

SCHEDULE 1: SERVICE STANDARDS

Period: This Schedule commences on 1 July 2020 and will remain in effect until revoked by the Commission

Licensee: South Australian Water Corporation ABN 69 336 525 019

Throughout Schedule 1, any construction timeframes for connection services exclude:

- ▶ instances where a different timeframe has been agreed in writing with a **customer**; and
- ▶ any delays caused by **customers** or third parties beyond the reasonable control of SA Water.

Customer service

Service standard and measure	Target service level
1. Customer satisfaction Customers who are satisfied with recent service experience.	> 93 percent
2. Telephone responsiveness Fault telephone calls answered within 50 seconds.	> 85 percent
3. First contact resolution Customer telephone calls resolved at first point of contact.	> 85 percent
4. Complaint responsiveness Customer and community complaints responded to within 10 business days .	> 95 percent
5. Complaint escalation Customer and community complaints escalated to the industry ombudsman following dissatisfaction with SA Water's complaint response.	<15 percent

Connections

Service standard and measure		Target service level
6. Connection application responsiveness Network connection applications processed within the target timeframe of 20 business days .		> 95 percent
7. Water network connection timeliness Water network connections constructed within the target timeframes.		> 95 percent
Target timeframes		
25 business days	Standard connection	
35 business days	Non-standard connection	
8. Sewer network connection timeliness Sewer network connections constructed within the target timeframes.		> 94 percent
Target timeframes		
30 business days	Standard connection	
50 business days	Non-standard connection	

Response (attendance)

Service standard and measure		Target service level
9. Water quality responsiveness – Adelaide metropolitan area Water quality service requests assessed by field staff that have resolution or a plan of action communicated to the customer within the target timeframes.		> 97 percent
10. Water quality responsiveness – regional areas Water quality service requests assessed by field staff that have resolution or a plan of action communicated to the customer within the target timeframes.		> 99 percent
Target timeframes for 9 and 10		
1 hour	Priority 1, where the request indicates potential risk to human health.	
2 hours	Priority 2, where the request indicates tastes and odour issues or contaminated or dirty water.	
48 hours	Priority 3, all other water quality reports, for example, milky or cloudy water.	
11. Water event responsiveness – high priority – Adelaide metropolitan area Water network break and leak events with the greatest customer or community impact attended by field crews within the target timeframes.		> 99 percent
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 within the target timeframes.		> 99 percent
Target timeframes for 11 and 12		
1 hour	Priority 1, events with the highest impact to customers or the community. For example: total loss of supply to a customer , major loss of water, events that cause major or significant damage to property, events that pose an immediate danger to people or the environment.	
5 hours	Priority 2, any other water network break or leak event with potential for high impact to customers or the community.	
13. Water event responsiveness – low priority – Adelaide metropolitan area Water break, leak and boundary events with low to medium customer or community impact attended by field crews within the target timeframes to resolve an issue.		> 83 percent
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 within the target timeframes to resolve an issue.		> 97 percent
Target timeframes for 13 and 14		
7 days	Priority 3, water network issues with medium customer or community impact, usually at the boundary, for example a leaking meter.	

Service standard and measure		Target service level
15 days	Priority 4, water network issues with low customer or community impact, usually at the boundary, for example, a meter that cannot be located or read, or a damaged or noisy meter.	
15. Sewer event responsiveness – Adelaide metropolitan area Sewer events attended by field crews within the target timeframes.		> 99 percent
16. Sewer event responsiveness – regional areas Sewer events attended by field crews within the target timeframes.		> 99 percent
Target timeframes for 15 and 16		
1 hour	Priority 1, where the overflow is inside a customer's building.	
2 hours	Priority 2, where the overflow is outside a building on customer's property.	
4 hours	Priority 3, where the overflow is external to a customer's property.	

Restoration

Service standard and measure		Target service level
17. Water service restoration timeliness – Adelaide metropolitan area Unplanned water service interruptions resolved within the target timeframes.		> 98 percent
18. Water service restoration timeliness – regional areas Unplanned water service interruptions resolved within the target timeframes.		> 98 percent
Target timeframes for 17 and 18		
5 hours	Category 1, where the interruption could be life threatening or otherwise have serious consequences such as impacting critical needs customers , hospitals, schools, residential care facilities, child care centres, prisons, youth detention facilities or other correctional facilities.	
8 hours	Category 2, where the interruption causes a disruption to a customer's business activities.	
12 hours	Category 3, all other cases.	
19. Sewerage service restoration timeliness – Adelaide metropolitan area Sewerage service events restored within the target timeframes.		> 95 percent
20. Sewerage service restoration timeliness – regional areas Sewerage service events restored within the target timeframes.		> 99 percent
Target timeframes for 19 and 20		
5 hours	Category 1, full loss, where the interruption could be life threatening or otherwise have serious consequences such as impacting critical needs customers , hospitals, schools, residential care facilities, child care centres, prisons, youth detention facilities or other correctional facilities.	
5 hours	Category 2, full loss, where the interruption causes a disruption to a customer's business activities.	
12 hours	Category 3 is all other full loss of service events.	
18 hours	Category 4, is all partial loss events where a customer has a sewerage service but it is draining slowly.	
21. Sewer overflow clean-up timeliness – Adelaide metropolitan area Sewer overflow clean-ups resolved within the target timeframes.		> 98 percent
22. Sewer overflow clean-up timeliness – regional areas Sewer overflow clean-ups resolved within the target timeframes.		> 99 percent
Target timeframes for 21 and 22		

Service standard and measure		Target service level
4 hours	Category 1, where a sewer overflows inside a customer's building.	
6 hours	Category 2, where a sewer overflows outside a building on a customer's property.	
8 hours	Category 3, where a sewer overflows, external to customer's property.	



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