

Lower Murray Water - Rural - 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 2021-22- reporting year. The business has given itself a “traffic light” rating (green = met, 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. Supply me with water when I need it	Green	Green	Green	Green	Grey
2. Keep my costs to a minimum	Green	Green	Green	Green	Grey
3. Be easy to contact and quick to respond	Yellow	Green	Green	Green	Grey
4. Comply with other government obligations	Green	Green	Green	Green	Grey
Overall	Green	Green	Green	Green	Grey

Business comments

This marks the fourth year of outcomes reporting for the *2018-23 Water Plan 4* and builds upon the successful delivery of services in years 1-3. Labour shortages and supply chain issues have continued to provide challenges for both LMW and its rural customers, however the 100% allocation declared for High Reliability Water Shares (HRWS) has provided some relief to customers.


LMW's decision to bring the delivery of irrigation mains replacement and channel lining projects forward from the final year of *Water Plan 4* has contributed to a downward trend in pipe bursts and leaks, which is reflected in improvements to water delivered on time reaching 99.9%. Annual customer and post interaction survey numbers have continued to be below target, with an increased customer reluctance evident. Despite lower numbers, overall customer satisfaction continues to exceed targets.

Due to the Coronavirus Pandemic (COVID-19), LMW did not hold its annual Growers' Conference during the reporting period, however, the conference returns as a face-to-face event in 2022. The Growers' Conference provides our rural customers the opportunity to hear directly from industry experts and policy makers.

LMW remains committed to keeping costs to a minimum as outlined in our 2018-2023 pricing submission. The tariffs for rural services have continued to follow the price path of the pricing determination in real terms and adjusted for CPI.

Outcome 1: Supply me with water when I need it

Output		Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a	Water orders delivered on time (whole of rural business)	Percentage	Target	95%	95%	> 98%	> 98%	> 98%	> 98%	> 98%
			Actual	99.88%	95%	99.85%	99.71%	99.76%	99.90%	
b	Channel / pipe bursts and leaks (whole of rural business)	Per 100 km	Target	70	70	< 64	< 63	< 62	< 61	< 60
			Actual	59.5	62	61.6	46.8	42.8	35.4	
c	Deliver major Capital Works projects >\$1 million value within budget and within the regulatory period	Percentage of budget spent	Target	NA	NA	>95%	>95%	>95%	>95%	>95%
			Actual	NA	NA	87.2%	101.1%	97.1%	101.8%	

Overall Outcome 1 performance for the regulatory period so far: 

Business comment

Delivery of irrigation mains replacement and channel lining projects continues to either replace end-of-life assets or extend the life of the assets in the case of channel lining. The result this year is reflective of the decision to bring projects forward from the final year of our *Water Plan 4* as part of a larger package of works developed to entice market participants in a challenging environment and to achieve procurement and delivery efficiencies.


Our Operations Team continually monitors all incoming watering orders to ensure minimal interruptions to deliveries occur. This is shown in our performance results, exceeding our targets across all districts reflecting our commitment to ensuring water is provided when our customers require it.

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The downward trend of pipe bursts and leaks within our irrigation network is conducive of the investment in replacing our aging pipelines and extending the life of the channel system through channel relining. Maintaining the network allows us to deliver the water minimising interruptions to our customers.

Outcome 2: Keep my costs to a minimum

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Billing complaints	Number	Target	12	5	< 4	< 4	< 4	< 4	< 4
		Actual	2	0	0	1	5	2	
b Annual tariffs follow the proposed structures within the ESC's published pricing determination	Pass/Fail	Target	NA	NA	Pass	Pass	Pass	Pass	Pass
		Actual	NA	NA	Pass	Pass	Pass	Pass	

Overall Outcome 2 performance for the regulatory period so far: 


Business comment

LMW received two (2) complaints in 2021-22, one related to a payment method option and another to a drainage reuse charge. The LMW Customer Service Teams work closely with customers to minimise the risk of complaints occurring wherever possible.

We are committed to keeping costs to a minimum as outlined in our 2018-2023 pricing submission. The tariffs for rural services have followed or remained under the price path of the pricing determination in real terms and adjusted for CPI. The completion of Sunraysia Modernisation Project 2 (SMP2) has assisted with price reduction, with an additional \$1.09 million of revenue generated from SMP2 customers in 2021-22 year which was distributed across all rural districts.

Outcome 3: Be easy to contact and quick to respond

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Post interaction satisfaction survey (phone, face-to-face, online): Number of completed surveys	Number	Target	NA	NA	150	150	150	150	150
		Actual	NA	NA	100	279	47	69	
b Post interaction satisfaction survey: Customers satisfied (rating of satisfied, very satisfied and extremely satisfied)	Percentage of customers surveyed	Target	NA	NA	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual	NA	NA	84%	96%	94%	96%	
c Annual survey: Customers satisfied with LMW's role in the community (rating of satisfied, very satisfied and extremely satisfied)	Percentage of customers surveyed	Target	NA	NA	> 78%	> 79%	> 80%	> 81%	> 82%
		Actual	81%	83%	90%	84%	87%	82%	
d Rural customer complaints to Energy and Water Ombudsman Victoria (EWOV)	Number	Target	7	9	< 7	< 7	< 7	< 7	< 7
		Actual	2	6	15	2	6	7	
e Calls answered within 60 seconds (operations room)	Percentage	Target	80%	80%	> 85%	> 85%	> 85%	> 85%	> 85%
		Actual	91%	80%	99%	96%	97%	97%	

Overall Outcome 3 performance for the regulatory period so far: 

Business comment


LMW achieved three out of five targets for Outcome 3. Post-interaction surveys have again proven difficult during the reporting period, with a modest increase on 2022-21 results. COVID-19 has continued to create challenges in this area with staff working remotely, coupled with a general reluctance by customers to undertake the process. LMW will continue to encourage customers in an attempt to drive up the number of responses received through the Business Transformation Program and expanding the post interaction feedback methods for digital channels.

Despite the low number of post interaction surveys received, completed post interaction surveys have again exceeded the target for overall satisfaction rate with a pleasing 96%. Our annual survey results continue to exceed target, and LMW will continue to drive this result by addressing topics of concern raised by our customers in a timely and collaborative way.

LMW has seen a slight increase in customer complaints to the Energy and Water Ombudsman Victoria (EWOV) in 2021-22, however remains under target. EWOV complaints in 2021-22 related to meter reading and meter access, payment for new connections and billing. One complaint remained unresolved at the end of June 2022.

Outcome 4: Comply with other government obligations

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Compliance with government reporting policy requirements - timely completion and lodgement of 8 major reports	Percentage on time	Target	NA	NA	100%	100%	100%	100%	100%
		Actual	NA	NA	100%	100%	88%	100	

Overall Outcome 4 performance for the regulatory period so far: 

Business comment

The majority of the regulatory reports are subject to audit requirements which occur after the end of the current financial year. As a result, the 2020-21 results are reported in the 2021-22 financial year where appropriate.

LMW have many other minor reporting requirements and provide information on the majority within the Annual Report, Corporate Plan, Rural Customer Charter and on our website.