North East Water – Outcomes – 2018–2023

Summary table

Outcome	18-19	19-20	20-21	21-22	22-23	23-24	24-25	25-26
1. Affordable Prices								
2. Reliable Services								
3. Responsive Services								
4. Efficient Systems								
5. Local Focus								
6. Sustainable Region								
Overall								

Business comments

Outcome 1: Affordable Prices

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23	23-24	24-25	25-26
a Fair Prices – Residential customers pay their bill within the required 30 days	Percentage of customers	Target	–	>80%	>80%	>80%	>80%	>80%	>80%	>80%	>80%	>80%
		Actual	82.4%	81.5%								
b Customer Support – number of residential customers being restricted	Number of customers	Target	–	N/A	224	217	211	205	199	192	186	180
		Actual	127	231								

Overall outcome 1 performance for the regulatory period so far: ◯

Business comment

Outcome 2: Reliable Services

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23	23-24	24-25	25-26
a Number of Safe Drinking Water Act non-compliances (water sampling and audit)	Number	Target	–	0	0	0	0	0	0	0	0	0
		Actual	1	0								
b Resilient Systems – Number of unplanned water supply interruptions per 100 km	Number per 100 km	Target	–	< 14	< 14	< 14	< 14	< 14	< 14	< 14	< 14	< 14
		Actual	13.07	10.8								

Overall outcome 2 performance for the regulatory period so far: ◯

Business comment

Outcome 3: Responsive Services

	Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23	23-24	24-25	25-26
a	Timely Response – Average duration of unplanned water supply interruptions	Minutes	Target	–	100	100	100	100	100	100	100	100	100
			Actual	111.60	99.4								
b	Inclusive Decisions – Customers are satisfied with NEW in engagement and community inclusion. (Survey response of "very satisfied", "satisfied", "neither satisfied nor dissatisfied")	Percentage of survey responses	Target	–	> 90%	> 90%	> 90%	> 90%	> 90%	> 90%	> 90%	> 90%	> 90%
			Actual	90%	91%								

Overall outcome 3 performance for the regulatory period so far: ◯

Business comment

Outcome 4: Efficient Systems

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23	23-24	24-25	25-26
a Asset Stewardship – Sewer mains blockages	Number per 100 km	Target	–	< 12	< 12	< 12	< 12	< 12	< 12	< 12	< 12	< 12
		Actual	11.13	10.6								
b Non-revenue water (as a percentage of total water delivered)	Percentage	Target	–	< 10%	< 10%	< 10%	< 10%	< 10%	< 10%	< 10%	< 10%	< 10%
		Actual	13.6%	15.4%								

Overall outcome 4 performance for the regulatory period so far: ◯

Business comment

Outcome 5: Local Focus

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23	23-24	24-25	25-26
a Local People – Customers are satisfied with NEW staff local knowledge, employment and location. (Survey response of "very satisfied" or "satisfied")	Percentage of survey responses	Target	–	> 80%	> 80%	> 80%	> 80%	> 80%	> 80%	> 80%	> 80%	> 80%
		Actual	73.3%	75%								
b Education and Awareness – Customers are satisfied with NEW educating and informing them about water conservation and sustainability. (Survey response of "very satisfied", "satisfied", "neither satisfied nor dissatisfied")	Percentage of survey responses	Target	–	> 90%	> 90%	> 90%	> 90%	> 90%	> 90%	> 90%	> 90%	> 90%
		Actual	96.7%	95%								

Overall outcome 5 performance for the regulatory period so far: ◯

Business comment

Outcome 6: Sustainable Region

Output	Unit		16-17	17-18	18-19	19-20	20-21	21-22	22-23	23-24	24-25	25-26
a A Smaller Footprint – Compliance with EPA Licences (percentage compliance against key parameters across all licences)	Percentage	Target	–	94%	100%	100%	100%	100%	100%	100%	100%	100%
		Actual	84%	94%								
b A Smaller Footprint – Total carbon emission	Tonnes CO_2e	Target	–	35,672	36,314	36,555	37,762	23,289	19,128	19,422	19,817	19,817
		Actual	37,737	35,605								
c Enhanced liveability – Customers are satisfied in NEW ensuring water for future and supporting Council drought responses. (Survey response of "very satisfied", "satisfied", "neither satisfied nor dissatisfied")	Percentage of survey responses	Target	–	New	> 90%	> 90%	> 90%	> 90%	> 90%	> 90%	> 90%	> 90%
		Actual	New	New								

Overall outcome 6 performance for the regulatory period so far: ◯

Business comment