

SCHEDULE 1: SERVICE STANDARDS

Period: 1 July 2016 to 30 June 2020

Licensee: SA Water Corporation

Best endeavours: The licensee is required to adopt a best endeavours approach to achieving the service standard performance targets set out in this Schedule

Service area	Service standard
Customer service and complaint handling	Answer 85 percent of telephone calls within 30 seconds
	Respond to 95 percent of written complaints within the required timeframes (Required timeframes: complaints that do not require investigation = 10 business days; complaints that require investigation = 20 business days)
	Respond to 96 percent of water quality complaints in metropolitan Adelaide within the required timeframes (Required timeframes: Priority 1 = 1 hour; Priority 2 = 2 hours; Priority 3 = 48 hours)
	Respond to 99 percent of water quality complaints in regional areas of South Australia within the required timeframes (Required timeframes: Priority 1 = 1 hour; Priority 2 = 2 hours; Priority 3 = 48 hours)
Connection services	Process 95 percent of connection applications within 20 business days
	Construct 95 percent of water connections within the required timeframes (Required timeframes: standard installation = 25 business days; non-standard installation = 35 business days)
	Construct 90 percent of sewerage connections within the required timeframes (Required timeframes: standard installation = 30 business days; non-standard installation = 50 business days)
	Process 99 percent of trade waste applications within 10 business days
Field crew attendance at the site of service issues in the Adelaide metropolitan area	Attend 99 percent of water network breaks, leaks and bursts in the Adelaide metropolitan area within the required timeframes (Required timeframes: Priority 1 = 1 hour; Priority 2 = 5 hours)
	Attend 99 percent of sewerage network overflows in the Adelaide metropolitan area within the required timeframes (Required timeframes: inside building = 1 hour; outside building on customer's property = 2 hours; external to customer's property = 4 hours)

Service restoration and clean-up in the Adelaide metropolitan area	Perform 99 percent of water network service restorations in the Adelaide metropolitan area within the required timeframes (Required timeframes: Category 1 = 5 hours; Category 2 = 8 hours; Category 3 = 12 hours)
	Perform 95 percent of sewerage network service restorations in the Adelaide metropolitan area within the required timeframes (Required timeframes: Category 1 = 5 hours; Category 2 = 5 hours; Category 3 = 12 hours; Partial loss of service (such as slow drainage of sewage) = 18 hours)
	Perform 98 percent of sewerage network overflow clean-ups in the Adelaide metropolitan area within the required timeframes (Required timeframes: inside building = 4 hours; outside building on customer's property = 6 hours; external to customer's property = 8 hours)
Field crew attendance at the site of service issues in regional areas of South Australia	Attend 99 percent of water network breaks, leaks and bursts in regional areas of South Australia within the required timeframes (Required timeframes: Priority 1 = 1 hour; Priority 2 = 5 hours)
	Attend 99 percent of sewerage network overflows in regional areas of South Australia within the required timeframes (Required timeframes: inside building = 1 hour; outside building on customer's property = 2 hours; external to customer's property = 4 hours)
Service restoration and clean-up in regional areas of South Australia	Perform 99 percent of water network service restorations in regional areas of South Australia within the required timeframes (Required timeframes: Category 1 = 5 hours; Category 2 = 8 hours; Category 3 = 12 hours)
	Perform 99 percent of sewerage network service restorations in regional areas of South Australia within the required timeframes (Required timeframes: Category 1 = 5 hours; Category 2 = 5 hours; Category 3 = 12 hours; Partial loss of service (such as slow drainage of sewage) = 18 hours)
	Perform 99 percent of sewerage network overflow clean-ups in regional areas of South Australia within the required timeframes (Required timeframes: inside building = 4 hours; outside building on customer's property = 6 hours; external to customer's property = 8 hours)

Service standard definitions

Adelaide metropolitan area	means the area indicated in the map in this schedule in which customers are supplied with retail services as agreed between SA Water and the Commission from time to time.
attendance at water breaks, bursts & leaks priorities	<p>Priority 1 is a leak or service issue that:</p> <ul style="list-style-type: none"> ▶ results, or may result, in a total loss of supply to a customer; ▶ results, or may result in, a major loss of water; ▶ causes, or may cause, damage to property, or ▶ poses, or may pose, an immediate danger to people or the environment. <p>Priority 2 is any other burst or service issue.</p>
best endeavours	means to act in good faith and use all reasonable efforts, skill and resources to achieve an outcome in the circumstances
connection services	<p>Construction timeframes for connection services exclude:</p> <ul style="list-style-type: none"> ▶ instances where a different timeframe has been agreed with a customer; and ▶ delays caused by customers or third parties beyond the control of SA Water.
regional areas of South Australia	means the areas outside of the Adelaide metropolitan area in the map in this schedule in which customers are supplied with retail services as agreed between SA Water and the Commission from time to time.
sewerage services restoration categories	<p>Full Loss Category 1 is where the interruption could be life-threatening or otherwise have serious consequences (for example, impacting critical needs customers, hospitals, residential care facilities, schools and child care centres).</p> <p>Full Loss Category 2 is where the interruption causes a disruption to a customer's business activities.</p> <p>Full Loss Category 3 is all other cases.</p> <p>Partial Loss is all cases (without reference to a full loss of service).</p>
water complaint priorities	<p>Priority 1 is where there is a potential for serious risk to human health</p> <p>Priority 2 is where there is the potential for low risk to human health, and</p> <p>Priority 3 is all other cases.</p>
water services restoration categories	<p>Category 1 is where the interruption could be life threatening or otherwise have serious consequences (for example, impacting critical needs customers, hospitals, residential care facilities, schools and child care centres).</p> <p>Category 2 is where the interruption causes a disruption to a customer's business activities.</p> <p>Category 3 is all other cases.</p>

Adelaide metropolitan area

