

Southern Rural Water – Outcomes – 2018–2023

Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. SRW provides great customer service					
2. SRW's water supply system enables good practice irrigation					
3. SRW manages water resources well, maintaining a good balance between my needs as a water user and the sustainability of the resource					
4. SRW works with me to manage my needs and entitlements					
Overall					

Business comments

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%					

Overall outcome 1 performance for the regulatory period so far:



Business comment

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%					
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%					
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%					
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%					
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%					
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%					
g Customers with access to the Demand Management System (MID)	Percentage	Target	–	N/A	40%	50%	60%	70%	75%
		Actual	N/A	25%					

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

Overall outcome 2 performance for the regulatory period so far:



Business comment

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					
b Salinity of recycled water delivered (WID)	Electrical conductivity (µS/cm)	Target	–	≤1800	≤1800	≤1800	≤1800	≤1800	≤1800
		Actual	≤1800	≤1800					
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%					
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%					
e Headworks release within 10% of ordered flow (Latrobe system)	Percentage of time	Target	–	NA	95%	95%	95%	95%	95%
		Actual	98%	94%					

Overall outcome 3 performance for the regulatory period so far:



Business comment

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	–	843	1000	1000	1000	1000	1000
		Actual	486	843					
b Release of additional water entitlements - WID	Megalitres	Target	–	N/A	0	1300	533	0	0
		Actual	0	0					
c Release of additional water entitlements - BMID	Megalitres	Target	–	N/A	0	200	167	0	0
		Actual	0	0					
d Release of additional water entitlements - MID	Megalitres	Target	–	N/A	800	800	800	7300	800
		Actual	334	309					

Overall outcome 4 performance for the regulatory period so far:



Business comment