

East Gippsland 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. Reliable services, done well.						
2. Fair prices for all						
3. Improved environmental outcomes						
4. Prepare for population growth and a changing climate						
5. Contributing to community						
Overall, for reporting year						

Business comments

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Outcome 1: Reliable services, done well.

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Number of water quality complaints	Number / 1000 customers	Target	≤3	<3	<3	<3	<3	<3
		Actual						
b Percentage of customers answering ‘yes’ satisfied with the quality of EGW's drinking water (via annual customer satisfaction survey)	Percentage	Target	n/a	>85	>85	>85	>85	>85
		Actual	88					
C Percentage of affected customers informed about planned and unplanned water interruptions	Percentage	Target	n/a	>65	>65	>65	>65	>65
		Actual						
D Percentage of planned and unplanned water interruptions restored within the advised notification timeframe.	Percentage	Target	n/a	>90	>90	>90	>90	>90
		Actual						

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

Business comment

Outcome 2: Fair prices for all

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A Number of formal interactions* with external agencies providing advice or education on EGW's assistance options (i.e. Anglicare, Neighbourhood House) reported back to Customer Advisory Committee. *Formal interactions could include newsletter, site visits, market attendance, new agency relationships.	Number	Target	n/a	≥4	≥4	≥4	≥4	≥4
		Actual						
B Controllable operating cost per connection	Dollars (\$2022-23)	Target	n/a	≤\$897	≤\$885	≤\$877	≤\$867	≤\$854
		Actual						
C Percentage of customers answering 'yes' aware of our financial assistance program (via annual customer satisfaction survey)	Percentage	Target	60	>61	>62	>63	>64	>65
		Actual	68					

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

Business comment

Outcome 3: Improved environmental outcomes

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A Paynesville waste water recycling plant improvements project milestone reached by end of financial year	Project Status	Target	n/a	Detailed design, procurement	Construction	Construction & commissioning		
		Actual						
B Number of non-compliances against EPA Amalgamated Licence	Number	Target	n/a	≤2	≤2	≤1	≤1	≤0
		Actual						
C CO ₂ emission targets en-route to net zero by 2035	CO ₂ -e tonnes	Target	6,870	<4,875	<2,300	<2,098	<1,896	<1,694
		Actual						

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

Business comment

Outcome 4: Prepare for population growth and a changing climate

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A Third raw water storage at Woodglen project milestone reached by end of financial year	Project Status	Target	n/a	Business case approval	Detailed design	Procurement & commencement construction	Construction continued	Construction & commissioning
		Actual						
B Cumulative value of water efficiency rebates granted over the period	Dollars (\$)	Target	n/a	90,000	180,000	270,000	360,000	450,000
		Actual						

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

Business comment

Outcome 5: Contributing to community

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
A Number of trainees, apprentices and vacation students hosted	Number	Target	n/a	>5	>5	>5	>5	>5
		Actual						
B Value of funds awarded under our community sponsorship program each year	Dollars (\$)	Target	n/a	≥20,000	≥20,000	≥20,000	≥20,000	≥20,000
		Actual		0	0	0	0	0
C Percentage of customers answering ‘yes’ EGW is a valued member of the community (via annual customer satisfaction survey)	Percentage	Target	n/a	>61	>62	>63	>64	>65
		Actual	70					

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

Business comment