

South Gippsland Water – Outcomes – 2018–2020

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

Business comments

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					
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					
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					
d Occurrences of Stage 1 water restrictions in Korumburra, Poowong, Loch and Nyora (Lance Creek system) each year.	Number	Target	N/A	N/A	0	0			
		Actual	N/A	N/A					

Overall outcome 1 performance for the regulatory period so far: 

Business comment

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					
b Average response time to water bursts and leaks (Priority 1)	Minutes	Target	<30	<30	<30	<30			
		Actual	23	18					
c Average duration of unplanned water supply interruptions.	Minutes	Target	<100	<100	<100	<100			
		Actual	91	96					
d Containment of sewer spills within 5 hours	Percentage	Target	100%	100%	100%	100%			
		Actual	100%	100%					
e Unplanned water interruptions restored within 5 hours	Percentage	Target	99%	99%	99%	99%			
		Actual	99%	98%					
f Number of complaints related to communication of planned works	Number	Target	N/A	0	0	0			
		Actual	0	0					

Overall outcome 2 performance for the regulatory period so far: 

Business comment

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					
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%					

Overall outcome 3 performance for the regulatory period so far:



Business comment

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					

Overall outcome 4 performance for the regulatory period so far: 

Business comment

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	N/A	N/A	30	120			
		Actual	N/A	N/A					
b Average household water consumption	Kilolitres per annum	Target	≤ 125	≤ 125	≤ 125	≤ 125			
		Actual	120	118					

Overall outcome 5 performance for the regulatory period so far: 

Business comment

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%					
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%					

Overall outcome 6 performance for the regulatory period so far:



Business comment