



Customer Satisfaction Research

Summary of Data April-June 2016 (Q4 2015/16) And Annual Results

Prepared for



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1. Executive Summary

Quarter 4 Summary

Q4 saw the trend of satisfaction declines continue, with those previously satisfied now moving into the neutral segment. This trend was common across regional residents, metro businesses and metro residents, with regional businesses being the exception which also saw an increase in dissatisfaction. The trend of declining satisfaction and growing neutrality was seen more acutely for businesses, which also saw a sharp increase in effort ratings particularly for accounts/general inquiries and written correspondence, coupled with a 6% decline in first call resolutions. Although the results for keeping customers informed of the query/problem showed some improvement from the declines in Q3, satisfaction remains low at 63% and dissatisfaction at 23%.

In addition to overall declines in satisfaction, 5 of 6 key service channel measures declined over the wave with all key indicators showing lower satisfaction with the exception of the field maintenance crew (connections). These figures indicate a consistent message from respondents that they are less satisfied with the service they are receiving from SA Water.

Annual Summary

The 2015-16 financial year saw a decline in overall satisfaction. After strong improvements in satisfaction and advocacy up until October 2015, declines in key measures started in January 2016 and continued through to June 2016 driven primarily by regional and metropolitan residents. The result has been a 2 wave decline in advocacy among respondents. Results indicate that this trend is driven largely by lower satisfaction ratings for key service/product channels, with 4 of 6 key channels declining over this period. Keeping customers informed about a query/problem continues to show low rating, with the year concluding with only 63% satisfaction and 24% dissatisfaction for this measure. With almost 1 in 4 customers indicating dissatisfaction, an organisation-wide review is needed into the way customers are being kept informed with their enquiries. The same goes for responses to written correspondence with SA Water, with customers showing 25% dissatisfaction for the year. The risk in ongoing declines in satisfaction and advocacy is a growing vocal detractor group that will generate negative word of mouth in the state. Currently, the vocal detractor segment is the highest it has been since the beginning of the year. Currently, 1 in 10 customers are vocal detractors of SA Water, which carries the risk of eroding brand perceptions into the next financial year.

Despite declines over the last 3 quarters, several areas showed improvement in 2015-16 compared to the previous year; namely, the Customer Service Centre, satisfaction with query resolution and the field maintenance crew (connections).

2. Key Findings and Recommendations

The following section discusses two time periods; the first addresses Q4 2015-16, while the second reports on financial year trends for 2015-16.

2015-16 Q4 Trends

Q4 Overview – declining satisfaction in the metro business segment, resulting in a growing vocal detractor group

Quarter 4 showed continuing decline in overall satisfaction down from 80% in Q3 to 76% in the current wave. Interesting to note is that dissatisfaction also decreased (down 1% to 9%), with a growing neutral group (up 4% to 14%).

This was a trend seen across all major customer segments with the exception of the regional business group:

Satisfaction Rank	Dissatisfaction	Neutral	Satisfaction
1 – Regional businesses	6% (up 1%)	10% (up 2%)	84% (down 3%)
2 – Regional residents	10% (up 2%)	11% (up 3%)	80% (down 4%)
3 – Metro businesses	5% (down 1%)	19% (up 9%)	76% (down 8%)
3 – Metro residents	10% (down 2%)	15% (up 3%)	75% (down 2%)
Overall satisfaction with SA Water (n=751)	9% (down 1%)	14% (up 4%)	76% (down 4%)

Satisfaction Results for Customer Segments for Q4 2015-16

The trend of declining satisfaction with increasing neutrality was seen most prolifically in the business segment, driven by sizable increases in customer effort particular for written correspondence and general inquiries (effort results shown below):

- + Accounts/general inquiries: Up 1.3 to 2.9
- + Written correspondence: Up 0.8 to 2.5

In addition to declining effort results, the wave also saw a 6% decline in first call resolution for business customers.

Service performance across 5 of 6 key service channel measures declined for the wave

The current wave saw satisfaction decline for 5 of 6 key service channels which are measured through the study.

	CSC	Field maintenance crew	Office staff (overall)	Connections (office staff)	Field maintenance crew (connections)	Written correspondence
Q4 decline	Yes	Yes	Yes	Yes	No	Yes

Service channels showing decline for Q4 2015-16

With the exception of the field maintenance crew (connections), all major service channels showed decline during the quarter indicating growing customer dissatisfaction:

- CSC – Satisfaction down 2% to 87%, neutrals up 1% to 7%, dissatisfied stable
- Field maintenance crew – Satisfaction down 4% to 87%, neutrals up 1% to 7%, dissatisfied up 2% to 6%
- Office staff (overall) - Satisfaction down 1% to 79%, neutrals down 1% to 17%, dissatisfied up 2% to 4%
- Office staff (connections) – Satisfaction down 4% to 80%
- Written correspondence - Satisfaction down 5% to 73%, neutrals down 10% to 2%, dissatisfied up 15% to 25%

The results are a comprehensive indication that respondents are less satisfied with the overall service being received.

The issue of keeping customers informed showed improvement, however continues to register the lowest ratings of all 9 key performance measures

The previous quarter (Q3) showed a notable decline in ratings for keeping customers informed of the progress of queries or problems, with the issue being present mainly among metro residents. The current quarter saw a slight improvement in these ratings; however results still fall short of that achieved in Q2.

		Total			
		Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
SA Water keeping you informed of the progress of your query or problem	+	58	68	62	63
	Neutral	17	11	12	15
	-	25	21	26	23

SA Water keeping customers informed over the 2015 – 2016 financial year

Despite this improvement, keeping customers informed remains the lowest of all 9 key performance measures.

Rank	Dissatisfaction	Neutral	Satisfaction
1 - Overall satisfaction with field maintenance crew (Connections) (n=47)	4	6	89
2 - Overall satisfaction with the Customer Service Centre (n=649)	6	7	87
2 (equal) - Overall satisfaction with field maintenance crew (n=418)	6	7	87
3 - Ease of query resolution (n=721)	12	6	82
4 - Overall satisfaction with the connections office staff (n=52)	4	17	79
5 - The overall quality of the water (n=728)	7	16	77
6 - Overall, how satisfied were you with the handling of your correspondence (n=59)	25	2	73
7 - SA Water keeping you informed of the progress of your query or problem (n=675)	23	15	63
Overall satisfaction with SA Water (n=751)	9	14	76

Ranking of Key Indicators According to Top 2 Box Satisfaction

Written correspondence ended trend of improvement, sizable increase in dissatisfaction among metro and regional residents

The wave saw an end to the upward satisfaction trend seen over the last 4 quarters for written correspondence. For the current wave, satisfaction declined 5% to 73%, with dissatisfaction jumping 15% to 25%. The jump in dissatisfaction indicates polarising experiences, which were felt by residents (both metro and regional) who both showed the same spike in dissatisfaction.

A number of positives, including movement in key measures for sewer and the field maintenance crew

The wave saw two positive moves firstly for sewer timeliness ratings, and secondly for the field maintenance crew for connections:

- Sewer: ESCOSA service standards record 3 timeliness measures for sewer which include service restoration, overflow attendance and overflow clean up all of which showed improved satisfaction ratings for the quarter
- Field maintenance crew: The field maintenance crew for connections showed a 4% increase in satisfaction to 89%, with dissatisfaction declining 3% to 4%

2015 – 2016 Financial Year Trends

Comparing the 2015-16 performance of SA Water to the previous year, respondent satisfaction declined 2% to 78% with dissatisfaction increasing 1% to 9%. After peak results in October 2015, the last 2 quarters of the 2015-16 financial year (January 2016 – June 2016) saw a downward trend in several key indicators. Overall satisfaction declined across these three quarters (Q2 – 81%, Q3 – 80%, Q4 – 76%), with this decline prominent across a number of service channels including the CSC, field maintenance crew and office staff (connections). The decline was driven by both regional and metropolitan residents. These groups have shown concurrent declines in satisfaction, and increases in dissatisfaction over the January 2016 – June 2016 period.

Areas that demonstrated annual improvement

The following areas showed overall satisfaction improvement for 2015-16:

- + Overall satisfaction with the CSC: Satisfaction up 3% to 89%, dissatisfaction down 2% to 5%
- + SA Water’s efforts to resolve the query or problem: Satisfaction up 2% to 82%, dissatisfaction unchanged at 11%
- + Overall satisfaction with the field maintenance crew (connections): Satisfaction increased 3% to 87%, dissatisfaction declined 2% to 5%.

2 wave declines in overall satisfaction, resulting in declining advocacy

SA Water has been on a 2 wave decline for overall satisfaction.

		Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Overall how satisfied are you with SA Water?	+	74	81	80	76
	Neutral	17	12	10	14 ↑
	-	9	7	10	9

Overall satisfaction by quarter for 2015-16

As will be discussed, the residential segment is driving this trend with both metro and regional residents driving the 2 wave decline. The result of this trend is that advocacy for SA Water has declined over this period, and eroded previous gains made from Q2.

		% response			
		Q1 15-16 n=746	Q2 15-16 n=711	Q3 15-16 n=734	Q4 15-16 n=744
Advocacy	Promoters	43	46	43	44
	Passively satisfied	27	32	30	28
	Passive detractors	19	13	18	17
	Vocal detractors	10	8	8	11 ↑
	Advocacy score	14.1	24.9	16.8	14.9

Figure 14: Advocacy by quarter for 2015-16

Note: ↑ represents statistically significant difference between previous quarter

The decline in satisfaction across the last 2 waves is matching a decline in advocacy, with the main concern being the increase in the vocal detractor segment.

Both regional and metropolitan residents are driving the 2 wave decline

Results show that residents are driving the pattern of decline, with business satisfaction showing varying performance over the Oct 2015 – June 2016 period.

		Residents								
		Metro			Regional			Total		
		Q2 15-16 n=481	Q3 15-16 n=458	Q4 15-16 n=473	Q2 15-16 n=114	Q3 15-16 n=154	Q4 15-16 n=123	Q2 15-16 n=595	Q3 15-16 n=612	Q4 15-16 n=596
Overall satisfaction with SA Water	+	81	77	75	87	84	80	82	79	76
	Neutral	12	12	15	7	8	11	11	11	14
	-	7	12	10	6	8	10	7	11	10

The trend of decline was shown across several key indicators:

Satisfaction Indicator	Segment	Dissatisfaction		Satisfaction	
		Q2	Q4	Q2	Q4
Customer Service Centre	Metropolitan residential customers	5%	6%	91%	87%
	Regional residential customers	7%	6%	91%	84%
Field Maintenance Crew	Metropolitan residential customers	4%	7%	93%	86%
	Regional residential customers	4%	5%	92%	86%
Water Quality	Metropolitan residential customers	4%	6%	83%	78%
	Regional residential customers	7%	10%	77%	82%
Office Staff (Connections)	Metropolitan residential customers	4%	3%	89%	76%
	Regional residential customers	0%	7%	92%	79%

Key Satisfaction Areas Showing a 2 Wave Decline for Regional/Metro Residents

The overall picture for SA Water is that 4 of 6 main product/service channels are showing declining performance.

	CSC	Field maintenance crew	Field maintenance crew (connections)	Office staff	Water quality	Written correspondence
2 wave decline	Yes	Yes	No	Yes	Yes	No

Service channels/products showing 2 wave decline for metropolitan residents

The result of ongoing declines in satisfaction across service areas is the concurrent decline in advocacy for residents:

		Residential			
		Q1 15-16 (n=538)	Q2 15-16 (n=580)	Q3 15-16 (n=589)	Q4 15-16 (n=593)
Advocacy	Promoters	44	47	42	44
	Passively satisfied	26	31	31	25
	Passive detractors	19	14	19	19
	Vocal detractors	11	9	8	12↑
	Advocacy Score	14.1	24.0	15.1	13.2

Residents Showing Declines in Advocacy Across 2015-2016

Note: ↑ represents statistically significant difference between previous quarter

Residents make up the largest segment of the SA Water customer base, representing the public view of the organisation overall. Continuing declines in advocacy represent declines in the overall public perception of SA Water.

CSC declines consistent across all customer segments from January 2016 – June 2016

Despite showing an overall increase in satisfaction for the 2015-16 year, the CSC showed consistent declines across all customer segments from the January 2016 – June 2016 period. This is unlike other service/product areas, where declines were primarily for residents. The CSC showed ongoing declines across residents and businesses, across both regional and metropolitan groups.

Customer Segment	Dissatisfaction		Satisfaction	
	Q2	Q4	Q2	Q4
Residents	5%	6%	91%	87%
Businesses	3%	4%	92%	89%
Metropolitan	4%	6%	91%	87%
Regional	5%	6%	92%	87%
Overall	4%	6%	91%	87%

CSC Satisfaction Declines from Oct 2015 – June 2016

As the key service hub for SA Water, consistent declines are a cause for concern. The key question arising from the annual results is whether declines in satisfaction and advocacy are being driven by internal processes, or a wider decline in the public perception of SA Water. Within this context, the CSC would be the primary area of review to whether service or perception is driving these declines.

Key areas to watch

- keeping informed about your query/issue - this factor consistently receives poor satisfaction ratings, with the year showing 63% satisfaction and 24% dissatisfaction. With almost 1 in 4 customers dissatisfied with how SA Water keeps them informed, an organisation-wide view needs to be taken on the customer journey and key communication points which can resolve this rating
- written correspondence – current results show high dissatisfaction across multiple segments; with high dissatisfaction for Q4 for residents (satisfaction 73%, dissatisfaction 27%), metropolitan customers (satisfaction 73%, dissatisfaction 24%) and regional customers (72% satisfaction, 28% dissatisfaction). The overall results show 73% satisfaction and 25% dissatisfaction, meaning that 1 in 4 customers are dissatisfied with how their written correspondence is being handled, making this segment a key focus for service improvement

3. About this Report

Context

In 2012, SA Water commenced an ongoing customer research program to measure satisfaction on a quarterly basis. The survey used was designed in conjunction with key stakeholders to reflect business needs across the corporation, and in particular, how the business was aligned with ESCOSA service standards.

This report provides the results for the financial year 2015-16, as well as Q4 for this period.

Reading the results

newfocus benchmarks for customer satisfaction:



In most instances data is presented as percentages for:

- *satisfaction (+) – total customers who have answered either satisfied or very satisfied on the scale*
- *neutral satisfaction – customers who have answered neither satisfied nor dissatisfied on the scale*
- *dissatisfaction (-) – total customers who have answered with dissatisfied or very dissatisfied on the scale*

Due to rounding some scores may range from 99% to 101%.

The size of a sample is represented by an “n” value; n representing the total number of respondents included in the study and the number of respondents who answered a specific question (excluding ‘don’t know’ responses except where noted). When considering sample size and responses, low n values should not be considered as representative of the broader population, but rather an indicator of possible trends. In some cases n~ is used. This represents the average number of respondents across two or more questions.

The results are tested for significance. Any figures that revealed statistical significance (95% confidence or higher) are highlighted throughout the report. Significance testing was conducted using a standard z test. When comparing current quarter data against previous quarter data (Q4 vs Q3) or current year data (2015-2016 vs 2014-2015), significant changes are indicated using **↑** or **↓**. When comparing the results for different segments for the current quarter or year, significant differences between segments are indicated by **red** or **green**. Significance testing (using a standard z test) was also conducted between segments for current quarter data (Q4). This test ignores any samples of less than n=30 and highlights the highest scoring segment (in red) and the lowest scoring segment (in green).

Results are segmented by location and customer type (residential, business) where relevant. The results for the developers segment are displayed in the section “5.6 Connections”. In all other sections, the results for connections refer to residential or business connections and do not include the developer segment, unless marked otherwise in a footnote.

The results reference:

- industry accepted **benchmark ranges** for customer service
- results which relate to **ESCOSA service standards**
- SA Water Strategic Plan KPIs

Survey methodology



Annual total samples

Customer Type	Location	Sample size
Recent contact customers (residential)	Metro	1708
	Regional	452
Sub-total		2160
Recent contact customers (business)	Metro	330
	Regional	303
	Both	20
Sub-total		653
Land development/connections	Both	402
Sub-total		402
TOTAL		3215

Breakdown by touchpoint and call nature (Annual total)

Contact touch point	Call nature	Sample size
Customer Service Centre	Fault/service problem	1959
	Account and/or general enquiry	854
	Complaint	-
Land development and/or connection	Land development and/or connection	402
Written contact	Email	230
	Letter contact	
TOTAL		3215

Quarter 4 Samples

Customer Type	Location	Sample size
Recent contact customers (residential)	Metro	443
	Regional	110
Sub-total		553
Recent contact customers (business)	Metro	82
	Regional	66
	Both	3
Sub-total		151
Land development/connections	Both	101
Sub-total		101
TOTAL		805

Breakdown by touchpoint and call nature

Contact touch point	Call nature	Sample size
Customer Service Centre	Fault/service problem	487
	Account and/or general enquiry	217
	Complaint	-
Land development and/or connection	Land development and/or connection	101
Written contact	Email	59
	Letter contact	
TOTAL		805

Identifying drivers of customer satisfaction

Using statistical analysis techniques including regression and correlation analysis, the results have been analysed to identify drivers of customer satisfaction.

This is important to consider when interpreting the results because it identifies what is of most importance to customers. The best results deliver high satisfaction against the measures which are of most importance.

Where possible, regression results have been highlighted throughout this report.

4. Summary of Results

4.1 Overall customer satisfaction results

Highlights

Annual

- satisfaction on a 2 wave decline
- focus of declines – CSC and office staff (connections)
- 2 wave decline not seen for ESCOSA standards, which recorded a partial recovery from poor Q3 results

Quarterly

- results show a decline in satisfaction and increase in neutrals across most customer segments
- greatest shift was in the metro business segment

Annual

Satisfaction in a 2 wave decline, driven by resident trends

Overall satisfaction is in a 2 wave decline (Q2 – 81%, Q3 – 80%, Q4 76%), with dissatisfaction remaining high from the effects of last wave (Q2 – 7%, Q3 – 10%, Q4 – 9%). This was driven by a decline in satisfaction for residents (both regional and metro). For regional customers satisfaction declined over the last 3 waves (Q2 – 87%, Q3 – 84%, Q4 – 80%), with dissatisfaction increasing over that time (Q2 – 6%, Q3 - 8%, Q4 – 10%). Metro customers also showed a satisfaction decline over this period (Q2 – 81%, Q3 - 77%, Q4 – 75%), with dissatisfaction levelling out over the last quarter (Q2 – 7%, Q3 - 12%, Q4 – 10%)

The focus of service declines for residents, call centre and office staff

In seeking to understand what is driving the declines in satisfaction for residents, the table below shows the Q1 – Q4 trends for all high level indicators for metro and regional residents.

	Metro			Regional		
	Q2 15-15	Q3 15-16	Q4 15-16	Q2 15-15	Q3 15-16	Q4 15-16
Overall satisfaction with the call centre	91	88	87	91	89	84
	5	6	7	2	5	9
	5	6	6	7	6	6
SA Water keeping you informed of the progress of your query or problem (faults)	66	59	62	63	68	67
	11	13	13	15	9	17
	23	28	25	22	23	16
Overall satisfaction with field maintenance crew (faults)	93	88	86	92	99	86↓
	3	7	7	4	1	10
	4	5	7	4	-	5
The overall quality of the water	83	79	78	77	82	77
	13	14	17	16	11	13
	4	6	6	7	7	10
Overall how satisfied were you with the handling of your correspondence?*	64	76	72	46	77	73
	9	12	-	23	15	-
	27	12	28	31	8	27
Overall satisfaction with the office staff (connections)*	89	80	76	92	87	79
	7	18	21	8	13	14
	4	2	3	-	-	7

Overall satisfaction with field maintenance crew (connections)*	97	84	90	100	87	93
	3	9	7	-	7	-
	-	7	3	-	7	7
Thinking about your recent contact with SA Water, how easy was it to have your issue or query resolved?	84	80	81	85	85	83
	6	9	8	6	6	4
	10	11	12	9	10	12
Overall how satisfied are you with SA Water? Would you say...?	81	77	75	87	84	80
	12	12	15	7	8	11
	7	12	10	6	8	10

High Level Indicators for Metro and Regional Residents

= Segments which have shown a 2 wave decline

Note: ▼ represents statistically significant difference between previous quarter

Note Please interpret the results for questions marked with a * with caution due to the small sample sizes.

Excluding overall satisfaction, 7 of 16 key indicators show decline over the last 3 waves. The focus of the declines are on two key areas: The customer call centre and office staff (connections).

2 wave decline not reflected in ESCOSA standards, which made up ground from poor Q3 results

The 2 wave decline was not reflected in the ESCOSA standards, with 4 of 7 measures increasing in Q4. These results however don't show a clear indication of improvement; and more so reflected a recovery from poor results in Q3. Q3 saw timeliness ratings decline dramatically, with all 7 of 7 ESCOSA standards showing lower satisfaction. Although Q4 showed improvement in 4 measures, the improvements in these areas were not the top ratings in their respective segment for the financial year.

Quarter 4

Satisfaction declined 4%, with a growing neutral group

Q4 saw a 4% decline in satisfaction overall to 76%, with a growing neutral grouping (up 4% to 14%). The trend was present across both residents and businesses, with both showing declining satisfaction, declining dissatisfaction and a growing neutral group. Unlike the other segments, regional customers showed increased dissatisfaction. This trend held true when applied to each of the specified customer segments:

Satisfaction Rank	Dissatisfaction	Neutral	Satisfaction
1 – Regional businesses	6% (up 1%)	10% (up 2%)	84% (down 3%)
2 – Regional residents	10% (down 2%)	11% (up 3%)	80% (down 4%)
3 – Metro businesses	5% (down 1%)	19% (up 9%)	76% (down 8%)
3 – Metro residents	10% (down 2%)	15% (up 3%)	75% (down 2%)
Overall satisfaction with SA Water (n=751)	9% (down 1%)	14% (up 4%)	76% (down 4%)

Satisfaction Results for Customer Segments for Q4 2015-16

The table indicates the growing neutral results across 3 of 4 key segments.

Metro businesses showing a sizable decline in satisfaction and jump in neutrals

The trend of growing neutrals was most prolific for metro businesses, which saw neutrals increase 9% to 19% for Q4. This represents almost 1 in 5 business customers ranking SA Water 3 of 5 for satisfaction, with an almost equal decline in satisfaction (down 8% to 76%).

FIGURE 1: TOTAL ALL CUSTOMERS SATISFACTION RESULTS (Q44)

		Residential										Business										Total						
		Same time last year										Same time last year										Same time last year						
		Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
		13-14	14-15	14-15	14-15	14-15	15-16	15-16	15-16	15-16	13-14	14-15	14-15	14-15	14-15	14-15	15-16	15-16	15-16	13-14	14-15	14-15	14-15	14-15	15-16	15-16	15-16	15-16
		n=831	n=573	n=565	n=561	n=563	n=550	n=595	n=612	n=596	n=169	n=204	n=204	n=205	n=206	n=209	n=155	n=155	n=151	n=1000	n=777	n=769	n=766	n=769	n=759	n=750	n=763	n=751
Overall satisfaction with SA Water	+	79	78	76	81	82	74	82	79	76	80	81	85	80	80	74	79	85	79	79	79	78	81	81	74	81	80	76
	Neutral	12	12	13	12	11	18	11	11	14	14	13	8	13	13	15	15	9	15	13	13	11	12	11	17	12	10	14↑
	-	9	10	11	7	8	8	7	11	10	7	6	7	6	8	11	6	6	5	8	9	10	7	8	9	7	10	9

* SA Water Strategic Plan KPI (85%)

Note: ↑ represents statistically significant difference between previous quarter

FIGURE 2: TOTAL ALL CUSTOMERS SATISFACTION RESULTS (Q44) (TOTAL ANNUAL 2013 – 2016)

		% response								
		Residential			Business			Total		
		Total 2013-2014 n=3287	Total 2014-2015 n=2262	Total 2015-2016 n=2353	Total 2013-2014 n=702	Total 2014-2015 n=819	Total 2015-2016 n=670	Total 2013-2014 n=3989	Total 2014-2015 n=3081	Total 2015-2016 n=3023
Overall satisfaction with SA Water	+	78	79	78	72	81	79	77	80	78
	Neutral	12	12	13	19	12	14	14	12	13
	-	9	9	9	9	7	7	9	8	9

FIGURE 3: TOTAL ALL CUSTOMERS SATISFACTION RESULTS – SPLIT BY LOCATION (Q44)

		% response																										
		Metro										Regional										Total						
		Q4 13-14 n=744	Q1 14-15 n=600	Q2 14-15 n=542	Q3 14-15 n=558	Q4 14-15 n=555	Q1 15-16 n=548	Q2 15-16 n=554	Q3 15-16 n=527	Q4 15-16 n=556	Q4 13-14 n=256	Q1 14-15 n=172	Q2 14-15 n=226	Q3 14-15 n=202	Q4 14-15 n=208	Q1 15-16 n=204	Q2 15-16 n=192	Q3 15-16 n=230	Q4 15-16 n=192	Q4 13-14 n=1000	Q1 14-15 n=777	Q2 14-15 n=769	Q3 14-15 n=766	Q4 14-15 n=769	Q1 15-16 n=759	Q2 15-16 n=750	Q3 15-16 n=763	Q4 15-16 n=751
Overall satisfaction with SA Water	+	80	79	77	80	81	73	81	78	75	78	79	82	83	81	76	84	85	81	79	79	78	81	81	74	81	80	76
	Neutral	12	13	12	13	12	19	13	11	16↑	14	13	11	11	10	14	9	8	10	13	13	11	12	11	17	12	10	14↑
	-	8	9	11	7	7	9	6	11	10	8	8	7	6	10	10	7	7	8	8	9	10	7	8	9	7	10	9

* SA Water Strategic Plan KPI (85%)

Note: ↑ represents statistically significant differences between previous quarter

FIGURE 4: TOTAL ALL CUSTOMERS SATISFACTION RESULTS – SPLIT BY LOCATION (Q44) (TOTAL ANNUAL 2013-2016)

		% response								
		Metro			Regional			Total		
		Total 2013-2014 n=2951	Total 2014-2015 n=2255	Total 2015-2016 n=2185	Total 2013-2014 n=1038	Total 2014-2015 n=808	Total 2015-2016 n=818	Total 2013-2014 n=3989	Total 2014-2015 n=3081	Total 2015-2016 n=3023
Overall satisfaction with SA Water	+	77	79	77↓	77	81	82	77	80	78
	Neutral	14	12	15↑	13	11	10	14	12	13
	-	9	9	9	9	8	8	9	8	9

Note: ↑ ↓ represent statistically significant differences between previous year

FIGURE 5: RESIDENTIAL CUSTOMERS SATISFACTION RESULTS – SPLIT BY LOCATION (Q44)

		Same time last year																													
		Metro												% response						Regional						Total					
		Q4 13-14 n=650	Q1 14-15 n=457	Q2 14-15 n=441	Q3 14-15 n=445	Q4 14-15 n=445	Q1 15-16 n=435	Q2 15-16 n=481	Q3 15-16 n=458	Q4 15-16 n=473	Q4 13-14 n=181	Q1 14-15 n=116	Q2 14-15 n=124	Q3 14-15 n=116	Q4 14-15 n=118	Q1 15-16 n=115	Q2 15-16 n=114	Q3 15-16 n=154	Q4 15-16 n=123	Q4 13-14 n=831	Q1 14-15 n=573	Q2 14-15 n=565	Q3 14-15 n=561	Q4 14-15 n=563	Q1 15-16 n=550	Q2 15-16 n=595	Q3 15-16 n=612	Q4 15-16 n=596			
Overall satisfaction with SA Water	+	80	78	75	81	81	73	81	77	75	76	79	80	81	82	78	87	84	80	79	78	76	81	82	74	82	79	76			
	Neutral	11	12	13	12	11	19	12	12	15	15	13	10	11	9	14	7	8	11	12	12	13	12	11	18	11	11	14			
	-	8	10	12	7	7	8	7	12	10	9	8	10	8	8	8	6	8	10	9	10	11	7	8	8	7	11	10			

* SA Water Strategic Plan KPI (85%)

FIGURE 6: BUSINESS CUSTOMERS SATISFACTION RESULTS – SPLIT BY LOCATION (Q44)

		Same time last year																													
		Metro												% response						Regional						Total					
		Q4 13-14 n=94	Q1 14-15 n=143	Q2 14-15 n=101	Q3 14-15 n=113	Q4 14-15 n=110	Q1 15-16 n=113	Q2 15-16 n=73	Q3 15-16 n=69	Q4 15-16 n=63	Q4 13-14 n=75	Q1 14-15 n=56	Q2 14-15 n=102	Q3 14-15 n=86	Q4 14-15 n=90	Q1 15-16 n=89	Q2 15-16 n=78	Q3 15-16 n=76	Q4 15-16 n=69	Q4 13-14 n=169	Q1 14-15 n=204	Q2 14-15 n=204	Q3 14-15 n=205	Q4 14-15 n=206	Q1 15-16 n=209	Q2 15-16 n=155	Q3 15-16 n=151	Q4 15-16 n=155			
Overall satisfaction with SA Water	+	78	81	84	77	79	73	79	84	76	83	79	85	86	79	74	81	87	84	80	81	85	80	80	74	79	85	79			
	Neutral	15	14	6	15	15	18	15	10	19	12	13	11	10	10	13	12	8	10	14	13	8	13	13	15	15	9	15			
	-	7	5	10	8	5	10	5	6	5	5	9	4	3	11	12	8	5	6	7	6	7	6	8	11	6	6	5			

* SA Water Strategic Plan KPI (85%)

FIGURE 7: SUMMARY RESULTS

		% response				
		Residential	Business	Metropolitan	Regional	Total
Overall satisfaction with the Customer Service Centre (n=649)	+	87	89	87	87	87
	Neutral	7	6	7	8	7
	-	6	4	6	6	6
SA Water keeping you informed of the progress of your query or problem (n=675)	+	63	62	61	67	63
	Neutral	14	19	14	17	15
	-	23	19	25	15	23
Overall satisfaction with field maintenance crew (Faults) (n=418)	+	86	90	86	88	87
	Neutral	7	7	7	8	7
	-	7	4	7	3	6
The overall quality of the water (n=728)	+	77	77	77	78	77
	Neutral	16	17	17	13	16
	-	7	7	6	10	7
Overall, how satisfied were you with the handling of your correspondence (n=59)	+	73	75	73	72	73
	Neutral	-	13	2	-	2
	-	27	13	24	28	25
Overall satisfaction with the connections office staff (n=52)	+	77	100	77	82	79
	Neutral	19	-	20	12	17
	-	4	-	3	6	4
Overall satisfaction with field maintenance crew (Connections) (n=47)	+	91	75	90	88	89
	Neutral	5	25	7	6	6
	-	5	-	3	6	4
Ease of query resolution (n=721)	+	81	85	81	87	82
	Neutral	7	3	7	4	6
	-	12	11	12	9	12
Overall satisfaction with SA Water (n=751)	+	76	79	75	81	76
	Neutral	14	15	16	10	14
	-	10	5	10	8	9

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

FIGURE 8: SUMMARY RESULTS - SPLIT BY QUARTER

		% response																			
		Residential				Business				Metropolitan				Regional				Total			
		Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Overall satisfaction with the Customer Service Centre	+	89	91	88	87	88	92	91	89	89	91	88	87	90	92	91	87	89	91	89	87
	Neutral	7	4	6	7	7	6	6	6	7	5	6	7	7	3	5	8	7	5	6	7
	-	4	5	6	6	5	1	3	4	4	4	6	6	3	5	5	6	4	4	6	6
SA Water keeping you informed of the progress of your query or problem	+	58	65	61	63	58	76	68	62	58	66	58	61	60	73	71	67	58	68	62	63
	Neutral	16	12	12	14	19	8	10	19↑	16	11	13	14	20	11	10	17↑	17	11	12	15
	-	26	23	27	23	23	17	23	19	27	23	29	25	20	17	19	15	25	21	26	23
Overall satisfaction with field maintenance crew (Faults)	+	91	93	90	86	91	90	91	90	91	92	88	86	91	93	96	88↓	91	92	91	87
	Neutral	5	3	6	7	6	3	6	7	6	3	7	7	3	3	3	8	5	3	6	7
	-	5	4	4	7	3	7	3	4	4	5	5	7	5	5	1	3	4	5	4	6
The overall quality of the water	+	82	82	80	77	77	70	73	77	82	83	80	77	75	71	76	78	80	80	79	77
	Neutral	13	13	14	16	16	20	21	17	13	13	14	17	16	18	17	13	14	15	15	16
	-	5	5	6	7	8	9	6	7	5	4	6	6	9	11	7	10	6	6	6	7
Overall how satisfied were you with the handing of your correspondence?	+	49	59	77	73	90	71	100	75	50	65	78	73	69	50	79	72	56	60	78	73
	Neutral	12	13	13	-	-	14	-	13	12	8	11	2	6	25	14	-	10	13	12	2
	-	39	28	11	27↑	10	14	-	13	38	27	11	24	25	25	7	28	34	26	10	25↑
Overall satisfaction with the office staff (Connections)	+	79	90	81	77	71	80	-	100	69	88	78	77	95	92	87	82	78	89	80	79
	Neutral	16	8	17	19	29	20	100	-	26	9	20	20	-	8	13	12	17	9	18	17
	-	5	3	2	4	-	-	-	-	5	3	2	3	5	-	-	6	5	2	2	4
Overall satisfaction with field maintenance crew (Connections)	+	79	98	85	91	83	80	100	75	82	94	84	90	74	100	87	88	79	96	85	89
	Neutral	13	2	8	5	-	20	-	25	13	6	9	7	11	-	7	6	12	4	8	6
	-	8	-	7	5	17	-	-	-	5	-	7	3	16	-	7	6	9	-	7	4
Thinking about your recent contact with SA Water, how easy was it to have your issue or query resolved?	+	87	84	81	81	84	83	83	85	86	84	81	81	86	86	84	87	86	84	82	82
	Neutral	7	6	8	7	11	10	5	3	8	7	8	7	8	6	6	4	8	7	7	6
	-	6	10	11	12	6	8	12	11	6	10	11	12	6	8	10	9	6	9	11	12
Overall how satisfied are you with SA Water?	+	74	82	79	76	74	79	85	79	73	81	78	75	76	84	85	81	74	81	80	76
	Neutral	18	11	11	14	15	15	9	15	19	13	11	16↑	14	9	8	10	17	12	10	14↑
	-	8	7	11	10	11	6	6	5	9	6	11	10	10	7	7	8	9	7	10	9

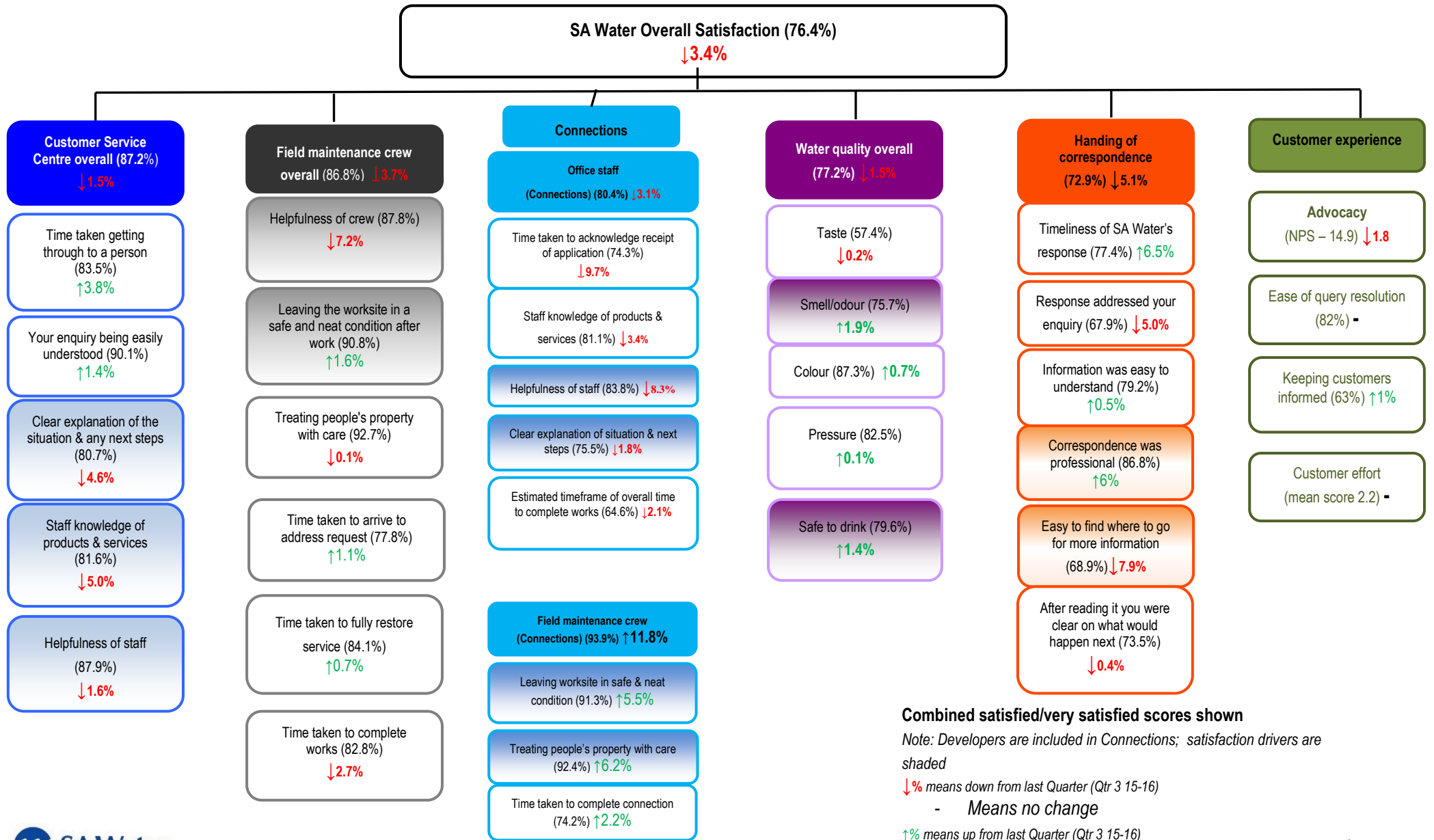
Note: ↑ ↓ represent statistically significant differences between previous quarter

FIGURE 9: SUMMARY RESULTS - SPLIT BY QUARTER (TOTAL ANNUAL 2013-2016)

		% response														
		Residential			Business			Metropolitan			Regional			Total		
		Total 2013-2014	Total 2014-2015	Total 2015-2016	Total 2013-2014	Total 2014-2015	Total 2015-2016	Total 2013-2014	Total 2014-2015	Total 2015-2016	Total 2013-2014	Total 2014-2015	Total 2015-2016	Total 2013-2014	Total 2014-2015	Total 2015-2016
Overall satisfaction with the Customer Service Centre	+	89	87	89	84	85	90↑	89	86	89↑	88	86	90↑	88	86	89↑
	Neutral	5	6	6	10	9	7	6	7	6	6	7	5	6	7	6
	-	5	7	5	6	6	4↓	5	7	5↓	6	6	5	5	7	5↓
SA Water keeping you informed of the progress of your query or problem	+	61	65	62↓	51	62	65	58	63	61	62	69	68	59	65	63
	Neutral	14	13	14	18	12	14	15	13	13	14	12	15	15	13	14
	-	25	22	25↑	31	25	20↓	27	24	26	25	19	18	26	23	24
SA Water's efforts to resolve the query or problem	+	81	79	82	76	80	83	79	78	81↑	81	84	85	80	80	82↑
	Neutral	8	9	8	12	9	8	9	10	8	7	7	6	9	9	8
	-	11	12	11	12	11	10	11	12	11	12	9	9	11	11	11
Overall satisfaction with field maintenance crew (Faults)	+	92	92	90	87	90	91	91	91	89	93	93	93	91	91	90
	Neutral	4	4	5	4	5	5	5	5	6	3	4	4	4	5	5
	-	3	4	5	8	4	4	5	5	5	4	2	3	4	4	5
The overall quality of the water	+	82	80	80	74	76	74	82	80	80	76	76	75	81	79	79
	Neutral	12	15	14	19	18	18	13	15	14	14	17	16	13	16	15
	-	6	5	6	7	6	7	5	5	5	9	8	9	6	6	6
Overall how satisfied were you with the handing of your correspondence?	+	68	69	64	60	75	82	69	72	66	62	64	67	67	70	67
	Neutral	7	8	9	13	3	7	8	7	8	6	9	11	8	7	9
	-	25	23	26	27	22	11	23	21	26	32	28	22	25	23	24
Overall satisfaction with the office staff (Connections)	+	84	86	81	87	83	76	84	85	77	87	87	89	85	86	81
	Neutral	10	11	15	8	4	24	9	10	19	9	9	8	9	10	16
	-	6	4	3	5	13	-	7	5	3	4	4	3	6	4	3
Overall satisfaction with field maintenance crew (Connections)	+	86	84	87	85	82	81	82	79	87↑	91	95	86↓	86	84	87
	Neutral	9	10	8	8	5	13	10	12	9	5	2	6	8	9	8
	-	6	6	5	8	14	6	7	9	4	4	2	8	6	7	5
Thinking about your recent contact with SA Water, how easy was it to have your issue or query resolved?	+	-	86	84↓	-	85	84	-	86	83↓	-	86	86	-	86	84↓
	Neutral	-	7	7	-	8	8	-	7	7	-	8	6	-	8	7
	-	-	6	10↑	-	6	9	-	7	10↑	-	6	8	-	6	9↑
Overall how satisfied are you with SA Water?	+	78	79	78	72	81	79	77	79	77↓	77	81	82	77	80	78
	Neutral	12	12	13	19	12	14	14	12	15↑	13	11	10	14	12	13
	-	9	9	9	9	7	7	9	9	9	9	8	8	9	8	9

Note: ↑ ↓ represent statistically significant differences between previous year

FIGURE 10: SA WATER DRIVERS OF OVERALL SATISFACTION



Combined satisfied/very satisfied scores shown

Note: Developers are included in Connections; satisfaction drivers are shaded

↓% means down from last Quarter (Qtr 3 15-16)

= Means no change

↑% means up from last Quarter (Qtr 3 15-16)

4.2 Customer Satisfaction Results – Aligned with ESCOSA Service Standards

FIGURE 11: CUSTOMER SATISFACTION WITH TIMELINESS – SPLIT BY LOCATION

		Customer Satisfaction % response		
		Metropolitan	Regional	Total
Telephone Responsiveness				
Time taken in getting through to a person (Metro n=470, Regional n=152)	+	84	83	84
	Neutral	10	9	10
	-	6	9	7
Timeliness of Attendance at Water Breaks, Bursts and Leaks				
Time taken to attend to address fault/service problem (Metro n=170, Regional n=85)	+	71	86	76
	Neutral	10	11	10
	-	19	4	14
Timeliness of Water Services Restoration				
Time taken to restore the water service (Metro n=131, Regional n=66)	+	79	88	82
	Neutral	8	9	8
	-	13	3	10
Timeliness of the Connections				
Time taken to complete the connection- (Metro n=35, Regional n=18)	+	71	78	74
	Neutral	20	6	15
	-	9	17	11
Timeliness of Sewerage Service Restoration				
Time taken to restore the sewerage service- (Metro n=140, Regional n=11)	+	89	82	88
	Neutral	6	18	7
	-	6	-	5
Timeliness of Sewerage Overflow Attendance				
Time taken to attend to the sewerage overflow- (Metro n=56, Regional n=1)	+	86	100	86
	Neutral	7	-	7
	-	7	-	7
Timeliness of Sewerage Overflow Clean up				
Time taken to clean up the sewerage overflow- (Metro n=52, Regional n=1)	+	88	100	89
	Neutral	8	-	8
	-	4	-	4

-Note: please interpret results for these attributes with caution due to small sample sizes

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

FIGURE 12: CUSTOMER SATISFACTION WITH TIMELINESS – BY LOCATION – SPLIT BY QUARTER

		% response											
		Metropolitan				Regional				Total			
		Q1 15-16 (n~141)	Q2 15-16 (n~149)	Q3 15-16 (n~132)	Q4 15-16 (n~151)	Q1 15-16 (n~58)	Q2 15-16 (n~55)	Q3 15-16 (n~62)	Q4 15-16 (n~48)	Q1 15-16 (n~200)	Q2 15-16 (n~206)	Q3 15-16 (n~196)	Q4 15-16 (n~224)
Time taken in getting through to a person	+	85	87	78	84↑	86	88	82	83	85	87	80	84
	Neutral	11	10	14	10	11	6	9	9	11	9	13	10
	-	4	4	7	6	4	5	8	9	4	4	8	7
Arrive to address the fault/service problem (Water)	+	72	76	69	71	88	85	89	86	77	79	77	76
	Neutral	10	7	10	10	7	7	4	11	9	7	7	10
	-	18	17	21	19	6	9	7	4	13	14	15	14
Fully restore your services (Water)	+	82	84	77	79	91	92	91	88	85	87	83	82
	Neutral	7	4	8	8	6	3	5	9	7	3	6	8
	-	10	12	16	13	3	4	4	3	7	10	10	10
Time taken to complete the connection	+	77	78	78	71	73	85	67	78	76	80	75	74
	Neutral	11	8	9	20	9	8	20	6	11	8	11	15
	-	11	14	13	9	18	8	13	17	14	12	13	11
Fully restore your services (Sewer)	+	88	93	86	89	89	100	80	82	88	93	86	88
	Neutral	5	5	5	6	-	-	20	18	5	4	6	7
	-	6	3	9	6	11	-	-	-	7	3	8	5
Arrive to address the fault/service problem (Sewer)	+	82	94	75	86	100	100	-	100	82	95	72	86
	Neutral	8	-	18	7	-	-	100	-	8	-	21	7
	-	11	6	7	7	-	-	-	-	10	5	7	7
Clean up after the sewer overflow	+	91	94	79	88	100	67	100	100	91	92	80	89
	Neutral	-	3	13	8	-	-	-	-	-	3	12	8
	-	9	3	8	4	-	33	-	-	9	6	8	4

Note: ↑ represents statistically significant difference between previous quarter

4.3 Advocacy

Highlights

Annual

- decline in advocacy from 18.3% to 17.6%
- 2 quarter decline in advocacy showing

Quarter 4

- advocacy declines, with a 3% jump in detractors

Annual

Annual decline in advocacy from the previous financial year

The 2015-16 financial year saw a decline in advocacy overall, with a drop from 18.3% to 17.6%. There was a 3% decline in both vocal detractors and promoters, with a growing passive group.

2 quarter decline in advocacy results, matched with decline in satisfaction

Results indicate that advocacy is moving with satisfaction, which showed a 2 wave decline across the financial year (Q2 – 24.9%, Q3 – 16.8%, Q4 - 14.9%). The key segments of concern across the year are regional and metro residents, with advocacy results for both shown below:

	Metro Residents				Regional Residents			
	Qtr 1 15-16	Qtr 2 15-16	Qtr 3 15-16	Qtr 4 15-16	Qtr 1 15-16	Qtr 2 15-16	Qtr 3 15-16	Qtr 4 15-16
Promoters	45.8	46.2	40.6	42.5	38.6	48.7	47.3	49.2
Passively satisfied	24.1	30.3	30.6	27.0	31.6	31.3	30.4	19.7↓
Passive detractors	18.6	14.4	20.0	18.7	20.2	10.4	16.2	18.0
Vocal detractors	11.6	9.0	8.8	11.9	9.6	9.6	6.1	13.1↑
Advocacy score	15.6	22.8	11.8	11.9	8.8	28.7	25.0	18.0

Advocacy Results for Metro and Regional Residents

Note: ↑ ↓ represent statistically significant differences between previous quarter

Figures show a consistent 2 wave decline in overall scores for regional residents, with results flattening for metro residents in the last wave.

Quarter 4

Jump in detractors for Q4

Q4 saw a decline in overall advocacy results (Q3 – 16.8%, Q4 – 14.9%), however of greater concern was an increase in the vocal detractor segment (up 3% to 11%). The Q3 report warned that declines in service standards could result in an increase in vocal detractors, which the current quarter has seen.

FIGURE 13: ADVOCACY SUMMARY RESULTS

If you were to tell others of your recent experience with SA Water, how positively or negatively would you speak about it? (10-Very positive, 5-Neutral, 0-Very negative)

And how likely or unlikely would you be to tell others about your recent experience with SA Water? (10-Very likely, 0-Very unlikely)

		% response				
		Residential n=593	Business n=151	Metropolitan n=552	Regional n=189	Total n=744
Advocacy	Promoters	44	43	43	47	44
	Passively satisfied	25	36	28	25	28
	Passive detractors	19	13	18	16	17
	Vocal detractors	12	8	11	12	11
	Advocacy score	13.2	21.9	13.4	18.5	14.9

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

FIGURE 14: ADVOCACY SUMMARY RESULTS – SPLIT BY QUARTER

		% response			
		Q1 15-16 n=746	Q2 15-16 n=711	Q3 15-16 n=734	Q4 15-16 n=744
Advocacy	Promoters	43	46	43	44
	Passively satisfied	27	32	30	28
	Passive detractors	19	13	18	17
	Vocal detractors	10	8	8	11↑
	Advocacy score	14.1	24.9	16.8	14.9

Note: ↑ represents statistically significant difference between previous quarter

FIGURE 15: ADVOCACY SUMMARY RESULTS – (TOTAL ANNUAL 2014-2016)

		% response	
		Total 2014-2015 n=3036	Total 2015-2016 n=2935
Advocacy	Promoters	47	44
	Passively satisfied	25	29↑
	Passive detractors	16	17
	Vocal detractors	12	9↓
	Advocacy score	18.3	17.6

Note: ↑ ↓ represent statistically significant differences between previous year

FIGURE 16: ADVOCACY BY RESIDENT BUSINESS/LOCATION – SPLIT BY QUARTER

		% response																			
		Residential				Business				Metropolitan				Regional				Total			
		Q1 15-16 (n=538)	Q2 15-16 (n=580)	Q3 15-16 (n=589)	Q4 15-16 (n=593)	Q1 15-16 (n=208)	Q2 15-16 (n=131)	Q3 15-16 (n=145)	Q4 15-16 (n=151)	Q1 15-16 (n=537)	Q2 15-16 (n=525)	Q3 15-16 (n=508)	Q4 15-16 (n=552)	Q1 15-16 (n=203)	Q2 15-16 (n=183)	Q3 15-16 (n=221)	Q4 15-16 (n=189)	Q1 15-16 (n=746)	Q2 15-16 (n=711)	Q3 15-16 (n=734)	Q4 15-16 (n=744)
Advocacy	Promoters	44	47	42	44	41	44	47	43	45	45	41	43	40	49	48	47	43	46	43	44
	Passively satisfied	26	31	31	25	32	41	30	36	25	32	31	28	33	33	30	25	27	32	30	28
	Passive detractors	19	14	19	19	20	11	16	13	20	14	20	18	18	10	15	16	19	13	18	17
	Vocal detractors	11	9	8	12↑	7	5	8	8	10	9	9	11	9	8	7	12	10	8	8	11↑
	Advocacy Score	14.1	24.0	15.1	13.2	13.9	29.0	23.4	21.9	14.2	22.9	13.0	13.4	12.8	31.7	24.9	18.5	14.1	24.9	16.8	14.9

Note: ↑ represent statistically significant differences between previous quarter

FIGURE 17: ADVOCACY BY TOUCHPOINT – SPLIT BY QUARTER

	% response																							
	Written correspondence						Faults						Account/general enquiry						Connections					
	Qtr 3 14-15 n=58	Qtr 4 14-15 n=58	Qtr 1 15-16 n=60	Qtr2 15-16 n=54	Qtr3 15-16 n=52	Qtr4 15-16 n=58	Qtr 3 14-15 n=474	Qtr 4 14-15 n=466	Qtr 1 15-16 n=472	Qtr2 15-16 n=455	Qtr3 15-16 n=475	Qtr4 15-16 n=478	Qtr 3 14-15 n=212	Qtr 4 14-15 n=220	Qtr 1 15-16 n=208	Qtr2 15-16 n=206	Qtr3 15-16 n=194	Qtr4 15-16 n=214	Qtr 3 14-15 n=99	Qtr 4 14-15 n=99	Qtr 1 15-16 n=99	Qtr2 15-16 n=100	Qtr3 15-16 n=100	Qtr4 15-16 n=98
Promoters	29	26	23	32	35	24	51	52	48	51	47	48	38	36	34	37	37	34	41	47	38	41	39	51
Passively satisfied	28	31	18	15	27	29	26	29	31	33	31	29	27	26	22	32	28	27	24	22	21	39	33	17↓
Passive detractors	21	26	40	33	21	28	15	11	14	10	17	14	18	19	28	19	21	24	22	15	26	14	22	14
Vocal detractors	22	17	18	20	17	19	8	8	7	6	6	8	18	20	16	13	14	16	12	16	14	6	6	17↑
Advocacy score	-13.8	-17.2	-35.0	-22.2	-3.8	-22.4	27.6	32.2	26.9	34.5	24.4	25.5	2.8	-1.8	-10.1	5.3	1.5	-6.1	7.1	15.2	-2.0	21.0	11.0	19.4

Note: ↑ ↓ represent statistically significant differences between previous quarter

Note: The connections segment above includes the Developers.

Advocacy

In order to measure advocacy in the context of an organisation operating where there is only limited control over the purchasing decision (to buy or not), and there is no choice in who provides the product/service, newfocus recommended applying a combination of questions:

- if you were to tell others of your experience with SA Water, how positively or negatively would you speak about it, where 10=very positive, 5=neutral and 0=very negative; and
- how likely or unlikely would you be to tell others about your experience with SA Water, where 10 = very likely and 0=very unlikely

Customers are categorized into one of the four quadrants as shown in the diagram below.

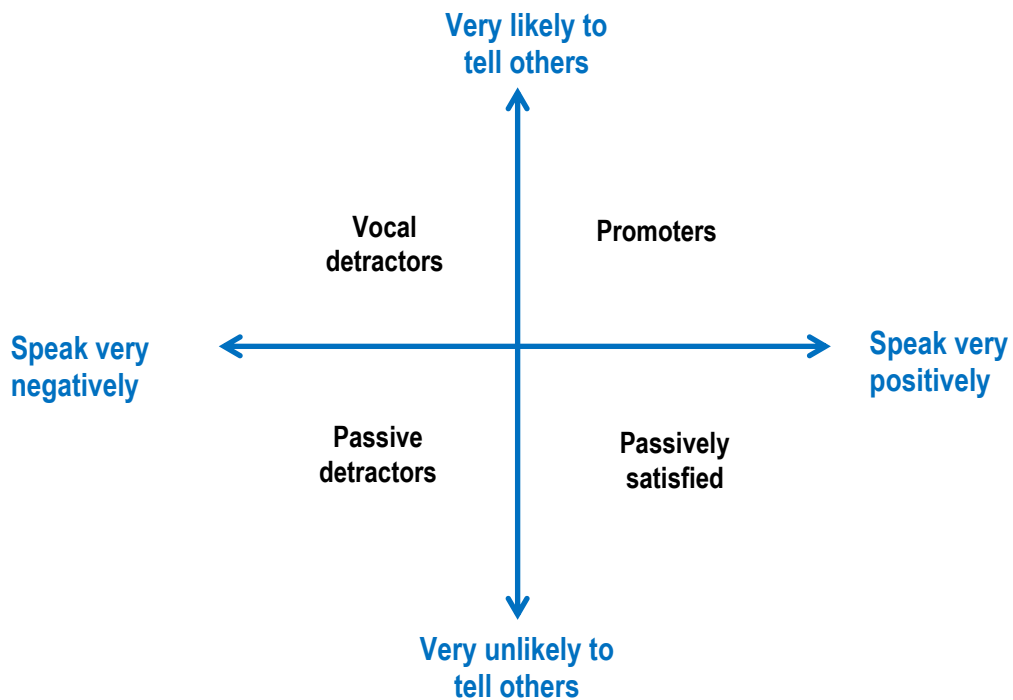
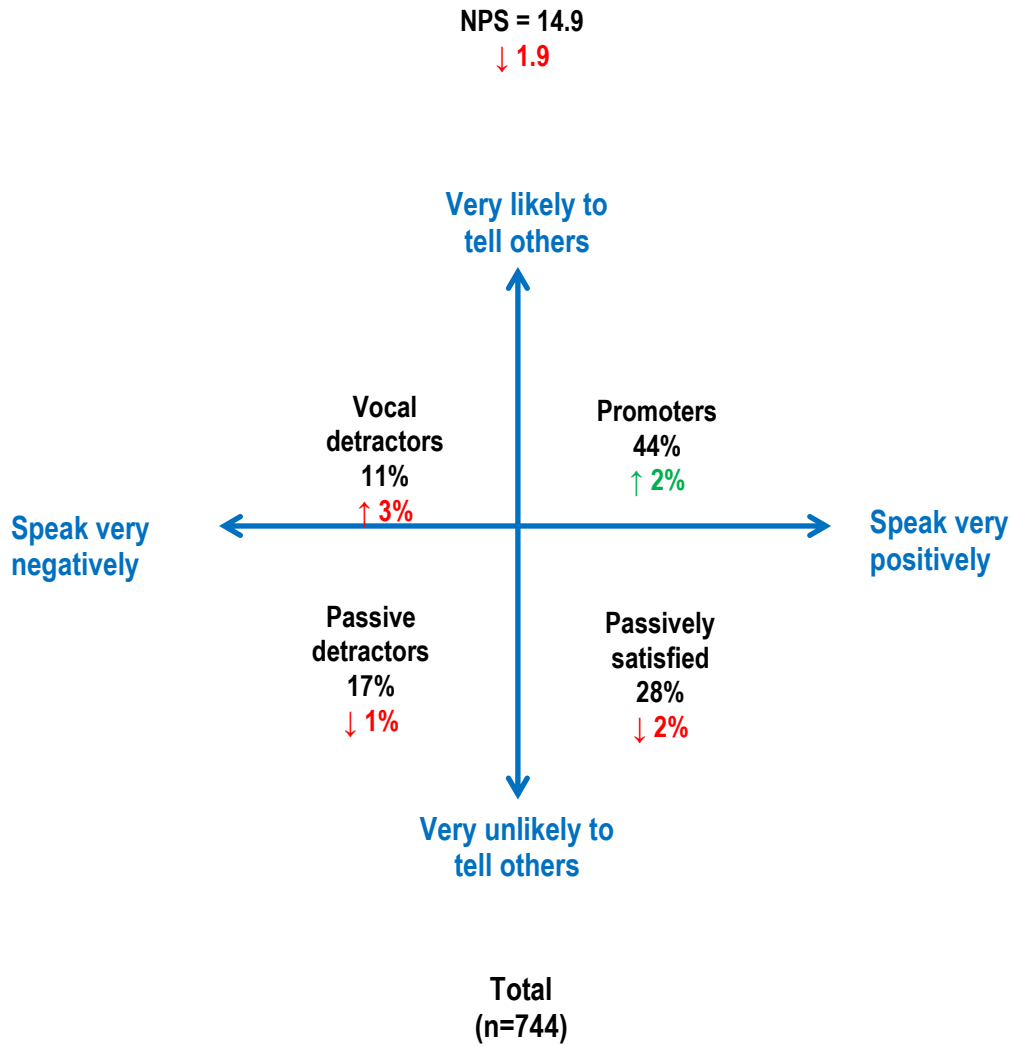


FIGURE 18: ADVOCACY – TOTAL (Q36N14, Q37N14)

If you were to tell others of your recent experience with SA Water, how positively or negatively would you speak about it? (10-Very positive, 5-Neutral, 0-Very negative)

And how likely or unlikely would you be to tell others about your recent experience with SA Water? (10-Very likely, 0-Very unlikely)



Note:

↓ = decrease from Qtr 2 15-16 (Promoters & Passively satisfied)

↑ = increase from Qtr 2 15-16 (Promoters & Passively satisfied)

- = no change

Note:

↓ = decrease from Qtr 2 15-16 (Passive detractors & Vocal detractors)

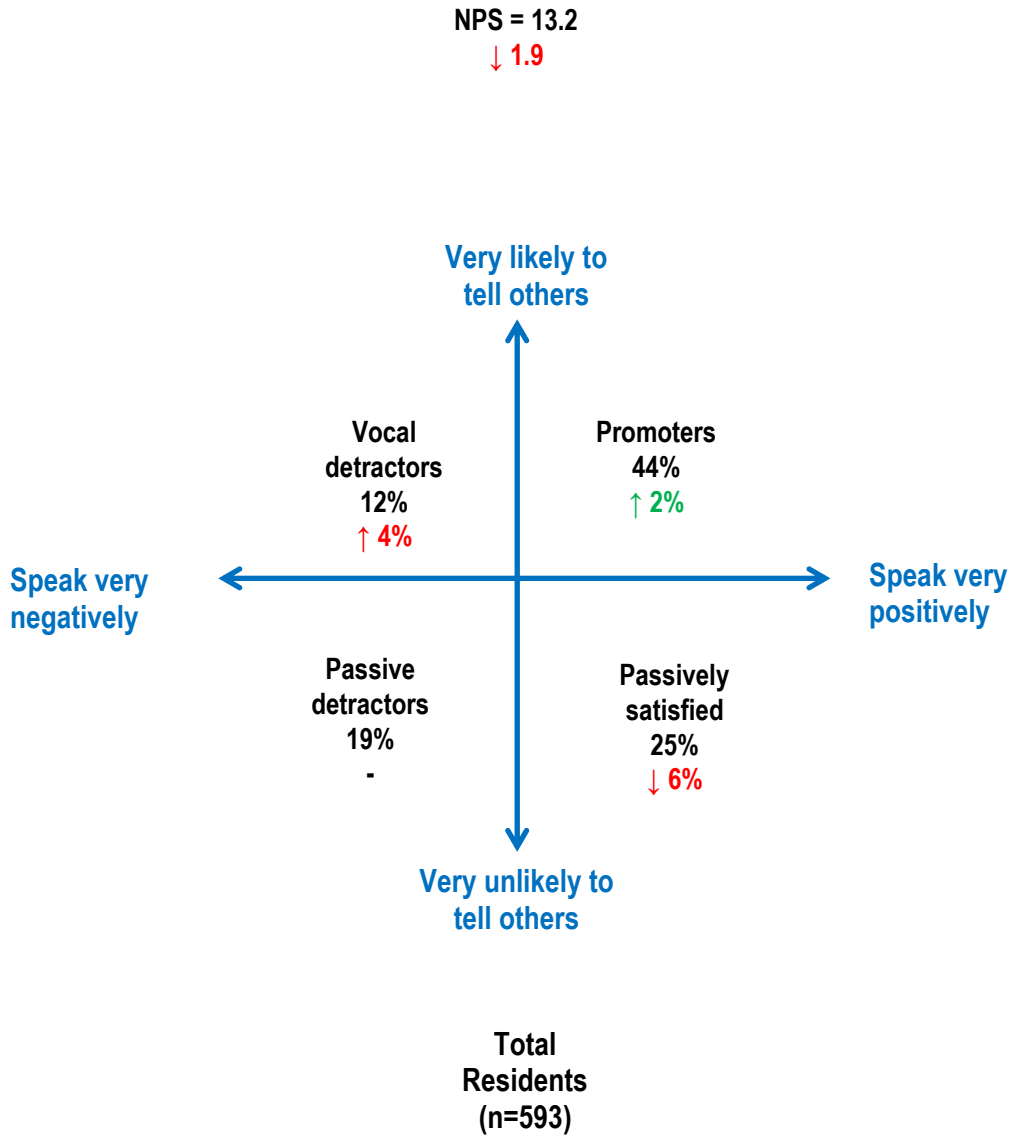
↑ = increase from Qtr 2 15-16 (Passive detractors & Vocal detractors)

- = no change

FIGURE 19: ADVOCACY – RESIDENTIAL (Q36N14, Q37N14)

If you were to tell others of your recent experience with SA Water, how positively or negatively would you speak about it? (10-Very positive, 5-Neutral, 0-Very negative)

And how likely or unlikely would you be to tell others about your recent experience with SA Water? (10-Very likely, 0-Very unlikely)



Note:

↓ = decrease from Qtr 2 15-16 (Promoters & Passively satisfied)

↑ = increase from Qtr 2 15-16 (Promoters & Passively satisfied)

- = no change

Note:

↓ = decrease from Qtr 2 15-16 (Passive detractors & Vocal detractors)

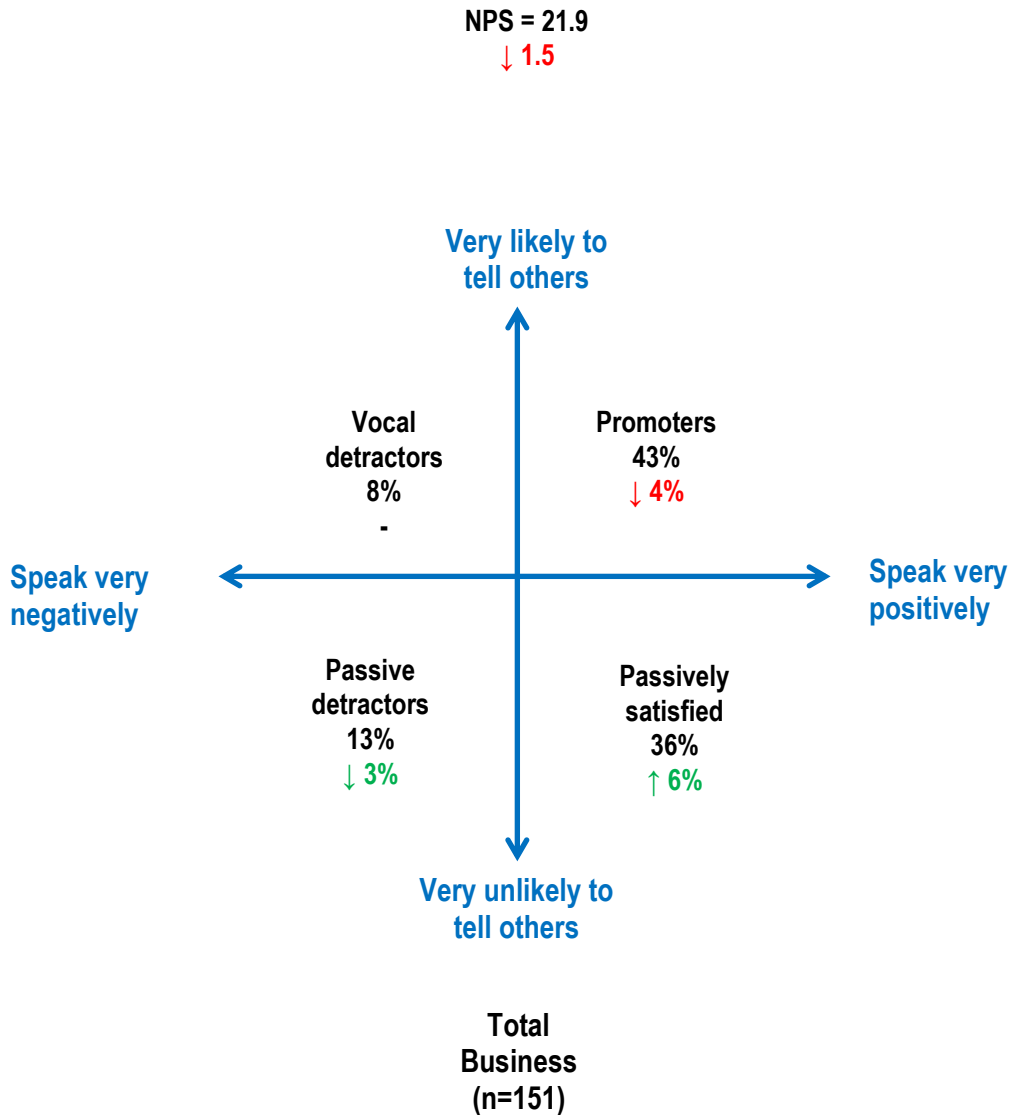
↑ = increase from Qtr 2 15-16 (Passive detractors & Vocal detractors)

- = no change

FIGURE 20: ADVOCACY – BUSINESS (Q36N14, Q37N14)

If you were to tell others of your recent experience with SA Water, how positively or negatively would you speak about it? (10-Very positive, 5-Neutral, 0-Very negative)

And how likely or unlikely would you be to tell others about your recent experience with SA Water? (10-Very likely, 0-Very unlikely)



Note:

↓ = decrease from Qtr 2 15-16 (Promoters & Passively satisfied)

↑ = increase from Qtr 2 15-16 (Promoters & Passively satisfied)

- = no change

Note:

↓ = decrease from Qtr 2 15-16 (Passive detractors & Vocal detractors)

↑ = increase from Qtr 2 15-16 (Passive detractors & Vocal detractors)

- = no change

FIGURE 21: LIKELINESS OF TELLING OTHERS ABOUT RECENT EXPERIENCE WITH SA WATER (Q36N14)

Tell others of your recent experience with SA Water, how positively or negatively would you speak about it, where 10 = very likely and 0 = very unlikely ?

	Total (frequency) n=750	% response
10 – Very positive	273	36
9	65	9
8	126	17
7	70	9
6	19	3
5 - Neutral	114	15
4	18	2
3	17	2
2	12	2
1	6	1
0	30	4
Top 3 box	464	62
Bottom 3 box	48	6

FIGURE 22: POSITIVITY OF RECENT EXPERIENCE WITH SA WATER (Q37N14)

How likely or unlikely would you be to tell others about your recent experience with SA water, where 10 = very likely and 0 = very unlikely ?

	Total (frequency) n=751	% response
10 – Very likely	246	33
9	36	5
8	82	11
7	46	6
6	32	4
5	115	15
4	17	2
3	15	2
2	20	3
1	12	2
0	130	17
Top 3 box	364	48
Bottom 3 box	162	22

4.4 Customer effort

Highlights

Annual

- customer effort declined 0.1 over the year to 2.2
- main shift was a decline in customer effort for regional customers, down 0.2 to 2.1

Quarter 4

- effort ratings remain consistent over the quarter, unchanged at 2.2
- written correspondence and account/general inquiries showed increased effort
- the greatest declines in performance were seen for business customers, which also saw a 6% decline in first call resolution

Annual

Overall decline in customer effort, with regional customers showing the largest improvement

2015-16 saw a 0.1 decline in effort to 2.2, with the main shift being a 0.2 decline in regional customer effort to 2.1.

Quarter 4

Quarter 4 effort results stable, with written correspondence and accounts/general inquiries showing increased effort

Q4 saw effort results remain consistent at 2.2, with the following overall results:

- + Faults: down 0.1 to 2.0
- + Accounts/general inquiries: Up 0.2 to 2.6
- + Written correspondence: Up 0.4 to 2.8
- + Connections: Down 0.2 to 2.4

The declines in written correspondence and the CSC were felt more heavily by business customers

- + Accounts/general inquiries: Up 1.3 to 2.9
- + Written correspondence: Up 0.8 to 2.5

Additionally, first call resolution was stable overall; however a 6% decline for businesses was seen.

FIGURE 22A: CUSTOMER EFFORT _ANNUAL

	Mean Score									
	Residential		Business		Metropolitan		Regional		Total	
	Total 2014-2015	Total 2015-2016	Total 2014-2015	Total 2015-2016	Total 2014-2015	Total 2015-2016	Total 2014-2015	Total 2015-2016	Total 2014-2015	Total 2015-2016
Customer Effort	2.3	2.2	2.3	2.2	2.4	2.3	2.3	2.1	2.3	2.2

FIGURE 23: CUSTOMER EFFORT

	Mean score				
	Residential	Business	Metropolitan	Regional	Total
Customer effort	2.2	2.3	2.3	2.1	2.2
1.0 Very Low Effort	2.0	3.0	4.0	5.0	Very High Effort

FIGURE 24: CUSTOMER EFFORT _SPLIT BY QUARTER

	Mean Score																								
	Residential					Business					Metropolitan					Regional					Total				
	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Customer Effort	2.3	2.3	2.1	2.2	2.2	2.3	2.3	2.1	2.1	2.3	2.3	2.3	2.2	2.1	2.3	2.4	2.2	2.0	2.1	2.1	2.3	2.3	2.1	2.2	2.2

FIGURE 25: CUSTOMER EFFORT BY TOUCHPOINT (Q21N14) – SPLIT BY QUARTER

How much effort did you personally have to put forth to handle your request? –

	Mean score								
	Q2 15-16			Q3 15-16			Q4 15-16		
	Residential	Business	Total	Residential	Business	Total	Residential	Business	Total
Faults	1.9	2.0	2.0	2.0	2.1	2.1	2.0	2.2	2.0
Accounts/general enquiries	2.3	2.3	2.3	2.4	1.6	2.4	2.6	2.9	2.6
Written correspondence	2.7	2.1	2.7	2.4	1.7	2.4	2.8	2.5	2.8
Connections	2.5	2.6	2.5	2.6	3.0	2.6	2.4	2.5	2.4
Total customer effort	2.1	2.1	2.1	2.2	2.1	2.2	2.2	2.3	2.2
	1.0								5.0
Very Low Effort	2.0	3.0		4.0					Very High Effort

FIGURE 26: HOW MANY TIMES DID YOU CONTACT SA WATER TO RESOLVE THIS SPECIFIC ISSUE (Q14N13)

	% response		
	Residential n=595	Business n=155	Total n=750
Once	69	73	70
Twice	12	11	12
Three times	6	7	6
Four times	3	1	2
Five or more times	3	3	3
Still unresolved	7	5	7

FIGURE 27: HOW MANY TIMES DID YOU CONTACT SA WATER TO RESOLVE THIS SPECIFIC ISSUE (Q14N13) – SPLIT BY QUARTER

	% response														
	Residential					Business					Total				
	Q4 14-15 n=560	Q1 15-16 n=556	Q2 15-16 n=596	Q3 15-16 n=611	Q4 15-16 n=595	Q4 14-15 n=205	Q1 15-16 n=207	Q2 15-16 n=155	Q3 15-16 n=151	Q4 15-16 n=155	Q4 14-15 n=765	Q1 15-16 n=763	Q2 15-16 n=751	Q3 15-16 n=762	Q4 15-16 n=750
Once	66	64	73	68	69	68	67	69	79	73	66	65	72	70	70
Twice	17	15	15	15	12	16	20	13	11	11	17	16	14	14	12
Three times	5	5	6	6	6	4	5	6	4	7	5	5	6	6	6
Four times	3	3	1	3	3	4	2	3	-	1	3	2	2	2	2
Five or more times	5	5	2	4	3	4	1	5	4	3	5	4	3	4	3
Still unresolved	5	8	3	5	7	3	5	5	2	5	4	7	4	5	7

FIGURE 28: EASE OF QUERY RESOLUTION (Q19N14)

Thinking about your recent contact with SA Water, how easy was it to have your issue or query resolved? (5-Very easy, 4-Easy, 3-Neither, 2-Difficult, 1-Very difficult)

		% response		
		Residential n=572	Business n=149	Total n=721
Ease of query resolution with SA Water	+	81	85	82
	Neutral	7	3	6
	-	12	11	12

FIGURE 29: EASE OF QUERY RESOLUTION (Q19N14) – SPLIT BY QUARTER

		% response														
		Residential					Business					Total				
		Q4 14-15 n=561	Q1 15-16 n=553	Q2 15-16 n=571	Q3 15-16 n=583	Q4 15-16 n=572	Q4 14-15 n=206	Q1 15-16 n=208	Q2 15-16 n=146	Q3 15-16 n=150	Q4 15-16 n=149	Q4 14-15 n=767	Q1 15-16 n=761	Q2 15-16 n=717	Q3 15-16 n=733	Q4 15-16 n=721
Ease of query resolution with SA Water	+	88	87	84	81	81	85	84	83	83	85	87	86	84	82	82
	Neutral	6	7	6	8	7	9	11	10	5	3	7	8	7	7	6
	-	6	6	10	11	12	6	6	8	12	11	6	6	9	11	12

FIGURE 30: EASE OF QUERY RESOLUTION (Q19N14) – SPLIT BY FREQUENCY OF CONTACT (Q14N13)

		% response						
		Once n=508	Twice n=190	Three times n=46	Four times n=17	Five or more times n=20	Still un-resolved n=33	Total n=714
Ease of query resolution with SA Water	+	92	72	54	53	50	33	82
	Neutral	5	11	11	18	-	9	6
	-	4	17	35	29	50	58	12

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

5. Results by Channel / Customer Service Area

5.1 Customer service centre (CSC)

Highlights

Annual

- overall satisfaction up 3% from the previous year
- however a 2 wave decline across all customer segments

Quarterly

- overall satisfaction down 2% to 87%
- 5 of 6 measures showed decline

Annual

Increase in overall satisfaction compared to last financial year

The 2015-16 financial year saw an overall increase in satisfaction for the CSC, up 3% to 89%. Despite this, the last 3 quarters of 2015-16 showed decline, which became a major focus for the current report. The following will demonstrate that although overall satisfaction has increased for the CSC, the 2 wave decline in overall satisfaction for SA Water has been led by declines in satisfaction in the CSC which threatens the gains made against the previous year.

2 wave decline across all customer segments in the CSC

A major focus of the annual report was the 3 quarter decline seen in customer satisfaction from January 2016 – June 2016. Unlike any other service/product segment, the CSC showed declines in satisfaction and increases in dissatisfaction across all customer segments over this period. This is unlike other service/product areas, where the decline was primarily for residents.

Customer Segment	Result
Residents	- Satisfaction declined from 91% (Q2) to 87% (Q4), dissatisfaction increased from 5% (Q2) to 6% (Q4)
Businesses	- Satisfaction declined from 92% (Q2) to 89% (Q4), dissatisfaction increased from 1% (Q2) to 4% (Q4)
Metropolitan	- Satisfaction declined from 91% (Q2) to 87% (Q4), dissatisfaction increased from 4% (Q2) to 6% (Q4)
Regional	- Satisfaction declined from 92% (Q2) to 87% (Q4), dissatisfaction increased from 5% (Q2) to 6% (Q4)
Overall	- Satisfaction declined from 91% (Q2) to 87% (Q4), dissatisfaction increased from 4% (Q2) to 6% (Q4)

CSC Satisfaction Declines from Oct 2015 – June 2016

For all CSC service measures, the 2 wave decline was seen across 4 of 6 segments:

- clear explanation of the situation and any next steps (Q2 – 89%, Q3 – 85%, Q4 – 81%)
- staff knowledge of the products and services (Q2 – 89%, Q3 – 87%, Q4 – 82%)
- helpfulness of staff (Q2 – 92%, Q3 – 89%, Q4 – 88%)
- overall satisfaction (Q2 – 91%, Q3 – 89%, Q4 – 87%)

Quarter 4

Q4 saw a decline in 5 of 6 key measures, following a decline in 6 of 6 measures from quarter 3

The quarter saw a decline in 5 of 6 key measures for the CSC, the only exception being *time taken in getting through to a person* which rebound from poor results last quarter. This follows Q3 which saw a decline in 6 of 6 measures.

Sizable increase in effort for business customers

For Q4, the only areas to show increasing customer effort were written correspondence and the CSC:

- + Faults: down 0.1 to 2.0
- + Accounts/general inquiries: Up 0.2 to 2.6
- + Written correspondence: Up 0.4 to 2.8
- + Connections: Down 0.2 to 2.4

The declines in written correspondence and the CSC were felt more heavily by business customers, the segment which showed the greatest satisfaction declines for the wave:

- + Accounts/general inquiries: Up 1.3 to 2.9
- + Written correspondence: Up 0.8 to 2.5

FIGURE 31: CUSTOMER SATISFACTION WITH THE CUSTOMER SERVICE CENTRE (Q7)

		% response				
		Residential n~492	Business n~138	Metropolitan n~473	Regional n~154	Total n~630
Time taken in getting through to a person	+	84	82	84	83	84
	Neutral	10	9	10	9	10
	-	6	9	6	9	7
Your enquiry being easily understood	+	90	89	91	88	90
	Neutral	5	6	5	7	5
	-	5	4	4	6	5
Clear explanation of the situation and any next steps	+	80	83	81	80	81
	Neutral	11	10	10	12	11
	-	9	6	9	8	9
Staff knowledge of products and services	+	81	85	81	82	82
	Neutral	12	10	11	11	11
	-	8	5	7	7	7
Helpfulness of staff	+	87	92	88	88	88
	Neutral	7	5	6	7	7
	-	6	3	6	4	6
Overall satisfaction with customer service centre	+	87	89	87	87	87
	Neutral	7	6	7	8	7
	-	6	4	6	6	6

FIGURE 32: CUSTOMER SATISFACTION WITH THE CUSTOMER SERVICE CENTRE (Q7) – SPLIT BY QUARTER

		% response																			
		Residential				Business				Metropolitan				Regional				Total			
		Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16
		n~448	n~492	n~485	n~492	n~190	n~142	n~143	n~138	n~464	n~465	n~428	n~473	n~168	n~165	n~194	n~154	n~638	n~634	n~628	n~630
Time taken in getting through to a person	+	85	87	79	84↑	85	89	82	82	85	87	78	84↑	86	88	82	83	85	87	80	84
	Neutral	11	9	13	10	9	7	12	9	11	10	14	10	11	6	9	9	11	9	13	10
	-	3	4	8	6	5	4	6	9	4	4	7	6	4	5	8	9	4	4	8	7
Your enquiry being easily understood	+	92	94	89	90	85	85	87	89	90	93	88	91	88	90	91	88	90	92	89	90
	Neutral	4	2	5	5	10	11	7	6	6	3	6	5	6	5	4	7	6	4	6	5
	-	4	4	6	5	6	4	5	4	4	4	6	4	5	5	5	6	4	4	6	5
Clear explanation of the situation and any next steps	+	85	90	85	80↓	86	87	86	83	86	89	84	81	83	90	88	80↓	85	89	85	81↓
	Neutral	8	4	7	11↑	9	9	10	10	6	5	7	10	13	5	7	12	8	5	7	11↑
	-	8	6	8	9	5	4	5	6	8	6	9	9	4	5	5	8	7	6	7	9
Staff knowledge of products and services	+	84	89	86	81	75	90	90	85	83	89	85	81	76	90	90	82	81	89	87	82↓
	Neutral	12	6	8	12	19	8	6	10	12	7	8	11	19	5	6	11	14	6	7	11↑
	-	4	6	7	8	6	2	5	5	5	5	7	7	5	5	4	7	5	5	6	7
Helpfulness of staff	+	90	91	89	87	86	93	90	92	88	91	90	88	91	93	89	88	89	92	89	88
	Neutral	5	4	5	7	9	6	6	5	6	5	4	6	5	3	6	7	6	4	5	7
	-	5	5	6	6	5	1	4	3	5	5	6	6	4	4	4	4	5	4	6	6
Overall satisfaction with customer service centre	+	89	91	88	87	88	92	91	89	89	91	88	87	90	92	91	87	89	91	89	87
	Neutral	7	4	6	7	7	6	6	6	7	5	6	7	7	3	5	8	7	5	6	7
	-	4	5	6	6	5	1	3	4	4	4	6	6	3	5	5	6	4	4	6	6

Note: ↑ ↓ represent statistically significant differences between previous quarter

FIGURE 33: CUSTOMER SATISFACTION WITH THE CUSTOMER SERVICE CENTRE (Q7) – SPLIT BY YEAR (TOTAL ANNUAL 2013-2016)

		% response														
		Residential			Business			Metropolitan			Regional			Total		
		Total 2013-2014	Total 2014-2015	Total 2015-2016	Total 2013-2014	Total 2014-2015	Total 2015-2016	Total 2013-2014	Total 2014-2015	Total 2015-2016	Total 2013-2014	Total 2014-2015	Total 2015-2016	Total 2013-2014	Total 2014-2015	Total 2015-2016
		n~2751	n~1816	n~1851	n~564	n~755	n~593	n~2479	n~1895	n~1766	n~836	n~660	n~660	n~3315	n~2572	n~2444
Time taken in getting through to a person	+	86	83	84	77	81	85	84	82	84	85	83	85	84	83	84
	Neutral	9	11	11	17	14	9↓	10	12	11	10	11	9	10	12	10
	-	5	6	5	7	5	6	5	5	5	5	6	6	5	6	6
Your enquiry being easily understood	+	91	88	91↑	83	84	86	90	88	90↑	86	85	89↑	89	87	90↑
	Neutral	4	6	4↓	10	9	9	5	7	5↓	7	7	6	5	7	5↓
	-	5	5	5	7	7	5	5	5	5	7	8	5	5	6	5
Clear explanation of the situation and any next steps	+	84	84	85	79	82	85	84	84	85	82	81	85	83	83	85
	Neutral	7	7	7	13	9	9	8	7	7	10	8	9	8	8	8
	-	8	9	8	8	9	5↓	8	9	8	8	10	6↓	8	9	7↓
Having your questions answered on the first occasion*	+	85	82	86↑	79	81	83	84	81	85↑	84	83	87	84	82	85↑
	Neutral	5	7	5	9	9	8	6	7	6	6	7	6	6	7	6
	-	9	11	9↓	11	11	9	10	12	9↓	10	10	7	10	11	9↓
Staff knowledge of products and services	+	86	85	85	78	82	84	86	84	84	81	83	85	85	84	85
	Neutral	7	7	9	15	11	11	7	8	10	12	10	10	8	8	10
	-	7	8	6	7	8	5↓	7	8	6↓	7	8	5	7	8	6↓
Helpfulness of staff	+	89	88	89	87	89	90	89	89	89	88	88	90	89	89	89
	Neutral	5	6	5	9	6	7	6	5	5	6	7	6	6	6	5
	-	6	6	6	5	5	4	5	6	5	6	6	4	6	6	5
Overall satisfaction with customer service centre	+	89	87	89	84	85	90↑	89	86	89↑	88	86	90↑	88	86	89↓
	Neutral	5	6	6	10	9	7	6	7	6	6	7	5	6	7	6
	-	5	7	5	6	6	4↓	5	7	5↓	6	6	5	5	7	5↓

*) Question not asked in Q4 2015-2016

Note: ↑ ↓ represent statistically significant differences between previous quarter

FIGURE 34: CUSTOMER SATISFACTION WITH THE CUSTOMER SERVICE CENTRE – SPLIT BY CALL TYPE

		Fault/service problem (Maximo data set)					Account and/or general enquiry (CSIS follow up data set)				
		Total (n~461)	Type		Location		Total (n~170)	Type		Location	
			Residential (n~332)	Business (n~129)	Metropolitan Adelaide (n~352)	Regional/rural South Australia (n~105)		Residential (n~160)	Business (n~10)*	Metropolitan Adelaide (n~121)	Regional/rural South Australia (n~49)
Time taken in getting through to a person	+	86	87	84	87	86	76	78	50	76	76
	Neutral	9	9	8	9	8	13	13	20	14	11
	-	5	4	8	5	7	11	10	30	10	13
Your enquiry being easily understood	+	92	92	91	92	91	85	86	70	87	80
	Neutral	5	5	5	5	4	6	5	20	2	14
	-	3	3	4	2	5	9	9	10	10	6
Clear explanation of the situation and any next steps	+	84	83	86	83	85	72	74	50	74	69
	Neutral	11	11	11	11	12	10	10	10	8	14
	-	5	6	4	6	4	18	17	40	18	18
Staff knowledge of products and services	+	84	82	87	83	85	76	77	63	75	77
	Neutral	11	12	9	11	10	12	11	25	12	11
	-	6	6	4	6	5	12	12	13	12	11
Helpfulness of staff	+	91	90	94	91	91	80	80	70	78	82
	Neutral	5	6	4	5	6	11	10	20	11	10
	-	4	5	2	4	3	10	10	10	10	8
Overall satisfaction with the call centre	+	90	89	92	90	91	80	81	50	80	78
	Neutral	6	7	4	6	6	10	8	40	10	12
	-	4	4	4	4	4	10	10	10	10	10

*please interpret results for this split with caution due to small sample size

FIGURE 35: DRIVERS OF SATISFACTION (RANKED IN ORDER OF IMPORTANCE) – CUSTOMER SERVICE CENTRE

Customer Service Centre	Satisfaction score (% satisfied)
Clear explanation of the situation and any next steps	81
Helpfulness of staff	88
Staff knowledge of products and services	82

5.2 Faults and service problems

Highlights

Annual

- satisfaction with the field maintenance crew declined 1% to 90%

Quarterly

- field maintenance crew saw a 4% decline in satisfaction to 87%, and 2% increase in dissatisfaction to 6%
- helpfulness and time taken to complete the works showed declines
- being kept informed (for metro customers) showed improvement, but remains low

Annual

The overall satisfaction with the field maintenance crew declined for 2015-16, down 1% to 90%, with dissatisfaction increasing 1% to 5%

Quarterly

Field maintenance crew satisfaction saw declines

Overall satisfaction for the field maintenance crew showed a decline of 4% satisfaction to 87%, with dissatisfaction increasing 2% to 6%.

Performance across key measures varied, with helpfulness and time taken to complete the works showing decline

Of the 8 key measures assessed, performance across the quarter varied with 3 of 8 declining, 4 increasing, and 1 measure remaining unchanged. With a focus on improvement, the key areas of decline included helpfulness of the crew, time taken to complete the works and overall satisfaction.

Being kept informed showed improvements, however remains a point of high dissatisfaction for metro customers.

FIGURE 36: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES (Q15)

		% response		
		Residential n=349	Business n=133	Total n=482
Did you see or hear any of the field maintenance crew during the works?	Yes	51	44	49
	No	49	56	51

FIGURE 37: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES (Q16, Q17)

Fault/Service problem		% response		
		Residential n~252	Business n~88	Total n~340
Helpfulness of crew	+	88	86	88
	Neutral	6	8	7
	-	5	6	5
Leaving the worksite in a safe and neat condition after work	+	89	96	91
	Neutral	6	2	5
	-	5	2	4
Treating people's property with care	+	92	95	93
	Neutral	6	4	5
	-	2	1	2
Overall satisfaction with field maintenance crew	+	86	90	87
	Neutral	7	7	7
	-	7	4	6
Time taken to arrive to address the fault/service problem	+	75	86	78
	Neutral	10	7	9
	-	16	7	13
Time taken to fully restore your services	+	83	87	84
	Neutral	8	7	8
	-	9	5	8
Time taken to clean up after the sewer overflow	+	89	88	89
	Neutral	7	13	8
	-	4	-	4
The overall time taken to complete the works	+	82	84	83
	Neutral	9	7	8
	-	9	9	9

Note: please interpret results for this attribute with caution due to small sample size

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

FIGURE 38: DRIVERS OF SATISFACTION (RANKED IN ORDER OF IMPORTANCE) – FAULTS AND SERVICES

Faults and Services	Satisfaction score (% satisfied)
Helpfulness of crew	88
Leaving the worksite in a safe and neat condition after work	91

FIGURE 39: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES (Q16, Q17) - SPLIT BY QUARTER

		% response														
		Residential					Business					Total				
		Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
		n~219	n~210	n~270	n~245	n~252	n~116	n~120	n~98	n~91	n~88	n~334	n~330	n~369	n~324	n~340
Helpfulness of crew	+	96	94	-	95	88↓	94	96	-	-	86	96	94	-	95	88↓
	Neutral	4	2	-	3	6	4	1	-	-	8	4	2	-	3	7
	-	-	4	-	2	5	1	3	-	-	6	-	4	-	2	5
Leaving the worksite in a safe and neat condition after work	+	91	95	93	88	89	95	89	90	92	96	92	93	92	89	91
	Neutral	6	3	3	6	6	3	9	3	3	2	5	5	3	5	5
	-	4	2	4	6	5	2	3	7	5	2	3	2	5	6	4
Treating people's property with care	+	93	96	94	91	92	98	93	93	97	95	95	95	93	93	93
	Neutral	5	3	4	6	6	1	6	5	2	4	4	4	4	5	5
	-	2	1	3	3	2	1	1	3	1	1	1	1	3	2	2
Overall satisfaction with field maintenance crew	+	92	91	93	90	86	92	91	90	91	90	92	91	92	91	87
	Neutral	6	5	3	6	7	3	6	3	6	7	5	5	3	6	7
	-	3	5	4	4	7	4	3	7	3	4	3	4	5	4	6
Time taken to arrive to address the fault/service problem	+	84	81	82	78	75	78	79	78	74	86↑	82	80	81	77	78
	Neutral	7	9	6	10	10	11	8	7	10	7	8	9	6	10	9
	-	9	10	12	12	16	11	13	14	17	7↓	10	11	13	14	13
Time taken to fully restore your services	+	88	88	89	84	83	84	82	87	83	87	87	86	88	83	84
	Neutral	6	5	4	6	8	5	9	4	8	7	6	7	4	7	8
	-	6	7	7	10	9	10	9	9	9	5	8	7	8	10	8
Time taken to clean up after the sewer overflow-	+	91	89	91	78	89	91	100	100	100	88	91	91	92	80	89
	Neutral	3	-	3	13	7	-	-	-	-	13	2	-	3	12	8
	-	6	11	6	9	4	9	-	-	-	-	7	9	6	8	4
The overall time taken to complete the works	+	89	87	89	88	82↓	80	82	80	78	84	86	85	87	86	83
	Neutral	5	5	3	4	9↑	9	7	8	8	7	6	6	4	5	8
	-	6	8	8	8	9	11	11	13	14	9	8	9	9	10	9

Note: ↑ ↓ represent statistically significant differences between previous quarter.

FIGURE 40A: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES (Q16, Q17) - SPLIT BY FINANCIAL YEAR

		% response (Residential)			% response (Business)			% response (Residential-to-Business)		
		2013-2014	2014-2015	2015-2016	2013-2014	2014-2015	2015-2016	2013-2014	2014-2015	2015-2016
Helpfulness of crew	+	93	94	92	91	95	91	93	94	92
	Neutral	3	4	4	6	4	4	4	4	4
	-	4	3	4	3	1	4	3	2	4
Leaving the worksite in a safe and neat condition after completing the work	+	93	92	91	89	92	91	92	92	91
	Neutral	4	4	4	4	4	4	4	4	4
	-	3	4	4	7	4	4	4	4	4
Treating people's property with care	+	96	94	93	93	95	94	95	94	94
	Neutral	2	4	5	4	4	4	3	4	4
	-	2	2	2	3	1	2	2	2	2
Overall satisfaction with field maintenance crew	+	92	92	90	87	90	91	91	91	90
	Neutral	4	4	5	4	5	5	4	5	5
	-	3	4	5	8	4	4	4	4	5
Arrive to address the fault/service problem	+	83	81	79	68	77	79	80	80	79
	Neutral	7	8	9	12	10	8	8	9	8
	-	11	11	13	20	12	13	13	11	13
Fully restore your services	+	89	88	86	80	86	85	87	87	86
	Neutral	5	6	6	7	5	7	6	6	6
	-	6	7	8	13	9	8	7	7	8
Clean up after the sewer overflow	+	84	89	88	88	88	95	84	88	89
	Neutral	8	5	5	12	6	5	8	5	5
	-	8	7	7	-	6	-	7	7	6
The overall time taken to complete the works	+	89	87	87	74	82	81	86	85	85
	Neutral	4	6	5	10	8	7	5	7	6
	-	7	7	8	16	11	11	9	8	9

FIGURE 41: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES – SPLIT BY LOCATION (Q16, Q17)

		% response					
		Metropolitan			Regional		
		Resident (n~220)	Business (n~50)	Total (n~269)	Residential (n~37)	Business (n~37)	Total (n~70)
Helpfulness of crew	+	88	79	87	91	95	93
	Neutral	6	14	7	9	-	5
	-	6	7	6	-	5	2
Leaving the worksite in a safe and neat condition after work	+	89	95	90	90	98	94
	Neutral	6	2	5	7	2	5
	-	5	3	5	2	-	1
Treating people's property with care	+	91	92	91	97	100	99
	Neutral	6	7	6	3	-	1
	-	3	2	3	-	-	-
Overall satisfaction with field maintenance crew	+	86	89	86	86	91	88
	Neutral	7	6	7	10	7	8
	-	7	5	7	5	2	3
Time taken to arrive to address the fault/service problem	+	74	85	76	80	87	84
	Neutral	10	6	9	10	9	10
	-	16	9	15	10	4	6
Time taken to fully restore your services	+	82	92	84	88	84	86
	Neutral	7	4	7	12	11	12
	-	10	4	9	-	5	3
Time taken to clean up after the sewer overflow-	+	89	86	88	-	100	100
	Neutral	7	14	8	-	-	-
	-	4	-	4	-	-	-
The overall time taken to complete the works	+	81	83	82	88	86	87
	Neutral	9	6	8	7	8	8
	-	10	11	10	5	6	5

Note: please interpret results with caution due to small sample sizes

FIGURE 42: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES – SPLIT BY LOCATION (Q16, Q17) – SPLIT BY QUARTER

	% response																								
	Metropolitan												Regional												
	Q1 15-16 Res n-171	Q1 15-16 Bus n-65	Q1 15-16 Total n-236	Q2 15-16 Res n-229	Q2 15-16 Bus n-45	Q2 15-16 Total n-274	Q3 15-16 Res n-189	Q3 15-16 Bus n-39	Q3 15-16 Total n-223	Q4 15-16 Res n-220	Q4 15-16 Bus n-50	Q4 15-16 Total n-269	Q1 15-16 Res n-39	Q1 15-16 Bus n-60	Q1 15-16 Total n-92	Q2 15-16 Res n-41	Q2 15-16 Bus n-60	Q2 15-16 Total n-92	Q3 15-16 Res n-56	Q3 15-16 Bus n-57	Q3 15-16 Total n-99	Q4 15-16 Res n-37	Q4 15-16 Bus n-37	Q4 15-16 Total n-70	
Helpfulness of crew	+	94	95	95	-	-	-	93	-	93	88	79	87	89	96	93	-	-	-	100	-	100	91	95	93
	Neutral	2	-	1	-	-	-	4	-	4	6	14	7	5	4	5	-	-	-	-	-	-	9	-	5
	-	4	5	4	-	-	-	2	-	2	6	7	6	5	-	2	-	-	-	-	-	-	-	5	2
Leaving the worksite in a safe and neat condition after work	+	96	89	94	93	87	92	86	87	86	89	95	90	92	88	90	91	93	92	94	96	95	90	98	94
	Neutral	2	8	4	3	4	3	7	4	6	6	2	5	4	10	8	2	2	2	4	2	3	7	2	5
	-	2	4	2	4	9	5	7	9	8	5	3	5	4	1	3	6	5	6	1	2	2	2	-	1
Treating people's property with care	+	97	91	95	94	90	94	90	92	91	91	92	91	96	95	96	91	95	93	94	100	97	97	100	99
	Neutral	3	8	4	4	8	5	6	5	6	6	7	6	2	3	3	2	2	2	4	-	2	3	-	1
	-	-	1	1	2	2	2	3	3	3	3	2	3	2	2	2	7	4	5	1	-	1	-	-	-
Overall satisfaction with field maintenance crew	+	91	89	91	93	86	92	88	87	88	86	89	86	88	94	91	92	93	93	99	93	96	86	91	88
	Neutral	5	9	6	3	4	3	7	9	7	7	6	7	4	3	3	4	2	3	1	5	3	10	7	8
	-	4	2	4	4	10	5	5	4	5	7	5	7	8	3	5	4	5	5	-	2	1	5	2	3
Time taken to arrive to address the fault/service problem	+	79	74	78	83	73	81	74	64	72	74	85	76	88	88	88	81	86	84	91	82	87	80	87	84
	Neutral	10	7	9	6	5	6	11	15	11	10	6	9	6	6	6	4	8	6	6	6	6	10	9	10
	-	11	19	13	12	22	13	15	22	16	16	9	15	6	6	6	15	6	10	3	11	7	10	4	6
Time taken to fully restore your services	+	87	79	85	88	84	88	82	71	80	82	92	84	91	89	90	93	91	92	90	90	90	88	84	86
	Neutral	6	7	6	4	4	4	6	12	7	7	4	7	2	10	7	2	4	3	7	6	6	12	11	12
	-	7	14	9	8	12	8	12	18	13	10	4	9	7	2	4	5	5	5	3	4	4	-	5	3
Time taken to clean up after the sewer overflow-	+	88	100	91	94	100	94	77	100	79	89	86	88	100	-	100	67	-	67	100	-	100	-	100	100
	Neutral	-	-	-	3	-	3	14	-	13	7	14	8	-	-	-	-	-	-	-	-	-	-	-	-
	-	12	-	9	3	-	3	9	-	8	4	-	4	-	-	-	33	-	33	-	-	-	-	-	-
The overall time taken to complete the works	+	85	79	84	90	76	87	86	74	84	81	83	82	96	88	91	88	86	87	97	81	89	88	86	87
	Neutral	6	5	6	3	6	3	5	8	5	9	6	8	-	7	4	4	10	7	-	9	4	7	8	8
	-	9	15	11	8	19	10	10	18	11	10	11	10	4	4	4	8	5	6	3	10	7	5	6	5

FIGURE 43: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES - SPLIT BY REGION (Q16, Q17)

		% response				
		Manager West n~17	Manager East n~14	Manager North n~8	Metro Alliance n~274	Manager Central n~36
Helpfulness of crew	+	89	67	86	88	95
	Neutral	11	-	14	7	-
	-	-	33	-	5	5
Leaving the worksite in a safe and neat condition after work	+	90	86	89	90	97
	Neutral	10	-	11	5	-
	-	-	14	-	4	3
Treating people's property with care	+	100	83	100	92	97
	Neutral	-	8	-	6	3
	-	-	8	-	2	-
Overall satisfaction with field maintenance crew	+	95	86	89	86	89
	Neutral	-	-	11	8	5
	-	5	14	-	6	5
Time taken to arrive to address the fault/service problem	+	100	79	78	75	91
	Neutral	-	11	11	10	5
	-	-	11	11	15	5
Time taken to fully restore your services	+	100	85	63	84	87
	Neutral	-	-	38	8	8
	-	-	15	-	9	5
Time taken to clean up after the sewer overflow	+	-	-	-	89	-
	Neutral	-	-	-	8	-
	-	-	-	-	4	-
The overall time taken to complete the works	+	100	89	78	81	85
	Neutral	-	-	22	9	5
	-	-	11	-	10	10

Note: please interpret results with caution due to some small sample sizes

Note: Figures in red indicate significantly higher than other sub segment. In this case the Manager Central figure is statistically higher than the other figures for time take to arrive to address the fault/service problem. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

FIGURE 44: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES - SPLIT BY FAULT (Q16, Q17)

Metropolitan		% response																				
		Residential							Business							Total						
		Water			Sewer				Water			Sewer				Water			Sewer			Other
		Meter (n~71)	Road (n~13)	Other (n~27)	Block (n~84)	O/flow (n~45)	Other (n~1)	Other (n~4)	Meter (n~18)	Road (n~3)	Other (n~11)	Block (n~10)	O/flow (n~5)	Other (n~3)	Other (n~6)	Meter (n~89)	Road (n~16)	Other (n~38)	Block (n~94)	O/flow (n~50)	Other (n~4)	Other (n~9)
Helpfulness of crew	+	84	67	83	95	88	-	50	100	100	71	57	100	100	75	87	71	80	91	88	100	67
	Neutral	3	17	6	5	6	-	50	-	-	14	43	-	-	-	3	14	8	9	6	-	17
	-	13	17	11	-	6	-	-	-	-	14	-	-	-	25	10	14	12	-	6	-	17
Leaving worksite in safe & neat condition after work	+	91	60	75	97	92	100	25	100	100	91	100	100	100	67	93	68	79	97	93	100	50
	Neutral	5	27	16	1	4	-	-	-	-	9	-	-	-	-	4	21	14	1	4	-	-
	-	4	13	9	2	4	-	75	-	-	-	-	-	-	33	3	11	7	2	4	-	50
Treating people's property with care	+	91	55	86	95	96	-	75	95	100	91	91	100	100	67	92	67	88	95	96	100	70
	Neutral	5	36	7	5	2	-	25	-	-	9	9	-	-	33	4	27	8	5	2	-	30
	-	4	9	7	-	2	-	-	5	-	-	-	-	-	-	4	7	5	-	2	-	-
Overall satisfaction with field maintenance crew	+	82	77	75	91	92	100	75	90	100	83	91	100	100	67	84	82	77	91	93	100	70
	Neutral	9	-	13	7	4	-	-	5	-	17	9	-	-	-	8	-	14	7	4	-	-
	-	9	23	13	2	4	-	25	5	-	-	-	-	-	33	8	18	9	2	4	-	30
Time taken arrive/address fault/service problem	+	69	47	68	80	84	100	40	82	100	85	92	100	100	50	72	58	73	82	86	100	45
	Neutral	11	13	10	10	8	-	-	14	-	-	8	-	-	-	11	11	7	10	7	-	-
	-	20	40	23	10	8	-	60	5	-	15	-	-	-	50	17	32	20	9	7	-	55
Time taken to fully restore your services	+	83	64	68	87	88	100	50	93	100	80	100	100	100	83	84	69	72	88	89	100	75
	Neutral	4	14	14	7	5	-	50	7	-	10	-	-	-	-	5	13	13	7	4	-	13
	-	13	21	18	6	8	-	-	-	-	10	-	-	-	17	11	19	16	5	7	-	13
Time taken to clean up after sewer overflow	+	-	-	-	-	89	-	-	-	-	-	-	86	-	-	-	-	-	-	88	-	-
	Neutral	-	-	-	-	7	-	-	-	-	-	-	14	-	-	-	-	-	-	8	-	-
	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-	-	-
Overall time taken to complete works	+	76	57	75	88	87	100	75	85	100	69	90	100	100	50	78	67	73	88	89	100	60
	Neutral	11	14	14	7	4	-	-	10	-	8	-	-	-	17	11	11	12	6	4	-	10
	-	13	29	11	5	9	-	25	5	-	23	10	-	-	33	11	22	15	5	8	-	30

Note: please interpret results with caution due to small sample sizes

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

FIGURE 45: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES - SPLIT BY FAULT (Q16, Q17) CONTINUED

Regional		% response																
		Residential				Business							Total					
		Water			Sewer	Water			Sewer		Other	Water			Sewer			Other
		Meter (n~16)	Road (n~3)	Other (n~11)	Blockage (n~8)	Meter (n~20)	Road (n~7)	Other (n~13)	Overflow (n~1)	Other (n~1)	Other (n~1)	Meter (n~36)	Road (n~9)	Other (n~24)	Blockage (n~8)	Overflow (n~1)	Other (n~1)	Other (n~1)
Helpfulness of crew	+	88	100	88	100	100	100	100	-	-	100	93	100	94	100	-	-	-
	Neutral	13	-	13	-	-	-	-	-	-	-	7	-	6	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	100	-	-	-	-	-	-	100
Leaving the worksite in a safe and neat condition after completing the work	+	100	100	64	100	100	86	100	100	-	-	100	90	83	100	100	-	-
	Neutral	-	-	27	-	-	14	-	-	-	-	-	10	13	-	-	-	-
	-	-	-	9	-	-	-	-	-	-	-	-	-	4	-	-	-	-
Treating people's property with care	+	100	-	90	100	100	100	100	100	-	100	100	100	95	100	100	-	100
	Neutral	-	-	10	-	-	-	-	-	-	-	-	-	5	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Overall satisfaction with field maintenance crew	+	94	100	64	90	95	88	92	100	-	100	95	91	79	90	100	-	100
	Neutral	6	-	18	10	5	13	8	-	-	-	5	9	13	10	-	-	-
	-	-	-	18	-	-	-	-	-	-	100	-	-	8	-	-	-	100
Arrive to address the fault/service problem	+	94	100	67	57	92	89	76	100	-	100	93	92	72	57	100	-	100
	Neutral	6	-	25	-	4	11	18	-	-	-	5	8	21	-	-	-	-
	-	-	-	8	43	4	-	6	-	-	-	2	-	7	43	-	-	-
Fully restore your services	+	100	-	70	89	91	100	75	100	-	100	95	100	73	89	100	-	100
	Neutral	-	-	30	11	5	-	17	-	100	100	3	-	23	11	-	100	100
	-	-	-	-	-	5	-	8	-	-	-	3	-	5	-	-	-	-
Clean up after the sewer overflow	+	-	-	-	-	-	-	-	100	-	-	-	-	-	-	100	-	-
	Neutral	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The overall time taken to complete the works	+	100	100	75	75	96	88	76	100	-	100	98	91	76	75	100	-	100
	Neutral	-	-	17	13	-	13	18	-	-	-	-	9	17	13	-	-	-
	-	-	-	8	13	4	-	6	-	-	100	2	-	7	13	-	-	100

Note: please interpret results with caution due to small sample sizes.

Note: Figures in red indicate significantly higher than other sub segment.

FIGURE 46: CUSTOMER SATISFACTION WITH FAULTS AND SERVICES - SPLIT BY FAULT (Q16, Q17) CONTINUED

Total		% response													
		Residential							Business						
		Water			Sewer			Other (n~4)	Water			Sewer			Other (n~7)
		Meter (n~87)	Road (n~15)	Other (n~38)	Blockage (n~92)	Overflow (n~45)	Other (n~1)		Meter (n~38)	Road (n~11)	Other (n~24)	Blockage (n~10)	Overflow (n~6)	Other (n~4)	
Helpfulness of crew	+	85	75	85	95	88	-	50	100	100	88	57	100	100	60
	Neutral	5	13	8	5	6	-	50	-	-	6	43	-	-	-
	-	10	13	8	-	6	-	-	-	-	6	-	-	-	40
Leaving worksite in safe & neat condition after completing the work	+	93	67	72	97	92	100	25	100	91	96	100	100	100	67
	Neutral	4	22	19	1	4	-	-	-	9	4	-	-	-	-
	-	3	11	9	2	4	-	75	-	-	-	-	-	-	33
Treating people's property with care	+	93	55	87	96	96	-	75	98	100	96	91	100	100	71
	Neutral	4	36	8	4	2	-	25	-	-	4	9	-	-	29
	-	3	9	5	-	2	-	-	2	-	-	-	-	-	-
Overall satisfaction with field maintenance crew	+	85	81	72	91	92	100	75	93	92	88	91	100	100	57
	Neutral	8	-	14	7	4	-	-	5	8	12	9	-	-	-
	-	7	19	14	2	4	-	25	2	-	-	-	-	-	43
Time taken arrive/ address fault/ service problem	+	74	58	67	79	84	100	40	88	92	80	92	100	100	57
	Neutral	10	11	14	9	8	-	-	8	8	10	8	-	-	-
	-	17	32	19	12	8	-	60	4	-	10	-	-	-	43
Time taken to fully restore your services	+	86	64	69	87	88	100	50	92	100	74	100	100	75	71
	Neutral	4	14	19	8	5	-	50	5	-	13	-	-	25	14
	-	11	21	13	5	8	-	-	3	-	13	-	-	-	14
Time taken to clean up after sewer overflow	+	-	-	-	-	89	-	-	-	-	-	-	88	-	-
	Neutral	-	-	-	-	7	-	-	-	-	-	-	13	-	-
	-	-	-	-	-	4	-	-	-	-	-	-	-	-	-
Overall time taken to complete works	+	81	65	75	87	87	100	75	91	92	73	90	100	100	43
	Neutral	9	12	15	8	4	-	-	4	8	13	-	-	-	14
	-	10	24	10	5	9	-	25	4	-	13	10	-	-	43

Note: please interpret results with caution due to small sample sizes.

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

FIGURE 47: TRACKING: CUSTOMER SATISFACTION WITH FAULTS & SERVICES – BY REGION – SPLIT BY QUARTER (Q16, Q17)

		% response																	
		Metropolitan									Regional								
		Q4 13-14 (n~451)	Q1 14-15 (n~318)	Q2 14-15 (n~280)	Q3 14-15 (n~300)	Q4 14-15 (n~317)	Q1 15-16 (n~291)	Q2 15-16 (n~319)	Q3 15-16 (n~284)	Q4 15-16 (n~323)	Q4 13-14 (n~123)	Q1 14-15 (n~118)	Q2 14-15 (n~143)	Q3 14-15 (n~119)	Q4 14-15 (n~92)	Q1 15-16 (n~117)	Q2 15-16 (n~112)	Q3 15-16 (n~126)	Q4 15-16 (n~89)
Overall satisfaction	+	91	90	91	91	91	91	92	88	86	95	97	90	94	93	91	93	96	88↓
with field maintenance crew	Neutral	5	6	4	3	5	6	3	7	7	2	2	7	4	4	3	3	3	8
	-	4	4	5	7	3	4	5	5	7	3	2	3	2	2	5	5	1	3
The overall time taken to complete the works	+	87	82	83	84	85	84	87	84	82	93	92	88	90	87	91	87	89	87
	Neutral	5	7	8	6	6	6	3	5	8	3	4	7	7	8	4	7	4	8
	-	8	12	9	10	9	11	10	11	10	4	3	5	3	5	4	6	7	5

Note: ↑ represents statistically significant difference between previous quarter.

FIGURE 48: HOW LONG DID YOU EXPECT IT WOULD TAKE TO RECEIVE A RESPONSE TO YOUR EMAIL/LETTER? (Q5N15)

	% response		
	Email n=44	Letter n=9	Total n=53
Within the same business day	18	11	17
2 - 5 business days	52	22	47
6 - 9 business days	14	22	15
10 - 20 business days	14	33	17
More than 20 business days	-	-	-
Haven't received a response	2	11	4

Note: please interpret results with caution due to small sample size

FIGURE 49: HOW LONG DID YOU EXPECT IT WOULD TAKE TO RECEIVE A RESPONSE AFTER LODGING A FAULT/PROBLEM? (Q6N15)

	% response		
	Metropolitan n=373	Regional n=111	Total n=487
Within the same business day	51	42	49
2 - 5 business days	31	38	32
6 - 9 business days	7	8	7
10 - 20 business days	3	3	3
More than 20 business days	2	-	1
Haven't received a response	6	9	7

FIGURE 50: HOW LONG DID YOU EXPECT IT WOULD TAKE TO RECEIVE A RESPONSE AFTER LODGING A FAULT/PROBLEM? (Q6N15)

	% response		
	Residential n=352	Business n=135	Total n=487
Within the same business day	52	42	49
2 - 5 business days	31	36	32
6 - 9 business days	6	10	7
10 - 20 business days	3	4	3
More than 20 business days	2	-	1
Haven't received a response	7	7	7

FIGURE 51: HOW LONG DID YOU EXPECT IT WOULD TAKE TO RECEIVE A RESPONSE AFTER LODGING A FAULT/PROBLEM? (Q6N15) – SPLIT BY FAULT TYPE

	% response							Total n=485
	Water			Sewer			Other n=18	
	Meter n=168	Road n=36	Other n=82	Block- age n=119	Overflow n=59	Other n=14		
Within the same business day	20	61	48	72	86	57	36	49
2-5 business days	49	28	33	20	12	-	50	32
6-9 business days	16	3	6	1	-	14	-	7
10-20 business days	7	-	4	-	-	-	7	3
More than 20 business days	2	-	1	-	-	-	7	1
No expectation	6	8	9	7	2	29	-	7

Note: please interpret results with caution due to small sample sizes

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

FIGURE 52: SATISFACTION WITH BEING KEPT INFORMED OF THE PROGRESS OF THEIR QUERY/PROBLEM (Q10N13) – METRO CUSTOMERS (ALL FAULTS)

		% response		
		Total n=325	Residential n=262	Business n=63
Satisfaction with being kept informed of the progress	+	60	61	57
	Neutral	16	15	22
	-	24	24	21

FIGURE 53: SATISFACTION WITH BEING KEPT INFORMED OF THE PROGRESS OF THEIR QUERY/PROBLEM (Q10N13) – METRO CUSTOMERS (METER FAULTS)

		% response		
		Total n=101	Residential n=78	Business n=23
Satisfaction with being kept informed of the progress	+	48	47	48
	Neutral	21	17	35
	-	32	36	17

FIGURE 54: LAST CONTACT TYPE (Q51) - WAS THIS THE PREFERRED WAY OF CONTACT (Q35N14)

	% response			
	Phone		Written	
	Yes n=625	No n=15	Yes n=45	No n=14
Residential	98	2	75	25
Business	97	3	88	13
Total	98	2	76	24

Note: please interpret results with caution due to small sample sizes.

FIGURE 55: PREFERRED WAY TO BE CONTACTED BY SA WATER (Q18N14)

	n response	
	Contacted by phone n=14	Contacted by written correspondence n=14
Over the phone	6	10
Email	6	4
Face to face	1	-
Other (not specified)	1	-

5.3 Water quality

Highlights

Annual

- overall water quality results remain unchanged for 2015-16
- business customers show a decline from the previous year's results
- improvements in smell/odour, and taste

Quarter 4

- overall satisfaction with water quality down 2% to 77%, with dissatisfaction up 1% to 7%
- driven by a decline in satisfaction for residents, down 3% to 77%
- business satisfaction increased 4% to 77%

Annual

Overall quality of the water ratings stable for 2015-16, declines in business segment

The overall water quality ratings for 2015-16 compared to the previous financial year remain unchanged at 79%, with dissatisfaction also stable at 6%. However analysing the various segments, business customer satisfaction was down 2% to 74%, and dissatisfaction up 1% to 7%. Despite this, satisfaction for business customers has trended up in the last 3 waves (Q2 – 70%, Q3 – 73%, Q4 – 77%).

Long term decline in water quality showing across 5 waves, driven by declines in resident ratings

Satisfaction results for overall water quality have consistently declined or remained stable quarter upon quarter since Q4 2014-15.

		Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
		n=750	n=745	n=738	n=746	n=728
The overall quality of the water	+	81	80	80	79	77
	Neutral	13	14	15	15	16
	-	6	6	6	6	7

Overall Satisfaction for all SA Water Customers

Of the segments measures, the main declines have been shown in the resident grouping:

		Residential				
		Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
		n=555	n=546	n=590	n=603	n=583
The overall quality of the water	+	83	82	82	80	77
	Neutral	12	13	13	14	16
	-	5	5	5	6	7

Overall Satisfaction for Residential Customers of SA Water

Results don't indicate that any specific area of water quality is behind this trend, however overall ratings continue to decline.

Smell/odour and taste improved for 2015-16

The year saw improvements in the ratings for smell/odour and taste:

- + Smell/odour: Satisfaction increased 1% to 76%, dissatisfaction declined 1% to 9%. For smell/odour, the improvements were seen primarily among those who do not drink tap water regularly
- + Taste: Satisfaction increased 4% to 59%, dissatisfaction decreased 4% to 20%. The improvements for taste were seen across both regular and non-regular tap water drinkers; however greater increases were seen for those who drink regularly

Quarter 4

Overall satisfaction down with dissatisfaction up, driven by a decline for residents

Q4 results saw a decline in satisfaction down 2% to 77%, with dissatisfaction up 1% to 7%. This was driven by a decline for residents, down 3% to 77%, with business results for the quarter increasing 4% to 77%.

FIGURE 56: CUSTOMER SATISFACTION WITH WATER QUALITY (Q38)

		% response		
		Residential n~567	Business n~141	Total n~707
Taste	+	57	58	57
	Neutral	22	23	22
	-	21	20	21
Safe to drink	+	79	80	80
	Neutral	11	13	12
	-	9	6	9
Colour	+	88	86	87
	Neutral	9	9	9
	-	4	5	4
Smell/odour	+	75	77	76
	Neutral	14	14	14
	-	10	9	10
Pressure	+	82	83	82
	Neutral	11	10	11
	-	7	7	7
The overall quality of the water	+	77	77	77
	Neutral	16	17	16
	-	7	7	7

FIGURE 57: CUSTOMER SATISFACTION WITH WATER QUALITY (Q38) – SPLIT BY QUARTER

		% response														
		Residential					Business					Total				
		Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
		n~541	n~527	n~574	n~582	n~567	n~186	n~185	n~141	n~137	n~141	n~727	n~712	n~715	n~719	n~707
Taste	+	57	60	61	57	57	55	65	49	61	58	57	61	59	58	57
	Neutral	19	21	20	20	22	21	22	24	23	23	20	21	21	21	22
	-	23	18	19	23	21	25	13	27	16	20	24	17	20	22	21
Safe to drink	+	82	83	82	79	79	82	76	71	76	80	82	81	80	78	80
	Neutral	11	9	11	13	11	11	14	20	14	13	11	10	13	13	12
	-	7	8	7	9	9	6	10	9	9	6	7	9	7	9	9
Colour	+	88	90	90	87	88	86	87	85	85	86	88	89	89	87	87
	Neutral	9	7	8	9	9	9	9	10	10	9	9	7	8	9	9
	-	3	4	2	4	4	5	5	5	5	5	3	4	3	4	4
Smell/odour	+	79	76	78	74	75	77	78	71	73	77	79	76	76	74	76
	Neutral	12	15	15	14	14	17	14	19	20	14	14	15	16	15	14
	-	8	9	7	12	10	6	8	10	7	9	8	9	8	11	10
Pressure	+	85	86	83	83	82	85	85	81	78	83	85	86	82	82	82
	Neutral	9	8	9	8	11	9	8	10	11	10	9	8	9	9	11
	-	6	6	9	8	7	6	6	9	10	7	6	6	9	9	7
The overall quality of the water	+	83	82	82	80	77	76	77	70	73	77	81	80	80	79	77
	Neutral	12	13	13	14	16	17	16	20	21	17	13	14	15	15	16
	-	5	5	5	6	7	7	8	9	6	7	6	6	6	6	7

FIGURE 58: CUSTOMER SATISFACTION WITH WATER QUALITY (Q38) – SPLIT BY YEAR (TOTAL ANNUAL 2013-2016)

		% response								
		Residential			Business			Total		
		Total 2013-2015	Total 2014-2015	Total 2015-2016	Total 2013-2015	Total 2014-2015	Total 2015-2016	Total 2013-2015	Total 2014-2015	Total 2015-2016
		n~3183	n~2184	n~2250	n~650	n~739	n~604	n~3833	n~2923	n~2854
Taste	+	59	56	59	53	53	58	58	55	59
	Neutral	18	21	21	23	23	23	19	21	21
	-	23	23	20↓	23	24	19↓	23	24	20↓
Safe to drink	+	82	80	81	75	79	76	81	80	80
	Neutral	10	11	11	15	13	15	11	12	12
	-	8	9	8	10	8	9	9	9	8
Colour	+	87	87	88	81	85	86	86	87	88
	Neutral	9	9	8	14	10	9	10	9	8
	-	3	4	3	5	5	5	4	4	4
Smell/odour	+	77	76	76	73	74	75	76	75	76
	Neutral	13	14	15	18	17	16	14	15	15
	-	10	10	10	9	9	9	10	10	9
Pressure	+	85	83	83	79	85	82	84	83	83
	Neutral	9	11	9	13	9	10	10	10	9
	-	7	7	7	8	6	8	7	7	8
The overall quality of the water	+	82	80	80	74	76	74	81	79	79
	Neutral	12	15	14	19	18	18	13	16	15
	-	6	5	6	7	6	7	6	6	6

Note: ↓ represents statistically significant differences between previous year.

FIGURE 59: DRIVERS OF SATISFACTION (RANKED IN ORDER OF IMPORTANCE) – WATER QUALITY

Water quality	Satisfaction score (% satisfied)
Smell/odour	76%
Safe to drink	80%

FIGURE 60: SATISFACTION OF WATER QUALITY BASED ON REGULAR VS. NOT REGULAR TAP WATER DRINKER – RESIDENTIAL (Q38, Q17N14)

Residential		% response	
		Regularly drink tap water n~347	Do not drink tap water regularly n~147
Taste	+	66	36
	Neutral	22	24
	-	12	40
Safe to drink	+	88	60
	Neutral	8	18
	-	4	22
Colour	+	92	77
	Neutral	5	17
	-	2	6
Smell/odour	+	81	61
	Neutral	12	22
	-	7	17
Pressure	+	85	76
	Neutral	10	14
	-	5	10
The overall quality of the water	+	84	62
	Neutral	13	25
	-	4	13

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

FIGURE 61: SATISFACTION OF WATER QUALITY BASED ON REGULAR VS. NOT REGULAR TAP WATER DRINKER - BUSINESS (Q38, Q17N14)

Business		% response	
		Regularly drink tap water n~77	Do not drink tap water regularly n~36
Taste	+	73	28
	Neutral	20	20
	-	7	52
Safe to drink	+	88	68
	Neutral	10	16
	-	1	16
Colour	+	94	72
	Neutral	5	15
	-	1	13
Smell/odour	+	83	67
	Neutral	13	15
	-	4	18
Pressure	+	84	77
	Neutral	12	8
	-	4	15
The overall quality of the water	+	83	62
	Neutral	17	18
	-	-	21

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

FIGURE 62: SATISFACTION OF WATER QUALITY BASED ON REGULAR VS. NOT REGULAR TAP WATER DRINKER - BUSINESS (Q38, Q17N14) (TOTAL ANNUAL 2014-2016)

		% response			
		Total 2014-2015		Total 2015-2016	
		Regularly drink tap water n~330	Do not drink tap water regularly n~215	Regularly drink tap water n~284	Do not drink tap water regularly n~109
Taste	+	66	33	74	37
	Neutral	19	27	18	26
	-	14	40	8	38
Safe to drink	+	89	68	87	66
	Neutral	7	19	10	17
	-	4	13	3	17
Colour	+	92	78	91	81
	Neutral	5	15	7	10
	-	3	7	2	9
Smell/odour	+	84	63	83	67
	Neutral	11	22	12	19
	-	5	15	5	14
Pressure	+	89	81	82	81
	Neutral	8	11	10	10
	-	4	7	7	9
The overall quality of the water	+	85	66	84	64
	Neutral	12	25	13	22
	-	3	9	3	14

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

FIGURE 63: CUSTOMER SATISFACTION WITH WATER QUALITY BY LOCATION (Q38)

		% response					
		Metropolitan			Regional		
		Residential n~455	Business n~77	Total n~532	Residential n~112	Business n~61	Total n~173
Taste	+	58	61	59	54	55	54
	Neutral	22	21	22	20	23	21
	-	20	18	19	26	23	25
Safe to drink	+	80	78	80	76	83	78
	Neutral	11	15	11	13	11	12
	-	9	6	9	11	6	9
Colour	+	89	82	88	83	90	85
	Neutral	9	13	9	9	5	8
	-	3	5	3	8	5	7
Smell/odour	+	75	72	75	76	82	78
	Neutral	15	16	15	12	11	12
	-	10	11	10	11	6	10
Pressure	+	82	81	82	84	86	84
	Neutral	12	15	12	8	3	6
	-	6	4	6	9	11	9
The overall quality of the water	+	78	75	77	77	79	78
	Neutral	17	19	17	13	13	13
	-	6	6	6	10	8	10

FIGURE 64: CUSTOMER SATISFACTION WITH WATER QUALITY BY FREQUENCY OF CONSUMPTION (Q38, Q17N14)

		% response							
		Today n~267	Within the past two days n~60	Within the week n~37	More than a week ago n~25	Within the last 3 months n~34	3 - 6 months ago n~11	More than 6 months ago n~92	Never n~80
Taste	+	76	60	46	38	55	30	39	29
	Neutral	18	25	30	42	21	40	21	24
	-	6	15	24	21	24	30	39	47
Safe to drink	+	92	86	73	84	79	73	61	59
	Neutral	6	10	19	12	12	9	19	18
	-	2	3	8	4	9	18	19	23
Colour	+	93	92	86	100	94	91	77	72
	Neutral	6	7	5	-	6	9	19	15
	-	2	2	8	-	-	-	4	13
Smell/odour	+	85	80	68	85	65	73	61	62
	Neutral	9	14	22	-	26	9	27	15
	-	5	7	11	15	9	18	12	23
Pressure	+	87	84	78	60	91	82	76	76
	Neutral	8	15	11	32	3	18	14	10
	-	4	2	11	8	6	-	10	14
The overall quality of the water	+	88	79	70	73	79	64	61	62
	Neutral	10	18	16	23	21	18	29	18
	-	2	3	14	4	-	18	10	20

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

FIGURE 65: AWARENESS OF 'TAKE THE TAP TEST' (Q1N15)

		% response		
		Residential n=602	Metropolitan n=477	Regional/rural n=125
Have you heard about 'Take the Tap Test'?	Yes	2	2	5
	No	98	98	95

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment.

FIGURE 66: PARTICIPATION OF 'TAKE THE TAP TEST' (Q2N15)

		% response		
		Residential n=14	Metropolitan n=8	Regional/rural n=6
Have you participated in the 'Take the Tap test'?	Yes	21	25	17
	No	79	75	83

Note: please interpret results with caution due to small sample sizes.

FIGURE 67: PARTICIPATION OF 'TAKE THE TAP TEST' – SPLIT BY QUARTER (Q2N15)

		% response									
		Q1 15-16			Q2 15-16			Q3 15-16		Q4 15-16	
		Residential (n=5)	Business n=4	Total (n=9)	Residential (n=12)	Business n=4	Total (n=16)	Residential (n=13)	Total (n=13)	Residential (n=14)	Total (n=14)
Have you participated in the 'Take the Tap test'?	Yes	-	25	11	8	-	6	15	15	21	21
	No	100	75	89	92	100	94	85	85	79	79

Note: please interpret results with caution due to small sample sizes.

5.4 Billing

Highlights

Annual

- bill affordability increased over 2015-16 up 2% to 23%, with not affordable ratings down 2% to 37%
- the financial stress indicator also showed annual improvement
- statistically significant decline in customers wanting to pay via hardcopy

Quarter 4

- statistically significant increase seen in overall affordability, up 6% to 25%
- statistically significant increase in business customers wanting to receive bills via email, up 12% to 32%

Annual

Bill affordability showed a positive movement across the year

Affordability ratings showing improvement for 2015-16, with affordability up 2% to 23%, and not affordable ratings down 2% to 37%.

Financial stress indication showed improvement

The financial stress indicator measures several statements surrounding the payment of the bill, with shifts in key indicators across 2015-16:

- + “You feel comfortable and pay the full amount by the due date” – Increased 7% to 74%
- + “You feel mildly anxious by you pay the full amount by the due date” – Decline 6% to 16%

This trend was true for both businesses and residents.

Decline for customers wanting to receive bills via hard copy in the mail

2015-16 saw a decline of 3% of customers (to 74%) wanting to receiving bills via hardcopy in the mail.

Quarter 4

Increase in affordability ratings

Q4 saw an affordability rating increase of 6% to 25%. The trend was seen across both business and residential customers.

Value for money ratings showed no movement

Despite customers finding the bill more affordable, that didn't change their views of SA Water being value for money. Both high ratings and low ratings remained stable at 47% and 29% respectively.

Increase in business customers wanting to pay by email

The quarter saw an increase in business customers wanting to by via email, up 12% to 32%.

FIGURE 68: VALUE FOR MONEY (Q3N15) – SPLIT BY QUARTER

		% response														
		Residential					Business					Total				
		Qtr 1 15-16 (n=513)	Qtr 2 15-16 (n=566)	Qtr 3 15-16 (n=582)	Qtr 4 15-16 (n=571)	Total 15-16 (n=2232)	Qtr 1 15-16 (n=189)	Qtr 2 15-16 (n=128)	Qtr 3 15-16 (n=131)	Qtr 4 15-16 (n=133)	Total 15-16 (n=581)	Qtr 1 15-16 (n=702)	Qtr 2 15-16 (n=694)	Qtr 3 15-16 (n=713)	Qtr 4 15-16 (n=704)	Total 15-16 (n=2813)
In terms of water supply and the provision of sewerage services, to what extent do you agree or disagree that these services represent value for money?	+	44	51	46	47	47	47	46	50	46	47	45	50	47	47	47
	Neutral	26	26	23	23	25	32	34	29	25	30	28	27	24	24	26
	-	30	23	31	29	28	22	20	21	29	23	28	22	29	29	27

FIGURE 69: VALUE FOR MONEY – BY LOCATION (Q3N15) – SPLIT BY QUARTER

		% response														
		Metropolitan					Regional					Total				
		Qtr 1 15-16 (n=512)	Qtr 2 15-16 (n=516)	Qtr 3 15-16 (n=493)	Qtr 4 15-16 (n=530)	Total 15-16 (n=2051)	Qtr 1 15-16 (n=183)	Qtr 2 15-16 (n=176)	Qtr 3 15-16 (n=215)	Qtr 4 15-16 (n=173)	Total 15-16 (n=747)	Qtr 1 2015 (n=702)	Qtr 2 2015- 2016 (n=694)	Qtr 3 15-16 (n=713)	Qtr 4 15-16 (n=704)	Total 15-16 (n=2813)
In terms of water supply and the provision of sewerage services, to what extent do you agree or disagree that these services represent value for money?	+	45	48	45	44	45	45	59	52	55	53	45	50	47	47	47
	Neutral	28	27	25	25	26	26	27	21	18	23	28	27	24	24	26
	-	27	25	30	31	28	29	15	27	26	24	28	22	29	29	27

FIGURE 70: PERSONALLY RECEIVE BILL FROM SA WATER (Q1N16)

		% response					
		Q3 15-16			Q4 15-16		
		Residential n=618	Business n=151	Total n=769	Residential n=602	Business n=155	Total n=757
Do you personally receive bills from SA Water?	Yes	89	58	83	89	63	83
	No	11	42	17	11	37	17

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

FIGURE 71: NEW: OPTIONS AVAILABLE FOR PAYING AND RECEIVING BILL (Q2N16)

		% response		
		Residential n~506	Business n=93	Total n~598
The options available for paying your bill	+	81	92	82
	Neutral	13	4	12
	-	6	3	6
The options available for receiving your bill	+	83	89	84
	Neutral	12	10	11
	-	6	1	5

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

FIGURE 72: AFFORDABILITY OF SA WATER BILL (Q4N14) – SPLIT BY QUARTER

How affordable do you think your SA Water bill is? (5-Very affordable, 1-Not at all affordable)

		% response														
		Residential					Business					Total				
		Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
		n=472	n=474	n=548	n=522	n=516	n=111	n=98	n=115	n=84	n=95	n=583	n=572	n=663	n=606	n=611
Affordability	+	23	22	26	18↓	24↑	21	22	22	25	28	23	22	25	19	25↑
	Neutral	38	44	42	42↑	36↓	36	35	36	36	34	38	42	41	41	36↓
	-	38	35	32	40	40	43	43	43	39	38	39	36	34	40	39

Note: ↑ ↓ represent statistically significant differences between previous quarter

FIGURE 73: AFFORDABILITY OF SA WATER BILL (Q4N14) – SPLIT BY QUARTER (TOTAL ANNUAL 2014-2016)

How affordable do you think your SA Water bill is? (5-Very affordable, 1-Not at all affordable)

		% response					
		Residential		Business		Total	
		Total 2014-2015	Total 2015-2016	Total 2014-2015	Total 2015-2016	Total 2014-2015	Total 2015-2016
		n=1963	n=2060	n=413	n=392	n=2376	n=2452
Affordability	+	21	22	20	24	21	23
	Neutral	41	41	36	35	40	40
	-	38	37	44	41	39	37

FIGURE 74: PREFERENCE TO RECEIVE SA WATER BILL (Q5N14) – SPLIT BY QUARTER

	% response														
	Residential					Business					Total				
	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
	n=497	n=497	n=598	n=548	n=533	n=114	n=101	n=155	n=87	n=98	n=611	n=598	n=753	n=635	n=631
Hard copy in the mail	77	78	75	73	73	77	78	67	78	67↓	77	78	73	74	72
Email	20	17	20	23	23	22	21	10	20	32↑	20	18	18	22	24↑
Via an App on smartphone	2	2	1	2	2	-	-	-	-	1	1	2	1	2	2
Through an individual login	1	0	1	0	1	1	-	-	1	-	1	0	0	0	0
Other	1	2	4	2	2	-	1	23	1	-	1	2	8	2	1

Note: 0% represents n=3 or less

Note: ↑ ↓ represent statistically significant differences between previous quarter

FIGURE 75: PREFERENCE TO RECEIVE SA WATER BILL (Q5N14) – SPLIT BY YEAR (TOTAL ANNUAL 2014-2016)

	% response					
	Residential		Business		Total	
	Total 2014-2015	Total 2015-2016	Total 2014-2015	Total 2015-2016	Total 2014-2015	Total 2015-2016
	n=2050	n=2176	n=430	n=441	n=2480	n=2617
Hard copy in the mail	77	75	77	72	77	74↓
Email	20	21	21	19	20	20
Via an App on smartphone	2	2	*	0	2	1
Through an individual login	1	0	1	0	1	0
OTHER	1	2↑	1	8	1	3↑

Note: 0% represents n=10 or less

Note: ↑ ↓ represent statistically significant differences between previous year

FIGURE 76: REASONS FOR PREFERENCE TO RECEIVE BILLS VIA THIS METHOD: (Q7N15)

	% response				
	Hard copy in the mail n=457	Email n=151	Through individual login on SAW website n=3	Via an App on your smart-phone n=11	Total-n=631
It's the only billing option I know of	1	-	-	-	0
It is easier to understand in this form	12	7	-	-	10
It is more convenient for me to receive bills in this way	39	55	67	27	43
I will be sure it will arrive	7	5	-	-	6
I don't have access to email/ computer/ mobile phone	11	1	-	-	8
Other	31	33	33	73	33

Note: 0% represents n=3

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

FIGURE 77: REASONS FOR PREFERENCE TO RECEIVE BILLS VIA THIS METHOD: (Q7N15) – SPLIT BY QUARTER

	% response														
	Q2 15-16					Q3 15-16					Q4 15-16				
	Hard copy in the mail n=550	Email n=135	Through individual login on SAW website n=3	Via an App on your smart-phone n=8	Total-n=753	Hard copy in the mail n=403	Email n=124	Through individual login on SAW website n=2	Via an App on your smart-phone n=10	Total-n=549	Hard copy in the mail n=457	Email n=151	Through individual login on SAW website n=3	Via an App on your smart-phone n=11	Total-n=631
It's the only billing option I know of	1	-	-	-	0	-	-	-	0	-	1	-	-	-	0
It is easier to understand in this form	17	10	-	-	12	8	-	-	11	7	12	7	-	-	10
It is more convenient for me to receive bills in this way	56	59	67	75	37	45	100	50	39	55	39	55	67	27	43
I will be sure it will arrive	-	-	-	-	3	4	-	-	3	5	7	5	-	-	6
I don't have access to email/ computer/ mobile phone	-	-	-	-	17	-	-	-	12	1	11	1	-	-	8
Other	26	31	33	25	31	43	-	50	35	33	31	33	33	73	33

Note: please interpret results with caution due to small sample sizes and 0% represents n=3 or less

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

FIGURE 78A: FINANCIAL STRESS INDICATOR (Q9N14)

	% response		
	Residential n=515	Business n=98	Total n=613
You feel comfortable and pay the full amount by the due date	73	82	74
You feel mildly anxious but you pay the full amount by the due date	17	14	16
You feel comfortable but don't usually get around to paying by the due date	3	3	3
You ring SA Water immediately for a payment extension	5	1	5
You feel mildly anxious and you don't pay the full amount by the due date	1	-	1
You feel financially stressed and unable to pay by the due date	1	-	1

FIGURE 79: FINANCIAL STRESS INDICATOR (Q9N14) – SPLIT BY QUARTER

	% response														
	Residential					Business					Total				
	Q4 14-15 n=491	Q1 15-16 n=477	Q2 15-16 n=558	Q3 15-16 n=543	Q4 15-16 n=515	Q4 14-15 n=108	Q1 15-16 n=97	Q2 15-16 n=117	Q3 15-16 n=85	Q4 15-16 n=98	Q4 14-15 n=599	Q1 15-16 n=574	Q2 15-16 n=675	Q3 15-16 n=628	Q4 15-16 n=613
You feel comfortable and pay the full amount by the due date	73	70	77	74	73	76	77	77	78	82	73	71	77	74	74
You feel mildly anxious but you pay the full amount by the due date	17	19	14	14	17	18	18	16	14	14	17	19	14	14	16
You feel comfortable but don't usually get around to paying by the due date	5	4	2	4	3	2	3	2	2	3	4	4	2	4	3
You ring SA Water immediately for a payment extension	2	3	4	4	5	2	-	3	2	1	2	2	4	4	5
You feel mildly anxious and you don't pay the full amount by the due date	2	3	1	2	1	1	1	-	2	-	2	2	1	2	1
You feel financially stressed and unable to pay by the due date	2	2	2	2	1	1	1	2	1	-	2	2	2	2	1

FIGURE 80: FINANCIAL STRESS INDICATOR (Q9N14) – SPLIT BY QUARTER (TOTAL ANNUAL 2014-2015)

	Residential		Business		Total	
	Total 2014-2015	Total 2015-2016	Total 2014-2015	Total 2015-2016	Total 2014-2015	Total 2015-2016
	n=1989	n=2093	n=416	n=397	n=2405	n=2490
You feel comfortable and pay the full amount by the due date	67	73 ↑	70	78 ↑	67	74 ↑
You feel mildly anxious but you pay the full amount by the due date	22	16 ↓	23	16 ↓	22	16 ↓
You feel comfortable but don't usually get around to paying by the due date	4	3	3	3	4	3 ↓
You ring SA Water immediately for a payment extension	4	4	1	2	3	4
You feel mildly anxious and you don't pay the full amount by the due date	2	2	1	1	2	1
You feel financially stressed and unable to pay by the due date	1	2	1	1	1	2

Note: ↑ ↓ represent statistically significant differences between previous year

FIGURE 81: UNDERSTANDING OF WHAT TO DO WHEN HAVING TROUBLE PAYING SA WATER BILL' (Q10N14)

		% response		
		Residential n=533	Business n=98	Total n=631
Do you know what to do if you are having trouble paying your SA Water bill?	Yes	66	59	65
	No	34	41	35

5.5 Written correspondence

Highlights

Annual

- 3% decline in satisfaction to 67%, and 1% increase in dissatisfaction to 24% over 2015-16
- satisfaction with letter responds increased 18% to 71%, with dissatisfaction declining 23% to 17%
- satisfaction with email declined 8% to 66%, dissatisfaction increased 7% to 26%

Quarter 4

- 5% decline in satisfaction, and 15% increase in dissatisfaction
- declines driven by email correspondence ratings

Annual

3% decline in satisfaction and 1% increase in dissatisfaction over 2015-16

2015-16 saw a decline in satisfaction by 3% to 67%, and an increase in dissatisfaction by 1% to 24%. With the exception of business customers who registered 82% satisfaction and 11% dissatisfaction for the year, all other segments registered satisfaction in the 60% range with dissatisfaction over 20%.

Gains for letter correspondence, declines for email correspondence

The year saw an improvement in letter correspondence ratings with both satisfaction increasing and dissatisfaction declining, and the reverse trend apparent for email correspondence.

		Email			Letter			Total		
		Total 2013-2014	Total 2014-2015	Total 2015-2016	Total 2013-2014	Total 2014-2015	Total 2015-2016	Total 2013-2014	Total 2014-2015	Total 2015-2016
		n=133	n=189	n=186	n=90	n=40	n=35	n=223	n=229	n=221
Overall satisfaction with handling of correspondence	+	68	74	66	67	53	71	67	70	67
	Neutral	9	7	9	6	8	11	8	7	9
	-	23	19	26	28	40	17↓	25	23	24

Note: ↑ ↓ represent statistically significant differences between previous year

The results show strong performance for letter over email correspondence, a trend which was reversed for results measured the previous year.

Timeliness: Saw an improvement for letter, however declines for email

Annual timeliness ratings saw an improvement for letter correspondence (satisfaction up 11% to 76%, and dissatisfaction down 9% to 12%), with email correspondence showing declining results (satisfaction down 6% to 68%, and dissatisfaction up 3% to 19%).

Quarter 4

5% decline in satisfaction, and 15% increase in dissatisfaction, with major declines for business customers

Q4 saw a 5% decline in satisfaction to 73%, and a dramatic 15% increase in dissatisfaction to 25%. The trend was seen across all customer segments, with the greatest decline being in the business segment with a 25% decline in satisfaction to 75%, and 13% increase in dissatisfaction to 13%.

		% response																			
		Residential				Business				Metropolitan				Regional				Total			
		Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Overall how satisfied were you with the handling of your correspondence?	+	49	59	77	73	90	71	100	75	50	65	78	73	69	50	79	72	56	60	78	73
	Neutral	12	13	13	-	-	14	-	13	12	8	11	2	6	25	14	-	10	13	12	2
	-	39	28	11	27↑	10	14	-	13	38	27	11	24	25	25	7	28	34	26	10	25↑

Quarterly Breakdown of Overall Satisfaction with Correspondence

Note: ↑ ↓ represent statistically significant differences between previous year

Satisfaction with email correspondence declined, with written correspondence improving

The quarter saw overall satisfaction with the handing of correspondence for letters increase 9% to 78%, and decline for email correspondence (down 9% to 72%).

5 separate satisfaction indicators were measured for both email and letter correspondence, of which the results showed the following:

- Email: Increased dissatisfaction in all 5 areas. Declines in satisfaction across 3 areas (refer figure 82)
- Letter: Increased dissatisfaction in 4 of 5 areas. Declines in satisfaction across 1 areas (refer figure 82)

With the exception of increased dissatisfaction of timeliness for letters, the main declines for the wave were with email correspondence.

FIGURE 82: CUSTOMER SATISFACTION WITH TIMELINESS OF SA WATER'S RESPONSE BY CUSTOMER CONTACT TYPE (Q4N13)

		% response		
		Email to SA Water n=44	Letter to SA Water n=9	Total n=53
Timeliness of SA Water's response	+	77	78	77
	Neutral	7	-	6
	-	16	22	17

Note: please interpret results with caution due to small sample sizes

FIGURE 83: CUSTOMER SATISFACTION WITH TIMELINESS OF SA WATER'S RESPONSE BY CUSTOMER CONTACT TYPE (Q4N13) – SPLIT BY QUARTER

		Email					Letter					Total				
		Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
		n=44	n=42	n=42	n=36	n=44	n=7	n=4	n=8	n=12	n=9	n=51	n=46	n=50	n=48	n=53
Timeliness of SA Water's response	+	66	60	64	69	77	71	75	75	75	78	67	61	66	71	77
	Neutral	16	14	19	14	7	-	25	13	17	-	14	15	18	15	6
	-	18	26	17	17	16	29	-	13	8	22	20	24	16	15	17

FIGURE 84: CUSTOMER SATISFACTION WITH TIMELINESS OF SA WATER'S RESPONSE BY CUSTOMER CONTACT TYPE (Q4N13) – SPLIT BY QUARTER (TOTAL ANNUAL 2013-2016)

		Email			Letter			Total		
		Total 2013-2014	Total 2014-2015	Total 2015-2016	Total 2013-2014	Total 2014-2015	Total 2015-2016	Total 2013-2014	Total 2014-2015	Total 2015-2016
		n=129	n=172	n=164	n=81	n=34	n=33	n=210	n=106	n=197
Timeliness of SA Water's response	+	71	74	68	79	65	76	74	73	69
	Neutral	14	9	13	6	15	12	11	10	13
	-	15	16	19	15	21	12	15	17	18

FIGURE 85: OVERALL SATISFACTION WITH SA WATER BY CUSTOMER CONTACT TYPE (Q51, Q44) – SPLIT BY QUARTER

		Email					Letter					Total				
		Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
		n=48	n=56	n=46	n=39	n=49	n=10	n=5	n=10	n=14	n=8	n=58	n=61	n=56	n=53	n=57
Overall satisfaction with SA water	+	69	54	65	72	67	70	80	80	57	75	69	56	68	68	68
	Neutral	15	25	22	10	10	10	20	10	21	25	14	25	20	13	12
	-	17	21	13	18	22	20	-	10	21	-	17	20	13	19	19

FIGURE 86: OVERALL SATISFACTION WITH SA WATER BY CUSTOMER CONTACT TYPE (Q51, Q44) – ANNUAL

		Email			Letter			Total		
		Total 2013-2014	Total 2014-2015	Total 2015-2016	Total 2013-2014	Total 2014-2015	Total 2015-2016	Total 2013-2014	Total 2014-2015	Total 2015-2016
		n=135	n=191	n=190	n=92	n=41	n=37	n=227	n=232	n=227
Overall satisfaction with SA Water	+	65	70	64	72	68	70	68	70	65
	Neutral	13	15	17	14	15	19	14	15	18
	-	21	15	19	14	17	11	19	16	18

FIGURE 87: OVERALL SATISFACTION WITH SA WATER'S HANDLING OF CORRESPONDENCE BY CUSTOMER CONTACT TYPE (Q51, Q7N13) – SPLIT BY QUARTER

		Email					Letter					Total				
		Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
		n=48	n=55	n=44	n=37	n=50	n=9	n=4	n=9	n=13	n=9	n=57	n=59	n=53	n=50	n=59
Overall satisfaction with handling of correspondence	+	69	55	59	81	72	44	75	67	69	78	65	56	60	78	73
	Neutral	6	9	16	11	-	11	25	-	15	11	7	10	13	12	2
	-	25	36	25	8	28	44	-	33	15	11	28	34	26	10	25↑

Note: ↑ ↓ represent statistically significant differences between previous quarter

FIGURE 88: OVERALL SATISFACTION WITH SA WATER BY CUSTOMER CONTACT TYPE (Q51, Q44) – ANNUAL

		Email			Letter			Total		
		Total 2013-2014	Total 2014-2015	Total 2015-2016	Total 2013-2014	Total 2014-2015	Total 2015-2016	Total 2013-2014	Total 2014-2015	Total 2015-2016
		n=133	n=189	n=186	n=90	n=40	n=35	n=223	n=229	n=221
Overall satisfaction with handling of correspondence	+	68	74	66	67	53	71	67	70	67
	Neutral	9	7	9	6	8	11	8	7	9
	-	23	19	26	28	40	17↓	25	23	24

Note: ↑ represents statistically significant difference between previous quarter

FIGURE 89: HOW LONG DID IT TAKE FOR YOU TO RECEIVE A RESPONSE TO YOUR EMAIL/LETTER? (Q3N13)

	% response		
	Email to SA Water n=50	Letter to SA Water n=9	Total n=59
Within the same business day	14	-	12
2 - 5 business days	42	-	36
6 - 9 business days	16	22	17
10 - 20 business days	14	56	20
More than 20 business days	2	22	5
Haven't received a response	12	-	10

Note: please interpret results on this page with caution due to some small sample sizes

FIGURE 90: SATISFACTION WITH WRITTEN RESPONSE FROM SA WATER – SPLIT BY CONTACT TYPE (Q5N13)

		% response		
		Email to SA Water n~42	Letter to SA Water n~9	Total n~51
The response addressed your enquiry	+	66	78	68
	Neutral	11	11	11
	-	23	11	21
The information was easy to understand	+	82	67	79
	Neutral	5	11	6
	-	14	22	15
The correspondence was professional	+	86	89	87
	Neutral	5	11	6
	-	9	-	8
It was easy to find out where you could go if you needed more information	+	65	88	69
	Neutral	19	-	16
	-	16	13	16
After reading it, you were clear on what would happen next	+	75	67	73
	Neutral	8	11	8
	-	18	22	18

Note: please interpret results with caution due to some small sample sizes

FIGURE 91: SATISFACTION WITH WRITTEN RESPONSE FROM SA WATER – BY CONTACT TYPE (Q5N13) – SPLIT BY QUARTER

		% response														
		Email to SA Water					Letter to SA Water					Total				
		Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
		(n~42)	(n~38)	(n~40)	(n~35)	(n~42)	(n~7)	(n~3)	(n~8)	(n~11)	(n~9)	(n~48)	(n~42)	(n~48)	(n~46)	(n~51)
The response addressed your enquiry	+	73	53	61	75	66	57	75	57	67	78	71	55	60	73	68
	Neutral	9	18	15	11	11	14	25	-	25	11	10	18	13	15	11
	-	18	30	24	14	23	29	-	43	8	11	20	27	27	13	21
The information was easy to understand	+	88	87	80	81	82	57	100	75	73	67	84	88	79	79	79
	Neutral	7	5	8	14	5	29	-	13	9	11	10	5	8	13	6
	-	5	8	13	6	14	14	-	13	18	22	6	7	13	9	15
The correspondence was professional	+	89	77	78	81	86	57	100	75	83	89	84	79	78	81	87
	Neutral	7	15	12	11	5	14	-	13	-	11	8	14	12	8	6
	-	5	8	10	8	9	29	-	13	17	-	8	7	10	10	8
It was easy to find out where you could go if you needed more information	+	84	68	69	76	65	40	100	88	80	88	79	70	72	77	69
	Neutral	8	15	5	9	19	40	-	13	10	-	12	14	6	9	16
	-	8	18	26	15	16	20	-	-	10	13	10	16	21	14	16
After reading it, you were clear on what would happen next	+	83	67	74	82	75	43	100	71	50	67	77	68	74	74	73
	Neutral	12	15	10	9	8	-	-	14	42	11	10	15	11	17	8
	-	5	18	15	9	18	57	-	14	8	22	13	17	15	9	18

Note: please interpret results with caution due to some small sample sizes

FIGURE 92: DRIVERS OF SATISFACTION (RANKED IN ORDER OF IMPORTANCE) – WRITTEN CORRESPONDENCE

Written correspondence	Satisfaction score (% satisfied)
The correspondence was professional	87
It was easy to find out where you could go if you needed more information	69

FIGURE 93: SATISFACTION WITH HANDLING CORRESPONDENCE BY HAVING TO CONTACT SA WATER ABOUT THIS ISSUE AGAIN FOR ANY REASON (Q7N13, Q6N13)

		% response	
		Yes – more contact n=16	No more contact n=37
Satisfaction with handling of your correspondence	+	38	97
	Neutral	6	-
	-	56	3

Note: please interpret results with caution due to small sample size

FIGURE 94: SATISFACTION WITH HANDLING CORRESPONDENCE BY HAVING TO CONTACT SA WATER ABOUT THIS ISSUE AGAIN FOR ANY REASON (Q7N13, Q6N13) – SPLIT BY QUARTER

		% response									
		Q4 14-15		Q1 15-16		Q2 15-16		Q3 15-16		Q4 15-16	
		Yes – more contact n=13	No more contact n=38	Yes – more contact n=18	No more contact n=27	Yes – more contact n=14	No more contact n=34	Yes – more contact n=11	No more contact n=36	Yes – more contact n=16	No more contact n=37
Satisfaction with handling of your correspondence	+	46	79	28	93	43	74	45	92	38	97
	Neutral	15	5	22	4	21	9	27	6	6	-
	-	38	16	50	4	36	18	27	3	56	3

Note: please interpret results with caution due to small sample size

FIGURE 95A: SATISFACTION WITH HANDLING CORRESPONDENCE BY HAVING TO CONTACT SA WATER ABOUT THIS ISSUE AGAIN FOR ANY REASON (Q7N13, Q6N13) – TOTAL ANNUAL 2013-2016

		Total 2013-2014		Total 2014-2015		Total 2015-2016	
		Yes – more contact n=64	No more contact n=144	Yes – more contact n=69	No more contact n=137	Yes – more contact n=59	No more contact n=134
Satisfaction with handling of your correspondence	+	45	83	55	83	37	89
	Neutral	13	6	13	6	19	4
	-	42	12	32	11	44	7

Note: Figures in red indicate significantly higher than other sub segment. Figures in green indicate significantly lower than other sub segment. Significance testing only applied where base is n>30.

5.6 Connections

The analysis in this section is based on the connections including the developers segment.

Highlights

Annual

- annual decline in office staff ratings, with field maintenance crew improving
- growing neutral segment for office staff satisfaction, with field maintenance showing higher satisfaction however some customers continue to have negative experiences

Quarter 4

- satisfaction with the office staff declined, while field crew satisfaction showed improvement
- multiple areas of decline for office staff

Annual

Annual decline in office staff ratings, with an increase for the field maintenance crew

Overall satisfaction for the office staff is down 2% to 83%, with an increase of neutral ratings up 3% to 13%. For the field maintenance crew, overall satisfaction is up 3% to 88%, with dissatisfaction down 2% to 5%, representing the strongest ratings in the last 3 financial years.

Quarterly

Satisfaction with the field crew increased, while satisfaction with the office staff declined

For office staff, 2015-16 showed a decline in satisfaction of 4% to 80%, with dissatisfaction up 6% to 7%. The trend of declines in satisfaction was consistent across 6 of 6 metrics for the office staff.

The field maintenance crew showed an increase in satisfaction up 12% to 94%, and 5% decline in dissatisfaction to 2%. The trend of increasing satisfaction was across all 4 metrics for the field maintenance crew.

Timeliness only outstanding issue for the field crew, office staff show multiple areas of decline

There are 10 satisfaction measures assessed for connections, of which 6 assess office staff, and 4 assess the field crew. For the quarter:

- + Office staff measures: 6 of 6 satisfaction measures declined (see Figure 96)
- + Field crew measures: 4 of 4 measures increased (see Figure 96)

For the field crew, time taken to complete the connection received a 74% satisfaction rating for the wave compared with 90% + ratings for all other measures. Comparatively, office staff has all measures under 85%.

FIGURE 96: CUSTOMER SATISFACTION WITH CONNECTION BY LOCATION (Q9N13, Q21, Q22)

		% response		
		Metro n~67	Regional n~25	Total n~92
Time taken to acknowledge receipt of your application	+	76	69	74
	Neutral	16	19	17
	-	8	12	9
Staff knowledge of products and services	+	81	83	81
	Neutral	18	13	17
	-	1	4	2
Helpfulness of staff	+	85	80	84
	Neutral	8	16	10
	-	7	4	6
Clear explanation of the situation and any next steps	+	77	72	76
	Neutral	15	24	17
	-	8	4	7
Estimated timeframe of overall time to complete	+	68	56	65
	Neutral	18	32	22
	-	14	12	14
Overall satisfaction with the office staff	+	81	78	80
	Neutral	12	13	12
	-	7	9	7
Leaving the worksite in a safe and neat condition after work/completing the connection	+	91	92	91
	Neutral	4	-	3
	-	5	8	6
Treating people's property with care	+	91	96	92
	Neutral	7	4	6
	-	2	-	1
The time taken to complete the connection	+	75	73	74
	Neutral	17	12	15
	-	8	15	10
Overall satisfaction with field maintenance crew	+	95	92	94
	Neutral	4	4	4
	-	2	4	2

Note: please interpret results with caution due to small sample sizes

FIGURE 97: CUSTOMER SATISFACTION WITH CONNECTION BY LOCATION (Q9N13, Q21, Q22) – SPLIT BY QUARTER

		% response														
		Metro					Regional					Total				
		Q4 14-15 n~62	Q1 15-16 n~65	Q2 15-16 n~68	Q3 15-16 n~71	Q4 15-16 n~67	Q4 14-15 n~32	Q1 15-16 n~28	Q2 15-16 n~19	Q3 15-16 n~18	Q4 15-16 n~25	Q4 14-15 n~94	Q1 15-16 n~93	Q2 15-16 n~88	Q3 15-16 n~89	Q4 15-16 n~92
Time taken to acknowledge receipt of your application	+	78	74	79	83	76	85	90	83	90	69	81	79	80	84	74
	Neutral	8	19	14	10	16	6	7	17	5	19	7	15	15	9	17
	-	14	7	7	8	8	9	3	-	5	12	12	6	5	7	9
Staff knowledge of products and services	+	91	78	87	87	81	87	89	95	76	83	90	81	89	85	81
	Neutral	9	15	10	10	18	13	11	5	18	13	10	14	9	12	17 ↑
	-	-	7	3	3	1	-	-	-	6	4	-	5	2	4	2
Helpfulness of staff	+	89	79	86	93	85	100	93	95	89	80	92	83	88	92	84
	Neutral	10	15	13	4	8	-	7	-	5	16	6	13	10	4	10
	-	2	6	1	3	7	-	-	5	5	4	1	4	2	3	6
Clear explanation of the situation and any next steps	+	88	66	79	77	77	88	83	86	78	72	88	71	81	77	76
	Neutral	9	22	14	14	15	3	14	9	11	24	7	20	13	14	17
	-	3	12	7	9	8	9	3	5	11	4	5	9	6	9	7
Estimated timeframe of overall time to complete	+	75	56	79	63	68	84	73	70	83	56	78	61	77	67	65
	Neutral	14	21	9	21	18	6	13	15	-	32	11	18	10	17	22
	-	11	24	13	17	14	9	13	15	17	12	10	20	13	17	14
Overall satisfaction with the office staff	+	89	72	87	82	81	97	97	91	89	78	91	79	88	84	80
	Neutral	8	21	10	17	12	3	-	9	11	13	7	15	10	15	12
	-	3	7	3	1	7	-	3	-	-	9	2	6	2	1	7
Leaving the worksite in a safe and neat condition after work/completing the connection	+	84	84	94	85	91	97	85	100	89	92	88	84	95	86	91
	Neutral	5	7	5	9	4	3	7	-	6	-	4	7	4	8	3
	-	11	10	2	6	5	-	7	-	6	8	8	9	1	6	6
Treating people's property with care	+	90	88	95	84	91	100	86	100	94	96	93	88	96	86	92
	Neutral	7	5	5	11	7	-	9	-	6	4	4	6	4	10	6
	-	3	7	-	5	2	-	5	-	-	-	2	6	-	4	1
The time taken to complete the connection	+	76	70	81	73	75	91	73	75	68	73	81	71	80	72	74
	Neutral	6	15	12	12	17	6	7	10	21	12	6	13	12	14	15
	-	18	15	7	15	8	3	20	15	11	15	13	17	9	14	10
Overall satisfaction with field maintenance crew	+	83	83	93	81	95 ↑	100	77	100	88	92	89	81	95	82	94 ↑
	Neutral	8	12	7	12	4	-	8	-	6	4	6	11	5	11	4
	-	8	5	-	7	2	-	15	-	6	4	6	8	-	7	2

Note: ↑ ↓ represent statistically significant differences between previous quarter

FIGURE 98A: CUSTOMER SATISFACTION WITH CONNECTION BY LOCATION (Q9N13, Q21, Q22) – SPLIT BY YEAR

		% response								
		Metro			Regional			Total		
		2013-2014	2014-2015	2015-2016	2013-2014	2014-2015	2015-2016	2013-2014	2014-2015	2015-2016
Time taken to acknowledge receipt of your application	+	79	76	78	84	82	83	81	78	79
	Neutral	13	12	14	8	9	12	11	11	14
	-	8	12	7	7	9	5	8	11	7↓
Staff knowledge of products and services	+	86	82	83	86	89	86	86	84	84
	Neutral	8	12	13	6	7	11	8	11	13
	-	6	5	4	8	4	2	7	5	3
Helpfulness of staff	+	87	84	86	88	92	89	87	86	87
	Neutral	7	12	10	9	4	7	8	10	9
	-	6	4	4	3	4	3	5	4	4
Clear explanation of the situation and any next steps	+	79	79	75	84	85	80	81	81	76
	Neutral	12	13	16	7	9	15	10	11	16
	-	9	8	9	9	7	5	9	8	8
Estimated timeframe of overall time to complete	+	-	65	66	-	74	70	-	67	67
	Neutral	-	17	17	-	11	16	-	15	17
	-	-	18	17	-	15	14	-	17	16
Overall satisfaction with the office staff	+	84	84	81	87	88	89	85	85	83
	Neutral	9	11	15	9	9	8	9	10	13
	-	7	5	5	4	4	3	6	4	4
Leaving the worksite in a safe and neat condition after work/completing the connection	+	87	79	88↑	87	98	90↓	87	85	89
	Neutral	5	11	6↓	10	2	4	7	9	5
	-	8	9	6	3	-	6	6	7	6
Treating people's property with care	+	89	84	90	94	100	94↓	91	89	91
	Neutral	5	9	7	6	-	5	5	6	7
	-	6	7	3	-	-	1	4	5	3
The time taken to complete the connection	+	68	73	75	76	84	73	71	76	74
	Neutral	19	12	14	11	7	12	16	11	13
	-	13	15	11	14	9	16	13	13	12
Overall satisfaction with field maintenance crew	+	82	80	88↑	91	95	88	86	85	88
	Neutral	10	11	9	5	3	5	8	9	8
	-	7	9	4↓	4	2	7	6	7	5

FIGURE 99: CONTACTED AND ADVISED OF THE DATE THE WORK WOULD OCCUR (Q29N14)

	% response		
	Metro n=75	Regional n=26	Total n=101
Yes	57	46	54
No	43	54	46

FIGURE 100: CONTACTED AND ADVISED OF THE DATE THE WORK WOULD OCCUR (Q29N14) – SPLIT BY QUARTER

	% response														
	Q4 14-15			Q1 15-16			Q2 15-16			Q3 15-16			Q4 14-15		
	Metro n=66	Regnl n=34	Total n=100	Metro n=70	Regnl n=30	Total n=100	Metro n=77	Regnl n=23	Total n=100	Metro n=81	Regnl n=20	Total n=101	Metro n=75	Regnl n=26	Total n=101
Yes	79	44	67	54	50	53	60	13	49	53	55	53	57	46	54
No	21	56	33	46	50	47	40	87	51	47	45	47	43	54	46

Note: please interpret results with caution due to small sample size

FIGURE 101: CONNECTION REQUEST FOR VACANT LAND (Q30N14)

	% response		
	Metro n=32	Regional n=14	Total n=46
Yes	59	86	67
No	41	14	33

Note: please interpret results with caution due to small sample size

FIGURE 102: CONNECTION REQUEST FOR VACANT LAND (Q30N14)

	% response														
	Q4 14-15			Q1 15-16			Q2 15-16			Q3 15-16			Q4 15-16		
	Metro n=14	Regnl n=19	Total n=33	Metro n=32	Regnl n=15	Total n=47	Metro n=31	Regnl n=20	Total n=51	Metro n=38	Regnl n=9	Total n=47	Metro n=32	Regnl n=14	Total n=46
Yes	79	58	67	66	47	60	52	55	53	55	78	60	59	86	67
No	21	42	33	34	53	40	48	45	47	45	22	40	41	14	33

Note: please interpret results with caution due to small sample size

FIGURE 103: NOTICE GIVEN (NUMBER OF DAYS) (Q31N14)

	% response		
	Metro n=32	Regional n=9	Total n=41
1	19	-	15
2	19	22	20
3	13	-	10
4	13	11	12
5	6	22	10
7	19	22	20
10	-	-	-
10+	-	-	-

Note: please interpret results with caution due to small sample size

FIGURE 104: NOTICE PREFERENCE (NUMBER OF DAYS) (Q32N14)

	% response		
	Metro n=75	Regional n=26	Total n=101
1	12	8	11
2	15	31	19
3	15	15	15
4	11	8	10
5	12	4	10
7	25	23	25
10	4	-	3
10+	7	12	8

FIGURE 105: DRIVERS OF SATISFACTION (RANKED IN ORDER OF IMPORTANCE) – LAND DEVELOPMENT/CONNECTIONS

Land development/connections – office staff	Satisfaction score (% satisfied)
Helpfulness of staff	84
Clear explanation of the situation and any next steps	76

Land development/connections – field maintenance crew	Satisfaction score (% satisfied)
Treating people's property with care	92
Leaving the worksite in a safe and neat condition after completing the connection	91

6. Demographics

FIGURE 106: WHICH INDUSTRY DO YOU CURRENTLY WORK IN? (Q46)

	% response			
	Fault/service problem (Maximo data set n=135)	Land development and/or connection (Connection CAMS data set n=4)	Account and/or general enquiry (CSIS follow up data set n=16)	Total (n=155)
Other	63	75	50	62
Accommodation, cafes and restaurants	1	-	6	2
Retail trade	10	-	13	10
Cultural, recreational and personal services	4	25	6	5
Building/construction	7	-	6	7
Health and community services	4	-	6	4
Transport/storage	2	-	-	2
Wholesale trade	1	-	6	1
Manufacturing	2	-	-	2
Finance and insurance	2	-	6	3
Communication, property and business services	3	-	-	3

Note: please interpret results with caution due to small sample sizes

FIGURE 107: WHICH REGION DO YOU LIVE IN? (Q47)

	% response			
	Fault/service problem (Maximo data set n=487)	Land development and/or connection (Connection CAMS data set n=101)	Account and/or general enquiry (CSIS follow up data set n=217)	Total (n=803)
Metropolitan	77	74	70	74
Regional	23	26	30	26
Both	1	-	-	0

Note: please interpret results with caution due to small sample sizes and 0% represents n=3

FIGURE 108: WHAT IS YOUR ROLE WITHIN THE BUSINESS? (Q26N14)

	% response		
	Fault/service problem (Maximo data set n=132)	Account and/or general enquiry (CSIS follow up data set n=16)	Total (n=148)
Owner	27	38	28
Employee	11	-	9
Senior manager	15	6	14
Middle manager	9	6	9
CEO/MD	17	6	16
Frontline manager	22	44	24

Note: please interpret results with caution due to small sample size

FIGURE 109: APPROXIMATELY HOW MUCH WATER DOES THE BUSINESS USE PER QUARTER? (Q48)

	% response		Total (n=52)
	Fault/service problem (Maximo data set n=45)	Account and/or general enquiry (CSIS follow up data set n=7)	
Less than 1 ML	53	43	52
1 to 5 ML	11	57	17
6 to 10 ML	9	-	8
More than 10 ML	27	-	23

Note: please interpret results with caution due to small sample sizes

FIGURE 110: APPROXIMATELY, WHAT PROPORTION OF YOUR BUSINESS PRODUCTION AND RUNNING COSTS RELATE TO THE COST OF WATER? (Q49)

	% response		Total (n=100)
	Fault/service problem (Maximo data set n=92)	Account and/or general enquiry (CSIS follow up data set n=8)	
Less than 20%	86	100	87
20% to 50%	10	-	9
More than 50%	4	-	4

Note: please interpret results with caution due to small sample sizes

FIGURE 111: GENDER (Q46A)

	% response			Total (n=602)
	Fault/service problem (Maximo data set n=352)	Land development and/or connection (Connection CAMS data set n=49)	Account and/or general enquiry (CSIS follow up data set n=201)	
Male	58	76	47	55
Female	42	24	53	45

FIGURE 112: AGE (Q46B)

	% response			
	Fault/service problem (Maximo data set n=352)	Land development and/or connection (Connection CAMS data set n=49)	Account and/or general enquiry (CSIS follow up data set n=201)	Total (n=602)
18 to 25 years	4	4	2	4
26 to 35 years	9	10	6	8
36 to 45 years	16	16	16	16
46 to 55 years	22	22	24	23
56 to 65 years	24	27	21	23
66 to 75 years	18	20	20	19
76 to 85 years	5	-	7	6
Over 85 years	1	-	1	1

FIGURE 113: GROSS ANNUAL HOUSEHOLD INCOME BEFORE TAX (Q46C)

	% response			
	Fault/service problem (Maximo data set n=261)	Land development and/or connection (Connection CAMS data set n=37)	Account and/or general enquiry (CSIS follow up data set n=152)	Total (n=450)
Less than \$20,000	13	3	15	13
\$20,001 to \$40,000	19	5	18	18
\$40,001 to \$60,000	17	8	18	17
\$60,001 to \$80,000	15	24	14	15
\$80,001 to \$100,000	16	27	14	16
\$100,001 to \$150,000	13	22	14	14
More than \$150,000	7	11	6	7