



South Australian Water Corporation

HIGHLIGHTS 2015-16



Government
of South Australia



SA Water

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CHIEF EXECUTIVE'S MESSAGE



Customers are at the heart of everything we do. As I begin my new role as Chief Executive of SA Water, it is heartening to see the efforts that are being made across the corporation to deliver services that our customers expect from us.

This past year we've focused on improving the assistance we offer customers and the community affected by service interruptions through our community support and operational teams. We have also worked hard to deliver reduced pricing for our customers.

Over the past year, we have worked hard to improve the services we offer, including ongoing enhancements to our Customer Assist Program for customers experiencing financial hardship. We have also invested in providing customers with access to SA Water at the times that suit them.

Because affordability is a growing issue for many South Australians, we are careful with our investments, focusing only on the areas we need to. For this reason, we have worked hard to minimise price pressures for customers and we have delivered a reduced combined water and sewerage bill for 97% of our customers for 2016-17.

We are also committed to helping South Australia grow by delivering the services our customers expect and that our business customers need to be successful.

Finally, we recognise SA Water exists for our customers. In 2016-17 we will continue to make sure we listen to them, understand them, and do our best to deliver services they expect.

A stylized, handwritten signature in black ink, enclosed within a thin, horizontal oval border. The signature is cursive and appears to read 'Roch Cheroux'.

Roch Cheroux
Chief Executive

2015-16 HIGHLIGHTS

Our customers remain at the heart of everything we do. Our eight *Outcomes for Success* guide us as we strive to achieve our vision:

World class water services for a better life.

Here are some of our successes in 2015-16.





17 SECONDS
average time to answer
a customer call



437,345
calls answered in
our Adelaide-based
Customer Service Centre



10,000+
customers assisted
by our Community
Support team

GREAT CUSTOMER EXPERIENCE



Our customers are looking for a better experience with us. We are continually talking with our customers to ensure the services we provide meet their expectations.



HOW WE ACHIEVED THIS IN 2015-16:

We introduced a Community Support team to ensure all customers affected by a water main or sewerage incident receive the assistance they need during and after the event.

Our Customer Assist Program helped over 5,000 residential customers manage their bills.

We implemented a smart metering service for business customers, enabling businesses to better understand and manage their water use.

We developed a Customer Water Use Portal to help business customers better understand how they use water and to help us better understand our customer needs.

We improved the ways customers can do business with us through a range of online 'smart forms'.



4,000+

customers
participated in our
Take the Tap Test



277,916

routine water quality
tests conducted

SAFE, CLEAN WATER



Providing safe, clean water to South Australians is essential. We are always looking at emerging and existing technologies to enhance the services we deliver.

Our laboratory and field staff are experts in the challenges we face when addressing water quality issues.

HOW WE ACHIEVED THIS IN 2015-16:

More than 4,000 customers participated in our blind water taste tests (Take the Tap Test), providing valuable information of what customers think of our tap water.

277,916 routine water quality tests were conducted.

We introduced new technology to increase our ability to analyse source water quality – improving water safety, quality control and cost management.

We reduced costs and improved water quality at six of our water treatment plants.



RELIABLE SERVICE



South Australians depend on the reliability of our water and sewerage services. We understand interruptions to these services are frustrating for our customers.

By optimising the life and reliability of our water and sewerage networks, we can minimise these interruptions.

HOW WE ACHIEVED THIS IN 2015-16:

We have improved the way we prioritise faults to minimise disruption to our customers.

We improved the reliability of our water and sewerage networks, so we can minimise interruptions.

We implemented significant system upgrades, at:

- ~ Kangaroo Creek Dam
- ~ Glenelg and Murray Bridge Wastewater Treatment Plants

92.5% of connections and extensions were completed within the required timeframes.



99%

of water bursts and leaks attended within one hour in metropolitan Adelaide



100%

of unplanned water interruptions restored within five hours in regional South Australia



15%

increase in renewable energy from Glenelg Wastewater Treatment Plant



HEALTHY ENVIRONMENT



Our ability to manage and care for our land and water assets has a significant impact on our ability to provide customers with safe, clean water.

We are also committed to managing these assets with respect for local cultural heritage.

87%

self-sufficiency at Bolivar WWTP through biogas power generation



11% INCREASE

in energy efficiency at Bolivar Wastewater Treatment Plant

100%

compliance with Environment Protection Authority (EPA) licence conditions



13% INCREASE

in energy efficiency at Christies Beach Wastewater Treatment Plant

HOW WE ACHIEVED THIS IN 2015-16:

Increased energy efficiency at our Christies Beach (13%) and Bolivar (11%) Wastewater Treatment Plants (WWTP).

Bolivar WWTP is now 87% self-sufficient through improvements of biogas power generation.

We are improving heat mitigation for urban areas that soak up a lot of heat. By using vegetation and recycled water, we are reducing heat in the Adelaide Parklands and at the Adelaide Airport.

We created an interpretive walk for visitors to enjoy and learn about the Noarlunga Downs Wetlands project, including the region's Kurna Aboriginal heritage.

Our greenhouse gas emissions were 20,203 tonnes below our target of 378,000 tonnes.



SOUTH AUSTRALIAN GROWTH



Understanding how our water and sewerage services support the lives of our residential customers, and success of our business customers, helps to drive the direction of our business.

We actively contribute to the cultural and economic success of our state through education programs, community engagement, sponsorships and by sourcing products and services from South Australian companies.

HOW WE ACHIEVED THIS IN 2015-16:

Our 'Brainwave' learning program engaged with 6,512 school students and saw 1,697 community members through the Kauwi Interpretive Centre at the Adelaide Desalination Plant.

Our sponsorship program supported 22 community programs and events, including Surf life Saving SA, KESAB and the South Australian Tourism Commission Credit Union Christmas Pageant.

We delivered \$6.4 million of capital works in the APY Lands communities, including bores, security upgrades and improvements to wastewater disposal.

We worked closely with the development industry to improve service delivery through a smoother and more efficient process.

We expanded our laboratory services into Victoria with a Melbourne based lab to better service our eastern states customers.



51 COMMUNITY EVENTS

used our mobile water stations

321 COMMUNITY MEMBERS

toured our treatment plants

22 SPONSORSHIPS

of community events and programs

6,512 STUDENTS

participated in our 'Brainwave' learning program

1,697 COMMUNITY MEMBERS

toured the Adelaide Desalination Plant and Kauwi Interpretive Centre



AN AVERAGE BILL REDUCTION OF \$87 (6.7%)

for the average metropolitan
residential customer for 2016-17

VALUE FOR MONEY



As a public corporation, wholly-owned by the Government of South Australia, we use our best endeavours to fairly balance price, profit and risk. We have efficiency programs in place aimed at reducing costs, developing better ways of working, instilling a culture of service excellence and improving the quality of our work.

HOW WE ACHIEVED THIS IN 2015-16:

By finding efficiencies in the business, we were able to introduce pricing for 2016-17 that delivers a saving to 97% of our customers.

Three new gas engines installed at our Bolivar Wastewater Treatment Plant are now producing renewable electricity and heat, reducing our reliance on the electricity grid.

We have seen continued success in our innovative approach to managing energy. This includes purchasing electricity and gas on the wholesale spot market and controlling our demand for energy in response to higher or lower market prices.

SMART INVESTMENT



For 160 years, we have invested in the assets, people, processes and natural systems required to supply reliable water and sewerage services to the people of South Australia. We strive to manage the balance between customer expectations and affordability now and into the future.

It is essential we continue to invest in the right technology and support the research to develop predictive capabilities that help us plan and make the right investment, in the right place, at the right time.

HOW WE ACHIEVED THIS IN 2015-16:

We introduced 'smart ball' technology for mapping inside our pipes, providing critical data on pipe conditions faster and more reliably. This helps us to understand where and when we need to upgrade infrastructure, minimising disruption to the service and the community.

We implemented a new relining technique for existing mains which was the largest project to use this technique in Australia. The process requires minimal excavation, reducing the impact on the community, as well as investment in laying new mains.

We trialled new technology that identifies and estimates the source of pressure issues that could lead to water main bursts.

OUR VALUES, OUR PEOPLE, OUR SUCCESS



Our ability to deliver on our customers' expectations rests with the experience and capabilities of our people. By investing in leadership and development programs we help to ensure our people have the skills to make a positive contribution to our customers and the community.

Our corporate values are already well embedded in our culture and continue to drive the right behaviours for a customer-focused workforce.

SOME OF OUR 2015-16 ACHIEVEMENTS:

A State Government audit verified we have robust safety management systems and processes in Work Health & Safety and injury management.

We established a new Diversity and Inclusion Strategy to create an organisation that better reflects the broad diversity of our community, and ensures we utilise the professional and life experiences of our workforce.

We employed 12 electrical apprentices, 10 fitting and turning apprentices and eight welder/boilermaker apprentices.

Seven graduates were successful in transitioning from our Graduate Program into roles within SA Water.

CAPITAL PROJECTS



Upper Paskeville 100ML earth bank storage

A \$5.4 million project relined an existing earth bank storage reservoir, along with valve and control upgrades, to protect the water security and quality for the surrounding region.

In addition, an old storage tank was adapted to capture rainwater to be used to irrigate local sporting grounds for the benefit of the local community.

Barossa Valley Water Treatment Plant filter refurbishment

A \$5 million project refurbishing eight filters to ensure customers in the area continue to be supplied with clean, safe water.



Bolivar Wastewater Treatment Plant work program

A number of capital projects were delivered focusing on optimising the lifespan of existing infrastructure at the plant and ensuring it can accommodate increases in sewage flow due to population growth. A highlight has been the successful commissioning of the Energy Optimisation project, which uses waste gas (a bi-product of the treatment process) to generate electricity on site and export excess into the grid. This has reduced greenhouse gas emissions by more than 11,000 tonnes of CO₂ annually.



Kangaroo Creek Dam safety upgrade

\$94.7 million is being invested in a major safety upgrade to Kangaroo Creek Dam. Due to be completed early 2018, the upgrade will ensure the dam meets the latest international safety standards.



≈ 35,000
METRES

of water pipes renewed
across the state through our
network renewal program



Glenelg Wastewater Treatment Plant work program

Many assets at this plant were upgraded to ensure sustainable and reliable operation while providing capacity for customer growth. The projects have included upgrades to provide more effective odour control, improve environmental performance, increase the longevity of the assets, and improve the processing of biogas that is used to generate sustainable electrical power.



Happy Valley Outfall Channel upgrade

This \$5.8 million project to upgrade the outfall channel protects the surrounding residents from flood risks. This project also delivered walking trails, landscaped with native plants, for use by the local community.



Hackney North East Road Trunk Water Main renewal

This project involved replacing a 92-year old major trunk water main under Hackney Road to ensure security of supply to customers. We also decommissioned another main under North East Road / Lyons Road to reduce the number of bursts in the area and minimise impacts to commuters and the local community.

Hope Valley and Happy Valley Water Treatment Plant Upgrades

As part of a four year project involving \$23.125 million in upgrades, half of the filters were refurbished to ensure ongoing water quality for our customers.

Victor Harbor Wastewater Network upgrade

Early works to service the new Fleurieu Regional Aquatic Centre have been completed as part of a \$9.8 million project to upgrade the Victor Harbor network. The full project will support the growing population and several proposed developments, by managing increasing flows of sewage.

SA WATER AT A GLANCE: FACTS AND FIGURES

It's a big state – and it takes some big numbers to ensure our services are there for you.



**OVER 227
BILLION LITRES**

of water delivered



**WHOLLY
OWNED**

by the South Australian
Government



**MORE THAN 31
BILLION LITRES**

of recycled water supplied



339 HECTARES

of prescribed burning
in our bushland reserves
to reduce long-term risk
of bushfires



**1,684,000
PEOPLE SERVED**

across South Australia



\$320 MILLION

spent on renewal and
upgrade of our water and
sewerage infrastructure
to ensure reliability of the
network

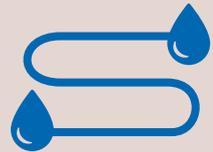


**6,512
STUDENTS**

participated in our
Education program



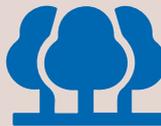
759,323
water customers



26,899KM
water mains delivering
water to South Australia



8,901KM
of wastewater pipes



**85,000
HECTARES**
of land across the state
to enhance protection of
water catchment areas



**437,345 CALLS
ANSWERED**

in our Adelaide-based
Customer Service Centre

This Highlights booklet reflects activities for 2015-16 in line with the 2015-16 Annual Report.

For a full copy of our annual report, or for further information about SA Water and copies of past reports, visit www.sawater.com.au.

We welcome your feedback on our publications. Please email any feedback to customerservice@sawater.com.au or phone 1300 650 950.



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