

# Lower Murray Water – Rural – Outcomes – 2018–2023

## Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. Supply me with water when I need it					
2. Keep my costs to a minimum					
3. Be easy to contact and quick to respond					
4. Comply with other government obligations					
Overall					

## Business comments

## Outcome 1: Supply me with water when I need it

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Water orders delivered on time (whole of rural business)	Percentage	Target	95%	95%	> 98%	> 98%	> 98%	> 98%	> 98%
		Actual	99.88%	95%					
b Channel / pipe bursts and leaks (whole of rural business)	Per 100 km	Target	70	70	< 64	< 63	< 62	< 61	< 60
		Actual	59.5	62					
c Deliver major Capital Works projects >\$1 million value within budget and within the regulatory period	Percentage of budget spent	Target	N/A	N/A	>95%	>95%	>95%	>95%	>95%
		Actual	N/A	N/A					

Overall outcome 1 performance for the regulatory period so far:



### Business comment

## Outcome 2: Keep my costs to a minimum

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Billing complaints	Number	Target	12	5	< 4	< 4	< 4	< 4	< 4
		Actual	2	0					
b Annual tariffs follow the proposed structures within the ESC's published pricing determination	Pass/Fail	Target	N/A	N/A	Pass	Pass	Pass	Pass	Pass
		Actual	N/A	N/A					

Overall outcome 2 performance for the regulatory period so far:



### Business comment

### Outcome 3: Be easy to contact and quick to respond

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Post interaction satisfaction survey (phone, face-to-face, online): Number of completed surveys	Number	Target	N/A	N/A	150	150	150	150	150
		Actual	N/A	N/A					
b Post interaction satisfaction survey: Customers satisfied (rating of satisfied, very satisfied and extremely satisfied)	Percentage of customers surveyed	Target	N/A	N/A	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual	N/A	N/A					
c Annual survey: Customers satisfied with LMW's role in the community (rating of satisfied, very satisfied and extremely satisfied)	Percentage of customers surveyed	Target	N/A	N/A	> 78%	> 79%	> 80%	> 81%	> 82%
		Actual	81%	83%					
d Rural customer complaints to Energy and Water Ombudsman Victoria	Number	Target	7	9	< 7	< 7	< 7	< 7	< 7
		Actual	2	6					
e Calls answered within 60 seconds (operations room)	Percentage	Target	80%	80%	> 85%	> 85%	> 85%	> 85%	> 85%
		Actual	91%	80%					

Overall outcome 3 performance for the regulatory period so far:



### Business comment

## Outcome 4: Comply with other government obligations

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Compliance with government reporting policy requirements – timely completion and lodgement of 8 major reports	Percentage on time	Target	N/A	N/A	100%	100%	100%	100%	100%
		Actual	N/A	N/A					

Overall outcome 4 performance for the regulatory period so far:



### Business comment