

Quarterly performance measures

Quarter 2 2023-24



Government of
South Australia

Driving customer outcomes



Providing you with safe, clean water

Target

Year to date

Achieved quarter 2



Water quality responsiveness metropolitan

97%

99%

99%



Water quality responsiveness regional

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%

86%

92%

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

Being quick to respond to your needs

Target

Year to date

Achieved quarter 2



Connection application responsiveness

95%

98%

97%

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



Water network connection timeliness*

95%

94%

96%



Sewerage network connection timeliness*

94%

92%

92%

Connection timelines measures track our performance against various network connection time targets.

*Connection construction targets have been impacted by operational pressures, in regional areas in particular, where resources have been stretched since the response to last years River Murray flood event. Work continued to build up during and following the response period, but with the backlog now diminished, performance has improved and looks to be on track for the end of year.

Driving customer outcomes



Keeping water flowing to your taps

Target **Year to date** **Achieved quarter 2**

Metropolitan			
Water event responsiveness - high priority	99%	100%	100%
Water event responsiveness - low priority	83%	92%	93%
Water service restoration timeliness	98%	98%	98%
Regional			
Water event responsiveness - high priority	99%	99%	100%
Water event responsiveness - low priority	97%	99%	100%
Water service restoration timeliness*	98%	97%	93%

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

*A series of network issues occurring in a short space of time in a localised regional area impacted quarterly performance, which is anticipated to be on track by the end of year.

Taking and treating your wastewater

Target **Year to date** **Achieved quarter 2**

Metropolitan			
Sewer event responsiveness	99%	100%	100%
Sewerage service restoration timeliness	95%	98%	99%
Sewer overflow clean-up timeliness*	98%	96%	96%
Regional			
Sewer event responsiveness	99%	100%	100%
Sewerage service restoration timeliness	99%	100%	100%
Sewer overflow clean-up timeliness	99%	100%	100%

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.

*Results for this measure are often impacted by circumstances outside our control such as site access, safety or customers requesting alternative clean-up times. Target would have been met in this quarter and year to date if not for such circumstances. While we continue to provide the best possible customer service, we are seeking better ways to report performance in this area for the next regulatory period starting in July 2024.

Driving customer outcomes



Providing great customer service

	Target	Year to date	Achieved quarter 2
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Customer satisfaction	93%	95%	94%
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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%
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Resolving your query when you first contact us is a measure of a great customer service experience.

Being easy to deal with

	Target	Year to date	Achieved quarter 2
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Complaint responsiveness	95%	98%	99%
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Complaint responsiveness tracks the percentage of customer complaints we respond to within 10 business days.



Complaint escalation	15%	7%	8%
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Complaint escalation tracks the percentage of complaints escalated to the ombudsman.

Driving customer outcomes



Supporting you when you need a hand

As at
quarter 2



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

1,398

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

Customer Assist Program



Residential customers who entered the Customer Assist Program

251



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

\$2,404



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

\$3,704



Residential customers successfully exiting the Customer Assist Program during the period

239

Flexible payments

As at
quarter 2

Residential customers paying bills under a flexible payment plan

3,292

Non-residential customers paying bills under a flexible payment plan

92

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

Driving customer outcomes



Concessions

As at
quarter 2

Residential customers receiving a water concession	125,358
Residential customers receiving a sewerage concession	100,840

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

Year
to date

Total
quarter 2

Residential customers who have had water supply restricted	0	0
Residential customers in our Customer Assist Program who have had water supply restricted	0	0
Residential customers receiving a concession who have had water supply restricted	0	0
Non-residential customers who have had water supply restricted	0	0

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

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

Proactive environmental leadership



Reducing wastewater overflows from our networks



Number of unplanned wastewater overflow events

Year to date	Total quarter 2
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1,787	835
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With a focus on environmental management, we always look to minimise and reduce the impact of our work, and to seek positive environmental outcomes.

