

Quarterly performance measures

Quarter 1 2025-26



**Government of
South Australia**

Driving customer outcomes



Providing you with safe, clean water

	Target	Achieved quarter 1
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	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%
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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
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	Connection application responsiveness	95%	98%
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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%	96%
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	Sewerage network connection timeliness	94%	96%
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Connection timelines measures track our performance against various network connection time targets.

Driving customer outcomes



Keeping water flowing to your taps

Target Achieved
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 wastewater

Target Achieved
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.

Driving customer outcomes



Providing great customer service



Customer satisfaction

Target Achieved
quarter 1

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



Complaint responsiveness

Target Achieved
quarter 1

95% 96%

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



Complaint escalation

15% 10%

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

Driving customer outcomes



Providing great customer service	As at quarter 1	Payment Assistance Program	As at quarter 1
 Total number of residential customers participating in our Payment Assistance Program as at the end of the quarter	1,600	 Average bill debt for residential customers upon entry to our Payment Assistance Program (metro)	\$1,994
Through our Payment Assistance Program we help residential customers with a payment plan and stay in touch to help them better manage their bills.		 Average bill debt for residential customers upon entry to our Payment Assistance Program (regional)	\$2,698
Payment Assistance Program		 Number of customers who exited without successfully completing the Payment Assistance Program	14
 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		

Driving customer outcomes



Flexible payments

As at
quarter 1

Residential customers paying bills under a flexible payment plan	8,929
Non-residential customers paying bills under a flexible payment plan	392

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

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.

