

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

## Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. Keep my costs to a minimum					
2. Be easy to contact and quick to respond					
3. Provide me with consistent, safe, clean drinking water					
4. Provide me with reliable sewerage services					
5. Be present and active in the community					
6. Be mindful of our environment					
7. Comply with other government obligations					
Overall					

## Business comments

## Outcome 1: Keep my costs to a minimum

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a 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					
b Deliver 1% per year efficiency improvement on controllable costs from 2016-17, measured net of growth, new obligations and abnormal events	Pass/fail	Target	N/A	N/A	On track	On track	On track	On track	Pass
		Actual	N/A	N/A					
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: 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 Net promoter score (measure of customer experience)	Percentage	Target	N/A	N/A	26%	27%	28%	29%	30%
		Actual	26%	26%					
d Urban customer complaints to Energy and Water Ombudsman Victoria	Number	Target	N/A	N/A	< 10	< 10	< 10	< 10	< 10
		Actual	11	15					

Overall outcome 2 performance for the regulatory period so far:



### Business comment

### Outcome 3: Provide me with consistent, safe, clean drinking water

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	0	0	0	0	0	0	0
		Actual	1	1					
b Annual survey: Customers satisfied with water quality (rating of satisfied, very satisfied and extremely satisfied)	Percentage of customers surveyed	Target	N/A	N/A	> 90%	> 91%	> 92%	> 93%	> 94%
		Actual	94%	91%					
c Water quality complaints	Number	Target	25	36	< 25	< 25	< 25	< 25	< 25
		Actual	129	34					
d Boil water notices issued	Number	Target	0	0	0	0	0	0	0
		Actual	0	0					
e Customers experiencing > 5 unplanned water supply interruptions	Number	Target	15	15	0	0	0	0	0
		Actual	0	0					
f Unplanned water supply interruptions	Number per 100 km	Target	51.34	51.34	< 25	< 25	< 25	< 25	< 25
		Actual	17.92	16.35					

Overall outcome 3 performance for the regulatory period so far:



### Business comment

## Outcome 4: Provide me with reliable sewerage services

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Sewerage blockages	Number per 100 km	Target	22.6	22.6	< 20	< 20	< 20	< 20	< 20
		Actual	17.47	14.55					
b Customers receiving more than 3 sewer blockages	Number	Target	0	0	0	0	0	0	0
		Actual	0	0					
c Spills in houses caused by LMW assets	Number	Target	3	3	≤2	≤2	≤2	≤2	≤2
		Actual	3	0					
d Annual survey: Customers satisfied with sewerage service (rating of satisfied, very satisfied and extremely satisfied)	Percentage of customers surveyed	Target	N/A	N/A	> 90%	> 90%	> 90%	> 90%	> 91%
		Actual	94%	93%					
e Odour complaints (includes sewerage systems and treatment plants)	Number	Target	6	5	< 10	< 10	< 10	< 10	< 10
		Actual	9	3					

Overall outcome 4 performance for the regulatory period so far:



### Business comment

## Outcome 5: Be present and active in the community

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a 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	> 92%	> 93%	> 94%	> 95%	> 95%
		Actual	96%	91%					
b LMW and local engagement groups to meet formally annually	Number of meetings	Target	N/A	N/A	1	1	1	1	1
		Actual	N/A	N/A					
c 'Pop up kiosks' in major shopping centres and at community events	Number of events	Target	N/A	N/A	1	1	1	1	1
		Actual	N/A	N/A					
d Publish monthly LMW newsletter 'Inflow' on website & email informing community on activities	Number	Target	N/A	N/A	12	12	12	12	12
		Actual	N/A	N/A					
e Open days at LMW's key local infrastructure sites	Number	Target	N/A	N/A	1	1	1	1	1
		Actual	N/A	N/A					
f Develop and deliver an Aboriginal Reconciliation Action Plan and Diversity and Inclusion Strategy	Pass/fail	Target	N/A	N/A	On track	On track	On track	On track	Pass
		Actual	N/A	N/A					

Overall outcome 5 performance for the regulatory period so far:



### Business comment

## Outcome 6: Be mindful of our environment

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Number of EPA reportable sewerage spills per annum	Number	Target	N/A	N/A	≤2	≤2	≤2	≤2	≤2
		Actual	2	1					
b Number of EPA corporate licence conditions non-compliant	Number	Target	0	0	0	0	0	0	0
		Actual	1	1					
c Total CO <sub>2</sub> e emissions from urban operations (inclusive of urban customer growth)	Tonnes CO <sub>2</sub> e	Target	18,364	15,283	15,544	15,547	15,800	15,779	16,138
		Actual	19,163	21,071					
d All key sites (7) have generator availability or capability to maintain services in event of sustained power outage	Percentage	Target	N/A	N/A	Pass	Pass	N/A	N/A	N/A
		Actual	N/A	N/A					

Overall outcome 6 performance for the regulatory period so far:



### Business comment

## Outcome 7: 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 7 performance for the regulatory period so far: 

### Business comment