

Goulburn 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. We will provide reliable water and wastewater services customers can trust						
2. We will lead action and partner with our communities to grow the region						
3. We will care for the environment and adapt to a future impacted by climate variability						
4. We will deliver respectful and responsive customer service, balancing affordability, value for money and fairness						
Overall for reporting year						

Business comments

Outcome 1: We will provide reliable water and wastewater services customers can trust

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Boil Water Notices delivered to the community caused by a fault in our system	Number	Target	-	0	0	0	0	0
		Actual						
b Widespread taste and odour events defined as reportable in the Safe Drinking Water Act	Number	Target	-	0	0	0	0	0
		Actual						
c Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	0	0	0	0	0	0
		Actual						
d Sewer blockages responded to within one hour from when a customer notifies us or we become aware	Percentage	Target	-	100%	100%	100%	100%	100%
		Actual						
e Planned and unplanned water supply interruptions restored within five hours	Percentage	Target	98%	95%	95%	95%	95%	95%
		Actual						
f Water pressure improvement projects completed over the price plan	Total number of projects completed	Target	-	N/A	N/A	1	3	5
		Actual						

How is GVW tracking for Outcome 1 in the regulatory period so far?

Business comment

Outcome 2: We will lead action and partner with our communities to grow the region

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customers who think we support the community (yes response) in GVW annual customer survey	Percentage of survey responses	Target	N/A	70%	70%	70%	70%	70%
		Actual						
b Customers who believe we deliver value to the region (yes response) in GVW annual customer survey	Percentage of survey responses	Target	N/A	70%	70%	70%	70%	70%
		Actual						

How is GVW tracking for Outcome 2 in the regulatory period so far?

Business comment

Outcome 3: We will care for the environment and adapt to a future impacted by climate variability

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Net carbon emissions (on track to net zero by 2035)	Tonnes CO ₂ -e	Target	48,167	44,794	37,416	35,919	34,423	32,926
		Actual						
b Sewer spills caused by a fault in our system contained within five hours	Percentage	Target	100%	100%	100%	100%	100%	100%
		Actual						
c Actions progressing or delivered on time as identified in Country Plans or with Traditional Owner Group partners	Percentage	Target	-	N/A	70%	70%	70%	70%
		Actual						
d Urban Water Strategy actions progressing or delivered on time	Percentage	Target	-	80%	80%	80%	80%	80%
		Actual						

How is GVW tracking for Outcome 3 in the regulatory period so far?

Business comment

Outcome 4: We will deliver respectful and responsive customer service, balancing affordability, value for money and fairness

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customer Accountability Panel members satisfied with our Price Plan performance (yes response) in GVW annual evaluation	Percentage of responses	Target	-	90%	90%	90%	90%	90%
		Actual						
b Billing and account complaints received from customers	Number per 1000 customers	Target	1.3	1.0	1.0	1.0	1.0	1.0
		Actual						
c Customers who believe we provide value for money (yes response) in GVW annual customer survey	Percentage of survey responses	Target	-	70%	70%	70%	70%	70%
		Actual						
d Customers aware of information from us on how to save water (yes response) in GVW annual customer survey	Percentage of survey responses	Target	-	55%	57%	60%	63%	66%
		Actual						

How is GVW tracking for Outcome 4 in the regulatory period so far?

Business comment