

Goulburn Murray Water – Outcomes – 2024–2028

In this document, the water business provides a summary report of its actual performance against each of its outcome commitments for the 2024-2025 reporting year, and an update its performance so far in its current regulatory period. 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	24-25	25-26	26-27	27-28	Overall for the period to date
1. Reliable Supply					
2. Credible Business					
3. Fair Pricing					
4. Efficient Operations					

5. Responsible Services					
6. Socially Responsible					
Overall, for reporting year					

Business comments

Outcome 1: Reliable Supply

Output	Unit		23-24	24-25	25-26	26-27	27-28
Irrigation orders commenced within 24 hours of requested start (Gravity Irrigation)	Percentage of orders	Target	95%	>95%	>95%	>95%	>95%
		Actual					
Flow rate is within 10% of order (Gravity Irrigation)	Percentage of orders	Target	80%	>80%	>80%	>80%	>80%
		Actual					
Channel level within 40mm of the required supply level for order duration (Gravity Irrigation)	Percentage of orders	Target	N/A	>80%	>80%	>80%	>80%
		Actual					
Overall satisfaction with GMW as a service provider was rated 6/10 or higher via the customer survey.	Percentage of survey respondents	Target	N/A	>66%	>68%	>68%	>70%
		Actual					
Customers informed by SMS within two hours when there is a supply interruption (Pumped Irrigation)	Percentage of customers	Target	100%	100%	100%	100%	100%
		Actual					
Customers informed by SMS within two hours when supply has been restored (Pumped Irrigation)	Percentage of customers	Target	100%	100%	100%	100%	100%
		Actual					
Supply interruptions exceeding maximum target (8hrs Sep-Feb, 48hrs Mar-Aug) (Pumped Irrigation)	Number of supply interruptions	Target	80%	5	5	5	5
		Actual					
		Target	100%	0	0	0	0

Supply interruptions for continuous periods in excess of 96 hours (Water Supply Districts)	Number of supply interruptions	Actual					
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How is GMW tracking for outcome 1 in the regulatory period so far?

Business comment

Outcome 2: Credible Business

Output	Unit		23-24	24-25	25-26	26-27	27-28
Number of customer complaints per 100 customers	Number	Target	N/A	0.36	0.36	0.36	0.36
		Actual					
Complaints acknowledged in writing within three business days	Percentage	Target	100%	100%	100%	100%	100%
		Actual					
Customer satisfaction with GMW's reputation in the community was rated 6/10 or higher via the customer survey	Percentage of survey respondents	Target	N/A	>56%	>58%	>58%	>60%
		Actual					

How is GMW tracking for outcome 2 in the regulatory period so far?

Business comment

Outcome 3: Fair Pricing

Output	Unit		23-24	24-25	25-26	26-27	27-28
Customer satisfaction with value for money for services received is rated 6/10 or higher via the customer survey.	Percentage of survey respondents	Target	N/A	>56%	>58%	>58%	>60%
		Actual					
Actual controllable operating expenditure within + 5%	\$m 23/24	Target	N/A	\$75.8m	\$76.3m	\$77.1m	\$77.0m
		Actual					
Net capital expenditure cumulative	\$m 23/24	Target	N/A	\$27.8m	\$56.3m	\$81.9m	\$105.6m
		Actual					

How is GMW tracking for outcome 3 in the regulatory period so far?

Business comment

Outcome 4: Efficient Operations

Output	Unit		23-24	24-25	25-26	26-27	27-28
Minimum percentage of staff completing all mandatory training within each financial year	Percentage of staff	Target	N/A	90%	90%	90%	90%
		Actual					
Voluntary organisational turnover	Percentage of staff	Target	N/A	<10%	<10%	<10%	<10%
		Actual					

How is GMW tracking for outcome 4 in the regulatory period so far?

Business comment

Outcome 5: Responsive Services

Output	Unit		23-24	24-25	25-26	26-27	27-28
Allocation trade applications processed within five business days	Percentage	Target	90%	>90%	>90%	>90%	>90%
		Actual					
Water share applications processed within ten business days	Percentage	Target	95%	>95%	>95%	>95%	>95%
		Actual					
Change of ownership applications processed within ten business days	Percentage	Target	90%	>90%	>90%	>90%	>90%
		Actual					
Calls answered within 60 seconds	Percentage	Target	85%	>85%	>85%	>85%	>85%
		Actual					
Phone queries resolved by the GMW Contact Centre	Percentage	Target	70%	>70%	>70%	>70%	>70%
		Actual					
Groundwater transfer applications processed within 70 calendar days	Percentage	Target	N/A	75%	75%	75%	75%
		Actual					
Urban water suppliers advised within one day of raw water quality incidents	Percentage of incidents	Target	N/A	95%	95%	95%	95%
		Actual					

How is GMW tracking for outcome 5 in the regulatory period so far?

Business comment

Outcome 6: Socially Responsible

Output	Unit		23-24	24-25	25-26	26-27	27-28
Net annual greenhouse gas emissions	Tonnes CO2	Target	8,874	8,467	4,909	1,707	1,707
		Actual					
Management system integrates OHS and environmental requirements in accordance with ISO 45001 OHS Management System	Annual compliance status	Target	N/A	Compliant	Compliant	Compliant	Compliant
		Actual					
EPA Licences in place for sewerage systems by 30 June 2026	Compliance status	Target	N/A	Positive Progress	Achieved	N/A	N/A
		Actual					

How is GMW tracking for outcome 6 in the regulatory period so far?

Business comment

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