

Quarterly performance measures

Quarter 4 and full year 2024-25

Driving customer outcomes



Providing you with safe, clean water



Water quality responsiveness metropolitan

Target Q1 Q2 Q3 Q4 Achieved full year

97% 99% 100% 100% 100% 100%



Water quality responsiveness regional

99% 100% 100% 99% 100% 100%

Our water quality response time targets vary, depending on the risk to human health and the environment.

Being quick to respond to your needs



Telephone responsiveness

85% 87% 88% 86% 85% 86%

Telephone responsiveness tracks the percentage of calls about faults answered within the target of 50 seconds.

Being quick to respond to your needs



Connection application responsiveness

Target Q1 Q2 Q3 Q4 Achieved full year

95% 98% 97% 96% 97% 97%

Connection application responsiveness tracks the percentage of water and wastewater network connection applications we complete within the target of 20 business days.

Being quick to respond to your needs



Water network connection timeliness

95% 97% 96% 94%* 95% 96%



Sewerage network connection timeliness

94% 96% 96% 97% 95% 96%

*With the continued growth in housing development across the state, we are receiving a higher number of connection applications. To ensure timely connections and to meet our customers' needs, we are redirecting and increasing our resourcing in this area.

Connection timeliness measures our performance against various network connection time targets.

Driving customer outcomes



Keeping water flowing to your taps

	Target	Q1	Q2	Q3	Q4	Achieved full year
Metropolitan						
Water event responsiveness - high priority	99%	100%	100%	100%	100%	100%
Water event responsiveness - low priority	83%	92%	94%	89%	93%	92%
Water service restoration timeliness	98%	98%	99%	99%	99%	99%

Regional

Water event responsiveness - high priority	99%	100%	99%	99%	100%	99%
Water event responsiveness - low priority	97%	99%	99%	98%	98%	99%
Water service restoration timeliness	98%	99%	98%	99%	99%	99%

A water event is a leak or break in our network and target response times vary depending on the type of event.

Taking and treating your wastewater

	Target	Q1	Q2	Q3	Q4	Achieved full year
Metropolitan						
Sewer events responsiveness	99%	100%	100%	100%	100%	100%
Sewerage service restoration timeliness	95%	98%	98%	98%	97%	98%
Sewer overflow clean-up timeliness	98%	98%	98%	98%	97%*	98%

*There were 28 instances in quarter 4 where clean-ups were not completed on time. Of these, 24 were due to customer-requested delays, 1 related to safety concerns, and 3 involved access issues.

Regional

Sewer event responsiveness	99%	100%	100%	100%	100%	100%
Sewerage service restoration timeliness	99%	97%*	95%**	100%	100%	99%
Sewer overflow clean-up timeliness	99%	100%	100%	100%	100%	100%

*Out of 32 events in quarter 1, there has been one missed event, which is considered to be achieved based on best endeavours. Both regional and contractor crews attended the site for a sewer connection choke, and for 12 hours attempted to clear the connection, before determining the connection collapsed, and digging it up to be replaced. The event was complex in nature, with the customer relocated to alternative accommodation until connection was re-established.

**Of the 19 events restored in quarter 2, one event was not restored within the 12-hour timeframe required to meet the restoration standard for a category 3 event. The delay in restoration was due to factors external to SA Water.

A sewer event is a blockage or overflow in our network and target response times vary depending on the type of event, with quick response times when it's urgent and longer response times when it's less urgent.

Driving customer outcomes



Providing great customer service



Customer satisfaction

Target	Q1	Q2	Q3	Q4	Achieved full year
93%	93%	93%	94%	93%	93%

This measure tracks the percentage of customers who are satisfied with a recent service experience.

We keep our customers front of mind in our decision making and continually seek to understand their needs and priorities.

Resolving your inquiry the first time



First contact resolution

85%	100%	100%	100%	100%	100%
-----	------	------	------	------	------

Resolving your query when you first contact us is a measure of a great customer service experience.

Being easy to deal with



Complaint responsiveness

Target	Q1	Q2	Q3	Q4	Achieved full year
95%	96%	99%	98%	96%	97%

Complaint responsiveness tracks the percentage of customer complaints we respond to within 10 business days.



Complaint escalation

15%	9%	6%	8%	17%*	9%
-----	----	----	----	------	----

*The increase in the percentage of complaints escalated to the Ombudsman is primarily attributed to a higher proportion of complex complaints, particularly those relating to high water usage/meter reading issues, fault-related service impacts, and customer allowances. This has been further amplified by a 35% reduction in overall complaint volumes, resulting in a greater relative escalation rate.

Complaint escalation tracks the percentage of complaints escalated to the ombudsman.

Driving customer outcomes



Providing great customer service



Total number of residential customers participating in a financial hardship program as at the end of the quarter

	As at quarter 1	As at quarter 2	As at quarter 3	As at quarter 4
--	--------------------	--------------------	--------------------	--------------------

	1,610	1,550	1,470	1,518
--	-------	-------	-------	-------

Through our Payment Assist Program we help residential customers with a payment plan and stay in touch to help them better manage their bills.

Payment Assist Program



Residential customers who entered the Payment Assist Program

	307	236	266	271
--	-----	-----	-----	-----



Average bill debt for residential customers participating in our Payment Assist Program (metro)

	\$1,819*	\$1,691	\$1,608	\$1,610
--	----------	---------	---------	---------



Average bill debt for residential customers participating in our Payment Assist Program (regional)

	\$2,855*	\$2,689	\$2,624	\$2,618
--	----------	---------	---------	---------

*Changes to calculation of average bill debt. Only bills outstanding for more than 90 calendar days are included in the data.

Driving customer outcomes



Financial Hardship Program

	As at quarter 1	As at quarter 2	As at quarter 3	As at quarter 4
 Average bill debt for residential customers upon entry to our Financial Hardship Program (metro)	2,345	2,096	1,743	2,037
 Average bill debt for residential customers upon entry to our Hardship Program (regional)	2,819	2,689	2,624	2,618
 Number of customers who exited without successfully completing the Financial Hardship Program	53	45	53	33



Driving customer outcomes



Flexible payments

	As at Q1	As at Q2	As at Q3	As at Q4
Residential customers paying bills under a flexible payment plan*	7,462	6,935	11,125	11,543
Non-residential customers paying bills under a flexible payment plan	307	271	357	410

*Changes to the definition of flexible payment plan have resulted in an update to the data published in previous quarters.

To respond to customers unique circumstances, we handle payment arrangements on a case-by-case basis.

Concessions

	As at Q1	As at Q2	As at Q3	As at Q4
Residential customers receiving a water concession	125,610	126,667	127,373	126,489
Residential customers receiving a sewerage concession	100,917	101,637	102,124	101,287

Concessions are managed by the Department of Human Services. Eligible government concession card holders may receive a water rate reduction. Once approved, we work with the Department to apply concessions. Customers who receive their concession directly from the Department are not included in our reporting.

Water supply restrictions for non-payment of water bill

	As at Q1	As at Q2	As at Q3	As at Q4
Residential customers who have had water supply restricted	0	0	0	0
Residential customers in our Payment Assist Program who have had water supply restricted	0	0	0	0
Residential customers receiving a concession who have had water supply restricted	0	0	0	0
Non-residential customers who have had water supply restricted	0	0	0	0

When customers do not pay bills or provide access to read their meters, and do not respond to contact from us, we can restrict their water supply to encourage communication to discuss a resolution.

Customers who have difficulty paying their bills and participate in our Payment Assist Program are protected from having their water supply restricted.

Proactive environmental leadership



Reducing wastewater overflows from our networks



Number of unplanned wastewater service interruptions*

Q1	Q2	Q3	Q4	Full year result
1,036	908	921	1,280	4,145

*Data published in previous quarterly reports has been revised as part of the end of year review process.

With a focus on environmental management, we always look to minimise and reduce the impact of our work, and to seek positive environmental outcomes.

