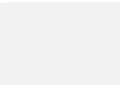
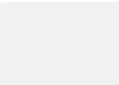
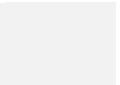
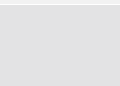
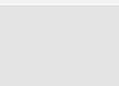
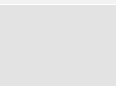
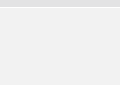
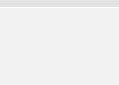
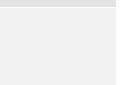
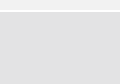
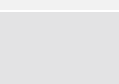
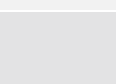


Goulburn Valley Water – Outcomes – 2023-2028

In this document, the water business provides a summary report of its actual performance against each of its outcome commitments for the 2024-25 reporting year. 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	23-24	24-25	25-26	26-27	27-28	Overall for the period to date
1. We will provide reliable water and wastewater services customers can trust						
2. We will lead action and partner with our communities to grow the region						
3. We will care for the environment and adapt to a future impacted by climate variability						
4. We will deliver respectful and responsive customer service, balancing affordability, value for money and fairness						
Overall for reporting year						

How is GVW tracking overall in the regulatory period so far?

Business comments

Goulburn Valley Water (GVW) has maintained its commitment to the 2023-2028 Outcomes reporting period with a solid and positive result being reported for Year 2 (2024/25).

We committed to four reportable outcomes for the regulatory period with dedicated resources and processes now in place, including periodic reporting to management and to the Board on our progress against all regulatory and identified commitments to customers.

GVW's commitment to outcomes reporting beyond self-assessment is evident through engagement with our customers in seeking feedback on our performance. This engagement was undertaken at the Customer Accountability Panel (CAP) workshop held in June 2025. The 2025 workshop feedback and written commentary (in their own voice) has been included in this performance report.

CAP comments – written by panel members in their own voice

The promises show that GVW is customer-focused and committed to the community. Overall, GVW is keeping its promises (outcomes), providing high-quality services at very fair prices. We encourage GVW's ongoing efforts in cost management. We applaud its many sustainability initiatives and want GVW to continue to promote water saving measures, to plan for droughts and to ensure that our communities don't run out of water.

GVW has delivered well on promises (outcomes) 1, 3 and 4, and we acknowledge that while Promise (Outcome) 2 presents measurement and assessment challenges, we believe the intent has been fulfilled.

There is an opportunity to make all of GVW's achievements more visible to customers and the broader community by exploring and expanding communication and education opportunities. Indeed, we feel that improved and expanded communications – both in print and electronically – should be given the highest priority among future planning avenues.

There is also an opportunity for GVW to employ an embedded feedback loop across its operations to capture lessons learned and insights gained through regular activity and outcome audits. Information thus gathered can be used to maintain alignment with best practice and ensure that staff and contractors remain fully informed.

We strongly encourage GVW to work towards attaining missed measures (outputs), to maintain its momentum and to continue to aim high. GVW is indeed delivering on what matters, and we commend its commitment to accountability, transparency and engagement. We especially commend its uniquely positive response to feedback.

Outcome 1: We will provide reliable water and wastewater services customers can trust

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Boil Water Notices delivered to the community caused by a fault in our system	Number	Target	-	0	0	0	0	0
		Actual	-	0	0			
b Widespread taste and odour events defined as reportable in the Safe Drinking Water Act	Number	Target	-	0	0	0	0	0
		Actual	-	0	0			
c Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	0	0	0	0	0	0
		Actual	-	2	1			
d Sewer blockages responded to within one hour from when a customer notifies us or we become aware	Percentage	Target	-	100%	100%	100%	100%	100%
		Actual	-	76%	88%			
e Planned and unplanned water supply interruptions restored within five hours	Percentage	Target	98%	95%	95%	95%	95%	95%
		Actual	-	97%	97%			
f Water pressure improvement projects completed over the price plan	Total number of projects completed	Target	-	N/A	N/A	1	3	5

How is GVW tracking for Outcome 1 in the regulatory period so far?

Business comments

Operationally, in 2024/25 GVW continues to deliver on its promise to deliver reliable water and wastewater services that customers can trust. We continue to deliver positive results, meeting the targets for four outputs; there have been no Boil Water Notices issued (**Output 1a**), no widespread taste and odour events reported (**Output 1b**), and the restoration of interrupted water supply services within five hours (**Output 1e**) was achieved. In addition, looking forward, we are on track to deliver our first pressure improvements project in 2025/26 (**Output 1f**).

Output 1c: The target for Safe Drinking Water Act non-compliances was not met in Year 2. September 2024 – one Section 18 health exceedance relating to an exceedance of Trichloroacetic acid above the ADWG Health limit in the reticulation network of the Dookie township. This exceedance was a single event and did not pose any risk to public health.

After extensive testing and interrogation of the water treatment plant, including raw water extraction, disinfection and dosing and that of the distribution network sample point the conclusion was that due to a combination of organics in the source water, reacting with the liquid sodium hypochlorite, and the age of the water all contributed to this exceedance.

Output 1d: Not all sewer blockages were responded to within one hour of notification. There is an over 12% improvement in sewer blockage response times from 2023/24 results. There were 429 sewer blockages responses, 90% were responded within 1hour 10minutes (391/ 429) and 95% were achieved within 1hour 30minutes (407/477). Most responses were in the Greater Shepperton area. Most blockage locations where the response time exceeded the target were in towns further away from GVW's depots.

CAP comments – written by panel members in their own voice

We agree that GVW is delivering the essentials we rely on. Across GVW's large area of diversity and responsibility, fresh, clean drinking water comes out of taps every day, and boil water notices have been avoided. This strongly suggests to us that GVW's drinking water safety systems are effective and reliable.

We acknowledge that the one-hour nominal response time to sewer blockages is difficult to achieve consistently, given GVW's large service area. Nonetheless, we believe that to maintain customer trust, it is crucial for GVW to continue to report results transparently, irrespective of whether they are positive or negative.

OFFICIAL

We do suggest there is room for improvement in the way GVW manages outages and major incidents. Possible improvements include quicker and clearer notifications to affected consumers, a web-based platform showing the status of maintenance activities and expected repair times, and practical customer support such as supplying bottled water during any future boil-water events or providing mobile toilets during significant sewage disruptions.

We commend GVW's willingness to set ambitious service targets and its openness to scrutiny from the CAP. Overall, we feel GVW is performing well in delivering Promise (Outcome) 1, but communications could be improved. We expect GVW to keep setting high standards while striving to achieve them.

Outcome 2: We will lead action and partner with our communities to grow the region

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customers who think we support the community (yes response) in GVW annual customer survey	Percentage of survey responses	Target	N/A	70%	70%	70%	70%	70%
		Actual	-	26%	28%			
b Customers who believe we deliver value to the region (yes response) in GVW annual customer survey	Percentage of survey responses	Target	N/A	70%	70%	70%	70%	70%
		Actual	-	67%	62%			

How is GVW tracking for Outcome 2 in the regulatory period so far?

Business comments

The targets for Output 2a was not met and the target for output 2b was close to being or largely met in Year 2:

Output 2a: In the 2024 Alliance customer survey, 28% of respondents answered yes to the question, "Does Goulburn Valley Water support the local community?". In this survey, 69% of participants responded that they did not know and 3% of respondents answered no.

Respondents who provided comments on how GVW supports the local community highlighted the positive engagement GVW has in the community through education programs and sponsorships. Common themes included drinking stations, information at markets and support offered through hardship assistance. The survey responses may point to customers still not being aware of how GVW supports the community or may continue to reflect the way the question was asked and how data was collected.

At the CAP 2025 workshop, participants provided feedback on the result. They discussed whether removing the "don't know" response would improve results, and whether this would be unfair for people who truly did not know. They also asked if we had considered presenting the data in a different way, to show that of the 31% of survey respondents who did have a view, 90% of those were positive. Participants were appreciative of GVW choosing to be transparent with the result rather than altering the calculation and asking for forgiveness and valued our openness in sharing the challenge with the survey question and output measure.

When asked *are there other things you think GVW could do to support the community*, many participants suggested that GVW could improve visibility and community presence. Suggestions included being more prominent at community events and promoting the GVW brand more, making our logo more visible onsite and in media, and making involvement in the region more obvious. Several people felt that we are already active in the community, but not getting enough recognition for what we do, and participants supported us exploring a better way of measuring this output.

Output 2b: In the 2024 Alliance survey, 62% of respondents believed GVW was a valued member of the community, 35% of participants responded that they did not know and 3% of respondents answered no. Whilst not meeting the target, the result was very close and has been interpreted as amber.

We asked for feedback from the CAP at the June 2025 workshop on our performance against this output. Workshop participants were asked *what do you think GVW could do to add value to the region* and most frequently commented on infrastructure, sustainability, and local partnerships. Some participants simply encouraged GVW to continue doing what we are doing. That noted that we were close to the output target and felt that GVW's efforts were excellent but not well promoted.

CAP comments – written by panel members in their own voice

We see strong evidence that GVW is supporting customers and adding value across the region. We applaud its sponsorship of community groups and events, free hydration stations, support for customers facing hardship, and projects such as solar farms and converting unused sites into recreational spaces.

However, there's a significant gap in awareness – few people know that these positive community initiatives are being delivered by GVW. This has resulted in GVW missing one of its targets in its annual customer survey.

We find it disappointing that so many people answering the survey were unaware of the community support that GVW provides (69% chose the "Don't know" response). We're pleased that GVW explained why the target hadn't been met (at the CAP workshop), and we acknowledge its support for the communities that it services.

We strongly believe that GVW could improve and expand its promotion of initiatives by increasing radio and TV advertising, devising social media posts for younger audiences, providing information to community groups and posting on notice boards, investing in communications to reach diverse demographics, and displaying widespread GVW-specific signage prominently at sponsored events and projects.

OFFICIAL

We also suggest that GVW review, clarify and strengthen questions in its customer survey. The survey should include examples or information about GVW's community initiatives and ongoing activities in addition to the assessment questions being posed. This could help to reduce the number of "don't know" responses which are impacting the results.

While GVW's actual programs and support initiatives are commendable, until these efforts are widely recognised by the community, Promise (Outcome) 2 has not yet been fully met.

Outcome 3: We will care for the environment and adapt to a future impacted by climate variability

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Net carbon emissions (on track to net zero by 2035)	Tonnes CO ₂ -e	Target	48,167	44,794	37,416	35,919	34,423	32,926
		Actual	30,955	29,678	37,400 ¹			
b Sewer spills caused by a fault in our system contained within five hours	Percentage	Target	100%	100%	100%	100%	100%	100%
		Actual	90%	72%	100%			
c Actions progressing or delivered on time as identified in Country Plans or with Traditional Owner Group partners	Percentage	Target	-	N/A	70%	70%	70%	70%
		Actual	-	N/A	100%			
d Urban Water Strategy actions progressing or delivered on time	Percentage	Target	-	80%	80%	80%	80%	80%
		Actual	-	74%	80%			

1. Note that overall emissions of 39,040t CO₂-e were over target but the retirement of 1,640 Large-scale Generation Certificates was used to reduce emissions below target, as allowed for in the Statement of Obligations (Emissions Reduction)

How is GVW tracking for Outcome 3 in the regulatory period so far?

Business comments

GVW continues to make excellent progress with this outcome, with all output targets met in Year 2.

Output 3a: GVW met the target for net carbon emissions. The retirement of Large-scale Generation Certificates was used to reduce emissions below target, as allowed for in the Statement of Obligations (Emissions Reduction). The main factor impacting exceedance of the target was mechanical issues with biogas equipment at the Tatura Wastewater Management Facility. This operational fault led to venting of emissions direct to the atmosphere for approximately three months. This fault has been rectified.

Output 3b: Sewer spills caused by a fault in our system showed great improvement in 2024/25 compared to Year 1; we are now meeting the target.

Output 3c: We continue to collaborate with Traditional Owners to deliver on this output and we are progressing all actions identified in Year 2.

Output 3d: GVW continues to progress with Urban Water Strategy actions. We identified 27 Urban Water Strategy actions for the 2023-28 regulatory period. Some of these actions are tied to the delivery of the capital works portfolio or are associated with ongoing monitoring of the security of water resources. The status of these actions are reviewed regularly. Delivery of actions within the regulatory period is on track to ensure that 80% or greater will be completed or progressed by 2028.

CAP comments – written by panel members in their own voice

We applaud GVW for its recognition of, and partnerships with, First Nations groups within its area of responsibility, and for honouring their remarkable 60,000-year history of caring for Country.

We also applaud GVW's ever-expanding environmental achievements, including the anaerobic lagoon covers installed over some of its wastewater treatment ponds. These are significantly reducing both CO₂ and methane emissions.

We note that GVW is meeting, and sometimes exceeding, its overall carbon reduction targets, and are pleased that biogas generated at sites is being traded to generate green energy, resulting in cost savings for customers. Prompt containment of sewer spills also demonstrates GVW's practical commitment to caring for the environment. Though these achievements are commendable, we think GVW could communicate them more widely and more clearly to the community.

Looking ahead, we encourage GVW to continue to prioritise emissions reductions and water security. We suggest adding more lagoon covers with methane capture, building or expanding water storage facilities, and introducing water restrictions earlier during dry periods. We would also like to see more progress on tree-planting efforts and encourage GVW to explore more commercial opportunities for methane capture and distribution.

Overall, we believe GVW is meeting its Promise (Outcome) 3 commitments.

Outcome 4: We will deliver respectful and responsive customer service, balancing affordability, value for money and fairness

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customer Accountability Panel members satisfied with our Price Plan performance (yes response) in GVW annual evaluation	Percentage of responses	Target	-	90%	90%	90%	90%	90%
		Actual	-	67%	100%			
b Billing and account complaints received from customers	Number per 1000 customers	Target	1.3	1.0	1.0	1.0	1.0	1.0
		Actual	-	0.47	0.40			
c Customers who believe we provide value for money (yes response) in GVW annual customer survey	Percentage of survey responses	Target	-	70%	70%	70%	70%	70%
		Actual	-	82%	81%			
d Customers aware of information from us on how to save water (yes response) in GVW annual customer survey	Percentage of survey responses	Target	-	55%	57%	60%	63%	66%
		Actual	-	57%	45%			

How is GVW tracking for Outcome 4 in the regulatory period so far?

Business comments

GVW is pleased with the ongoing delivery of this outcome. The targets for three of the four outputs were met, with the target for one output close to target or largely met.

Output 4a: In response to the question, *are you satisfied with Goulburn Valley Water's Year 2 Price Plan performance*, 100% of CAP 2025 workshop participants replied "Yes". This survey result aligns with the support that CAP participants offered in writing the assessment statement on GVW's Year 2 performance, as documented in throughout this report.

Output 4d: The number of survey respondents who said they were aware of information on how to save water decreased in the 2024 Alliance survey, while the number of respondents who “did not know” increased. We ran the annual water efficiency awareness campaign, and we promoted our Permanent Water Saving Rules program but for three quarters of the year when this promotion was delivered, seasonal conditions and weather forecasts were not indicating dry conditions and customers were not looking for information on ways to save water.

We are interested to see next year’s survey result, with the prolonged dry conditions being experienced in the latter part of the financial year and additional promotion put in place in response. This includes promoting tips to help customers save water and handing out water saving products and providing advice to customers at events, especially in Euroa and Violet Town, put under Stage 2 water restrictions in May 2025.

CAP comments – written by panel members in their own voice

Goulburn Valley Water is seen as a quiet achiever. It sets a high example as a business that listens and values customer feedback. It provides reliable services at fair prices to a wide diversity of customers throughout its area of responsibility.

GVW is a trendsetter in delivering outstanding performance on delivered targets as promised. It is approachable by members of the public and achieves high customer satisfaction standards during provision of its services. Given the current cost-of-living pressures, GVW is flexible in its approach to customer needs with respect to affordability and support options.

However, there is an identified need for GVW to have a higher profile to promote and further improve engagement with customers. There is room for GVW to improve on promoting water saving, as awareness of water saving information slipped in the past year. We recommend:

- Increasing social media posts
- Posting information on community notice boards
- Communicating with customers through community groups such as senior citizen clubs, Probus and U3A, and community radio
- Tailoring communications for new migrants, high-school students and families
- Demonstrating the benefits of being a GVW customer

We’d like information to be easy to understand, and easy to find.

Though we expect communications on water saving measures to be improved, overall GVW is doing well on Promise (Outcome) 4 and has shown strength in customer service and maintaining affordability.