

Quarter 1 2025-26





Providing you with safe, clean water		Target	Achieved quarter I
	Water quality responsiveness metropolitan	97%	100%
	Water quality responsiveness regional	99%	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

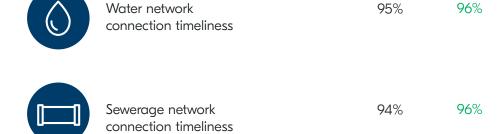
85%

87%

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
	Connection application responsiveness	95%	98%

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



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



Keeping water flowing to	Target	Achieved
your taps		quarter 1

Metropolitan		
Water event responsiveness - high priority	99%	100%
Water event responsiveness - low priority	83%	94%
Water service restoration timeliness	98%	99%
Regional		
Water event responsiveness - high priority	99%	99%
Water event responsiveness - low priority	97%	98%
Water service restoration timeliness	98%	96%*

^{*} Eight instances where unplanned water interruptions were not restored within the designated timeframe. Five of these instances are considered met on a best endeavours basis, due to safety concerns and complexity of repairs.

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	larget	Achieved
wastewater	larget	quarter 1

Metropolitan		
Sewer event responsiveness	99%	100%
Sewerage service restoration timeliness	95%	97%
Sewer overflow clean-up timeliness	98%	98%
Regional		
Sewer event responsiveness	99%	98%*
Sewerage service restoration timeliness	99%	99%
Sewer overflow clean-up timeliness	99%	100%

^{*} Three instances where attendance of sewerage events did not occur within the required timeframe. Two of which are considered as having met target on a best endeavours basis. This was due to extended travel distances, where earlier arrival would not have been achievable under workplace health and safety requirements.

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.



96%

Providing great customer	Target	Achieved
service		quarter 1



Customer satisfaction

93% 92%*

* We continue to monitor customer survey results to identify targeted opportunities for improvement to support customer experience outcomes.

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%

Resolving your query when you first contact us is a measure of a great customer service experience.

Being easy to deal with	Target	Achieved
-		quarter 1





Complaint escalation

Complaint responsiveness

15% 10%

95%

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



Providing great customer service		As at quarter 1
S	Total number of residential customers participating in our Payment Assistance	1,600

Program as at the end of the quarter

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

Payment Assistance Program

0	Residential customers who entered the Payment Assistance Program	334
	Average bill debt for residential customers participating in our Payment Assistance Program (metro)	\$1,644
\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	Average bill debt for residential customers participating in our Payment Assistance Program (regional)	\$2,567

Payment Assistance Program		As at quarter 1
	Average bill debt for residential customers upon entry to our Payment Assistance Program (metro)	\$1,994
	Average bill debt for residential customers upon entry to our Payment Assistance Program (regional)	\$2,698
0	Number of customers who exited without successfully completing the Payment Assistance Program	14

Residential customers paying bills under a flexible



Flexible payments

payment plan

As at quarter

quarter 1	
8,929	

392

plan

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

Non-residential customers paying bills under a flexible payment

Concessions

As at quarter 1

Residential customers receiving a water concession	126,918
Residential customers receiving a sewerage concession	101,594

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

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

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

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

Proactive environmental leadership



Reducing wastewater overflows from our networks

Total quarter 1



Number of unplanned wastewater service interruptions

1,226

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

