


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 2023-2024 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	Grey	Grey	Grey	Grey	Green
2. Do your job well	Green	Grey	Grey	Grey	Grey	Green
3. Be easy to deal with	Green	Grey	Grey	Grey	Grey	Green
4. Be environmentally responsible	Yellow	Grey	Grey	Grey	Grey	Yellow
5. Be involved in the community	Green	Grey	Grey	Grey	Grey	Green
6. Plan for the future	Red	Grey	Grey	Grey	Grey	Red

Overall, for reporting year



Business comments

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

We have reviewed and refined the outcomes and outputs that will inform our efforts, and drive our performance, over the 2023-28 period. We have replaced our 'prepare and protect' outcome with two new outcomes – 'be environmentally responsible' and 'plan for the future'. We've also introduced 10 new customer outputs and reframed many others to better reflect customer sentiment.

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) has provided guidance and endorsed an Outcomes Rating Matrix (refer *Attachment 1*) 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 the guidance provided by our CRG.

This is the first time that customer perception outputs have been included in our performance framework, enabling customers to assess our performance through our annual online customer survey.


Our CRG recognised and welcomed the introduction of customer perception metrics. Noting the stretch targets were set in our 2023 Price Submission, the CRG provided clarity in the Outcomes Rating Matrix to guide how a perception rating should impact overall ratings for our outcomes.

In 2023-24, we met targets for four of six outcomes, nearly met one of the remaining two, and achieved 14 outputs, with one new output's target to be set. Despite cost-of-living pressures, we improved customer perception of value and increased awareness of our support services.

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				
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%				
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%				
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				
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%				

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

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.

This year we have delivered efficiency savings over and above those set in our 2023 Price Submission. These savings have more than offset the lower than anticipated connections growth and has delivered a decrease in our controllable operating cost per customer this year. 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.


According to our independent survey provider, the impact of living costs has significantly influenced customer perceptions of value. This trend is evident across various survey responses, including those related to water and other utilities at the national level. Although we narrowly missed our target for the customer perception measure around providing value for money', our 2023-24 results indicate a statistically significant improvement. Our 'yes' rating has increased by 6% since 2022 indicating we are heading in the right direction in our response to this important customer commitment.

An increasing number of customers are becoming aware of the customer care support we provide. Interestingly, although we narrowly missed our target for this measure, other survey results related to this topic yielded more positive outcomes. 71% of respondents answered, 'yes' to the question, "Are you aware that you can pay your Gippsland Water bill in instalments, such as weekly or monthly, instead of three times a year?" Additionally, the statement "My water corporation cares for customers having trouble paying their bills" received a weighted score of 8.3 out of 10.

Customer feedback regarding early notification of high-water usage in a billing period was positive. Among the 3,500 customers who received notifications, only one 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%				
b Planned interruptions restored within advised times	Percentage	Target	98%	98%	98%	98%	98%	98%
		Actual		97%				
c Drinking water samples not compliant with <i>E.coli</i> standards	Number	Target	0	0	0	0	0	0
		Actual	0	0				
d Average time to rectify a sewer blockage	Minutes	Target	80	80	80	80	80	80
		Actual		74.15				
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	Target to be set after year 1	Target to be set after year 1	Target to be set after year 1	Target to be set after year 1
		Actual	N/A	69%				
f Number of Safe Drinking Water Act non compliances (water sampling and audit)	Number	Target	0	0	0	0	0	0
		Actual	2	0				

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

Business comment


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

We have continued to meet our core operational targets for sewer spill containment and the restoration of planned interruptions within advised times. We have exceeded our stretch target for the rectification of sewer blockages, with 74 minutes being the average time taken. This is in an environment where several of our contractors have their key performance indicator set at 95 minutes.

Our customers have continued to receive safe drinking water throughout the year, with 100% of our customers being provided with water that meets E.Coli standards.

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%				
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%				
c Account enquiries resolved at first point of contact	Percentage	Target	88%	92%	92%	92%	92%	92%
		Actual	95.22%	92.54%				
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%				

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

Business comment

We have a strong commitment in being easy to deal with for our customers. This sentiment has been reflected by our customers with an 5% increase in our customer satisfaction survey results from last year. For 2023-24 year 95% 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 consistently provide a positive experience for customers by striving to resolve account enquiries at first point of contact. With increased calls being transferred to our specialist customer care team for more complex enquiries, we will continue to monitor these results.

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%				
b Emissions reduction compared to baseline of 42,021 tonnes CO ² emissions	Percentage	Target	N/A	28%	51%	72%	82%	84%
		Actual		31%				
c Total electricity consumed originating from renewable sources	Percentage	Target	N/A	45%	75%	100%	100%	100%
		Actual		33%				

How is GW tracking for outcome 4 in the regulatory period so far?  Close to being on track

Business comment

We are committed to providing our services to the community with minimal environmental impact.

This year, we achieved a better result than our 2025 emissions target, with a 12% decrease (or 4,000 tonnes) of CO₂ equivalent (tCO₂-e) emissions compared to 2022-23. Reductions have come from all major reporting categories including electricity consumption, wastewater treatment fugitive emissions and fuel consumption.


We are aiming to be powered by 100 per cent renewable energy by 2025. This year we didn't reach our target due to operational changes at a major customer resulting in a reduction in hydro and biogas generation.

We are revisiting our plan as we are committed to ensuring we meet our obligations as of 1 July 2025.

Given the operational change impacting this target we will engage with our customers to determine if any changes need to be made to our plans.

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%				

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


Business comment

We have an ongoing focus in having presence in the community and making a positive impact. We have been there for our customers in times of emergency, such as the February 2024 storms. We have also been active in educating the community at local markets and through initiatives such as Drink Gippy Tap and community water fountain donations.

Our commitment has been reflected in our annual customer satisfaction survey. More than half of our customers see us as a valued member of the community, with 62% responding 'yes' on the survey. Another survey question, 'My water corporation makes a positive contribution to the community' had an agreement score of 8.1 out of 10.

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%
		Actual	45%	36%				

How is GW tracking for outcome 6 in the regulatory period so far?  Not on track

Business comment

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

Only 36% of participants responded 'yes' (down from 45% in 2022) to this question, a result we will aim to improve on in 2024-25.

We do note that 61% of participants answered, 'I don't know', and only 3% responded 'no' (down from 6% in 2022) to this question. These results point to the need to increase awareness across our customer and stakeholder group to achieve more positive results.

Advice from the independent survey provider suggests that the decline in customer engagement activity following the submission of a Price Submission has likely influenced these results.

Our results are consistent with the trend observed across the survey participants. Among the seven water corporations surveyed, none improved their scores for this question, and only one maintained its 2022 level. The remaining corporations experienced a decline of 5-13 percentage points in the 'yes' response (we ranked third with a 9% drop).

Since the time of the survey (October 2023), we have launched multiple activities to help increase customer awareness of our planning for the future. We launched our Caretakers for tomorrow and Reduce Your Use campaigns, which promote Healthy Country and sustainability. We also launched a dedicated awareness campaign to demonstrate to our customers how we plan for the future. Through this messaging, we actively explain how we plan for growth, and a healthy and sustainable Gippsland, with every promotion of investment in our infrastructure and major capital projects. We'll soon launch a series of videos about our major projects, which we'll share extensively through our digital channels.

Further to promoting the work we do to plan for the future, we are actively engaging our customers in decisions that affect them so that they can be part of our planning. As we develop our plans for projects that affect our customers, we use input from our Customer Reference Group to develop our engagement strategies and members of our Customer Sounding Board receive opportunities to provide input that influences how we approach projects that affect them.

We're hopeful that our efforts in this area will see an improvement in the result for this outcome area in 2024.