

Creating Our Plan 2020

How we engaged our customers to help shape the future

Capturing thoughts and ideas

July - December 2017

7 workshops state-wide

168 people engaged

13 different nationalities

Determining what is important for our customers

April - June 2018

11 state-wide roadshow locations

1 million people reached through radio and printed media inviting customers to take part

5,104 completed "What matters to you?" surveys

600,000+ bill inserts inviting customers to take part

7,498 Water Talks site visits

5 key themes identified as important to our customers

Prioritisation of the 5 themes

July - October 2018

428 responses and comments on Water Talks

2,000+ visitor to the Royal Adelaide Show stand

3,462 visits to Water Talks in phase three

Determining our preferred investment

November 2019 - May 2020

6,265 customers completed "Would you invest in this?" survey

5 projects tested for support and willingness to pay

250,000 people reached through online advertising inviting them to participate in the survey

2 focus groups and face-to-face interviews with businesses

3,000 visits to Water Talks site

Our Plan 2020
published Nov 2019

ESCOSA Draft Determination
March 2020

69 public submissions made to Essential Services Commission of South Australia in April 2020

Water Talks

12,000+ unique visits to the website during the process

700+ registered participants

Customer Working Group

22 randomly selected customers representing several customer segment groups including:

residential, business, regional, metro, aged groups, gender, Culturally and Linguistically Diverse and Aboriginal and Torres Strait Islanders

6 meetings including an optional infrastructure tour

4 recommendations made