

## Barwon Water – Outcomes – 2023-2028

*In this document, the water business provides a summary report of its actual performance against each of its outcome commitments for the 2023-2024 reporting year. The business has given itself a “traffic light” rating (green = met target, red = not met, yellow = close or largely met) for its performance on each measure, outcome and an overall rating. The business has provided its own comments about its performance on each outcome and overall.*

### Summary table

Outcome	23-24	24-25	25-26	26-27	27-28	Overall for the period to date
1. Safe, Secure, Sustainable Water						
2. Innovative, Reliable Services						
3. Healthier Environment						
4. Trust, Affordability & Value						
Overall, for reporting year						

### Business comments

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**Outcome 1: Safe, Secure, Sustainable Water**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Percentage of time water restrictions are in place	% of time (days)	Target	-	5%	5%	5%	5%	5%
		Actual						
b. Volume of water security, cumulative	ML	Target	-	0	50	3,306	3,330	3,330
		Actual						
c. Customer satisfaction with the overall quality of drinking water, survey respondents answering “Satisfied” or “Extremely Satisfied”, Water Services Association of Australia survey every second year	% of customers surveyed	Target	-	85%	-	85%	-	85%
		Actual						
d. Northern and Western Geelong Growth Area Integrated Water Management Plan actions completed	Status	Target	-	On track	On track	On track	Complete	-
		Actual						
e. Barwon Water led actions in the Barwon Strategic Directions Statement for the Barwon Regional Integrated Water Management Forum completed	%	Target	-	0%	25%	37%	63%	100%
		Actual						
f. New growth precinct (PSPs) or new town structure plans developed in PS2023 informed by an Integrated Water Management plan	%	Target	-	100%	100%	100%	100%	100%
		Actual						
	ML	Target	-	200	400	600	800	1,000

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g. Volume of water saved through partnering with customers, cumulative		<b>Actual</b>						
h. Digital meters installed, cumulative	No.	Target	-	300	5,000	8,500	15,000	27,000
		<b>Actual</b>						

How is BW tracking for outcome 1 in the regulatory period so far?

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**Outcome 2: Innovative, Reliable Services**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Customer 'ease of doing business' with us, post interactive survey respondents giving 4 or 5 out of 5	% survey respondents	Target	-	83%	83%	83%	84%	85%
		Actual						
b. Customer 'satisfaction' with us, post interactive survey respondents giving 4 or 5 out of 5	% survey respondents	Target	-	83%	83%	83%	84%	85%
		Actual						
c. Ranking in ESC survey for customer satisfaction	Ranking position	Target	-	Top 4	Top 4	Top 4	Top 4	Top 4
		Actual						
d. Barwon Water's unplanned water supply interruptions per 1,000 connections compared to the Victorian industry average, prior year	No. is below Vic average	Target	-	True	True	True	True	True
		Actual						
e. Number of sewer spills	No. per 100km sewer main	Target	-	<16	<16	<15	<15	<14.4
		Actual						
f. Water quality complaints	No. per 1,000 customers	Target	-	<2	<2	<2	<2	<2
		Actual						
g. Number of non-compliances with Safe Drinking Water Act (water sampling and audit)	No.	Target	-	0	0	0	0	0
		Actual						

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h. Number of non-compliances with EPA Licence conditions	No.	Target	-	0	0	0	0	0
		Actual						
i. Research portfolio on emerging contaminants of concern completed	Project status	Target	-	On track	On track	On track	On track	Complete
		Actual						
j. Maturity level against the Victorian Protective Data Security Standards	Maturity Level	Target	-	Basic / Core	Basic / Core	Basic / Core	Basic / Core	Core
		Actual						
k. Staff who identify the Barwon Water Group is committed to supporting their health, safety and resilience, annual survey, staff responses of Agree or Strongly Agree	% staff responses	Target	-	78%	82%	86%	90%	94%
		Actual						

How is BW tracking for outcome 2 in the regulatory period so far?

**Business comment**

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**Outcome 3: Healthier Environment**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Electricity consumption from renewable sources	%	Target	-	43%	100%	100%	100%	100%
		Actual						
b. Delivery of the carbon sequestration program	Project status	Target	-	On track	On track	On track	On track	Complete
		Actual						
c. Extra volume of recycled water allocated for productive use, cumulative	ML	Target	-	60	150	345	650	1,000
		Actual						
d. Feasibility study of large scale alternative water grid	Project status	Target	-	On track	On track	Complete	-	-
		Actual						
e. Industrial waste reused or recycled with current technologies	%	Target	-	63%	68%	75%	80%	85%
		Actual						
f. Biosolids re-used	%	Target	-	100%	100%	100%	100%	100%
		Actual						
g. Design of organic waste facility	Project status	Target	-	On track	Complete	-	-	-
		Actual						

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h. Water entitlement returned to the Moorabool River, long-term average equivalent	ML	Target	-	0	0	3,700	3,700	3,700
		Actual						
i. Investment in catchment & waterway health	\$ 2023-24 million	Target	-	1.6	3.1	4.7	6.2	7.8
		Actual						
j. Stretch Reconciliation Action Plan (RAP) actions delivered	%	Target	-	25%	50%	100%	100%	100%
		Actual						
k. Improving staff awareness, who are very confident, in engaging in a culturally respectful way with First Nations People, measured externally through the Reconciliation Australia Reconciliation Action Plan (RAP) Barometer biennially	% staff	Target	-	-	23%	-	30%	-
		Actual						

How is BW tracking for outcome 3 in the regulatory period so far?

**Business comment**



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**Outcome 4: Trust, Affordability & Value**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Barwon Water annual residential bill based on 200 kL per annum ranked nationally against businesses of a similar size, prior year	Ranking position	Target	-	Top 5	Top 5	Top 5	Top 5	Top 5
		Actual						
b. Proportion of bills customers can pay or are supported to pay, before overdue (final) notices are issued	%	Target	-	94%	94%	94%	95%	96%
		Actual						
c. Business customers who agree or strongly agree that their bill is affordable, annual survey	% survey respondents	Target	-	70%	75%	80%	85%	90%
		Actual						
d. Ranking in ESC survey for value for money	Ranking position	Target	-	Top 4	Top 4	Top 4	Top 4	Top 4
		Actual						
e. Ranking in ESC survey for level of trust	Ranking position	Target	-	Top 4	Top 4	Top 4	Top 4	Top 4
		Actual						
f. Community members who agree or strongly agree that we contribute positively to the region, annual survey	% survey respondents	Target	-	70%	75%	80%	85%	90%
		Actual						
g. Key regional stakeholders, major business and industrial customers trust us, online survey	% survey respondents	Target	-	70%	75%	80%	85%	90%
		Actual						

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h. Address diversity, equity and inclusion across the workforce: Aboriginal and Torres Strait Islander, people with a disability, cultural and linguistic diversity and gender balance, Barwon Water (BW) and Barwon Asset Solutions (BAS). Minimum targets met	Status	Target	-	True	True	Target to be developed post 30 June 2025 Workplace Gender Audit per Gender Equity Act 2020		
		Actual						
i. Total opex on budget ( +/- 10% tolerance), cumulative	\$ 2023-24 million	Target	-	146.5	289.0	430.8	572.5	713.1
		Actual						
j. Capital works on budget ( +/- 10% tolerance), cumulative	\$ 2023-24 million	Target	-	131.5	263.1	361.2	469.4	588.0
		Actual						
k. Cash interest cover ratio	Ratio	Target	-	≥ 2.5	≥ 2.5	≥ 2.5	≥ 2.5	≥ 2.5
		Actual						
l. Dollar benefit from continuous improvement activities, cumulative	\$ 2023-24 million	Target	-	0.9	2.4	3.9	5.5	6.2
		Actual						

How is BW tracking for outcome 4 in the regulatory period so far?

**Business comment**