

## Appendix 6.1 - Service Standards

Table 6.1-1 2020-24 Service Standards

Service standard		Performance target
<b>Customer service</b>		
1. Customer satisfaction	Customers who are satisfied with recent service experience.	> 93%
2. Telephone responsiveness	Fault telephone calls answered within 50 seconds.	> 85%
3. First contact resolution	Account enquiry telephone calls resolved at first point of contact.	> 85%
4. Complaint responsiveness	Customer and community complaints responded to in 10 business days.	> 95%
5. Complaint escalation	Percentage of customer and community complaints escalated to the ombudsman following dissatisfaction with SA Water response to a complaint.	< 15%
<b>Connections</b>		
6. Connection application responsiveness	Network connection applications processed in the target timeframe of 20 business days.	> 95%
7. Water network connection timeliness	Water network connections constructed in target timeframes: Standard connections - 25 business days Non-standard connections - 35 business days	> 95%
8. Sewer network connection timeliness	Sewer network connections constructed in target timeframes: <ul style="list-style-type: none"> <li>Standard connections – within 30 business days</li> <li>Non-standard connections – within 50 business days</li> </ul>	> 94%
<b>Response (attendance)</b>		
9. Water quality responsiveness – metropolitan Adelaide	Water quality service requests assessed by field staff that have resolution or plan of action communicated with the customer in target timeframes: <ul style="list-style-type: none"> <li>Priority 1 – within 1 hour</li> <li>Priority 2 – within 2 hours</li> <li>Priority 3 – within 48 hours</li> </ul>	> 97%
10. Water quality responsiveness – regional areas	Water quality service requests assessed by field staff that have resolution or plan of action communicated with the customer in target timeframes: <ul style="list-style-type: none"> <li>Priority 1 – within 1 hour</li> <li>Priority 2 – within 2 hours</li> <li>Priority 3 – within 48 hours</li> </ul>	> 99%
11. Water event responsiveness – high priority – metropolitan Adelaide	Water network break and leak events with the greatest customer or community impact attended by field crews in target timeframes: <ul style="list-style-type: none"> <li>Priority 1 – within 1 hour</li> <li>Priority 2 – within 5 hours</li> </ul>	> 99%

Service standard	Performance target
12. Water event responsiveness – high priority – regional areas	Water network break and leak events with the greatest customer or community impact attended by field crews in target timeframes: <ul style="list-style-type: none"> <li>• Priority 1 – within 1 hour</li> <li>• Priority 2 – within 5 hours</li> </ul> > 99%
13. Water event responsiveness – low priority – metropolitan Adelaide	Water break, leak and boundary events with low to medium customer or community impact attended by field crews in target timeframes: <ul style="list-style-type: none"> <li>• Priority 3 – within 7 business days</li> <li>• Priority 4 – within 15 business days.</li> </ul> >83%
14. Water event responsiveness – low priority – regional areas	Water break, leak and boundary events with low to medium customer or community impact attended by field crews in target timeframes. <ul style="list-style-type: none"> <li>• Priority 3 – within 7 business days</li> <li>• Priority 4 – within 15 business days</li> </ul> > 97%
15. Sewer event responsiveness – metropolitan Adelaide	Sewer events attended by field crews in target timeframes: <ul style="list-style-type: none"> <li>• Priority 1 – within 1 hours</li> <li>• Priority 2 – within 2 hours</li> <li>• Priority 3 – within 4 hours</li> </ul> > 99%
16. Sewer event responsiveness – regional areas	Sewer events attended by field crews in target timeframes: <ul style="list-style-type: none"> <li>• Priority 1 – within 1 hours</li> <li>• Priority 2 – within 2 hours</li> <li>• Priority 3 – within 4 hours</li> </ul> > 99%
Restoration	
17. Water service restoration timeliness – metropolitan Adelaide	Unplanned water service interruptions resolved in target timeframes: <ul style="list-style-type: none"> <li>• Category 1 – within 5 hours</li> <li>• Category 2 – within 8 hours</li> <li>• Category 3 – within 12 hours</li> </ul> > 98%
18. Water service restoration timeliness – regional areas	Unplanned water service interruptions resolved in target timeframes: <ul style="list-style-type: none"> <li>• Category 1 – within 5 hours</li> <li>• Category 2 – within 8 hours</li> <li>• Category 3 – within 12 hours</li> </ul> > 98%
19. Sewerage service restoration timeliness – metropolitan Adelaide	Unplanned sewer service interruptions resolved in target timeframes: <ul style="list-style-type: none"> <li>• Category 1 – within 5 hours</li> <li>• Category 2 – within 5 hours</li> <li>• Category 3 – within 12 hours</li> <li>• Category 4 – within 18 hours</li> </ul> > 95%
20. Sewerage service restoration timeliness – regional areas	Unplanned sewer service interruptions resolved in target timeframes: <ul style="list-style-type: none"> <li>• Category 1 – within 5 hours</li> <li>• Category 2 – within 5 hours</li> </ul> > 99%



Service standard	Performance target	
	<ul style="list-style-type: none"> <li>• Category 3 – within 12 hours</li> <li>• Category 4 – within 18 hours</li> </ul>	
21. Sewer overflow clean-up timeliness – metropolitan Adelaide	Sewer overflow clean-ups resolved in target timeframes: <ul style="list-style-type: none"> <li>• Category 1 – within 4 hours</li> <li>• Category 2 - within 6 hours</li> <li>• Category 3 – within 8 hours</li> </ul>	> 98%
22. Sewer overflow clean-up timeliness – regional areas	Sewer overflow clean-ups resolved in target timeframes: <ul style="list-style-type: none"> <li>• Category 1 – within 4 hours</li> <li>• Category 2 - within 6 hours</li> <li>• Category 3 – within 8 hours</li> </ul>	> 99%