

# Appendix J

Service standard measures

The proposed service standards to apply from 2020-24 are detailed in Table J.1 and descriptions for the measures are in Table J.2.

**Table J.1: Proposed service standards**

Service area	Measure	2018-19 performance against 2016-20 targets*	2016-20 target	2020-24 target
Customer service	Customer satisfaction	New measure	New measure	93%
	Telephone responsiveness	86% within 30 seconds	85% within 30 seconds	85% within 50 seconds for fault calls
	First contact resolution	New measure	New measure	85%
	Complaint responsiveness	96% (written complaints)	95% (written complaints)	95% (all complaints)
	Complaint escalation	11.2%	New measure	<15%
Reliability	Water service interruption frequency	2315	New measure	<1,750 by 2023-24**
	Water leakage performance	1.97	New measure	<2.06
	Sewer overflow frequency	32	New measure	<29
	Internal sewer overflow incidence	180	New measure	<190
Connections	Connection application responsiveness	97% within 20 working days	95% within 20 working days	95% within 15 working days
	Water network connection timeliness	96%	95%	95%
	Sewer network connection timeliness	98%	90%	90%
Response	Water quality responsiveness	97%	96% metropolitan Adelaide 99% regional	96%
	Water event responsiveness – high priority	98%	New measure	99%
	Water event responsiveness – low priority	New measure	New measure	95%
	Sewer event responsiveness	99%	99% metropolitan Adelaide 99% regional	99%
Restoration	Water service restoration timeliness	98%	99% metropolitan Adelaide 99% regional	99%
	Sewerage service restoration timeliness	96%	95% metropolitan Adelaide 99% regional	95%
	Sewer overflow clean-up timeliness	98%	98% metropolitan Adelaide 99% regional	98%

\* Interim data and subject to final confirmation.

\*\* This is an incremental target – <1,975 in 2020-21, reducing to <1,750 by 2023-24.

Table J.2: Measure descriptions

Service area	Measure
<b>Customer service</b>	<b>Customer satisfaction</b> The percentage of customers who are satisfied with recent service experience.
	<b>Telephone responsiveness</b> The percentage of customer service calls answered in the target timeframe. Target: 50 seconds.
	<b>First contact resolution</b> The percentage of customer calls resolved at first point of contact.
	<b>Complaint responsiveness</b> The percentage of customer and community complaints responded to in the target timeframe. Target: 10 business days.
	<b>Complaint escalation</b> The percentage of customer and community complaints escalated to the Ombudsman following dissatisfaction with SA Water's complaint response.
<b>Reliability</b>	<b>Water service interruption frequency</b> The number of customers experiencing three or more unplanned water service interruptions in a year.
	<b>Water leakage performance</b> The amount of water leakage from infrastructure in kilolitres per kilometre of water main per day.
	<b>Sewer overflow frequency</b> The number of customers experiencing more than one internal sewer overflow event in a five-year period.
	<b>Internal sewer overflow incidence</b> The number of internal sewer overflow events experienced by customers in one year.

Service area	Measure
<b>Connections</b>	<b>Connection application responsiveness</b> The percentage of network connection applications processed in the target timeframe. Target: 15 business days.
	<b>Water network connection timeliness</b> The percentage of water network connections constructed in target timeframes. Targets: <ul style="list-style-type: none"> <li>• 25 business days – standard connections</li> <li>• 35 business days – non-standard connections.</li> </ul>
	<b>Sewer network connection timeliness</b> The percentage of sewer network connections constructed in target timeframes. Targets: <ul style="list-style-type: none"> <li>• 30 business days – standard sewer connections</li> <li>• 50 business days – non-standard sewer connections.</li> </ul>

Service area	Measure
Response	<p><b>Water quality responsiveness</b></p> <p>The percentage of water quality service requests assessed by field staff and resolution or plan of action communicated with the customer in target timeframes.</p> <p>Targets:</p> <ul style="list-style-type: none"> <li>• one hour – where the request indicates potential risk to human health (Priority 1)</li> <li>• two hours – where the request indicates taste and odour issues or contaminated/dirty water (Priority 2)</li> <li>• 48 hours – all other water quality reports (Priority 3), for example milky/cloudy water.</li> </ul>
	<p><b>Water event responsiveness – high priority</b></p> <p>The percentage of water network break and leak events with the greatest customer or community impact attended by field crews in target timeframes.</p> <p>Targets:</p> <ul style="list-style-type: none"> <li>• one hour – events with the highest impact to customers or the community (Priority 1), for example: <ul style="list-style-type: none"> <li>◦ total loss of supply to a customer</li> <li>◦ major loss of water</li> <li>◦ cause damage to property</li> <li>◦ pose an immediate danger to people or the environment</li> </ul> </li> <li>• five hours – any other water network break or leak event with potential for high impact to customers or the community (Priority 2).</li> </ul>
	<p><b>Water event responsiveness – low priority</b></p> <p>The percentage of water break, leak and boundary events with low to medium customer or community impact attended by field crews in target timeframes to resolve an issue.</p> <p>Targets:</p> <ul style="list-style-type: none"> <li>• seven days – water network issues with medium customer or community impact, usually at the boundary (Priority 3), for example a leaking meter</li> <li>• 15 days – water network issues with low customer or community impact, usually at the boundary (Priority 4), for example: <ul style="list-style-type: none"> <li>◦ unable to locate or read the meter</li> <li>◦ a damaged or noisy meter.</li> </ul> </li> </ul>
	<p><b>Sewer event responsiveness</b></p> <p>The percentage of sewer events attended by field crews in target timeframes.</p> <p>Targets:</p> <ul style="list-style-type: none"> <li>• one hour – where the overflow is inside a customer's building (Priority 1)</li> <li>• two hours – where the overflow is outside a building on customer's property (Priority 2)</li> <li>• four hours – where the overflow is external to customer's property (Priority 3).</li> </ul>

Service area	Measure
Restoration	<p><b>Water service restoration timeliness</b></p> <p>The percentage of unplanned water service interruptions resolved in target timeframes.</p> <p>Targets:</p> <ul style="list-style-type: none"> <li>• five hours – where the interruption is life threatening or has potentially serious consequences such as impacting critical needs customers, hospitals, schools, residential care facilities, child care centres, etc (Category 1)</li> <li>• eight hours – where the interruption disrupts a customer's business activity (Category 2)</li> <li>• 12 hours – for all other water service interruptions (Category 3).</li> </ul>
	<p><b>Sewerage service restoration timeliness</b></p> <p>The percentage of sewerage service events restored in target timeframes.</p> <p>Targets:</p> <ul style="list-style-type: none"> <li>• five hours – where a full loss of sewerage service could be life-threatening or otherwise have serious consequences such as impacting critical needs customers, hospitals, residential care facilities, schools, child care centres, etc (Category 1)</li> <li>• five hours – where a full loss of sewerage service causes a disruption to a customer's business activities (Category 2)</li> <li>• 12 hours – for all other full loss of sewerage service events (Category 3)</li> <li>• 18 hours – for partial loss events where the customer has a sewerage service available, but it is draining slowly (Category 4).</li> </ul>
	<p><b>Sewer overflow clean-up timeliness</b></p> <p>The percentage of sewer overflow clean-ups resolved in target timeframes.</p> <p>Targets:</p> <ul style="list-style-type: none"> <li>• four hours – where a sewer overflows inside a customer's building (Category 1)</li> <li>• six hours – where a sewer overflows outside a building on a customer's property (Category 2)</li> <li>• eight hours – where a sewer overflows, external to customer's property (Category 3).</li> </ul>