



# Quarterly performance measures

Quarter 4 and full year 2023-24



Government of  
South Australia

# Driving customer outcomes



## Providing you with safe, clean water



Water quality responsiveness metropolitan

Target	Q1	Q2	Q3	Q4	Achieved full year
97%	99%	99%	100%	99%	99%



Water quality responsiveness regional

Target	Q1	Q2	Q3	Q4	Achieved full year
99%	100%	100%	100%	98%	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

Target	Q1	Q2	Q3	Q4	Achieved full year
85%	81%	92%	86%	84%	86%

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

## Being quick to respond to your needs



Connection application responsiveness

Target	Q1	Q2	Q3	Q4	Achieved full year
95%	98%	97%	97%	97%	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



Water network connection timeliness

Target	Q1	Q2	Q3	Q4	Achieved full year
95%	93%	96%	96%	98%	96%



Sewerage network connection timeliness

Target	Q1	Q2	Q3	Q4	Achieved full year
94%	93%	92%	96%	95%	94%

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
<b>Metropolitan</b>						
Water event responsiveness - high priority	99%	100%	100%	100%	100%	100%
Water event responsiveness - low priority	83%	91%	92%	93%	89%	91%
Water service restoration timeliness	98%	98%	98%	98%	99%	98%
<b>Regional</b>						
Water event responsiveness - high priority	99%	99%	100%	100%	99%	99%
Water event responsiveness - low priority	97%	99%	99%	99%	99%	99%
Water service restoration timeliness	98%	100%	94%	100%	100%	99%

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
<b>Metropolitan</b>						
Sewer events responsiveness	99%	100%	100%	100%	100%	100%
Sewerage service restoration timeliness	95%	98%	99%	99%	98%	98%
Sewer overflow clean-up timeliness*	98%	96%	96%	98%	96%	96%
<b>Regional</b>						
Sewer event responsiveness	99%	100%	100%	100%	100%	100%
Sewerage service restoration timeliness	99%	100%	100%	100%	100%	100%
Sewer overflow clean-up timeliness	99%	100%	100%	100%	100%	100%

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.

\*The performance target was not met for three of the four quarters of 2023-24. In alignment with previous years' performance, three main drivers have impacted SA Water's performance for this service standard. Except for these circumstances, the target would have been met for the 2023-24 year.

# Driving customer outcomes



## Providing great customer service



Customer satisfaction

Target	Q1	Q2	Q3	Q4	Achieved full year
93%	96%	94%	94%	88%	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



First contact resolution

85%	100%	100%	100%	100%	100%
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## Being easy to deal with



Complaint responsiveness

Target	Q1	Q2	Q3	Q4	Achieved full year
95%	98%	99%	97%	96%	97%

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



Complaint escalation

15%	7%	8%	8%	8%	8%
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Complaint escalation tracks the percentage of complaints escalated to the ombudsman.

## Driving customer outcomes



### Providing great customer service



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

As at Q1	As at Q2	As at Q3	As at Q4
1,425	1,398	1,420	1,608

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

### Customer Assist Program



Residential customers who entered the Customer Assist Program

335	251	296	452
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Average bill debt for residential customers participating in our Customer Assist Program (metro)

\$2,514.00	\$2,404.00	\$2,270.61	\$2,271.44
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Average bill debt for residential customers participating in our Customer Assist Program (regional)

\$3,634.00	\$3,704.00	\$3,691.61	\$3,061.03
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Residential customers successfully exiting the Customer Assist Program during the period

154	239	253	215
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## 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	3,093	3,292	4,067	4,989
Non-residential customers paying bills under a flexible payment plan	88	92	78	134

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	125,611	125,358	125,279	125,058
Residential customers receiving a sewerage concession	101,085	100,840	100,776	100,547

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	Full year
Residential customers who have had water supply restricted	0	0	0	0	0
Residential customers in our Customer Assist Program who have had water supply restricted	0	0	0	0	0
Residential customers receiving a concession who have had water supply restricted	0	0	0	0	0
Non-residential customers who have had water supply restricted	0	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



Number of unplanned wastewater overflow events

Q1	Q2	Q3	Q4	Achieved full year
951	835	730	1,008	3,524

