

# 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 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. SRW provides great customer service	Yellow				
2. SRW's water supply system enables good practice irrigation	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				
4. SRW works with me to manage my needs and entitlements	Green				
Overall	Green				

## Business comments

We have met or exceeded targets for 16 out of 20 indicators, and within 2% of target for a further two indicators. Many of our measures only vary by exception, and we’ve had no failures this year impacting irrigation deliveries or releases from our dams.

One target, channel pool performance in the Macalister Irrigation District (within outcome 2), is proving challenging. This is a new measure, and we set our targets without the benefit of historic performance information. The recent season produced perfect conditions for weed growth, which impacted our performance despite additional maintenance effort that we applied through the season.

Future releases of water entitlements (outcome 4) will rely on validation of further savings, and we are working with DELWP on this.

## 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%				

Overall outcome 1 performance for the regulatory period so far:



### Business comment

While we didn't quite meet our target for processing applications within agreed timeframes, our result was within 2% of the target. We believe this has been an excellent result by our applications processing staff who dealt with a 25% increase in the volume of application as compared with the prior year.

## 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%				
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%				
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%				
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%				
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%				
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%				
g Customers with access to the Demand Management System (MID)	Percentage	Target	–	NA	40%	50%	60%	70%	75%
		Actual	NA	25%	61%				

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

Overall outcome 2 performance for the regulatory period so far:



## Business comment

We met or exceeded 8 out of our 10 measures, with only a minor variance in one of the remaining measures.

Our target for channel pool performance for the Macalister Irrigation District is proving to be challenging. This is a new measure, and we set our targets without the benefit of historic performance information. The recent season produced perfect growing conditions for weeds, which impacted our ability to maintain channel pool heights within the tight tolerances that we defined for this measure. This is despite additional maintenance effort that we applied through the season. Importantly, customer orders were not delayed or reduced due to this result. We will continue to explore other options to improve the consistency of pool levels.

### 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%				
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				
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%				
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%				
e Headworks release within 10% of ordered flow (Latrobe system)	Percentage of time	Target	–	NA	95%	95%	95%	95%	95%
		Actual	98%	94%	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				
b Release of additional water entitlements - WID	Megalitres	Target	–	NA	0	1300	533	0	0
		Actual	0	0	0				
c Release of additional water entitlements - BMID	Megalitres	Target	–	NA	0	200	167	0	0
		Actual	0	0	0				
d Release of additional water entitlements - MID	Megalitres	Target	–	NA	800	800	800	7,300	800
		Actual	755	7,394	742				

Overall outcome 4 performance for the regulatory period so far:



### Business comment

A stronger focus on ensuring that our field staff (in particular) continue to promote and raise awareness of water trading opportunities has seen a large increase in our recorded number of contacts. Through our applications processing, we have seen an increase in the number of water trades taking place during 2018-19.

Our targets for release of additional water entitlements are based on capturing savings through our irrigation modernisation projects, and making these available to customers. During 2018-19 we have made all remaining previously validated water savings available to market in the Macalister Irrigation District, which amount to 742ML. This total comprised 214ML sold as allocation for the season, and 528ML of validated savings sold as new high and low reliability water shares. Future releases of water entitlements will rely on validation of further savings, and we are working with DELWP on this.

We also sold 205ML of high reliability water shares in the Werribee system, which had previously been associated with a “supply by agreement”. While this is not technically new entitlement, it nonetheless has been made available for productive use which benefits customers.