SA Water

Quarterly performance measures

Quarter 4 and full year 2025-26

Government of South Australia

Driving customer outcomes

Providing you with safe, clean water	Target	Q1	Q2	Q3	Q4	Achieved full year
Water quality responsiveness metropolitan	97%	100%	100%	100%	100%	100%
Water quality responsiveness regional	99%	100%	100%	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	Target	Q1	Q2	Q3	Q4	Achieved full year
Telephone responsiveness	85%	87%	87%	88%	86%	87%

Telephone responsiveness tracks the percentage of calls about faults answered within the target of 50 seconds.

Being quick to respond to your needs	Target	Q1	Q2	Q3	Q4	Achieved full year
Connection application responsiveness	95%	97%	97%	98%	98%	97%

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

Being quick to respond to your needs	Target	Q1	Q2	Q3	Q4	Achieved full year
Water network connection timeliness	95%	96%	95%	97%	95%	96%
Sewerage network connection timeliness	94%	95%	96%	98%	98%	97%

Connection timeliness measures our performance against various network connection time targets.

Driving customer outcomes

Keeping water flowing to your taps	Target	Q1	Q2	Q3	Q4	Achieved full year
Metropolitan						
Water event responsiveness - high priority	99%	100%	100%	100%	100%	100%
Water event responsiveness - low priority	83%	94%	94%	94%	93%	92%
Water service restoration timeliness	98%	99%	100%	99%	99%	99%
Regional						
Water event responsiveness - high priority	99%	99%	99%	99%	99%	99%
Water event responsiveness - low priority	97%	98%	99%	98%	99%	98%
Water service restoration timeliness	98%	96%	98%	99%	98%	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	Q1	Q2	Q3	Q4	Achieved full year
Metropolitan						
Sewer event responsiveness	99%	100%	100%	100%	100%	100%
Sewerage service restoration timeliness	95%	97%	98%	99%	98%	98%
Sewer overflow clean-up timeliness	98%	98%	98%	99%	98%	98%
Regional						
Sewer event responsiveness	99%	98%	97%	100%	100%	99%
Sewerage service restoration timeliness	99%	99%	100%	100%	100%	99%
Sewer overflow clean-up timeliness	99%	100%	100%	96%	100%	99%

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

	Target	Q1	Q2	Q3	Q4	Achieved full year
Customer satisfaction	93%	92%	93%	93%	92%	93%

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

	Target	Q1	Q2	Q3	Q4	Achieved full year
First contact resolution	85%	100%	100%	100%	100%	100%

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

Being easy to deal with

	Target	Q1	Q2	Q3	Q4	Achieved full year
Complaint responsiveness	95%	96%	97%	97%	96%	97%

Complaint responsiveness tracks the percentage of customer complaints we respond to within 10 business days.

	Target	Q1	Q2	Q3	Q4	Achieved full year
Complaint escalation	10%	10%	7%	6%	7%	7%

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

Driving customer outcomes

Providing great customer service

	As at quarter 1	As at quarter 2	As at quarter 3	As at quarter 4
Total number of residential customers participating in a financial hardship program as at the end of the quarter	1,600	1,667	1,703	1,751

Our financial hardship programs provide residential customers experiencing bill stress with a range of flexible payment arrangements.

Payment Assist Program

Residential customers who entered the Payment Assist Program	334	340	338	312
Average bill debt for residential customers participating in our Payment Assist Program (metro)	$1,644	$1,605	$1,557	$1,472
Average bill debt for residential customers participating in our Payment Assist Program (regional)	$2,567	$2,595	$2,630	$2,560

Through our Payment Assist Program we help residential customers with a payment plan and stay in touch to help them better manage their bills.

Driving customer outcomes

Payment Assistance Program (continued)	As at quarter 1	As at quarter 2	As at quarter 3	As at quarter 4
Average bill debt for residential customers upon entry to our Payment Assistance Program (metro)	$1,994	$1,679	$1,938	$1,436
Average bill debt for residential customers upon entry to our Payment Assistance Program (regional)	$2,698	$3,260	$2,569	$2,407
Number of customers who exited without successfully completing the Payment Assistance Program	84	89	61	90

Driving customer outcomes

Flexible payments

	As at Q1	As at Q2	As at Q3	As at Q4
Residential customers paying bills under a flexible payment plan	8,929	7,504	10,082*	11,107
Non-residential customers paying bills under a flexible payment plan	392	278	350	465

*Flexible payment arrangements historically see an increase in Q3 which is reflective of financial pressures for customers coming out of the festive period.

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

Concessions

	As at Q1	As at Q2	As at Q3	As at Q4
Residential customers receiving a water concession	126,918	126,533	127,240	126,180
Residential customers receiving a sewerage concession	101,594	101,215	101,722	100,819

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

	As at Q1	As at Q2	As at Q3	As at Q4
Residential customers who have had water supply restricted	0	0	0	0
Residential customers in our Customer Assist Program who have had water supply restricted	0	0	0	0
Residential customers receiving a concession who have had water supply restricted	0	0	0	0
Non-residential customers who have had water supply restricted	0	0	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	Q1	Q2	Q3	Q4	Full year result
Number of unplanned wastewater service interruptions	1,218	875	704	918	3,715

With a focus on environmental management, we always look to minimise and reduce the impact of our work, and to seek positive environmental outcomes.