

# SA Water Sustainability Scorecard

**Sustainability is part of the way we do business. We consider the long term interest of customers, the South Australian community and future generations in our operations and solutions.**

**Sustainability principles are embedded in our long term strategy.**

We have set sustainability measures and targets that reflect our emphasis on quality service and value to our customers. We are committed to continuously improving the way we do business.

The sustainability scorecard is an annual snapshot of our sustainability performance against our corporate strategic priorities: Customers and Community, Business Success, Quality and Delivery, and Planning for the Future.

The scorecard contains selected sustainable performance measures; more detailed information on those targets – and a range of other key strategic performance measures – can be found throughout [SA Water's 2014-15 Annual Report](#) (refer to quoted page numbers).

## 2014-15 Performance summary against sustainability measures

### Target

### Performance 2012-13 2013-14 2014-15

#### Strategic priority: Customers and Community

##### Overall customer satisfaction with SA Water

Although the target has not been met, the recent customer satisfaction survey has shown a 3% increase from the previous year (page 13-15).

85% of overall satisfaction  
(results from customer satisfaction survey)



##### Response to customers calls

We have exceeded our target and continued to improve our response time to customers (on average, callers waited 16 seconds for their call to be answered) (page 13).

85% of calls to customer service centre answered within 30 seconds



##### Response to written enquiries

Although the target has not been met overall, there was a 4% improvement compared to the previous year (page 13).

95% response to written enquiries complaints



##### Priority 1 water supply breaks bursts and leaks

We exceeded our metro-based and regional-based targets for water service attendance and water service restoration within targeted timeframes (page 23).

Metropolitan: 95% attended within one hour



Regional: 95% attended within one hour



#### Strategic priority: Business Success

##### Economic regulation compliance

We continue to meet our compliance targets despite the relatively new regulatory process in the state (page 39).

No material or intermediate obligations breached compliance with economic regulation



##### Profitability

We continue to improve returns to our owner within the boundaries set by our economic regulator, ESCOSA (page 41-42).

Operating profit before tax



##### Safety of employees and contractors

Overall the number of significant incidents has reduced by almost 50% compared to the previous year (page 50-52).

7 Lost Time Injuries LTI (excluding contractors)



##### Workforce diversity

SA Water has continued to meet and exceed a number of diversity targets for key groups in the business (pages 53 and 55) in particular the opportunities through the aboriginal employment program<sup>(1)</sup>.

Workforce diversity performance  
(2% indigenous employment)



(1): We protect the privacy of our employees and staff and they are not obliged to volunteer information about their culture.



# SA Water Sustainability Scorecard continued

## Strategic priority: Quality and Delivery

### Drinking water quality

Our regional and metropolitan systems exceeded the target for compliance with Australian Water Quality Guidelines (page 25).

Performance against drinking water regulations  
100% metropolitan



99.8% regional



### Environmental compliance

SA Water's environmental obligations for metropolitan and country water and wastewater treatment and other multiple licences were met (page 34).

100% EPA licence compliance



### Greenhouse gas emissions

We continue to exceed our target for a linear reduction pathway consistent with our commitments under the Climate Change Sector agreement (page 29-33).

Net GHG emission, 385,000 tonnes of CO<sub>2</sub>-e



### Renewable energy

We exceeded our target from self-generated renewable electricity at our wastewater treatment sites, hydroelectric facilities and purchased accredited renewable energy certificates.

Percentage of renewable energy generated and or purchased, 20%



### Recycled water volumes

We continue to achieve significant volumes of recycled water with the added benefit of reducing the use of drinking water and thereby improving the security of water supplies for metropolitan Adelaide. This in turn supports agricultural activities and economic growth of our state (page 85).

Volume of recycled water (metro and country)



## Strategic priority: Planning for the Future

### Water Licence Compliance

We continue to achieve our regulatory targets with no breaches to our licenses (page 23-24).

Extraction within allocation 100%



Licence conditions



### Assets construction/extension to water/sewer services

SA Water has met the target for constructing or extending water or sewer services within target timeframes (page 23).

95% completed within target timeframes



### Water mains break

We exceeded our target for regional, and achieved a significant improvement for metropolitan systems compared with the previous year (page 59-61).

Total number per 100km of water main metropolitan (target 21)



Regional (target 8)



### Sewerage mains breaks and chokes

We exceeded our performance for the metropolitan areas and almost reached our regional target. Overall, the performance is showing a positive trend (page 59-61).

Total number per 100km of sewer main (target 52)



Regional (target 15)

