 36: Contacted and advised of the date the work would occur (Q29N14)

	% response Metro n=75	Regional n=25	Total n=100
Yes	60	44	56
No	40	56	44

Figure 37: Connection request for vacant land (Q30N14)

	% response Metro n=30	Regional n=14	Total n=44
Yes	57	79	64
No	43	21	36

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

Figure 38: Notice given (number of days) (Q31N14)

	% response Metro n=33	Regional n=8	Total n=41
1	18	13	17
2	27	-	22
3	15	25	17
4	9	13	10
5	6	13	7
6	-	-	-
7	21	25	22
8	-	-	-
9	-	-	-
10	3	-	2
10+	-	13	2

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

Figure 39: Notice preference (number of days) (Q32N14)

	% response Metro n=75	Regional n=25	Total n=100
1	8	24	12
2	19	-	14
3	19	12	17
4	9	4	8
5	16	12	15
6	-	-	-
7	24	28	25
8	-	-	-
9	-	-	-
10	3	4	3
10+	3	16	6

Figure 40: Drivers of Satisfaction (Ranked in order of importance) – Land development/connections

Land development/connections – field crew	Satisfaction Score (% satisfied)
Treating people's property with care	82
Leaving the worksite in a safe and neat condition after work/completing the connection	76

Land development/connections – office staff	Satisfaction Score (% satisfied)
Helpfulness of staff	78
Clear explanations of situation and next steps	76