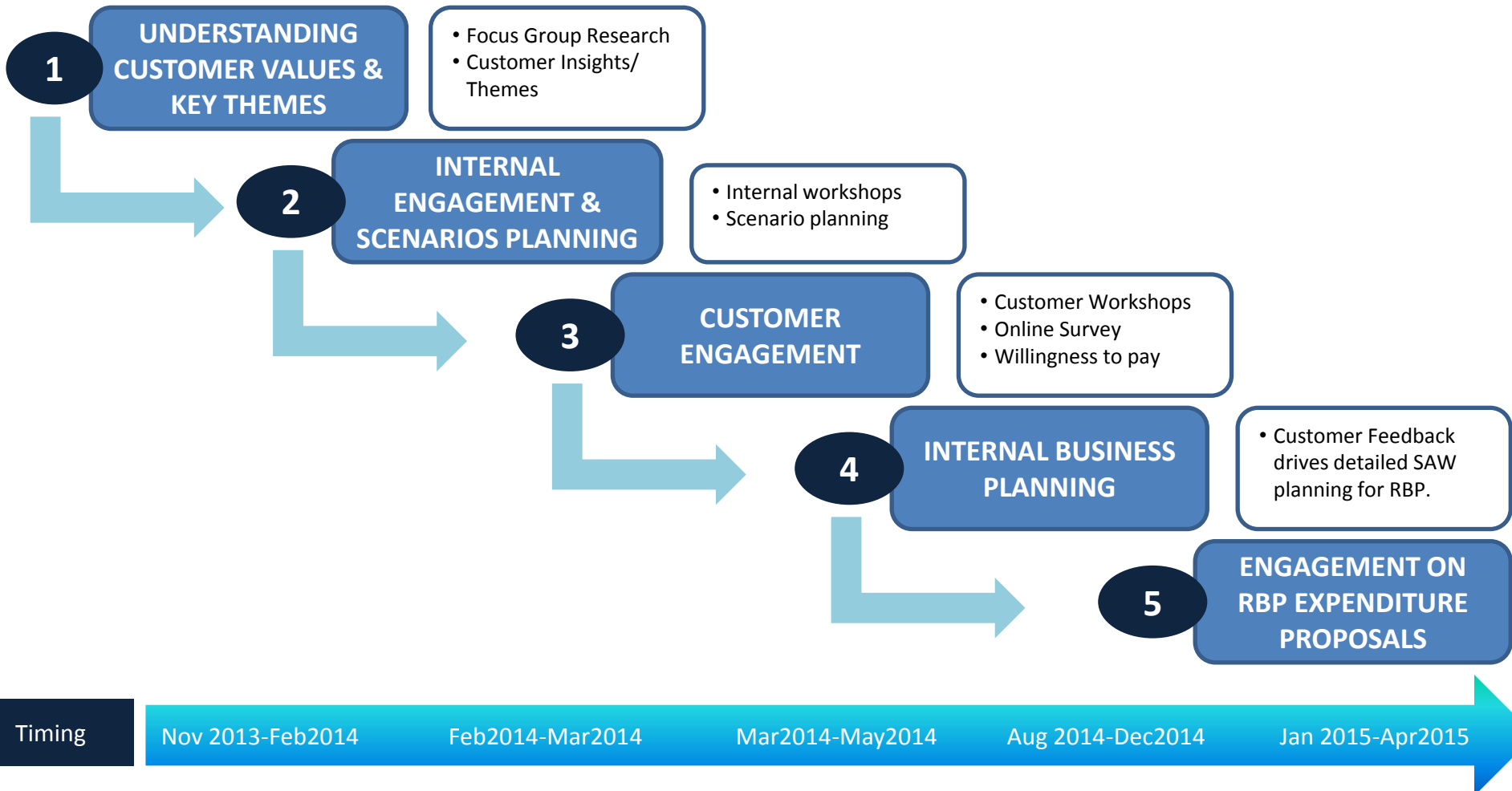


# SACOSS 2015 Hardship and Affordability Conference

## Hardship Response

# Customer Engagement Project Overview



## Stage 3 - Customer insights



Customers would like to improve their experience with SA Water



Customers favour multiple channels of communication



Customers see the value in smart meters but are concerned about the costs



Customers are willing to contribute to an expansion of the Customer Assist Program



Customers are satisfied with the level of service provided by SA Water



Customers support cost effective investment in water pressure modulation to minimise infrastructure failures



Customers favour investment in visual amenity over noise attenuation



Customers support investment in environmental projects where value and costs are known



Customers support investment in water quality initiatives in areas experiencing significant issues



Customers value water recycling schemes that have broad community impacts



Customers believe SA Water has a role to play in contributing to the economic development of South Australia



Government  
of South Australia



SA Water



## SA Water Customer Assist Program

Are you having difficulty paying your  
water bill? Do you have short or  
long-term financial difficulties?  
We can help you.



Government  
of South Australia



SA Water