

Greater Western 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 on its performance so far in the 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. Your water is safe, consistent and resilient					
2. When things go wrong, we fix them					
3. We support our diverse communities and customers					
4. We enable growth and help businesses thrive					
5. We heal and care for Country					
Overall, for reporting year					

Business comments

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Outcome 1: Your water is safe, consistent and resilient

Output		Unit		23-24	24-25	25-26	26-27	27-28
a	Compliance with water quality standards and regulations (Safe Drinking Water Regulations and Australian Drinking Water Guidelines)	Number of non-compliance incidents	Target	-	0	0	0	0
			Actual	0				
b	Customer satisfaction with our water quality from those who contacted GWW in past 12 months via monthly satisfaction survey of customers who have interacted with us (customers rating satisfaction of 7 or higher out of 10).	Percentage	Target	-	>85%	>85%	>85%	>85%
			Actual	82%				
c	Number of customers receiving more than four unplanned water supply interruptions in a year	Number	Target	-	<270	<270	<270	<270
			Actual	149				
d	Number of residential customer sewer supply interruptions (excludes interruptions due to faults in customers' pipes). 'Interruptions' relate to any interruption to your service, for example blockages.	Number	Target	-	<3,100	<3,100	<3,100	<3,100
			Actual	3274				

How is Greater Western Water tracking for outcome 1 in the regulatory period so far?

Business comment

Outcome 2: When things go wrong, we fix them

Output		Unit		23-24	24-25	25-26	26-27	27-28
a	Average time to fix a burst or leak in our main or trunk infrastructure (priority 1), so there is no longer a risk to the quality of the water supply, service, or to infrastructure	Minutes	Target	-	<465	<465	<465	<465
			Actual	460				
b	Average time from notification to fix all reported sewer blockages/spills, so there is no longer risk of damage to infrastructure or service levels	Minutes	Target	-	<117	<117	<117	<117
			Actual	126				
c	Percentage of unplanned water supply interruptions restored within five hours	Percentage	Target	-	>95 %	>95 %	>95 %	>95 %
			Actual	89%				
d	Overall customer satisfaction of those who contact GWW in past 12 months via monthly satisfaction survey for customers who have interacted with us (customers rating satisfaction of 7 or higher out of 10)	Percentage	Target	-	>80 %	>80 %	>80 %	>80 %
			Actual	74%				

How is Greater Western Water tracking for outcome 2 in the regulatory period so far?

Business comment

Outcome 3: We support our diverse communities and customers

Output		Unit		23-24	24-25	25-26	26-27	27-28
a	Number of open space assets irrigated with alternative water to support greening for community wellbeing.	Number	Target	-	-	206	-	226
			Actual	185				
b	Customer satisfaction that our prices for our services represents value for money via monthly satisfaction survey for customers who have interacted with us (customers rating satisfaction of 7 or higher out of 10)	Percentage	Target	-	>60%	>60%	>60%	>60%
			Actual	61%				
c	Total value of hardship grants awarded to customers (\$)	\$	Target	-	\$300K p/a	\$300K p/a	\$300K p/a	\$300K p/a
			Actual	\$178,636				

How is Greater Western Water tracking for outcome 3 in the regulatory period so far?

Business comment

Outcome 4: We enable growth and help businesses thrive

Output		Unit		23-24	24-25	25-26	26-27	27-28
a	Business customer satisfaction with responses to enquires and complaints via monthly survey of customers who have interacted with us (customers rating satisfaction of 7 or higher out of 10)	Percentage	Target	-	65%	65%	65%	65%
			Actual	55%				
b	Volume of recycled water delivered for agricultural uses	Volume of recycled water	Target	-	>3,500 ML	>4,500 ML	>5,000 ML	>5,000 ML
			Actual	4,714 ML				
c	Pressure and flow information applications processed within five business days	Percentage	Target	-	>95%	>95%	>95%	>95%
			Actual	97%				
d	Standard new customer contribution applications processed within 45 business days	Percentage	Target	-	>95%	>95%	>95%	>95%
			Actual	100%				
e	Standard plumbing applications completed within 8 business days	Percentage	Target	-	40%	50%	65%	80%
			Actual	30%*				

*Note the 2023-24 result noted is for the central region (former City West Water) only.

How is Greater Western Water tracking for outcome 4 in the regulatory period so far?

Business comment

Outcome 5: We heal and care for Country

Output	Unit		23-24	24-25	25-26	26-27	27-28
a Proportion of beneficial reuse of biosolids (a mix of water and organic materials that are the by-product of the sewage treatment process that can be used as fertiliser, power production and landscaping) from our treatment plants	Percentage	Target	-	>90%	>90%	>90%	>90%
		Actual	101.1%				
b The number of EPA-notifiable sewer spills	Count/number of spills	Target	-	<13	<13	<13	<13
		Actual	20				
c Tonnes of CO ₂ equivalent emissions	Tonnes CO ₂ e	Target	-	<27,586	<27,586*	<27,586*	<27,586*
		Actual	33000				
d Deliver actions outlined in our Reconciliation Action Plan	Percentage of RAP actions delivered	Target	-	80%	To be developed	To be developed	To be developed
		Actual	On track				
e Development and implementation of our Traditional Owner Water Program	Project milestones	Target	-	On track (co-design program)	On track (projects initiated)	To be developed	To be developed
		Actual	On track (program developed)				

How is Greater Western Water tracking for outcome 5 in the regulatory period so far?

Business comment