

Southern Rural 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 2019-20 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. SRW provides great customer service	Yellow	Green			
2. SRW's water supply system enables good practice irrigation	Green	Green			
3. SRW manages water resources well, maintaining a good balance between my needs as a water user and the sustainability of the resource	Green	Green			
4. SRW works with me to manage my needs and entitlements	Green	Red			
Overall	Green	Yellow			

Business comments

We have met or exceeded targets for 13 out of 20 indicators. Delivery efficiency results for our irrigation districts were slightly below target, but these variations were within the range of natural seasonal variation.

We have not been able to make available the additional water that we had expected, as we are awaiting final approvals from external bodies that allow for the conversion of water savings into new entitlements.

Outcome 1: SRW provides great customer service

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Applications completed within set timeframes	Percentage	Target	–	90%	90%	90%	90%	90%	90%
		Actual	89.3%	90.4%	88.4%	96.5%			

Overall outcome 1 performance for the regulatory period so far:



Business comment

We've seen an improvement this year in our processing times, which has materially exceeded our target.

Outcome 2: SRW's water supply system enables good practice irrigation

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Delivery volume accuracy (WID) – Deliveries are >90% of order volume or within 0.1 megalitre.	Percentage deliveries	Target	–	98%	98%	98%	98%	98%	98%
		Actual	97.40%	96.6%	98%	99%			
b Delivery volume accuracy (BMID) – Deliveries are >90% of order volume or within 0.1 megalitre.	Percentage deliveries	Target	–	98%	98%	98%	98%	98%	98%
		Actual	96.20%	96.9%	97%	99%			
c Channel pool performance (MID) – Pool levels are within specified ranges.	Percentage deliveries	Target	–	75%	78%	79%	81%	82%	85%
		Actual	71.60%	69.4%	69%	75%			
d Delivery efficiency (MID) – Water released into the system that is actually delivered to customers.	Percentage	Target	–	80%	80%	82%	85%	85%	85%
		Actual	80.50%	78.6%	80%	77%			
e Delivery efficiency (WID) – Water released into the system that is actually delivered to customers.	Percentage	Target	–	60%	70%	75%	80%	80%	80%
		Actual	58.80%	62.3%	71%	74%			
f Delivery efficiency (BMID) – Water released into the system that is actually delivered to customers.	Percentage	Target	–	60%	70%	75%	80%	80%	80%
		Actual	73.30%	75.9%	71%	74%			
g Customers with access to the Demand Management System (MID)	Percentage	Target	–	NA	40%	50%	60%	70%	75%
		Actual	NA	25%	61%	61%			

h Delivery reliability (MID) – Orders unaffected by unplanned interruptions.	Percentage	Target	–	100%	99%	99%	99%	99%	99%
		Actual	100%	100%	100%	100%			
i Delivery reliability (WID) – Orders unaffected by unplanned interruptions.	Percentage	Target	–	100%	99%	99%	99%	99%	99%
		Actual	100%	99.1%	100%	100%			
j Delivery reliability (BMID) – Orders unaffected by unplanned interruptions.	Percentage	Target	–	100%	99%	99%	99%	99%	99%
		Actual	100%	99.5%	100%	100%			

Overall outcome 2 performance for the regulatory period so far:



Business comment

We have seen a solid improvement in channel pool performance for the Macalister Irrigation District, which was our most challenging performance target last season. While we are still a little below target, we recognise that this was a new measure in our 2018 Price Submission, and we set our targets without the benefit of historic performance information.

While our delivery efficiencies were slightly below target this season, the variances were within the tolerance of natural seasonal variation.

Outcome 3: SRW manages water resources well, maintaining a good balance between my needs as a water user and the sustainability of the resource

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Water is harvested at the maximum possible rate for Pykes Creek and Merrimu storages (when dam capacity is available)	Percentage of time	Target	–	New	>95%	>95%	>95%	>95%	>95%
		Actual	New	New	97%	100%			
b Salinity of recycled water delivered (WID)	Electrical conductivity (µS/cm)	Target	–	≤1,800	≤1,800	≤1,800	≤1,800	≤1,800	≤1,800
		Actual	≤1,800	≤1,800	≤1,800	≤1,800			
c Headworks release within 10% or 5 megalitres of ordered flow (Werribee system)	Percentage of time	Target	–	NA	95%	95%	95%	95%	95%
		Actual	97.70%	97.5%	99%	100%			
d Headworks release within 10% or 1 megalitre of ordered flow (Maribyrnong system)	Percentage of time	Target	–	NA	95%	95%	95%	95%	95%
		Actual	99.40%	98.8%	98%	100%			
e Headworks release within 10% of ordered flow (Latrobe system)	Percentage of time	Target	–	NA	95%	95%	95%	95%	95%
		Actual	98%	94%	100%	100%			

Overall outcome 3 performance for the regulatory period so far:



Business comment

We met or exceeded all of our targets in this area.

Outcome 4: SRW works with me to manage my needs and entitlements

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Customer contacts to promote water trading	Number	Target	–	NA	1,000	1,000	1,000	1,000	1,000
		Actual	486	843	1,015	927			
b Release of additional water entitlements - WID	Megalitres	Target	–	NA	0	1300	533	0	0
		Actual	0	0	0	0			
c Release of additional water entitlements - BMID	Megalitres	Target	–	NA	0	200	167	0	0
		Actual	0	0	0	0			
d Release of additional water entitlements - MID	Megalitres	Target	–	NA	800	800	800	7,300	800
		Actual	755	7,394	742	177			

Overall outcome 4 performance for the regulatory period so far:



Business comment

Our targets for release of additional water entitlements were based on capturing savings through our irrigation modernisation projects, and making these available to customers. This requires auditing of the savings once works are completed, and conversion of the savings into new water shares. We have completed audits of additional water savings but have experienced some delays in getting these savings converted to water shares as this requires external approval. Whilst savings have not been made available as new entitlements, these savings are real and have led to improved reliability over a dry period.

During 2019-20 we made all remaining previously validated water savings available to market in the Macalister Irrigation District which equated with 177ML of water savings. Future releases of water entitlements will rely on validation of further savings, and we are working with external stakeholders on this.