

South East Water – Outcomes – 2018–2023

In this document, the water business provides a summary report of its actual performance against each of its outcome commitments for the 2018-19 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	18-19	19-20	20-21	21-22	22-23
1. Get the basics right, always	Green				
2. Warn me, inform me	Green				
3. Fair and affordable for all	Green				
4. Make my experience better	Green				
5. Support my community, protect my environment	Green				
Overall	Green				

Business comment

We rated our overall performance green because we achieved the majority of our measures. Our net total emissions for 2018-19 is measured at 38,264 tCO₂-e. In comparison to the 2017-18, emissions associated with the treatment and management of sewage and sludge resulted in decreases

in Scope 1 emissions at two water recycling plants. This year South East Water also voluntarily surrendered large-scale generation certificates (LGCs) created from our mini hydro renewable electricity generator. For the 2019-20 period we will be commissioning solar panels at our Somers and Pakenham water recycling plants. In addition, we will be offsetting emissions through our power purchasing agreement which supports the establishment of a solar farm in northern Victoria.

Outcome 1: Get the basics right, always

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
		Actual	0	0	0				
b Number of water quality complaints per 100 customers	Number per 100 customers	Target	–	0.18	0.18	0.18	0.18	0.18	0.18
		Actual	0.18	0.10	0.10				
c Number of customers receiving greater than 5 unplanned water supply interruptions	Number	Target	–	532	532	532	532	532	532
		Actual	468	265	226				
d Number of customers receiving 3 or more sewerage blockages	Number	Target	–	17	17	17	17	17	17
		Actual	17	23	37				

Overall outcome 1 performance for the regulatory period so far:



Business comment

Overall we consider our performance for outcome 1 to be green as three of the target measures have been met. We have experienced an increase in the number of properties experiencing multiple blockages due to drier weather conditions but our overall performance is within our tolerance range. To enable better tracking of properties experiencing a second blockage we are enhancing our analytics to better anticipate and avoid further blockages from occurring.

Outcome 2: Warn me, inform me

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Percentage of customers notified per unplanned water supply interruption (for customers who have provided email/mobile details)	Percentage of affected customers	Target	–	64%	68%	72%	76%	78%	80%
		Actual	60%	65%	79%				
b Average duration of unplanned water supply interruptions	Minutes	Target	–	88	88	88	88	88	88
		Actual	87.7	84	82				
c Percentage of customer interruptions that are in peak hours	Percentage	Target	–	28.0%	27.9%	27.8%	27.7%	27.6%	27.6%
		Actual	28.1%	28.9%	27.9%				
d Planned water interruptions restored within notification period	Percentage	Target	–	98%	98%	98%	98%	98%	98%
		Actual	98%	98%	99%				

Overall outcome 2 performance for the regulatory period so far:



Business comment

Outcome 3: Fair and affordable for all

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Operating cost per property (residential and non-residential).	\$2017-18 per property	Target	–	161	158	155	152	150	147
		Actual	\$161	\$158	\$156.08				
b Customers supported by South East Water Assist program	Number	Target	–	5,057	5,310	5,575	5,854	6,147	7,147
		Actual	4,557	5,298	5,485				
c Average level of debt upon entry to South East Water Assist program	\$2017-18	Target	–	925	875	825	800	800	800
		Actual	925	909	839				

Overall outcome 3 performance for the regulatory period so far:



Business comment

Outcome 4: Make my experience better

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Customers satisfied (rating of 6 or above out of 10) via SEW's post-interaction survey	Percentage of survey responses	Target	–	81%	81%	83%	83%	85%	85%
		Actual	81%	83%	89%				
b Customers who consider SEW provides value for money (rating of 6 or above out of 10) via SEW's post interaction survey	Percentage of survey responses	Target	–	New	68%	69%	70%	71%	72%
		Actual	New	68%	74%				
c Total complaints per 100 customers	Number per 100 customers	Target	–	0.43	0.41	0.40	0.39	0.38	0.37
		Actual	0.36	0.27	0.32				

Overall outcome 4 performance for the regulatory period so far:



Business comment

Outcome 5: Support my community, protect my environment

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Total net CO ₂ emissions	Tonnes CO ₂ e	Target	–	40,410	37,385	38,049	28,969	28,609	29,690
		Actual	41,745	47,359	38,264				
b Number of EPA reportable sewer spills	Number	Target	–	20	20	20	20	20	20
		Actual	20	19	17				
c Percentage of customers in designated greenfield areas receiving recycled water (residential only)	Percentage of customers connected	Target	–	47%	46%	46%	65%	78%	77%
		Actual	New	New	44%				
d Volume of recycled water as a percentage of total water supplied to designated greenfield areas	Percentage	Target	–	12%	12%	14%	16%	18%	20%
		Actual	New	New	12%				

Overall outcome 5 performance for the regulatory period so far:



Business comment

The emissions for 2018-19 has been measured at 38,264 tCO₂-e. In comparison to the 2017-18, emissions associated with the treatment and management of sewage and sludge resulted in decreases in Scope 1 emissions at two water recycling plants. This year South East Water also voluntarily surrendered large-scale generation certificates (LGCs) created from our mini hydro renewable electricity generator.

In regards to areas receiving recycled water, the target for 2018-19 was missed due to delays in connection of the Cranbourne Recycled Water Tank. The tank is now operational and we are progressively connecting customers to recycled water. We are anticipating a significant increase in our performance against customers in greenfield areas receiving recycled water over the coming months.