

South East Water – Outcomes – 2018–2023

Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. Get the basics right, always					
2. Warn me, inform me					
3. Fair and affordable for all					
4. Make my experience better					
5. Support my community, protect my environment					
Overall					

Business comment

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					
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					
c Number of customers receiving greater than 5 unplanned water supply interruptions	Number	Target	–	532	532	532	532	532	532
		Actual	468	265					
d Number of customers receiving 3 or more sewerage blockages	Number	Target	–	17	17	17	17	17	17
		Actual	17	23					

Overall outcome 1 performance for the regulatory period so far:



Business comment

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%					
b Average duration of unplanned water supply interruptions	Minutes	Target	–	88	88	88	88	88	88
		Actual	87.7	84					
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%					
d Planned water interruptions restored within notification period	Percentage	Target	–	98%	98%	98%	98%	98%	98%
		Actual	98%	98%					

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	\$157.69					
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					
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					

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%					
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%					
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					

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					
b Number of EPA reportable sewer spills	Number	Target	–	20	20	20	20	20	20
		Actual	20	19					
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					
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					

Overall outcome 5 performance for the regulatory period so far:



Business comment