

# Gippsland Water – Outcomes – 2018–2023

## Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. GW VALUE: Do Your Job Well					
2. GW VALUE: Be Easy To Deal With					
3. GW VALUE: Be Affordable and Fair					
4. GW VALUE: Prepare and Protect					
5. GW VALUE: Be Involved					
Overall					

## Business comments

## 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%					
b Average time to rectify a sewer blockage	Minutes	Target	95	95	95	95	95	95	95
		Actual	72.7	75.47					
c Sewer spills contained within 5 hours	Percentage	Target	98%	98%	98%	98%	98%	98%	98%
		Actual	100%	100%					
d Population receiving water meeting E.Coli standards	Percentage	Target	100%	100%	100%	100%	100%	100%	100%
		Actual	100%	100%					
e Number of sewer spills within a house not contained within 1 hour.	Number	Target	N/A	N/A	0	0	0	0	0
		Actual	N/A	N/A					
f Number of planned interruptions going over advised times.	Number	Target	N/A	N/A	0	0	0	0	0
		Actual	N/A	N/A					
g Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	N/A	N/A	0	0	0	0	0
		Actual	N/A	N/A					

Overall outcome 1 performance for the regulatory period so far: 

## **Business comment**

## 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					
b Contacts are resolved at the first point of contact	Percentage	Target	N/A	N/A	88%	88%	88%	88%	88%
		Actual	N/A	N/A					
c Affected customers receiving a minimum of 5 days notification prior to a planned interruption taking place	Percentage	Target	N/A	N/A	100%	100%	100%	100%	100%
		Actual	N/A	N/A					
d Customers receive a response to correspondence within 5 days from receipt	Percentage	Target	N/A	N/A	100%	100%	100%	100%	100%
		Actual	N/A	N/A					

Overall outcome 2 performance for the regulatory period so far:



### Business comment

### 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	N/A	N/A	Yes	Yes	Yes	Yes	Yes
		Actual	N/A	N/A					
b Customers in hardship program with water supply restricted for non-payment	Number	Target	N/A	N/A	0	0	0	0	0
		Actual	N/A	N/A					
c Hardship customers paying through instalments	Percentage	Target	N/A	N/A	55%	55%	55%	55%	55%
		Actual	N/A	N/A					
d Customers over 120 days paying through instalments	Percentage	Target	N/A	N/A	23%	23%	23%	23%	23%
		Actual	N/A	N/A					

Overall outcome 3 performance for the regulatory period so far:



### Business comment

## 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					
b Biosolids reuse	Percentage	Target	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		Actual	100.0%	100					
c Deliver all actions outlined in Gippsland Water's 2017 Urban Water Strategy	Yes / No	Target	N/A	N/A	On track	On track	On track	On track	Yes
		Actual	N/A	N/A					
d Supply reliability of 95% (Water restrictions no more prevalent than 1 in 20 years)	Percentage	Target	N/A	N/A	95%	95%	95%	95%	95%
		Actual	N/A	N/A					
e Penalties issued by the Environment Protection Authority or the Department of Health and Human Services	Number	Target	N/A	N/A	0	0	0	0	0
		Actual	N/A	N/A					

Overall outcome 4 performance for the regulatory period so far:



### Business comment

## 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	N/A	N/A	On track	Yes	To be established		
		Actual	N/A	N/A					
b Funding provided for community benefit projects	\$ value	Target	N/A	N/A	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000
		Actual	N/A	N/A					

Overall outcome 5 performance for the regulatory period so far:



### Business comment