

**Objective:** Productive, respectful relationships with our customers, regulators and stakeholders are key to delivering services our customers value. Understanding customers, engaging with them about what's happening and focusing on solving their concerns and problems.

## Current State

Measures:

- Target 95% customer satisfaction with service experience
- Stakeholder satisfaction, perception of environment protection and perception of SA Water's innovation

Decision making principles:

- We consider the customer impact of our decisions and we minimise disruption to them and the community
- We will innovate with and empower our customers to create their future
- We work together with our owner and regulators to be the water utility the community expects
- Commercial opportunities that deliver benefits for our customers may be pursued

## Work Underway & Existing Plans

Information and intelligence:

- Water Talks – Regulatory Business Proposal engagement underway. Sign up at the SA Water website. *Phase One: Explore* workshop held in Kingscote 13<sup>th</sup> December 2017.

Engagement:

- School education program including online resources, loan of water unit resources, water literacy books and Brainwave Learning Program aligned to geography, science and sustainability curriculum areas.
- Community engagement opportunities through tours, presentations, sponsorship, attendance at local events such as field days and online library resources.

Infrastructure:

- Stakeholder engagement incorporated in infrastructure projects such as Penneshaw desalination plant upgrade.

## Future State

Opportunities:

- Contemporary perspectives on what matters to the communities of Kangaroo Island and opportunities to partner for social benefits in both the long term planning process and ongoing.