

# 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. GW VALUE: Do Your Job Well	Green				
2. GW VALUE: Be Easy To Deal With	Green				
3. GW VALUE: Be Affordable and Fair	Green				
4. GW VALUE: Prepare and Protect	Green				
5. GW VALUE: Be Involved	Green				
Overall	Green				

## Business comments

We have rated our overall performance green, based on us achieving all of our Outcomes.

One of outputs in Outcome 4 “Prepare and Protect”, output 4a “Total CO<sub>2</sub> equivalent emissions”, is rated orange for 2018-19. On this output, we exceeded our CO<sub>2</sub> emissions target by just 1.45%, which was a result of removing higher volumes of sludge than originally anticipated at one of our sites. Looking ahead, we have no further desludging projects scheduled until 2020-21 and therefore at this point do not foresee any reasons as to why we will not be able to achieve our target for this output in future years.

## Outcome 1: GW VALUE: Do Your Job Well

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Unplanned water supply interruptions restored within 5 hours	Percentage	Target	98%	98%	98%	98%	98%	98%	98%
		Actual	98.8%	98.62%	98.3%				
b Average time to rectify a sewer blockage	Minutes	Target	95	95	95	95	95	95	95
		Actual	72.7	75.47	73.82				
c Sewer spills contained within 5 hours	Percentage	Target	98%	98%	98%	98%	98%	98%	98%
		Actual	100%	100%	100%				
d Population receiving water meeting E.Coli standards	Percentage	Target	100%	100%	100%	100%	100%	100%	100%
		Actual	100%	100%	100%				
e Number of sewer spills within a house not contained within 1 hour.	Number	Target	NA	NA	0	0	0	0	0
		Actual	NA	NA	0				
f Number of planned interruptions going over advised times.	Number	Target	NA	NA	0	0	0	0	0
		Actual	NA	NA	0				
g Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	NA	NA	0	0	0	0	0
		Actual	NA	NA	0				

Overall outcome 1 performance for the regulatory period so far:



## **Business comment**

This Outcome is rated green overall because we achieved all of our targets.

## Outcome 2: GW VALUE: Be Easy To Deal With

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Complaints investigated by the Energy and Water Ombudsman Victoria	Number per 1000 customers	Target	0.08	0.03	0.03	0.03	0.03	0.03	0.03
		Actual	0.06	0	0				
b Contacts are resolved at the first point of contact	Percentage	Target	NA	NA	88%	88%	88%	88%	88%
		Actual	NA	NA	96%				
c Affected customers receiving a minimum of 5 days notification prior to a planned interruption taking place	Percentage	Target	NA	NA	100%	100%	100%	100%	100%
		Actual	NA	NA	100%				
d Customers receive a response to correspondence within 5 days from receipt	Percentage	Target	NA	NA	100%	100%	100%	100%	100%
		Actual	NA	NA	100%				

Overall outcome 2 performance for the regulatory period so far:



### Business comment

This Outcome is rated green overall because we achieved all of our targets.

This is our second consecutive year of no complaints escalating and requiring investigation by EWOV.

We continue to improve our customer experience by resolving the majority of enquiries at first point.

The introduction and implementation of our complaints management framework and policy has contributed to our good results, streamlining our processes and improving customer response times and experience.

### Outcome 3: GW VALUE: Be Affordable and Fair

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Prices contained to CPI + 0.57% per annum until 30 June 2023	Yes / No	Target	NA	NA	Yes	Yes	Yes	Yes	Yes
		Actual	NA	NA	Yes				
b Customers in hardship program with water supply restricted for non-payment	Number	Target	NA	NA	0	0	0	0	0
		Actual	NA	NA	0				
c Hardship customers paying through instalments	Percentage	Target	NA	NA	55%	55%	55%	55%	55%
		Actual	NA	NA	59%				
d Customers over 120 days paying through instalments	Percentage	Target	NA	NA	23%	23%	23%	23%	23%
		Actual	NA	NA	28%				

Overall outcome 3 performance for the regulatory period so far:



#### Business comment

This Outcome is rated green overall because we achieved all of our targets.

Our continued focus on those most vulnerable in our community, and our continuing management of trade debtors, has seen an increase in the number of customers entering into payment plans during 2018-19.

## Outcome 4: GW VALUE: Prepare and Protect

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Total CO <sub>2</sub> equivalent emissions	Tonnes (000's)	Target	70.0	70.0	43.1	43.6	43.7	38.6	36.7
		Actual	37.5	37.88	43.73				
b Biosolids reuse	Percentage	Target	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		Actual	100.0%	100.0%	100.0%				
c Deliver all actions outlined in Gippsland Water's 2017 Urban Water Strategy	Yes / No	Target	NA	NA	On track	On track	On track	On track	Yes
		Actual	NA	NA	On track				
d Supply reliability of 95% (Water restrictions no more prevalent than 1 in 20 years)	Percentage	Target	NA	NA	95%	95%	95%	95%	95%
		Actual	NA	NA	95%				
e Penalties issued by the Environment Protection Authority or the Department of Health and Human Services	Number	Target	NA	NA	0	0	0	0	0
		Actual	NA	NA	0				

Overall outcome 4 performance for the regulatory period so far:



### Business comment

This Outcome is rated green overall. We only narrowly missed meeting our CO<sub>2</sub> equivalent emissions target, which is attributed to one project in the year, and therefore we consider that, whilst this individual output is rated orange, overall we have achieved this Outcome.

Over the 2018-19 financial year we produced 43725 tCO<sub>2</sub>-e which exceeded the KPI target of 43100 tCO<sub>2</sub>-e by 625 tCO<sub>2</sub>-e, or 1.45%. This can be attributed to the Warragul desludging event which produced roughly 6000 tCO<sub>2</sub>-e due to increased volumes of sludge being removed than originally anticipated. This project was required to ensure the treatment plant can continue to treat the wastewater coming into the plant in accordance with our EPA licence requirements. Looking ahead, we have no further desludging projects scheduled until 2020-21 and therefore at this point do not foresee any reasons as to why we will not be able to achieve our target for this output in future years.

We are on track to deliver the actions in our 2017 Urban Water Strategy. However, one of these actions, the Boisdale aquifer long term assessment requires input from other organisations, such as DELWP and Southern Rural Water. Therefore, at this point, we have not yet commenced on this action. It is currently anticipated that this will be addressed in the development of the next Regional Sustainable Water Strategy by DELWP.

In respect of our supply reliability level of service we have reported this as 95%. We have not imposed water restrictions in our area in 2018-19. Furthermore, average demand levels in all of our systems remains below the current climate baseline yield as estimated in our Urban Water Strategy at a 95% annual liability level of service.



## Outcome 5: GW VALUE: Be Involved

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Operating and capital expenditure spent in Gippsland Water region – develop this measure by June 2020. (Targets can then be established for the subsequent years of the regulatory period.)	Yes / No	Target	NA	NA	On track	Yes	To be established		
		Actual	NA	NA	On track				
b Funding provided for community benefit projects	\$ value	Target	NA	NA	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000
		Actual	NA	NA	\$49,200				

Overall outcome 5 performance for the regulatory period so far:



### Business comment

This Outcome is rated green overall because we achieved all of our targets.

We are working on developing our measure on operating and capital spend in the Gippsland Water region.

We exceeded our target for outcome 5b, with \$49,200 spent on community programs. This included \$15,000 in sponsorship awarded to local community and not-for-profit organisations through our inaugural Community Support program, and approximately \$33,000 spent on permanent and portable water fountains aimed at promoting the health and environmental benefits of tap water and reusable drink bottles, and supporting other one-off community initiatives throughout the year.