

# East Gippsland Water – Outcomes – 2018–2023

## Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. Current levels of water and sewerage services maintained					
2. Safe, high quality drinking water supplies delivered					
3. No increase in the average customer bill					
4. Supporting environmental sustainability					
5. Enhanced liveability and resilience in our region					
Overall					

## Business comments

## 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	–	N/A	93%	93%	93%	93%	93%
		Actual	95%	93%					
b Average time to restore unplanned water supply interruptions	Minutes	Target	–	75	75	75	75	75	75
		Actual	92	76					
c Average time taken for sewer spills and blockages to be rectified	Minutes	Target	–	80	80	80	80	80	80
		Actual	69	60					
d Total Customer Complaints	Number	Target	–	94	94	94	94	94	94
		Actual	95	87					
e Customers receiving bills by email	Percentage	Target	–	N/A	12%	13%	14%	16%	18%
		Actual	7%	9%					
f Percentage of customers aware of our financial assistance program (via survey)	Percentage	Target	–	N/A	60%	60%	60%	60%	60%
		Actual	N/A	57%					

Overall outcome 1 performance for the regulatory period so far: 

### Business comment

## 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	–	N/A	0	0	0	0	0
		Actual	0	0					
b Number of water quality complaints	Number / 1000 customers	Target	–	N/A	≤3	≤3	≤3	≤3	≤3
		Actual	3	2.1					

Overall outcome 2 performance for the regulatory period so far: 

### Business comment

### 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	–	N/A	1184	1207	1235	1263	1292
		Actual	1189	1195					

Overall outcome 3 performance for the regulatory period so far: 

### Business comment

## 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	–	N/A	\$90,000	\$90,000	\$90,000	\$90,000	\$90,000
		Actual	N/A	N/A					
b CO <sub>2</sub> emission targets en-route to our pledge of ≤6,496 tonnes by 1/7/2025	CO <sub>2</sub> e tonnes	Target	–	N/A	8,291	8,095	7,532	7,300	7,160
		Actual	8,557	8,348					

Overall outcome 4 performance for the regulatory period so far: 

### Business comment

## 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	–	N/A	3	3	3	3	3
		Actual	3	1					
b Value of bill rebates provided to not-for-profit recreation groups	Dollars (\$)	Target	–	N/A	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000
		Actual	N/A	0					
c Moderate water restrictions (stages 1 and 2) will occur no more than one in 10 year frequency	Pass/Fail	Target	–	N/A	Pass	Pass	Pass	Pass	Pass
		Actual	Pass	Pass					
d Severe water restrictions (stages 3 and 4) will occur no more than one in 15 year frequency	Pass/Fail	Target	–	N/A	Pass	Pass	Pass	Pass	Pass
		Actual	Pass	Pass					

Overall outcome 5 performance for the regulatory period so far:



### Business comment