



Quarterly performance measures

Quarter 1 2021-22



Government
of South Australia

Driving customer outcomes



Providing you with safe, clean water

Target Achieved quarter 1



Water quality responsiveness metropolitan

97% 95%*



Water quality responsiveness regional

99% 100%

*New approaches were developed during quarter 1 for dispatching field crews for fault response in the metropolitan area. While we missed several metropolitan targets during this development, improved prioritisation and escalation mechanisms are producing better results since the end of quarter 1.

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 1



Telephone responsiveness

85% 83%**

**New Customer Care Centre team members were being trained this quarter, and we received a higher than normal call volume. Our performance improved during the quarter, and we look to improve performance in line with improved team member proficiency.

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



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% 97%



Sewerage network connection timeliness

94% 99%

Connection timeliness 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%	98%*
Water event responsiveness - low priority	83%	65%*
Water service restoration timeliness	98%	98%
Regional		
Water event responsiveness - high priority	99%	99%
Water event responsiveness - low priority	97%	99%
Water service restoration timeliness	98%	98%

*New approaches are being developed for dispatching field crews for fault response in the metropolitan area. While we missed several metropolitan targets during while these approaches were being developed, improved prioritisation and escalation mechanisms are producing better results since the end of quarter 1.

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%	97%**
Sewerage service restoration timeliness	95%	92%*
Sewer overflow clean-up timeliness	98%	94%*
Regional		
Sewer event responsiveness	99%	100%
Sewerage service restoration timeliness	99%	100%
Sewer overflow clean-up timeliness	99%	100%

*New approaches are being developed for dispatching field crews for fault response in the metropolitan area. While we missed several metropolitan targets during while these approaches were being developed, improved prioritisation and escalation mechanisms are producing better results since the end of quarter 1.

**Wet weather, new team members and new ways of working all had an impact on our performance this quarter. The wet weather created unstable soil conditions in the metropolitan increasing the number of faults in our network.

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 1
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Customer satisfaction

93%

94%

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 1
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Complaint responsiveness

95%

99%

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



Complaint escalation

<15%

7%

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

Resolving your inquiry the first time

	Target	Achieved quarter 1
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First contact resolution

85%

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 1

993

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

37



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

\$2,923.56



Residential customers successfully exiting the Customer Assist Program during the period

29

Flexible payments

As at
quarter 1

Residential customers paying bills under a flexible payment plan

995

Non-residential customers paying bills under a flexible payment plan

20

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	125,608
Residential customers receiving a sewerage concession	100,817

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	7*
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	1
Non-residential customers who have had water supply restricted	0

*Bill recovery actions resumed this quarter following a pause in these activities.

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

664

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

