

South Gippsland Water – Outcomes – 2018–2020

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. We will partner with community, local government and business to plan for future years	Green	Grey	Grey	Grey	Grey
2. We will be reliable, minimise unplanned interruptions to services and commit to communicating well with our customers	Yellow	Grey	Grey	Grey	Grey
3. Provide safe, clean drinking water for the benefit of our customers and communities	Yellow	Grey	Grey	Grey	Grey
4. Provide a safe wastewater service that contributes to the health and liveability of our communities and environment	Green	Grey	Grey	Grey	Grey
5. Environment	Green	Grey	Grey	Grey	Grey
6. Customer/Integrity	Green	Grey	Grey	Grey	Grey
Overall	Green	Grey	Grey	Grey	Grey

Business comments

Delivery of majority of outcomes and overall a strong performance for customers in relation to the outcomes of most importance to them. A refinement of counting rules for restoring water interruptions has resulted in longer times being reported, ensuring flushing times are now included. The deliberative customer engagement process currently underway has provided further insight to the importance of inclusion of flushing times in reporting performance and this will be reviewed as part of the next Pricing Submission.

The corporation has reported amber in providing safe, clean drinking water despite a single, isolated incidence of e-Coli level non-compliance at one testing point, and a compliance result of over 99%. This is in recognition of the critical priority placed on always delivering healthy, safe drinking water.

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				
b Water security outlooks for each of the Corporation'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				
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				
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				

Overall outcome 1 performance for the regulatory period:



Business comment

Majority of outcomes achieved. The outcome rated orange relates to water restrictions implemented in Korumburra commencing 15 March 2018 and lifted 9 July 2018, equating to nine days under restriction during the reporting period. Since then the Lance Creek Water Connection Pipeline project work has been completed and the townships of Korumburra, Poowong, Loch and Nyora are now secured, which will in turn greatly reduce the likelihood of future water restrictions.

Outcome 2: We will be reliable, minimise unplanned interruptions to services and commit to communicating well with our customers

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Average response time to sewer spills and blockages	Minutes	Target	<30	<30	<30	<30			
		Actual	21	19	34.3				
b Average response time to water bursts and leaks (Priority 1)	Minutes	Target	<30	<30	<30	<30			
		Actual	23	18	17				
c Average duration of unplanned water supply interruptions	Minutes	Target	<100	<100	<100	<100			
		Actual	91	96	129				
d Containment of sewer spills within 5 hours	Percentage	Target	100%	100%	100%	100%			
		Actual	100%	100%	100%				
e Unplanned water interruptions restored within 5 hours	Percentage	Target	99%	99%	99%	99%			
		Actual	99%	98%	96%				
f Number of complaints related to communication of planned works	Number	Target	NA	0	0	0			
		Actual	0	0	0				

Overall outcome 2 performance for the regulatory period:



Business comment

Previous year results excluded flushing times from metrics. As per ESC definition, flushing times are now included in restoration times for unplanned interruptions resulting in a reportable increase to average duration to restore water supply after interruptions.

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			
		Actual	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%			
		Actual	90%	93%	93%				

Overall outcome 3 performance for the regulatory period:



Business comment

Majority of outcomes achieved with the exception of one incident. Non-compliance relates to an isolated E. coli detection incident at the Poowong Water tower in April 2019. Overall compliance with respect to E. coli for SGW is 99.04 % based on number of customer connections receiving compliant water for the year.

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			
		Actual	0	0	0				

Overall outcome 4 performance for the regulatory period:



Business comment

Outcomes fully achieved.

Outcome 5: Environment

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Reduction of CO ₂ emissions resulting from energy renewable projects (cumulative)	Tonnes CO ₂ e per annum	Target	NA	NA	30	120			
		Actual	NA	NA	60				
b Average household water consumption	Kilolitres per annum	Target	≤ 125	≤ 125	≤ 125	≤ 125			
		Actual	120	118	120				

Overall outcome 5 performance for the regulatory period so far:



Business comment

Outcomes fully achieved. CO₂ emission reductions favourable due to early commissioning of renewables project.

Outcome 6: Customer/Integrity

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%			
		Actual	90%	89%	89%				
b Customers rating SGW's services as 'value for money' (via the Customer Satisfaction Survey)	Percentage of survey responses	Target	≥73%	≥73%	≥73%	≥73%			
		Actual	75%	75%	75%				

Overall outcome 6 performance for the regulatory period so far:



Business comment

Outcomes fully achieved. Customer Satisfaction for and Value for money rating remains consistent for South Gippsland Water.