

Quarterly performance measures

Quarter 1 2023-24

Driving customer outcomes



Providing you with safe, clean water

Target Achieved
quarter 1



Water quality
responsiveness metropolitan

97% 99%



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% 81%

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

*High call rates combined with low staffing levels have impacted performance in quarter 1. An action plan is in place to improve performance and meet the target by November.

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.



Water network
connection timeliness

95% 93%*



Sewerage network
connection timeliness

94% 95%

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

*Performance results for the quarter can be attributed to operational pressures in addressing safety concerns with our response resources and, in regional areas in particular, continued resource stretching in the aftermath of the River Murray flooding event of 2022-23.

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%	92%
Water service restoration timeliness	98%	98%
Regional		
Water event responsiveness - high priority	99%	99%
Water event responsiveness - low priority	97%	100%
Water service restoration timeliness	98%	100%

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%	98%
Sewer overflow clean-up timeliness	98%	96%*
Regional		
Sewer event responsiveness	99%	100%
Sewerage service restoration timeliness	99%	100%
Sewer overflow clean-up timeliness	99%	100%

*Performance for the quarter was impacted by customer requested delays (17 occasions), safety concerns (2 occasions), and access issues (2 occasions)

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% 96%

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% 98%

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



Complaint escalation

15% 7%

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

Driving customer outcomes



Supporting you when you need a hand

As at
quarter 1



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

1,425

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

335



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

\$2,515



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

\$3,635



Residential customers successfully exiting the Customer Assist Program during the period

55

Flexible payments

As at
quarter 1

Residential customers paying bills under a flexible payment plan

3,093

Non-residential customers paying bills under a flexible payment plan

63

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

Driving customer outcomes



Concessions

As at
quarter 1

Residential customers receiving a water concession	125,611
Residential customers receiving a sewerage concession	101,085

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

Total
quarter 1

Residential customers who have had water supply restricted	0
Residential customers in our Customer Assist 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 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

Total
quarter 1



Number of unplanned
wastewater overflow events

943

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

