

## 6 Customer

### 6.1 C15—Average duration of an unplanned interruption: water (minutes)

#### 6.1.1 Introduction

This indicator reports the average time (in minutes) that a customer is without a water supply due to an unforeseen interruption that requires attention by the utility. It also includes instances in which scheduled (planned) interruptions exceed the time limit originally notified by the utility. It is in part an indicator of customer service and the condition of the water network, and also of how effectively the network is being managed.

The average duration is influenced by the scale of the event that causes the interruption, the location of the interruption (its proximity to the utility's repair crews and, for example, the depth or location of a pipe that has burst), the utility's response policy for outlying areas, and the number of maintenance and repair staff at the utility's disposal. A single event affecting a small number of properties for a long duration can have a material effect on this indicator, particularly for smaller utilities, and hence there are often relatively large variations from year to year.

Average duration of an unplanned interruption (water supply) data for all utilities reporting Indicator C15 in 2014–15 can be found in [Table A14](#).

#### 6.1.2 Key findings

A summary of the data for the average duration of an unplanned interruption, by utility group, is presented in [Table 6.1](#).

In 2014–15, 28 utilities reported increases, whereas 22 utilities reported decreases. The median value for all utilities increased by 4 per cent from the previous year ([Table 6.1](#)) while in 2013–14 it decreased by 8 per cent from 2012–13.

**Table 6.1 Overview of results: C15—Average duration of an unplanned interruption: water (minutes)**

Size group (connected properties)	Range		Number of utilities with increase/decrease from 2013–14		Median		Change in the median from 2013–14 %
	High	Low	Increase	Decrease	2013–14	2014–15	
100,000+	163	88	5	6	122.7	126	3
	SA Water	Barwon Water					
50,000– 100,000	382	44.1	5	4	100	95.3	-5
	Gosford	Cairns					
20,000– 50,000	210	15.9	8	6	101.3	101.4	0
	Port Macquarie Hastings	Gladstone					
10,000– 20,000	418	22.9	10	6	120	131	9
	Cassowary Coast	Livingstone					
<b>All size groups (national)</b>	<b>418</b>	<b>15.9</b>	<b>28</b>	<b>22</b>	<b>112.8</b>	<b>117.3</b>	<b>4</b>
	<b>Cassowary Coast</b>	<b>Gladstone</b>					

**Table note**

Median average duration of an unplanned interruption: water (minutes) is calculated for all utilities that reported data for C15 in both 2013–14 and 2014–15.

### 6.1.3 Results and analysis—100,000+ group

A ranked breakdown of the average duration of an unplanned interruption for this group from 2009–10 to 2014–15 is presented in Figure 6.1.

In 2014–15, five utilities in the 100,000+ group reported increases while three reported decreases from 2013–14. The median for the group was 126 minutes, an increase of 3 per cent from 2013–14 following a 7 per cent decrease in 2013–14 from 2012–13.

SA Water reported the highest result, which at 163 minutes was slightly higher the previous year. Barwon Water had the lowest duration of 88 minutes, a decrease of 6 per cent from 2013–14 due to Barwon Water's annual asset renewal programme and further through a continued roll-out of pressure-management programmes across Geelong that reduced the risk of customers experiencing multiple unplanned interruptions (Figure 6.1).

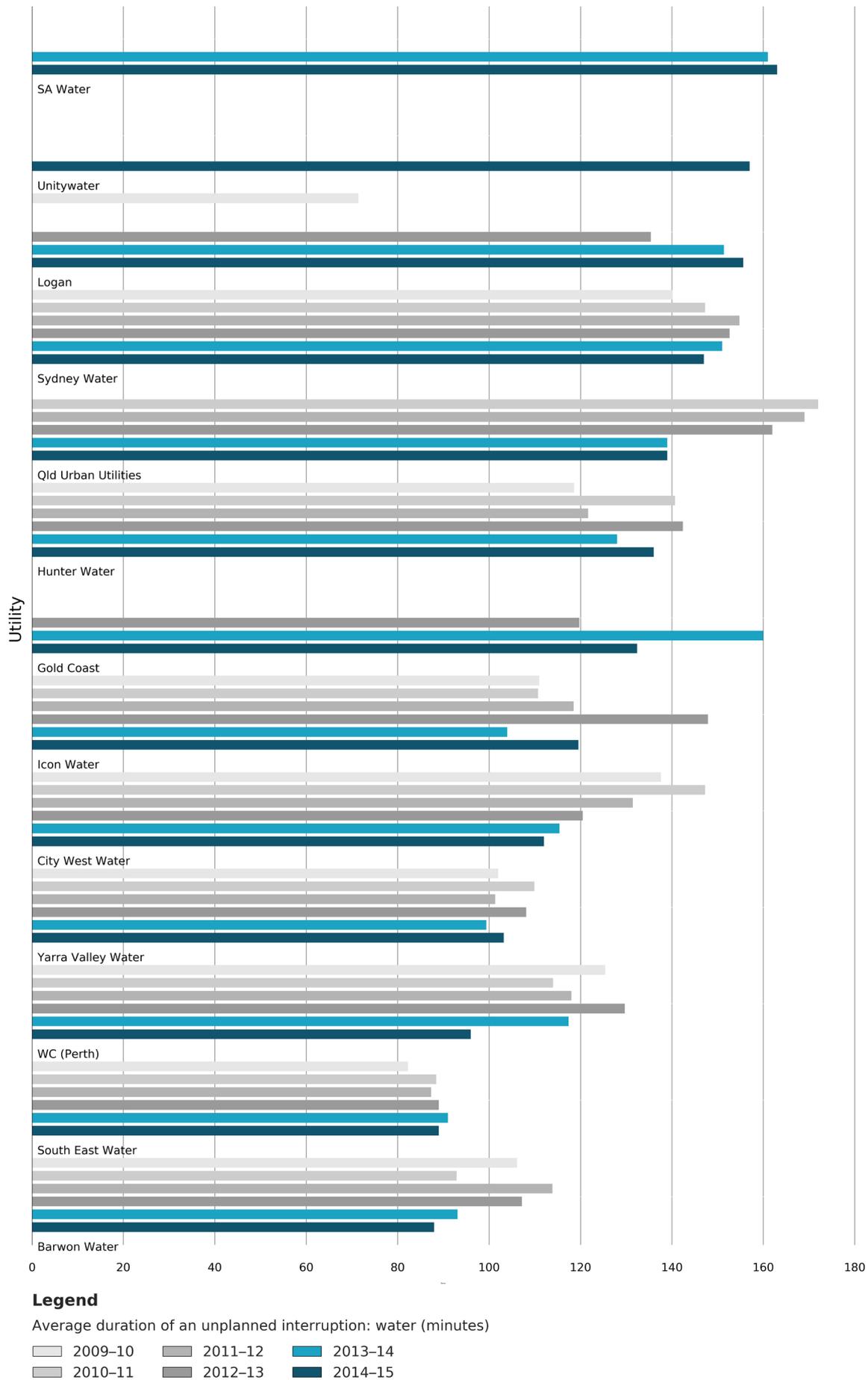


Figure 6.1 C15—Average duration of unplanned interruption: water (minutes), 2009-10 to 2014-15, for utilities with 100,000+ connected properties

## 6.2 C13—Total complaints: water and sewerage (per 1,000 properties)

### 6.2.1 Introduction

This indicator reports the total number of complaints received by a water utility per 1,000 properties. A complaint can be a written or verbal expression of dissatisfaction about an action or proposed action or a failure to act by the water utility, its employees, or contractors. Complaints from different customers arising from the same cause are recorded as separate complaints. The number of complaints is an indicator of the level of customer service and customer satisfaction and is a common performance indicator in many industries.

Total water and sewerage complaints (per 1,000 properties) data for all utilities reporting against this indicator in 2014–15 can be found in [Table A12](#).

### 6.2.2 Key findings

A summary of the data for total water and sewerage complaints, by utility group, is presented in [Table 6.2](#).

In 2014–15, the median number of complaints per 1,000 properties (4) decreased by two from that of 2013–14 (6). Total water and sewerage complaints (per 1,000 properties) decreased across all size groups except the 100,000+ and 20,000–50,000 groups which recorded increases of 8 and 12 per cent respectively ([Table 6.2](#)).

**Table 6.2 Overview of results: C13—Total complaints: water and sewerage (per 1,000 properties)**

Size group (connected properties)	Range		Number of utilities with increase/decrease from 2013–14		Median		Change in the median from 2013–14 %
	High	Low	Increase	Decrease	2013–14	2014–15	
100,000+	6.3	0.8	4	8	3.6	3.9	8
	Hunter Water	WC (Perth)					
50,000– 100,000	39.5	2	3	6	8.3	6.3	–24
	P&W (Darwin)	Toowoomba					
20,000– 50,000	109	0	10	6	6	6.7	12
	Clarence Valley	Gladstone					
10,000– 20,000	182	0	4	13	9.6	4	–58
	Central Highlands Regional Council	Gympie					
<b>All size groups (national)</b>	<b>182</b>	<b>0</b>	<b>21</b>	<b>33</b>	<b>5.9</b>	<b>4.3</b>	<b>–27</b>
	<b>Central Highlands Regional Council</b>	<b>Multiple utilities</b>					

**Table note**

Median total complaints: water and sewerage (per 1,000 properties) is calculated for all utilities that reported data for C13 in both 2013–14 and 2014–15.

### 6.2.3 Results and analysis—100,000+ group

A ranked breakdown of the total water and sewerage complaints from 2009–10 to 2014–15 is presented in [Figure 6.2](#).

In the 100,000+ group, four utilities reported increases in the number of complaints and eight reported decreases in 2014–15 compared with 2013–14. City of Gold Coast recorded a significant decrease of 72 per cent in 2014–15 compared with 2013–14.

Significant variation between the years in the number of complaints is evident for some utilities, particularly Barwon Water (up 58 per cent following a 50 per cent decrease in 2013–14). Water Corporation (Perth) reported the lowest number of complaints (0.8), and Hunter Water recorded the highest number of complaints per 1,000 properties (6) as shown in [Figure 6.2](#).

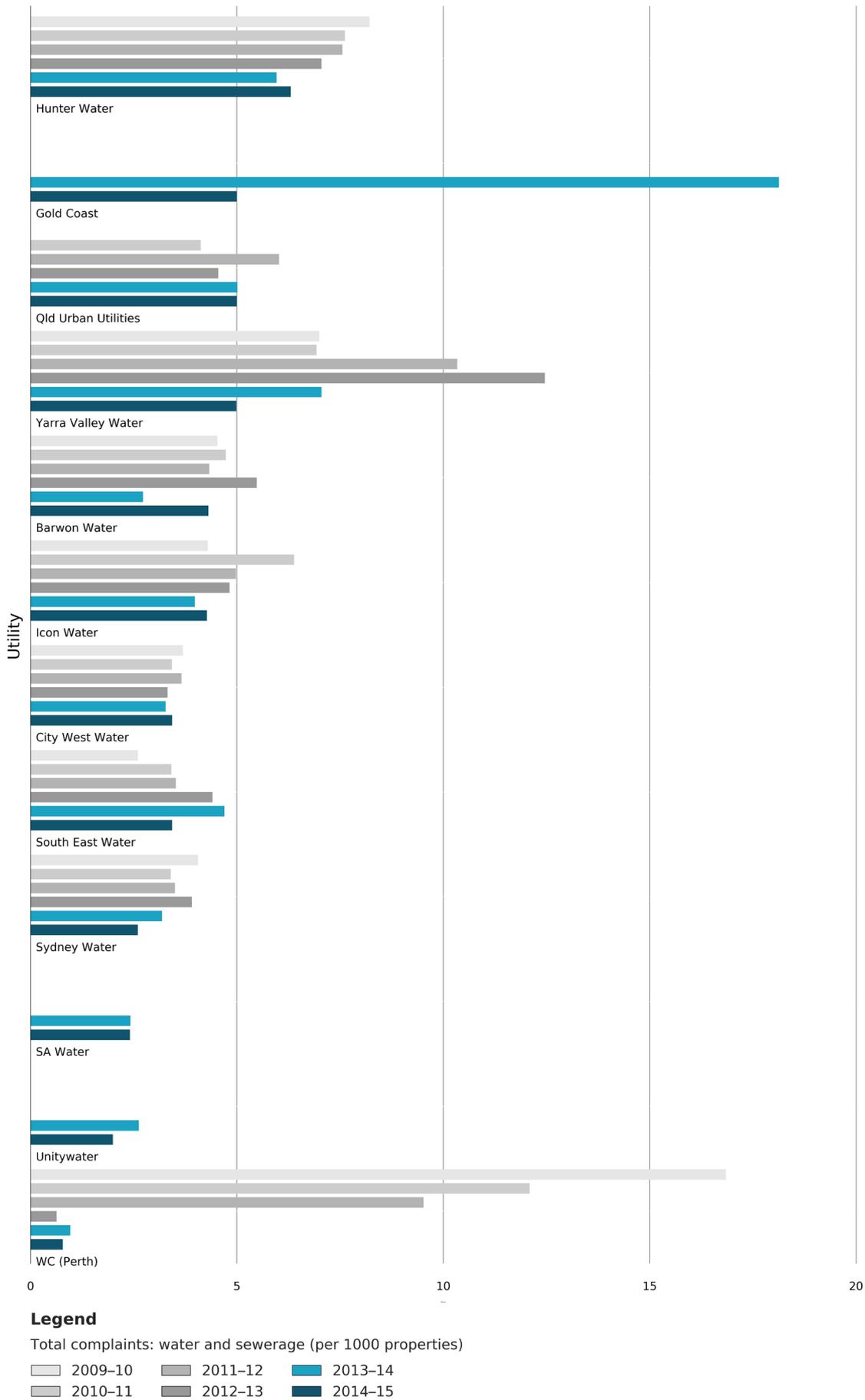


Figure 6.2 C13—Total complaints: water and sewerage (per 1,000 properties), 2009-10 to 2014-15, for utilities with 100,000+ connected properties

## 6.3 C14—Percentage of calls answered by an operator within 30 seconds

### 6.3.1 Introduction

Where utilities use interactive voice response systems, this indicator measures the number of calls answered within 30 seconds after the 'operator' option has been selected. It gives an indication of the efficiency of the utility's customer service centre and is affected by the ratio of customer service staff to customers, particularly when severe events such as storms or floods result in a large increase in customer calls.

A summary of the data for the percentage of calls answered by an operator within 30 seconds, by utility group, is presented in Table 6.3.

The percentage of calls answered by an operator within 30 seconds data for all utilities reporting Indicator C14 in 2014–15 can be found in Table A13.

### 6.3.2 Key findings

In 2014–15, 19 utilities recorded a decrease in the percentage of calls answered by an operator within 30 seconds while 13 utilities recorded an increase from the previous year; overall, there was minor change of 1 per cent in the median percentage of calls answered within 30 seconds between 2013–14 and 2014–15 (Table 6.3).

**Table 6.3 Overview of results: C14—Percentage of calls answered by an operator within 30 seconds (%)**

Size group (connected properties)	Range		Number of utilities with increase/decrease from 2013–14		Median		Change in the median from 2013–14 %
	High	Low	Increase	Decrease	2013–14	2014–15	
100,000+	89.5	43	3	9	79.6	78	-2
	Barwon Water	Gold Coast					
50,000– 100,000	99	34	4	2	87.6	91.6	5
	Goulburn Valley Water	Wyong					
20,000– 50,000	100	48	3	4	95.2	95	0
	Wagga Wagga	Tweed					
10,000– 20,000	100	45	3	4	79.5	83.5	5
	Eurobodalla	Kempsey					
<b>All size groups (national)</b>	<b>100</b>	<b>34</b>	<b>13</b>	<b>19</b>	<b>84</b>	<b>84.9</b>	<b>1</b>
	<b>Multiple utilities</b>	<b>Wyong</b>					

**Table note**

Median percentage of calls answered by an operator within 30 seconds (%) is calculated for all utilities that reported data for C14 in both 2013–14 and 2014–15.

### 6.3.3 Results and analysis—100,000+ group

A ranked breakdown of the percentage of calls answered by an operator within 30 seconds for this group from 2009–10 to 2014–15 is presented in Figure 6.3.

In the 100,000+ group there was little change in the percentage of calls answered by an operator within 30 seconds between the 2013–14 and 2014–15 reporting years. The median decreased by less than 2 per cent, with the highest percentage decrease reported by Tasmanian Water and Sewerage Corporation (89 per cent) and the lowest by Gold Coast Water (43 per cent) (Figure 6.3).

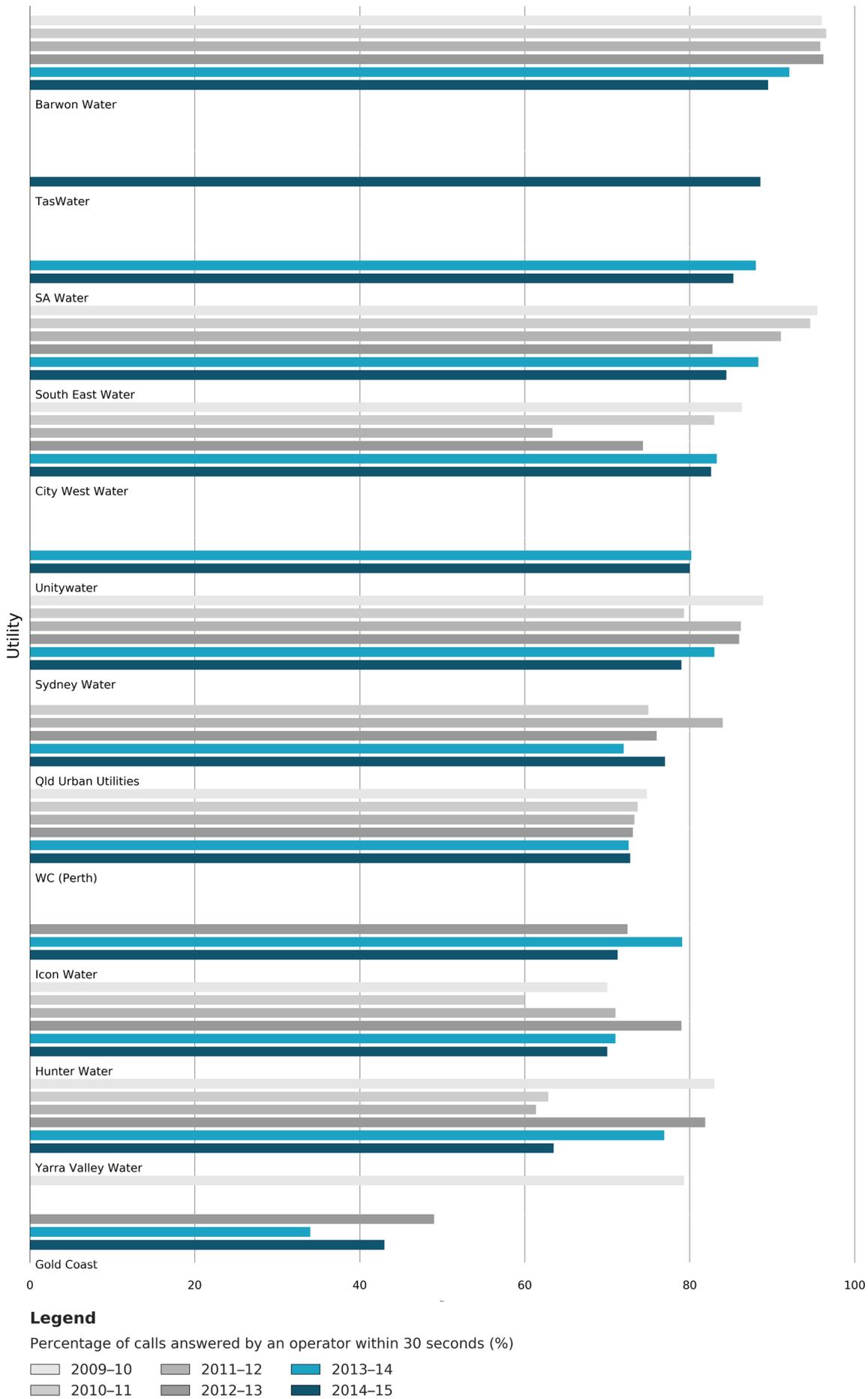


Figure 6.3 C14—Percentage of calls answered by an operator within 30 seconds, 2009-10 to 2014-15, for utilities with 100,000+ connected properties