



Quarterly performance measures Quarter 4 and full year 2020-21



Government
of South Australia

Driving customer outcomes



Providing you with safe, clean water

Target	Achieved quarter 4	Achieved full year
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Water quality responsiveness metropolitan

97%	97%	99%
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Water quality responsiveness regional

99%	99%	100%
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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 4	Achieved full year
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Telephone responsiveness

85%	85%	86%
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Telephone responsiveness tracks the percentage of calls about faults answered within the target of 50 seconds.



Connection application responsiveness

95%	97%	97%
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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%	97%
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Sewerage network connection timeliness

94%	98%	99%
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Connection timeliness measures track our performance against various network connection time targets.



Keeping water flowing to your taps

	Target	Achieved quarter 4	Achieved full year
Metropolitan			
Water event responsiveness - high priority	99%	99%	99%
Water event responsiveness - low priority	83%	87%	79%*
Water service restoration timeliness	98%	98%	98%
Regional			
Water event responsiveness - high priority	99%	100%	99%
Water event responsiveness - low priority	97%	99%	99%
Water service restoration timeliness	98%	98%	99%

*While the target was achieved in quarter four, results below target in the other quarters meant the annual target was not met. Within this measure, we achieved the target for events with a 15-day response time while we didn't for events with a 7-day response time. Additional resources were brought on to help improve our response times, demonstrating best endeavours to address our performance against this measure.

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 4	Achieved full year
Metropolitan			
Sewer event responsiveness	99%	99%	99%
Sewerage service restoration timeliness	95%	92%**	95%
Sewer overflow clean-up timeliness	98%	95%	96%***
Regional			
Sewer event responsiveness	99%	100%	100%
Sewerage service restoration timeliness	99%	100%	100%
Sewer overflow clean-up timeliness	99%	100%	99%

** While the target was met for the year, it was missed in quarter four despite our best endeavours:

- seven customers requested we provide the service later, for their convenience.
- 12 restorations were delayed due to safety concerns.
- at 22 events there was no access to the customers' properties to undertake the restoration.

*** Across the year, the clean-up for just over 100 events was not achieved within the target timeframes. Of these:

- 34 customers requested we provide the clean-up service later for their convenience.
- the clean up at four events was not performed due to safety concerns.
- at two events there was no access to the customers' property to undertake the clean-up.

While we endeavoured to meet this target, the safety of our people and customers is a priority and we do not undertake work when it is unsafe to do so. In addition, we understand that customers sometimes request a different clean up timeframe that better suits them.

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

	Target	Achieved quarter 4	Achieved full year
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Customer satisfaction

93%

95%

95%

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.

Being easy to deal with

	Target	Achieved quarter 4	Achieved full year
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Complaint responsiveness

95%

99%

98%

Complaint responsiveness tracks the percentage of customer complaints we respond to within target times.



Complaint escalation

<15%

9%

7%

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

Resolving your inquiry the first time

	Target	Achieved quarter 4	Achieved full year
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First contact resolution

85%

98%

98%

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

Driving customer outcomes



Supporting you when you need a hand



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

As at
quarter 4

1,084

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

175



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

\$3,018.93



Residential customers successfully exiting the Customer Assist Program during the period

236

Flexible payments

As at
quarter 4

Residential customers paying bills under a flexible payment plan

1,147

Non-residential customers paying bills under a flexible payment plan

10

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

Driving customer outcomes



Concessions

As at
quarter 4

	As at quarter 4
Residential customers receiving a water concession	131,797
Residential customers receiving a sewerage concession	107,438

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 4

Total
full year

	Total quarter 4	Total full year
Residential customers who have had water supply restricted	0	0
Residential customers in our Customer Assist Program who have had water supply restricted	0	0
Residential customers receiving a concession who have had water supply restricted	0	0
Non-residential customers who have had water supply restricted	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



Number of unplanned wastewater overflow events

	Total quarter 4	Total Full year
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	500	1,624
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With a focus on environmental management, we always look to minimise and reduce the impact of our work, and to seek positive environmental outcomes.

