

## SA Water Regulatory Performance Report 2018-19

### Key messages

- ▶ In 2018-19, SA Water met 17 of its 18 customer and reliability service standard targets. It missed meeting the target for restoration of water network service interruptions within the required timeframes in regional areas of South Australia by one percent point. However, the outcome was within the expected range of average performance for the service standard.
- ▶ SA Water's customer and reliability performance against the service standard targets have both generally improved in 2018-19, compared to average historical performance.
- ▶ The number and average duration of water and sewerage network service interruptions are both increasing, however, SA Water was timely in responding to the majority of those interruptions and is currently undertaking a review to determine the reasons for the upward trend in interruptions.
- ▶ The Commission will continue to monitor SA Water's response to the increase in the number and average duration of water network service interruptions to ensure appropriate remedial actions are implemented.

The Essential Services Commission (**Commission**) is the economic regulator of the South Australian water industry. The Commission is able (under statutory powers) to set binding consumer protection obligations, operational service standards and make determinations on revenue and pricing matters.

SA Water is the monopoly service provider of drinking water and sewerage retail services to the majority of South Australian customers.

SA Water holds a water retail licence, issued under the Water Industry Act 2012 (**WI Act**), which authorises it to provide water and sewerage retail services to customers in South Australia. As a condition of its licence, SA Water is required to comply with the requirements of industry codes made by the Commission.

In regulating SA Water, the Commission:

- ▶ establishes consumer protection frameworks to promote the delivery of levels of service valued by consumers
- ▶ keeps SA Water accountable by monitoring and reporting on its performance and being prepared to take enforcement action where necessary, and
- ▶ monitors that the quality and reliability of services valued by customers are being provided by SA Water at the lowest sustainable cost.

Pursuant to the Commission's Water Retail Code for Major Retailers (**Water Retail Code**), SA Water must use best endeavours<sup>1</sup> to achieve 18 customer service and network service reliability targets set by the Commission. In order to maintain service levels, the customer service and network service reliability targets

<sup>1</sup> 'Best endeavours' means to act in good faith and use all reasonable efforts, skill and resources to achieve an outcome in the circumstances.

are set based on average historical performance data and a best endeavours approach is applied to determine if standards have been met.

The Commission publishes annual performance reports about SA Water’s performance against the service standard targets and average historical performance levels.<sup>2</sup> The applicable customer service standards and the associated targets are set out in Schedule 1.

This report covers the performance of SA Water against the Water Retail Code service standards for 2018-19. SA Water has separately published a statement on its website regarding its overall 2018-19 regulatory performance. Refer to SA Water’s Annual Report published on its website at: [www.sawater.com.au/about-us/annual-reports](http://www.sawater.com.au/about-us/annual-reports).

## How much were SA Water’s customers paying for their drinking water and sewerage retail services?

State-wide pricing applies to drinking water retail services provided by SA Water in South Australia. Residential tariffs consist of a fixed charge for water service and a variable charge for water use.

For sewerage retail services, charges are determined by applying a rate in the dollar to the value of the property, as set by the Valuer-General every June for the following 12 months. There are different sewerage rates for Adelaide metropolitan and regional customers, reflecting differences in property capital values.

Figures 1 and 2 show the drinking water and sewerage components of a typical residential customer bill.<sup>3</sup> Annual bills for individual customers may differ from the figures, based on the actual volume of drinking water used and the geographical location of the property.

Figure 1: Components of a typical annual Adelaide metropolitan residential customer bill (\$nominal)



<sup>2</sup> Based on regulatory performance data reported by SA Water to the Commission from 1 July 2013.

<sup>3</sup> Based on drinking water consumption of 200 kL per annum.

Figure 2: Components of a typical annual regional residential customer bill (\$nominal)



## How SA Water responded to its customers

The Water Retail Code places obligations on SA Water relating to customer responsiveness and complaints. These obligations include requirements for handling customer enquiries, complaints and dispute resolution processes, and compliance with customer service standards. Those involve eight customer service standards, all of which were met by SA Water in 2018-19 (refer Table 1).<sup>4</sup>

Table 1: SA Water 2018-19 performance against customer service standard targets

Standard category		Number of service standard targets met
Telephone responsiveness		1 met out of 1
Complaints responsiveness		1 met out of 1
Water quality complaints responsiveness	Adelaide metropolitan	1 met out of 1
	Regional	1 met out of 1
Timeliness of connection construction	Water	1 met out of 1
	Sewer	1 met out of 1
Timeliness of processing applications	Connections	1 met out of 1
	Trade waste	1 met out of 1

<sup>4</sup> Details of the applicable customer service standards and the associated targets are set out in Schedule 1.

## SA Water responded to the majority of telephone calls and written complaints in a timely manner

SA Water received approximately 378,000 telephone calls and 700 written complaints in 2018-19, similar to volumes received in prior years. The Commission sets service standards that require SA Water to respond to those contacts in a timely manner.

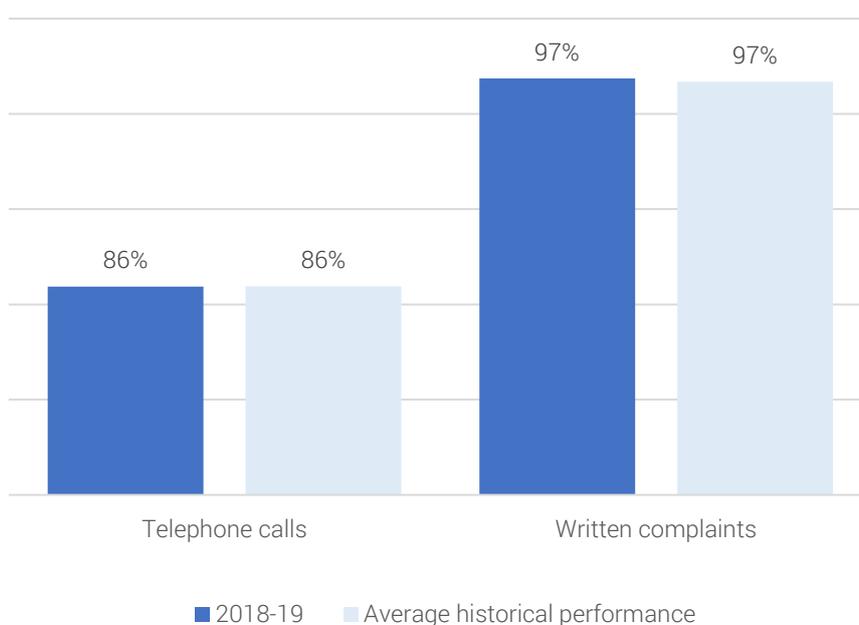
The service standard for responsiveness to telephone calls requires SA Water to answer 85 percent of telephone calls within 30 seconds. SA water met this standard in 2018-19 (refer Figure 3 below).

The service standard for responsiveness to written complaints requires SA Water to respond to 95 percent of written complaints within the required timeframes and distinguishes between:

- ▶ **Written complaints that do not require investigation** – SA Water is required to respond to these complaints within 10 business days.
- ▶ **Written complaints that require investigation** – SA Water is required to respond to these complaints within 20 business days.

Figure 3 shows the proportion of telephone calls and written complaints responded to within the service standard timeframes, compared to the five-year average historical performance.

Figure 3: Timeliness of response to telephone calls and written complaints



## SA Water reported a decrease in customer complaints

SA Water reported receiving approximately 1,600 customer complaints in 2018-19, compared to 1,700 in 2017-18. Similar to prior years, about half of those complaints were related to drinking water quality.

Table 2 shows the number of complaints received by SA Water on a per 1,000 customers basis, compared to prior years. Although the total number of complaints per 1,000 customers is slightly lower than for prior years, the distribution across the categories of complaints is similar.

Table 2: Number of complaints per 1,000 customers  
(by category)

Complaint category	2015-16	2016-17	2017-18	2018-19
Billing and account	0.27	0.37	0.27	0.21
Water service	0.23	0.22	0.23	0.25
Drinking water flow rate or pressure	0.02	0.02	0.03	0.03
Drinking water quality	0.96	1.00	1.13	1.03
Sewerage service (including CWMS)	0.12	0.13	0.08	0.09
Others	0.72	0.78	0.56	0.41
<b>Total</b>	<b>2.32</b>	<b>2.49</b>	<b>2.28</b>	<b>2.01</b>

### SA Water responded to the majority of drinking water complaints in a timely manner

SA Water reported receiving approximately 1,000 water quality complaints in 2018-19, similar to that reported in prior years.<sup>5</sup>

The Commission has set two service standards for responsiveness to water quality complaints. SA Water is required to respond to 96 percent of drinking water quality complaints in the Adelaide metropolitan area and to 99 percent of drinking water quality complaints in the regional areas, within the required timeframes.

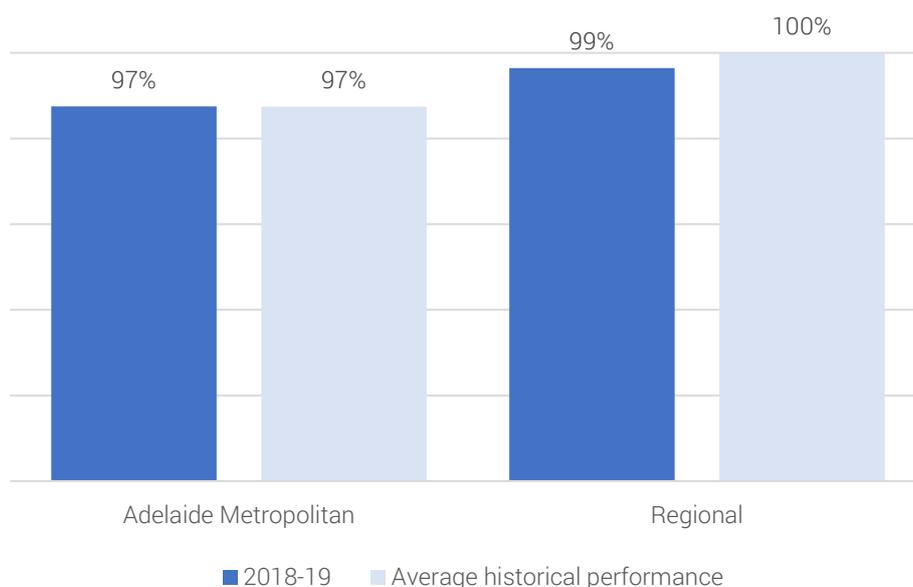
The service standards establish different priority classes, depending on the potential severity or priority of the issue:

- ▶ **Priority 1** – where there is a potential for serious risk to human health. SA Water is required to respond to these complaints within one hour.
- ▶ **Priority 2** – where there is the potential for low risk to human health. SA Water is required to respond to these complaints within two hours.
- ▶ **Priority 3** – all other complaints. SA Water is required to respond to these complaints within 48 hours.

Figure 4 shows the proportion of drinking water quality complaints that was responded to by SA Water within the required timeframe in 2018-19, compared to the five-year average historical performance. SA Water maintained the performance of prior years by slightly exceeding the Adelaide metropolitan area target and meeting the regional target for responding to drinking water quality complaints.

<sup>5</sup> Includes complaints received that were found to not be the responsibility of SA Water or over which SA Water has no control, for example, issues that are the responsibility of the customer.

Figure 4: Timeliness of response to water quality complaints



### SA Water constructed the majority of new water and sewerage connections in a timely manner

SA Water reported constructing approximately 12,000 water and sewer connections in 2018-19, slightly less than last year but an increase over prior years. A further 12,500 of connection and trade waste applications were received for processing, a similar number to that received last year.

The Commission has set four aggregate service standards for customer connections. Of those, two relate to SA Water's timeliness for installation of water or sewer connections. SA Water is required to connect 95 percent of water and 90 percent of sewer connections within the required timeframes.

The service standards distinguish between:

- ▶ **Standard connections** – where there is an existing water or sewer network adjacent to the property being connected. SA Water is required to construct these connections within 25 business days (water) or 30 business days (sewer).
- ▶ **Non-standard connections** – where an extension of water or sewerage mains/network or other specific construction work is required. SA Water is required to construct these connections within 35 business days (water) or 50 business days (sewer).

The other two service standards relate to SA Water's timeliness for processing of connection and trade waste applications. SA Water is required to process 95 percent of connection applications within 20 business days and 99 percent of trade waste applications within 10 business days.

Figures 5 and 6 show the proportion of water and sewer connections constructed and applications processed by SA Water within the required timeframe in 2018-19, compared to the five-year average historical performance. SA Water maintained or slightly exceeded that historical performance.

Figure 5: Timeliness of water and sewer connection construction

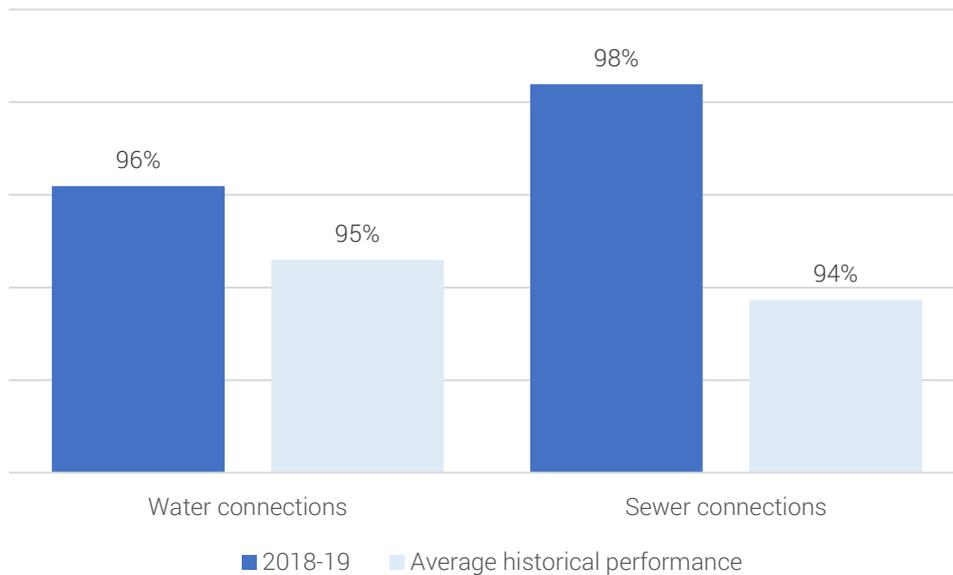
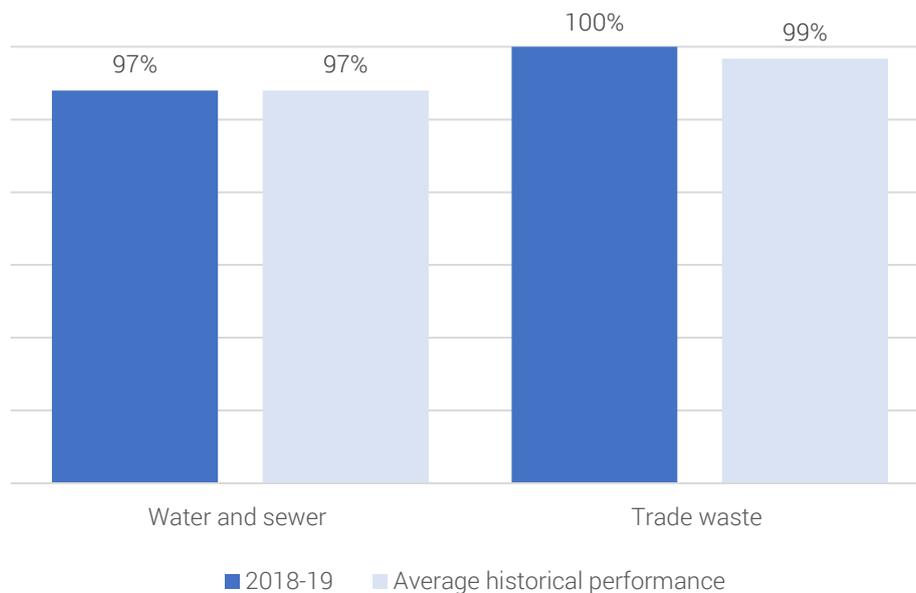


Figure 6: Timeliness of connection and trade waste application processing



### How reliable were SA Water’s drinking water and sewerage retail services?

Under the Water Retail Code, SA Water must use its best endeavours to achieve all applicable service standards. It must also comply with obligations relating to the quality, safety and reliability of water and sewerage services (including minimising service interruptions and informing customers about planned interruptions).

The key water network reliability service standards are:

- ▶ attendance at water breaks, bursts and leaks, and
- ▶ restoration of water service interruptions.

There are ten drinking water and sewerage reliability service standard targets and, in 2018-19, SA Water met nine of those (refer Table 3). A more detailed discussion of the standards and SA Water’s performance is set out after Table 3.

Table 3: SA Water 2018-19 performance against drinking water and sewerage reliability standards

Standard category		Number of service standard targets met
Timeliness of attendance at water network breaks, leaks and bursts	Adelaide Metropolitan	1 met out of 1
	Regional	1 met out of 1
Timeliness of attendance at sewerage network overflows	Adelaide Metropolitan	1 met out of 1
	Regional	1 met out of 1
Timeliness of water network service restorations	Adelaide Metropolitan	1 met out of 1
	Regional	0 met out of 1
Timeliness of sewerage network service restorations	Adelaide Metropolitan	1 met out of 1
	Regional	1 met out of 1
Timeliness of sewerage network overflow clean-ups	Adelaide Metropolitan	1 met out of 1
	Regional	1 met out of 1

### SA Water attended the majority of water and sewerage network events in a timely manner

SA Water reported attending approximately 17,000 water network breaks, bursts and leaks events and 8,000 sewerage overflow events in 2018-19. The number of water network breaks, bursts and leaks events increased by 16 percent compared to 2017-18, driven by a 28 percent increase in the number of priority 2 events in the Adelaide metropolitan area. The number of sewerage overflow events was similar to prior years.

The Commission has set Adelaide Metropolitan and Regional service standards to attend the location of breaks, bursts and leaks within specified timeframes, with the service standards distinguishing between different priority classes as not all incidents are of the same scale or impact, and not all bursts lead to a loss of supply.

- ▶ **Priority 1** – high-priority events where a leak or burst may result in total loss of supply to a customer, major loss of water or damage to property, or may pose immediate danger to people or the environment. SA Water is required to respond to these events within one hour.
- ▶ **Priority 2** – all other bursts or system failures. SA Water is required to respond to these events within five hours.

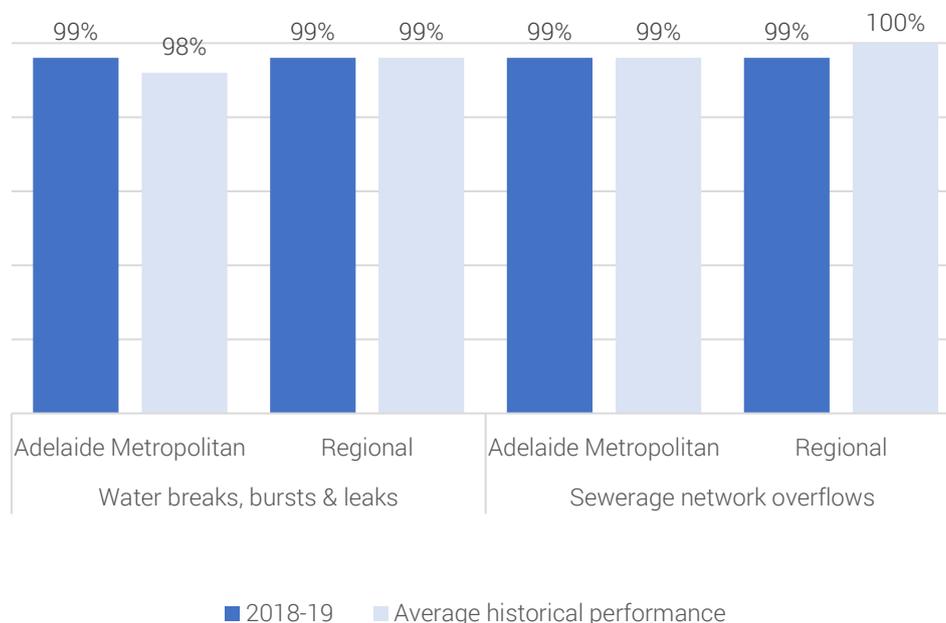
The Commission has also set Adelaide Metropolitan and Regional service standards requiring SA Water to attend sewerage overflow events within specified timeframes, with the service standards distinguishing between where the overflow occurs:

- ▶ Inside the building events (higher priority): SA Water is required to respond to these events within one hour.
- ▶ Outside the building events (but on customers' property): SA Water is required to respond to these events within two hours.

- ▶ External overflow events (not on customers' property) (lower priority): SA Water is required to respond to these events within four hours.

Figure 7 shows SA Water's timeliness of attendance at water and sewerage network events in 2018-19, compared to five-year average historical performance. SA Water met the target of 99 percent within the specified timeframes for Adelaide metropolitan and regional areas.

Figure 7: Timeliness of attendance at water and sewerage network events



### SA Water was timely in restoring drinking water and sewerage network service interruptions

SA Water reported restoring approximately 4,600 water network service interruptions and 18,800 sewerage interruptions in 2018-19, similar to that reported in prior years.

The Commission has set Adelaide Metropolitan and Regional service standards for water service interruption restoration times according to the priority given to restorations:

- ▶ **Category 1** – the interruption could be life threatening or otherwise have serious consequences (for example impacting critical needs customers, hospitals, nursing homes, schools and child care centres). SA Water is required to restore these interruptions within five hours.
- ▶ **Category 2** – the interruption causes a disruption to a customer's business activities. SA Water is required to restore these interruptions within eight hours (Adelaide metropolitan area) or five hours (regional areas).
- ▶ **Category 3** – all other cases. SA Water is required to restore these interruptions within 12 hours.

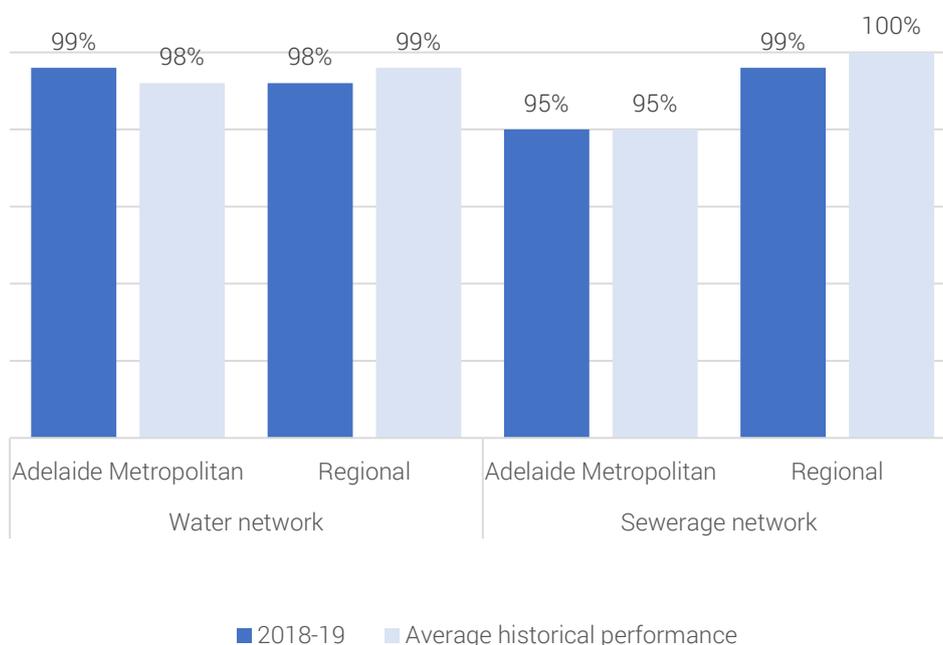
The Commission has also set Adelaide Metropolitan and Regional service standards for sewerage service interruption restoration times according to the priority given to restorations:

- ▶ **Full loss Category 1** – where the interruption could be life threatening or otherwise have serious consequences (impacting critical needs customers, hospitals, nursing homes and schools). SA Water is required to restore these interruptions within five hours.
- ▶ **Full loss Category 2** – where the interruption causes a disruption to a customer's business activities. SA Water is required to restore these interruptions within five hours.
- ▶ **Full loss Category 3** – all other full loss of service interruptions. SA Water is required to restore these interruptions within 12 hours.

- ▶ **Partial loss of service.** SA Water is required to restore these interruptions within 18 hours.

Figure 8 shows the timeliness of SA Water’s restoration of water and sewerage network service interruptions in 2018-19, compared to five-year average historical performance. With the exception of the regional water network, the targets were met. The regional water network target of 99 percent restoration was not achieved but was consistent with average historical performance.

Figure 8: Timeliness of restoration of water and sewerage network service interruptions



### SA Water reported more water network service interruptions

SA Water reported approximately 2,700 unplanned water network service interruptions for the Adelaide metropolitan area, the highest number since 2013-14. Each event is likely to have affected multiple customers and customers might have experienced multiple interruptions. SA Water reported that 1,752 customers were affected by three or more of those events.

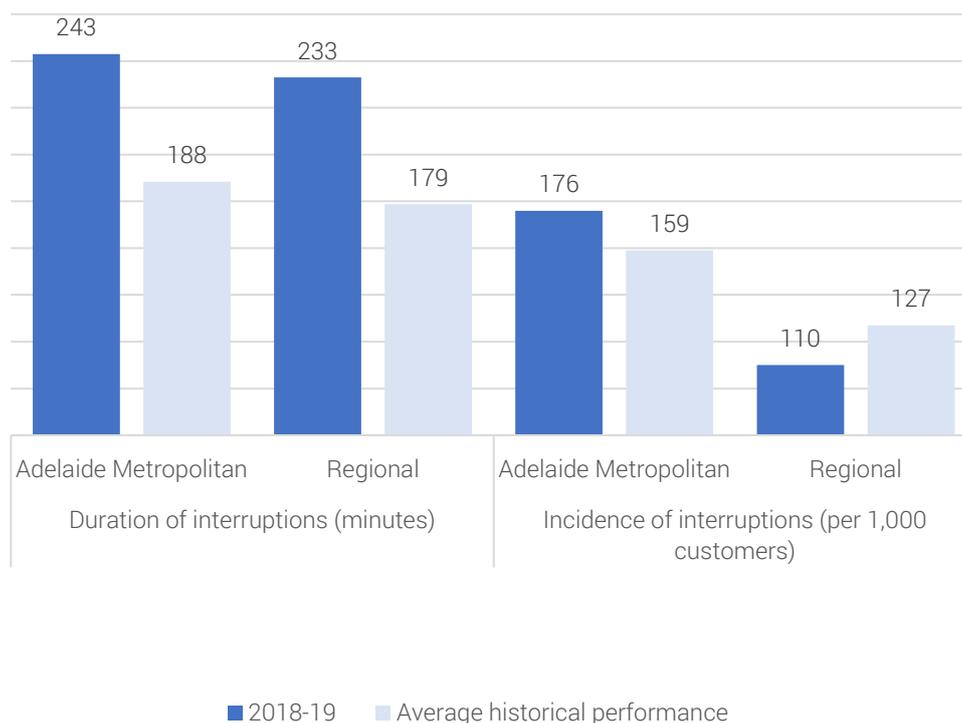
In regional areas, there were approximately 1,100 unplanned interruptions, similar to the volume reported for prior years, and 1,120 customers experienced three or more unplanned interruptions.

As unplanned water supply interruptions can cause significant disruption and inconvenience to customers, the Commission monitors two measures relating to the impact of unplanned interruptions on customers:

- ▶ The **incidence** (or frequency) of unplanned supply interruptions, measured by the number of customers experiencing a loss of water supply during the year (per 1,000 customers).
- ▶ The average **duration** of customer interruptions in minutes.

Figure 9 shows SA Water’s unplanned water network service interruptions performance in 2018-19, compared to five-year average historical performance.

Figure 9: Unplanned water network service interruptions



Information reported by SA Water suggests that both the number and average duration of water network service interruptions have continued to increase, particularly so for the Adelaide metropolitan area (refer Figures 10 and 11).

Figure 10: Number of unplanned water network service interruptions

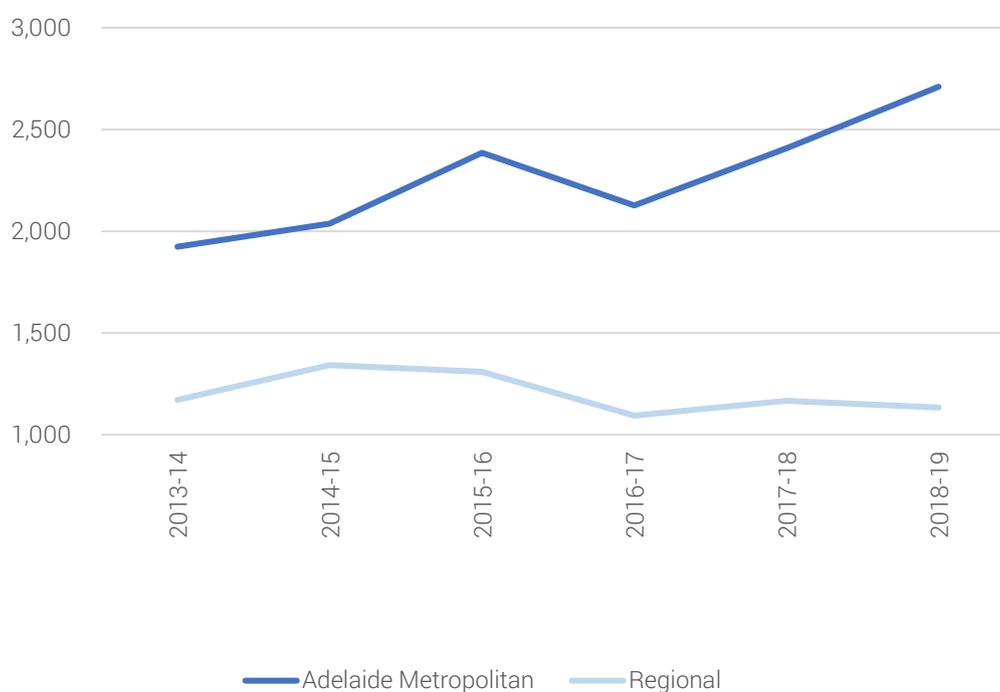
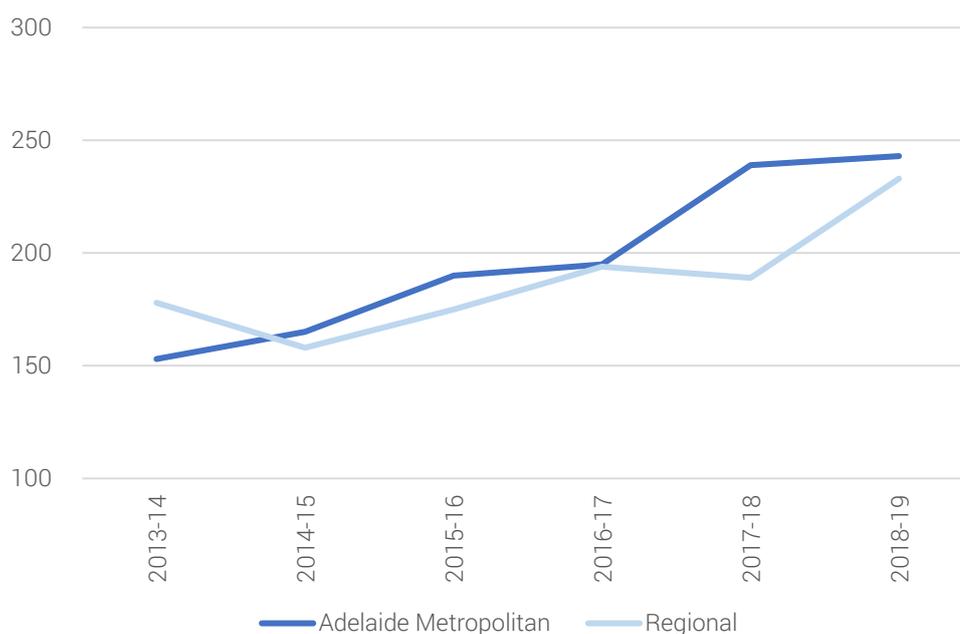


Figure 11: Average duration of unplanned water network service interruptions



In response to a request for information about this underlying trend, SA Water stated that the key contributors to it include:

- ▶ Changing weather patterns – greater variation between wetting and drying of soil, causing mains to crack or become unstable
- ▶ Data issues in the reported frequency and duration of water interruptions – for example, data being generated using the incorrect reporting filter/rule set and some non-breakdown related works (for example, fire service, connections and extensions) being incorrectly reported as unplanned water network service interruptions
- ▶ Changes to the work practice for the repair of cast iron mains – requiring the water service to be fully shut down and the area excavated before repairs can take place as opposed to repairing water mains under pressure, as was previously the case

To address those matters, SA Water has stated that it has undertaken several initiatives, including:

- ▶ Implementing a business improvement initiative in July 2019 covering both data quality and operational in-field work practices to re-align data filter/rule set and improve work instructions and guidelines
- ▶ Investigating alternative ways to isolate, repair and restart the network – for example, the use of line stops to allow a section of the pipe to be bypassed while it is isolated for repair
- ▶ Expanding the trial in the installation of additional valves in the network to reduce the size of the shut-off blocks to the next regulatory period. SA Water reported that approximately 1,500 properties have avoided a supply interruption due to the trial in the current regulatory period
- ▶ Installing sensors on high priority trunk mains to identify leaks and water mains under stress from rapid changes in water pressure

The Commission will continue to closely monitor the progress of the remedial actions planned and undertaken by SA Water and the outcomes of those actions, and will obtain operational data on both the average duration and frequency of unplanned water network service interruptions (split by Adelaide Metropolitan and Regional) on a more frequent (quarterly) basis. It will take further steps, as needed, if actions are not taken in a timely manner or if performance improvements are not forthcoming.

## SA Water reported more sewerage network service interruptions

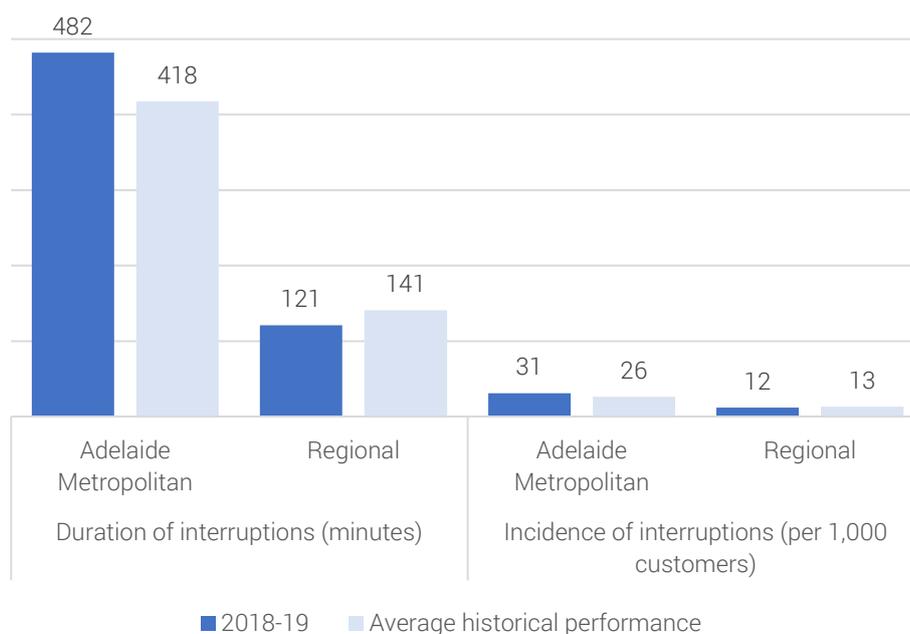
SA Water reported approximately 3,700 unplanned sewerage network interruptions for the Adelaide metropolitan area and 46 unplanned interruptions for the regional area, similar to that reported for prior years. Each event is likely to have affected multiple customers.

As unplanned sewerage service interruptions can cause significant disruption and inconvenience to customers, the Commission monitors two measures relating to the impact of unplanned interruptions on customers:

- ▶ The **incidence** (or frequency) of sewerage service interruptions, as measured by the number of sewer breaks and chokes during the year per 1,000 properties.
- ▶ The average **duration** of customer interruptions in minutes.

Figure 12 shows SA Water's unplanned sewerage network service interruptions performance in 2018-19, compared to the five-year average historical performance. Although the duration of interruptions was higher than the average historical performance in the Adelaide metropolitan area, no trend has been identified at this stage (nevertheless, this will continue to be closely monitored). The incidence of interruptions per 1,000 customers was similar to the proportion reported for prior years.

Figure 12: Unplanned sewerage network service interruptions



## SA Water was timely in cleaning up sewerage network overflows

SA Water undertook approximately 3,900 sewerage network overflow clean ups in 2018-19, a slight increase from recent historical performance but comparable to the previous regulatory period.

The Commission has set Adelaide Metropolitan and Regional service standards for clean-up of overflow events within specified timeframes. The timeframes for overflow clean up begin once the event has been attended.

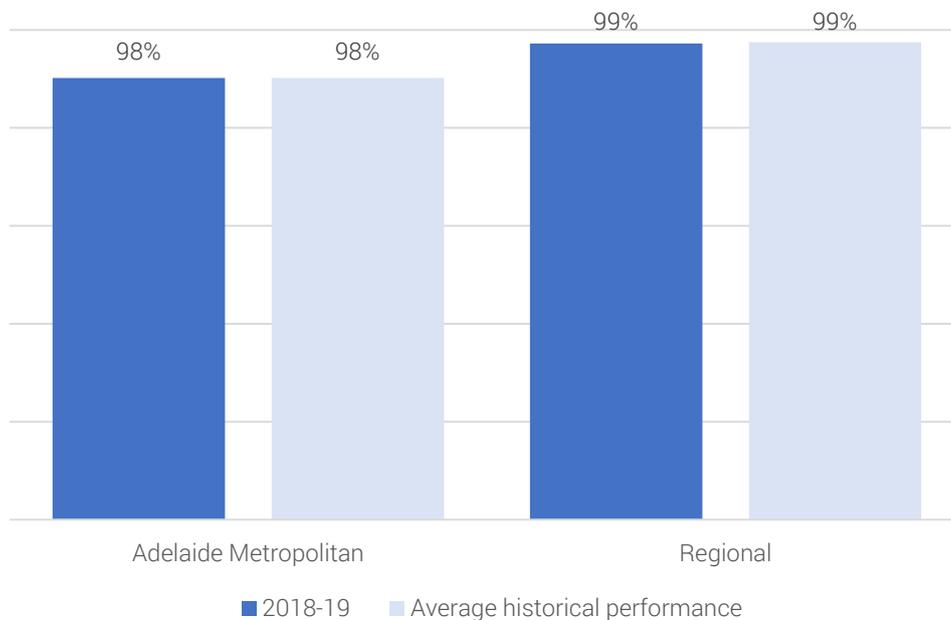
The service standards distinguish between where the overflow occurs:

- ▶ Inside the building events (higher priority): SA Water is required to perform clean-up of these events within four hours.

- ▶ Outside the building events (but on customers' property): SA Water is required to perform clean-up of these events within six hours.
- ▶ External overflow events (not on customers' property) (lower priority): SA Water is required to perform clean-up of these events within eight hours.

Figure 13 shows SA Water's sewerage overflows clean up performance in 2018-19, compared to five-year average historical performance. Historical performance was maintained and targets were met.

Figure 13: Timeliness to clean up sewerage network overflows



## SA Water's financial and business performance

As part of the SA Water Regulatory Determination 2016, the Commission determined separate revenue caps for drinking water and sewerage services. Those revenue caps provide for the recovery of SA Water's efficient costs, including capital and operating expenditure for the regulatory period (2016-17 to 2019-20).

These allowances and revenues have been set to promote SA Water's financial efficiency, viability and long-term sustainability.

### How is SA Water tracking against the expenditure allowances?

Figures 14 and 15 show the actual capital and operating expenditure<sup>6</sup> spent by SA Water to date compared to the Commission's regulatory forecasts (expressed in \$Jun19).

While operating expenditures are generally stable over time, capital expenditures may fluctuate year to year to reflect changes such as:

- ▶ customer-driven work compared to forecast
- ▶ timing of major projects, and
- ▶ lower input costs resulting from efficiency initiatives (for example, better value from contractual arrangements).

<sup>6</sup> Source: SA Water's audited regulatory accounts

Figure 14: Actual capital expenditure vs regulatory forecast (\$millions) (\$Jun19)

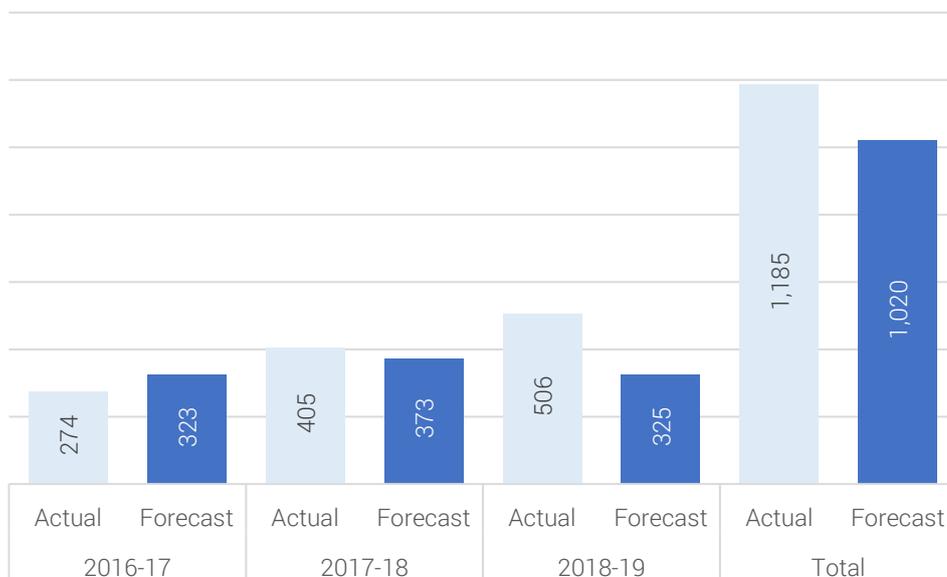
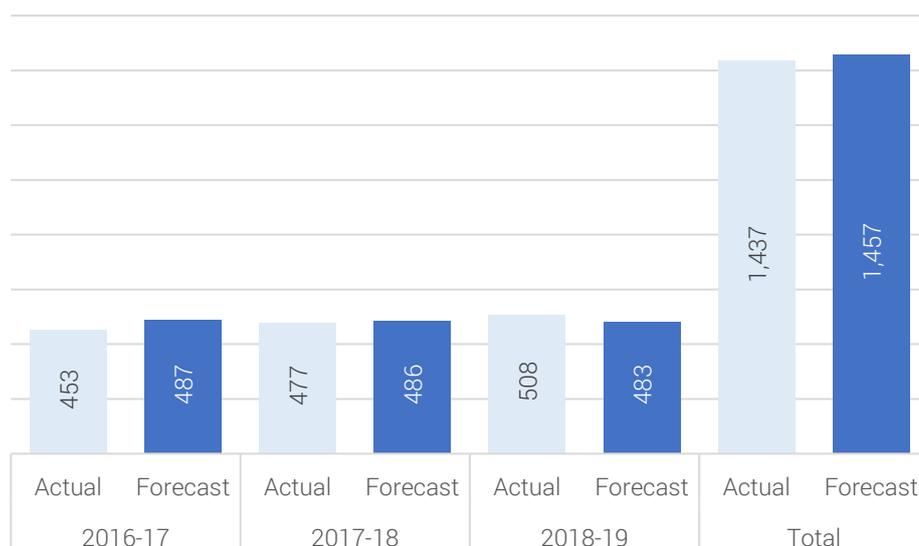


Figure 15: Actual operating expenditure vs regulatory forecast (\$millions) (\$Jun19)

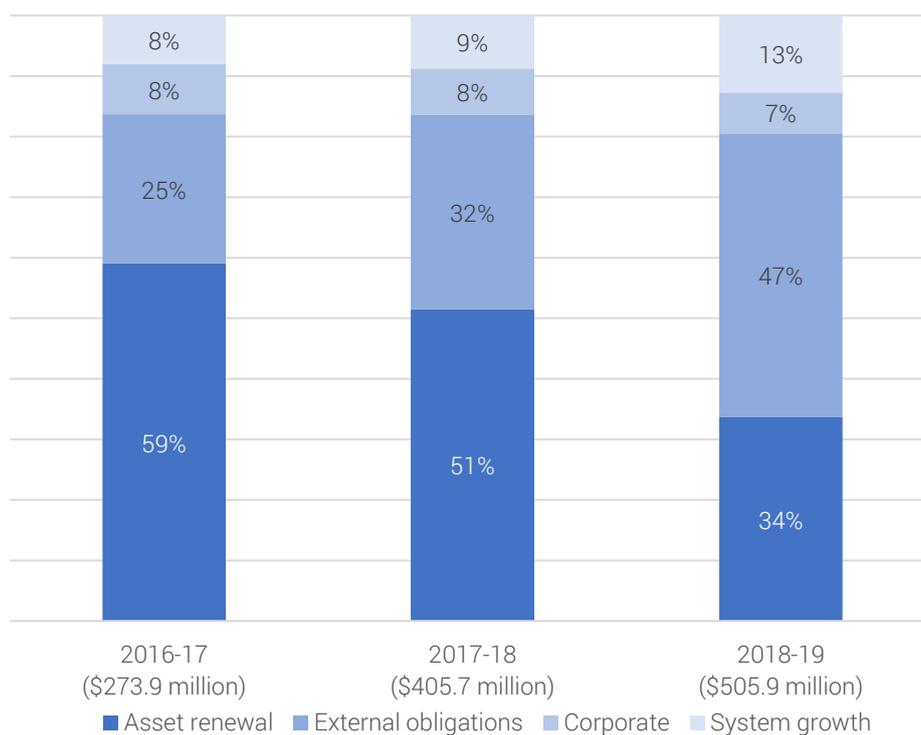


SA Water’s actual operating expenditure from 1 July 2016 to 30 June 2019 is generally consistent with the forecasts assumed in SA Water Regulatory Determination 2016 (**SAW RD16**). However, SA Water’s actual capital expenditure in that three-year period is approximately 16 per cent above the SAW RD16 capital expenditure forecasts.

SA Water’s current regulated revenues and prices reflect the capital expenditure forecasts in SAW RD16, not SA Water’s actual capital expenditure. The Commission will review SA Water’s actual capital expenditure as part of the SA Water Regulatory Determination 2020 process (see link at the end of this document to more information on that determination) and will only allow for the recovery of prudent and efficient capital expenditure incurred by SA Water.

Figure 16 shows the total and composition of SA Water’s capital expenditure for both drinking water and sewerage retail services.

Figure 16: Total (\$Jun19) and composition of SA Water's capital expenditure



### How is SA Water tracking against the maximum revenue allowances?

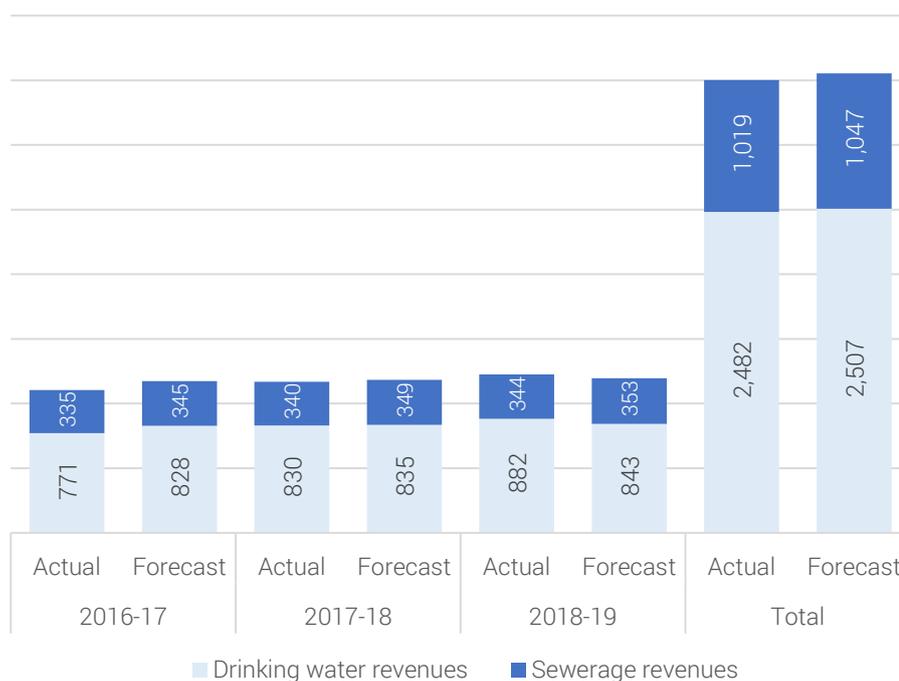
Drinking water and sewerage revenues earned by SA Water can fluctuate year to year to reflect changes such as:

- ▶ number of customer connections
- ▶ water demand and/or climatic conditions, and
- ▶ the value of property, as set by the Valuer-General every June for the following 12 months.

Figure 17 shows the revenues earned by SA Water compared to the separate revenue caps set by the Commission for drinking water and sewerage services for the current regulatory period (expressed in \$Jun19). Actual drinking water and sewerage revenues were below the RD16 forecasts by approximately one percent and three percent respectively.

Between 2016-17 and 2018-19, the volume of drinking water supplied has increased by a compounded annual growth rate of 9.6 percent. Over the same period, the growth in customer numbers for both drinking water and sewerage (including trade waste) was one percent.

Figure 17: Actual revenues vs regulatory forecast (\$millions) (\$Jun19)



## How compliant was SA Water with its regulatory obligations?

The Commission encourages regulated entities to have a culture of openness and transparency. The key objectives of its compliance framework are to:

- ▶ ensure that regulated entities have in place sound, long-term asset management, operating (including compliance) and financing strategies, which support the provision of services for customers of today and tomorrow at the lowest sustainable price
- ▶ facilitate and enable regulated entities' accountability to customers and the community for performance outcomes and compliance with regulatory requirements, and
- ▶ enable transparent communication by regulated entities with their customers and the community in relation to performance, service delivery and long-term asset management, to build trust and accountability.

To verify whether entities are complying with their obligations, the Commission uses a broad range of sources and tools to elicit information. The information is then used to provide feedback to entities and inform the Commission's compliance and enforcement work.

In that context, SA Water is required to have and utilise robust compliance and reporting systems, the effectiveness of which is warranted by SA Water's Board to the Commission each year, along with the provision of regular compliance reports.

During 2018-19, SA Water reported incidences of non-compliance with the Water Retail Code, including the following:

- ▶ **Provision of emergency phone line:** SA Water reported that there was failure of phone systems on six occasions, resulting in unavailability of emergency phone numbers to customers. The longest failure was of four and a half hour's duration, with 188 calls unanswered.

SA Water advised that, when these issues occurred, it activated its business continuity plan which enabled it to recommence receiving calls. SA Water has addressed this non-compliance in the following ways: refresher training has occurred for staff involved in the administration of the phones, and its compliance team will in future be actively involved in root cause analysis and investigation.

- ▶ **Planned interruptions:** SA Water reported that there was a failure to provide affected customers with the required four business days' notice for a planned interruption on three occasions.

In all instances, SA Water's field crew conducted risk assessment of affected streets to ensure that no critical customers were impacted and gained approval to proceed with work through direct communication with affected customers.

- ▶ **Basis for bills:** SA Water reported instances of non-compliance in relation to issuing bills to the correct customer where there has been a sale of property during the billing cycle. In these circumstances, SA Water was billing the previous owner (usually a developer) until it received updated land valuation data. The Commission investigated this scenario and determined that SA Water was in breach of clause 18.4 of the Water Retail Code. The Commission directed SA Water to rectify this breach immediately as a compliance response.

SA Water has implemented changes to its billing system to ensure compliance with clause 18.4 of the Water Retail Code.

- ▶ **Reminder notices:** SA Water reported instances where an error within its automated print job for the generation of reminder notices led to some notices being printed with duplicate information.

SA Water has rectified the technical issue and introduced a data quality check to verify the information prior to it being sent for printing.

## Further information

Further information on the South Australian water and sewerage industry can be found at: <http://bit.ly/water-regulatoryperformancereports>.

The complete time series performance data for SA Water can be found on the Commission's website at: <http://bit.ly/water-regulatoryperformancereports>.

In addition, SA Water publishes information on a quarterly basis on its customer service and operational performance against service standard targets at: <https://www.sawater.com.au/about-us/our-commitment-to-you/our-performance-scorecard>.

Further information about the development of SA Water Regulatory Determination 2020 can be found at: <https://www.escosa.sa.gov.au/industry/water/retail-pricing/sa-water-regulatory-determination-2020>

Schedule 1: Service standards from 1 July 2016 to 30 June 2020

Service area	Category	#	Service Standard	Target
Customer service and complaint handling	Customer Service	1	Telephone calls answered within 30 seconds	85%
	Customer Service	2	Written complaints responded to within the required timeframes	95%
	Customer Service	3	Water quality complaints in Adelaide Metropolitan area responded to within the required timeframes	96%
	Customer Service	4	Water quality complaints in regional areas of South Australia responded to within the required timeframes	99%
Connection services	Customer Service	5	Connection applications processed within 20 business days	95%
	Customer Service	6	Water connections constructed within the required timeframes	95%
	Customer Service	7	Sewerage connections constructed within the required timeframes	90%
	Customer Service	8	Trade waste applications processed within 10 business days	99%
Field crew attendance at the site of service issues in the Adelaide metropolitan area	Reliability	9	Water network breaks, leaks and bursts in the Adelaide Metropolitan area attended to within the required timeframes	99%
	Reliability	10	Sewerage network overflows in the Adelaide Metropolitan area attended to within the required timeframes	99%
Service restoration and clean-up in the Adelaide Metropolitan area	Reliability	11	Water network service restorations performed in the Adelaide Metropolitan area within the required timeframes	99%
	Reliability	12	Sewerage network service restorations performed in the Adelaide Metropolitan area within the required timeframes	95%
	Reliability	13	Sewerage network overflow clean-ups performed in the Adelaide Metropolitan area within the required timeframes	98%
Field crew attendance at the site of service issues in regional areas of South Australia	Reliability	14	Water network breaks, leaks and bursts in regional areas of South Australia attended to within the required timeframes	99%
	Reliability	15	Sewerage network overflows in regional areas of South Australia attended to within the required timeframes	99%
Service restoration and clean-up in regional areas of South Australia	Reliability	16	Water network service restorations performed in regional areas of South Australia within the required timeframes	99%
	Reliability	17	Sewerage network service restorations performed in regional areas of South Australia within the required timeframes	99%
	Reliability	18	Sewerage network overflow clean-ups in regional areas of South Australia performed within the required timeframes	99%

The Essential Services Commission is an independent statutory authority with functions in a range of essential services including water, sewerage, electricity, gas, rail and maritime services, and also has a general advisory function on economic matters. For more information, visit [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au).

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