



# Quarterly performance measures

## Quarter 3 2021-22



Government  
of South Australia

# Driving customer outcomes



## Providing you with safe, clean water

Target	Year to date	Achieved quarter 3
--------	--------------	--------------------



Water quality responsiveness metropolitan

97%	97%	99%*
-----	-----	------



Water quality responsiveness regional

99%	100%	100%
-----	------	------

\*There have been strong monthly results for this quarter, and this measure is expected to be on target at year end.

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

## Being quick to respond to your needs

Target	Year to date	Achieved quarter 3
--------	--------------	--------------------



Telephone responsiveness

85%	87%	88%
-----	-----	-----

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 3
--------	--------------	--------------------



Connection application responsiveness

95%	97%	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%	97%	96%
-----	-----	-----



Sewerage network connection timeliness

94%	98%	99%
-----	-----	-----

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

## Driving customer outcomes



### Keeping water flowing to your taps

	Target	Year to date	Achieved quarter 3
<b>Metropolitan</b>			
Water event responsiveness - high priority	99%	99%	100%*
Water event responsiveness - low priority	83%	82%**	99%***
Water service restoration timeliness	98%	99%	100%
<b>Regional</b>			
Water event responsiveness - high priority	99%	99%	99%
Water event responsiveness - low priority	97%	99%	99%
Water service restoration timeliness	98%	99%	100%

\* Favourable weather conditions this quarter resulted in relatively low event numbers.

\*\*Operational performance in the metropolitan area continues to improve with only two service standards now marginally under target for the year to date, and we will continue to closely monitor performance for the end of the year.

\*\*\*This level of performance was achieved for the quarter through extraordinary resources being diverted to this activity. Performance improvement was further assisted by a lower number of events requiring a response, attributed to a mix of favourable weather conditions and targeted practice improvements.

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	Year to date	Achieved quarter 3
<b>Metropolitan</b>			
Sewer event responsiveness	99%	99%	100%
Sewerage service restoration timeliness	95%	95%	98%
Sewer overflow clean-up timeliness	98%	97%*	99%
<b>Regional</b>			
Sewer event responsiveness	99%	100%	100%
Sewerage service restoration timeliness	99%	100%	100%
Sewer overflow clean-up timeliness	99%	100%	100%

\*Operational performance in the metropolitan area continues to improve with only two service standards now marginally under target for the year to date, and we will continue to closely monitor performance for the end of the year. Despite recent improved performance, the year-to-date result is impacted by poor performance in quarter 1.

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

	Target	Year to date	Achieved quarter 3
--	--------	--------------	--------------------



Customer satisfaction

93%

94%

95%

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

	Target	Year to date	Achieved quarter 3
--	--------	--------------	--------------------



First contact resolution

85%

98%

99%

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 3
--	--------	--------------	--------------------



Complaint responsiveness

95%

99%

98%

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



Complaint escalation

<15%

7%

6%

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

## Driving customer outcomes



### Supporting you when you need a hand



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

As at  
quarter 3

933

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

As at  
quarter 3

56



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

\$2,517.00



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

\$3,488.00



Residential customers successfully exiting the Customer Assist Program during the period

47

### Flexible payments

As at  
quarter 3

Residential customers paying bills under a flexible payment plan

945

Non-residential customers paying bills under a flexible payment plan

12

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

## Driving customer outcomes



### Concessions

As at  
quarter 3

Residential customers receiving a water concession	123,672
Residential customers receiving a sewerage concession	99,160

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 3

Residential customers who have had water supply restricted	14	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	2	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 3
--------------	-----------------

2,762	708
-------	-----

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

