



Quarterly performance measures

Quarter 2 2024-25





Government of
South Australia

Driving customer outcomes



Providing you with safe, clean water

	Target	Achieved quarter 1	Achieved quarter 2
 Water quality responsiveness metropolitan	97%	99%	100%
 Water quality responsiveness regional	99%	100%	100%


Our water quality response time targets vary, depending on the risk to human health and the environment.

Being quick to respond to your needs


 Telephone responsiveness	85%	87%	88%
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Telephone responsiveness tracks the percentage of calls about faults answered within the target of 50 seconds.

Being quick to respond to your needs

	Target	Achieved quarter 1	Achieved quarter 2
 Connection application responsiveness	95%	98%	98%

Connection application responsiveness tracks the percentage of water and wastewater network connection applications we complete within the target of 20 business days.

 Water network connection timeliness	95%	97%	97%
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 Sewerage network connection timeliness	94%	96%	96%
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Connection timelines measures track our performance against various network connection time targets.

Driving customer outcomes



Keeping water flowing to your taps

	Target	Achieved quarter 1	Achieved quarter 2
Metropolitan			
Water event responsiveness - high priority	99%	100%	100%
Water event responsiveness - low priority	83%	92%	95%
Water service restoration timeliness	98%	98%	99%
Regional			
Water event responsiveness - high priority	99%	100%	99%
Water event responsiveness - low priority	97%	99%	99%
Water service restoration timeliness	98%	99%	98%

A water event is a leak or break in our network and target response times vary depending on the type of event.

Taking and treating your wastewater

	Target	Achieved quarter 1	Achieved quarter 2
Metropolitan			
Sewer event responsiveness	99%	100%	100%
Sewerage service restoration timeliness	95%	98%	98%
Sewer overflow clean-up timeliness	98%	98%	98%
Regional			
Sewer event responsiveness	99%	100%	100%
Sewerage service restoration timeliness	99%	97%	95%*
Sewer overflow clean-up timeliness	99%	100%	100%

*Of the 19 events restored in quarter 2, one event was not restored within the 12 hour timeframe for a category 3 event. The delayed restoration time was due to factors outside our control.

A sewer event is a blockage or overflow in our network and target response times vary depending on the type of event, with quick response times when it's urgent and longer response times when it's less urgent.

Driving customer outcomes



Providing great customer service



Customer satisfaction

Target	Achieved quarter 1	Achieved quarter 2
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93%	93%	93%
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This measure tracks the percentage of customers who are satisfied with a recent service experience.

We keep our customers front of mind in our decision making and continually seek to understand their needs and priorities.

Resolving your inquiry the first time



First contact resolution

Target	Achieved quarter 1	Achieved quarter 2
85%	100%	100%

Resolving your query when you first contact us is a measure of a great customer service experience.

Being easy to deal with



Complaint responsiveness

Target	Achieved quarter 1	Achieved quarter 2
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95%	96%	99%
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Complaint responsiveness tracks the percentage of customer complaints we respond to within 10 days.



Complaint escalation

Target	Achieved quarter 1	Achieved quarter 2
<10%	9%	6%

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

Driving customer outcomes



Supporting you when you need a hand



Total number of residential customers participating in a financial hardship program as at the end of the quarter

	As at quarter 1	As at quarter 2
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	1,610	1,550
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Through our Payment Assistance Program we help residential customers with a payment plan and stay in touch to help them better manage their bills.

Payment Assistance Program



Residential customers who entered the Payment Assistance Program

	307	236
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Average bill debt for residential customers participating in our Payment Assistance Program (metro)

	\$1,819*	\$1,691
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Average bill debt for residential customers participating in our Payment Assistance Program (regional)

	\$2,855*	\$2,689
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Number of customers who exited without successfully completing the financial hardship program

	53	45
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Flexible payments

	As at quarter 1	As at quarter 2
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Residential customers paying bills under a flexible payment plan	3,549	3,074
Non-residential customers paying bills under a flexible payment plan	90	77

To respond to customers unique circumstances, we handle payment arrangements on a case-by-case basis.

*Data updated due to a change of methodology for calculation of average bill debt. Only bills outstanding for more than 90 calendar days are included in the data.

Driving customer outcomes



Concessions	As at quarter 1	As at quarter 2
Residential customers receiving a water concession	125,610	126,667
Residential customers receiving a sewerage concession	100,917	101,637

Concessions are managed by the Department of Human Services. Eligible government concession card holders may receive a water rate reduction. Once approved, we work with the Department to apply concessions. Customers who receive their concession directly from the Department are not included in our reporting.

Water supply restrictions for non-payment of water bill	Total quarter 1	Total quarter 2
Residential customers who have had water supply restricted	0	0
Residential customers in our Payment Assistance Program who have had water supply restricted	0	0
Residential customers receiving a concession who have had water supply restricted	0	0
Non-residential customers who have had water supply restricted	0	0

When customers do not pay bills or provide access to read their meters, and do not respond to contact from us, we restrict their water supply to encourage communication to discuss a resolution.

Customers who have difficulty paying their bills and participate in our Customer Assist Program are protected from having their water supply restricted.

Proactive environmental leadership



Reducing wastewater overflows from our networks



Number of unplanned wastewater service interruptions

	Total quarter 1	Total quarter 2
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	1,067	934
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With a focus on environmental management, we always look to minimise and reduce the impact of our work, and to seek positive environmental outcomes.

