



# Water Fact Sheet



## SA Water Regulatory Performance Report 2015-16

### SA Water 2015-16 performance outcomes

SA Water met 65 out of 66 service standards in 2015-16.

SA Water received 2.29 complaints per 1,000 customers in 2015-16, compared to 2.45 complaints per 1,000 customers in 2014-15.

In the Adelaide Metropolitan area, 97 percent of water service restorations were completed on time, with an average customer outage of 190 minutes.

In the Adelaide Metropolitan area, 95 percent of sewerage service restorations were completed on time, with an average customer outage of 454 minutes.

Ninety-three percent of water and 90 percent of sewerage new customer connections were completed on time.

### Background

This fact sheet details SA Water’s performance against its regulatory requirements (including service standards) in 2015-16. These relate principally to customer service, financial assistance provided to customers and the reliability of drinking water and sewerage services.

There are 66 service standards in total, requiring SA Water to meet timeframes for responding to customer requests and issues.

### SA Water

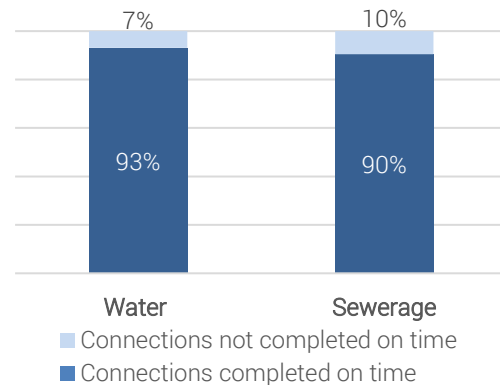
SA Water is the main provider of drinking water and sewerage services in South Australia, providing drinking water to over 759,000 customers and sewerage services to over 593,000 customers.

### Customer service

SA Water met all 16 customer service standards in 2015-16 relating to telephone responsiveness, complaint responsiveness and timeliness of connecting new customers.

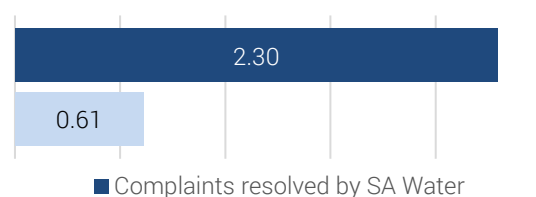
SA Water connected 8,998 new water and 2,299 new sewerage customers in 2015-16. Ninety three percent of water and 90 percent of sewerage new customer connections were completed on time.

Connections performance in 2015-16



SA Water received 2.29 complaints per 1,000 customers in 2015-16, compared to 2.45 complaints per 1,000 customers in 2014-15. Of the total complaints received by SA Water, 27 percent of which were escalated to the Energy and Water Ombudsman.

Customer complaints and referral of complaints to the Ombudsman in 2015-16 (per 1,000 customers)

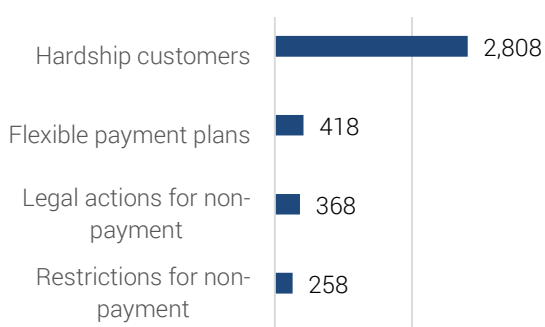


## Financial assistance

The Water Retail Code places obligations on SA Water to assist customers experiencing payment difficulties. SA Water must provide flexible payment arrangements and a customer hardship program, and abide by rules governing the circumstances in which water supply may be restricted or debt recovery commenced.

At the end of 2015-16, 4.1 per 1,000 residential customers were participating in SA Water's hardship program.

### Hardship customers, legal actions and restrictions (as at 30 June 2016)



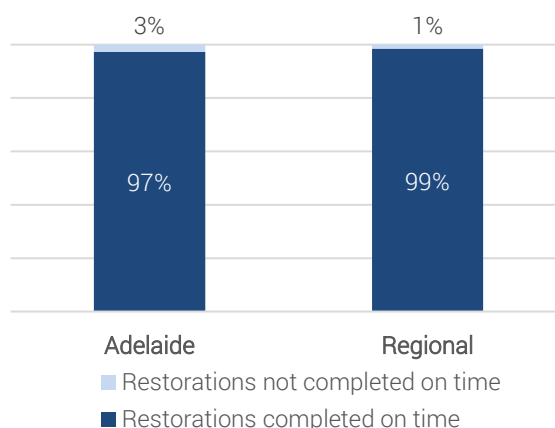
The South Australian Government also provides water and sewerage services concession payments for some customers.

## Drinking water – operational outcomes

SA Water met all 20 water reliability service standards in 2015-16 relating to timeliness of attendance to interruptions and restoration of supply.

Ninety nine percent of reported water breaks, burst and leaks were attended on time, and 97 percent of water service restorations were completed on time in the Adelaide Metropolitan area. The average duration of unplanned water supply interruptions was 190 minutes for Adelaide Metropolitan area customers and 175 minutes for customers in regional areas.

### Water service restoration performance in 2015-16

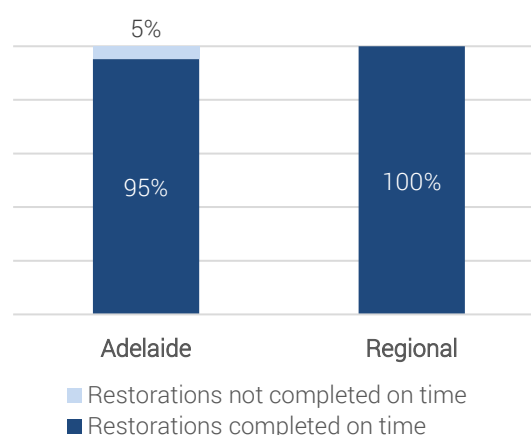


## Sewerage services – operational outcomes

SA Water met 29 out of 30 sewerage service reliability service standards in 2015-16 relating to timeliness of restoration of supply, attendance at sewerage overflow events and clean-up of sewerage overflow events. It did not meet the service standard for restoration of partial loss events in the Adelaide Metropolitan area.

Ninety nine percent of reported sewerage overflow events were attended on time, and 95 percent of sewerage service restorations were completed on time in the Adelaide Metropolitan area. The average duration of unplanned sewerage service supply interruptions was 454 minutes for Adelaide Metropolitan area customers and 126 minutes for customers in regional areas.

### Sewerage service restoration performance in 2015-16



### Further information

The complete SA Water Regulatory Performance Report 2015-16 and time series performance data on SA Water can be found on the Commission's website at [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au).

If you would like to keep up to date with Commission activities and the release of papers for consultation, subscribe at [www.escosa.sa.gov.au/subscribe.aspx](http://www.escosa.sa.gov.au/subscribe.aspx).