

## Lower Murray Water Rural – 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. Provide customers with value for money.						
2. Provide customers with water when they need it.						
3. Provide customer service channels that are responsive to resolve requests and enquiries.						
4. Service our communities in a socially responsible and environmentally sustainable manner.						
Overall, for reporting year						

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**Business comments**

**Outcome 1: Provide customers value for money.**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
<b>A:</b> Customer Satisfaction of overall services <i>value for money</i> . Measured by respondents who select a rating of satisfied, very satisfied, and extremely satisfied in an annual survey	% of respondents	Target	TBA	=/>22/2 3	=/>23/2 4	=/>24/2 5	=/>25/2 6	=/>26/2 7
		Actual						
<b>B:</b> Total controllable opex expenditure within 10% of LMW forecasted PS5 benchmark opex over regulatory period (Plus annual CPI adjustments)	\$ under or over benchmark	Target	N/A	+/- 1.69M	+/- 1.68M	+/- 1.73M	+/- 1.75M	+/- 1.71M
		Actual						
<b>C:</b> Delivery of top 10 'Rural' capital projects on time and budget. (Budget within 10% of forecast set by annual corporate plan, timing set by regulatory period)	Project status	Target	Complete 2028	On Track	On Track	On Track	On Track	Complete

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

**Business comment**

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**Outcome 2: Provide customers with water when they need it**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
<b>A:</b> Irrigation district water orders delivered on time	% water orders delivered	Target	=>98%	≥98%	≥98%	≥98%	≥98%	≥98%
		Actual						
<b>B:</b> Improve system reliability and maintain or reduce unplanned outage times	Average time of unplanned water ordering restrictions	Target	NA	=<22/23	=<23/24	=<24/25	=<25/26	=<26/27
		Actual	301 mins YTD					

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

**Business comment**

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**Outcome 3: Provide customer service channels that are responsive to resolve requests and enquiries**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
<b>A:</b> Customer requests/enquiries resolved within the defined response time (Mean Time to Resolve)	%	Target	N/A	N/A	≥60%	≥65%	≥70%	≥75%
		Actual						
<b>B:</b> Resolve customer requests/enquiries 'First Time Right' (requests not reopened or recurring from same customer)	%	Target	N/A	N/A	≥60%	≥65%	≥70%	≥75%
		Actual						
<b>C:</b> Customers registered for self-service portal	% of total customers	Target	N/A	N/A	20%	30%	40%	50%
		Actual						
<b>D:</b> Customer satisfaction of <i>responsiveness to enquiries/requests</i> . Measured by respondents who select a rating of satisfied, very satisfied, and extremely satisfied in an annual survey	% of respondents	Target	2022/23 Result	=/>22/2 3	=/>23/2 4	=/>24/2 5	=/>25/2 6	=/>26/2 7
		Actual						

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

**Business comment**

**Outcome 4: Service our communities in a socially responsible and environmentally sustainable manner**

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
<b>A:</b> Number of non-compliance incidents with EPA General Environmental Duty (GED)	Number	Target	0	0	0	0	0	0
		Actual						
<b>B:</b> Customer <i>overall</i> satisfaction of LMW. Measured by respondents who select a rating of satisfied, very satisfied, and extremely satisfied in an annual survey	% of respondents	Target	TBA	=>23/24	=>24/25	=>25/26	=>26/27	=>27/28
		Actual						
<b>C:</b> Percentage of electrical energy from renewable sources 26/27 & 27/28 target should be 100%	%	Target	100% by 2025	N/A	N/A	100%	100%	100%
		Actual						

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

**Business comment**