



Quarterly performance measures

Quarter 4 and full year 2021-22



Government of
South Australia

Driving customer outcomes



Providing you with safe, clean water

	Target	Achieved quarter 4	Achieved full year
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Water quality responsiveness metropolitan

97%	100%	98%
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Water quality responsiveness regional

99%	100%	100%
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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%	86%	87%
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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 4	Achieved full year
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Connection application responsiveness

95%	98%	97%
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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%	98%	98%
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Connection timeliness measures track our performance against various network connection time targets.

Driving customer outcomes



Keeping water flowing to your taps

Target **Achieved quarter 4** **Achieved full year**

Metropolitan			
Water event responsiveness - high priority	99%	100%	99%
Water event responsiveness - low priority	83%	95%	85%
Water service restoration timeliness	98%	100%	99%
Regional			
Water event responsiveness - high priority	99%	99%	99%
Water event responsiveness - low priority	97%	99%	99%
Water service restoration timeliness	98%	97%	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 4** **Achieved full year**

Metropolitan			
Sewer event responsiveness	99%	100%	99%
Sewerage service restoration timeliness	95%	98%	96%
Sewer overflow clean-up timeliness***	98%	96%	97%*
Regional			
Sewer event responsiveness	99%	100%	100%
Sewerage service restoration timeliness	99%	97%	99%
Sewer overflow clean-up timeliness***	99%	96%	98%**

*Except for these events, we would have exceeded the target: 96 customers requested we provide the service later, 27 clean-ups were delayed due to safety concerns, 16 clean-ups were delayed as we encountered access issues.

**Two clean-ups were not completed in the target timeframe for the year, impacting performance despite the best endeavours applied. We faced difficult access, complex clean-up situations and resources already committed to other work.

***The only targets we did not meet in 2021-22 were for sewer overflow clean-up timeliness in both the metropolitan and regional areas. Both of these results were within 1 per cent of the target. This is a pleasing result given the challenges presented by a COVID-19 operating environment. While we endeavoured to meet these targets, the safety of our people and customers is a priority and we do not undertake work when it is unsafe to do so.

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	Achieved quarter 4	Achieved full year
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Customer satisfaction

93%	95%	95%
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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

85%	98%	98%
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Resolving your query when you first contact us is a measure of a great customer service experience.

Being easy to deal with

	Target	Achieved quarter 4	Achieved full year
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Complaint responsiveness

95%	96%	98%
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Complaint responsiveness tracks the percentage of customer complaints we respond to within 10 days.



Complaint escalation

15%	4%	6%
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Complaint escalation tracks the percentage of complaints escalated to the ombudsman.

Driving customer outcomes



Supporting you when you need a hand

As at
quarter 4



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

840

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

50



Average bill debt for residential customers participating in our Customer Assist Program (metro)

\$2,861



Average bill debt for residential customers participating in our Customer Assist Program (regional)

\$3,885



Residential customers successfully exiting the Customer Assist Program during the period

42

Flexible payments

As at
quarter 4

Residential customers paying bills under a flexible payment plan	840
Non-residential customers paying bills under a flexible payment plan	11

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

Driving customer outcomes



Concessions

As at
quarter 4

Residential customers receiving a water concession	123,279
Residential customers receiving a sewerage concession	98,632

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 4 Total
full year

Residential customers who have had water supply restricted	0	14
Residential customers in our Customer Assist Program who have had water supply restricted	0	0
Residential customers receiving a concession who have had water supply restricted	0	2
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 overflow events

	Total quarter 4	Total full year
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	1,105	3,956
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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.

