

Draft Plan

2021/22 – 2025/26

Customers are at the centre of our planning in South Australia

Our customers and stakeholders value:

- Maintaining a high level of community safety and reliability that our customers expect
- Sustaining our strong track record of customer service
- Keeping costs low, while still investing for the future

8%
↓
**price cut
from 1 July 2021**

**Lower
prices**

Our plan from July 2021



Delivering for customers

43,000

new connections

>8.2

customer satisfaction

public leak reports within **2 hours**

>95% and 100% compliance with Leak Management Plans



A good employer



Top decile employee engagement

>99%

mandatory training compliance



Target Zero Harm across our operations



Sustainably cost efficient



Stable operating and capital expenditure



Initial investments to secure the long-term future of the SA distribution network

860 km
of mains replacement

completing the replacement of our highest risk mains