

East Gippsland Water – Outcomes – 2018–2023

In this document, the water business provides a summary report of its actual performance against each of its outcome commitments for the 2018-19 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	18-19	19-20	20-21	21-22	22-23
1. Current levels of water and sewerage services maintained	Green				
2. Safe, high quality drinking water supplies delivered	Green				
3. No increase in the average customer bill	Green				
4. Supporting environmental sustainability	Yellow				
5. Enhanced liveability and resilience in our region	Green				
Overall	Green				

Business comments

We made commitments to our customers on five key outcomes, based on preferences they identified during extensive engagement in the lead up to the 2018-23 price submission. We rated our overall performance green because we achieved all our outcomes, with one exception, which we rated

orange. We achieved an orange rating for Outcome 4 'supporting environmental sustainability' which is due to an increased level of carbon emissions above our target value. This result was caused by record low streamflow levels in 2018-19, which necessitated an increase in pumping from deep groundwater bores to supplement water supplies. Also contributing to this result was an increase in mechanical aeration at the Paynesville, Lakes Entrance and Metung wastewater treatment plants to ensure that odour levels complied with EPA licence conditions.

Outcome 1: Current levels of water and sewerage services maintained

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Customers experiencing no unplanned water supply interruptions each year	Percentage	Target	–	NA	93%	93%	93%	93%	93%
		Actual	95%	93%	94%				
b Average time to restore unplanned water supply interruptions	Minutes	Target	–	75	75	75	75	75	75
		Actual	92	76	72				
c Average time taken for sewer spills and blockages to be rectified	Minutes	Target	–	45	45	45	45	45	45
		Actual	34	33	38				
d Total Customer Complaints	Number	Target	–	94	94	94	94	94	94
		Actual	95	87	88				
e Customers receiving bills by email	Percentage	Target	–	NA	12%	13%	14%	16%	18%
		Actual	7%	9%	17%				
f Percentage of customers aware of our financial assistance program (via survey)	Percentage	Target	–	NA	60%	60%	60%	60%	60%
		Actual	NA	57%	63%				

Overall outcome 1 performance for the regulatory period so far:



Business comment

In the 2018-23 price submission we committed to maintaining current levels of service and have rated our performance for this Outcome as green, with all targets achieved.

We actively promote e-bills and our financial assistance program to customers through our quarterly bill inserts and via a monthly public information page in our local papers. Customer complaints are actively monitored and where possible they are investigated to ensure they do not re-occur in the future.

Please note, that our target for Output 1c has been reduced from 80 minutes to 45 minutes as a result of some more detailed analysis of our historical performance.

Outcome 2: Safe, high quality drinking water supplies delivered

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	–	NA	0	0	0	0	0
		Actual	0	0	0				
b Number of water quality complaints	Number / 1000 customers	Target	–	NA	≤3	≤3	≤3	≤3	≤3
		Actual	3	2.1	2.4				

Overall outcome 2 performance for the regulatory period so far:



Business comment

We rated our overall performance for Outcome 2 as green because we achieved all targets. The quality of our drinking water consistently performs well against the Safe Drinking Water Regulations 2015 with all drinking water supplied to our customers fully compliant during 2018-19. Regulatory audits are undertaken by certified auditors appointed by the Department of Health and Human Services. East Gippsland Water completed a regulatory audit in 2018 and passed with 100 per cent compliance (the next regulatory audit is due in 2020).

Outcome 3: No increase in the average customer bill

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Average annual residential customer bill (based on 146 kilolitres usage per annum and CPI 1.9%)	Dollars (\$)	Target	–	NA	1184	1207	1235	1263	1292
		Actual	1189	1195	1184				

Overall outcome 3 performance for the regulatory period so far:



Business comment

In the 2018-23 price submission we committed to maintaining current levels of service with no increase in the average customer bill except for inflation.

Outcome 4: Supporting environmental sustainability

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Value of grants issued under our Native Vegetation Fund	Dollars (\$)	Target	–	NA	\$90,000	\$90,000	\$90,000	\$90,000	\$90,000
		Actual	NA	NA	\$65,583				
b CO ₂ emission targets en-route to our pledge of ≤6,496 tonnes by 1/7/2025	CO ₂ e tonnes	Target	–	NA	8,291	8,095	7,532	7,300	7,160
		Actual	8,557	8,348	8,872				

Overall outcome 4 performance for the regulatory period so far:



Business comment

We rated our performance for Output 4a as green because we have issued native vegetation grants to the value of \$181,444, with \$65,583 invoiced in the 2018-19 financial year. We are expecting the value invoiced each year to fluctuate but we are committed to expending \$450,000 in total across the five years towards native vegetation grants.

Our overall emissions target for 2018-19 was not achieved as the corporation did not anticipate the record low streamflow levels and drought conditions. In this period, we also increased aeration at three major wastewater treatment plants as a response to ensure that odour levels complied with EPA licence conditions. To reduce our emissions in future years we will continue to implement our energy efficiency strategy and increase our efforts to monitor individual facility performance throughout the year.

Outcome 5: Enhanced liveability and resilience in our region

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Drinking fountains installed per annum	Number	Target	–	NA	3	3	3	3	3
		Actual	3	1	2				
b Value of bill rebates provided to not-for-profit recreation groups	Dollars (\$)	Target	–	NA	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000
		Actual	NA	0	\$6,985				
c Moderate water restrictions (stages 1 and 2) will occur no more than one in 10 year frequency	Pass/Fail	Target	–	NA	Pass	Pass	Pass	Pass	Pass
		Actual	Pass	Pass	Pass				
d Severe water restrictions (stages 3 and 4) will occur no more than one in 15 year frequency	Pass/Fail	Target	–	NA	Pass	Pass	Pass	Pass	Pass
		Actual	Pass	Pass	Pass				

Overall outcome 5 performance for the regulatory period so far:



Business comment

We rated our overall performance for Outcome 5 as green because we achieved the majority of our outcomes, with only one outcome rated orange. The orange rating for Output 5a is due to the fact that while we approved installation of a third fountain, our partner, the local council, expect to install the unit early in 2019-20.

In addition, the corporation provided bill rebates to eligible outdoor, community run, not-for-profit recreation groups, which totalled \$6,985 for the reporting period.

Our performance against Outputs 5c & 5d is measured by the average frequency of water restrictions in each of our nine supply systems over a long term period.