

Water Complaints Received 2018-19

Subject Group	Business Stream			Sector Total	Rank	Complaints as % of total
	Business Stream	Rank	Complaints as % of total			
Billing and charging	44	1	83.02%	106	1	64.63%
Customer service	3	2	5.66%	8	3	4.88%
Water Supply	1	3	1.89%	19	2	11.59%
Waste Water	0	-	0.00%	7	4	4.27%
New Connections	0	-	0.00%	1	5=	0.61%
Other	0	-	0.00%	1	5=	0.61%
Subject unknown or Out of Jurisdiction	5	-	9.43%	22	-	13.41%
Total	53		100.00%	164		100.00%
<i>Complaints as % of sector</i>	<i>32.3%</i>			<i>100.0%</i>		

Water Complaints Received 2017-18

Subject Group	Business Stream			Sector Total	Rank	Complaints as % of total
	Business Stream	Rank	Complaints as % of total			
Billing and Charging	29	1	74.36%	61	1	64.21%
Water Supply	4	2	10.26%	13	2	13.68%
Customer Service	1	3=	2.56%	3	4	3.16%
New Connections	1	3=	2.56%	2	5	2.11%
Waste Water	0	-	0.00%	5	3	5.26%
Environmental Concerns	0	-	0.00%	1	6=	1.05%
Other	0	-	0.00%	1	6=	1.05%
Subject Unknown or Out Of Jurisdiction	4	-	10.26%	9	-	9.47%
Total	39		100.00%	95		100.00%
<i>Complaints as % of sector</i>	<i>41.1%</i>			<i>100.0%</i>		

Water Complaints Determined 2018-19

		2018-19	
Stage	Outcome Group	Business Stream	Sector Total
Advice	Not duly made or withdrawn	10	32
	Premature	20	49
	Total	30	81
Early Resolution	Not duly made or withdrawn	0	3
	Out of jurisdiction (discretionary)	1	2
	Out of jurisdiction (non-discretionary)	1	3
	Outcome not achievable	1	5
	Premature	2	3
	Proportionality	5	22
	Resolved	2	11
	Total	12	49
Investigation	Fully upheld	0	4
	Some upheld	1	2
	Not upheld	1	5
	Resolved	0	1
	Total	2	12
Total Complaints		44	142

<i>Total Premature Complaints</i>	22	52
<i>Premature Rate</i>	50.0%	36.6%
<i>Total Investigation Decisions</i>	2	11
<i>Total Upholds</i>	1	6
<i>Uphold Rate</i>	50.0%	54.5%

Water Complaints Determined 2017-18

		2017-18	
Stage	Outcome Group	Business Stream	Sector Total
Advice	Not duly made or withdrawn	10	23
	Premature	17	37
	Total	27	60
Early Resolution	Not duly made or withdrawn	2	3
	Out of jurisdiction (discretionary)	3	3
	Out of jurisdiction (non-discretionary)	1	3
	Outcome not achievable	2	3
	Premature	2	5
	Proportionality	4	11
	Resolved	4	5
	Total	18	33
Investigation	Fully upheld	2	2
	Some upheld	3	6
	Not upheld	1	3
	Resolved	4	4
	Total	10	15
Total Complaints		55	108

<i>Total Premature Complaints</i>	19	42
<i>Premature Rate</i>	34.5%	38.9%
<i>Total Investigation Decisions</i>	6	11
<i>Total Upholds</i>	5	8
<i>Uphold Rate</i>	83.3%	72.7%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	10	15
<i>Total Upholds</i>	5	8
<i>Uphold Rate</i>	50.0%	53.3%