

Yarra Valley 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. Safe and pleasant drinking water						
2. Reliable water and sewerage services						
3. Timely response and repair						
4. Service that meets everyone’s needs						
5. Saving water for the future						
6. Looking after our natural environment						

Overall, for reporting year

Business comments

Outcome 1: Safe and pleasant drinking water

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Compliance with Safe Drinking Water Regulations (2015) (water sampling health parameters and regulatory audit)	Number of non-compliances	Target	0	0	0	0	0	0
		Actual						
b Customers who agree we provide great drinking water (survey respondents answering 'strongly agree' or 'somewhat agree' via our ongoing survey))	% of customers surveyed	Target	n/a	≥91%	≥91%	≥91%	≥91%	≥91%
		Actual						

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

Business comment

Outcome 2: Reliable water and sewerage services

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customers who experience three or more unplanned interruptions (water or sewerage services)	Number of customers	Target	n/a	<7,000	<7,000	<7,000	<7,000	<7,000
		Actual						
b Customers who experienced an interruption this year and more than five in total over three years	Number of customers	Target	n/a	<3,572	<3,572	<3,572	<3,572	<3,572
		Actual						

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

Business comment

Outcome 3: Timely response and repair

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customers' satisfaction with the restoration of their services (planned and unplanned interruptions) (Survey respondents answering 'very satisfied' or 'satisfied' via our ongoing survey)	% of customers surveyed	Target	n/a	≥91%	≥91%	≥91%	≥91%	≥91%
		Actual						
b Customers whose water or sewerage service wasn't restored within four hours (planned and unplanned interruptions)	% of customers	Target	n/a	≤4.85%	≤4.85%	≤4.85%	≤4.85%	≤4.85%
		Actual						
c Customers whose water or sewerage service wasn't restored within 12 hours (planned and unplanned interruptions)	% of customers	Target	n/a	≤0.35%	≤0.35%	≤0.35%	≤0.35%	≤0.35%
		Actual						

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

Business comment

Outcome 4: Service that meets everyone’s needs

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customers' satisfaction with their most recent interaction with us (survey respondents answering 'very satisfied' or 'satisfied' via our ongoing survey)	% of customers surveyed	Target	≥86%	≥86%	≥86%	≥86%	≥86%	≥86%
		Actual						
b Customers, who accessed our support services, believe Yarra Valley Water helped them with their bills (survey respondents answering 'strongly believe' or 'somewhat believe' via our ongoing survey)	% of customers surveyed	Target	n/a	≥92%	≥92%	≥92%	≥92%	≥92%
		Actual						

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

Business comment

Outcome 5: Saving water for the future

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Water lost from Yarra Valley Water's supply system	% of water available	Target	n/a	≤7.8%	≤7.5%	≤7.3%	≤7.3%	≤7.3%
		Actual						
b Recycled water used in areas where it's available	% of total water used	Target	n/a	≥3.7%	≥4.4%	≥4.4%	≥4.4%	≥8.7%
		Actual						
c Average household water use (litres per property per day)	Average litres used by households each day	Target	n/a	≤399	≤398	≤396	≤393	≤388
		Actual						
d Business customers who use more than 100ML (100 million litres) of water a year, who have an active water efficiency plan	% of customers	Target	n/a	100%	100%	100%	100%	100%
		Actual						

How is YVW tracking for outcome 5 in the regulatory period so far?

Business comment

Outcome 6: Looking after our natural environment

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Hectares of land we actively manage to preserve and restore biodiversity and natural habitats	Hectares of land	Target	n/a	9	11	13	45	47
		Actual						
b Volume of sewage spills reported to the EPA as having a material impact to the environment	Kilolitres	Target	n/a	≤5,000	≤5,000	≤5,000	≤5,000	≤5,000
		Actual						
c Number of customers who were on septic tanks and are now connected to the sewerage network	Number	Target	n/a	>200	>200	>200	>200	>200
		Actual						
d Percentage of energy requirements met from renewables	% of all energy	Target	n/a	85%	95%	100%	100%	100%
		Actual						

How is YVW tracking for outcome 6 in the regulatory period so far?

Business comment