

# Highlights 2014-15



Government  
of South Australia



SA Water



# At SA Water, we strive to ensure every customer has a great experience



SERVING MORE THAN  
**1.6MILLION**  
SOUTH AUSTRALIANS

*Considerable effort went into preparing our Regulatory Business Proposal for 2016-20 including extensive customer and stakeholder engagement to guide us in planning our expenditure proposals and service levels. We have seen customer satisfaction increase by 3% from the previous year to 80%. We look forward to continuing engagement with all our customers and stakeholders and implementing our next Regulatory Business Proposal.*

KERRY ROWLANDS,  
GM Customer & Community Relations.

**WHOLLY  
OWNED  
BY THE SOUTH  
AUSTRALIAN  
GOVERNMENT**



## Serving you better



*Our Customer Service Centre continues to put the customer first by addressing queries and concerns in a fast, efficient and friendly manner.*

TANIA DAVIS, Senior Manager Customer Service Centre.

**443,207** CALLS ANSWERED IN OUR ADELAIDE-BASED CUSTOMER SERVICE CENTRE.



In **2014-15**, the average call waiting time was **16 seconds** (19 seconds in 2013-14)

In **2014-15**, the average duration of calls was **3 minutes and 40 seconds** (3 minutes and 21 seconds in 2013-14)





# Improving Communication

*We must continue to put customers at the heart of our decision making. Through Your Say, our customer engagement program, we listened to our customers and incorporated what they told us into plans going forward.*

KERRY ROWLANDS, GM Customer & Community Relations.

*Our new website provides a better experience for customers. It is now available on all devices and includes information tailored to customer needs. Major faults are now reported in near real-time and we have increased opportunities for customers to provide ongoing feedback so we can continue to improve our services.*

LACHLAN PRAULINS, Digital Consultant-Website.

# Our Community

In 2014-15, SA Water's *Brainwave* learning program was attended by 8,448 South Australian school students and teachers.

Over this period, SA Water delivered presentations and tours to 1,850 members of the community at the Adelaide Desalination Plant and Kauwi Interpretive Centre.

*Thousands of members of the community in metropolitan and regional South Australia have been part of our Community Relations program. This has included activities such as Science Alive!, the Royal Adelaide Show, blind water tasting known as 'Take the Tap Test', the free use of our Quench Benches (mobile water trailers) for community events and tours of our treatment plant and infrastructure. Our sponsorship program has enabled us to support programs, organisations and events across the state.*

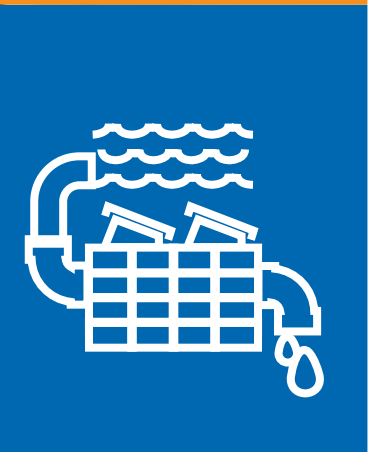
PHIL JONES, Manager Community Relations.



# 130

## BILLION LITRES

OF WATER PRODUCED BY  
THE ADELAIDE DESALINATION  
PLANT SINCE OCTOBER 2011,  
UP TO 30 JUNE 2015



# Education through apps

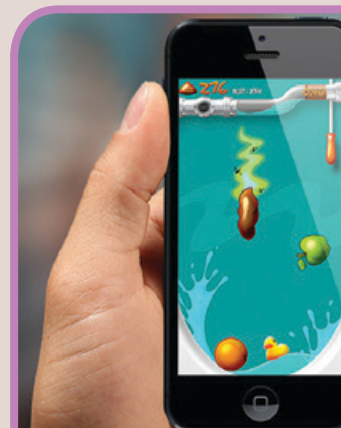


EDUCATION PROGRAM  
**REACHED**  
**8,488**  
STUDENTS

*It's really great to see kids having fun with our apps while developing their understanding of how their community water utility system works.*

**HAYLEY MORTON**, Library Services Coordinator.

Apps include *Captain Plop*, *Project Desal*, *Operation Aqua* and *Let the Poo Thru*.





# Helping our customers

*We provide strong support for residential customers experiencing financial difficulties by adopting a personalised approach to achieve success in breaking the debt cycle.*

**LEIGH HOFFRICHTER, Senior Customer Assistance Officer.**

Our Customer Assist Program offers solutions to customers experiencing payment difficulties.

During 2014-15, we helped over 5,000 residential customers. 1,860 customers successfully completed the customer assist program and 243 customers received free water audits or emergency plumbing assistance.



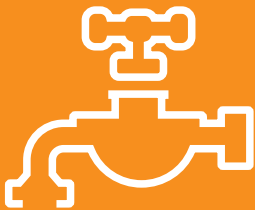
# Your trade waste



Your trade waste applications totalled 975 during 2014-15 and we processed 99% of them for you within 10 working days.

*Our bio-processes have helped reduce reliance on natural resources to bring environmental and sustainable benefits to the state as well as reducing power costs. This means more cost savings are passed to customers.*

SHANNON UERN, Manager Trade Waste & Networks.

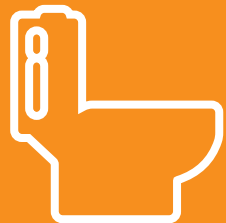


TO ENSURE RELIABILITY OF  
YOUR NETWORK, WE SPENT

**\$243 MILLION**

ON NETWORK INFRASTRUCTURE AND  
PIPE REPLACEMENT PROGRAMS.

**8,853KM**  
OF WASTEWATER PIPE.



# Delivering across the state

*During 2014-15 our Operations and Maintenance group achieved 98% of regulatory customer service standards targets. This means impact to our customers was minimised through us meeting very tight attendance and restoration timeframes.*

MARK GOBBIE, GM Operations and Maintenance.



Length of water mains for country: **17,613** km

Length of sewers for country: **1,478** km

Length of recycled water mains for country: **24** km

Number of water treatment plants for country: **37**

Number of wastewater treatment plants for country: **19**

## Remote communities

*Customers in remote areas will benefit from new infrastructure and routine services such as water quality monitoring and maintenance response managed by the Remote Communities group.*

GRANT MCLEAN, Manager Remote Communities.



# Smart investment



*We engaged with customers and key stakeholders while preparing our Regulatory Business Proposal (RBP 2016). Based on what you said, our proposal to ESCOSA is to maintain service levels while customers will see benefits in the form of price reductions.*

JAMIE HOLLAMBY, GM Business Services.

## **Business Success:**

### **Operating profit before tax 2014-15**

Target            \$261.4M

Result            \$278.8M

### **Operating profit before tax 2013-14**

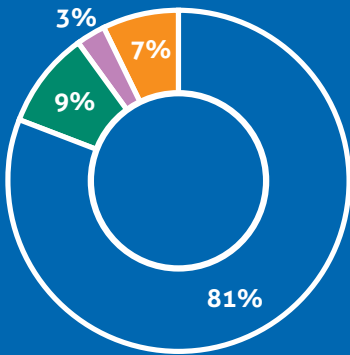
Target            \$279.9M

Result            \$283.9M

*SA Water was set a challenge by ESCOSA to be more efficient. We have met this challenge by managing our budgets and working with our suppliers while maintaining our customer service standards.*

JAMIE HOLLAMBY, GM Business Services.

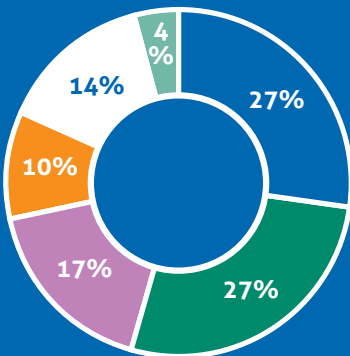
## Where our revenue comes from



	\$
Water and wastewater <b>81%</b>	1,157,124
Community service obligations <b>9%</b>	128,001
Contributed assets <b>3%</b>	38,968
Other revenue <b>7%</b>	103,857
<b>Total</b>	<b>1,427,950</b>

Figures represent \$'000

## Where we spend our money



	\$
Depreciation and amortisation <b>27%</b>	311,481
Finance costs <b>27%</b>	313,707
Operational services and contracts <b>17%</b>	190,696
Salaries and benefits <b>10%</b>	119,714
Services and supplies <b>14%</b>	165,080
Electricity <b>4%</b>	48,511
<b>Total</b>	<b>1,149,189</b>

Figures represent \$'000



# PROJECTS

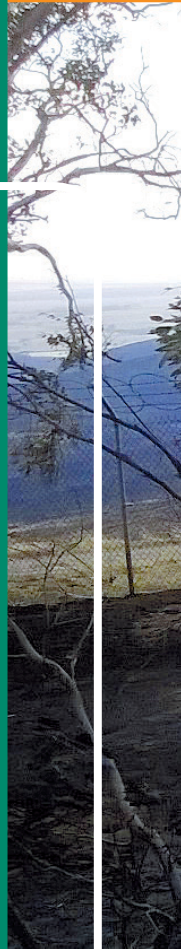
## CASE STUDY 1

### **Mount Barker Development Water Supply Scheme:**

In order to facilitate the projected growth and development of the Mount Barker region, we undertook investigations into expanding the existing water supply networks. The timing of the water supply infrastructure will be provided as required and in consultation with the developers.

*This project supports the State Government's 30 Year Plan for Greater Adelaide to facilitate growth and will supply safe and reliable drinking water to the new Mount Barker residential development.*

**ASHOK THAPER, Senior Project Manager Infrastructure Delivery.**



*We have embarked on a range of water, wastewater and recycled water projects which will benefit customers.*

**JIM MCGUIRE, GM Commercial and Business Development.**



*Plant operation through the first year of full operation has been good. We have identified a number of areas that allow for optimisation of the plant including power use reduction over the first year by 7% and ethanol use by 15%, just two measures which demonstrate the opportunity a treatment facility like this provides. The plant provides the flexibility required for further optimisation studies over the next few years.*

**TONY LENNON**, Senior Project Manager Infrastructure Delivery.





An aerial photograph showing a residential neighborhood with houses and streets on the left, and a large industrial facility, likely a wastewater treatment plant, on the right. The image is partially obscured by a blue and orange graphic overlay.

# PROJECTS

## CASE STUDY 2

### **Christies Beach Wastewater Treatment Plant Project:**

This was a \$272 million project to upgrade the existing wastewater treatment plant to increase treatment capacity from 30 million litres per day to 45 million litres per day. This upgrade will ensure the plant can cater for the population growth demands outlined in the State Government's 30 Year Plan for Greater Adelaide. Construction commenced in January 2009, with major construction works completed in 2012. Project works concluded in September 2014 with the completion of the chlorination disinfection system refurbishment. Landscaping works progressed during 2014-15 culminating in the finalisation of the entire project with the project being delivered approximately \$50 million under the approved budget.



## Our diversity

As at the end of the 2014-15 Financial Year we had 32 Aboriginal and Torres Strait Islander employees working across multiple disciplines of the business, including construction and maintenance, information technology, apprenticeships, technical work and administration and management.

**85,000  
HECTARES**  
OF LAND MANAGED ACROSS  
THE STATE TO ENHANCE  
PROTECTION OF WATER  
CATCHMENT AREAS

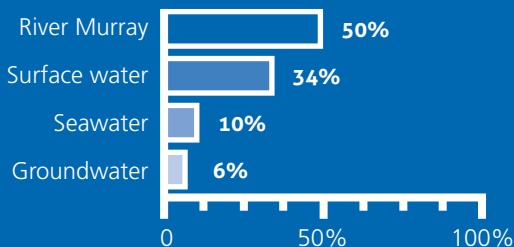
*Our Aboriginal and Torres Strait Islander staff equate to 2.16% of our workforce. During the period we closed off our second Reconciliation Action Plan and have now embarked on our third. Highlights include the increased number of Aboriginal and Torres Strait Islander staff in regional areas, updated infrastructure work within Remote Communities and the training and development of our Aboriginal staff.*

SHANE BLOGG, Workforce Sustainability Coordinator.

# Some facts and figures



**1,664,000**  
PEOPLE SERVED ACROSS  
SOUTH AUSTRALIA



**Water sources (% of total water usage) during 2014–15**  
(Total water delivered: 218 979 ML)



## Population served: wastewater (at 30 June 2015)

Estimated population served metropolitan	1,120,000
Estimated population served country	189,000
<b>Total</b>	<b>1,309,000</b>



## Average volume of water delivered statewide for past five years (ML)

Metropolitan	139,616
Country	72,622



## 2014-15 statewide water consumption facts

Total volume delivered (ML)	218,979
Average residential consumption per household (kL)	179
Highest daily consumption recorded in 24 hours (ML)	715



## Metropolitan water consumption facts

Total volume delivered (ML)	145,358
Average residential consumption per household (kL)	186



## Country water consumption facts

Total volume delivered (ML)	73,621
Average residential consumption per household (kL)	160

This Highlights booklet reflects activities for 2014-15 in line with the 2014-15 Annual Report.

For a full copy of our annual report, or for further information about SA Water and copies of past reports, visit [www.sawater.com.au](http://www.sawater.com.au).

We welcome your feedback on our publications. Please email any feedback to [customerservice@sawater.com.au](mailto:customerservice@sawater.com.au) or phone 1300 650 950.



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