

Southern Rural Water – Outcomes – 2023-2028

In this document, the water business provides a summary report of its actual performance against each of its outcome commitments for the 2023-2024 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	23-24	24-25	25-26	26-27	27-28	Overall, for the period to date
1. Reliable water						
2. Sustainable water						
3. Great service						
4. Value community member						
5. Fair and reasonable prices						
Overall, for reporting year						

Business comments

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Outcome 1: Reliable water

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a) Percentage of all orders from district customers delivered on day that was confirmed	%	Target		95	95	95	95	95
		Actual						
b) MID: Total number of unplanned disruptions of more than 10 days	Number	Target		1	0	0	0	0
		Actual						
c) WID Water quality: Events where recycled water cannot be supplied for 5 consecutive days due to high salinity ($\geq 1,800 \mu\text{S}/\text{cm}$) or blue green algae	Number	Target		2	2	2	2	2
		Actual						
d) WID: Number of unplanned disruptions of 3+ days.	Number	Target		1	1	1	0	0
		Actual						
e) BMID: Number of unplanned disruptions of 3+ days.	Number	Target		1	1	1	0	0
		Actual						
f) BE customers: Bulk Entitlement orders delivered on time.	%	Target		95	95	95	95	95
		Actual						

How is SRW tracking for outcome 1 in the regulatory period so far?

Business comment

Outcome 2: Sustainable water

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a) All incidents of unauthorised use investigated within 1 week of being reported/suspected.	%	Target		100	100	100	100	100
		Actual						
b) MID: permanent water entitlements offered for sale.	Megalitres	Target		1000	1000	1000	1000	1000
		Actual						
c) MID: Percentage of water released that is delivered to MID customers	%	Target		85	85	85	90	90
		Actual						
d) BMID: Percentage of water released that is delivered to BMID customers	%	Target		80	80	85	85	85
		Actual						
e) WID: Percentage of water released that is delivered to WID customers	%	Target		80	80	85	85	85
		Actual						

How is SRW tracking for outcome 2 in the regulatory period so far?

Business comment

Outcome 3: Great service

Output		Unit	22-23	23-24	24-25	25-26	26-27	27-28
a) Customer formal (i.e., written) complaints	Number of complaints per 1,000 customers.	Target		<2	<2	<2	<1	<1
		Actual						
b) All formal complaints responded to within 10 business days.	%	Target		90	90	95	95	95
		Actual						
c) G&R: Applications that do not require public notification completed within set timeframes	% of applications completed	Target		90	90	90	90	90
		Actual						
d) MID: Drainage - rainfall events (up to 84mm in 24hrs) resulting in complaints of water being on grazing properties for more than 4 days	Number	Target		5	4	3	2	1
		Actual						
e) WID: Drainage - rainfall events (up to 75mm in 6hrs) resulting in complaints of water being on properties for more than 24 hours	Number	Target		5	4	3	2	1
		Actual						

How is SRW tracking for outcome 3 in the regulatory period so far?

Business comment

Outcome 4: Community value

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a) CO2 emissions.	Net tonnes	Target		800	600	0	0	0
		Actual						
b) Environmental flows are released in accordance with the order	% of releases delivered.	Target		100	100	100	100	100
		Actual						

How is SRW tracking for outcome 4 in the regulatory period so far?

Business comment

Outcome 5: Fair and reasonable prices

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a) Operating costs (+/- 5% of determination benchmark)	\$m 22-23	Target		\$24	\$24	\$24	\$24	\$24
		Actual						
b) Capital expenditure (cumulative)	\$m 22-23	Target		48	87	110	128	142
		Actual						
c) Efficiency improvements	\$k of savings	Target		0	550	950	1200	1400
		Actual						

How is SRW tracking for outcome 4 in the regulatory period so far?

Business comment