

WATER SERVICE STANDARDS SCHEDULE INITIAL REGULATORY PERIOD

Licensee: SA Water

Period: 1 January 2013 to 30 June 2013

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

Service Standards	Target
1. Telephone responsiveness	
Percentage of telephone calls answered within 30 seconds	85%
2. Complaint responsiveness	
Percentage of written complaints that do not require investigation responded to within 10 business days	95%
Percentage of complaints where an investigation is required responded to within 20 business days	95%
3. Drinking water quality complaint responsiveness	
Percentage of Priority 1 complaints responded to within 1 hour (Adelaide metropolitan and regional)	99%
Percentage of Priority 2 complaints responded to within 2 hours (Adelaide metropolitan and regional)	95%
Percentage of Priority 2 complaints responded to within 12 hours (Adelaide metropolitan and regional)	99%
Percentage of Priority 3 complaints where further action is required and the customer is contacted within 2 hours to negotiate attendance within 24 hours (Adelaide metropolitan and regional)	99%
4. Timeliness of connection	
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%
5. Timeliness of processing trade waste applications	
Percentage of trade waste applications processed within 10 business days	99%
6. Timeliness of attendance at water breaks, bursts & leaks	
Percentage of Priority 1 complaints attended within 1 hour:	
• Adelaide metropolitan	99%
• regional	95%
Percentage of Priority 1 complaints attended within 2 hours:	
• regional	99%

¹ Refer to section 3.1 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/121116-WaterIndustryGuidelineNo2-ExplanatoryMemorandum>.

Service Standards	Target
Percentage of Priority 2 complaints attended within 5 hours (Adelaide metropolitan and regional)	95%
Percentage of Priority 2 complaints attended within 12 hours (Adelaide metropolitan and regional)	99%
7. Timeliness of water service restoration	
Percentage of Category 1 events restored within 5 hours:	99%
<ul style="list-style-type: none"> Adelaide metropolitan regional 	95%
Percentage of Category 1 events restored within 12 hours:	99%
<ul style="list-style-type: none"> regional 	99%
Percentage of Category 2 events restored within 5 hours:	99%
<ul style="list-style-type: none"> Adelaide metropolitan regional 	95%
Percentage of Category 2 events restored within 18 hours:	99%
<ul style="list-style-type: none"> regional 	99%
Percentage of Category 3 events restored within 12 hours (Adelaide metropolitan and regional)	99%
8. Timeliness of sewerage service restoration	
Percentage of Category 1 events restored within 5 hours (Adelaide metropolitan and regional)	99%
Percentage of Category 2 events restored within 5 hours (Adelaide metropolitan and regional)	95%
Percentage of Category 2 events restored within 18 hours (Adelaide metropolitan and regional)	99%
Percentage of Category 3 events restored within 12 hours (Adelaide metropolitan and regional)	95%
Percentage of Category 3 events restored within 24 hours (Adelaide metropolitan and regional)	99%
Percentage of partial loss events restored within 18 hours (Adelaide metropolitan and regional)	95%
Percentage of partial loss events restored within 36 hours (Adelaide metropolitan and regional)	99%
9. Timeliness of sewerage overflow attendance	
Percentage of inside building overflows attended within 1 hour (Adelaide metropolitan and regional)	99%
Percentage of outside building overflows attended within 2 hours (Adelaide metropolitan and regional)	99%
Percentage of external overflows attended within 4 hours (Adelaide metropolitan and regional)	99%
10. Timeliness of sewerage overflow clean up	
Percentage of inside building clean ups completed within 4 hours following restoration of service (Adelaide metropolitan and regional)	99%
Percentage of outside building (on property) clean ups completed within 6 hours following restoration of service (Adelaide metropolitan and regional)	95%
Percentage of outside building (on property) clean ups completed within 15 hours following restoration of service (Adelaide metropolitan and regional)	99%
Percentage of external (e.g. road or footpath) clean ups completed within 8 hours following restoration of service (Adelaide metropolitan and regional)	95%
Percentage of external (e.g. road or footpath) clean ups completed within 15 hours following restoration of service (Adelaide metropolitan and regional)	99%