

## WATER SERVICE STANDARDS SCHEDULE

*Period: 1 July 2013 to 30 June 2016*

**Licensee:** SA Water

**Best Endeavours:** The licensee is required to apply a *best endeavours* approach to meeting the service standard targets set in this Schedule.<sup>1</sup>

SERVICE STANDARDS	TARGET
<b>1. Telephone responsiveness</b>	
Percentage of telephone calls answered within 30 seconds	85%
<b>2. Complaint responsiveness</b>	
Percentage of written complaints that do not require investigation responded to within 10 business days	90%
Percentage of complaints where an investigation is required responded to within 20 business days	90%
<b>3. Drinking water quality complaint responsiveness</b>	
<b>Adelaide Metropolitan</b>	
Percentage of Priority 1 complaints responded to within 1 hour	95%
Percentage of Priority 2 complaints responded to within 2 hours	90%
Percentage of Priority 2 complaints responded to within 12 hours	95%
Percentage of Priority 3 complaints responded to within 48 hours or next business day	99%
<b>Regional</b>	
Percentage of Priority 1 complaints responded to within 1 hour	99%
Percentage of Priority 2 complaints responded to within 2 hours	95%
Percentage of Priority 2 complaints responded to within 12 hours	99%
Percentage of Priority 3 complaints responded to within 48 hours or next business day	99%

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<sup>1</sup> Refer to section 2.1 of the *Water Regulatory Information Requirements Water Industry Guideline 2 – Explanatory Memorandum* for an explanation of what constitutes “best endeavours”; available at <http://www.escosa.sa.gov.au/library/130926-WaterRegulatoryRequirements-MajorRetailers-G2-ExplanatoryMemorandum.pdf>.

<b>4. Timeliness of connection</b>	
Percentage of standard water connections installed, within 25 business days of application processed and fees received	95%
Percentage of non-standard water connections installed, within 35 business days of application processed and fees received	95%
Percentage of standard sewer connections installed, within 30 business days of application processed and fees received	95%
Percentage of non-standard sewer connections installed, within 50 business days of application processed and fees received	95%
<b>5. Timeliness of processing trade waste applications</b>	
Percentage of trade waste applications processed within 10 business days	99%
<b>6. Timeliness of attendance at water breaks, bursts &amp; leaks</b>	
<b>Adelaide Metropolitan</b>	
Percentage of Priority 1 events attended within 1 hour:	95%
Percentage of Priority 1 events attended within 2 hours	99%
Percentage of Priority 2 events attended within 5 hours	95%
Percentage of Priority 2 events attended within 12 hours	99%
<b>Regional</b>	
Percentage of Priority 1 events attended within 1 hour	95%
Percentage of Priority 1 events attended within 2 hours	99%
Percentage of Priority 2 events attended within 5 hours	95%
Percentage of Priority 2 events attended within 12 hours	99%
<b>7. Timeliness of water service restoration</b>	
<b>Adelaide Metropolitan</b>	
Percentage of Category 1 events restored within 5 hours:	90%
Percentage of Category 1 events restored within 12 hours	99%
Percentage of Category 2 events restored within 8 hours	90%
Percentage of Category 2 events restored within 18 hours:	99%
Percentage of Category 3 events restored within 12 hours	90%
Percentage of Category 3 events restored within 18 hours	99%

<b>Regional</b>	
Percentage of Category 1 events restored within 5 hours:	95%
Percentage of Category 1 events restored within 12 hours	99%
Percentage of Category 2 events restored within 5 hours	95%
Percentage of Category 2 events restored within 18 hours	99%
Percentage of Category 3 events restored within 12 hours	90%
Percentage of Category 3 events restored within 18 hours	99%
<b>8. Timeliness of sewerage service restoration</b>	
<b>Adelaide Metropolitan</b>	
Percentage of Category 1 events restored within 5 hours	99%
Percentage of Category 2 events restored within 5 hours	90%
Percentage of Category 2 events restored within 18 hours	99%
Percentage of Category 3 events restored within 12 hours	90%
Percentage of Category 3 events restored within 24 hours	99%
Percentage of partial loss events restored within 18 hours	95%
Percentage of partial loss events restored within 36 hours	99%
<b>Regional</b>	
Percentage of Category 1 events restored within 5 hours	99%
Percentage of Category 2 events restored within 5 hours	95%
Percentage of Category 2 events restored within 18 hours	99%
Percentage of Category 3 events restored within 12 hours	90%
Percentage of Category 3 events restored within 24 hours	99%
Percentage of partial loss events restored within 18 hours	95%
Percentage of partial loss events restored within 36 hours	99%
<b>9. Timeliness of sewerage overflow attendance</b>	
<b>Adelaide Metropolitan</b>	
Percentage of inside building overflows attended within 1 hour	95%
Percentage of outside building overflows attended within 2 hours	95%
Percentage of external overflows attended within 4 hours	99%

<b>Regional</b>	
Percentage of inside building overflows attended within 1 hour	99%
Percentage of outside building overflows attended within 2 hours	99%
Percentage of external overflows attended within 4 hours	99%
<b>10.Timeliness of sewerage overflow clean up</b>	
<b>Adelaide Metropolitan</b>	
Percentage of inside building clean ups completed within 4 hours following restoration of service	95%
Percentage of outside building (on property) clean ups completed within 6 hours following restoration of service	95%
Percentage of outside building (on property) clean ups completed within 15 hours following restoration of service	99%
Percentage of external (e.g. road or footpath) clean ups completed within 8 hours following restoration of service	95%
Percentage of external (e.g. road or footpath) clean ups completed within 15 hours following restoration of service	99%
<b>Regional</b>	
Percentage of inside building clean ups completed within 4 hours following restoration of service	99%
Percentage of outside building (on property) clean ups completed within 6 hours following restoration of service	95%
Percentage of outside building (on property) clean ups completed within 15 hours following restoration of service	99%
Percentage of external (e.g. road or footpath) clean ups completed within 8 hours following restoration of service	95%
Percentage of external (e.g. road or footpath) clean ups completed within 15 hours following restoration of service	99%

## SERVICE STANDARD DEFINITIONS

<p><b>Drinking water complaint priorities</b></p> <p>Priority 1: Where there is a potential for serious risk to human health</p> <p>Priority 2: Where there is the potential for low risk to human health</p> <p>Priority 3: All other cases.</p>	<p><b>Water services restoration priorities</b></p> <p>Category 1: Where the interruption could be life threatening or otherwise have serious consequences (e.g. impacting critical needs customers, hospitals, nursing homes, schools, child care centres etc.)</p> <p>Category 2: Where the interruption causes a disruption to a customer's business activities.</p> <p>Category 3: All other cases.</p>
<p><b>Attendance at water breaks, bursts &amp; leaks priorities</b></p> <p>Priority 1: a leak or burst that:</p> <ul style="list-style-type: none"> <li>▲ results, or may result, in a total loss of supply to a customer;</li> <li>▲ results, or may result in, a major loss of water;</li> <li>▲ causes, or may cause, damage to property; or</li> <li>▲ poses, or may pose, an immediate danger to people or the environment.</li> </ul> <p>Priority 2: any other burst or system failure.</p>	<p><b>Sewerage services restoration priorities</b></p> <p>Full Loss Category 1: where the interruption could be life threatening or otherwise have serious consequences (e.g. impacting critical needs customers such as hospitals, nursing homes etc. or organisations such as schools, child care centres etc.).</p> <p>Full Loss Category 2: where the interruption causes a disruption to a customer's business activities.</p> <p>Full Loss Category 3: all other cases.</p> <p>Partial Loss: all cases (without reference to a full loss of service).</p>