

GWMWater – Outcomes – 2018–2023

Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. Safe and Clean Water					
2. Reliable and Affordable Services					
3. Healthy and Liveable Region					
Overall					

Business comments

Outcome 1: Safe and Clean Water

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%					
b Urban customers receiving a drinking water supply	Percentage	Target	–	N/A	93%	93%	95%	95%	95%
		Actual	91%	91%					
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					
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					

Overall outcome 1 performance for the regulatory period so far:



Business comment

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	Percentage	Target	–	N/A	>80%	>80%	>80%	>80%	>80%
		Actual	70%	57%					
b Total controllable operating expenditure (cumulative 2018–2023, \$2017-18 real)	\$ million	Target	33.7	33.0	31.13	62.26	93.06	123.81	154.33
		Actual	31.4	33.0					
c Hardship grants awarded (excluding government schemes)	Number	Target	–	N/A	150	150	150	150	150
		Actual	50	138					

Overall outcome 2 performance for the regulatory period so far: 

Business comment

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					
b Carbon emission reduction – 20% reduction (from 20,017 tonnes) by 2025 (cumulative)	Percentage	Target	–	4%	9%	11%	12%	14%	16%
		Actual	25%	17%					
c Recycled water use	Percentage	Target	100%	100%	100%	100%	100%	100%	100%
		Actual	60%	64%					
d Non-compliance incidents with Bulk Entitlements	Percentage	Target	0	0	0	0	0	0	0
		Actual	4	4					
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					
f Level of unaccounted water	Percentage	Target	–	N/A	10%	10%	10%	10%	10%
		Actual	11.9%	7.3%					
		Actual	12.6%	10.2%					

Overall outcome 3 performance for the regulatory period so far:



Business comment