

South Gippsland 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.

South Gippsland Water completed a Price Submission process to the Essential Services Commission (ESC) for the three-year period 2020–21 to 2022–23. The process built on our learnings from 2018 customer engagement and was designed and delivered with a view to testing and reviewing Customer Outcomes developed in 2018 and inform key priorities to be delivered for the period.

Customers confirmed that the majority of Outcomes, Measures and Targets reflected their values and expectations, and that the use of Plain English is important when engaging with them. The tables and commentary below reflect the Corporation’s performance for the past five years and positions minor amendments to future Outcomes, Measures and Targets as identified through the 2019–20 engagement process.

Summary table

Outcome	18-19	19-20	20-21	21-22	22-23
1. We will partner with community, local government and business to plan for future years	Green	Green	Grey	Grey	Grey
2. We will plan for the future, be reliable, minimise unplanned interruptions to services	Yellow	Green	Green	Green	Yellow
3. Provide safe, clean drinking water for the benefit of our customers and communities	Yellow	Green	Green	Yellow	Green

4. Provide a safe wastewater service that contributes to the health and liveability of our communities and environment	Green	Red	Red	Green	Green
5. Be environmentally responsible, sustainable and adapt to a future impacted by climate variability	Green	Green	Yellow	Yellow	Red
6. Treat all customers, community with honesty, respect and strive to balance affordability, value for money and fairness	Green	Green	Green	Green	Green
Overall	Green	Green	Green	Green	Yellow

Business comments

Outcome 1: We will partner with community, local government and business to plan for future years

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a A long-term water security strategy is in place, developed in consultation with key stakeholders – review by June each year.	Met/not met	Target	Met	Met	Met	Met			
		Actual	Met	Met	Met	Met			
b Water security outlooks for each of the South Gippsland Water’s water supply systems are developed and communicated to customers in November each year.	Met/not met	Target	Met	Met	Met	Met			
		Actual	Met	Met	Met	Met			
c Water security improvement works commissioned for Wonthaggi, Inverloch, Cape Paterson, Korumburra, Poowong, Loch & Nyora by June 2019	Met/not met	Target	On track	On track	Met	NA			
		Actual	On track	On track	Met	NA			
d Occurrences of Stage 1 water restrictions in Korumburra, Poowong, Loch and Nyora (Lance Creek system) each year.	Number	Target	NA	NA	0	0			
		Actual	NA	NA	1	Met			

Overall Outcome 1 performance for the regulatory period: Not Applicable

Business comment

During the 2019 customer engagement, undertaken in developing the 2020 Price Submission, customers wished to simplify the Outcomes and the associated measures. From 2020-21, Outcome 1 has been removed other than 1b, which has been included in Outcome 2 below.

Outcome 2: We will plan for the future, be reliable and minimise unplanned interruptions to services

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Water security outlooks for the Corporation's water supply systems are developed and published in November each year	Met/not met	Target	Met	Met	Met	Met	Met	Met	Met
		Actual	Met	Met	Met	Met	Met	Met	Met
b Average response time to sewer spills and blockages	Minutes	Target	<30	<30	<30	<30	≤30	≤30	≤30
		Actual	21	19	34.3	30	26	22.7	38
c Average response time to water bursts and leaks (Priority 1)	Minutes	Target	<30	<30	<30	<30	≤30	≤30	≤30
		Actual	23	18	17	21	17	16.5	21
d Average duration of unplanned water supply interruptions	Minutes	Target	<100	<100	<100	<100	≤110	≤110	≤110
		Actual	91	96	129	90	81	77.9	93
e Containment of sewer spills within 5 hours	Percentage	Target	100%	100%	100%	100%			
		Actual	100%	100%	100%	94%			
f Unplanned water interruptions restored within 5 hours	Percentage	Target	99%	99%	99%	99%			
		Actual	99%	98%	96%	99%			
g Number of complaints related to communication of planned works	Number	Target	NA	0	0	0			
		Actual	0	0	0	1			

Overall Outcome 2 performance for the regulatory period:



Business comment

The 2022-23 result was impacted by a single blockage that occurred in July 2022. The blockage was after hours and an agreement was made with the impacted customer to address the blockage the following day during work hours. Without this single call out, the average response time to sewer spills and blockages was 25 minutes, meeting our target of less than 30 minutes.

Outcome 3: Provide safe, clean drinking water for the benefit of our customers and communities

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Number of Safe Drinking Water Regulations non-compliance incidents	Number	Target	0	0	0	0	0	0	0
		Actual	0	0	1	0	0	1	0
b Customers who prefer to drink our tap water, including filtered (identified via the Customer Satisfaction Survey)	Percentage	Target	≥ 88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%
		Actual	90%	93%	93%	91%	91%	89%	88%

Overall Outcome 3 performance for the regulatory period:



Business comment

Customers who prefer to drink tap water has dropped marginally. The measure remains aligned with the target and will be monitored as we progress through the 2023 – 2028 period.

Outcome 4: Provide a safe wastewater service that contributes to the health and liveability of our communities and environment

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a EPA licence enforcement actions per year	Number	Target	0	0	0	0	0	0	0
		Actual	0	0	0	1	1	0	0

Overall Outcome 4 performance for the regulatory period:



Business comment

South Gippsland Water experienced two significant EPA breaches in 2019 and 2020. The systems have subsequently been performing and we have experienced no licence enforcement actions for 2022–23.

Outcome 5: Be environmentally responsible, sustainable and adapt to a future impacted by climate variability

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a Reduction of CO ₂ emissions resulting from energy renewable projects (cumulative)	Tonnes CO ₂ e per annum	Target	NA	NA	30	120	750	1,500	2,200
		Actual	NA	NA	60	144	218	806	1,686
b Average household water consumption	Kilolitres per annum	Target	≤ 125	≤ 125	≤ 125	≤ 125	≤ 125	≤ 125	≤ 125
		Actual	120	118	120	121	118	114.7	115

Overall Outcome 5 performance for the regulatory period:



Business comment

South Gippsland Water’s target for reduction of CO₂ emissions was impacted primarily by the delay in installing four solar systems in 2020-21 and 2021-22 due to COVID-19 related project delays. The final systems were commissioned in late 2021-22. The solar systems have performed as expected through 2022-23, however, the delay to installation has impacted our ability to meet our cumulative target.

Outcome 6: Treat all customers, community with honesty, respect and strive to balance affordability, value for money and fairness

Output		Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23
a	Customer satisfaction rating of 'satisfied' or 'very satisfied' (via the Customer Satisfaction Survey)	Percentage of survey responses	Target	≥80%	≥80%	≥80%	≥80%	≥80%	≥80%	≥80%
			Actual	90%	89%	89%	84%	88%	87%	85%
b	Customers rating SGW's services as 'value for money' (via the Customer Satisfaction Survey)	Percentage of survey responses	Target	≥73%	≥73%	≥73%	≥73%	≥70%	≥70%	≥70%
			Actual	75%	75%	75%	74%	73%	77%	78%

Overall Outcome 6 performance for the regulatory period:



Business comment