

South East Water – Outcomes – 2023–28

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. Get the basics right, always	Green	Green				Green
2. Warn me, inform me	Green	Green				Green
3. Fair and affordable for all	Red	Red				Red
4. Make my experience better	Green	Green				Green
5. Support my community, protect our environment	Green	Green				Green
Overall, for reporting year	Green	Green				Green

Business comments

In a year with below average rainfall and ongoing cost of living pressures, we're pleased to have delivered against 13 of 16 commitments made to customers in the 2023–28 pricing submission, with two currently outside target showing vast improvement throughout 2024–25.

Our recommencement of escalated recovery action has helped us engage with customers that had significant levels of debt and provide support relative to their circumstances. This is reflected in the significant improvement outcome 3c has against last year (customers with 90+ day debt who have taken up support options), although still outside tolerance and target. We've also updated the wording in the title of this measure to better explain its intent. It highlights that while support options are available, it's ultimately the number of customers that choose to *take-up* offers of support that we're looking to increase.

The rollout plan for the upgrade of residential properties to digital meters was reprofiled over the 5-year period making sure the total value to customers remained unchanged. Following engagement with customers, the targets for 3 measures relating to digital meters were adjusted accordingly. The value delivered however continues to exceed target in both the customer water bill savings and volume of water saved through digital meters which is encouraging and is helping protect our precious drinking water.

We've also amended the description of the customer support metric by replacing the word 'received' with 'taken up'. The revised wording highlights that this measure relates to the number of customers who choose to make contact and explore our various support options.

The number of dry weather sewer spills has exceeded target for the second year. We are developing technology and operational strategies to improve sewer spill performance in dry weather.

In summary, we're proud to have delivered another year of high-quality drinking water with fewer service disruptions than expected, while continuing to improve our customer experience through expanded digital and self-service channels.

Outcome 1: Get the basics right, always

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Number of Safe Drinking Water Act non-compliances (water sampling and audit)	No.	Target	0	0	0	0	0	0
		Actual	1	0	0			
b. Customers experiencing more than 5 unplanned disruptions in a 12-month period (water, sewer and water quality)	No.	Target	New	450	450	450	450	450
		Actual	New	184	137			
c. Total volume of water saved through digital detection of network leaks	ML	Target	New	0	461	737	1,007	1,271
		Actual	New	140	NA			
c. Total volume of water saved through digital detection of network leaks	ML	Target	New	0	298	497	1,061	1,614
		Actual		140	396			

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



Business comment

- Our extensive water sampling and audit program hasn't identified any non-compliances with the drinking water standards again this year. We've continued delivering safe drinking water to customers without issue for another year in succession.
- The total number of customers experiencing more than 5 disruptions to their services is lower than last year and again well within target. This is underpinned by the ongoing work our crews do in maintaining our service quality. The maintenance program has successfully transitioned providers over the past 18 months which this strong result highlights along with the expectations we have with our maintenance partners.
- We've adjusted targets for this measure in line with the changes to outcome 3a (digital meter upgrades). However, the total value committed to over the 5-year regulatory period remains unchanged. This was the first full year that network leak detection was in place. As we continue to

deliver our innovative digital metering program, we continue to refine our maintenance and operational responses to digital network leak detection to maximise savings and minimise disruptions and cost to customers.

Outcome 2: Warn me, inform me

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Customer savings realised through repair of digital meter detected property leaks	\$m	Target	New	\$1.1m	\$2.8m	\$4.5m	\$6.2m	\$7.8m
		Actual	New	\$2.9m	NA			
a. Customer savings realised through repair of digital meter detected property leaks	\$m	Target	New	\$2.9m	\$2.9m	\$3.5m	\$5.2m	\$7.9m
		Actual	New	\$2.9m	\$3.9m			
b. Customers notified per unplanned water supply interruption as a percentage of total customers affected	%	Target	61%	78.5%	79%	79.5%	80%	80.5%
		Actual	77%	79%	80%			
c. Water literacy of South East Water customers (captured via survey responses to a series of industry indicators)	% of survey respondents	Target	New	29%	29.5%	30%	30.5%	31%
		Actual	New	35%	34%			

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

Business comment

- Following the adjustment of the digital meter rollout targets (outcome 3a), we adjusted the associated customer savings targets including a more ambitious target in 2024–25. Our adjustment to targets ensured the total value delivered to customers over the 5-year regulatory period remained unchanged. We're pleased to report savings realised by customers in 2024–25 were one million dollars higher than planned.
- We continue to drive improvement in the number of customers we can provide advance warning and ongoing updates relating to water supply interruptions. This highlights our understanding of the importance of communications and engagement.
- The water literacy of our service area was again surveyed with similar results to 2023–24. These results are within target while also showing potential for improvement through future campaigns and increased customer communications.

Outcome 3: Fair and affordable for all

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Percentage of existing properties upgraded to a digital meter	%	Target	New	17%	34%	51%	68%	85%
		Actual	New	10.6%	NA			
a. Percentage of existing properties upgraded to a digital meter	%	Target	New	11%	19%	41%	63%	85%
		Actual	New	10.6%	18%			
b. Number of customers supported (provided financial or payment assistance)	No.	Target	7,147	10,000	10,000	10,000	10,000	10,000
		Actual	8,966	18,245	16,611			
c. Percentage of customers with arrears older than 90 days who have received financial or payment assistance	%	Target	New	47%	49%	51%	53%	55%
		Actual	New	31%	43%			
c. Percentage of customers with arrears older than 90 days who have taken-up financial or payment assistance	%	Target	New	47%	49%	51%	53%	55%
		Actual	New	31%	43%			

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

Business comment

- a. Following engagement with customers, we've updated our targets to reflect our reprofiled digital meter rollout plan. The final year target remains unchanged at 85% of existing properties over the 5-year period. The 2024–25 performance was slightly behind the revised target of 19% due to a new priority focus on meter exchanges for properties in the McCrae area following the landslide in 2025.

- b. Our continued focus on customers in our service area that require additional help and support has again resulted in a positive result and significantly more customers assisted than originally forecast.
- c. We've slightly renamed this measure from 'received' to 'taken-up' to more clearly highlight that the support is there for all customers, however we're not able to force it on those who choose not to engage. The recommencement of escalated recovery action including the use of restriction devices we have seen a dramatic increase in the number of customers that have chosen to 'take up' financial or payment support. This is a positive result and encouraging that the support options we have in place are beneficial to customers when they choose to engage and explore how we can assist.

Outcome 4: Make my experience better

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Total number of inbound contacts received per 100 customers (calls, portal, web and email enquiries)	No.	Target	New	63	62	61	60.2	59.5
		Actual	New	62	58			
b. Overall customer satisfaction with South East Water (scores of 7 and above in customer surveys)	% of survey respondents	Target	New	68%	68.5%	69%	69.5%	70%
		Actual	82%	85%	80%			
c. Number of enquiries relating to the explanation of charges (per 100 customers)	No.	Target	New	6.8	6.6	6.4	5.9	5.4
		Actual	New	5.5	5.2			

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



Business comment

- The total number of contacts per 100 customers continued the overall decreasing trend. This is attributed to our continued research and investment into self-service, digital channels that provide customers the option to complete common tasks without contact with our employees 24 hours a day via the portal and website.
- Customer satisfaction with South East Water remains well within target, even as we resumed escalated debt recovery in 2024–25. We plan to further expand our customer surveys in the year ahead to enhance the ways in which our customers' experiences inform our services.
- Another positive result with the number of customers making contact to discuss matters relating to charges for our services again decreasing. The new telephony system and more tailored, clear and customer friendly communications are believed to have helped drive this result.

Outcome 5: Support my community, protect our environment

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a. Overall community trust in South East Water (scores of 7 and above in customer surveys)	% of survey respondents	Target	New	68%	68.5%	69%	69.5%	70%
		Actual	New	77%	79%			
b. Total net greenhouse gas emissions (tCO2e)	tCO2e	Target	29,690	28,439	23,016	23,509	23,998	12,033
		Actual	27,871	21,042	13,454			
c. Number of EPA reportable dry weather sewer spills	No.	Target	20	15	15	15	15	15
		Actual	16	24	44			
d. Alternative water as a percentage of total water supplied to all customers	%	Target	New	4.5%	5%	6%	6.5%	7%
		Actual	New	4.7%	5.4%			

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



Business comment

- We are pleased that customer surveys show that we continue to maintain a level of community trust, with performance improving against last year and exceeding target.
- Our total net greenhouse emissions reporting is finalised in October each year. Our current estimates show another year of positive performance within target that keeps us on track to achieve our longer-term commitments.
- Dry weather sewer spills have seen a significant increase from last year and is well outside the annual target which is currently undergoing deeper review encompassing digital monitoring and operational responses improvements.

- d. Alternative water was again a desired commodity from our agricultural customers due to a year of below average rainfall. We're proud to be able to offer this alternate water source to industries that require ongoing supply during seasonal change. We continue to explore ways to provide alternative water to more customers throughout our service area and in areas where existing infrastructure can be utilised.