

Yarra Valley Water – Outcomes – 2018–2023

Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. Safe drinking water					
2. Reliable water and sewerage services					
3. Timely response and restoration					
4. Fair access and assistance for all					
5. Water availability and conservation					
6. Modern flexible service					
7. Care for and protect the environment					
Overall					

Business comments

Outcome 1: Safe drinking water

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	–	0	0	0	0	0	0
		Actual	0	1					

Note: 16/17 & 17/18 results are reported as at 30 June. Results from 18/19 will be reported as at 31 March.

Overall outcome 1 performance for the regulatory period so far:




Business comment

Outcome 2: Reliable water and sewerage services

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Customers who experience 3 or more unplanned water interruptions or 3 or more sewerage service interruptions in 12 months (5 year rolling average)	Percentage	Target	–		0.96%	0.96%	0.96%	0.96%	0.96%
		Actual	0.96%	0.91%					

Note: 16/17 & 17/18 5-year average results as at 30 June. Results from 18/19 will be reported as at 31 March.


Overall outcome 2 performance for the regulatory period so far: 

Business comment

Outcome 3: Timely response and restoration

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Customers whose interrupted service (water and sewerage) has been restored within four hours	Percentage	Target	–		91.1%	91.1%	91.1%	91.1%	91.1%
		Actual	90.9%	93.0%					

Note: 16/17 & 17/18 results as at 30 June. Results from 18/19 will be reported as at 31 March.

Overall outcome 3 performance for the regulatory period so far: 

Business comment

Outcome 4: Fair access and assistance for all

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Customers who, having accessed its support programs, believe Yarra Valley Water helps customers experiencing difficulty paying for their water and sewerage services (via survey)	Percentage	Target	–		89%	89%	89%	89%	89%
		Actual	New	New					

Overall outcome 4 performance for the regulatory period so far:



Business comment

Outcome 5: Water availability and conservation

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Total water usage	Litres per person per day	Target	–		221	217	213	211	210
		Actual	220	231					

Note: 16/17 & 17/18 results as at 30 June. Results from 18/19 will be reported as at 31 March.

Overall outcome 5 performance for the regulatory period so far:



Business comment

Outcome 6: Modern flexible service

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Customers who are satisfied with their most recent interaction (via survey)	Percentage of customers surveyed	Target	–		86%	86%	86%	86%	86%
		Actual	85%	83.8%					

Note: 16/17 & 17/18 results as at 30 June. Results from 18/19 will be reported as at 31 March.


Overall outcome 6 performance for the regulatory period so far:



Business comment

Outcome 7: Care for and protect the environment

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Reduction in carbon emissions (cumulative) Baseline is 34,083 Tonnes CO ₂ e in 2016-17.	Percentage	Target	–		4.0%	14.5%	31.5%	46.1%	52.5%
		Actual	NA	NA					

Overall outcome 7 performance for the regulatory period so far: 

Business comment