



Quarterly performance measures

Quarter 3 2025-26



Government of
South Australia

Driving customer outcomes



Providing you with safe, clean water

	Target	Achieved quarter 1	Achieved quarter 2	Achieved quarter 3
Water quality responsiveness metropolitan	97%	100%	100%	100%
Water quality responsiveness regional	99%	100%	100%	99%

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%	87%	88%
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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	Achieved quarter 2	Achieved quarter 3
Connection application responsiveness	95%	97%	97%	98%

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

Being quick to respond to your needs

Water network connection timeliness	95%	96%	95%	97%
Sewerage network connection timeliness	94%	95%	96%	98%

Connection timeliness measures our performance against various network connection time targets.

Driving customer outcomes



Keeping water flowing to your taps

	Target	Achieved		
		Q1	Q2	Q3
Metropolitan				
Water event responsiveness - high priority	99%	100%	100%	100%
Water event responsiveness - low priority	83%	94%	94%	94%
Water service restoration timeliness	98%	99%	100%	99%
Regional				
Water event responsiveness - high priority	99%	99%	99%	99%
Water event responsiveness - low priority	97%	98%	99%	98%
Water service restoration timeliness	98%	96%	98%	99%

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		
		Q1	Q2	Q3
Metropolitan				
Sewer event responsiveness	99%	100%	100%	100%
Sewerage service restoration timeliness	95%	97%	98%	99%
Sewer overflow clean-up timeliness	98%	98%	98%	99%
Regional				
Sewer event responsiveness	99%	98%	97%	100%
Sewerage service restoration timeliness	99%	99%	100%	100%
Sewer overflow clean-up timeliness	99%	100%	100%	96%*

*The results are reflective of one instance where clean-up was not completed within the required timeframe. Due to the low number of events, a single missed event can have a disproportionate impact on service standard results.

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	Achieved quarter 2	Achieved quarter 3
93%	92%	94%	93%

93%

92%

94%

93%

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%

100%

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	Achieved quarter 2	Achieved quarter 3
95%	96%	97%	97%

95%

96%

97%

97%

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



Complaint escalation

15%

10%


7%

6%

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




Driving customer outcomes



Providing great customer service	As at quarter 1	As at quarter 2	As at quarter 3
 Total number of residential customers participating in a financial hardship program as at the end of the quarter	1,600	1,667	1,703

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

Payment Assist Program

 Residential customers who entered the Payment Assist Program	334	340	338
 Average bill debt for residential customers participating in our Payment Assist Program (metro)	\$1,644	\$1,605	\$1,557
 Average bill debt for residential customers participating in our Payment Assist Program (regional)	\$2,567	\$2,595	\$2,630

Driving customer outcomes



Payment Assistance Program (continued)

As at quarter 1 As at quarter 2 As at quarter 3



Average bill debt for residential customers upon entry to our Payment Assistance Program (metro)

\$1,994 \$1,679 \$1,938



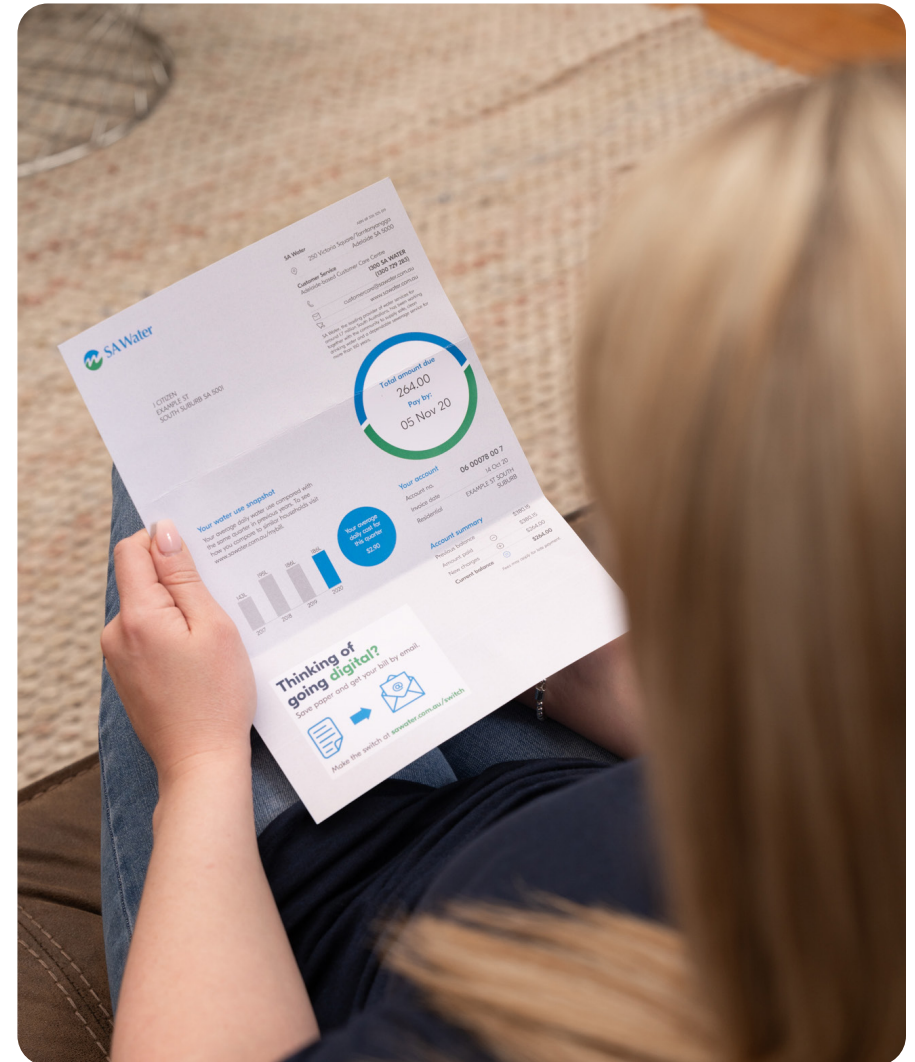
Average bill debt for residential customers upon entry to our Payment Assistance Program (regional)

\$2,698 \$3,260 \$2,569



Number of customers who exited without successfully completing the Payment Assistance Program

84 89 61



Driving customer outcomes



Flexible payments

	As at quarter 1	As at quarter 2	As at quarter 3
Residential customers paying bills under a flexible payment plan	8,929	7,504	10,082*
Non-residential customers paying bills under a flexible payment plan	392	278	350

*Flexible payment arrangements historically see an increase in Q3 which is reflective of financial pressures for customers coming out of the festive period.

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

Concessions

	As at quarter 1	As at quarter 2	As at quarter 3
Residential customers receiving a water concession	126,918	126,533	127,240
Residential customers receiving a sewerage concession	101,594	101,215	101,722

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	As at quarter 2	As at quarter 3
Residential customers who have had water supply restricted	0	0	0
Residential customers in our Customer Assist Program who have had water supply restricted	0	0	0
Residential customers receiving a concession who have had water supply restricted	0	0	0
Non-residential customers who have had water supply restricted	0	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 service interruptions

Achieved quarter 1	Achieved quarter 2	Achieved quarter 3
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1,226	869	703
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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.

