

Goulburn Valley 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. The best price outcomes for customers	Green	Green	Grey	Grey	Grey
2. Renewed focus on water quality and supply	Green	Green	Grey	Grey	Grey
3. Modern and thoughtful customer service	Green	Green	Grey	Grey	Grey
4. Meaningful environmental and recreational outcomes	Green	Yellow	Grey	Grey	Grey
Overall	Green	Green	Grey	Grey	Grey

Business comments

GVW is progressing well against its commitments under the pricing submission to our customers.

Outcome 1: The best price outcomes for customers

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Tariff trial in Kilmore and Cobram underway by 1 July 2019.	Pass/Fail	Target	–	NA	Pass	NA	NA	NA	NA
		Actual	NA	NA	Pass	Pass			
b Decision by 30 June 2022 as to whether to extend or vary the tariff trial or adopt a new tariff structure.	Pass/Fail	Target	–	NA	On track	On track	On track	Pass	NA
		Actual	NA	NA	On Track	On Track			
c Business financial position remains ahead of ESC benchmarks (FFO interest cover >1.5 times, Net Debt/RAV % <70%, FFO/Net debt % >10%, internal financing ratio % >35%)	Pass/Fail	Target	–	Pass	Pass	Pass	Pass	Pass	Pass
		Actual	Pass	Pass	Pass	Pass			

Overall outcome 1 performance for the regulatory period so far:



Business comment

1.a This tariff trial is continuing. From a random invitation (April 2019) to 400 customers in Cobram and Kilmore to participate in a tariff trial GVW sent a commencement survey to 26 customers who agreed to participate in the trial to gather baseline data to understand water usage, water usage perceptions and their perceptions of GVW. In turn, 19 customers completed a survey and became part of the final trial. The trial began on 1 July 2019, with those 19 customers transitioned into the trial as part of the following bill cycle with changes to their fixed service and variable usage charges being effected.

Annual surveys are carried out to understand any impact with the changes in the tariffs and on water bills and water usage, and to gauge customer satisfaction levels.

- 1.b This tariff trial project will run until 30 June 2022, where a decision will be made whether to extend or vary the trial. A GSL payment to each residential customer will be made if a decision has not been made by this date.
- 1.c The business financial position has been confirmed for the year ending for all indicators.

Outcome 2: Renewed focus on water quality and supply

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Water supply pressure results meet Customer Charter requirements. (Where they don't a GSL will be paid, constituting a fail of this measure).	Pass/Fail	Target	–	NA	Pass	Pass	Pass	Pass	Pass
		Actual	NA	NA	Pass	Pass			
b Identified activities to address towns with systemic taste issues are delivered on time.	Pass/Fail	Target	–	NA	Pass	Pass	Pass	Pass	Pass
		Actual	NA	NA	Pass	Pass			
c Program to develop water quality improvement options for towns with non-potable water supply is delivered consistent with the established timeline.	Pass/Fail	Target	–	NA	Pass	Pass	Pass	Pass	Pass
		Actual	NA	NA	Pass	Pass			
d Water By Agreement customers (who receive a lower service level than standard residential customers).	Number	Target	–	1,500	1,440	1,380	1,320	1,260	1,200
		Actual	1,544	1,290	1,271	1,221			
e Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	–	0	0	0	0	0	0
		Actual	0	0	0	0			
f Number of customers experiencing 5 or more unplanned water supply interruptions in the year	Number	Target	–	85	40	40	40	40	40
		Actual	0	0	0	0			
g Average duration of unplanned water supply interruptions	Minutes	Target	–	115	120	120	120	120	120
		Actual	98	103	99	106			

h	Unplanned water supply interruptions restored within 5 hours	Percentage	Target	–	98%	98%	98%	98%	98%	98%
			Actual	99%	99%	99%	94%			
i	Sewer spills contained within 5 hours	Percentage	Target	–	100%	100%	100%	100%	100%	100%
			Actual	100%	94%	100%	97%			
j	Average time to rectify a sewer blockage	Minutes	Target	–	120	100	100	100	100	100
			Actual	87	93	108	143			

Overall outcome 2 performance for the regulatory period so far:



Business comment

- 2.a Water pressure complaints are monitored and reviewed on a regular basis with established monthly reporting processes captured in the billing system. Of note, there were 5 reported water pressure issues for the year that did not give rise to a GSL payment.
- 2.b This topic was put to the Corporation's Customer Annual Performance Forum (APF) and to its Executive Management Team with its annual findings and it was agreed that there are no systemic issues. It has been decided that a taste improvement plan is not needed. However, of note, the Corporation did receive some negative feedback re water taste issues for Kyabram at the APF but there was not enough to warrant it as a systemic issue. The Corporation will continue looking at some options for algae which will address the taste matter.
- 2.c The Corporation is developing a program for water quality improvements for 6 townships / localities with a non-potable water supply. This longer-term view (say over the next decade) will be looking at maintenance and capital works matters for these supply systems. During 2019/20 the first locality, Baxter's Road, Goulburn Weir, has seen a detailed improvement program commence with the view to improving reliability and water supply quality. This trialled improvement program will act as a guidance template for later improvement undertakings for the other townships / localities.

- 2.j The significant increase in sewer blockage rectification times in 2019/20 is attributed to Covid-19 by increased blockage rates, particularly during March and April 2020. The customer satisfaction rating is still high, as it has been throughout the year, indicating customers are accepting of the response time in these extenuating times.

Outcome 3: Modern and thoughtful customer service

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Develop an overall customer satisfaction measure, methodology and targets by 30 June 2020.	Pass/Fail	Target	–	NA	On track	Pass	Targets to be established		
		Actual	NA	NA	On Track	Pass			
b Develop and implement a 24/7 digital access and online self-service portal for residential customers by 30 June 2019	Pass/Fail	Target	–	NA	Pass	NA	NA	NA	NA
		Actual	NA	NA	Pass	Pass			
c Develop and implement a 24/7 digital access and online self-service portal for connections customers (developers, plumbers, etc.) by 30 June 2020	Pass/Fail	Target	–	NA	On track	Pass	NA	NA	NA
		Actual	NA	NA	On Track	Pass			
d Prescribed events for which affected customers receive real-time notification of details and locations of faults and outages.	Percentage of prescribed events	Target	–	NA	NA	100%	100%	100%	100%
		Actual	NA	NA	NA	98%			
e Intelligent water meters installed to provide real time usage data to customers. Target is for 9,000 meters by 30 June 2021.	Number (cumulative)	Target	–	NA	0	0	9,000	9,000	9,000
		Actual	NA	NA	0	0			
f Implementation of a water use behaviour change program by 30 June 2022	Pass/Fail	Target	–	NA	On track	On track	On track	Pass	NA
		Actual	NA	NA	On Track	On Track			

g	Conduct the Annual Customer Performance Forum	Pass/Fail	Target	–	NA	Pass	Pass	Pass	Pass	Pass
			Actual	NA	NA	Pass	Pass			
h	Billing and account complaints	Number per 1,000 customers	Target	–	1.3	1.3	1.3	1.3	1.3	1.3
			Actual	0.60	0.63	0.45	0.58			

Overall outcome 3 performance for the regulatory period so far:



Business comment

- 3.a We have reviewed our annual customer service survey results against the ESC customer survey and the WSAA customer perception survey. This review was workshopped by the Corporation's Customer Group and it was found that the GVW annual survey's results link with both the ESC and WSAA expectations.
- 3.b & 3.c Website portal functionality is now available for both residential and connections' customers.
- 3.d Prescribed events for which affected customers receive real-time notification of details and locations of faults and outages came in at a 98% success rate. There is a negligible number of customers (i.e. 13) that did not receive a message from the Corporation.
- 3.e Intelligent metering project has been tendered and remains on track to deliver the price submission commitment of 9,000 meters by 30 June 2021.
- 3.f Action will be undertaken once the intelligent meters are installed and data is then available to inform the behaviour change program.
- 3.g The 2020 Annual Performance Forum was delivered as four online sessions with customer members. These sessions ran over a 2-week period in June 2020. Members were satisfied with GVW's Price Plan progress.

Outcome 4: Meaningful environmental and recreational outcomes

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Net carbon emissions (on track to achieve 2025 target of 37,416 tonnes CO ₂ e per year)	Tonnes CO ₂ e	Target	–	NA	64,222	62,481	58,493	51,755	48,167
		Actual	56,831	58,908	64,229	77,754			
b Number of customer carbon group meetings each year	Number	Target	–	NA	2	2	2	2	2
		Actual	NA	2	2	2			
c Complete Mansfield Wastewater Management Facility Environmental Offsets Project during 2022-23	Pass/Fail	Target	–	NA	On track	On track	On track	On track	Pass
		Actual	NA	NA	On Track	On Track			
d Complete Kilmore Wastewater Management Facility Environmental Offsets Project during 2021-22	Pass/Fail	Target	–	NA	On track	On track	On track	Pass	NA
		Actual	NA	NA	On track	On track			
e New hydration stations that can be accessed by customers and community members	Number (cumulative)	Target	–	NA	8	16	24	32	40
		Actual	NA	NA	8	16			

Overall outcome 4 performance for the regulatory period so far:



Business comment

- 4.a Carbon emissions were above the yearly target and have increased significantly since 2018-19. The increase is due to significant industrial customer growth in terms of influent volume and influent COD load. Industrial customer growth is positive for the GVW region however it is resulting in increased emissions from wastewater. The significant increase has been discussed with DELWP and advice provided that the yearly targets are viewed as a soft target with the hard target being 37,416 tonnes CO2-e in 2025. GVW remains committed to the 2025 target and will be updating the Climate Change Mitigation Strategy during 2020-21 to include additional emissions reduction initiatives.
- 4.b The Carbon Customer advisory group met in November 2019 and were scheduled to meet in June 2020. This meeting was cancelled due to Covid-19. In place of the June meeting, group members were sent engagement material via email and post which was followed up with a telephone survey by members of the Corporation's Communications and Engagement team.
- 4.c During 2019/20 the Mansfield WMF water balance model was updated and a revised strategy to provide 90th percentile compliance at the site was identified. The business cases for the upgrade works will be developed over the next few months to inform the 2020/2021 Capex program. Environmental offsets are no longer the preferred upgrade option and the latest modelling has shown that project timing can be deferred for completion beyond 2022-23
- 4.d The bulk of the capital works are now completed. In addition, the EPA has granted a Licence amendment and GVW can now discharge to the Kilmore Creek. The Corporation is still waiting to undertake winter and summer proof of performance testing, scheduled for July 2020 and December 2020 respectively.