

Quarterly performance measures

Quarter 3 2024-25





**Government of
South Australia**

Driving customer outcomes




Providing you with safe, clean water

| | Target | Achieved quarter 1 | Achieved quarter 2 | Achieved quarter 3 |
|---|--------|--------------------|--------------------|--------------------|
|  Water quality responsiveness metropolitan | 97% | 99% | 100% | 100% |
|  Water quality responsiveness regional | 99% | 100% | 100% | 99% |


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 | Achieved quarter 1 | Achieved quarter 2 | Achieved quarter 3 |
|--|--------|--------------------|--------------------|--------------------|
|  Telephone responsiveness | 85% | 87% | 88% | 86% |



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

Being quick to respond to your needs

| | Target | Achieved quarter 1 | Achieved quarter 2 | Achieved quarter 3 |
|---|--------|--------------------|--------------------|--------------------|
|  Connection application responsiveness | 95% | 98% | 98% | 96% |

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

| | Target | Achieved quarter 1 | Achieved quarter 2 | Achieved quarter 3 |
|--|--------|--------------------|--------------------|--------------------|
|  Water network connection timeliness | 95% | 97% | 97% | 94%* |
|  Sewerage network connection timeliness | 94% | 96% | 96% | 98% |

*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 | Achieved Q2 | Q3 |
|--|--------|------|-------------|------|
| Metropolitan | | | | |
| Water event responsiveness - high priority | 99% | 100% | 100% | 100% |
| Water event responsiveness - low priority | 83% | 92% | 94% | 92% |
| Water service restoration timeliness | 98% | 98% | 99% | 98% |
| Regional | | | | |
| Water event responsiveness - high priority | 99% | 100% | 99% | 99% |
| Water event responsiveness - low priority | 97% | 99% | 99% | 99% |
| Water service restoration timeliness | 98% | 99% | 98% | 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 | Achieved Q2 | Q3 |
|---|--------|------|-------------|------|
| Metropolitan | | | | |
| Sewer event responsiveness | 99% | 100% | 100% | 100% |
| Sewerage service restoration timeliness | 95% | 98% | 98% | 98% |
| Sewer overflow clean-up timeliness | 98% | 98% | 98% | 98% |
| Regional | | | | |
| Sewer event responsiveness | 99% | 100% | 100% | 100% |
| Sewerage service restoration timeliness | 99% | 97% | 95%* | 100% |
| Sewer overflow clean-up timeliness | 99% | 100% | 100% | 100% |

*Of the 19 events restored in quarter 2, one event was not restored within the 12 hour timeframe for a category 3 event. The delayed restoration time was due to factors outside our control.

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 | Achieved quarter 1 | Achieved quarter 2 | Achieved quarter 3 |
|--------|--------------------|--------------------|--------------------|
|--------|--------------------|--------------------|--------------------|

| | | | |
|-----|-----|-----|-----|
| 93% | 93% | 93% | 94% |
|-----|-----|-----|-----|

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% |
|-----|------|------|------|

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 | Achieved quarter 1 | Achieved quarter 2 | Achieved quarter 3 |
|--------|--------------------|--------------------|--------------------|
|--------|--------------------|--------------------|--------------------|

| | | | |
|-----|-----|-----|-----|
| 95% | 96% | 99% | 98% |
|-----|-----|-----|-----|

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



Complaint escalation

| | | | |
|-----|----|----|----|
| 10% | 9% | 6% | 8% |
|-----|----|----|----|

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

1,610

1,550

1,470

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

307

236

266



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

\$1,819*

\$1,691

\$1,608



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

\$2,855*

\$2,689

\$2,624



Residential customers successfully exiting the Payment Assistance Program during the period

53

45

53

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

Driving customer outcomes



Flexible payments

| | As at quarter 1 | As at quarter 2 | As at quarter 3 |
|--|--------------------|--------------------|--------------------|
| Residential customers paying bills under a flexible payment plan | 3,549 | 3,074 | 5,206 |
| Non-residential customers paying bills under a flexible payment plan | 90 | 77 | 98 |

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

Concessions

| | As at quarter 1 | As at quarter 2 | As at quarter 3 |
|---|--------------------|--------------------|--------------------|
| Residential customers receiving a water concession | 125,610 | 126,667 | 127,373 |
| Residential customers receiving a sewerage concession | 100,917 | 101,637 | 102,124 |

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 quarter 1 | As at quarter 2 | As at quarter 3 |
|---|--------------------|--------------------|--------------------|
| Residential customers who have had water supply restricted | 0 | 0 | 0 |
| Residential customers in our Customer Assist Program who have had water supply restricted | 0 | 0 | 0 |
| Residential customers receiving a concession who have had water supply restricted | 0 | 0 | 0 |
| Non-residential customers who have had water supply restricted | 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 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

Achieved quarter 1

Achieved quarter 2

Achieved quarter 3



Number of unplanned wastewater service interruptions

| | | |
|------|-----|-----|
| 1067 | 940 | 910 |
|------|-----|-----|

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

