

## 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 2022-23 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	Green	Green	Yellow
2	SRW's water supply system enables good practice irrigation	Green	Green	Green	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	Green	Green	Green
4	SRW works with me to manage my needs and entitlements	Green	Red	Red	Yellow	Yellow
	Overall	Green	Yellow	Yellow	Green	Green

### Business comments

We have met or exceeded targets for 13 of the 20 indicators, with a further five being close to or largely met.

High rainfall at the start of the season led to reduced water demand which impacted channel pool performance and delivery efficiency in our irrigation districts. However, this did not affect customer service levels with customers still receiving their orders.

Wet conditions resulted in fewer opportunities to promote water trading between customers. A new trading platform which is about to be launched should help to boost trading in 2023-24.

We did not sell additional water shares due the complexities of converting savings to entitlements. The wet season and low demand for water is likely to have prejudiced sale outcomes. Plans are in place to undertake a large sale in the MID in late 2023.

Overall, we were able to maintain customer service levels throughout 2023-24 despite not having met all targets

**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%	94%	90%	87%

Overall outcome 1 performance for the regulatory period so far:



**Business comment**

Reduced staff levels have affected the results, with less staff available to process applications. This did not result in any customer complaints. Process improvement work is underway to further enhance our application process

## 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%	98%	99%	99.8%
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%	99%	95%	99.6%
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%	72%	75%	70%
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%	77%	76%	83%
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%	76%	76%	76%
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%	87%	84%	87%
g Customers with access to the Demand Management System (MID)	Percentage	Target	–	NA	40%	50%	60%	70%	75%
		Actual	NA	25%	61%	61%	61%	73%	73%

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

Overall outcome 2 performance for the regulatory period so far:



### Business comment

We have continued to provide high levels of service with 100% of all orders delivered in all three irrigation districts

High rainfall at the start of the season led to reduced water demand which impacted channel pool performance and delivery efficiency in our irrigation districts. However, this did not affect customer service levels with customers still receiving their orders.

Hence, while we did not meet all targets, these are measures of operational efficiency and have not had an impact on customer service 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%	100%	100%	100%	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	≤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%	100%	100%	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%	100%	100%	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%	100%	100%	100%

Overall outcome 3 performance for the regulatory period so far:



**Business comment**

We have 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	657	311	136
b Release of additional water entitlements - WID	Megalitres	Target	–	NA	0	1300	533	0	0
		Actual	0	0	0	0	0	0	0
c Release of additional water entitlements - BMID	Megalitres	Target	–	NA	0	200	167	0	0
		Actual	0	0	0	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	0	0	0

Overall outcome 4 performance for the regulatory period so far:



**Business comment**

Very few customers were seeking trading opportunities this year due to wet conditions. This reduced the need for SRW to make contact with customers to facilitate trade. We have been developing an on-line trading platform to facilitate trades with lesser input from SRW.

Our targets for release of additional water entitlements were based on capturing savings through our irrigation modernisation projects and making this water available to customers. This involves a complex process, working with DEECA to validate the savings and convert them to shares, which are signed off by the Minister for Water so that they can then be traded. Recent changes in requirements (including the need for environmental watering plans, mitigation investigations and liaison with traditional owners) have led to further delays in the process. Sales are now planned for late 2023.

The delays have not impacted customers as, high rainfall levels at the start of the season and full allocations has meant there has been a low demand for additional water in 2022-23.