

## GWMWater – 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 2021-22 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. Safe Drinking Water <sup>1</sup>	Green	Green	Yellow	Grey	Grey
1.a. Safe Drinking Water <sup>2</sup>	Grey	Grey	Grey	Green	Grey
1.b. Clean, Non-Drinking Water – Urban <sup>2</sup>	Grey	Grey	Grey	Red	Grey
1.c. Clean, Non-Drinking Water – Rural Pipeline <sup>2</sup>	Grey	Grey	Grey	Green	Grey
2. Reliable and Affordable Services	Yellow	Yellow	Yellow	Yellow	Grey

<sup>1</sup> Outcome 1 superseded by outcomes 1.a., 1.b. and 1.c. in 2021-22.

<sup>2</sup> New outcome added in 2021-22, previously combined under outcome 1. ‘Safe and Clean Water’.

3. Healthy and Liveable Region	Yellow	Green	Green	Green	Grey
Overall	Yellow	Green	Yellow	Yellow	Grey

**Business comments**

The content of and performance against the Outcomes established for our 2018-2023 is subject to a continuous feedback loop with customers and stakeholders during the regulatory period. Via our biannual Customer and Stakeholder Workshops, customers provided regular feedback about the relevance of both measures and outcomes, as well as which outcomes they felt we needed to prioritise. This culminated at our June 2022 workshop, where feedback from previous engagements were presented back to participants, who then helped to refine our approach.

Key areas of feedback included:

- Although we consistently met targets, our approach to reporting Customer Satisfaction was flagged for improvement. Customers queried why five out of 10 was considered sufficient to consider a customer ‘satisfied’ and suggested a higher threshold rather than an average score.
- Annual Service Standards was identified as both an area of priority and improvements to reporting. Customers were unanimous support for splitting service standard and operating expenditure to better reflect GWMWater’s different service types, such as drinking water and non-drinking water, as well as urban and rural services. They also supported reporting on individual standards based on customer charters (urban and rural) rather than an aggregated result.

This report includes proposed changes presented to our Community Panel as part of the development of our next Price Submission. Our prior year results have been updated to demonstrate the effectiveness of changes to outputs and measures. The increased level of detail included in the outcomes provides a more informed view on our performance. The basis of the results remains the same as reported in prior years.

**Outcome 1: Safe and Clean Water – \*Superseded\***

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Overall Customer Satisfaction (rating of 5 or above out of 10) via GWMW's customer survey	Percentage of survey responses	Target	–	N/A	> 90%	> 90%	> 90%	> 90%	> 90%
		Actual	94%	96%	94%	94%	96%	NA	NA
b Urban customers receiving a drinking water supply	Percentage	Target	–	N/A	93%	93%	95%	95%	95%
		Actual	91%	91%	91%	92%	92%	NA	NA
c Total water quality complaints (urban and rural)	Number per 1,000 customers	Target	–	N/A	4	4	4	4	4
		Actual	3.7	4.2	3.8	3.3	4.0	NA	NA
d Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	0	0	0	0	0	0	0
		Actual	7	3	2	0	2	NA	NA

Overall outcome 1 performance for the regulatory period so far: Not applicable, see outcomes 1.a. to 1.c.

**Business comment**

This outcome has been superseded by outcomes 1.a., 1.b. and 1.c.

**Outcome 1.a.: Safe Drinking Water<sup>3</sup>**

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Overall Drinking Water Customer Satisfaction (rating of 7 <sup>4</sup> or above out of 10) in GWMWater's customer survey	Percentage of survey responses	Target	N/A	N/A	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual	N/A	N/A	88%	87%			
b Urban customers receiving a drinking water supply	Percentage	Target	N/A	N/A	93%	93%	95%	95%	95%
		Actual	91%	91%	91%	92%	92%	92%	
c Total drinking water quality complaints	Number per 1,000 customers	Target	N/A	N/A	3	3	3	3	3
		Actual	2.4	3.1	2.6	3.1	3.0	1.6	
d Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	0	0	0	0	0	0	0
		Actual	7	3	2	0	2	1	

Overall outcome 1 performance for the regulatory period so far: 

While the overall percentage of customers receiving drinking water is below target due to the timing of the drinking water upgrade projects, where drinking water services are being provided, these services are valued by our customers and meeting customer expectations. Due to the high level of satisfaction and low level of complaints, this outcome has been assessed green overall.

<sup>3</sup> Previously combined with 'Clean Non-drinking Water' Outcome under 'Safe and Clean Water'.

<sup>4</sup> Note change in output measure from 5 or above to 7 or above. Target has been revised based on change in measure.

## Business comment

1a: Result based on biennial phone survey, with 389 drinking water customers interviewed between 11 May 2021 and 15 June 2021. The result indicates our drinking water customers are satisfied with our services.

1b: In the *2018 Water Price Review* GWMWater assumed Ultima, Kaniva and Moyston drinking water projects would be completed by the end of 2021-22. As a result of the delay in delivery, we reduced the drinking water (fully treated) tariffs in 2020/21 and 2021/22. The reduction to tariffs ensured drinking water customers are only paying for the actual costs incurred in delivering these services.

1c: Total number of drinking water quality complaints per 1,000 customers improved in 2021/22 with no major aesthetic water quality incidents. There were 51 complaints in total, a 42% decrease from the prior year. The decrease reflects fewer major breaks, a proactive flushing program and improved operation of the Horsham water treatment plant.

Refer to the GWMWater 2021/22 Water Quality Annual Report to be published for more information

1d: A sample from Donald recorded 490 E. coli/100 mL on 27 January 2022. No conclusive evidence for an error or a real cause for the E. coli result was found. As such, the E. coli reading was assumed to be real and a Section 18 Report was provided to the Department of Health. Subsequent testing was negative and no further action was required.

**Outcome 1.b.: Clean Non-drinking Water – Urban<sup>5</sup>**

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Urban non-drinking water customer satisfaction (rating of 7 <sup>6</sup> or above out of 10) in GWMWater's customer survey	Percentage of survey responses	Target	N/A	N/A	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual	N/A	N/A	71%	69%			
b Urban non-drinking water quality complaints	Number per 1,000 customers	Target	N/A	N/A	10	10	10	10	10
		Actual	12.6	13.7	11.7	14.9	19.4	26.5	

Overall outcome 1.b. performance for the regulatory period so far: 

**Business comment**

1.b. a and b: Customer satisfaction result based on biennial phone survey, with 263 non-drinking water customers interviewed between 11 May 2021 and 15 June 2021.

The results across 1.b. a and 1.b. b demonstrate a higher level of dissatisfaction amongst urban non-drinking customers and greater likelihood that services are not meeting expectations. The commitments to drinking water upgrades in Kaniva, Elmhurst, Moyston and Ultima along with proposals under consideration in the next Price Submission are focused on improving the value of services to these customers.

GWMWater currently has 2,905 urban non-drinking customers, 29,427 urban drinking water customers and 14,512 rural pipeline service connections.

<sup>5</sup> Previously combined with 'Safe Drinking Water' Outcome under 'Safe and Clean Water'. Outputs have also been separated into urban non-drinking and rural pipeline.

<sup>6</sup> Note change in output measure from 5 or above to 7 or above. Target has been revised based on change in measure.

**Outcome 1.c.: Clean Non-drinking Water – Rural Pipeline<sup>7</sup>**

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Rural pipeline (non-drinking) water customer satisfaction (rating of 7 <sup>5</sup> or above out of 10) in GWMWater's customer survey	Percentage of survey responses	Target	N/A	N/A	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual	N/A	N/A	80%	92%			
b Rural pipeline (non-drinking) water quality complaints	Number per 1,000 connections	Target	N/A	N/A	5	5	5	5	5
		Actual	1.8	2.7	4.1	1.2	3.1	3.0	

Overall outcome 1.b. performance for the regulatory period so far: 

**Business comment**

1.c. a and 1.c. b: Customer satisfaction result based on biennial phone survey, with 121 rural pipeline customers interviewed between 11 May 2021 and 15 June 2021.

Compared to urban non-drinking and rural licencing services, rural pipeline supplies are more valued by customers and meet customers' expectations for domestic, farming or intensive commercial uses.

<sup>7</sup> Previously combined with 'Safe Drinking Water' Outcome under 'Safe and Clean Water'. Outputs have also been separated into urban non-drinking and rural pipeline.

## Outcome 2: Reliable and Affordable Services

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Annual Service Standard Performance Report – Number of targets met <sup>8</sup>	Percentage	Target	–	N/A	>80%	>80%	>80%	>80%	>80%
		Actual	70%	57%	72%	74%	78%	NA	NA
<b>Urban Customer Charter</b>									
<b>Water</b>									
b Number of customers experiencing more than 5 unplanned water supply interruptions in the year	Number	Target	–	–	200	200	200	200	200
		Actual	62	193	191	100	84	54	
c Average time taken to attend bursts and leaks (priority 1)	Minutes	Target	24	24	30	30	30	30	30
		Actual	16.6	17.1	23.2	24.4	26.3	17.0	
d Average time taken to attend bursts and leaks (priority 2)	Minutes	Target	26	26	40	40	40	40	40
		Actual	27.0	21.4	30.7	31.1	20.6	29.6	
e Average time taken to attend bursts and leaks (priority 3)	Minutes	Target	32	32	40	40	40	40	40
		Actual	52.9	32.4	36.8	34.5	29.3	29.7	

<sup>8</sup> Output 2a “Annual Service Standard Performance Report – Number of targets met” has been superseded by outputs 2b to 2n which reports our performance against each service standard in our customer charter.

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Output		Unit	16-17	17-18	18-19	19-20	20-21	21-22	22-23	
f	Average duration of unplanned water supply interruptions	Minutes	Target	83	83	100	100	100	100	100
			Actual	94.4	103.4	115.1	102.9	83.9	83.2	
g	Average duration of planned water supply interruptions	Minutes	Target	180	180	180	180	180	180	180
			Actual	275.8	198.3	245.4	245.8	153.2	188.1	
<b>Sewerage</b>										
h	Customers receiving more than 3 sewer blockages in the year	Number	Target	–	–	3	3	3	3	3
			Actual	1	0	2	2	0	0	
i	Average time to attend sewer spills and blockages	Minutes	Target	22	22	22	22	22	22	22
			Actual	19.5	21.9	22.6	19.7	17.4	16.8	
j	Average time to rectify a sewer blockage	Minutes	Target	113	113	113	113	113	113	113
			Actual	91.2	96.6	89.37	99.17	81.82	73.71	
k	Spills contained within 5 hours	Percentage	Target	98	98	98	98	98	98	98
			Actual			99	99	100	100	
<b>Rural Customer Charter</b>										
l	Unavailability of D&S Supply Systems for continuous periods in excess of 72 hours	Percentage	Target	2.5	2.5	2.5	2.5	2.5	2.5	2.5
			Actual	0.28	0	0	0	0	0.55	

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Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
m Processing temporary or permanent transfer of water allowance volumes within nominated timeframes (Rural Pipeline Water Allowance)	Percentage	Target	100	100	100	100	100	100	100
		Actual	100	100	100	100	100	99	
n Processing of permanent transfer of surface diversion or groundwater licences within 60 days	Percentage	Target	100	100	100	100	100	100	100
		Actual	100	100	100	100	100	95	
<b>Other</b>									
o Total controllable operating expenditure (cumulative 2018–2023, \$2017-18 real) <sup>9</sup>	\$ million	Target	33.7	33.0	31.1	62.3	93.1	123.8	154.3
		Actual	31.4	33.0	30.6 (net)	63.1 (net)	93.9 (net)	123.3 (net)	
p Hardship grants awarded (excluding government schemes) <sup>10</sup>	Number	Target	N/A	N/A	150	150	150	150	150
		Actual	50	152	70	94	110	40	

Overall outcome 3 performance for the regulatory period so far: 

<sup>9</sup> In the reporting years before 2021-22 was output 2b.

<sup>10</sup> In the reporting years before 2021-22 was output 2c

## Business comment

2a: Is superseded by 2b to 2n.

2b to 2n: Service standard performance has been separated into individual standards under each charter to provide more detailed information on overall performance. Prior year results have also been included and demonstrate an improvement in meeting minimum service standards to customers during the regulatory period. Our ongoing renewals and maintenance programs continue to be targeted to focus on priority areas.

GWMWater's Service Standards are published in the Urban Customer Charter and Rural Customer Charter, and can be found at <https://www.gwmwater.org.au/about-us/about-gwmwater>.

For a detailed report on GWMWater performance against these standards and to see how these and other indicators compare to other water business across Victoria, refer to the Water Industry Performance Report published by the Essential Services Commission at <https://www.esc.vic.gov.au/water/sector-performance-and-reporting/water-performance-reports#tabs-container2>.

2o: The cumulative 2018/19-2021/22 total controllable operating expenditure represents an interim result pending completion and audit of the 2021/22 annual regulatory accounts. The overall result is close to targets included in the 2018 Water Price Review. The improvement in performance in 2021/22 reflects fewer unplanned interruptions. Several staff vacancies have also contributed to the overall decrease in controllable operating expenditure.

2p: A review of the basis of reporting was undertaken in 2021/22. Further work is required to identify opportunities to better support customers in hardship and the level of hardship support provided.

### Outcome 3: Healthy and Liveable Region

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Number of organisations receiving recreation water discounts	Number	Target	–	–	–	–	–	–	–
		Actual	328	389	414	416	431	428	
b Carbon emission reduction – 20% reduction (from 20,017 tonnes) by 2025 (cumulative)	Percentage	Target	–	4%	9%	11%	12%	14%	16%
		Actual	25%	17%	2%	17%	23%	16%	
c Recycled water use	Percentage	Target	100%	100%	100%	100%	80%	80%	80%
		Actual	60%	64%	76%	100% <sup>11</sup>	97%	98%	
d Non-compliance incidents with Bulk Entitlements	Percentage	Target	0	0	0	0	0	0	0
		Actual	4	4	4	4	4	0	
e Review of Western Region Sustainable Water Strategy by end 2018/19	Met/not met	Target	N/A	N/A	Met	N/A	N/A	N/A	N/A
		Actual	N/A	N/A	Met	-	-	-	
f Level of unaccounted water	Percentage	Target	–	N/A	10%	10%	10%	10%	10%
		Actual	11.9%	7.3%	10.3%	7.6%	7.8%	10.9%	
		Actual	12.6%	10.2%	4.2%	8.6%	10.5%	10.5%	

<sup>11</sup> Result updated based on final audited Performance Statement results as reported in GWMWater's 2019-20 Annual Report.

Overall outcome 4 performance for the regulatory period so far:



### **Business comment**

3a: 428 organisations including schools received recreation water discounts in 2021-22. Recreation water discounts are funded through a recreation contribution charge collected from residential and rural households and is reported in GWMWater's Annual Report.

3b: Gross carbon emissions increased from 15,361 Tonnes CO<sub>2</sub>-e in 2020/21 to Tonnes 16,838 CO<sub>2</sub>-e in 2021/22 which represents a total increase of 1,477 Tonnes CO<sub>2</sub>-e. Increased industry discharges into the wastewater system in 2021/22 resulted in higher energy use and scope 2 emissions. Further to the increase in energy, fugitive emissions from wastewater treatment plants (scope 1 emissions) also increased due to higher inflows.

For further information including breakdown of the source and trend in carbon emissions, water consumption volumes and bulk entitlement water amounts taken refer to GWMWater's Annual Report available at <https://www.gwmwater.org.au/about-us/annual-reports>

3c: Recycled water use target was achieved in 2021-22.

3d: Metering programs for our bulk entitlements were submitted to the Minister for Water in November 2011. Required amendments to the program are now being progressed, following the approval of revised Guidelines for Bulk Entitlement Metering Programs by the Minister for Water, in November 2021. Revised bulk entitlement metering programs must be submitted by October 2023.