

Gippsland 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. Be affordable and fair	Green	Green	Grey	Grey	Grey	Green
2. Do your job well	Green	Red	Grey	Grey	Grey	Yellow
3. Be easy to deal with	Green	Green	Grey	Grey	Grey	Green
4. Be environmentally responsible	Yellow	Yellow	Grey	Grey	Grey	Yellow
5. Be involved in the community	Green	Green	Grey	Grey	Grey	Green
6. Plan for the future	Red	Yellow	Grey	Grey	Grey	Yellow
Overall, for reporting year	Green	Yellow	Grey	Grey	Grey	Yellow

Business comments

Our outcomes and outputs were shaped by our customers through extensive engagement in the development of our 2023-28 Price Submission.

We made a commitment in our 2023 Price Submission to involve our customers in setting the targets against which we would be measured in delivering our outcomes and outputs. Our Customer Reference Group (CRG) provided guidance and endorsed an Outcomes Rating Matrix which sets the tolerance levels and subsequent traffic light rating for performance against each of our outputs and outcomes, and our overall performance. Our results have been determined using this guidance.

In 2024-25, we met targets for three of our six outcomes, nearly met two of the remaining three, and achieved 11 outputs. Despite cost-of-living pressures, we improved customer perception of value and increased customer awareness of our support services. We engaged with our customers to determine whether we should purchase additional renewable electricity or risk missing two environmental targets and plant 10,000 trees.

Three isolated incidents led to us missing our “Do Your Job Well” outcome—two complex sewer blockages and an internal spill that exceeded response time due to contractor error during wet weather. We remain committed to transparency and are reviewing our processes to prevent recurrence.

More detail for the results for each of our outputs and overall outcomes is provided in each of the below sections.

Outcome 1: Be affordable and fair

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customers in a hardship program with water supply restricted for non-payment	Number	Target	0	0	0	0	0	0
		Actual	0	0	0			
b Customers that believe we provide value for money (rating 'yes' in our annual customer satisfaction survey)	Percentage of survey respondents	Target	71%	71%	71%	71%	71%	71%
		Actual	62%	68%	73%			
c Customers aware of the customer care support we offer (rating 'yes' in our customer satisfaction survey)	Percentage of survey respondents	Target	71%	72%	72%	72%	72%	72%
		Actual	67%	68%	75%			
d Controllable operating expenditure per customer (res & non-res) connection (Jan23\$)	Dollars	Target	N/A	\$1046.43	\$1041.83	\$1044.03	\$1041.70	\$1018.88
		Actual	N/A	\$1038.32	\$1066.95			
e Customers notified within five business days of a detection of significantly high-water use in a billing period	Percentage	Target	N/A	100%	100%	100%	100%	100%
		Actual	N/A	99.97%	99.95%			

How is GW tracking for outcome 1 in the regulatory period so far?



Business comment

Affordability and cost-of-living pressures continue to impact our customers in the current economic environment. Operating with fairness and affordability is a high priority for us, and a key strategic driver that informs our plans.

For customers experiencing hardship, we make every effort to make contact and inform them about the assistance available for those experiencing financial difficulties. Our Customer Care Team work to ensure that customers in our hardship program do not face water restrictions due to non-payment, with water supply restrictions or legal action a last resort.

Recognising the pressures of the current economy, we've actively promoted the customer care services available to support our customers. Our 2024-25 result of 75% is a statistically significant increase on our 2023-24 result of 68%.

We've also exceeded the value for money target in our annual survey. Our 2024-25 result of 73% is the best result we've ever recorded for this measure, it's especially good in the current economic environment.

This year we have worked hard to find additional controllable operating cost savings to offset the lower than anticipated connections growth. We ended the year with 1,253 fewer customer connections than expected. Controllable operating costs ended the year slightly higher than expected, impacting our overall efficiency. A record number of breaks drove up repair costs and the effort required to reinstate areas impacted for the community. While we delivered some savings, our cost per connection rose this year. This internal measure does not affect customer tariffs, and we're committed to reducing it in future years where possible.

Customer feedback regarding early notification of high-water usage in a billing period was positive. Among the 5,056 customers who received notifications, only three received theirs after five business days.

Outcome 2: Do your job well

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Sewer spills inside a house contained within one hour	Percentage	Target	100%	100%	100%	100%	100%	100%
		Actual	100%	100%	96%			
b Planned interruptions restored within advised times	Percentage	Target	98%	98%	98%	98%	98%	98%
		Actual		97%	95%			
c Drinking water samples not compliant with <i>E.coli</i> standards	Number	Target	0	0	0	0	0	0
		Actual	0	0	0			
d Average time to rectify a sewer blockage	Minutes	Target	80	80	80	80	80	80
		Actual		74.15	97.44			
e Customers that believe we keep them informed when their services are interrupted (rating 'yes' in our annual customer satisfaction survey)	Percentage of survey respondents	Target	N/A	Establish Baseline	70%	70%	71%	71%
		Actual	N/A	69%	65%			
f Number of Safe Drinking Water Act non compliances (water sampling and audit)	Number	Target	0	0	0	0	0	0
		Actual	2	0	0			

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



Business comment

We have high expectations on our delivery of water and wastewater services, as do our customers.

We have maintained a consistent delivery of safe and reliable water services during 2024-25, with 100% of our customers being provided with water that meets E.Coli standards.

We are committed to transparency and continuous improvement in service delivery. Of the two reported spills within a house, one was due to contractor error and exceeded the one-hour containment threshold during a wet weather event. During 2024-25 we experienced 115 sewer blockages, two blockages in December contributed to the above average result. One being complex in nature taking significant time to excavate and reline damaged infrastructure and the other occurring on boxing day and due to limited contractor availability resulted in a delay to resolve.

Of the 176 planned interruptions, 8 exceeded the promised restoration time and triggered guaranteed service level (GSL) payments. We have thoroughly reviewed each incident and applied targeted actions and lessons learned to improve future performance.

We're taking several steps to ensure our customers feel informed and supported when their services are interrupted. Our customer services team confirm correct mobile numbers with callers on their account. This helps to boost the number of people notified of interruptions via text message. An upgrade to our Outage Map is expected during 2025-26, adding estimated time for outages and a planned upgrade to our online services will make it easier for customers to add phone numbers to their account.

Outcome 3: Be easy to deal with

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Affected customers receive a minimum of five days notification prior to a planned interruption taking place	Percentage	Target	N/A	100%	100%	100%	100%	100%
		Actual	98.54%	98%	98%			
b Mobile phone-registered customers notified by SMS of an unplanned service interruption >1hr (between 7:00am & 8:00pm)	Percentage	Target	N/A	95%	95%	95%	95%	95%
		Actual	N/A	95%	98%			
c Account enquiries resolved at first point of contact	Percentage	Target	88%	92%	92%	92%	92%	92%
		Actual	95.22%	92.54%	90.13%			
d Customers that believe we are easy to deal with (rating 'yes' in our annual customer satisfaction survey)	Percentage of survey respondents	Target	92%	92%	92%	92%	92%	92%
		Actual	90%	95%	96%			

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



Business comment

We have a strong commitment in being easy to deal with for our customers. This sentiment has again been reflected by our customers with a 1% increase in our customer satisfaction survey results from last year. For 2024-25 year 96% of our customers rated 'yes' when asked if they believe we are easy to deal with, our highest result since 2015.

We continue to notify our customers of planned and unplanned interruptions in a timely matter. Where we fall short, we ensure we learn from our experiences and implement improvements for the future. We narrowly missed our target of giving five days' notice for a planned interruption, with customers for three of our planned interruptions not receiving timely notifications.

We aim to deliver a positive customer experience by resolving account enquiries at the first point of contact wherever possible. More complex matters—such as family violence support, financial hardship, and debt recovery—are increasingly being referred to our specialist Customer Care team to ensure customers receive the dedicated support they need.

Outcome 4: Be environmentally responsible

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Bio-solids re-use	Percentage	Target	100%	100%	100%	100%	100%	100%
		Actual	100%	100%	100%			
b Emissions reduction compared to baseline of 42,021 tonnes CO ² emissions	Percentage	Target	N/A	28%	51%	72%	82%	84%
		Actual		31%	30%			
c Total electricity consumed originating from renewable sources	Percentage	Target	N/A	45%	75%	100%	100%	100%
		Actual		33%	29%			

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



Business comment

We are committed to providing our services to the community with minimal environmental impact. We are making steady progress toward achieving our environmental goals.

We are committed to being powered by 100 per cent renewable energy by 2025. We engaged with our customers in November 2024 to ask whether we should purchase additional renewable electricity to meet our target or accept that we won't meet our target and plant 10,000 trees. Of the 751 customers surveyed, 77% opted to miss the target and plant 10,000 trees.

Our emissions reduction target is influenced by the purchase of renewable energy. The decision made by our customers to plant 10,000 trees and not purchase additional renewable energy has meant we didn't meet our target of 51% reduction from baseline for 2024-25. Our emissions for 2024-25 have remained consistent with our 2023-24 emissions.

Our Customer Reference Group supported our customers decision to plant 10,000 trees and agreed that the output rating be set to amber for both the emissions and electricity targets for 2024-25.

Outcome 5: Be involved in the community

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customers who see us as a valued member of the community (rating 'yes' in our annual customer satisfaction survey)	Percentage of survey respondents	Target	61%	61%	61%	61%	62%	62%
		Actual		62%	66%			

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



Business comment

We continue to have an ongoing focus in having presence in the community and making a positive impact. We have increased our presence at community events and through initiatives such as community water fountain donations.

Our commitment has been reflected in our annual customer satisfaction survey. With 66% of customers saying we are a valued member of the community, our equal highest result for this metric and a 4% increase on last year's result.

Outcome 6: Plan for the future

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customers who believe we plan for the future (rating 'yes' in our annual customer satisfaction survey)	Percentage of survey respondents	Target	46%	46%	47%	48%	49%	50%
		Actual	45%	36%	42%			

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



Business comment

Our plan for the future outcome is measured via a single customer perception metric.

We are continuing to improve with a statistically significant uplift of 6% on our 2023-24 result.

We're continuing to promote our 'planning for the future' activities to improve on this result in future. This includes sharing information with communities about the upgrades and investments we're making in the water and wastewater infrastructure that serves their town, as well as the work we do to protect the environment and conserve water. We have also launched multiple activities to help increase customer awareness, including Caretakers for tomorrow and Reduce your Use campaigns.