

## South Gippsland 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 2021-22 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.*

South Gippsland Water completed a Price Submission process to the Essential Services Commission (ESC) for the three-year period 2020–21 to 2022–23. The process built on our learnings from 2018 customer engagement and was designed and delivered with a view to testing and reviewing Customer Outcomes developed in 2018 and inform key priorities to be delivered for the period.

Customers confirmed that the majority of Outcomes, Measures and Targets reflected their values and expectations, and that the use of Plain English is important when engaging with them. The tables and commentary below reflect the Corporation’s performance for the past four years and positions minor amendments to future Outcomes, Measures and Targets as identified through the 2019–20 engagement process.

### Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. We will partner with community, local government and business to plan for future years	Green	Green	Grey	Grey	Grey
2. We will plan for the future, be reliable, minimise unplanned interruptions to services	Yellow	Green	Green	Green	Grey
3. Provide safe, clean drinking water for the benefit of our customers and communities	Yellow	Green	Green	Yellow	Grey

4. Provide a safe wastewater service that contributes to the health and liveability of our communities and environment	Green	Red	Red	Green	Grey
5. Be environmentally responsible, sustainable and adapt to a future impacted by climate variability	Green	Green	Yellow	Yellow	Grey
6. Treat all customers, community with honesty, respect and strive to balance affordability, value for money and fairness	Green	Green	Green	Green	Grey
Overall	Green	Green	Green	Green	Grey

**Business comments**

South Gippsland Water has achieved the majority of measures associated with our six Customer Outcomes. Improvements to the 2021–22 results have been achieved in reliability of services and results maintained or improved in striving for balance between customer affordability, value for money and fairness. Timing of behind-the-meter solar installations commissioned over the period has seen the corporation realise forecast savings behind the four-year target but with significant savings achieved this year.

Noting continuing impacts of Coronavirus (COVID-19), high rates of employee absence due to illness or isolation and supply chain impacts, delivery of reliable services has been further improved.

South Gippsland Water has reported a non-compliance in provision of safe, clean drinking water, this being a single sample exceeding one quality parameter, and resolved immediately.

**Outcome 1: We will partner with community, local government and business to plan for future years**

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a A long-term water security strategy is in place, developed in consultation with key stakeholders – review by June each year.	Met/not met	Target	Met	Met	Met	Met			
		Actual	Met	Met	Met	Met			
b Water security outlooks for each of the South Gippsland Water’s water supply systems are developed and communicated to customers in November each year.	Met/not met	Target	Met	Met	Met	Met			
		Actual	Met	Met	Met	Met			
c Water security improvement works commissioned for Wonthaggi, Inverloch, Cape Paterson, Korumburra, Poowong, Loch & Nyora by June 2019	Met/not met	Target	On track	On track	Met	NA			
		Actual	On track	On track	Met	NA			
d Occurrences of Stage 1 water restrictions in Korumburra, Poowong, Loch and Nyora (Lance Creek system) each year.	Number	Target	NA	NA	0	0			
		Actual	NA	NA	1	Met			

Overall Outcome 1 performance for the regulatory period: Not Applicable

**Business comment**

During the 2019 Customer Engagement process conducted in developing the 2020 Price Submission, customers wished to simplify the Outcomes and the outputs associated. From 2020/21 this Outcome has been removed other than Output b which is reflected in as an Output in Outcome 2 below.

**Outcome 2: We will plan for the future, be reliable and minimise unplanned interruptions to services**

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Water security outlooks for the Corporation's water supply systems are developed and published in November each year	Met/not met	Target	Met	Met	Met	Met	Met	Met	Met
		Actual	Met	Met	Met	Met	Met	Met	
b Average response time to sewer spills and blockages	Minutes	Target	<30	<30	<30	<30	≤30	≤30	≤30
		Actual	21	19	34.3	30	26	22.7	
c Average response time to water bursts and leaks (Priority 1)	Minutes	Target	<30	<30	<30	<30	≤30	≤30	≤30
		Actual	23	18	17	21	17	16.5	
d Average duration of unplanned water supply interruptions	Minutes	Target	<100	<100	<100	<100	≤110	≤110	≤110
		Actual	91	96	129	90	81	77.9	
e Containment of sewer spills within 5 hours	Percentage	Target	100%	100%	100%	100%			
		Actual	100%	100%	100%	94%			
f Unplanned water interruptions restored within 5 hours	Percentage	Target	99%	99%	99%	99%			
		Actual	99%	98%	96%	99%			
g Number of complaints related to communication of planned works	Number	Target	NA	0	0	0			
		Actual	0	0	0	1			

Overall Outcome 2 performance for the regulatory period:



### **Business comment**

Outcome achieved with improvement in each output. Reliability of services has continued to progress through amended practice in field staff processes, preventative maintenance and asset management practices.

From 2020–21 onward, this Outcome reflects the inclusion of planning along with some minor changes to the Measures to capture customer sentiment to simplify the overall process by removing three measures to reflect areas identified as most important to them. Customers did not wish South Gippsland Water to rush work to restore unplanned water interruptions at the expense of completing the task properly. As such, the measure for completing unplanned water interruptions was, in 2020–21, increased to 110 minutes.

**Outcome 3: Provide safe, clean drinking water for the benefit of our customers and communities**

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Number of Safe Drinking Water Regulations non-compliance incidents	Number	Target	0	0	0	0	0	0	0
		Actual	0	0	1	0	0	1	
b Customers who prefer to drink our tap water, including filtered (identified via the Customer Satisfaction Survey)	Percentage	Target	≥ 88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%
		Actual	90%	93%	93%	91%	91%	89%	

Overall Outcome 3 performance for the regulatory period:



**Business comment**

During the year South Gippsland Water identified and reported one sample under section 18 of the Safe Drinking Water Act for an exceedance of 0.01mg/L above the water quality standard for trihalomethanes. After investigating the cause of the exceedance, which was sampled in Fish Creek, the water main supplying the non-complying customer tap site was flushed. Chlorine dosing at the Fish Creek water treatment plant was also reduced slightly. Samples collected the following week confirmed a return to compliant trihalomethane levels.

Preference for drinking water has remained relatively stable with 67% drinking tap water, 22% drinking filtered water. There was a small increase this year in customers with a preference for bottled water from 9% to 12%.

**Outcome 4: Provide a safe wastewater service that contributes to the health and liveability of our communities and environment**

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a EPA licence enforcement actions per year	Number	Target	0	0	0	0	0	0	0
		Actual	0	0	0	1	1	0	

Overall Outcome 4 performance for the regulatory period:



**Business comment**

Outcome achieved. South Gippsland Water is underway with several programs described in the 2020 Price Submission to augment “at risk” wastewater systems in preparation for future high rainfall events and increased population and industry growth.

**Outcome 5: Be environmentally responsible, sustainable and adapt to a future impacted by climate variability**

Output		Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a	Reduction of CO <sub>2</sub> emissions resulting from energy renewable projects (cumulative)	Tonnes CO <sub>2</sub> e per annum	Target	NA	NA	30	120	750	1,500	2,200
			Actual	NA	NA	60	144	218	806	
b	Average household water consumption	Kilolitres per annum	Target	≤ 125	≤ 125	≤ 125	≤ 125	≤ 125	≤ 125	≤ 125
			Actual	120	118	120	121	118	114.7	

Overall Outcome 5 performance for the regulatory period:



**Business comment**

South Gippsland Water is behind target for reduction of CO<sub>2</sub> emissions. Reduction calculation is made up of a number of variable factors including the electricity grid emission factor (kgCO<sub>2</sub>e/kWh) which has dropped from 0.98 to 0.96 in the recent period impacting the calculation. Commissioning of the solar systems was impacted by COVID-19 restrictions on our contractors at the peak of the pandemic with three out of four solar systems planned to be in operation commissioned at the time of reporting. It is expected the fourth system will be commissioned early 2022–23 which will further increase the amount of CO<sub>2</sub>e saved. Forecasts for 2022–23 suggest a cumulative saving of approximately 1,400 and 2,000 by 2023–24.

Household water consumption dropped this year, consistent with high rainfall and for part of the year continuing disruption to small business demand in response to the COVID-19 pandemic.



**Outcome 6: Treat all customers, community with honesty, respect and strive to balance affordability, value for money and fairness**

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Customer satisfaction rating of 'satisfied' or 'very satisfied' (via the Customer Satisfaction Survey)	Percentage of survey responses	Target	≥80%	≥80%	≥80%	≥80%	≥80%	≥80%	≥80%
		Actual	90%	89%	89%	84%	88%	87%	
b Customers rating SGW's services as 'value for money' (via the Customer Satisfaction Survey)	Percentage of survey responses	Target	≥73%	≥73%	≥73%	≥73%	≥70%	≥70%	≥70%
		Actual	75%	75%	75%	74%	73%	77%	

Overall Outcome 6 performance for the regulatory period:



**Business comment**

Outcome achieved. The Customer Satisfaction rating remained stable over the 2021–22 year and the Value for Money rating improved. South Gippsland Water will continue to work with customers to understand what they value in our water and wastewater services to continue to achieve this important Outcome and particularly focussing on this as part of engaging with customers on the 2023 Price Submission.